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

# PE18-012

# GM

# 3-27-2019

# Q3



[redacted]

# Service Request Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| SR No. | [redacted] | Ref No. | | Goodwill | No Goodwill Offered | BRC Type | PAR |
| Account | | Site | | GW SubType | | Bus. Unit | BRC |
| Last Name | [redacted] | First Name | [redacted] | Approval | Not Initiated | Area | PAR |
| Daytime # | | Evening # | | UCC | Brakes - General | Sub-Area | ESIS Escalation |
| Address | | City | [redacted] | Involved Dlr | Morgan Pontiac, Inc. | Safety | Yes |
| State | | Con Acct | | Source | Phone | Updated | 4/21/2014 03:05:50 PM |
| Serial #/VIN | 1GTN1TEC4E[redacted] | Model Year | 2014 | Priority | Medium License # GMC | Owner | GZ76C4 |
| Make | GMC | Warr. Start | 04/05/2014 | Status | Open | Opened | 4/16/2014 10:49:52 AM |
| Model | Sierra | Mileage | 230 | Sub-Status | | Closed | |
| Abstract | Brakes did not work | | | | | | |
| Customer Description | This is a BRC PAC case. Do not assume case. Please forward any inquiries to Elizabeth at ext 21641 | | | | | | |

## Pre-PAR

| PAR Notifier | Incident Date/Time | Injuries | # Other Veh | # People in Veh | Road Surface | Road Cond. | Fire Report# | Police Report# |
|---|---|---|---|---|---|---|---|---|
| Owner | 4/9/2014 12:28:51 PM | Y | 1 | 1 | Concrete | Dry | n/a | unknown |

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|
| [redacted] | | 6'4 | | Hearing loss, contacts |

| Insurance Agent Last Name | Insurance Agent First Name | Phone # | Insurance Agency |
|---|---|---|---|
| Sams | Mimi | | Statefarm |

| | | | |
|---|---|---|---|
| Incident Loc | Lampkin and Shed Rd in Bossier City LA | Incident Desc | I began to drive through the intersection of Lampkin and Shed Rd. Didn't see the person inf ront of me brake lights, hit my brakes but nothing slowed me down and I hit the veh in front of me. Doors were jammed and the airbags deployed. There were no skid marks on the ground. Brake |
| Component | Brakes - General | Damage Desc | totaled |
| Vehicle Loc | Nolen towing and recovery in Bossier City, LA | Addl Info | The customer did not know the info of the driver in the veh he hit |
| Emgcy Svc Names | Bossier City PD and EMS | Maint Loc | |

## PAR Detail

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Collision | Y | Non Collision | N | Property Damage | Y | Thermal Evt | N | Spec Equip | none | | |
| Vehicle Speed | 35 | | | Weather Condition | Clear | | | Prop Owner | unknown | Property Type | unknown |
| Last Service Date | | | | Loc Last Service | | | | Property Location | unknown | Prop Est Repair Cost | |
| Veh Est Repair Cost | | | | Spec Equip Installer | none | | | Prop Damage Description | | | |
| Primary Veh Use | Personal | | | Inspection Type | | | | Inspected By | Inspection Not Performed | Inspection Date/Time | |
| Veh Damage Description | totaled | | | | | | | Explain Other | | | |

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/21/2014 03:05:49 PM | GZ75C4 | GZ75C4 | Ownership Changed | Ownership Escalated to BRC | Done | 4/21/2014 03:05:49 PM | Ownership Escalated to BRC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

[redacted]

Confidential Comments

[redacted]

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/21/2014 11:32:03 AM | GZ75C4 | ESISBIOU | Escalation | ESIS - Insurance Involvement | In Progress | | escalation to ESIS |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Reason:

Customer's insurance co is seeking surbrogation against GM. Statefarm agent Mimi Sams 855-461-4659 Claim# [redacted]

Elizabeth/PAC/WMI ext 21641

Confidential Comments

[redacted]

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/21/2014 11:24:25 AM | GZ75C4 | GZ75C4 | Inbound Call Third Party | | In Progress | | Mimi Sams from cust insurance co |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Mimi Sams 855-461-4659 Claim# [redacted]

sts seeking surbrogation against GM and usually GM would like time to investigate claim first. We have the veh stored somewhere and are incurring fees.

CRS sts cust declined, sts he doesn't want to file claim. Different dept handles this issue, will forward case to that dept and they will follow up in 1-2 bus days

Elizabeth/PAC/WMI ext 21641

Confidential Comments

[redacted]

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 03:57:37 PM | PEREZDE1 | GZ75C4 | Notify CRM | | Done | 4/21/2014 11:24:21 AM | SEE IBC |

[redacted] First Name | Account | BAC Code

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 03:56:08 PM | PEREZDE1 | PEREZDE1 | Inbound Call Third Party | Complex Request | Done | 4/17/2014 03:57:34 PM | Assisting Only |

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Cst: my name is Mimi im calling from state far my claim #18439B113 im in the office from 7:15 -3:30 Central time

Crs: ill go ahead and notify the agent that you called and let her know that you are requesting a call back

deniseperez/CAC/ATX/Enpowerment

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 01:57:31 PM | GZ75C4 | GZ75C4 | Outbound Call Customer | Customer Initial | In Progress | | [redacted] |

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS verifies contact info on file is correct

Cust sts
I began to drive through the intersection of Lampkin and Shed Rd. Didn't see the person inf ront of me brake lights, hit my brakes but nothing slowed me down and I hit the veh in front of me. Doors were jammed and the airbags deployed. There were no skid marks on the ground. Brake pedal was hard but it didn't go all the way to the floor. Only had the vehicle for 4 days and this was first hard braking incident I had, other times it was just normal braking. Heard no noise when I applied the brake. It was very strange. My insurance sts veh is totaled and we're in the process of finanlizing everything.
"Not interested in filing claim I just wanted to bring this to your attention"

CRS thanks customer for time and for bringing this issue to our attention

Elizabeth/PAC/WMI ext 21641

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 01:56:11 PM | GZ75C4 | GZ75C4 | Outbound Email | Field Initial | Done | 4/17/2014 01:57:26 PM | No email sent |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

Cust is not seeking to file claim

Elizabeth/PAC/WMI ext 21641

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 01:54:20 PM | GZ75C4 | GZ75C4 | Outbound Call Dealer | Dealer Initial | Done | 4/17/2014 01:57:21 PM | No Call Made |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

Cust is not seeking to file claim

Elizabeth/PAC/WMI ext 21641

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 12:24:33 PM | GZ75C4 | GZ75C4 | Outbound Call Customer | Acknowledgement | Done | 4/17/2014 01:58:28 PM | See cust intial activity |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

Elizabeth/PAC/WMI ext 21641

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/17/2014 08:43:56 AM | GZWDJY | GZWDJY | Inbound Call Third Party | Voice Mail Received | Done | 4/17/2014 08:45:12 AM | CAC TO PAC VM |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

Inbound tier 1

4/16 10:58am

Dorisn/Pac/wmi/21687

**Confidential Comments**

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 02:05:49 PM | GZ75C4 | GZ75C4 | Inbound Call Third Party | Voice Mail Received | Done | 4/16/2014 02:48:18 PM | Cust Insurance Co |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Statefarm Rep sts

The customer's vehicle is a total loss and we're holding the vehicle at a storage location. we would like to investigate the cust claim about a brake issue causing the collision, wanted to speak more with someone about the process there of how you want to proceed. If you want to investigate then I can get you the name of that location.

Received 12:26 pm 4/16/14

Elizabeth/PAC/WMI ext 21641

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:28:10 PM | GZ75C4 | GZ75C4 | Scheduled Follow-up | | Scheduled Alarm | | review case |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:24:14 PM | GZ75C4 | GZ75C4 | Ownership Changed | | Done | 4/16/2014 12:24:14 PM | Service Request Ownership has changed FROM: MEDINAKR TO: GZ75C4 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:09:50 PM | GZWDJY | GZ75C4 | Notify CRM | | Done | 4/16/2014 12:24:24 PM | New cas please assume |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:09:22 PM | GZWDJY | GZ75C4 | Research | | In Progress | | Vin Scan |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

No duplicate/other SR's

Service Contract: No
Branded Title: No
Warranty Block: No

Product Safety Recall N140121 14121 TRANSMISSION OIL COOLER CONNECTION 04/01/2014 Open

Elizabeth/PAC/WMI ext 21641

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:06:44 PM | GZWDJY | GZ75C4 | BRC PAR | Case Assigned | Done | 4/16/2014 12:24:29 PM | Case assigned to GZ75C4 21641 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:06:38 PM | GZWDJY | MEDINAKR | SR Opened | | Done | 4/16/2014 12:06:38 PM | SR in Status of Closed has been Re-Opened by GZWDJY |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 12:06:34 PM | GZWDJY | MEDINAKR | SR Closed - Dissatisfied | | Done | 4/16/2014 12:06:34 PM | Service Request has been Closed Dissatisfied. |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 11:00:06 AM | MEDINAKR | BRCPARQ | Escalation | CAC to PAC | Done | 4/16/2014 12:06:18 PM | escalated |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/16/2014 10:50:48 AM | MEDINAKR | MEDINAKR | Inbound Call Customer | Complex Request | Done | 4/16/2014 10:59:22 AM | Brakes did not work, cust got injured |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

**Comments**

Name: [redacted]
Contact no: [redacted] BTC: anytime on the cellphone but the best anytime from 7am - noon
address/zipcode: [redacted]
car make/year/model: 2014 GMC Sierra
vin: 1GTN1TEC4EZ[redacted]
mileage: 230 mi
email: [redacted]
dlr:
116564 Morgan Buick GMC
8757 Business Park Dr., Shreveport, LA

Cust states:
-bought a 2014 GMC Sierra and a few days later, there has been a hard braking issue and when he needed to stop the car it didnt and he hit another vehicle , called dealer & the truck was totalled, he incurred some minor injuries
Cust seeks:
-cust was referred by dealer to call GM for further investigation and is worried abt the future of other trucks so he would like to call to know why this happened
Crs: Resolution:
-apologized for the incident and told cust I will further escalate this to our PAC to check out our next action and to ensure we get to accordingly address the concern
-escalate to PAC: VM

Kristine•Redesign•CAC T1•Man

**Confidential Comments** [redacted]

## UCC Information

| UCC Code | Symptom | Description |
|---|---|---|
| H01 | Inoperative | Brakes - General |

This CARFAX Vehicle History Report provided free of charge by:

CARFAX ADVANTAGE DEALER

ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

SHOW ME THE CARFAX

# CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

**Vehicle Information:**
**2014 GMC SIERRA C1500**
VIN: 1GTN1TEC4EZ[redacted]
PICKUP
REAR WHEEL DRIVE
Standard Equipment | Safety Options

**CARFAX Report Provided By:**
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

- No accident / damage reported to CARFAX
- At least 1 open recall
- 5 Last reported odometer reading

**This is a new car.** To help keep it well maintained, follow the manufacturer's recommended maintenance schedule.




This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 4/23/14 at 9:19:23 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

## CARFAX Service History

CARFAX partners with participating service facilities to track services performed

Summary

**Oil Change**
Follow the manufacturer's recommended maintenance schedule.

Keep it Well Maintained!




**Activate myCARFAX:**

- Track and save your service history all in one place
- Get safety alerts & service reminders for your car

Download the **FREE** app now or go to **myCARFAX.com**

**Get your first service by:**

**Date:** _____

**Miles:** _____

## CARFAX Title History

CARFAX guarantees the information in this section

| | Summary |
|---|---|
| Salvage \| Junk \| Rebuilt \| Fire \| Flood \| Hail \| Lemon | Guaranteed No Problem |
| Not Actual Mileage \| Exceeds Mechanical Limits | Guaranteed No Problem |

**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register | View Terms | View Certificate**

## CARFAX Additional History

Not all accidents / issues are reported to CARFAX

| | Summary |
|---|---|
| **Total Loss**<br>No total loss reported to CARFAX. | ✓ No Issues Reported |
| **Structural Damage**<br>No structural damage reported to CARFAX. | ✓ No Issues Reported |
| **Airbag Deployment**<br>No airbag deployment reported to CARFAX. | ✓ No Issues Reported |
| **Odometer Check**<br>No indication of an odometer rollback. | ✓ No Issues Indicated |
| **Accident / Damage**<br>No accidents or damage reported to CARFAX. | ✓ No Issues Reported |
| **Manufacturer Recall**<br>At least 1 manufacturer recall requires service. Locate an authorized General Motors dealer to obtain more information about this recall. | **Recall Reported** |
| **Basic Warranty**<br>No data reported to CARFAX. | No Data Reported |

Tell us what you know about this vehicle

## CARFAX Detailed History

Glossary

| Date: | Mileage: | Source: | Comments: |
|---|---|---|---|
| 03/29/2014 | 5 | Dealer Inventory | Vehicle offered for sale |
| 04/01/2014 | | General Motors | Manufacturer Safety recall issued<br>Recall #2014121<br>TRANSMISSION OIL COOLER CONNECTION<br>Locate an authorized General Motors dealer to obtain more information about this recall. |
| 04/05/2014 | | Dealer Inventory | Vehicle offered for sale |

Tell us what you know about this vehicle

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

## CARFAX Glossary

View Full Glossary

**Manufacturer Recall**
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
4/23/14 9:19:23 AM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2014 GMC SIERRA vehicle (VIN: 1GTN1TEC4EZ[redacted] which is based on information supplied to CARFAX and available as of 4/23/14 at 9:19 AM (EDT).

Customer Signature Date Dealer Signature Date

CARFAX

# VEHICLE HIGHLIGHTS

**2014 GMC SIERRA C1500**
**VIN: 1GTN1TEC4EZ[redacted]**
**Body Style: PICKUP**
**Drivetrain: REAR WHEEL DRIVE**

Courtesy of
**ESIS GM**
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

## STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:

| | |
|---|---|
| **Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon** | **Guaranteed** No Problem |
| **Not Actual Mileage, Exceeds Mechanical Limits** | **Guaranteed** No Problem |

## ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

| | |
|---|---|
| **Total Loss** | ✓ No Issues Reported |
| **Structural Damage** | ✓ No Issues Reported |
| **Airbag Deployment** | ✓ No Issues Reported |
| **Odometer Rollback** | ✓ No Issues Reported |
| **Other Accidents / Damage** | ✓ No Issues Reported |

**Ask your dealer for the full CARFAX® Vehicle History Report™**

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions,disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

Warranty

Logout

April 22, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Summary

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

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

## Vehicle Information

VIN: 1GTN1TEC4EZ[redacted] Model: TC15703-2014 SIERRA 1500 2WD REG CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

## Required Field Actions

Open field actions are highlighted

| Type | Number | Original Nbr | Description | Release Date | Status |
|---|---|---|---|---|---|
| Product Safety Recall | N140121 | 14121 | TRANSMISSION OIL COOLER CONNECTION | 04/01/2014 | Open |

## Branded Title

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

Vehicle has no current record of branded titles.

## Warranty Block

Vehicle has no current record of warranty block.

## Service Information

| Type | Number | Description | Posted Date |
|---|---|---|---|
| EI | PIE0293 | Front Side Door Lock (Key) Inoperative | 03/24/2014 |

## OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

## Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Warranty Add Date | Start Date | Effective Odometer | End Date | End Odometer |
|---|---|---|---|---|---|---|
| | GMC 2 Year Scheduled Maintenance | 04/17/2014 | 04/05/2014 | 26 MI | 04/05/2016 | 24,026 MI |
| | Corrosion Limited Warranty | 04/17/2014 | 04/05/2014 | 26 MI | 04/05/2020 | 100,026 MI |
| | Emission Select Component Ltd Wty | 04/17/2014 | 04/05/2014 | 26 MI | 04/05/2022 | 80,026 MI |
| | Powertrain Limited | 04/17/2014 | 04/05/2014 | 26 MI | 04/05/2019 | 100,026 MI |

| | | | | | |
|---|---|---|---|---|---|
| Warranty<br>Bumper to Bumper Limited Warranty | 04/17/2014 | 04/05/2014 | 26 MI | 04/05/2017 | 36,026 MI |

## Service Contract

Vehicle has no current record of service contracts.

## Transaction History

View Details

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---|---|---|---|---|---|
| 03/14/2014 | [redacted] | ZPDI---Pre-Delivery Inspection | | 0580072 - Pre-Delivery Inspection - Base Time | 1 MI |



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Warranty

Logout

April 22, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

## Vehicle Information

VIN: 1GTN1TEC4EZ[redacted] Model: TC15703-2014 SIERRA 1500 2WD REG CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

## Vehicle Build

Model: TC15703-2014 SIERRA 1500 2WD REG CAB

Gross Vehicle Weight: 2,998

Order Number: RPJV47

Build Date: 03/12/2014

Build Plant: Z

## Option Codes

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

| | |
|---|---|
| 1SA - 1SA PACKAGE | 1SZ - OPTION PACKAGE SAVINGS |
| 4D7 - INTERIOR TRIM | 6B1 - COMPONENT |
| 7B1 - COMPONENT | 8X2 - COMPONENT |
| 9X2 - COMPONENT | A31 - POWER WINDOWS, DRIVER EXPRESS |
| A80 - SEAT DVRS NATL CUSH-N-AIRE | AE7 - SEATS - FRONT SPLIT BENCH |
| AKO - GLASS, DEEP-TINTED | AL9 - AIRBAG SENSING SYSTEM, PASSENGER |
| AQQ - REMOTE KEYLESS ENTRY | AU3 - POWER DOOR LOCKS INCL REMOTE KEYLESS ENTRY |
| AXK - VEH TYPE - TRUCK | AY0 - AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN |
| B30 - COLOR KEYED CARPET | B32 - FLOOR MATS, FRONT |
| BWN - CORNERSTEP, REAR BUMPER | C5S - GVW RATING - 6,600 LBS |
| C67 - AIR CONDITIONING | CTD - MOVABLE UPPER TIE DOWNS (4) |
| DL8 - POWER HEATED OUTSIDE MIRRORS | E63 - PICK UP BOX |
| EF7 - COUNTRY CODE, U.S.A. | FE9 - 50-STATE EMISSIONS |
| FHS - VEHICLE FUEL GASOLINE E85 | FWI - ASSEMBLY PLANT, FORT WAYNE, IN |
| G80 - AUTO LOCKING REAR DIFFERENTIAL | GU6 - REAR AXLE, 3.42 RATIO |
| GXG - IRIDIUM METALLIC | H2R - JET BLACK / DARK ASH |
| I14 - ENGINEERING YEAR 2014 | IO4 - AUDIO SYSTEM, 4.2" DIAGONAL COLOR DISPLAY, W INTELLILINK |
| JD9 - ANTILOCK BRAKES, 4 WHEEL DISC | K34 - CRUISE CONTROL |
| KC4 - ENGINE OIL COOLING SYSTEM | KG4 - ALTERNATOR, 150 AMPS |
| KI4 - POWER OUTLET, 110-VOLT AC | KNP - TRANSMISSION OIL COOLER |
| L83 - ENGINE, 5.3L V8 ECOTEC3 | MAH - MARKETING AREA NORTH AMERICA |
| MYC - TRANSMISSION, 6 SPD AUTOMATIC | N33 - STEERING COLUMN, TILT |
| NK5 - STEERING WHEEL | NT7 - EMISSION SYSTEM FEDERAL TIER 2 |
| PCX - SIERRA APPEARANCE PACKAGE * WHEELS, 17" | PDD - SIERRA CONVENIENCE PACKAGE * POWER WINDOWS, DRIVER EXPRESS UP AND DOWN, PASSENGER EXPRESS DOWN * POWER |

| | |
|---|---|
| STAINLESS STEEL CLAD * GLASS, DEEP-TINTED | OUTLET, 110-VOLT AC * REMOTE KEYLESS ENTRY * POWER HEATED OUTSIDE MIRRORS * LED LIGHTING, CARGO BOX |
| R47 - TIRE BRAND GENERAL-CONTINENTAL | R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM |
| R9Z - TIRES, ALL SEASON * TIRE, SPARE 17" BLACKWALL | RD7 - WHEELS, 17" STAINLESS STEEL CLAD |
| RCO - DELAY INVOICE | RUF - WHEEL, 17" STEEL SPARE |
| RWI - CHROME BODY-SIDE MOLDING | SAF - SPARE TIRE LOCK |
| SFE - WHEEL LOCKS (DLR INSTALLED) | SLM - STOCK ORDERS |
| TG5 - SINGLE-SLOT CD/MP3 PLAYER | U2J - SIRIUSXM SATELLITE RADIO, DELETE |
| U73 - ANTENNA - FIXED MAST | UDC - DRIVER INFORMATION CENTER |
| UE0 - ONSTAR DELETE | UF2 - LED LIGHTING, CARGO BOX |
| UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE) | UMN - SPEEDOMETER |
| UQ5 - AUDIO SYSTEM, 4 SPEAKERS | V22 - CHROME GRILLE SURROUND |
| V46 - FRONT BUMPER, CHROME | V8D - VEHICLE STATEMENT US |
| VJH - REAR BUMPER, CHROME | VRK - COMPONENT |
| VT7 - OWNERS MANUAL ENGLISH | VZE - VIN MODEL YEAR 2014 |
| XL7 - FREQUENCY RATING 315 MH | YM8 - LPO PROCESSING OPTION |
| Z82 - TRAILERING EQUIPMENT PKG INCL: * AUTO LOCKING REAR DIFERENTIAL | Z85 - HANDLING/TRAILERING SUSP PKG |
| Z88 - GMC TRUCK NAMEPLATE | ZBZ - TIRE, SPARE 17" BLACKWALL |
| ZY1 - SOLID PAINT | |

## Added Option Codes

**Vehicle has no current record of SAIO codes.**



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[redacted]

Warranty

Logout

April 22, 2014

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

### Vehicle Information

VIN: 1GTN1TEC4EZ[redacted] Model: TC1S703-2014 SIERRA 1500 2WD REG CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

### Vehicle Component

Component Code: 61-TRANSMISSION Traceability: 0037176
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast:
Date Scanned: 03/11/2014 Time Scanned: 19:38:00 Scan Station:

Component Code: 87-BODY CONTROL MODULE Traceability: 140621561
Source Plant: G- Part / Number Broadcast: 3214
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: 89-RADIO/RADIO AMPLIFIER Traceability: ML2090900
Source Plant: 5- Part / Number Broadcast: 2803
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: AA1D9B202
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A70CCA902
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE Traceability: P0633BEA0
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE Traceability: P0633D5C0
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 03/11/2014 Time Scanned: 23:21:00 Scan Station: DV

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 2521371
Source Plant: - Part / Number Broadcast: 1ZS
Date Scanned: 03/06/2014 Time Scanned: 01:30:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 1543825
Source Plant: - Part / Number Broadcast: 1ZA
Date Scanned: 03/10/2014 Time Scanned: 21:39:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 6325529
Source Plant: - Part / Number Broadcast: 1PA
Date Scanned: 03/11/2014 Time Scanned: 10:25:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 6366946

Source Plant: -
Date Scanned: 03/11/2014
Part / Number Broadcast: 1KA
Time Scanned: 14:51:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 03/11/2014
Traceability: 2125248
Part / Number Broadcast: 1FA
Time Scanned: 17:26.00 Scan Station:

## Service Agent Installed Component

Vehicle has no current record of vehicle component.


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[redacted] 4/22/2014

Warranty

Logout

April 22, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Transaction History Detail

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

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

**Vehicle Information**

VIN: 1GTN1TEC4EZ[redacted] Model: TC15703-2014 SIERRA 1500 2WD REG CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

[redacted] REQUEST ANOTHER VIN

Job Card Date: 03/14/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted] Odometer Reading: 1 MI

MORGAN BUICK GMC, INC.
2295 AUTOPLEX DR
BOSSIER CITY LA 71111-2380
3187462727

Authorization Code:

Process Date:
03/14/2014

Transaction Type:
ZPDI---Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op[redacted] Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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Warranty

Logout

April 22, 2014

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

## Vehicle Information

VIN: 1GTN1TEC4E[redacted] Model: TC15703-2014 SIERRA 1500 2WD REG CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

[redacted] REQUEST ANOTHER VIN

### Invoice Information

Invoicing Service Agent: [redacted]
MORGAN BUICK GMC, INC.
2295 AUTOPLEX DR
BOSSIER CITY LA 71111-2380 3187462727

Invoice Date: 03/12/2014

### Ship to Information

Ship to Service Agent: [redacted]
MORGAN BUICK GMC, INC.
2295 AUTOPLEX DR
BOSSIER CITY LA 71111-2380 3187462727

Ship to Date: N/A

### Delivery Information

Delivery Service Agent: [redacted]
MORGAN BUICK GMC SHREVEPORT
8757 BUSINESS PARK DR
SHREVEPORT LA 71105-5612 3187981600

Delivery Date: 04/05/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 26

### In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

### Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0



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[redacted] 4/22/2014

PE18-012

GM

3-27-2019

Q3



# Service Request Detail

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **SR No.** | [redacted] | **Ref No.** | | **Goodwill** | No Goodwill Offered | **BRC Type** | N/A |
| **Account** | | **Site** | | **GW SubType** | | **Bus. Unit** | BRC |
| **Last Name** | [redacted] | **First Name** | [redacted] | **Approval** | Not Initiated | **Area** | PAR |
| **Daytime #** | | **Evening #** | | **UCC** | Brakes - General | **Sub-Area** | Initiate PAR- Collision |
| **Address** | | **City** | [redacted] | **Involved Dlr** | Sisbarro Buick-GMC, Inc. | **Safety** | No |
| **State** | | **Con Acct** | | **Source** | Phone | **Updated** | 9/5/2014 02:58:41 PM |
| **Serial #/VIN** | 1GKS1BKC1FR[redacted] | **Model Year** | 2015 | **Priority** | Medium **License #** GMC | **Owner** | SZM1X1 |
| **Make** | GMC | **Warr. Start** | 07/28/2014 | **Status** | Open | **Opened** | 9/2/2014 03:24:42 PM |
| **Model** | Yukon | **Mileage** | 2000 | **Sub-Status** | Satisfied | **Closed** | |

**Abstract** accident because brakes did not work/airbags did not deploy

**Customer Description** This is a BRC PAC Case. Do not assume case. Forward any inquiries to Montez at 11603.

## Pre-PAR

| PAR Notifier | Incident Date/Time | Injuries | # Other Veh | # People in Veh | Road Surface | Road Cond. | Fire Report# | Police Report# |
|---|---|---|---|---|---|---|---|---|
| Owner | 9/1/2014 06:30:37 PM | Y | 2 | 2 | Asphalt | Dry | n/a | [redacted] |

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|
| [redacted] | | 5'10 | | None |

| Insurance Agent Last Name | Insurance Agent First Name | Phone # | Insurance Agency |
|---|---|---|---|
| Unknown | Unknown | (144) 091-0168 x6 | Progressive Insurance |

**Incident Loc** on Las Crusese st in Las Crucese, New Mexico

**Component** Brakes

**Vehicle Loc** Involved Dealership

**Emgcy Svc Names** Las Cruses Police Department

**Incident Desc** The customer was pulling up to a stop sign and the brakes did not work and he hit another vehicle.

**Damage Desc** There is front damage.

**Add'l Info**

**Maint Loc** None needed new Vehicle

## PAR Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Collision** | Y | **Non Collision** | **Property Damage** | N | **Thermal Evt** | N | **Spec Equip** | n/a |
| **Vehicle Speed** | 25 | | **Weather Condition** | | | | **Prop Owner** | n/a |
| **Last Service Date** | | | **Loc Last Service** | | | | **Property Location** | n/a |
| **Veh Est Repair Cost** | | | **Spec Equip Installer** | n/a | | | **Prop Damage Description** | n/a |
| **Primary Veh Use** | Personal | | **Inspection Type** | Brake, ABS & Traction Control | | | **Inspected By** | Inspection Not Performed |
| **Veh Damage Description** | There is front end damage to the vehicle | | | | | | **Explain Other** | |

| | |
|---|---|
| **Property Type** | n/a |
| **Prop Est Repair Cost** | $0.00 |
| **Inspection Date/Time** | |

# Service Request Detail

## PAR Injuries

| Last Name | First Name | DOB | Location | Phone # | Seating Pos | Restraint Type |
|---|---|---|---|---|---|---|
| | | | Occupant of Owner's Vehicle | | Driver | Seatbelt |

| Injury Description | Medical Rpt# | Treatment Location | Treated By |
|---|---|---|---|
| Neck Injury | | Home Care<br>in Las Cruesue, New Mexico | Dr. La Font |

| Street Address | City | State | Zip Code |
|---|---|---|---|

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/5/2014 03:01:36 PM | SZM1X1 | ESISBIQU | Escalation | ESIS - Injuries | In Progress | | Medical attention sought |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Customer states: That he was attempting to stop the vehicle, and the brakes failed and he rear ended another vehicle. The customer went to the doctor because he suffered neck injury.

The customers dealership has given the customer a loaner vehicle, prior to the call to PAC

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/5/2014 02:44:15 PM | SZM1X1 | SZM1X1 | Outbound Call Customer | Customer Initial | Done | 9/5/2014 03:00:49 PM | Calling the Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Customer states: That he was attempting to stop the vehicle, and the brakes failed and he rear ended another vehicle. The customer went to the doctor because he suffered neck injury.

csr advises: That I will need to get your consent by reading you a disclaimer, so that i can escalate your case to our central claims department.

customer states; Okay

csr advises: Now that I have read your the disclaimer would you like me to escalate your case?

customer states: yes

csr advises: Okay someone will be contacting you in 1-2 business days regarding this matter.

Montez/WMI/PAC/LVL2

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 11:24:41 AM | SZM1X1 | SZM1X1 | Outbound Email | Field Initial | Done | 9/4/2014 11:26:26 AM | No Field involvement needed |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

1.The DMA is already aware of the customers concern, as he has contacted pac regarding this issue.

Montez/WMI/PAc/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 11:24:25 AM | SZM1X1 | SZM1X1 | Outbound Call Dealer | Dealer Initial | Done | 9/4/2014 11:26:55 AM | Calling Service Manager Ray Bakka |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

csr advises: That I left a message requesting a callback in regards to the customers vehicle.

Montez/WMI/PAc/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 11:23:03 AM | SZM1X1 | SZM1X1 | Outbound Call Customer | Acknowledgement | Done | 9/4/2014 11:24:10 AM | Contacted the Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

csr advises: That I left a message requesting a callback.

Montez/WMI/PAC/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 11:20:06 AM | SZM1X1 | SZM1X1 | Outbound Call Field Rep/Whisl | Left Message | Done | 9/4/2014 11:22:26 AM | Calling DMA Leighton Weiver |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

csr advises; That I left a message stating that the dealership is not to touch the vehicle, and that if he wants to call me back her can so so.

Montez/WMI/PAC/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 11:18:07 AM | SZM1X1 | SZM1X1 | Inbound Call Field Rep/Whisl | Voicemail Received | Done | 9/4/2014 11:19:35 AM | DMA Leighton Welver [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Field states: That he wants to know what should the dealership do regarding this customers vehicle.

Montez/WMI/PAc/LVL2

Confidential Comments [redacted]

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/4/2014 10:47:16 AM | GZFWBP | GZFWBP | Inbound Call Third Party | Voice Mail Received | Done | 9/4/2014 10:47:41 AM | CAC TO PAC VM |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments [redacted]

Inbound tier 1 VM recieved

9/2 3:34 PM

I am not the owner of this case.
Cases will be distributed to agents as they are received.

Makoyia/PAC/WMI/11618

Confidential Comments [redacted]

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:47:07 PM | CZPC9C | SZM1X1 | Scheduled Follow-up | | Scheduled Alarm | | Check ESIS |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments [redacted]

Confidential Comments [redacted]

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:47:00 PM | CZPC9C | SZM1X1 | Notify CRM | | Done | 9/2/2014 04:14:57 PM | New case |

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:46:46 PM | CZPC9C | SZM1X1 | Research | | Done | 9/4/2014 11:20:56 AM | VIN scan |

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Vehicle Information
VIN: 1GKS1BKC1FR[redacted] Model: TC15706-2015 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Required Field Actions Open field actions are highlighted
Type Number Original Nbr Description Release Date Status
Service Update Bulletins N140126 14126 PEEK IN ODOMETER DISPLAY INCORRECT 05/30/2014 Closed
Product Safety Recall N140121 14121 TRANSMISSION OIL COOLER CONNECTION 04/01/2014 Closed

No related sr's

Montez/WMI/PAC/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:46:33 PM | CZPC9C | SZM1X1 | BRC PAR | Case Assigned | Done | 9/2/2014 04:15:02 PM | Assigned SZM1X1/ext 11603 |

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:46:31 PM | CZPC9C | SZM1X1 | Ownership Changed | | Done | 9/2/2014 03:46:31 PM | Service Request Ownership has changed FROM: USMANSH TO: SZM1X1 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:46:09 PM | CZPC9C | USMANSH | SR Opened | | Done | 9/2/2014 03:46:09 PM | SR in Status of Closed has been Re-Opened by CZPC9C |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:46:06 PM | CZPC9C | USMANSH | SR Closed - Dissatisfied | | Done | 9/2/2014 03:46:06 PM | Service Request has been Closed Dissatisfied. |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:35:25 PM | USMANSH | BRCPARO | Escalation | CAC to PAC | Done | 9/2/2014 03:45:47 PM | product allegation-brakes did not work so cust got into an accident |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Name:
Phone

Confidential Comments

# Service Request Detail [redacted]

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 9/2/2014 03:25:09 PM | USMANSH | USMANSH | Inbound Call Customer | Complex Request | Done | 9/2/2014 03:35:22 PM | brakes failure |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Name: [redacted]

Phone [redacted]

VIN: FR[redacted]

Mileage: under 2000

Address:
[redacted]

CUST STS:
-got into an accident yesterday because the brakes did not work
-stepping on the brakes because coming to a stop light, but the brakes did not work so cust ran itno a big truck
-had seatbelt on so no injury but the seatbelts never deployed
-the bumper caved in
-still driveable but the brakes are not working
-had to hit the emergency brake to stop the veh
-cops had it towed to the cust's house
-went to the dlrship and they adv me to call GM to make a claim
-cust was with friend Fernando Corona when that happened
-does not think insurance should pay for the damage because its not their fault, it was the veh's brakes that did not work that's why we hit the other truck

CRS ADV:
escalate case to PAC
-PAC not available, left VM
-gave cust sr#, expect call within 1-2 business days

**Customer claims vehicle was involved in a collision due to product failure.

SarahVCCC/T1/MNL/Redesign

Confidential Comments [redacted]

## UCC Information

| UCC Code | Symptom | Description |
|---|---|---|
| H01 | No Symptom Indicated | Brakes - General |

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

## CDR File Information

| | |
|---|---|
| User Entered VIN | 1GKS1BKC1FR[redacted] |
| User | DAN L BURR |
| Case Number | [redacted] |
| EDR Data Imaging Date | 09/18/2014 |
| Crash Date | 09/01/2015 |
| Filename | 1GKS1BKC1FR[redacted] ACM.CDRX |
| Saved on | Thursday, September 18 2014 at 12:31:20 |
| Collected with CDR version | Crash Data Retrieval Tool 13.0 |
| Reported with CDR version | Crash Data Retrieval Tool 13.0 |
| EDR Device Type | Airbag Control Module |
| Event(s) recovered | Non-Deployment |

## Comments

FROM ALDL
NO ONE PRESENT
MILES 2234
SISBARRO GMC LAS CRUCES N.M.
A/BAG LIGHT FLASHES AND GOES OFF

## Data Limitations

**Recorded Crash Events:**

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

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

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

**Data:**

For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record 300 milliseconds of data after time zero. The SDM will also record 300 milliseconds of Vehicle Acceleration data after time zero.
For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Non-Deployment (Non-rollover) Events, the SDM will record 1 second of data before a calibrated angle threshold is reached. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.
-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.
-Deployment loops can only be deployed once per module power cycle.
-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.

-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
    -Significant changes in the tire's rolling radius
    -Final drive axle ratio changes
    -Wheel lockup and wheel slip
-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
-Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
-Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
    -No data is received from the module sending the pre-crash data
-Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
-The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
-Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
-Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
-Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
-The Time Zero to Deployment Command Criteria Met times for the following will be indicated for whichever occurs first:
    -Driver Thorax or Driver Curtain
    -Passenger Thorax or Passenger Curtain
    -Driver Pretensioner Loop #1 or Driver Pretensioner Loop #2
    -Passenger Pretensioner Loop #1 or Passenger Pretensioner Loop #2
-For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
-Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
-In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, the module may have been operating on its energy reserve.
-The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
-The reported range of the longitudinal and lateral acceleration values is approximately ± 105 g.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

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

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

| Data Element | Positive Sign Notation |
|---|---|
| Longitudinal Acceleration | Forward |
| Longitudinal Velocity Change | Forward |
| Lateral Acceleration | Left to Right |
| Lateral Velocity Change | Left to Right |
| Vertical Acceleration | Downward |

| | |
|---|---|
| Roll Rate | Clockwise Rotation |

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

01050_SDM30-delphi_r008

## System Status at Time of Retrieval

| | |
|---|---|
| Dynamic Deployment Event Counter | 0 |
| Multi-Event, Number of Events (Dynamic Event Counter) | 1 |
| Dynamic OnStar Notification Event Counter | 0 |
| Vehicle Identification Number (VIN) | 1GKS1BKC1FR[redacted] |
| Ignition Cycle, Download (Ignition Cycles at Investigation) | 436 |
| End Model Part Number | 00CF693B |
| System Type | N/A |
| Software Module Identifier 1 | 00CF692F |
| Software Module Identifier 2 | 016576E0 |
| Software Module Identifier 3 | 01621D42 |
| Manufacturing Traceability Data, Component Identifier | K2 |
| Manufacturing Traceability Data, Part Number/Broadcast Code | 1407 |
| Manufacturing Traceability Data, Supplier Code | 2 |
| Manufacturing Traceability Data, Traceability Number | 39051QL00 |
| ESS # 1 Traceability Data, Component Identifier | AU |
| ESS # 1 Traceability Data, Part Number/Broadcast Code | 8677 |
| ESS # 1 Traceability Data, Supplier Code | D |
| ESS # 1 Traceability Data, Traceability Number | P00000000 |
| ESS # 2 Traceability Data, Component Identifier | AT |
| ESS # 2 Traceability Data, Part Number/Broadcast Code | 8677 |
| ESS # 2 Traceability Data, Supplier Code | D |
| ESS # 2 Traceability Data, Traceability Number | P00000000 |
| ESS # 3 Traceability Data, Component Identifier | AH |
| ESS # 3 Traceability Data, Part Number/Broadcast Code | 8676 |
| ESS # 3 Traceability Data, Supplier Code | D |
| ESS # 3 Traceability Data, Traceability Number | A00000000 |
| ESS # 4 Traceability Data, Component Identifier | AJ |
| ESS # 4 Traceability Data, Part Number/Broadcast Code | 8676 |
| ESS # 4 Traceability Data, Supplier Code | D |
| ESS # 4 Traceability Data, Traceability Number | A00000000 |
| ESS # 5 Traceability Data, Component Identifier | DA |
| ESS # 5 Traceability Data, Part Number/Broadcast Code | 8678 |
| ESS # 5 Traceability Data, Supplier Code | D |
| ESS # 5 Traceability Data, Traceability Number | A00000000 |
| ESS # 6 Traceability Data, Component Identifier | DB |
| ESS # 6 Traceability Data, Part Number/Broadcast Code | 8678 |
| ESS # 6 Traceability Data, Supplier Code | D |
| ESS # 6 Traceability Data, Traceability Number | A00000000 |
| ESS # 7 Traceability Data, Component Identifier | ?? |
| ESS # 7 Traceability Data, Part Number/Broadcast Code | 0000 |
| ESS # 7 Traceability Data, Supplier Code | D |
| ESS # 7 Traceability Data, Traceability Number | A00000000 |
| ESS # 8 Traceability Data, Component Identifier | ?? |
| ESS # 8 Traceability Data, Part Number/Broadcast Code | 0000 |
| ESS # 8 Traceability Data, Supplier Code | D |
| ESS # 8 Traceability Data, Traceability Number | A00000000 |

## System Status at Event (Event Record 1)

| | |
|---|---|
| Event Record Type | Non-Deployment |
| OnStar Deployment Status Data Sent | No |
| Complete file recorded (Event Recording Complete) | Yes |
| Crash Record Locked | No |
| OnStar SDM Recorded Vehicle Velocity Change Data Sent | No |
| Deployment Event Counter | 0 |
| Multi-Event, Number of Events (Event Counter) | 1 |
| OnStar Notification Event Counter | 0 |
| Time From Event 1 to 2 (Time Between Events) (seconds) | Data Not Available |
| Ignition Cycle, Crash (Ignition Cycles at Event) | 427 |
| Algorithm Active: Frontal | Yes |
| Algorithm Active: Side | No |
| Algorithm Active: Rollover | No |
| Algorithm Active: Rear | Yes |
| Concurrent Event Flag Set | No |
| Event Severity Status: Frontal Pretensioner | No |
| Event Severity Status: Frontal Stage 1 | No |
| Event Severity Status: Frontal Stage 2 | No |
| Event Severity Status: Left Side | No |
| Event Severity Status: Right Side | No |
| Event Severity Status: Rear | No |
| Event Severity Status: Rollover | No |
| Safety Belt Status, Driver (Driver Belt Switch Circuit Status) | Buckled |
| Safety Belt Status, Right Front Passenger (Passenger Belt Switch Circuit Status) | Buckled |
| Center Front Row Belt Switch Circuit Status (If Equipped) | Data Not Available |
| Left Row 3 Belt Switch Circuit Status (If Equipped) | Data Not Available |
| Center Row 3 Belt Switch Circuit Status (If Equipped) | Data Not Available |
| Right Row 3 Belt Switch Circuit Status (If Equipped) | Data Not Available |
| Seat Track Position Switch, Foremost, Status, Driver (Driver Seat Position Status) | No (Rearward) |
| Seat Track Position Switch, Foremost, Status, Right Front Passenger (Passenger Seat Position Status) | No (Rearward) |
| Passenger Seat Occupancy Status | Occupied |
| Passenger Classification Status | Small Adult |
| Passenger Air Bag ON Indicator Status | On |
| Passenger Air Bag OFF Indicator Status | Off |
| Low Tire Pressure Warning Lamp Status 0.5 Seconds Prior to Time Zero | Off |
| Frontal Air Bag Warning Lamp (SIR Warning Lamp Status 0.5 Seconds Prior to Time Zero) | Off |
| SIR Warning Lamp ON/OFF Time Continuously (seconds) | 327560 |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously | 409 |
| Ignition Cycles Since DTCs Were Last Cleared 0.5 Seconds Prior to Time Zero | 253 |
| Maximum Delta-V, Longitudinal (Maximum Longitudinal SDM Recorded Vehicle Velocity Change for FSR Event) MPH [km/h] | -5 [-8] |
| Time, Maximum Delta-V (Time From FSR Time Zero to Maximum Longitudinal SDM Recorded Vehicle Velocity Change)(msec) | 130 |
| Maximum Delta-V, Lateral (Maximum Lateral SDM Recorded Vehicle Velocity Change for FSR Event) MPH [km/h] | 0 [ 0] |
| Time Maximum Delta-V, Lateral (Time From FSR Time Zero to Maximum Lateral SDM Recorded Vehicle Velocity Change)(msec) | 118 |
| High Voltage Disable Notification Sent | No |
| Deployment Commanded in Energy Reserve Mode | No |

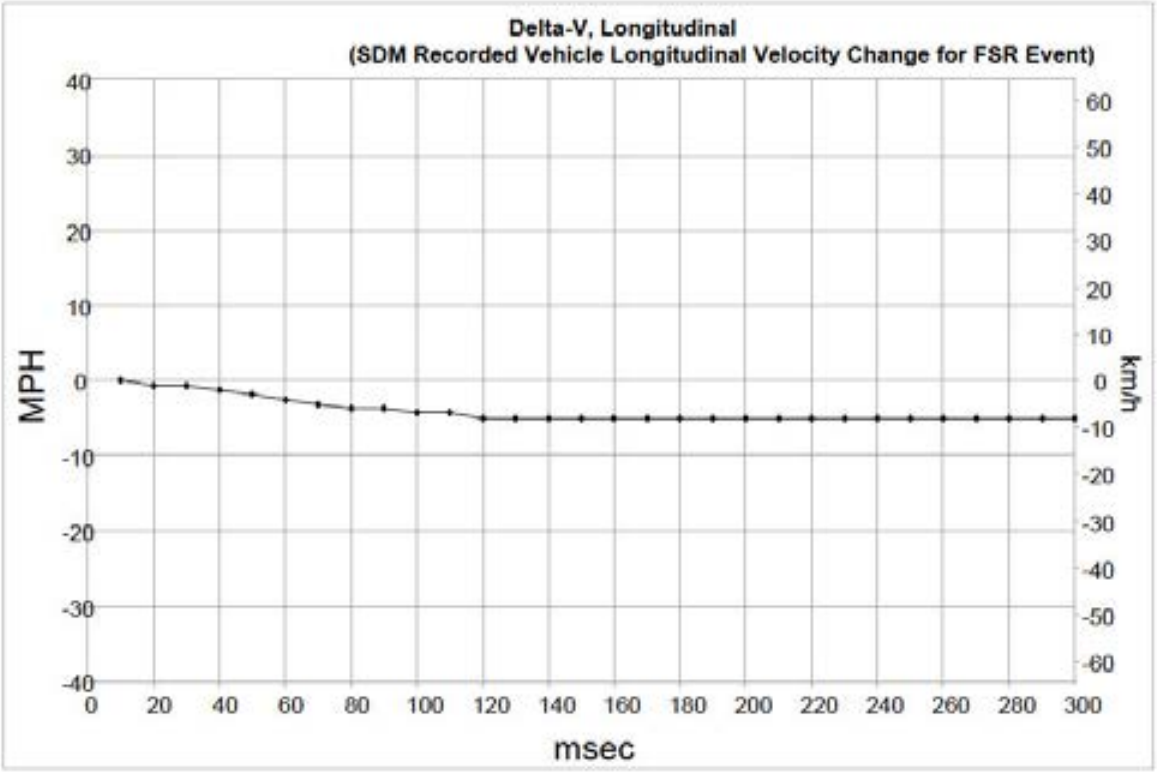
## DTCs Present at Time of Event (Event Record 1)

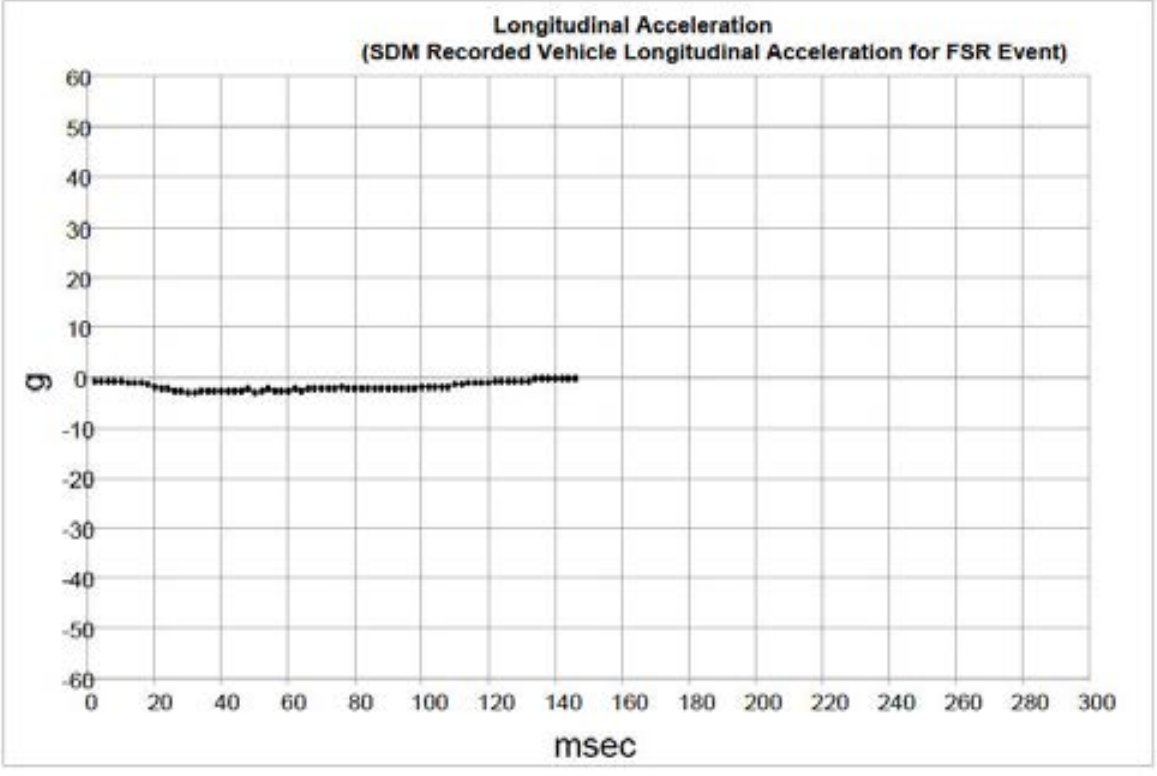
No Diagnostic Trouble Codes

## Event Data (Event Record 1)

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

## Longitudinal Crash Pulse (Event Record 1)



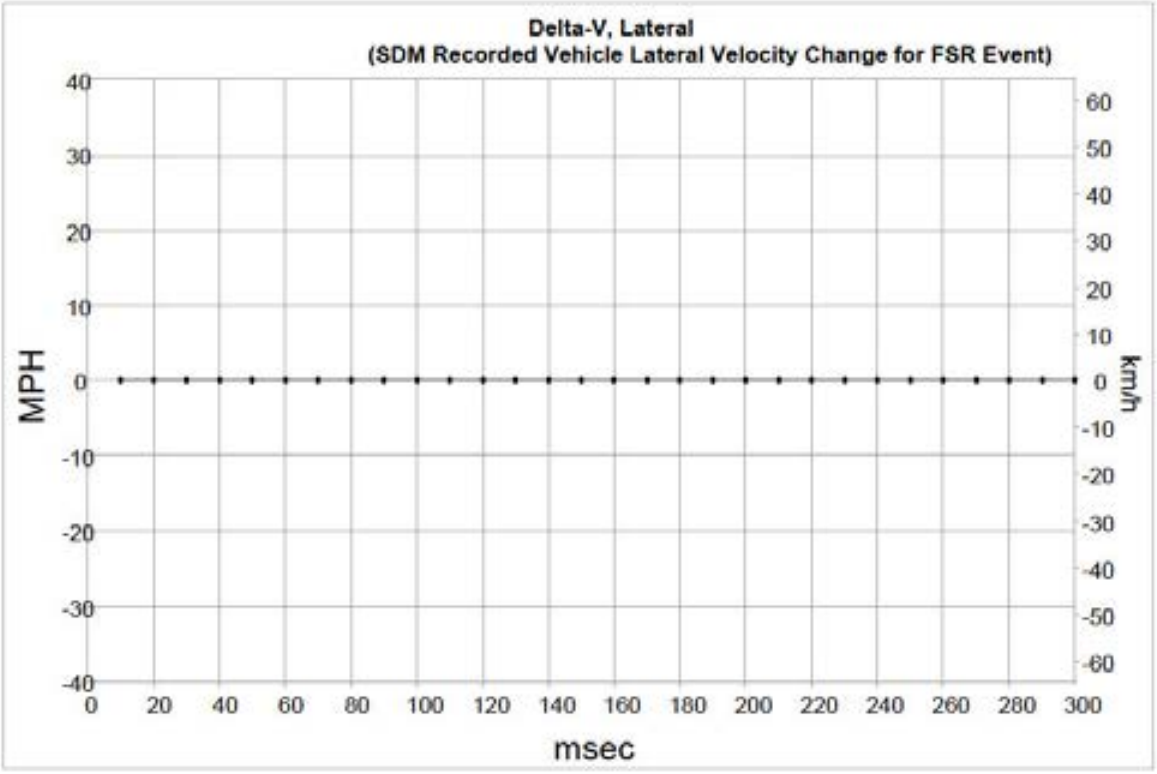
# Longitudinal Crash Pulse (Event Record 1)

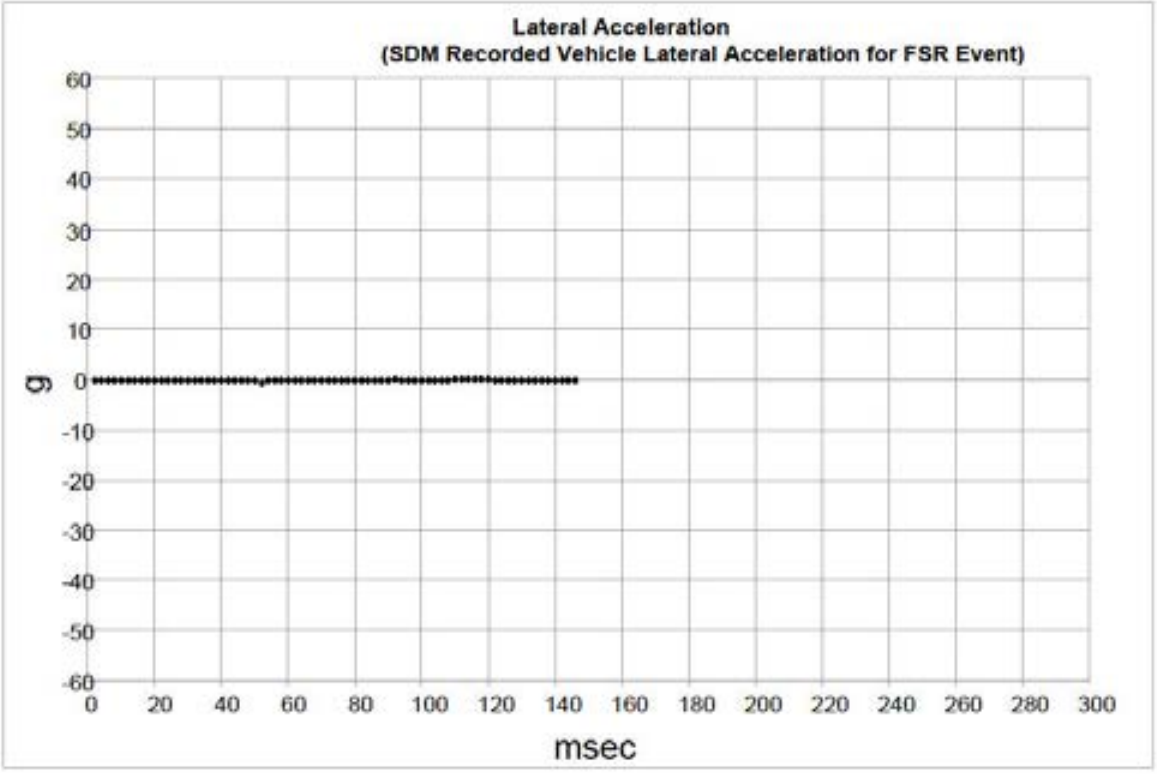
| Time (msec) | Delta-V, Longitudinal (SDM Recorded Vehicle Longitudinal Velocity Change for FSR Event) (MPH) | Delta-V, Longitudinal (SDM Recorded Vehicle Longitudinal Velocity Change for FSR Event) (km/h) |
|---|---|---|
| 10 | 0.0 | 0.0 |
| 20 | -0.6 | -1.0 |
| 30 | -0.6 | -1.0 |
| 40 | -1.2 | -2.0 |
| 50 | -1.9 | -3.0 |
| 60 | -2.5 | -4.0 |
| 70 | -3.1 | -5.0 |
| 80 | -3.7 | -6.0 |
| 90 | -3.7 | -6.0 |
| 100 | -4.3 | -7.0 |
| 110 | -4.3 | -7.0 |
| 120 | -5.0 | -8.0 |
| 130 | -5.0 | -8.0 |
| 140 | -5.0 | -8.0 |
| 150 | -5.0 | -8.0 |
| 160 | -5.0 | -8.0 |
| 170 | -5.0 | -8.0 |
| 180 | -5.0 | -8.0 |
| 190 | -5.0 | -8.0 |
| 200 | -5.0 | -8.0 |
| 210 | -5.0 | -8.0 |
| 220 | -5.0 | -8.0 |
| 230 | -5.0 | -8.0 |
| 240 | -5.0 | -8.0 |
| 250 | -5.0 | -8.0 |
| 260 | -5.0 | -8.0 |
| 270 | -5.0 | -8.0 |
| 280 | -5.0 | -8.0 |
| 290 | -5.0 | -8.0 |
| 300 | -5.0 | -8.0 |

## Longitudinal Crash Pulse (Event Record 1)

| Time (msec) | Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g) | Time (msec) | Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g) | Time (msec) | Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g) |
|---|---|---|---|---|---|
| 2 | -0.6 | 102 | -1.8 | 202 | Data Not Available |
| 4 | -0.6 | 104 | -1.8 | 204 | Data Not Available |
| 6 | -0.6 | 106 | -1.8 | 206 | Data Not Available |
| 8 | -0.6 | 108 | -1.8 | 208 | Data Not Available |
| 10 | -0.6 | 110 | -1.4 | 210 | Data Not Available |
| 12 | -1.0 | 112 | -1.4 | 212 | Data Not Available |
| 14 | -1.0 | 114 | -1.0 | 214 | Data Not Available |
| 16 | -1.0 | 116 | -1.0 | 216 | Data Not Available |
| 18 | -1.4 | 118 | -1.0 | 218 | Data Not Available |
| 20 | -1.8 | 120 | -1.0 | 220 | Data Not Available |
| 22 | -2.2 | 122 | -0.6 | 222 | Data Not Available |
| 24 | -2.2 | 124 | -0.6 | 224 | Data Not Available |
| 26 | -2.6 | 126 | -0.6 | 226 | Data Not Available |
| 28 | -2.6 | 128 | -0.6 | 228 | Data Not Available |
| 30 | -3.0 | 130 | -0.6 | 230 | Data Not Available |
| 32 | -3.0 | 132 | -0.6 | 232 | Data Not Available |
| 34 | -2.6 | 134 | -0.2 | 234 | Data Not Available |
| 36 | -2.6 | 136 | -0.2 | 236 | Data Not Available |
| 38 | -2.6 | 138 | -0.2 | 238 | Data Not Available |
| 40 | -2.6 | 140 | -0.2 | 240 | Data Not Available |
| 42 | -2.6 | 142 | -0.2 | 242 | Data Not Available |
| 44 | -2.6 | 144 | -0.2 | 244 | Data Not Available |
| 46 | -2.6 | 146 | -0.2 | 246 | Data Not Available |
| 48 | -2.2 | 148 | Data Not Available | 248 | Data Not Available |
| 50 | -3.0 | 150 | Data Not Available | 250 | Data Not Available |
| 52 | -2.6 | 152 | Data Not Available | 252 | Data Not Available |
| 54 | -2.2 | 154 | Data Not Available | 254 | Data Not Available |
| 56 | -2.6 | 156 | Data Not Available | 256 | Data Not Available |
| 58 | -2.6 | 158 | Data Not Available | 258 | Data Not Available |
| 60 | -2.6 | 160 | Data Not Available | 260 | Data Not Available |
| 62 | -2.2 | 162 | Data Not Available | 262 | Data Not Available |
| 64 | -2.6 | 164 | Data Not Available | 264 | Data Not Available |
| 66 | -2.2 | 166 | Data Not Available | 266 | Data Not Available |
| 68 | -2.2 | 168 | Data Not Available | 268 | Data Not Available |
| 70 | -2.2 | 170 | Data Not Available | 270 | Data Not Available |
| 72 | -2.2 | 172 | Data Not Available | 272 | Data Not Available |
| 74 | -2.2 | 174 | Data Not Available | 274 | Data Not Available |
| 76 | -1.8 | 176 | Data Not Available | 276 | Data Not Available |
| 78 | -2.2 | 178 | Data Not Available | 278 | Data Not Available |
| 80 | -2.2 | 180 | Data Not Available | 280 | Data Not Available |
| 82 | -2.2 | 182 | Data Not Available | 282 | Data Not Available |
| 84 | -2.2 | 184 | Data Not Available | 284 | Data Not Available |
| 86 | -2.2 | 186 | Data Not Available | 286 | Data Not Available |
| 88 | -2.2 | 188 | Data Not Available | 288 | Data Not Available |
| 90 | -2.2 | 190 | Data Not Available | 290 | Data Not Available |
| 92 | -2.2 | 192 | Data Not Available | 292 | Data Not Available |
| 94 | -2.2 | 194 | Data Not Available | 294 | Data Not Available |
| 96 | -2.2 | 196 | Data Not Available | 296 | Data Not Available |
| 98 | -2.2 | 198 | Data Not Available | 298 | Data Not Available |
| 100 | -1.8 | 200 | Data Not Available | 300 | Data Not Available |

## Lateral Crash Pulse (Event Record 1)



# Lateral Crash Pulse (Event Record 1)

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

## Lateral Crash Pulse (Event Record 1)

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

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

Contains No Recorded Data

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

Contains No Recorded Data

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

Contains No Recorded Data

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

| Times (sec) | Accelerator Pedal, % Full (Accelerator Pedal Position) | Service Brake (Brake Switch Circuit State) | Engine RPM (Engine Speed) | Engine Throttle, % Full (Throttle Position) | Speed, Vehicle Indicated (Vehicle Speed) (MPH [km/h]) |
|---|---|---|---|---|---|
| -5.0 | 0 | Off | 1216 | 0 | 25 [ 40] |
| -4.5 | 0 | On | 1216 | 5 | 24 [ 39] |
| -4.0 | 0 | On | 1152 | 7 | 23 [ 37] |
| -3.5 | 0 | On | 1088 | 7 | 22 [ 35] |
| -3.0 | 0 | On | 896 | 5 | 18 [ 29] |
| -2.5 | 0 | On | 832 | 5 | 17 [ 27] |
| -2.0 | 0 | On | 960 | 7 | 14 [ 23] |
| -1.5 | 0 | On | 1024 | 9 | 12 [ 20] |
| -1.0 | 0 | On | 960 | 8 | 11 [ 17] |
| -0.5 | 0 | On | 896 | 9 | 8 [ 13] |

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

| Times (sec) | Cruise Control Active | Cruise Control Resume Switch Active | Cruise Control Set Switch Active | Engine Torque (lb-ft [N-m]) | Reduced Engine Power Mode Indicator |
|---|---|---|---|---|---|
| -2.0 | No | No | No | -12 [-16] | Off |
| -1.5 | No | No | No | -21 [-28] | Off |
| -1.0 | No | No | No | -23 [-31] | Off |
| -0.5 | No | No | No | -14 [-20] | Off |

## Hexadecimal Data

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

```
DPID $11
FF F2 00 FC C6 7C 04

DPID $15
01 02 03 04 05 06 07

DPID $16
08 09 0A 0D 0E 27 27

DPID $17
22 27 27 27 27 27 00

DPID $32
FA FF 01 B4 00 00 00

DPID $35
78 00 00 00 00 00 00

DID $01
41 55 38 36 37 37 44 50 30 30 30 30 30 30 30 30

DID $03
41 54 38 36 37 37 44 50 30 30 30 30 30 30 30 30

DID $05
41 48 38 36 37 36 44 41 30 30 30 30 30 30 30 30

DID $07
41 4A 38 36 37 36 44 41 30 30 30 30 30 30 30 30

DID $09
44 41 38 36 37 38 44 41 30 30 30 30 30 30 30 30

DID $0B
44 42 38 36 37 38 44 41 30 30 30 30 30 30 30 30

DID $0D
01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID $0F
01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID $30
00 00 01 00

DID $90
31 47 4B 53 31 42 4B 43 31 46 52 31 33 37 34 34 38

DID $9A
0B 11

DID $B4
4B 32 31 34 30 37 32 33 39 30 35 31 51 4C 30 30

DID $C1
00 CF 69 2F
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DID $C2
01 65 76 E0

DID $C3
01 62 1D 42

DID $CB
00 CF 69 3B

DID $31

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 0000   A5 00 00 00 01 00 09 01 AB FF
 0010   FF 00 FF FF 00 00 00 00 00 00
 0020   5C FC FC 00 20 60 FC 40 00 00
 0030   00 00 00 00 00 00 00 00 55 55
 0040   40 00 00 00 00 0E 0F 10 0F 0D
 0050   0E 11 12 13 13 06 79 06 62 06
 0060   67 06 80 09 08 09 07 05 05 07
 0070   07 05 00 0D 11 14 17 1B 1D 23
 0080   25 27 28 00 7F F4 01 99 FD FF
 0090   FF FF FF FF FF FF FF FF FF FF
 0100   FF FF FF FF FF FF FF FF FF FF
 0110   FF FF FF FF FF FF 77 41 7F 3B
 0120   FF FF FF FF FF FF FF FF 7F 7F
 0130   7E 7F 7E 7F 7D 7F 7C 7F 7B 7F
 0140   7A 7F 79 7F 79 7F 78 7F 78 7F
 0150   77 7F 77 7F 77 7F 77 7F 77 7F
 0160   77 7F 77 7F 77 7F 77 7F 77 7F
 0170   77 7F 77 7F 77 7F 77 7F 77 7F
 0180   77 7F 77 7F 77 7F 77 7F 7E 7F
 0190   7E 7F 7E 7F 7E 7F 7E 7F 7D 7F
 0200   7D 7F 7D 7F 7C 7F 7B 7F 7A 7F
 0210   7A 7F 79 7F 79 7F 78 7F 78 7F
 0220   79 7F 79 7F 79 7F 79 7F 79 7F
 0230   79 7F 79 7F 7A 7F 78 7F 79 7E
 0240   7A 7F 79 7F 79 7F 79 7F 7A 7F
 0250   79 7F 7A 7F 7A 7F 7A 7F 7A 7F
 0260   7A 7F 7B 7F 7A 7F 7A 7F 7A 7F
 0270   7A 7F 7A 7F 7A 7F 7A 7F 7A 80
 0280   7A 7F 7A 7F 7A 7F 7B 7F 7B 7F
 0290   7B 7F 7B 7F 7B 7F 7C 80 7C 80
 0300   7D 80 7D 80 7D 80 7D 80 7E 7F
 0310   7E 7F 7E 7F 7E 7F 7E 7F 7E 7F
 0320   7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
 0330   7F 7F 7F 7F FF FF FF FF FF FF
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0920   FF FF FF 1D 00 00 00 00 00 22
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## Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental,

consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.




GM
MFD BY GENERAL MOTORS LLC
03/14
GVWR
3221 KG
7100 LB
GAWR FRT
1452 KG
3200 LB
GAWR RR
1860 KG
4100 LB
[redacted]
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GKS18KC1FR[redacted]
TYPE: M.P.V.
MODEL: C15706
CBFL TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P275/55R20 S 20X9J 240KPA(35PSI)
RR P275/55R20 S 20X9J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.


GM
MFD BY GENERAL MOTORS LLC
GVWR
3221 KG
7100 LB
GAWR FRT
1452 KG
3200 LB
GAWR RR
1860 KG
4100 LB
[redacted]
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GKS1BKC1FR[redacted]
PE: M.P.V.
MODEL: C15706
CBFL TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P275/55R20 S 20X9J 240KPA(35PSI)
RR P275/55R20 S 20X9J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION


ARLINGTON
BUILT WITH PRIDE
ASSEMBLY
EST. 1954


WARNING


TIRE AND LOADING INFORMATION
SEATING CAPACITY
TOTAL 7
FRONT 2
REAR 5
The combined weight of occupants and cargo should never exceed 713 kg or 1572 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT
P275/55R20
S
240 kPa, 35 PSI
REAR
P275/55R20
S
240 kPa, 35 PSI
SPARE
P265/70R17
S
240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION


RPM
x1000
MPH
XM
@AguilaSXM
PRNDM


Information
Remote Left In Vehicle
Dismiss
2239 mi


Information
Remote Left In Vehicle
Dismiss
2239 mi


GMC
YUKON




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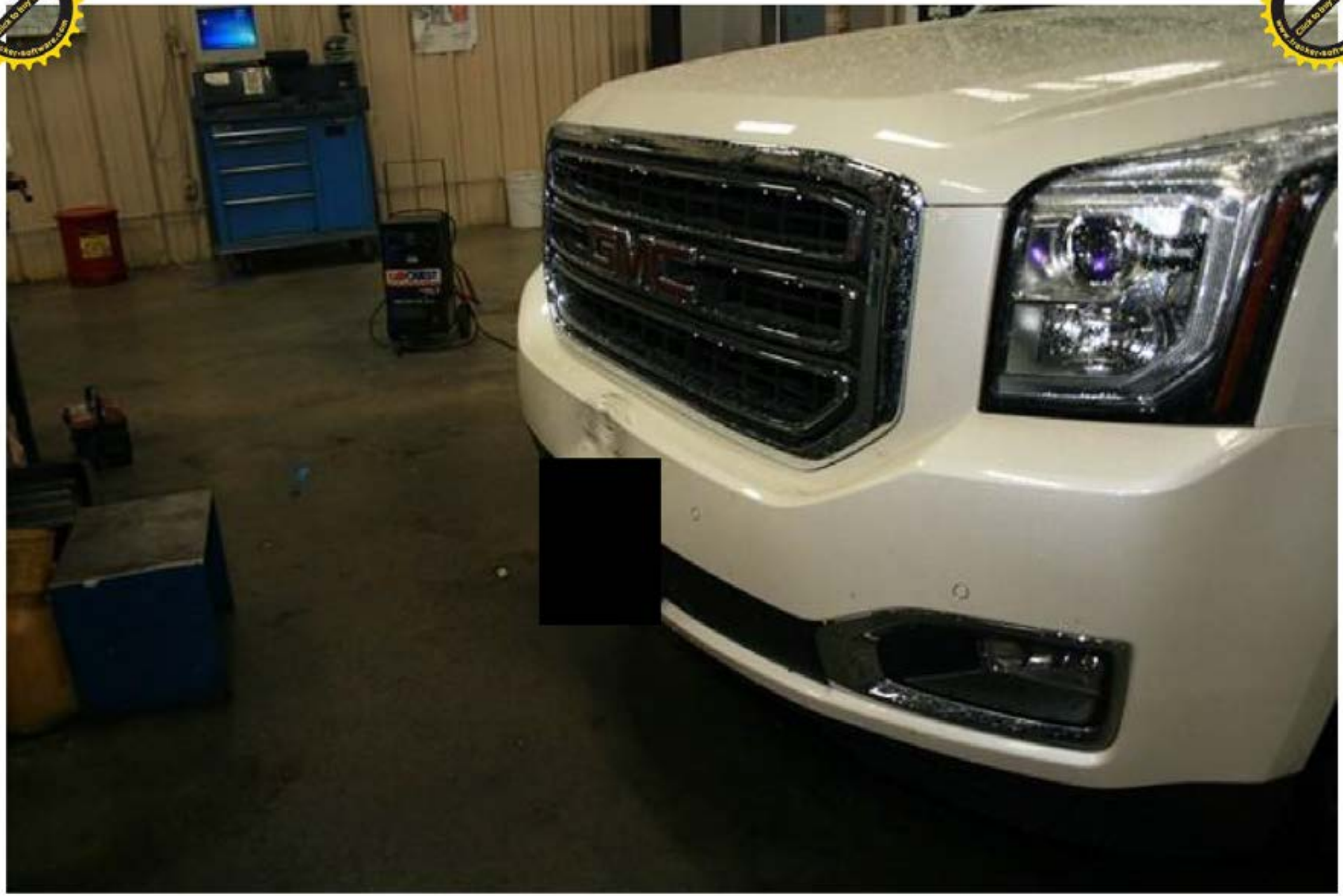

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DOT 3


























GMC






PUSH ON
PUSH OFF








WARNING
EVEN WITH ADVANCED AIR BAGS
AVERTISSEMENT

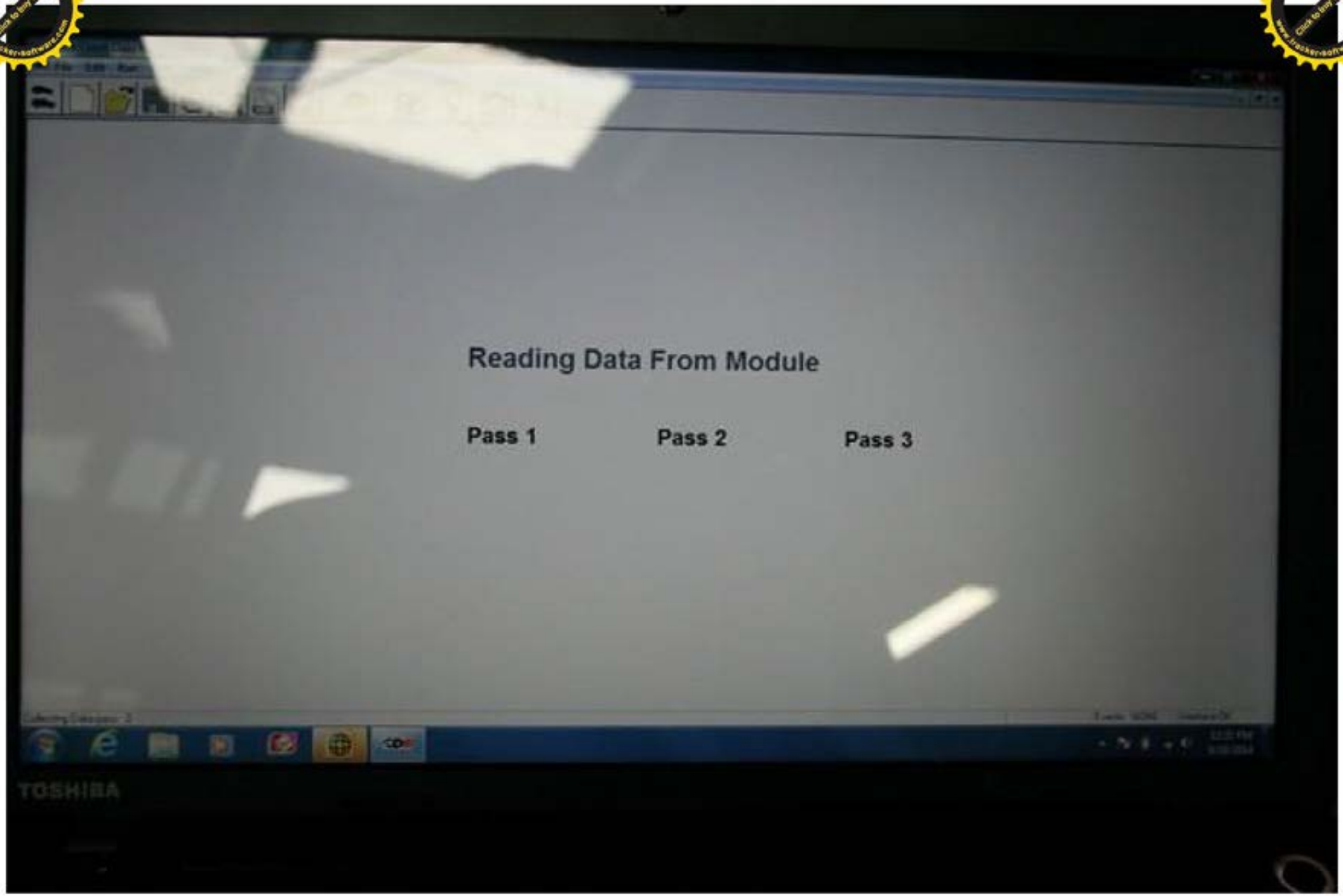





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Reading Data From Module
Pass 1
Pass 2
Pass 3
TOSHIBA


Service
Brake Assist
Dismiss
BRAKE
RPM
MPH
R N D M


Information
Hood Open
Dismiss
PRNDM
4
5
6
50
40
30
20
10
0




















PUSH ON
PUSH OFF




3
4
5
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7
8
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5
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9
10










dexron


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AADL




DOT 3


DOT 3









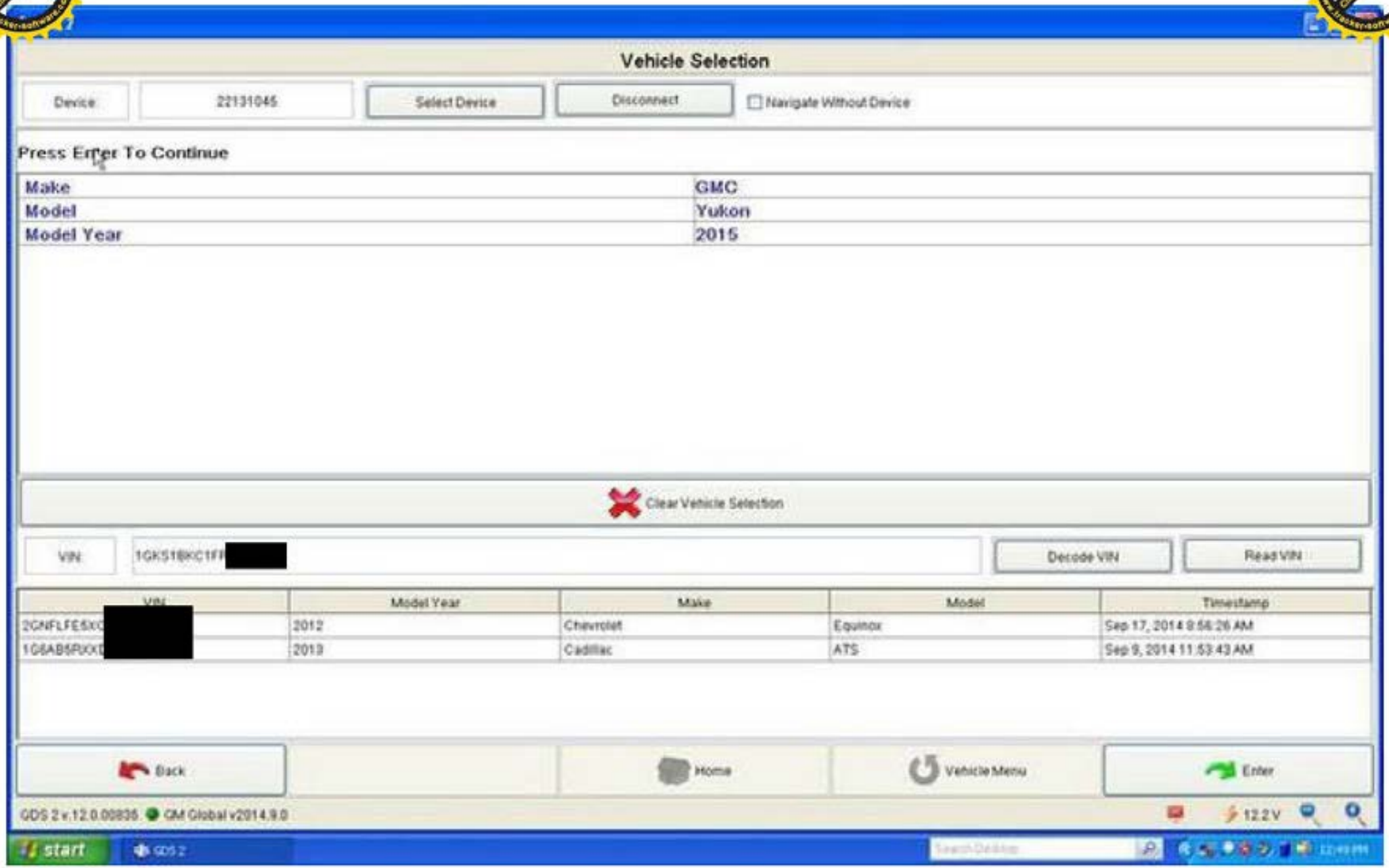


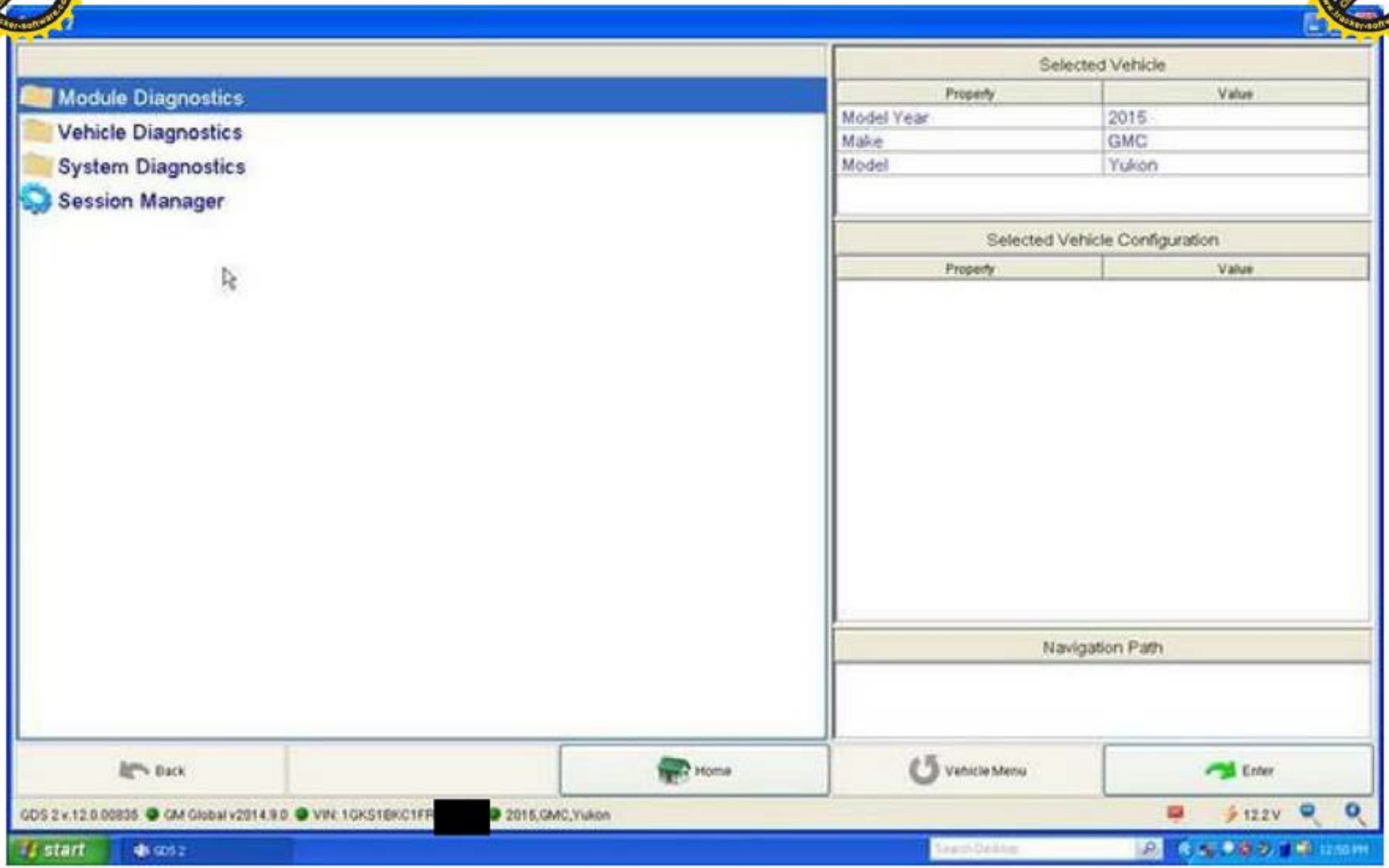


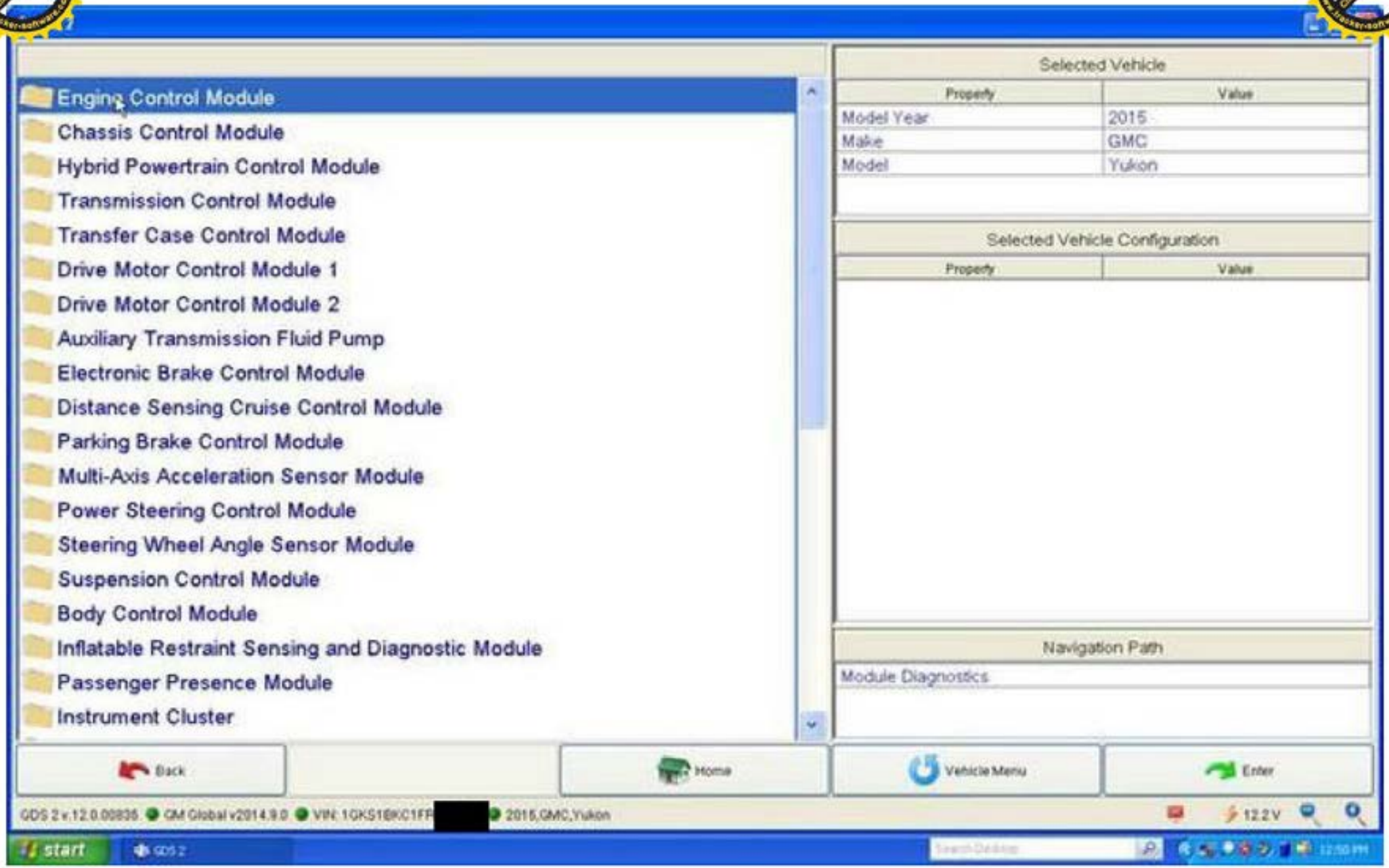



AADL

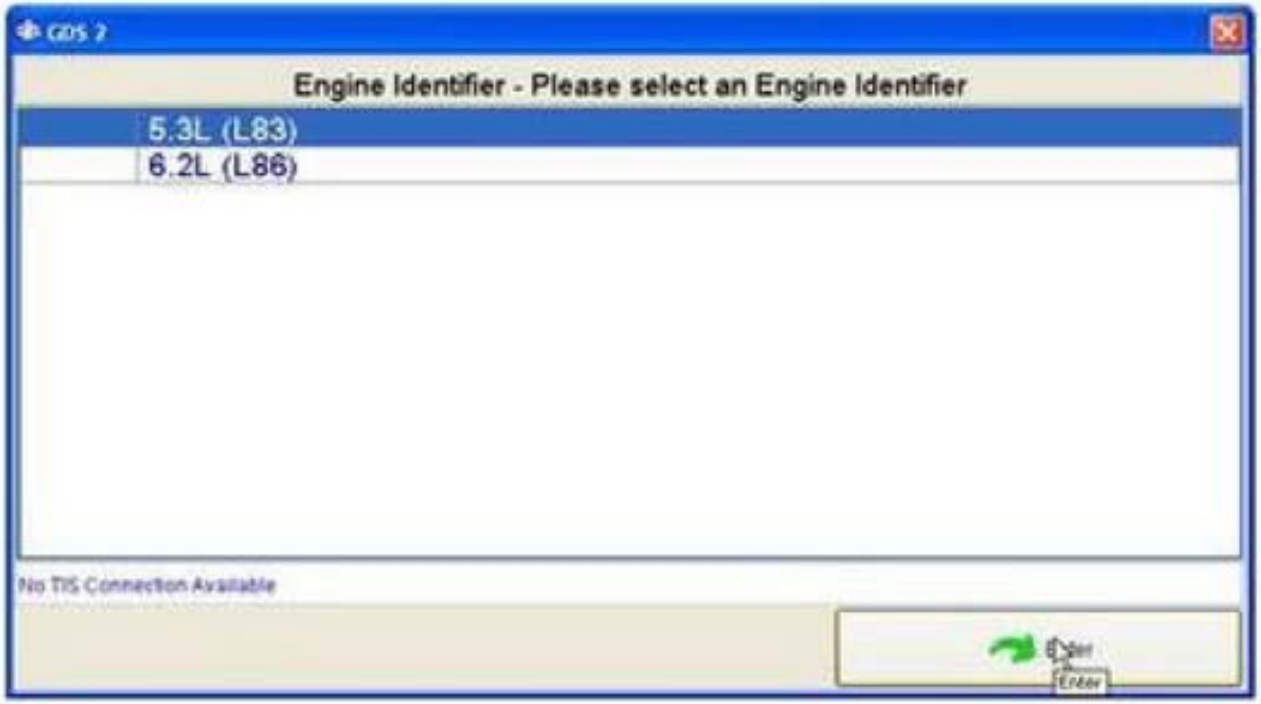

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Vehicle Selection
Device
22131045
Select Device
Disconnect
Navigate Without Device
Press Enter To Continue
Make
GMC
Model
Yukon
Model Year
2015
Clear Vehicle Selection
VIN
Decode VIN
Read VIN
Model Year
Make
Model
Timestamp
2012
Chevrolet
Equinox
Sep 17, 2014 9:58:26 AM
2013
Cadillac
ATS
Sep 9, 2014 11:53:43 AM
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
12.2 V
start
GDS 2

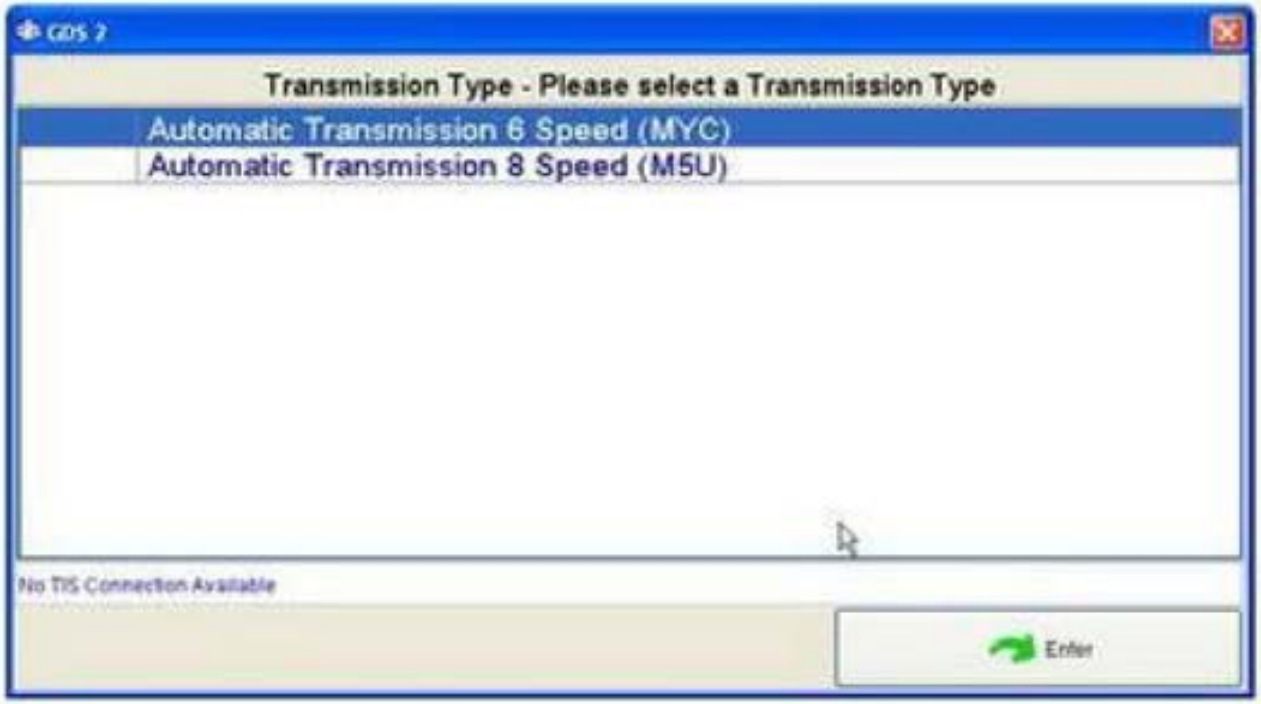

Module Diagnostics
Vehicle Diagnostics
System Diagnostics
Session Manager
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Navigation Path
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00835
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
12.2 V
start
GDS 2


Engine Control Module
Chassis Control Module
Hybrid Powertrain Control Module
Transmission Control Module
Transfer Case Control Module
Drive Motor Control Module 1
Drive Motor Control Module 2
Auxiliary Transmission Fluid Pump
Electronic Brake Control Module
Distance Sensing Cruise Control Module
Parking Brake Control Module
Multi-Axis Acceleration Sensor Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Navigation Path
Module Diagnostics
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
12.2 V
start
GDS 2

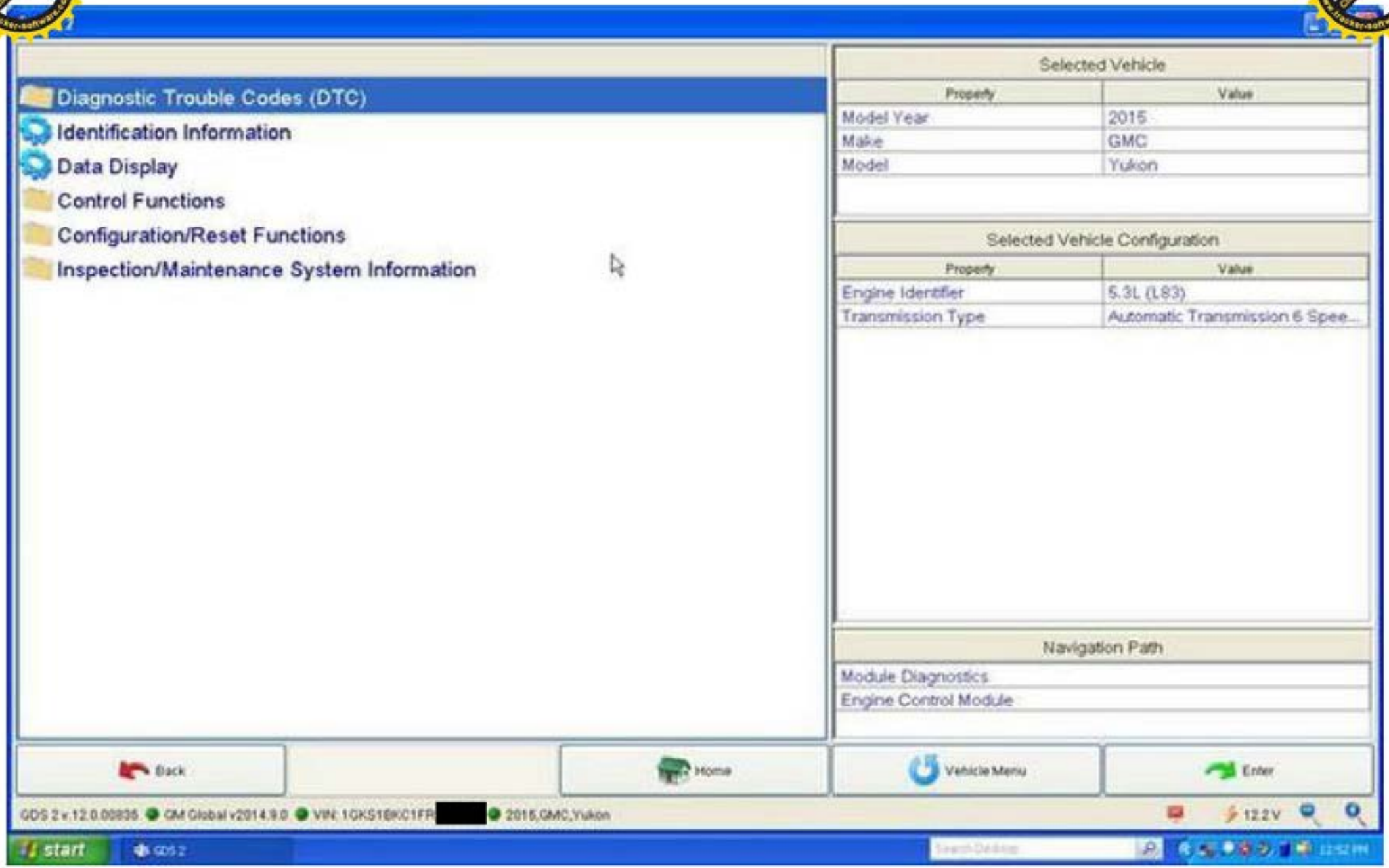
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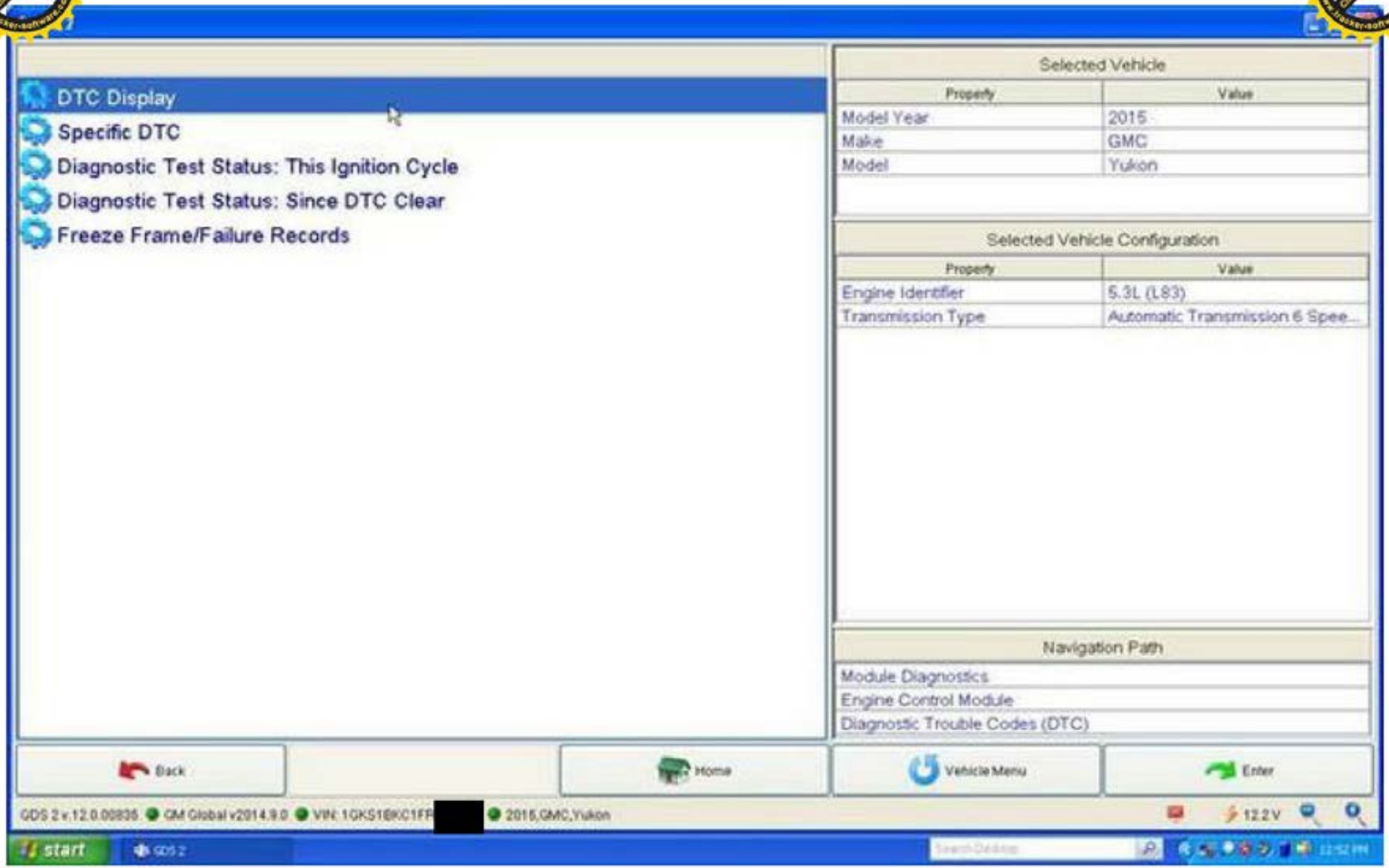


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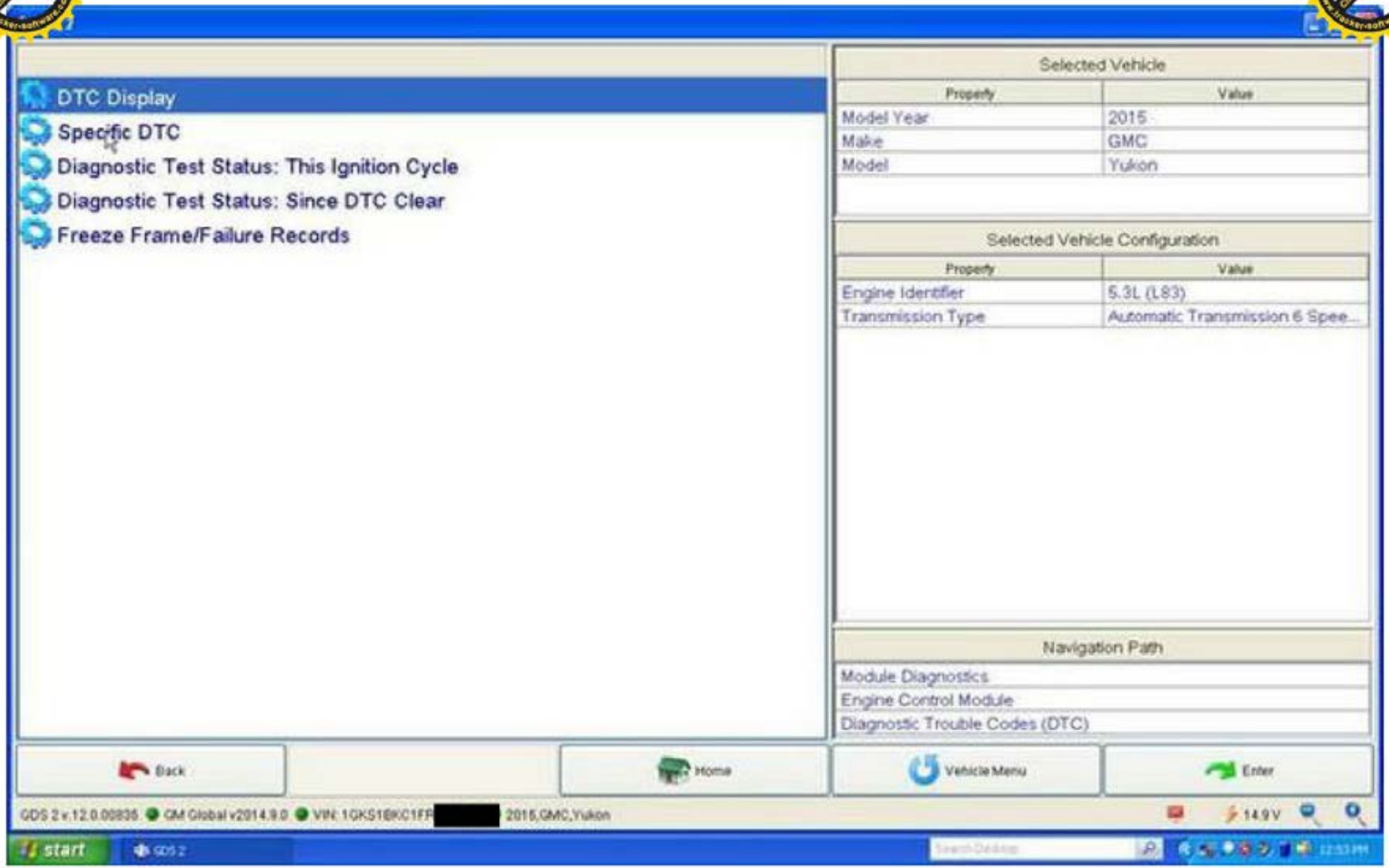



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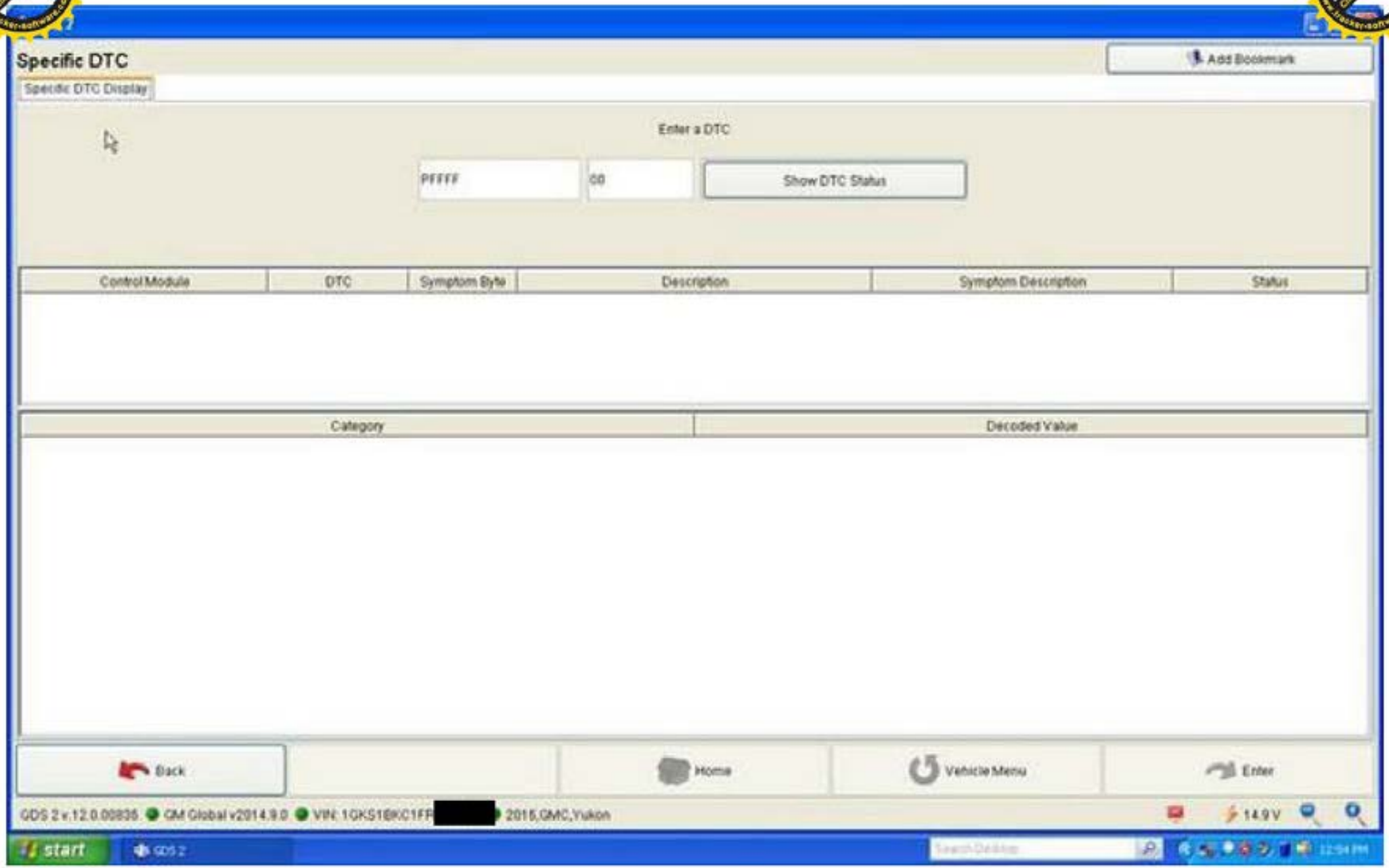

Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Inspection/Maintenance System Information
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Engine Control Module
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FP[redacted]
2015,GMC,Yukon
12.2 V
start
GDS 2


DTC Display
Specific DTC
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Engine Control Module
Diagnostic Trouble Codes (DTC)
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
12.2 V
start
GDS 2

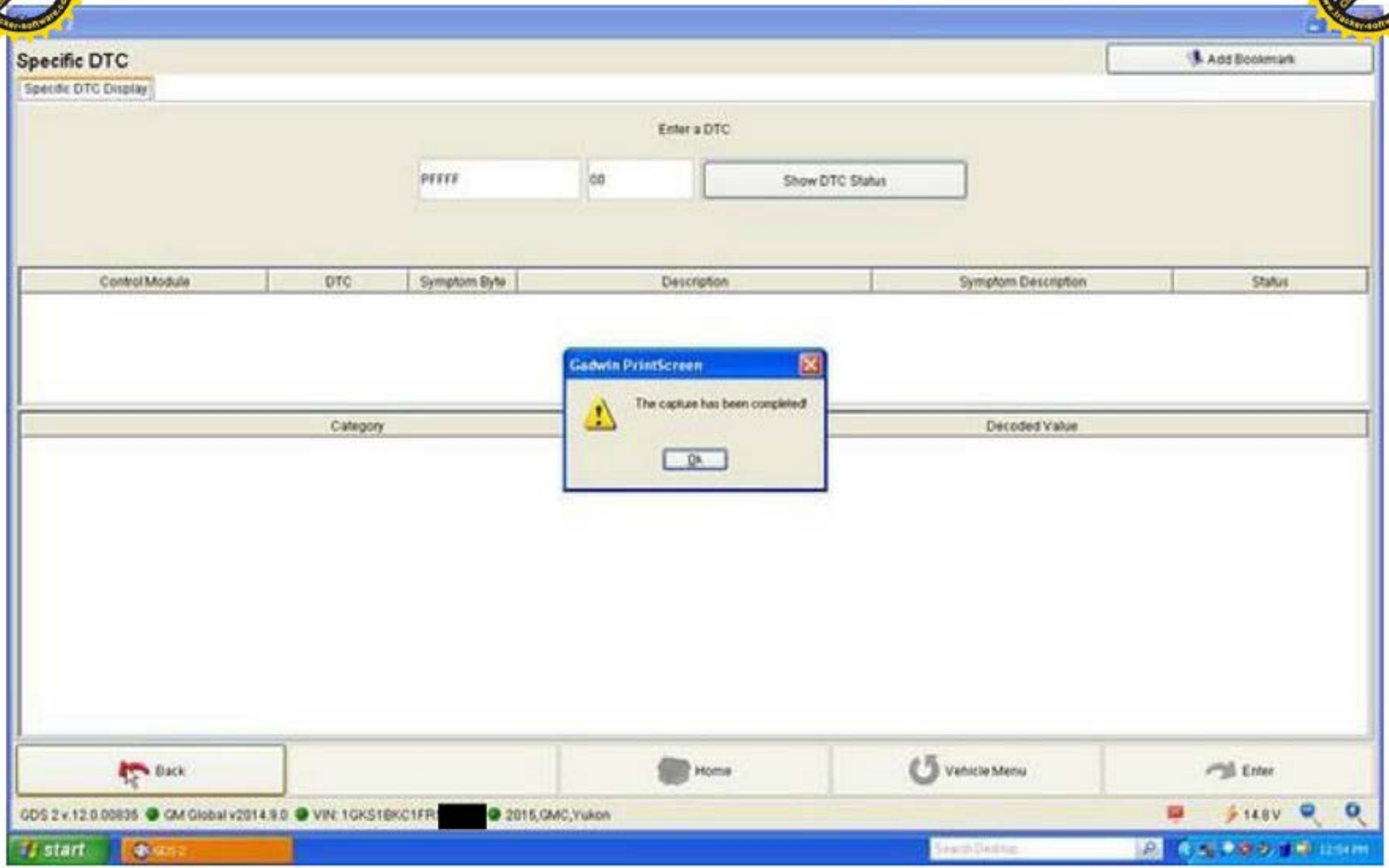

DTC Display
Create Report
Add Bookmark
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
Engine Control Module
DTCs Stored
2
Clear DTCs
Refresh
Details
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.9 V
start
GDS 2

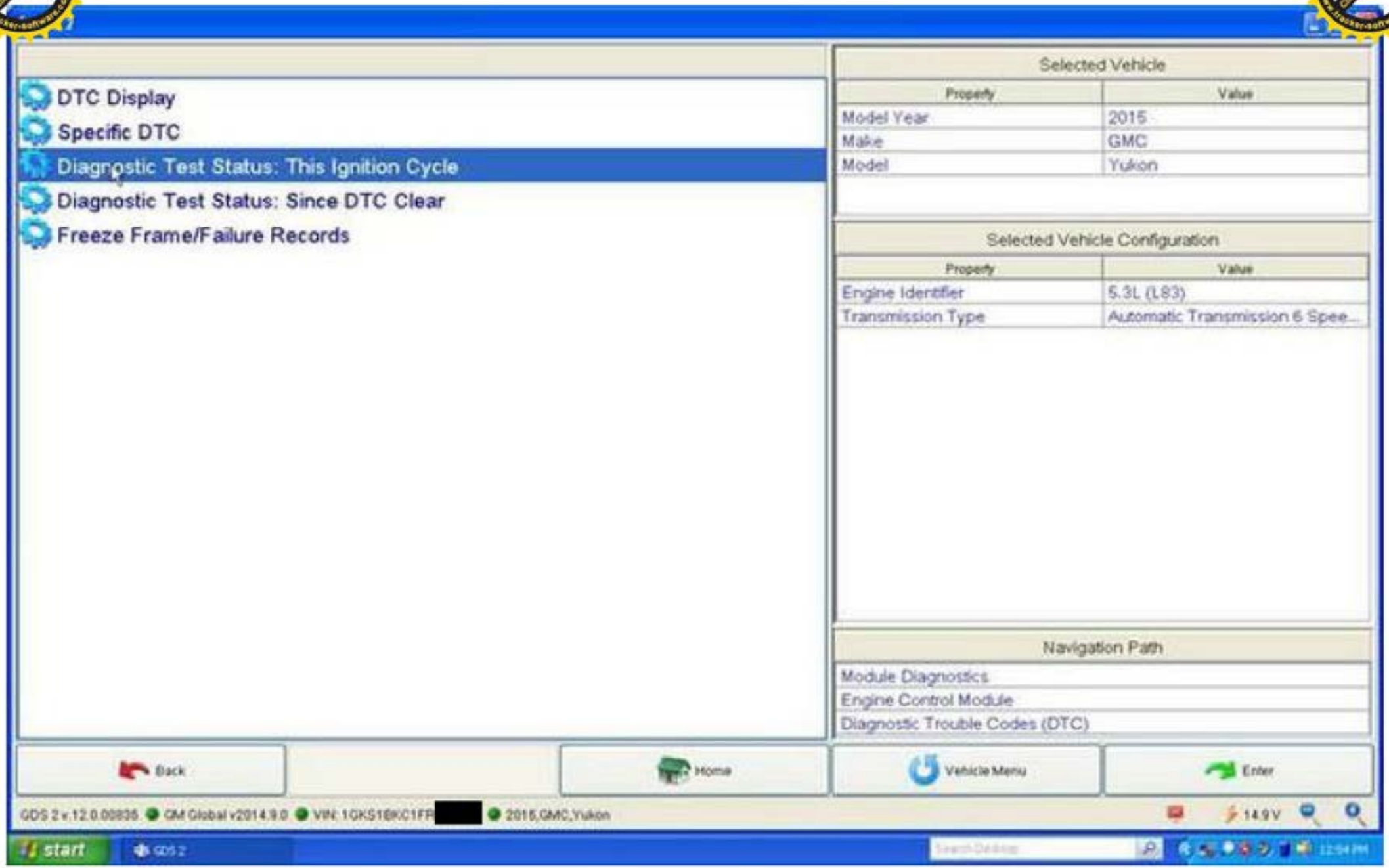

DTC Display
Specific DTC
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Engine Control Module
Diagnostic Trouble Codes (DTC)
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.9 V
start
GDS 2

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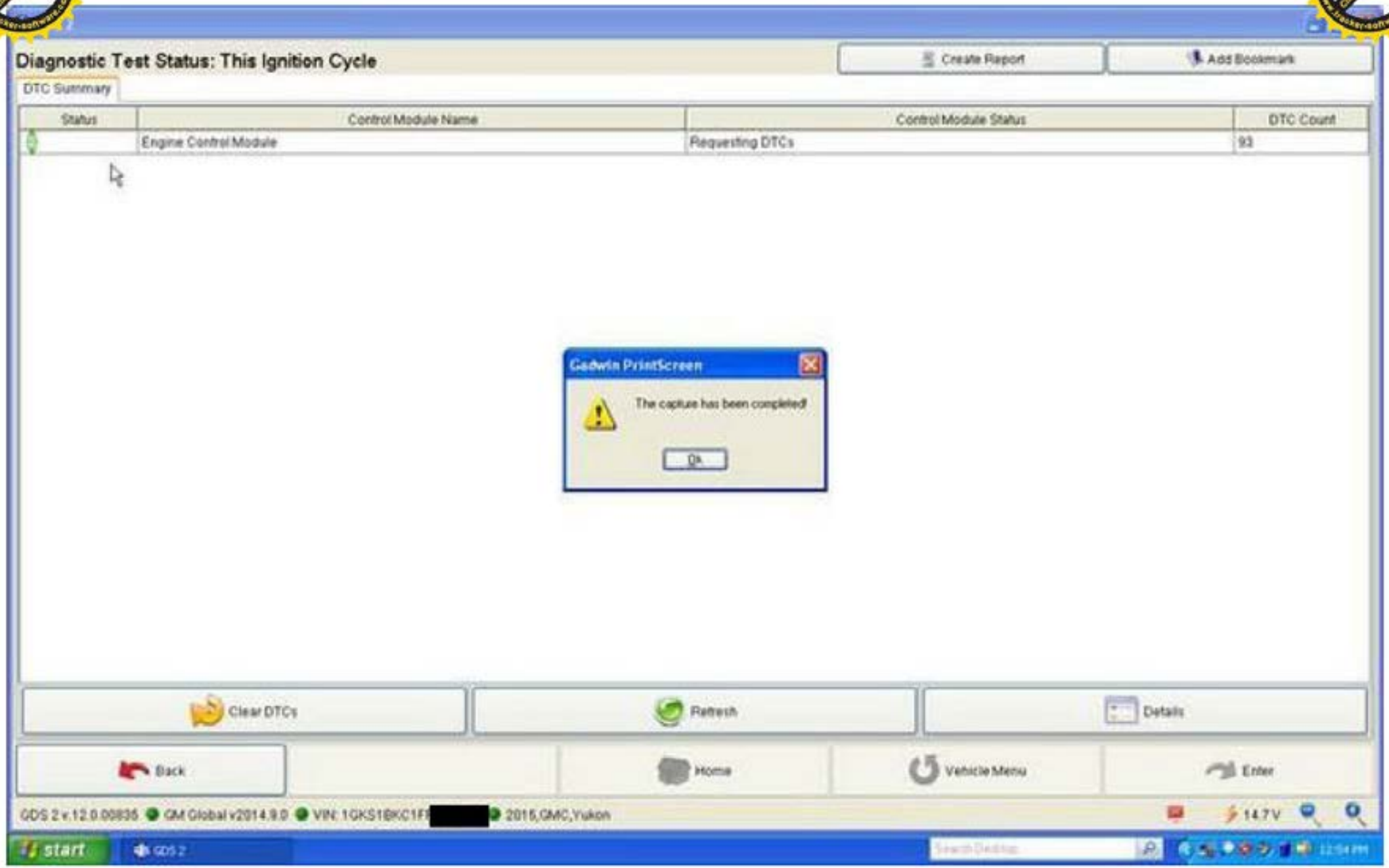



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Specific DTC
Add Bookmark
Specific DTC Display
Enter a DTC
FFFF
00
Show DTC Status
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Gadwin PrintScreen
The capture has been completed!
OK
Category
Decoded Value
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00835
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.8 V
start


DTC Display
Specific DTC
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Engine Control Module
Diagnostic Trouble Codes (DTC)
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.9 V
start
GDS 2

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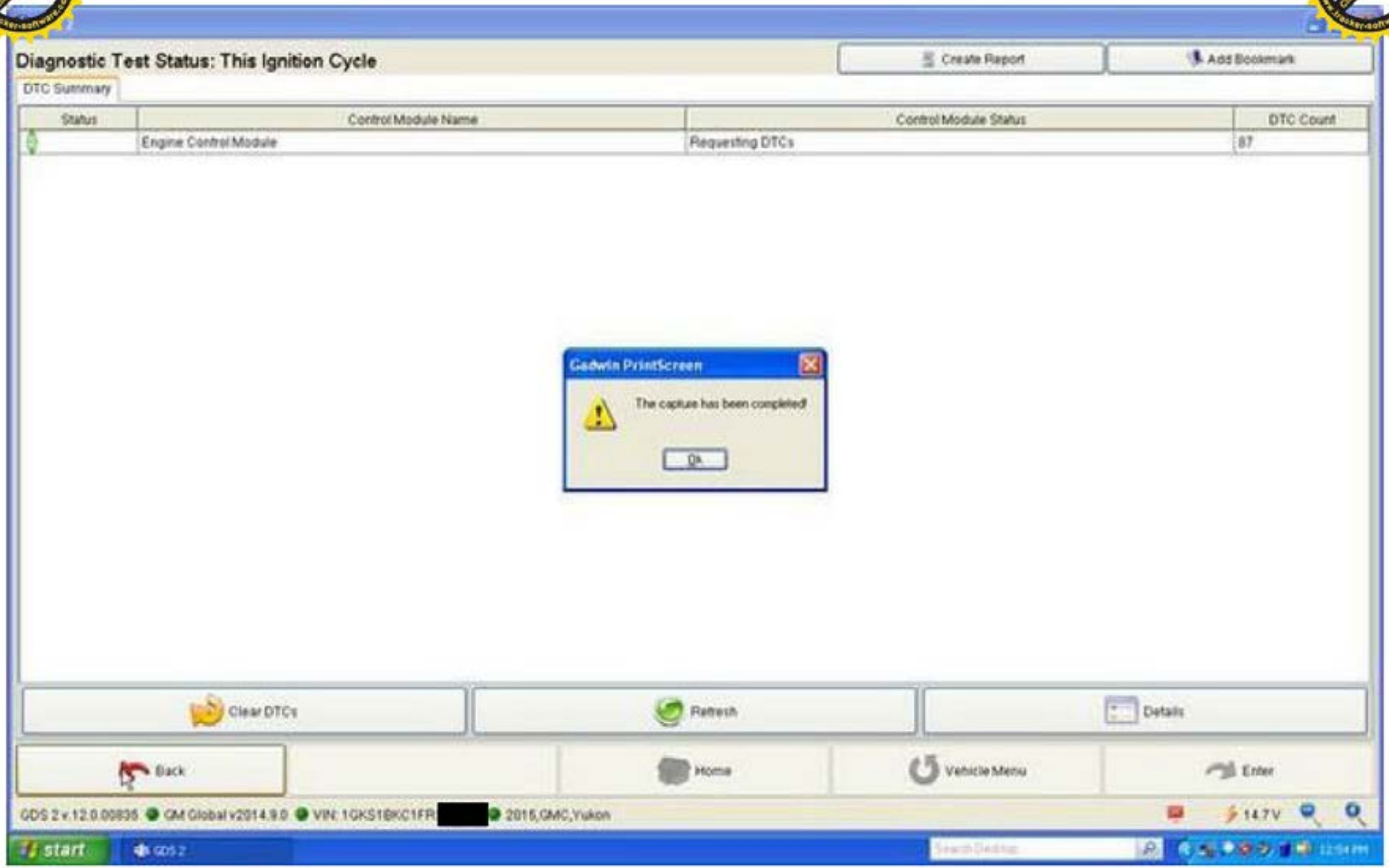

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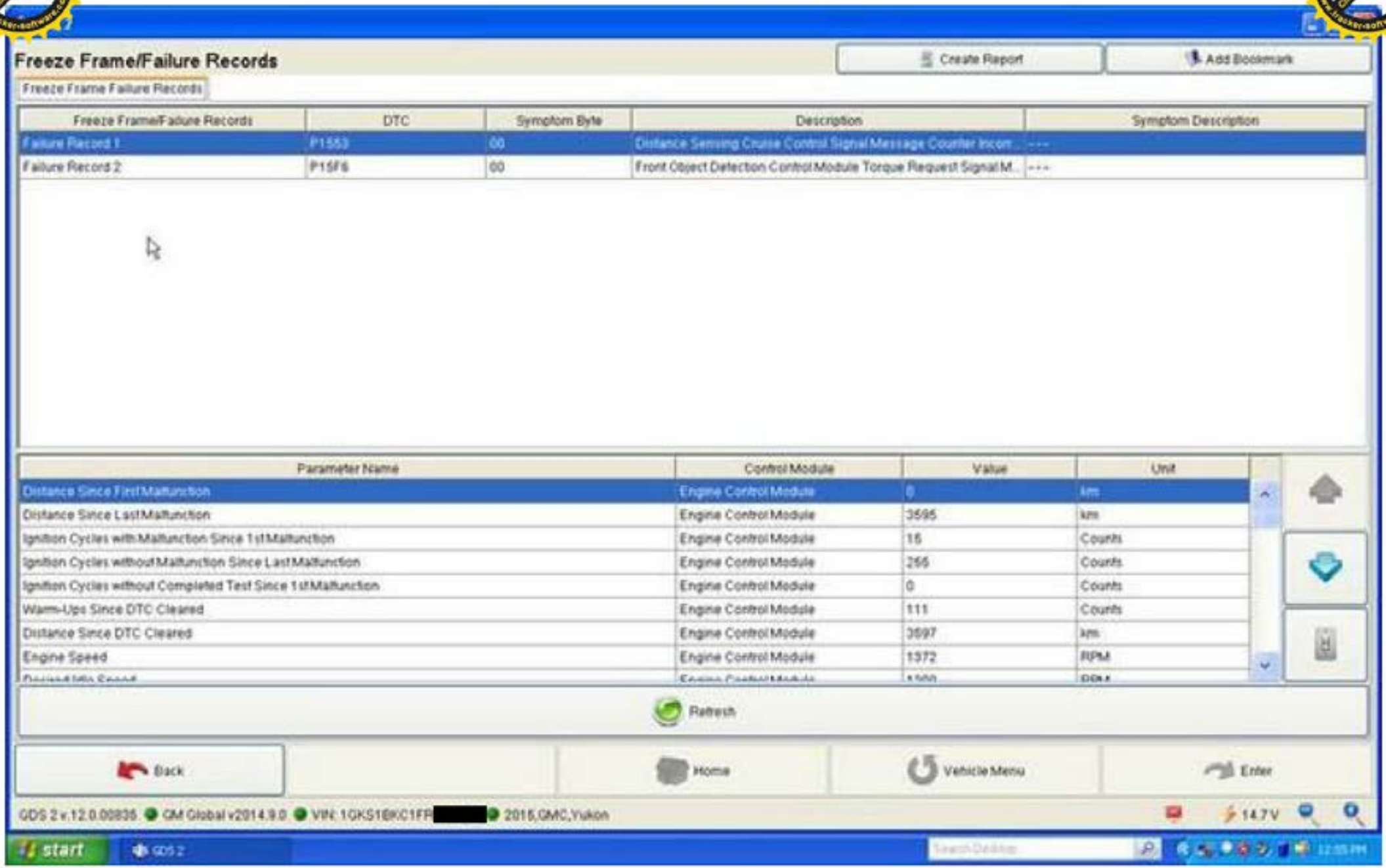
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Diagnostic Test Status: Since DTC Clear
Create Report
Add Bookmark
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
Engine Control Module
Requesting DTCs
3
Clear DTCs
Refresh
Details
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.6 V
start
GDS 2

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# Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incor... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Desired Idle Speed | Engine Control Module | 1200 | RPM |
| ECT Sensor | Engine Control Module | 37 | °C |
| IAT Sensor 1 | Engine Control Module | 23 | °C |
| Ambient Air Temperature | Engine Control Module | 22 | °C |
| MAF Sensor | Engine Control Module | 20.87 | g/s |
| Engine Load | Engine Control Module | 39.6 | % |
| Accelerator Pedal Position | Engine Control Module | 0 | % |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7 V

start | GDS 2

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## Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incorr... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Throttle Position | Engine Control Module | 25 | % |
| MAP Sensor | Engine Control Module | 44.0 | kPa |
| BARO | Engine Control Module | 87.0 | kPa |
| 5V Reference 1 | Engine Control Module | 5.01 | V |
| 5V Reference 2 | Engine Control Module | 5.01 | V |
| 5V Reference 3 | Engine Control Module | 5.01 | V |
| 5V Reference 4 | Engine Control Module | 5.01 | V |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.6 V

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# Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incor... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| 5V Reference 2 Circuit Status | Engine Control Module | OK | |
| 5V Reference 3 Circuit Status | Engine Control Module | OK | |
| 5V Reference 4 Circuit Status | Engine Control Module | OK | |
| Fuel Control Loop Status | Engine Control Module | Open | |
| Short Term Fuel Trim Bank 1 | Engine Control Module | 0 | % |
| Short Term Fuel Trim Bank 2 | Engine Control Module | 0 | % |
| Long Term Fuel Trim Bank 1 | Engine Control Module | 18 | % |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7V

start | GDS 2

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# Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incor... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Air/Fuel Equivalence Ratio Command | Engine Control Module | 0.90 | |
| Fuel Pressure Sensor | Engine Control Module | 495 | kPa |
| Fuel Rail Pressure Sensor | Engine Control Module | 12.8 | MPa |
| Ignition Timing | Engine Control Module | -12.5 | ° |
| EVAP Purge Solenoid Valve Command | Engine Control Module | 0 | % |
| Fuel Tank Pressure Sensor | Engine Control Module | 0.00 | in. H2O |
| Remaining Fuel in Tank | Engine Control Module | 80.8 | % |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7V

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# Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incorr... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Ignition Accessory Signal | Engine Control Module | On | |
| Engine Controls Ignition Relay Control Circuit Low Voltage Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit High Voltage Test Status | Engine Control Module | OK | |
| Engine Controls Ignition Relay Control Circuit Open Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Feedback Signal | Engine Control Module | 11.4 | V |
| Power Mode | Engine Control Module | Run | |
| Crank Request Signal | Engine Control Module | No | |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.6 V

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# Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incor... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Park/Neutral Position Switch | Engine Control Module | Park/Neutral | |
| Brake Pedal Position Circuit Signal | Engine Control Module | Applied | |
| Extended Travel Brake Pedal Position Signal | Engine Control Module | Released | |
| Brake Pedal Position Sensor Signal | Engine Control Module | Applied | |
| Cruise Control On/Off Switch | Engine Control Module | On | |
| Cruise Control | Engine Control Module | Enabled | |
| Cruise Control Set/Coast Switch | Engine Control Module | Off | |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

Refresh

Back | Home | Vehicle Menu | Enter

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## Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Failure Record 1 | P1553 | 00 | Distance Sensing Cruise Control Signal Message Counter Incor... | --- |
| Failure Record 2 | P15F6 | 00 | Front Object Detection Control Module Torque Request Signal M... | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| [illegible] | Engine Control Module | [illegible] | |
| Cruise Control Cancel Switch | Engine Control Module | Inactive | |
| Cruise Control Switch | Engine Control Module | Active | |
| Vehicle Speed Sensor | Engine Control Module | 0 | km/h |
| Engine Run Time | Engine Control Module | 00:00:01 | |
| Torque Delivered Signal | Engine Control Module | -2.50 | N·m |
| Calculated Catalyst Temperature Bank 1 | Engine Control Module | 181 | °C |
| Calculated Catalyst Temperature Bank 2 | Engine Control Module | 171 | °C |
| Distance Since First Malfunction | Engine Control Module | 0 | km |

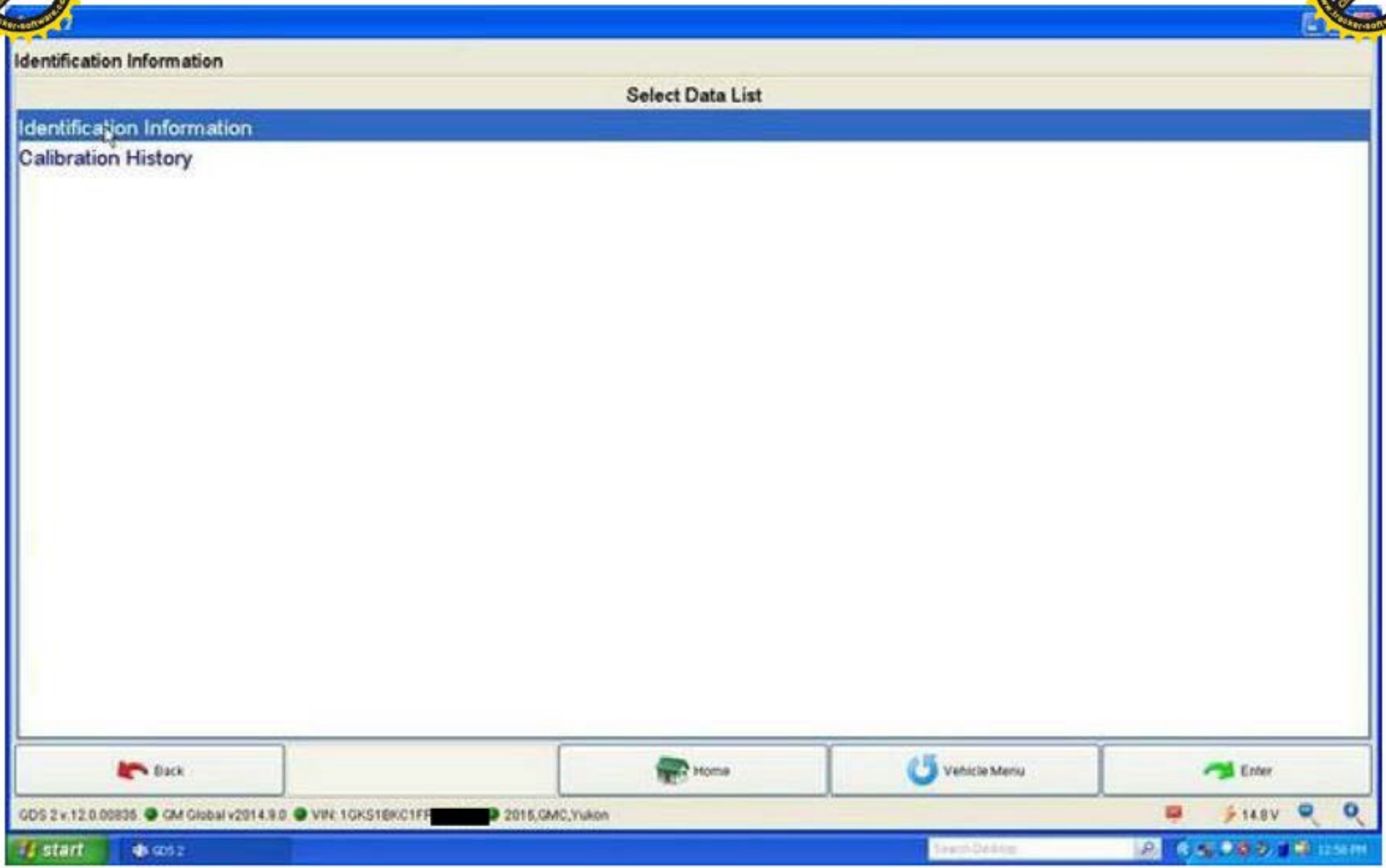
Refresh

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7 V

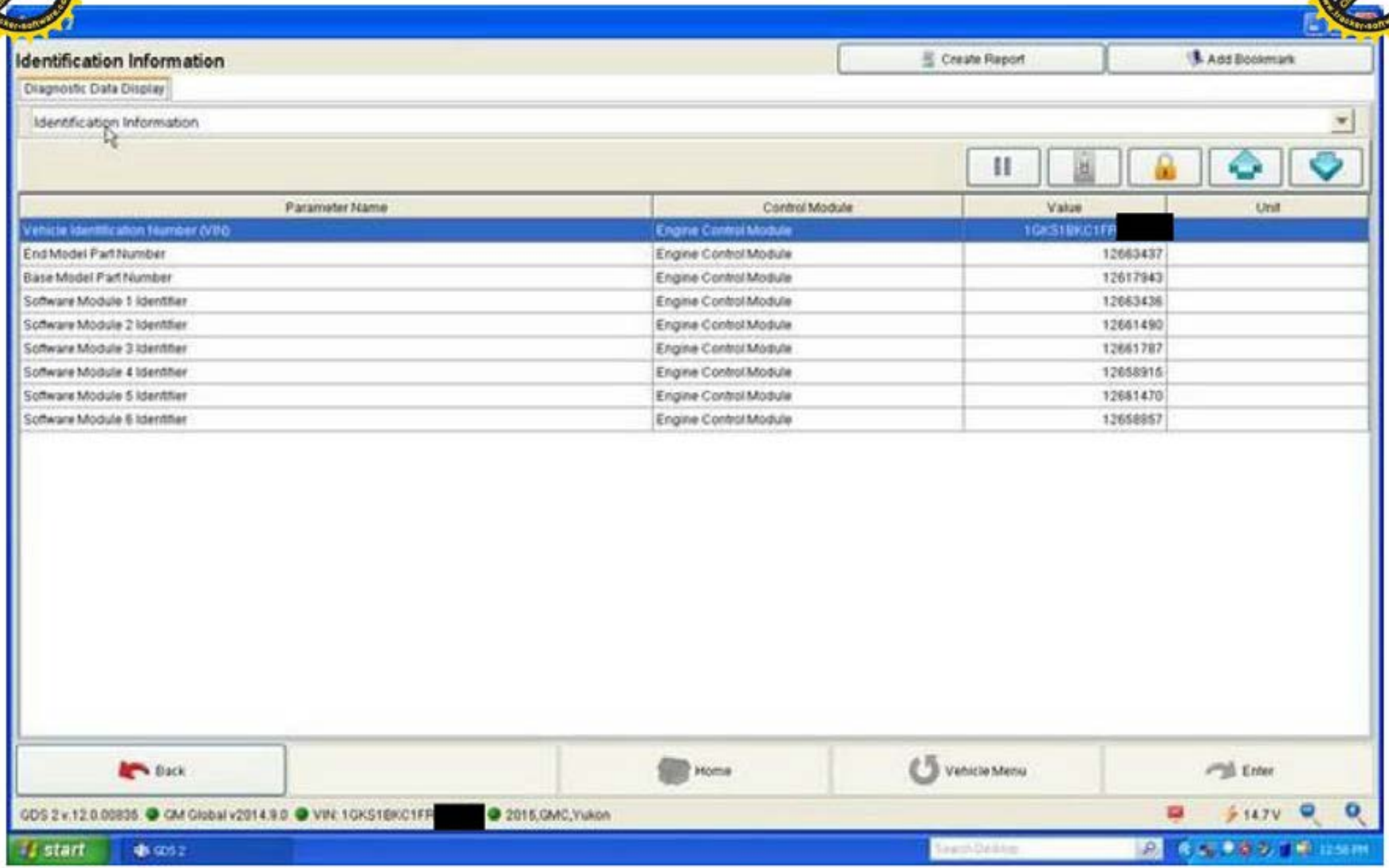
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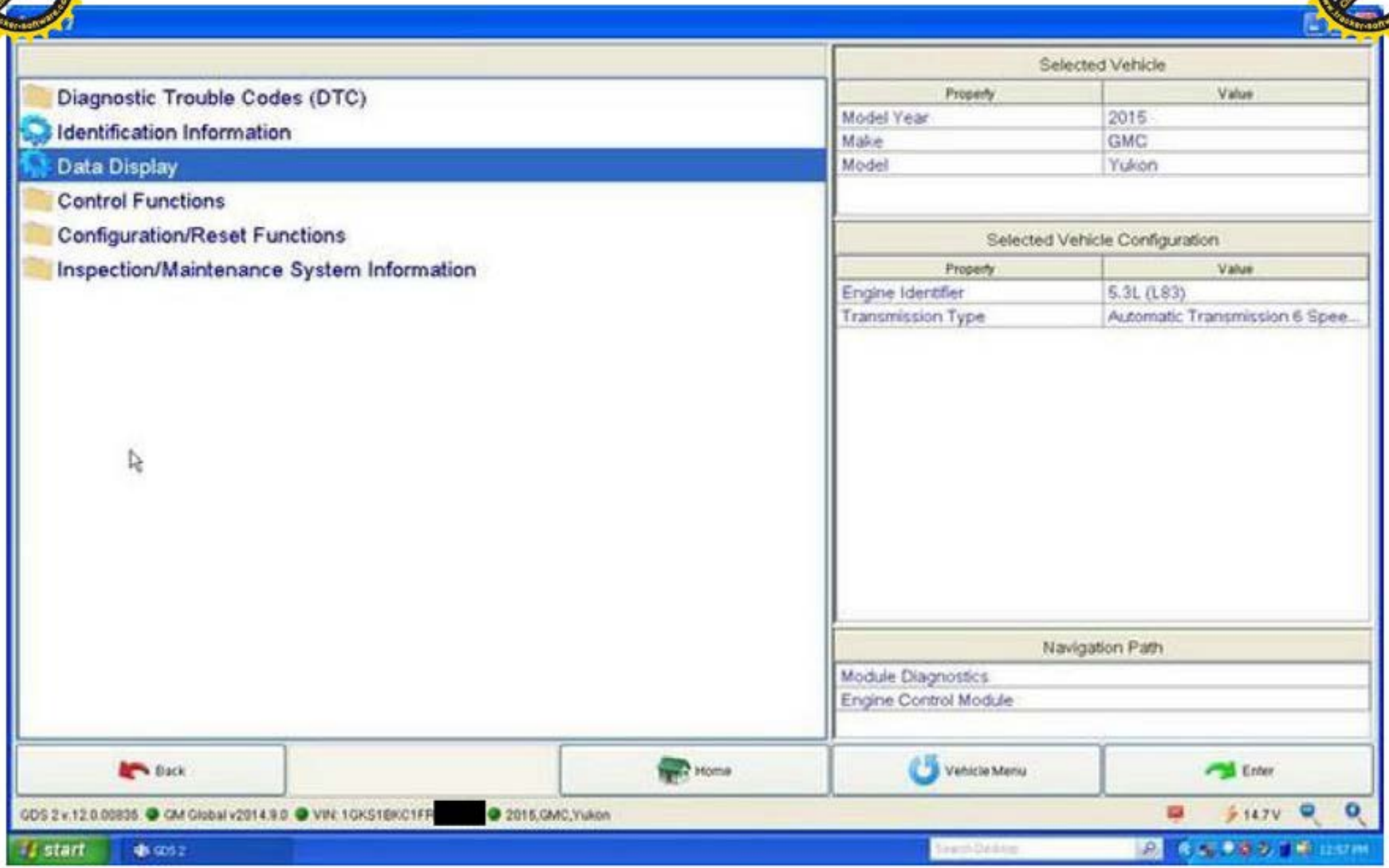



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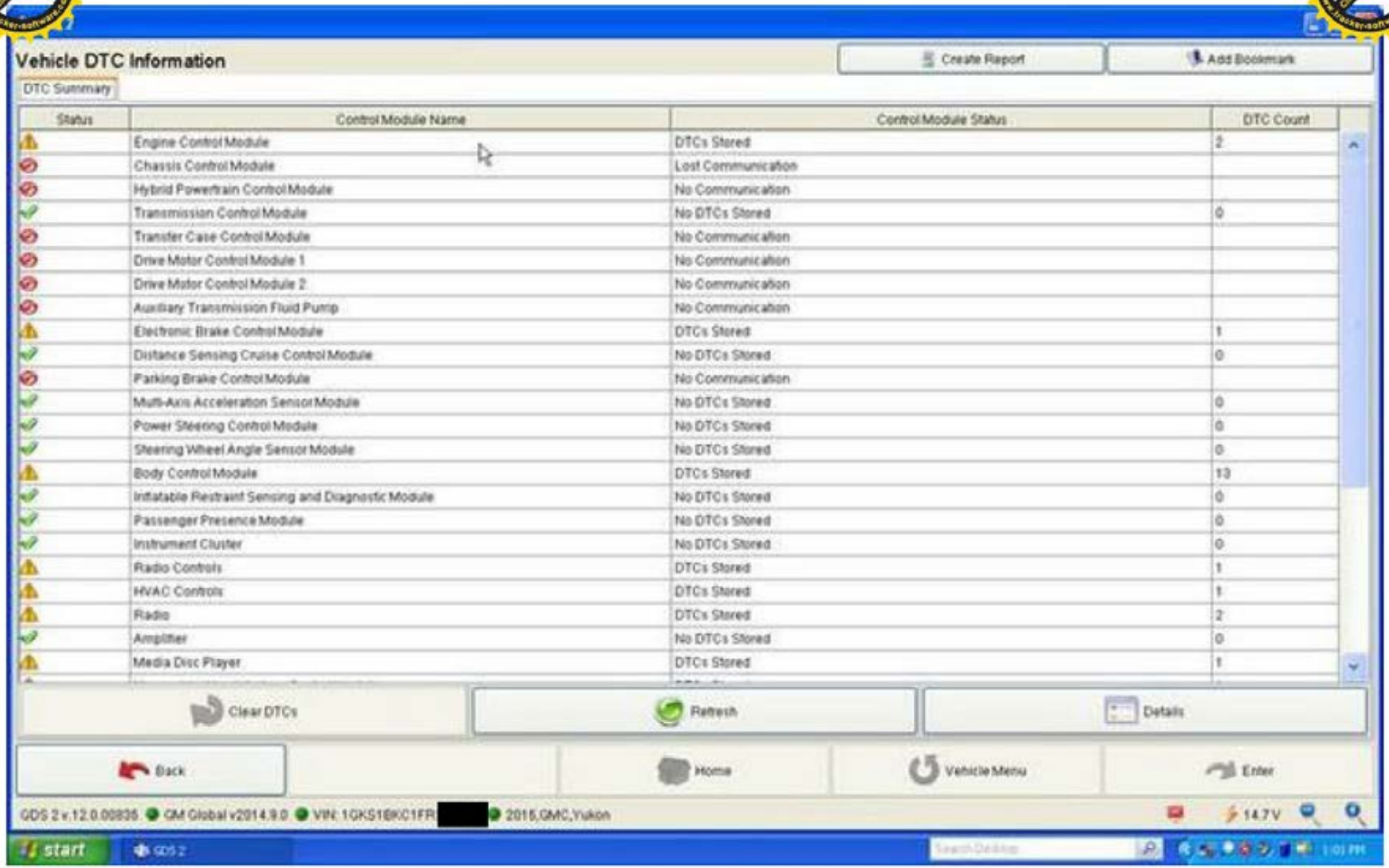
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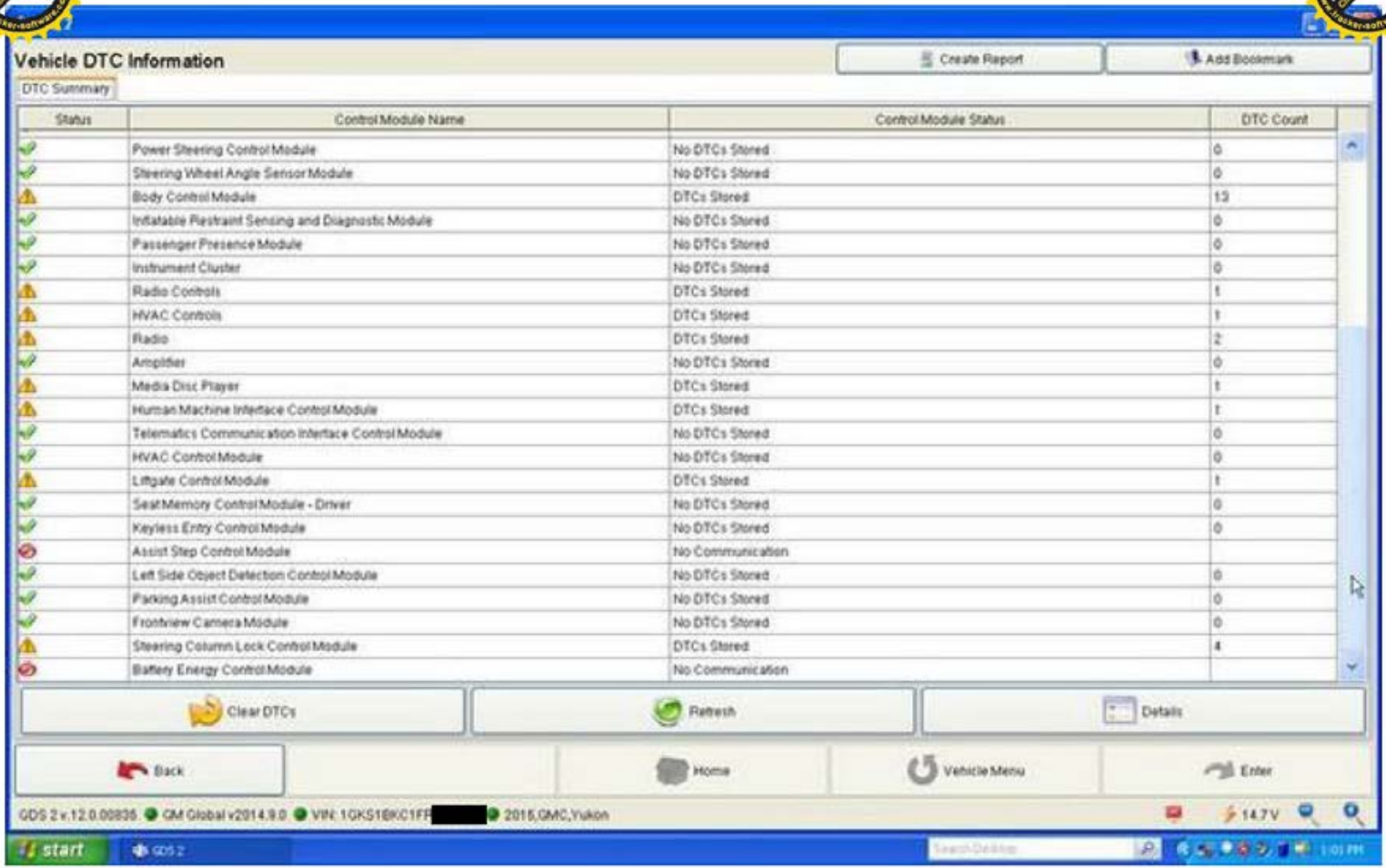

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Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Inspection/Maintenance System Information
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Engine Control Module
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.7V
start
GDS 2

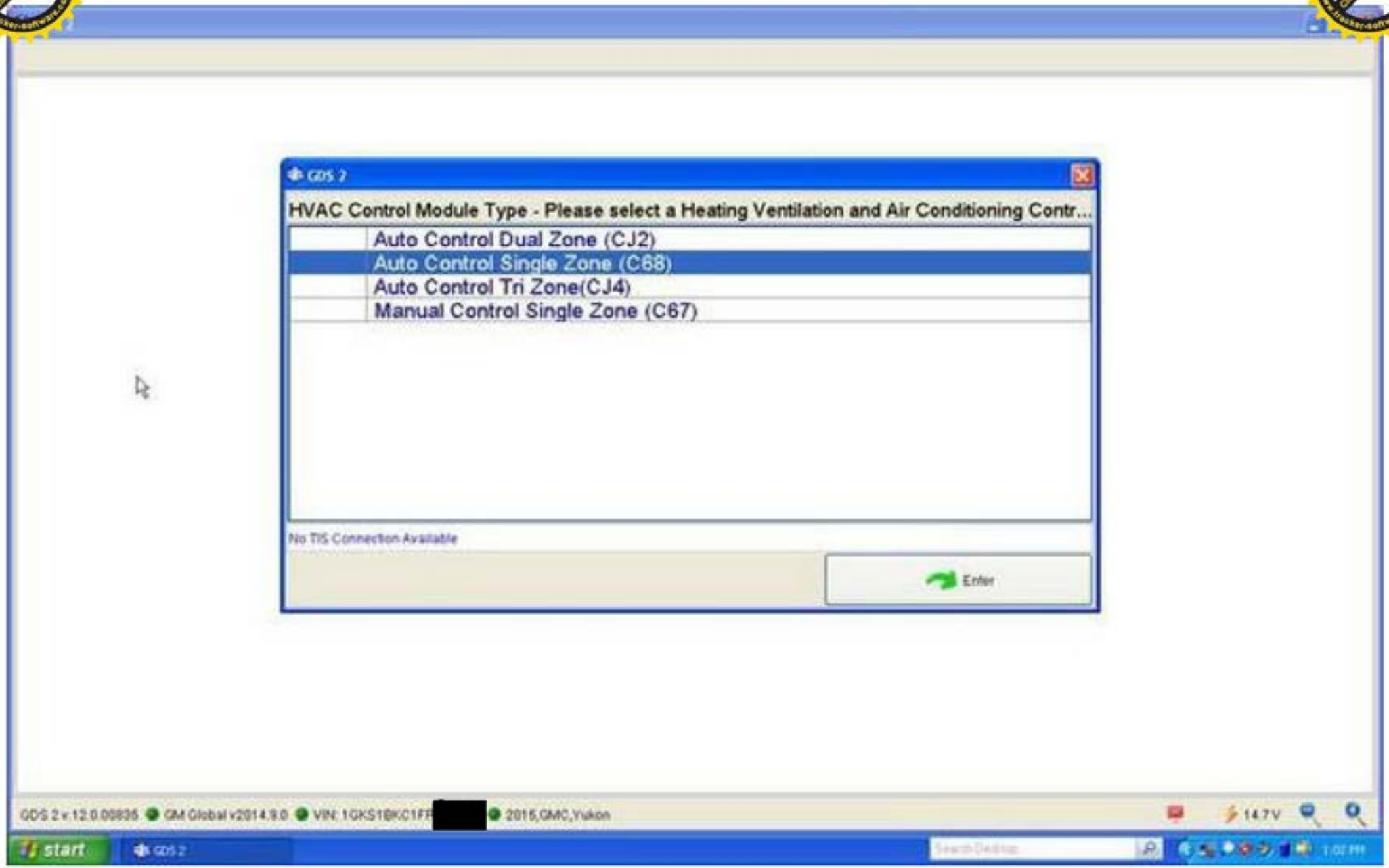
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## Read Vehicle Wide DTC and ID Information

DTC Summary

| Status | Control Module Name | Control Module Status | DTC Count |
|---|---|---|---|
| ⚠ | Engine Control Module | DTCs Stored | 2 |
| ⊘ | Chassis Control Module | Lost Communication | |
| ⊘ | Hybrid Powertrain Control Module | No Communication | |
| ✓ | Transmission Control Module | No DTCs Stored | 0 |
| ⊘ | Transfer Case Control Module | No Communication | |
| ⊘ | Drive Motor Control Module 1 | No Communication | |
| ⊘ | Drive Motor Control Module 2 | No Communication | |
| ⊘ | Auxiliary Transmission Fluid Pump | No Communication | |
| ⚠ | Electronic Brake Control Module | DTCs Stored | 1 |
| ✓ | Distance Sensing Cruise Control Module | No DTCs Stored | 0 |
| ⊘ | Parking Brake Control Module | No Communication | |
| ✓ | Multi-Axis Acceleration Sensor Module | No DTCs Stored | 0 |
| ✓ | Power Steering Control Module | No DTCs Stored | 0 |
| ✓ | Steering Wheel Angle Sensor Module | No DTCs Stored | 0 |
| ⚠ | Body Control Module | DTCs Stored | 13 |
| ✓ | Inflatable Restraint Sensing and Diagnostic Module | No DTCs Stored | 0 |
| ✓ | Passenger Presence Module | No DTCs Stored | 0 |
| ✓ | Instrument Cluster | No DTCs Stored | 0 |
| ⚠ | Radio Controls | DTCs Stored | 1 |
| ⚠ | HVAC Controls | DTCs Stored | 1 |
| ⚠ | Radio | DTCs Stored | 2 |
| ✓ | Amplifier | No DTCs Stored | 0 |
| ⚠ | Media Disc Player | DTCs Stored | 1 |
| ⚠ | Human Machine Interface Control Module | DTCs Stored | 1 |
| ✓ | Telematics Communication Interface Control Module | No DTCs Stored | 0 |
| ✓ | HVAC Control Module | No DTCs Stored | 0 |

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7 V

start | GDS 2

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## Read Vehicle Wide DTC and ID Information

DTC Summary

| Status | Control Module Name | Control Module Status | DTC Count |
|---|---|---|---|
| | Distance Sensing Cruise Control Module | No DTCs Stored | 0 |
| | Parking Brake Control Module | No Communication | |
| | Multi-Axis Acceleration Sensor Module | No DTCs Stored | 0 |
| | Power Steering Control Module | No DTCs Stored | 0 |
| | Steering Wheel Angle Sensor Module | No DTCs Stored | 0 |
| | Body Control Module | DTCs Stored | 13 |
| | Inflatable Restraint Sensing and Diagnostic Module | No DTCs Stored | 0 |
| | Passenger Presence Module | No DTCs Stored | 0 |
| | Instrument Cluster | No DTCs Stored | 0 |
| | Radio Controls | DTCs Stored | 1 |
| | HVAC Controls | DTCs Stored | 1 |
| | Radio | DTCs Stored | 2 |
| | Amplifier | No DTCs Stored | 0 |
| | Media Disc Player | DTCs Stored | 1 |
| | Human Machine Interface Control Module | DTCs Stored | 1 |
| | Telematics Communication Interface Control Module | No DTCs Stored | 0 |
| | HVAC Control Module | No DTCs Stored | 0 |
| | Liftgate Control Module | DTCs Stored | 1 |
| | Seat Memory Control Module - Driver | No DTCs Stored | 0 |
| | Keyless Entry Control Module | No DTCs Stored | 0 |
| | Assist Step Control Module | No Communication | |
| | Left Side Object Detection Control Module | No DTCs Stored | 0 |
| | Parking Assist Control Module | No DTCs Stored | 0 |
| | Frontview Camera Module | Waiting For Data... | |
| | Steering Column Lock Control Module | Waiting For Data... | |
| | Battery Energy Control Module | Waiting For Data... | |

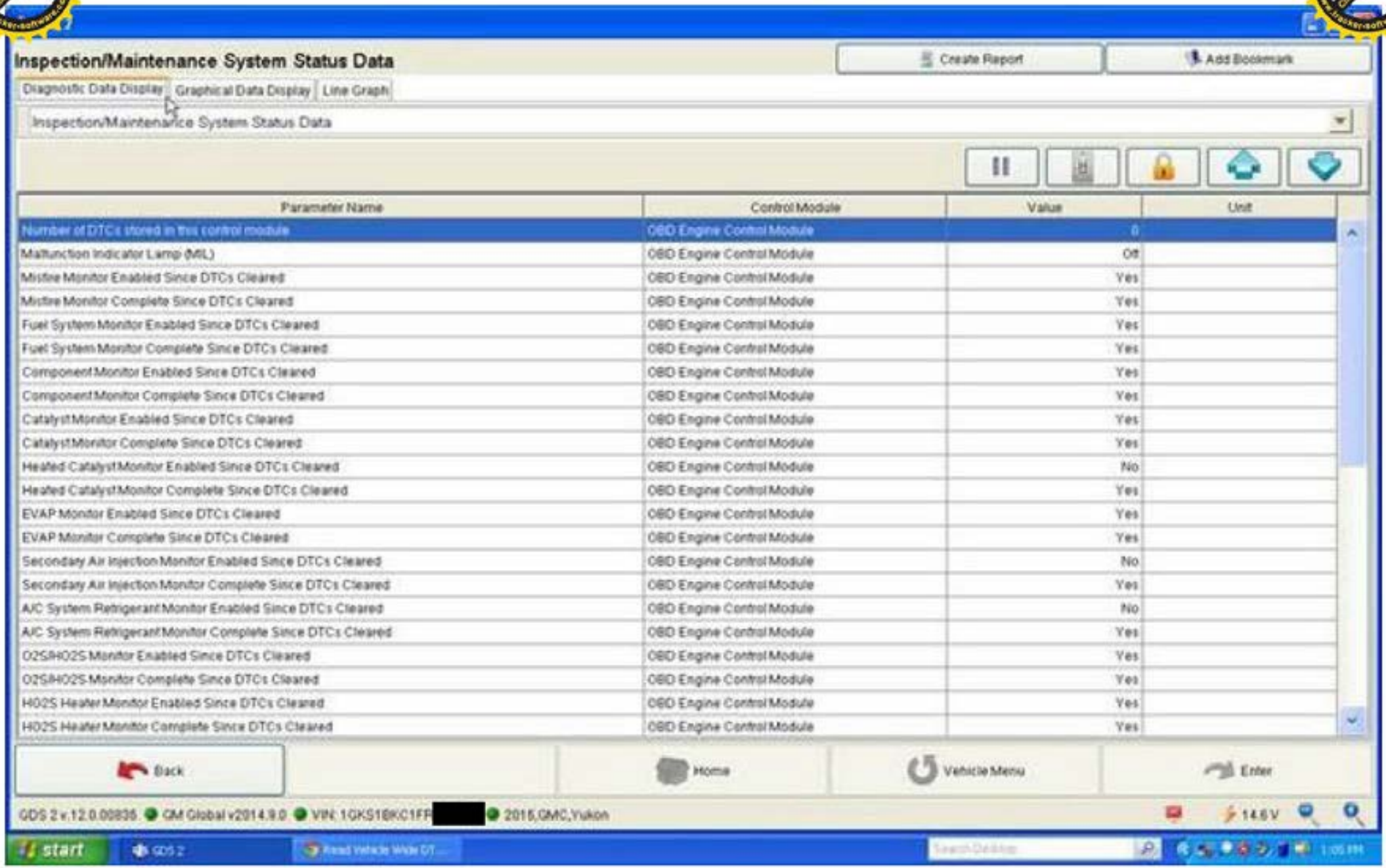
Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FP[redacted] | 2015,GMC,Yukon | 14.6 V

start | GDS 2

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## Inspection/Maintenance System Status Data

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph

Inspection/Maintenance System Status Data

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Number of DTCs stored in this control module | OBD Engine Control Module | 0 | |
| Malfunction Indicator Lamp (MIL) | OBD Engine Control Module | Off | |
| Misfire Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Misfire Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Fuel System Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Fuel System Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Component Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Component Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Catalyst Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Catalyst Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Heated Catalyst Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | No | |
| Heated Catalyst Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| EVAP Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| EVAP Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Secondary Air Injection Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | No | |
| Secondary Air Injection Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| A/C System Refrigerant Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | No | |
| A/C System Refrigerant Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| HO2S Heater Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| HO2S Heater Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |

Back | Home | Vehicle Menu | Enter

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start | GDS 2 | Read Vehicle Wide DT...

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## Inspection/Maintenance System Status Data

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph

Inspection/Maintenance System Status Data

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| EGR/Camshaft Position Monitor Enabled Since DTCs Cleared | OBD Engine Control Module | Yes | |
| EGR/Camshaft Position Monitor Complete Since DTCs Cleared | OBD Engine Control Module | Yes | |
| Misfire Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Misfire Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| Fuel System Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Fuel System Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Component Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Component Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| Catalyst Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Catalyst Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Heated Catalyst Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| Heated Catalyst Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| EVAP Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| EVAP Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Secondary Air Injection Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| Secondary Air Injection Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| A/C System Refrigerant Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| A/C System Refrigerant Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| HO2S Heater Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| HO2S Heater Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |

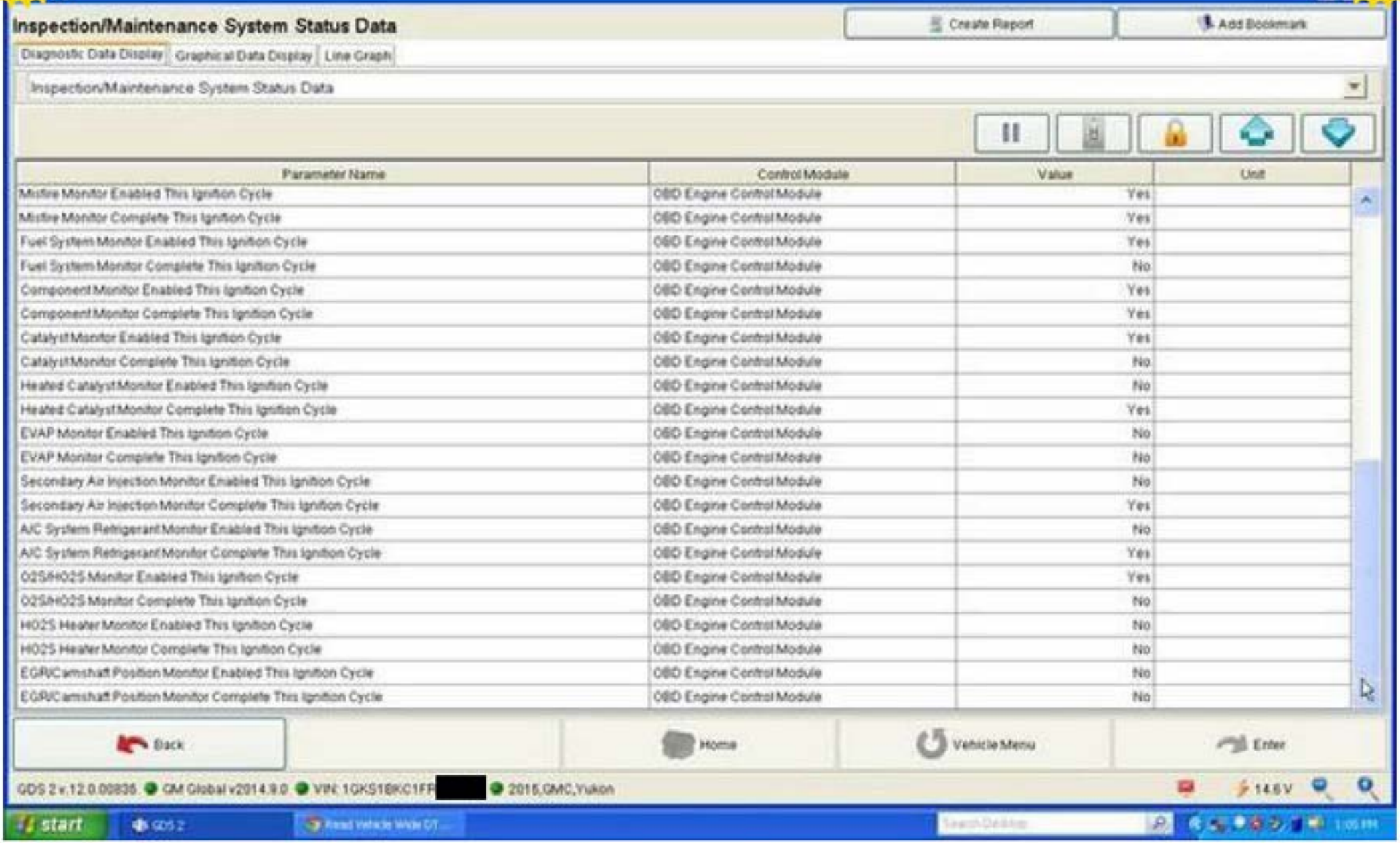
Back | Home | Vehicle Menu | Enter

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## Inspection/Maintenance System Status Data

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph

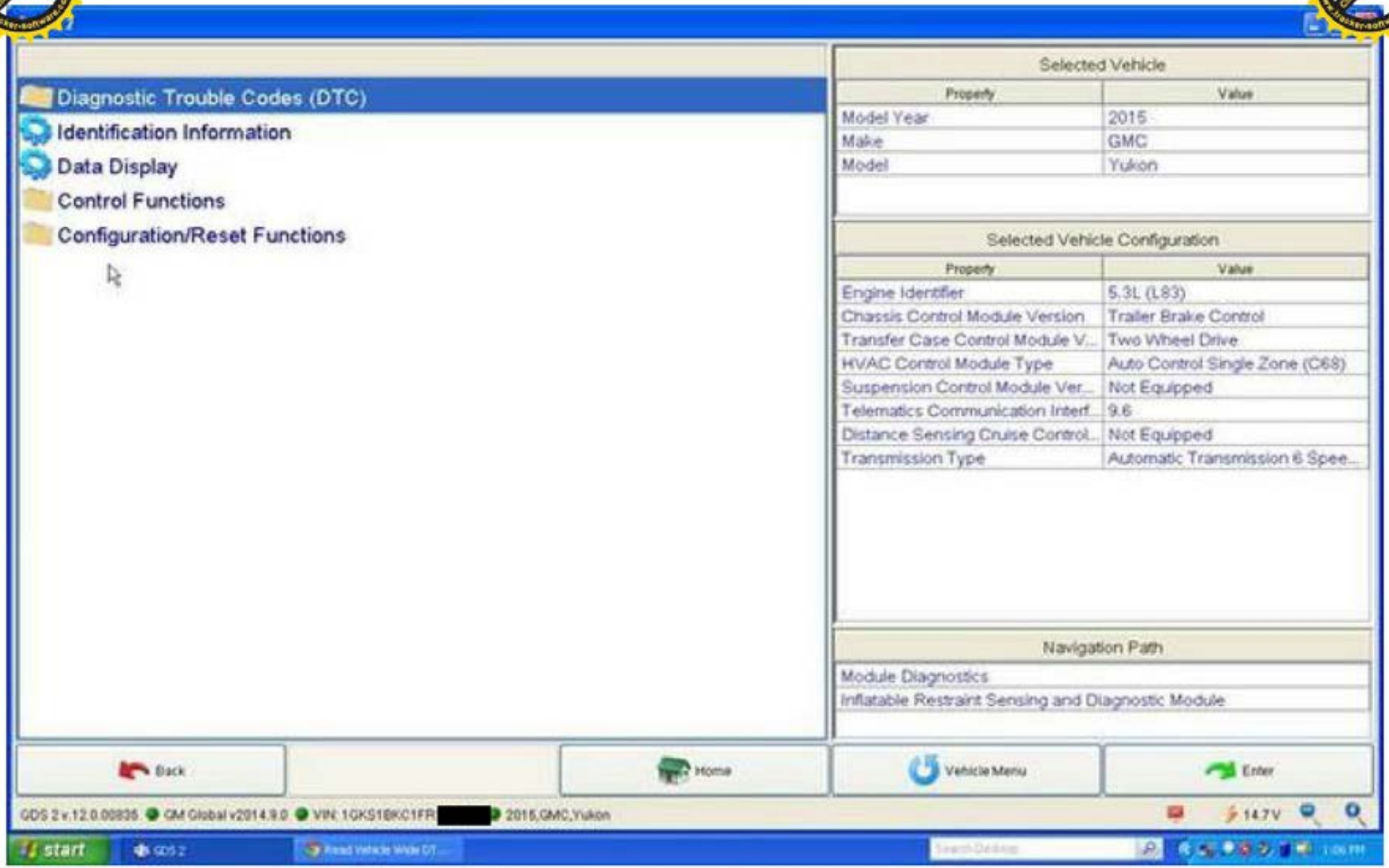
Inspection/Maintenance System Status Data

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Misfire Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Misfire Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| Fuel System Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Fuel System Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Component Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Component Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| Catalyst Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| Catalyst Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Heated Catalyst Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| Heated Catalyst Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| EVAP Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| EVAP Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| Secondary Air Injection Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| Secondary Air Injection Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| A/C System Refrigerant Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| A/C System Refrigerant Monitor Complete This Ignition Cycle | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Enabled This Ignition Cycle | OBD Engine Control Module | Yes | |
| O2S/HO2S Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| HO2S Heater Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| HO2S Heater Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |
| EGR/Camshaft Position Monitor Enabled This Ignition Cycle | OBD Engine Control Module | No | |
| EGR/Camshaft Position Monitor Complete This Ignition Cycle | OBD Engine Control Module | No | |

Back | Home | Vehicle Menu | Enter

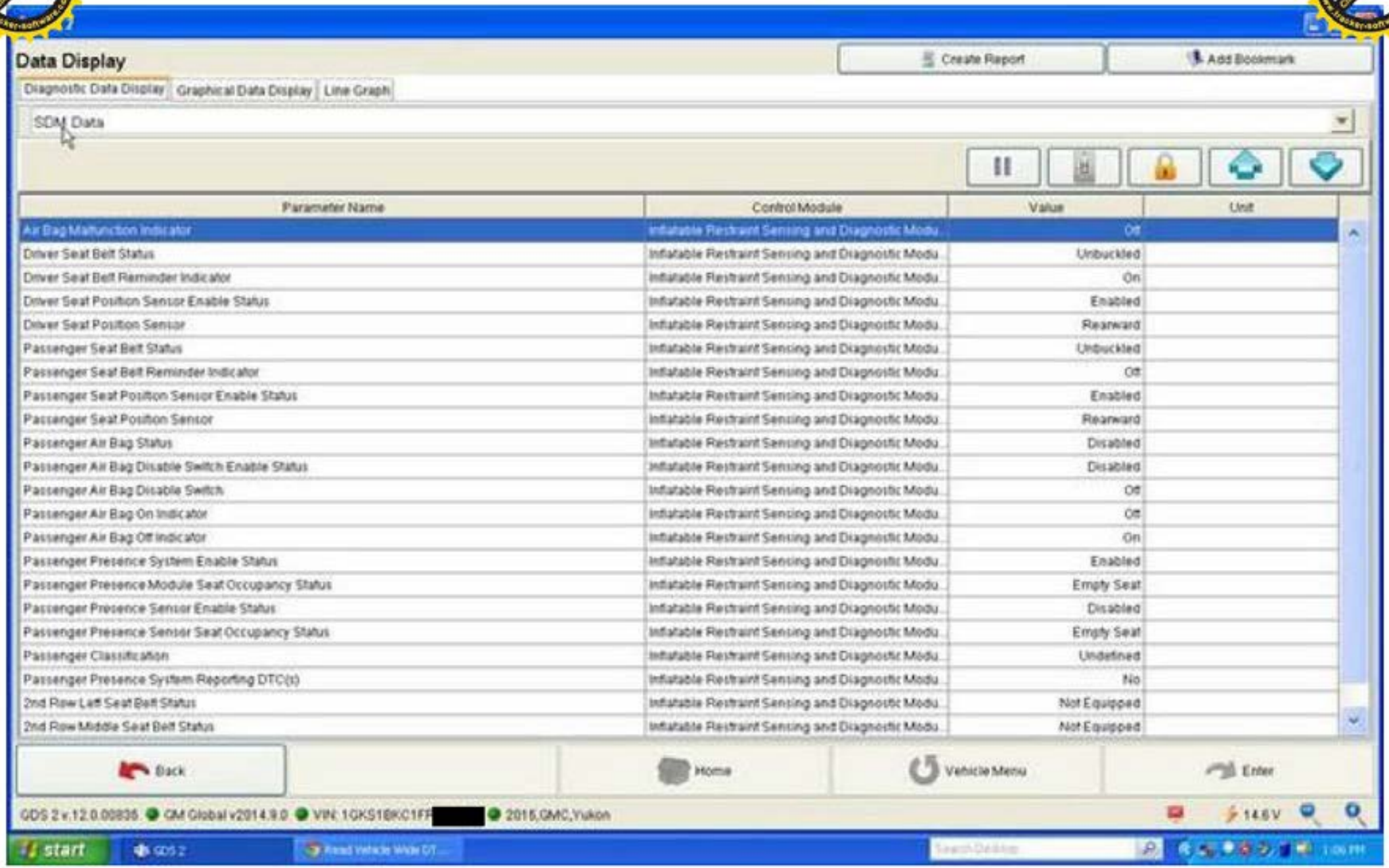
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start | GDS 2 | Read Vehicle Wide DT...


Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Chassis Control Module Version
Trailer Brake Control
Transfer Case Control Module V...
Two Wheel Drive
HVAC Control Module Type
Auto Control Single Zone (C68)
Suspension Control Module Ver...
Not Equipped
Telematics Communication Interf...
9.6
Distance Sensing Cruise Control...
Not Equipped
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Inflatable Restraint Sensing and Diagnostic Module
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.7V
start
GDS 2

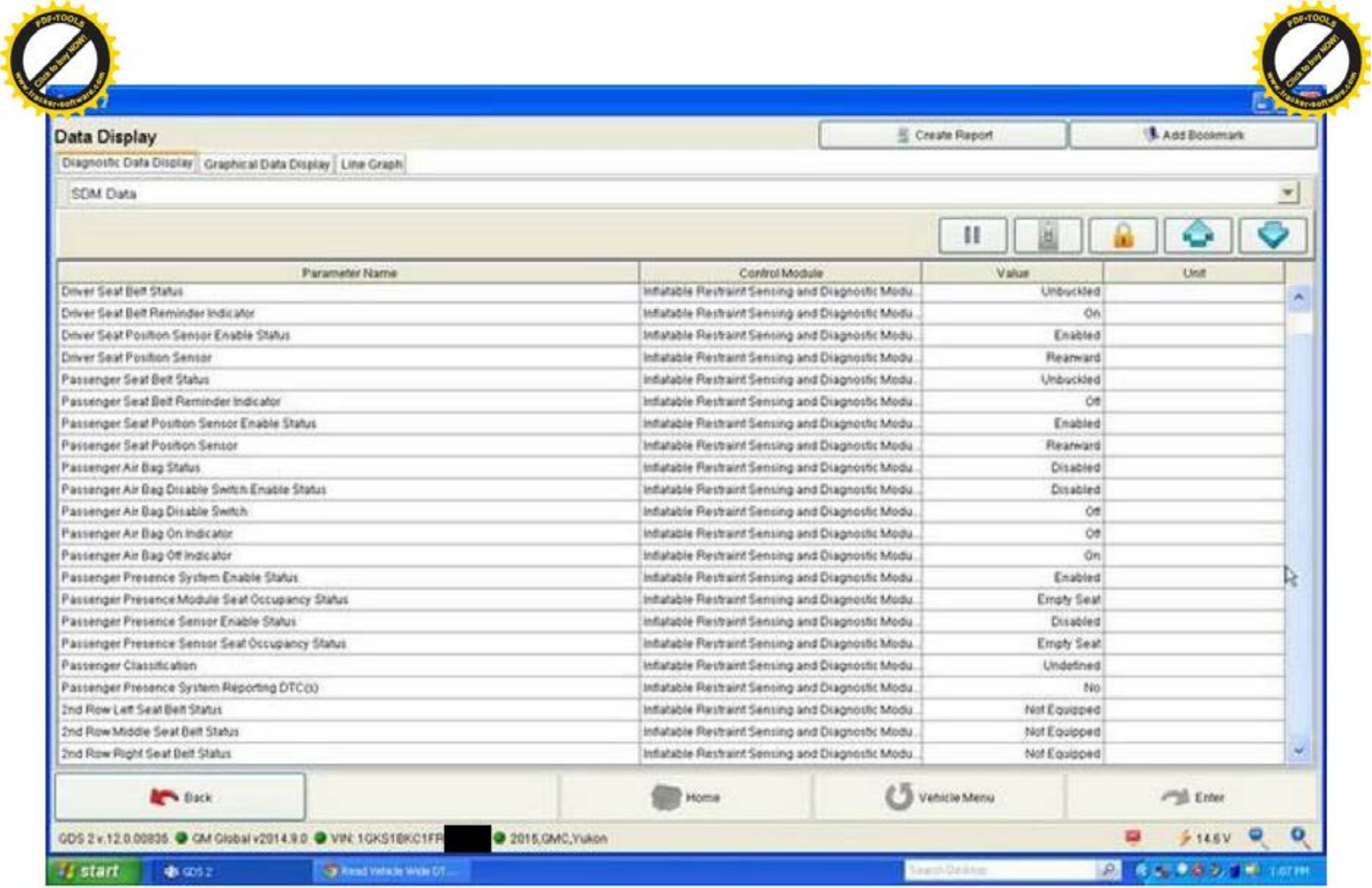

DTC Display
Create Report
Add Bookmark
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
0
Clear DTCs
Refresh
Details
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.7V
start
GDS 2

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| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Air Bag Malfunction Indicator | Inflatable Restraint Sensing and Diagnostic Modu... | Off | |
| Driver Seat Belt Status | Inflatable Restraint Sensing and Diagnostic Modu... | Unbuckled | |
| Driver Seat Belt Reminder Indicator | Inflatable Restraint Sensing and Diagnostic Modu... | On | |
| Driver Seat Position Sensor Enable Status | Inflatable Restraint Sensing and Diagnostic Modu... | Enabled | |
| Driver Seat Position Sensor | Inflatable Restraint Sensing and Diagnostic Modu... | Rearward | |
| Passenger Seat Belt Status | Inflatable Restraint Sensing and Diagnostic Modu... | Unbuckled | |
| Passenger Seat Belt Reminder Indicator | Inflatable Restraint Sensing and Diagnostic Modu... | Off | |
| Passenger Seat Position Sensor Enable Status | Inflatable Restraint Sensing and Diagnostic Modu... | Enabled | |
| Passenger Seat Position Sensor | Inflatable Restraint Sensing and Diagnostic Modu... | Rearward | |
| Passenger Air Bag Status | Inflatable Restraint Sensing and Diagnostic Modu... | Disabled | |
| Passenger Air Bag Disable Switch Enable Status | Inflatable Restraint Sensing and Diagnostic Modu... | Disabled | |
| Passenger Air Bag Disable Switch | Inflatable Restraint Sensing and Diagnostic Modu... | Off | |
| Passenger Air Bag On Indicator | Inflatable Restraint Sensing and Diagnostic Modu... | Off | |
| Passenger Air Bag Off Indicator | Inflatable Restraint Sensing and Diagnostic Modu... | On | |
| Passenger Presence System Enable Status | Inflatable Restraint Sensing and Diagnostic Modu... | Enabled | |
| Passenger Presence Module Seat Occupancy Status | Inflatable Restraint Sensing and Diagnostic Modu... | Empty Seat | |
| Passenger Presence Sensor Enable Status | Inflatable Restraint Sensing and Diagnostic Modu... | Disabled | |
| Passenger Presence Sensor Seat Occupancy Status | Inflatable Restraint Sensing and Diagnostic Modu... | Empty Seat | |
| Passenger Classification | Inflatable Restraint Sensing and Diagnostic Modu... | Undefined | |
| Passenger Presence System Reporting DTC(s) | Inflatable Restraint Sensing and Diagnostic Modu... | No | |
| 2nd Row Left Seat Belt Status | Inflatable Restraint Sensing and Diagnostic Modu... | Not Equipped | |
| 2nd Row Middle Seat Belt Status | Inflatable Restraint Sensing and Diagnostic Modu... | Not Equipped | |

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Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
SDM Data
Parameter Name
Control Module
Value
Unit
Driver Seat Belt Status
Inflatable Restraint Sensing and Diagnostic Modu...
Unbuckled
Driver Seat Belt Reminder Indicator
On
Driver Seat Position Sensor Enable Status
Enabled
Driver Seat Position Sensor
Rearward
Passenger Seat Belt Status
Unbuckled
Passenger Seat Belt Reminder Indicator
Off
Passenger Seat Position Sensor Enable Status
Enabled
Passenger Seat Position Sensor
Rearward
Passenger Air Bag Status
Disabled
Passenger Air Bag Disable Switch Enable Status
Disabled
Passenger Air Bag Disable Switch
Off
Passenger Air Bag On Indicator
Off
Passenger Air Bag Off Indicator
On
Passenger Presence System Enable Status
Enabled
Passenger Presence Module Seat Occupancy Status
Empty Seat
Passenger Presence Sensor Enable Status
Disabled
Passenger Presence Sensor Seat Occupancy Status
Empty Seat
Passenger Classification
Undefined
Passenger Presence System Reporting DTC(s)
No
2nd Row Left Seat Belt Status
Not Equipped
2nd Row Middle Seat Belt Status
Not Equipped
2nd Row Right Seat Belt Status
Not Equipped
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.6 V
start
GDS 2

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Data Display

Select Data List

- Engine Data
- Automatic Transmission Data
- CMP Actuator Data
- Engine Cooling and HVAC Data
- Combustion Control System Data
- Cruise Control, PTO and Traction Control Data
- Cylinder Deactivation Data
- Electrical and Immobilizer Data
- Engine Mechanical Data
- Engine Position Data
- Engine Speed Control Data
- EVAP Data
- Fuel Injector Data
- Fuel System Data
- Fuel Trim Data
- HO2S Data
- Ignition Data
- Induction Data
- Instrument Cluster Data
- Misfire Data
- TAC Data

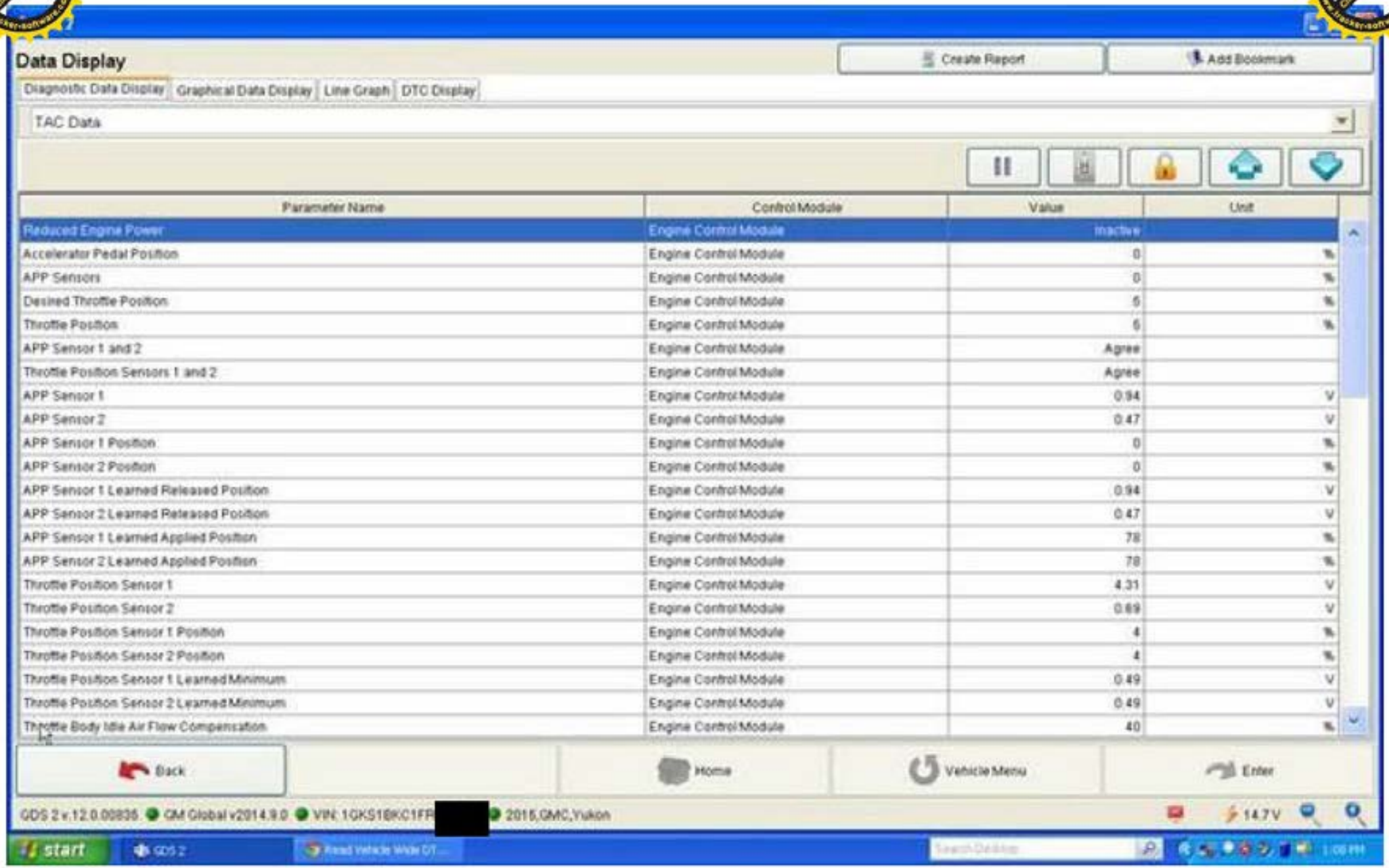
Back | Home | Vehicle Menu | Enter

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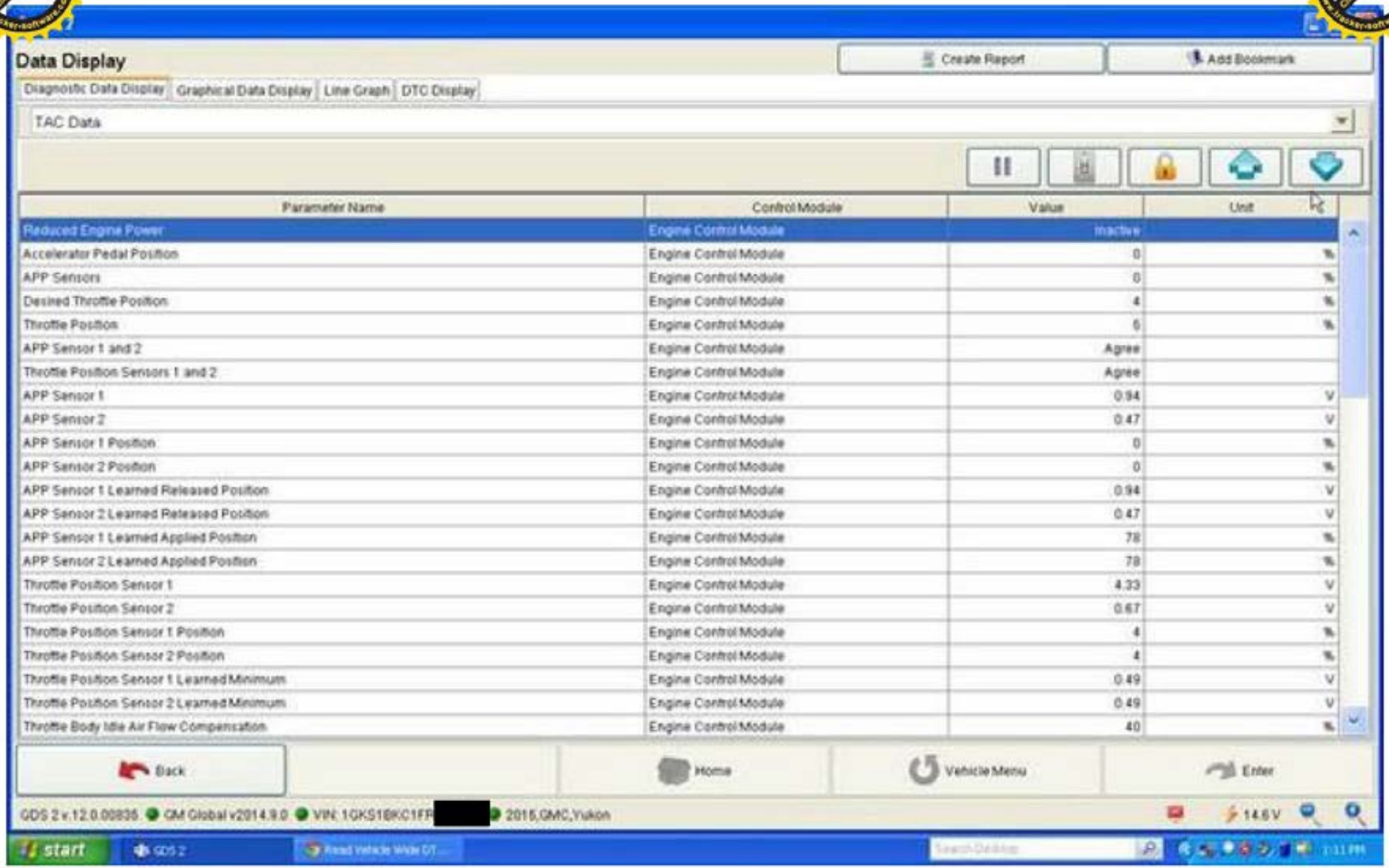
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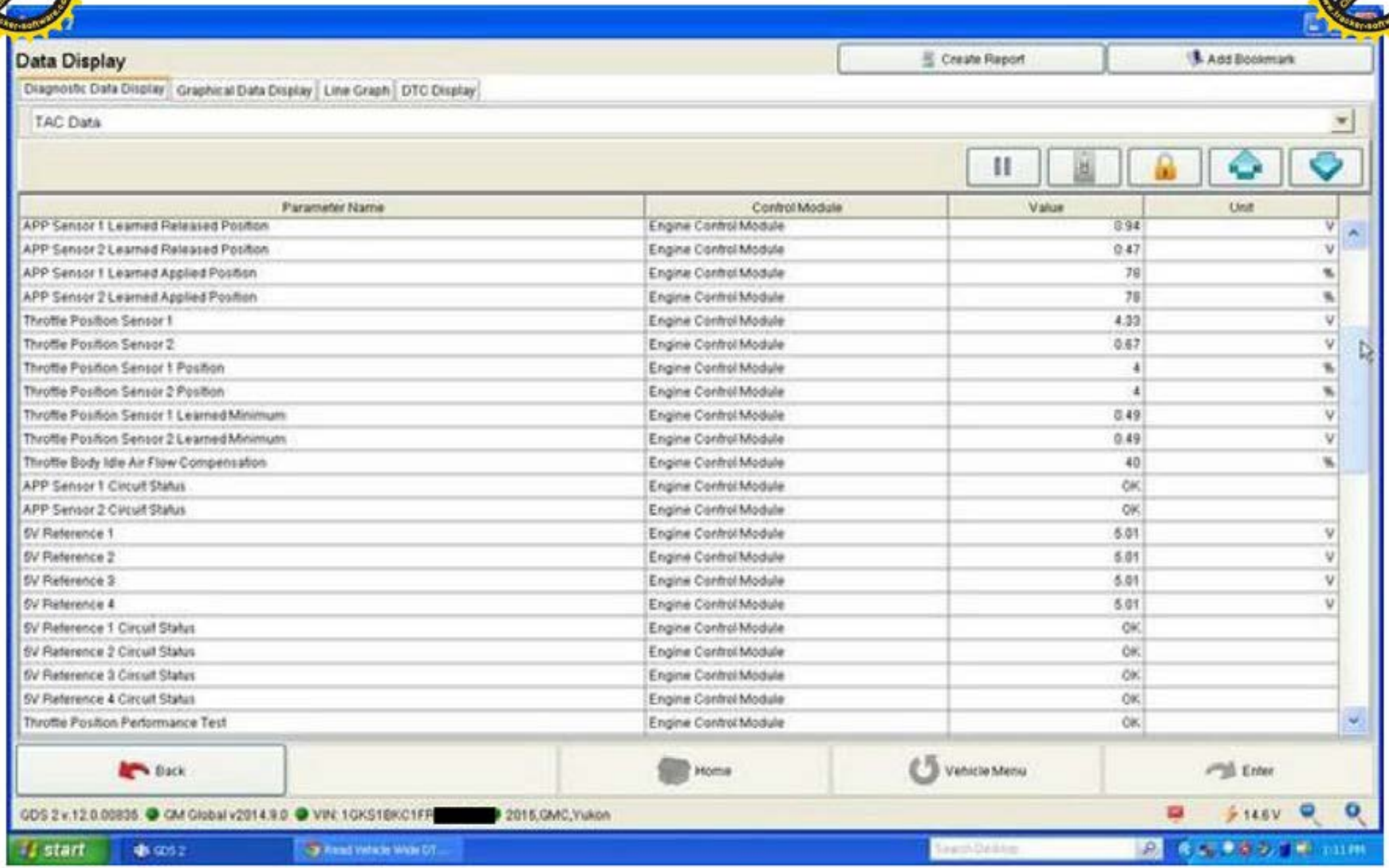
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| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Reduced Engine Power | Engine Control Module | Inactive | |
| Accelerator Pedal Position | Engine Control Module | 0 | % |
| APP Sensors | Engine Control Module | 0 | % |
| Desired Throttle Position | Engine Control Module | 6 | % |
| Throttle Position | Engine Control Module | 6 | % |
| APP Sensor 1 and 2 | Engine Control Module | Agree | |
| Throttle Position Sensors 1 and 2 | Engine Control Module | Agree | |
| APP Sensor 1 | Engine Control Module | 0.94 | V |
| APP Sensor 2 | Engine Control Module | 0.47 | V |
| APP Sensor 1 Position | Engine Control Module | 0 | % |
| APP Sensor 2 Position | Engine Control Module | 0 | % |
| APP Sensor 1 Learned Released Position | Engine Control Module | 0.94 | V |
| APP Sensor 2 Learned Released Position | Engine Control Module | 0.47 | V |
| APP Sensor 1 Learned Applied Position | Engine Control Module | 78 | % |
| APP Sensor 2 Learned Applied Position | Engine Control Module | 78 | % |
| Throttle Position Sensor 1 | Engine Control Module | 4.31 | V |
| Throttle Position Sensor 2 | Engine Control Module | 0.69 | V |
| Throttle Position Sensor 1 Position | Engine Control Module | 4 | % |
| Throttle Position Sensor 2 Position | Engine Control Module | 4 | % |
| Throttle Position Sensor 1 Learned Minimum | Engine Control Module | 0.49 | V |
| Throttle Position Sensor 2 Learned Minimum | Engine Control Module | 0.49 | V |
| Throttle Body Idle Air Flow Compensation | Engine Control Module | 40 | % |


Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Control Module
Value
Unit
Reduced Engine Power
Engine Control Module
Inactive
Accelerator Pedal Position
Engine Control Module
0
%
APP Sensors
Engine Control Module
0
%
Desired Throttle Position
Engine Control Module
4
%
Throttle Position
Engine Control Module
6
%
APP Sensor 1 and 2
Engine Control Module
Agree
Throttle Position Sensors 1 and 2
Engine Control Module
Agree
APP Sensor 1
Engine Control Module
0.94
V
APP Sensor 2
Engine Control Module
0.47
V
APP Sensor 1 Position
Engine Control Module
0
%
APP Sensor 2 Position
Engine Control Module
0
%
APP Sensor 1 Learned Released Position
Engine Control Module
0.94
V
APP Sensor 2 Learned Released Position
Engine Control Module
0.47
V
APP Sensor 1 Learned Applied Position
Engine Control Module
78
%
APP Sensor 2 Learned Applied Position
Engine Control Module
78
%
Throttle Position Sensor 1
Engine Control Module
4.33
V
Throttle Position Sensor 2
Engine Control Module
0.67
V
Throttle Position Sensor 1 Position
Engine Control Module
4
%
Throttle Position Sensor 2 Position
Engine Control Module
4
%
Throttle Position Sensor 1 Learned Minimum
Engine Control Module
0.49
V
Throttle Position Sensor 2 Learned Minimum
Engine Control Module
0.49
V
Throttle Body Idle Air Flow Compensation
Engine Control Module
40
%
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.6 V
start
GDS 2

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Data Display

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph | DTC Display

TAC Data

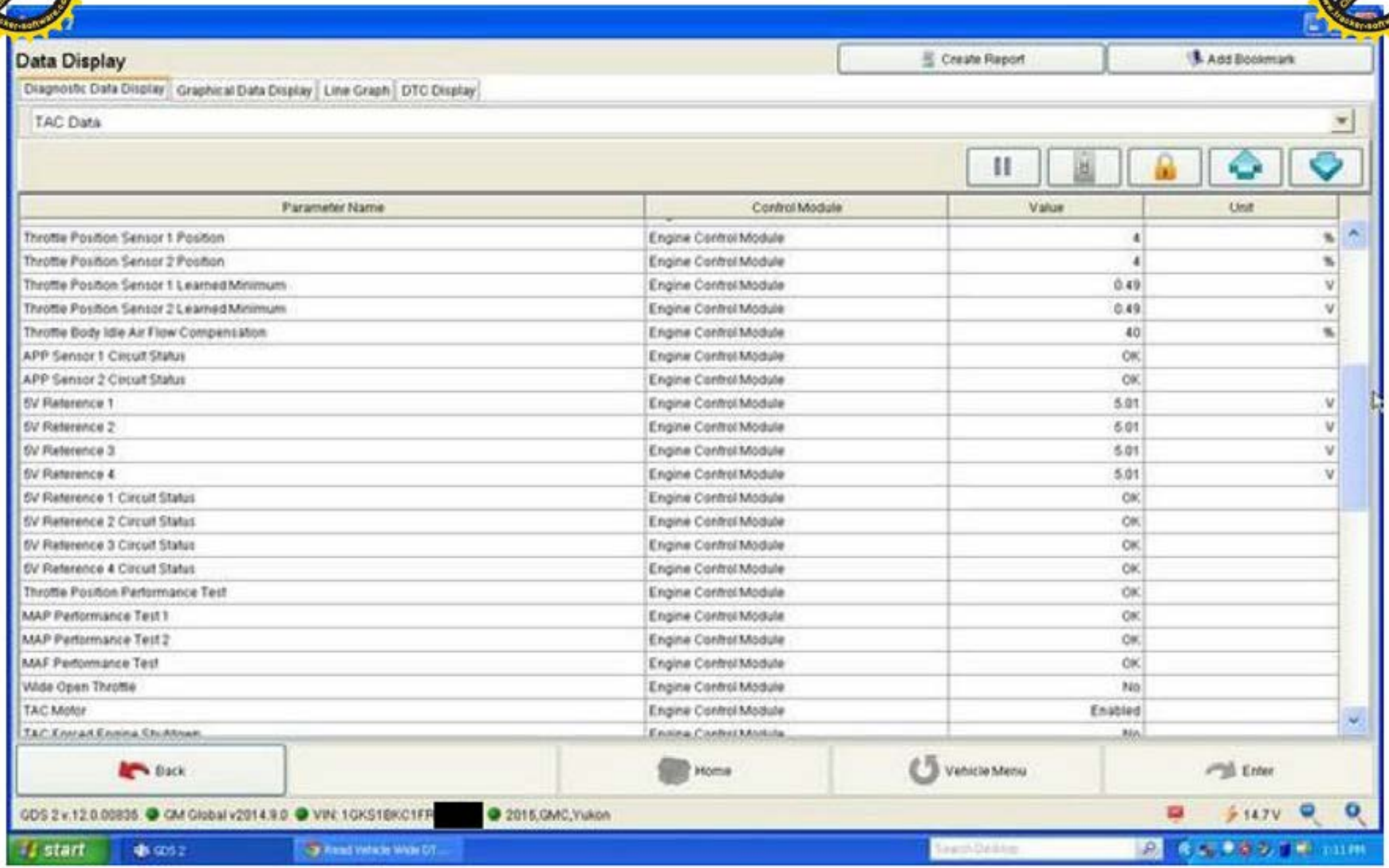
| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| APP Sensor 1 Learned Released Position | Engine Control Module | 0.94 | V |
| APP Sensor 2 Learned Released Position | Engine Control Module | 0.47 | V |
| APP Sensor 1 Learned Applied Position | Engine Control Module | 78 | % |
| APP Sensor 2 Learned Applied Position | Engine Control Module | 78 | % |
| Throttle Position Sensor 1 | Engine Control Module | 4.33 | V |
| Throttle Position Sensor 2 | Engine Control Module | 0.67 | V |
| Throttle Position Sensor 1 Position | Engine Control Module | 4 | % |
| Throttle Position Sensor 2 Position | Engine Control Module | 4 | % |
| Throttle Position Sensor 1 Learned Minimum | Engine Control Module | 0.49 | V |
| Throttle Position Sensor 2 Learned Minimum | Engine Control Module | 0.49 | V |
| Throttle Body Idle Air Flow Compensation | Engine Control Module | 40 | % |
| APP Sensor 1 Circuit Status | Engine Control Module | OK | |
| APP Sensor 2 Circuit Status | Engine Control Module | OK | |
| 5V Reference 1 | Engine Control Module | 5.01 | V |
| 5V Reference 2 | Engine Control Module | 5.01 | V |
| 5V Reference 3 | Engine Control Module | 5.01 | V |
| 5V Reference 4 | Engine Control Module | 5.01 | V |
| 5V Reference 1 Circuit Status | Engine Control Module | OK | |
| 5V Reference 2 Circuit Status | Engine Control Module | OK | |
| 5V Reference 3 Circuit Status | Engine Control Module | OK | |
| 5V Reference 4 Circuit Status | Engine Control Module | OK | |
| Throttle Position Performance Test | Engine Control Module | OK | |

Back | Home | Vehicle Menu | Enter

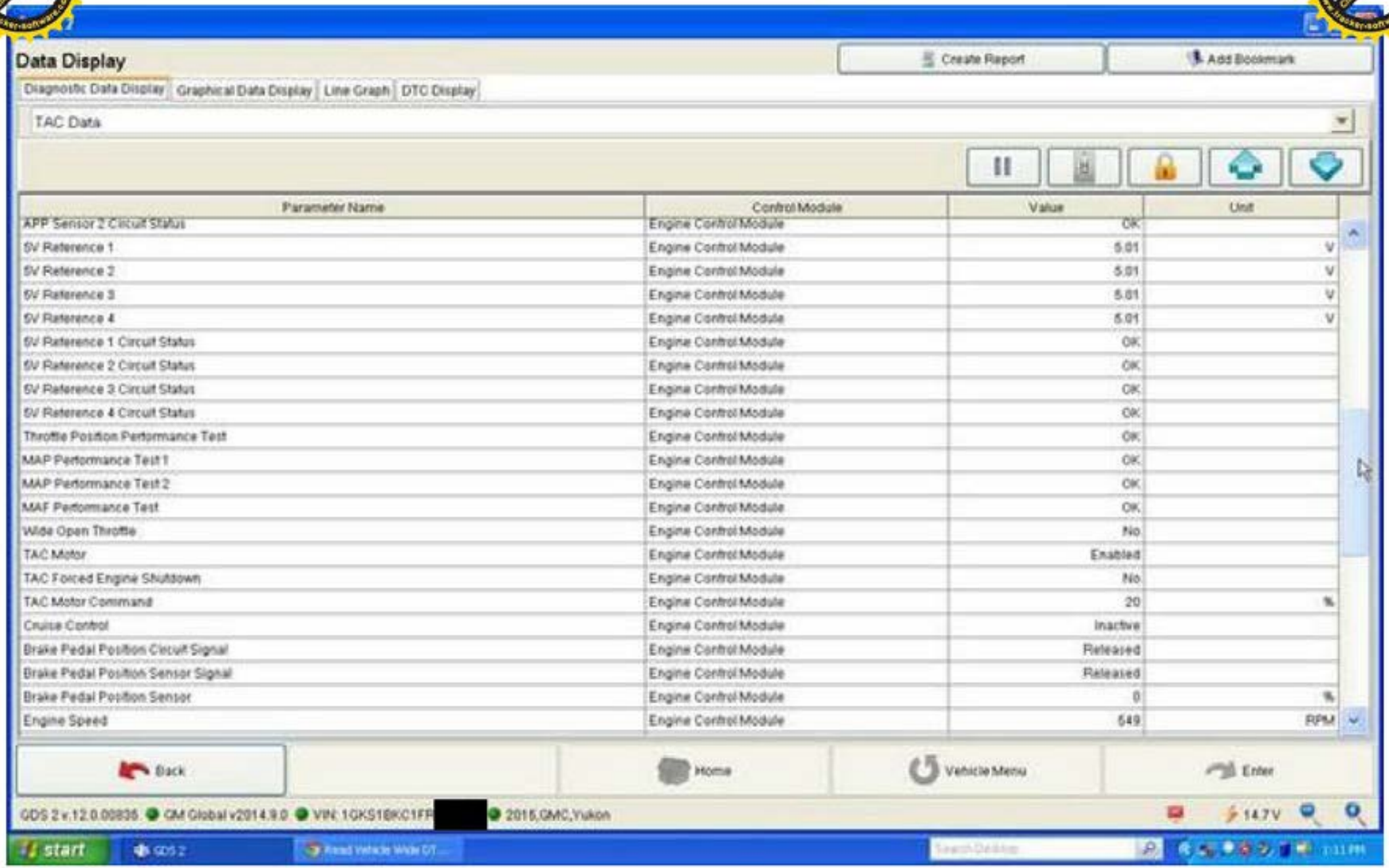
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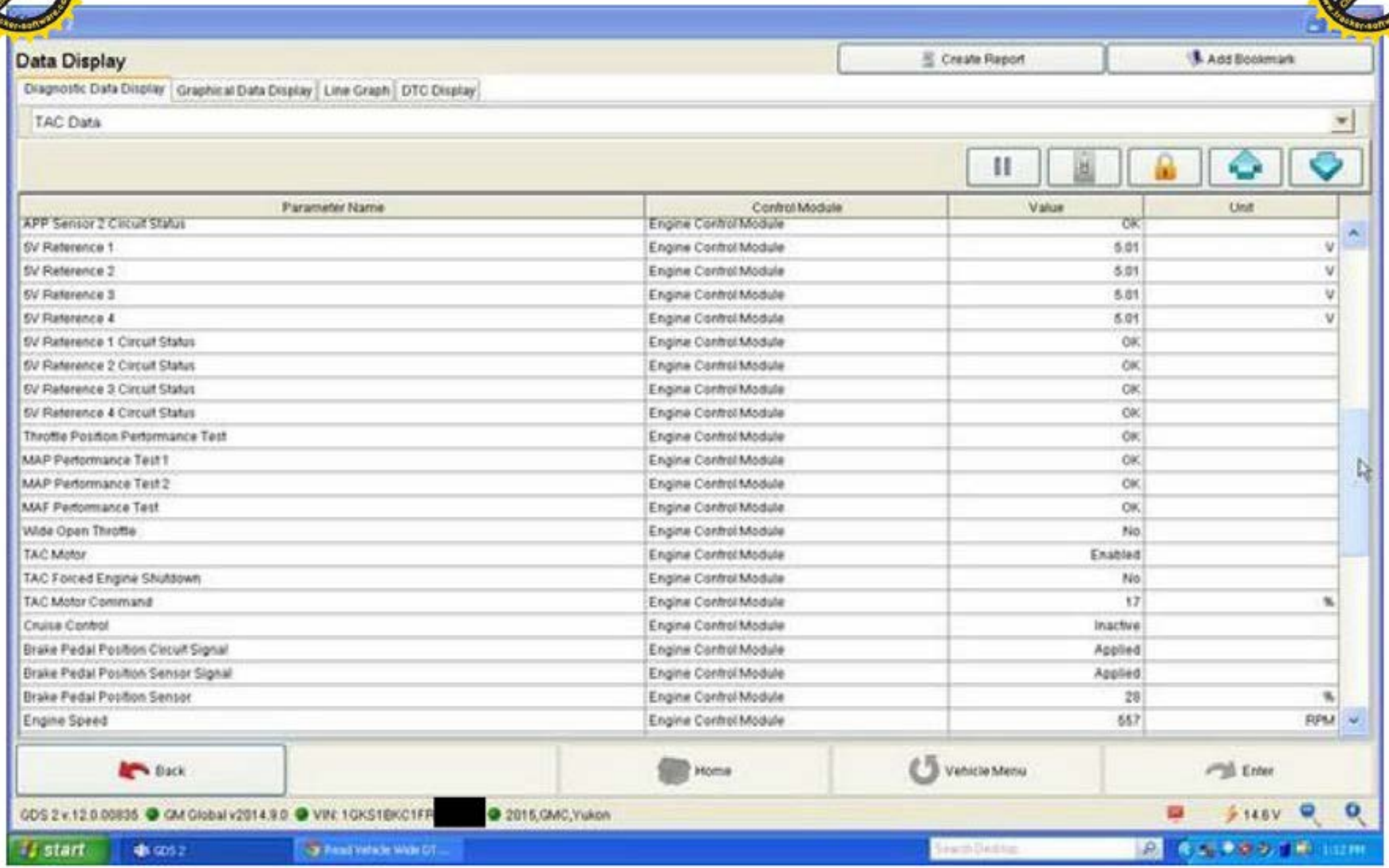
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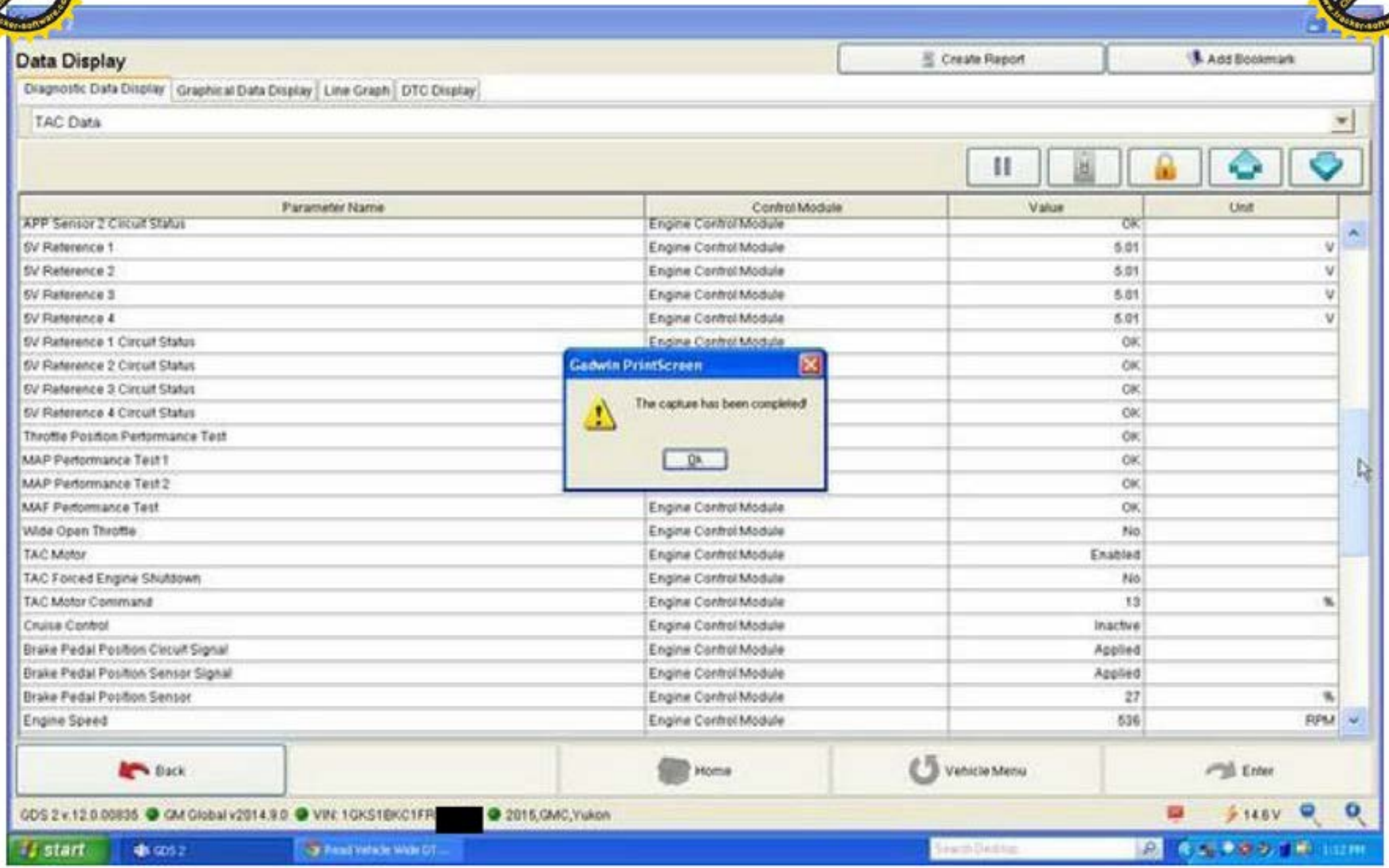


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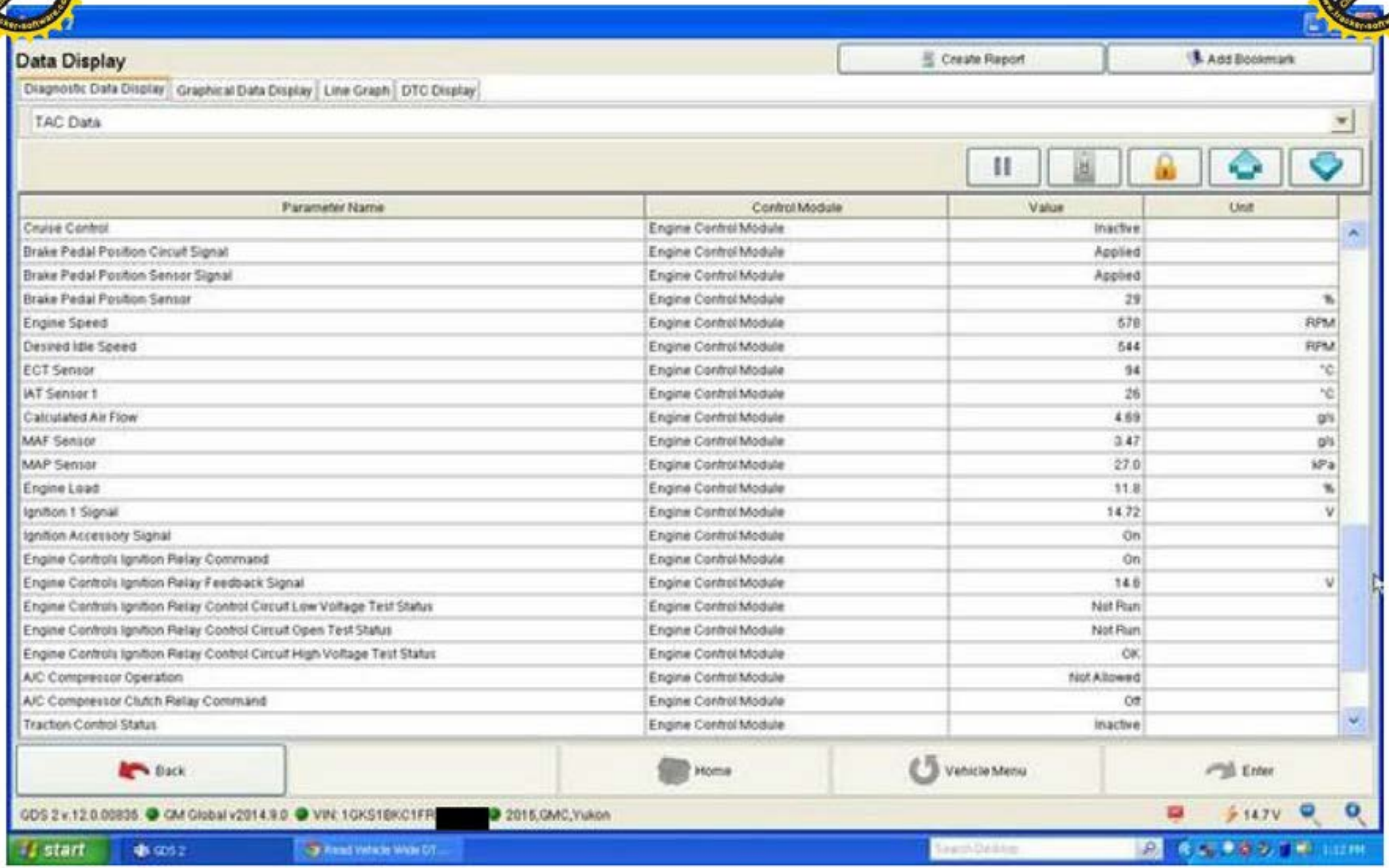



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Data Display

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph | DTC Display

TAC Data

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Cruise Control | Engine Control Module | Inactive | |
| Brake Pedal Position Circuit Signal | Engine Control Module | Applied | |
| Brake Pedal Position Sensor Signal | Engine Control Module | Applied | |
| Brake Pedal Position Sensor | Engine Control Module | 29 | % |
| Engine Speed | Engine Control Module | 678 | RPM |
| Desired Idle Speed | Engine Control Module | 544 | RPM |
| ECT Sensor | Engine Control Module | 94 | °C |
| IAT Sensor 1 | Engine Control Module | 26 | °C |
| Calculated Air Flow | Engine Control Module | 4.69 | g/s |
| MAF Sensor | Engine Control Module | 3.47 | g/s |
| MAP Sensor | Engine Control Module | 27.0 | kPa |
| Engine Load | Engine Control Module | 11.8 | % |
| Ignition 1 Signal | Engine Control Module | 14.72 | V |
| Ignition Accessory Signal | Engine Control Module | On | |
| Engine Controls Ignition Relay Command | Engine Control Module | On | |
| Engine Controls Ignition Relay Feedback Signal | Engine Control Module | 14.6 | V |
| Engine Controls Ignition Relay Control Circuit Low Voltage Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit Open Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit High Voltage Test Status | Engine Control Module | OK | |
| A/C Compressor Operation | Engine Control Module | Not Allowed | |
| A/C Compressor Clutch Relay Command | Engine Control Module | Off | |
| Traction Control Status | Engine Control Module | Inactive | |

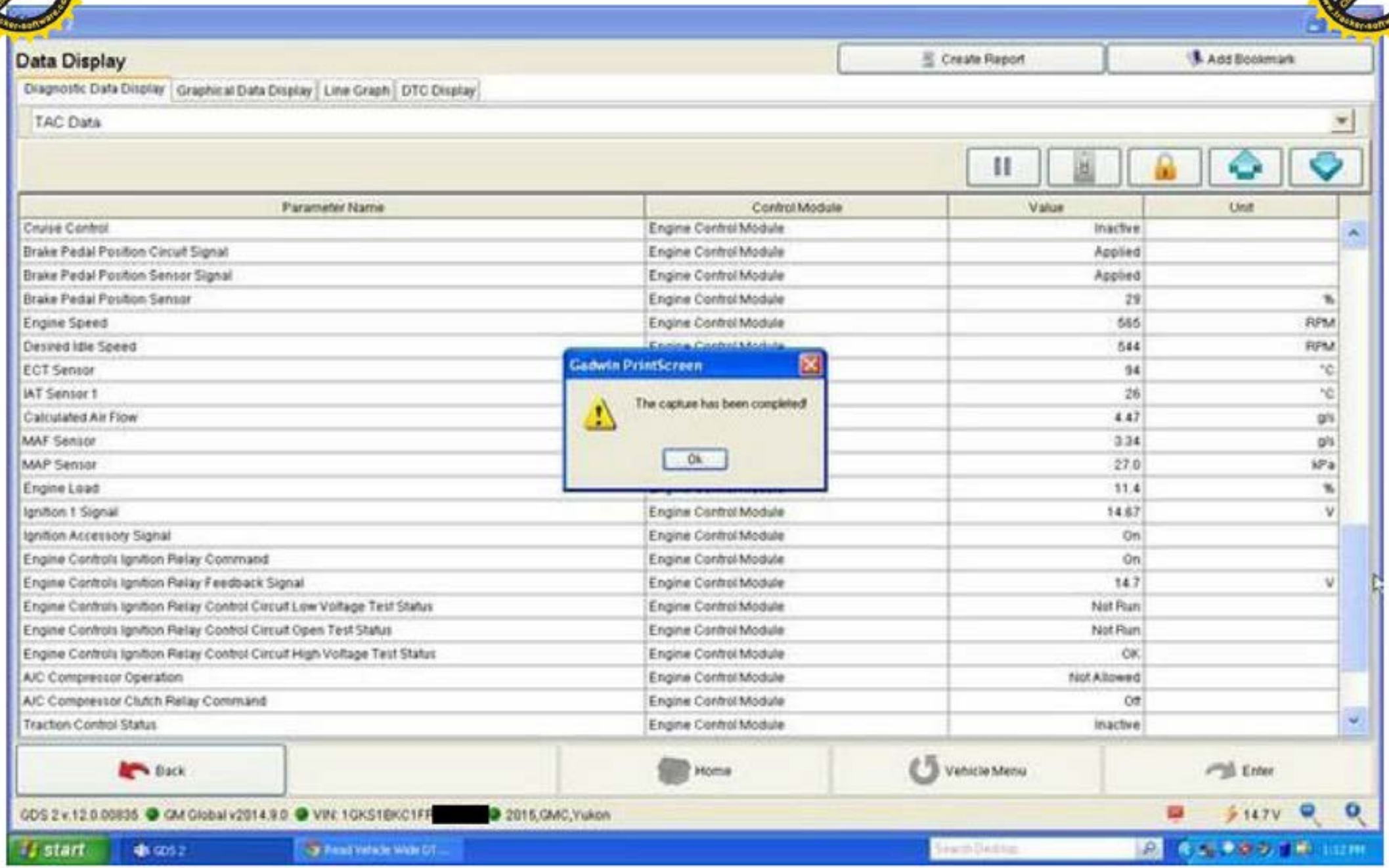
Back | Home | Vehicle Menu | Enter

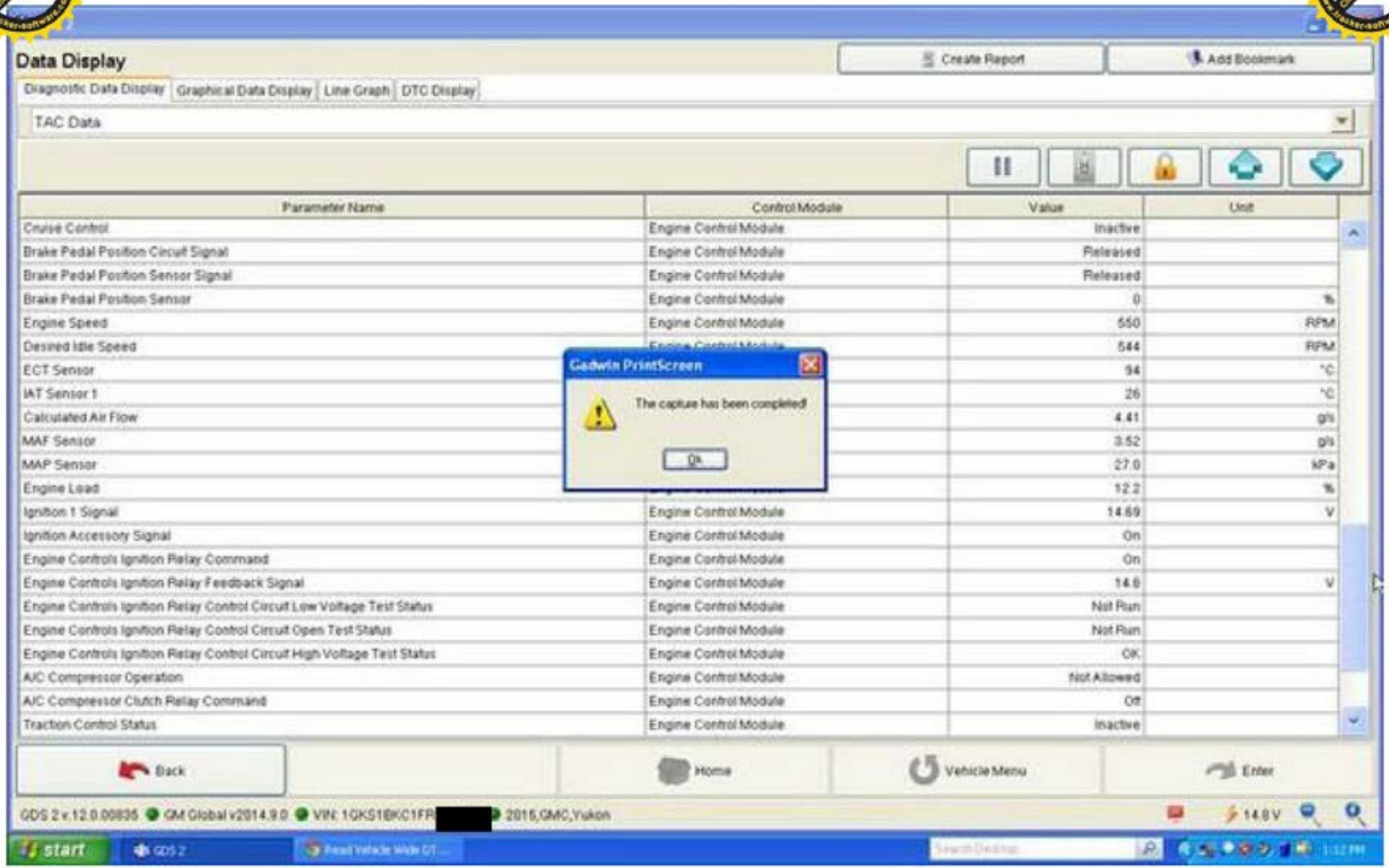
GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] | 2015,GMC,Yukon | 14.7V

start | GDS 2 | Read Vehicle Wide DT...

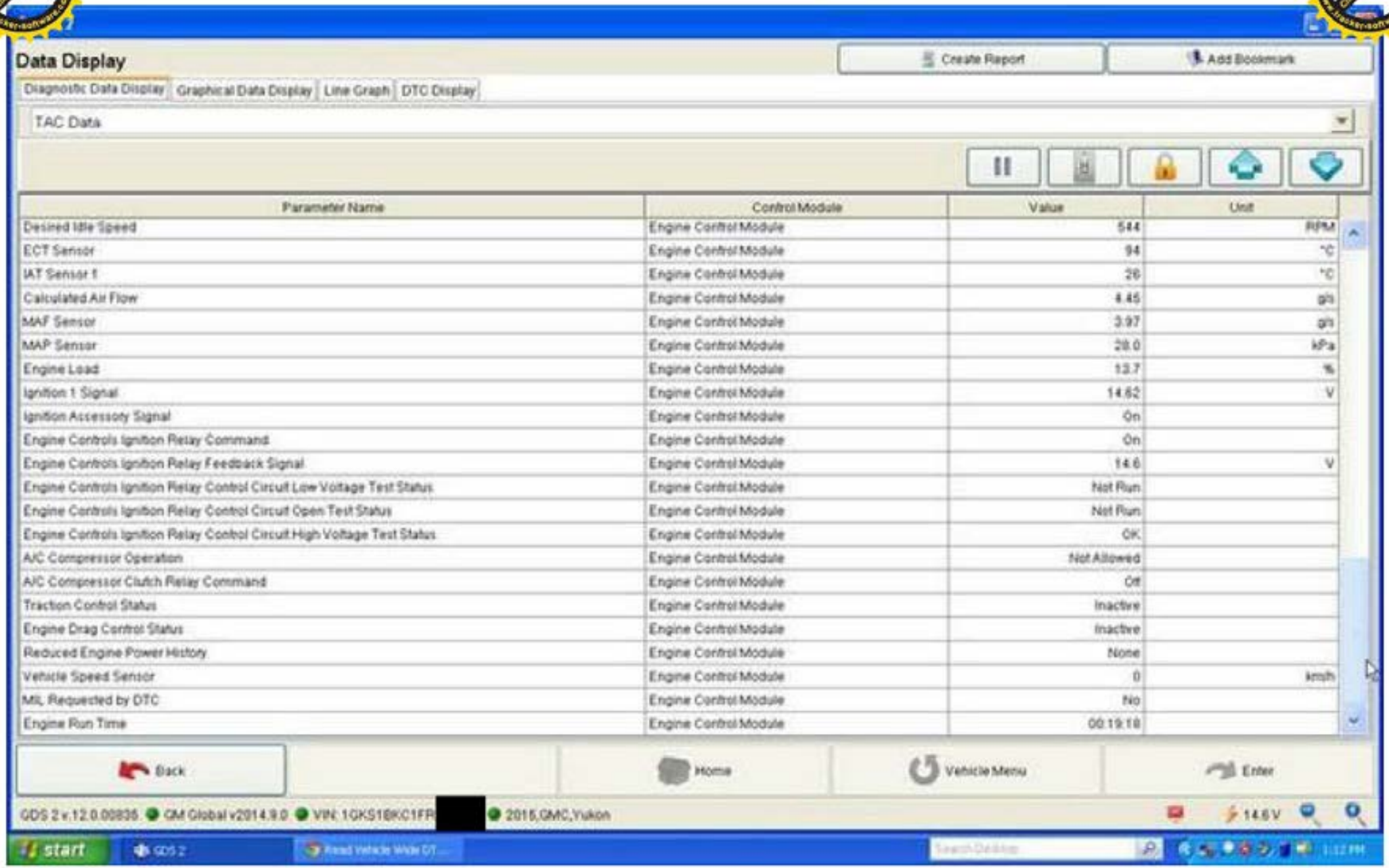
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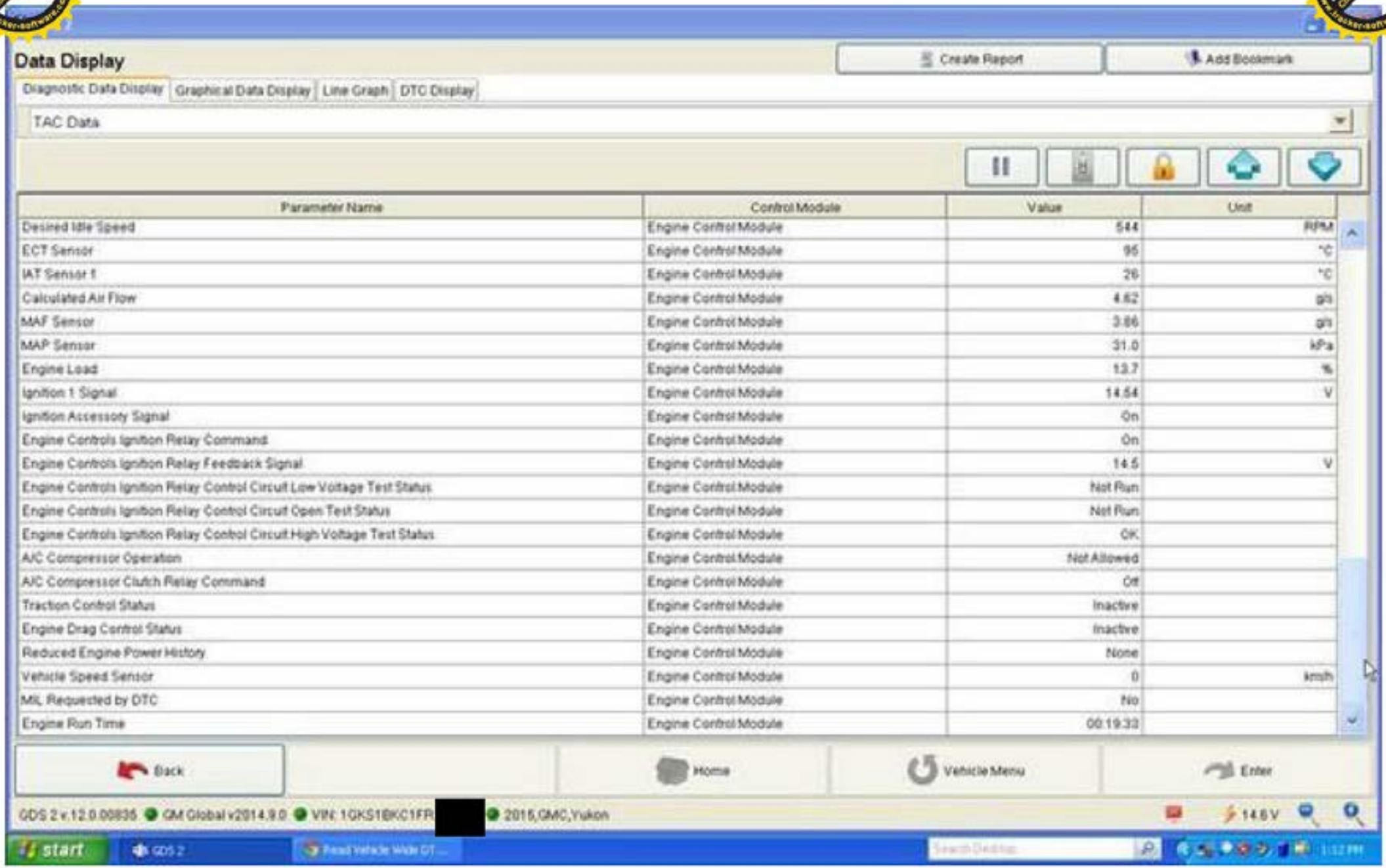

Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Control Module
Value
Unit
Cruise Control
Engine Control Module
Inactive
Brake Pedal Position Circuit Signal
Released
Brake Pedal Position Sensor Signal
Released
Brake Pedal Position Sensor
0
%
Engine Speed
550
RPM
Desired Idle Speed
544
RPM
ECT Sensor
94
°C
IAT Sensor 1
26
°C
Calculated Air Flow
4.41
g/s
MAF Sensor
3.52
g/s
MAP Sensor
27.0
kPa
Engine Load
12.2
%
Ignition 1 Signal
14.69
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
On
Engine Controls Ignition Relay Feedback Signal
14.6
V
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status
Not Run
Engine Controls Ignition Relay Control Circuit Open Test Status
Not Run
Engine Controls Ignition Relay Control Circuit High Voltage Test Status
OK
A/C Compressor Operation
Not Allowed
A/C Compressor Clutch Relay Command
Off
Traction Control Status
Inactive
Gadwin PrintScreen
The capture has been completed!
Ok
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.8 V
start
GDS 2

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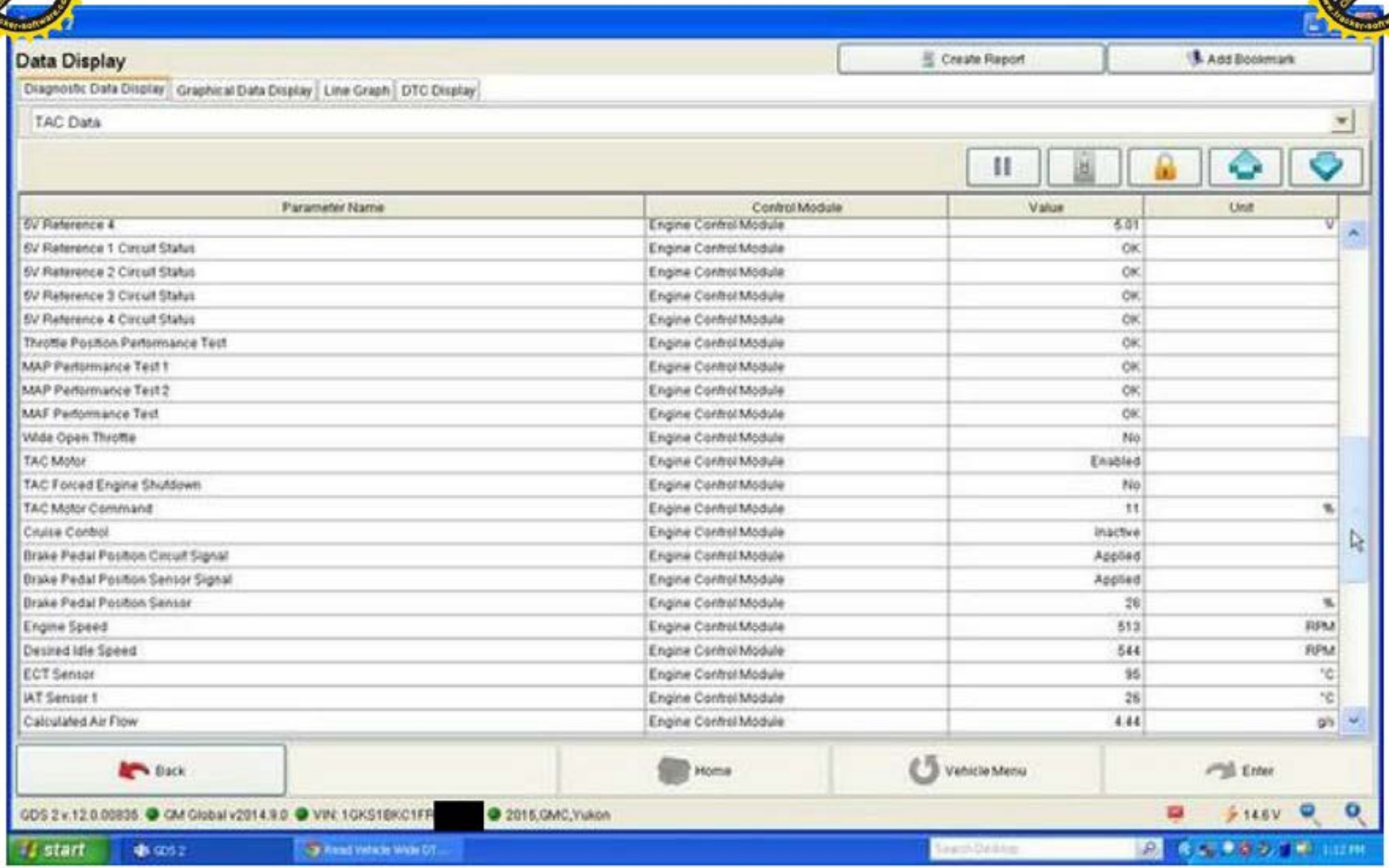


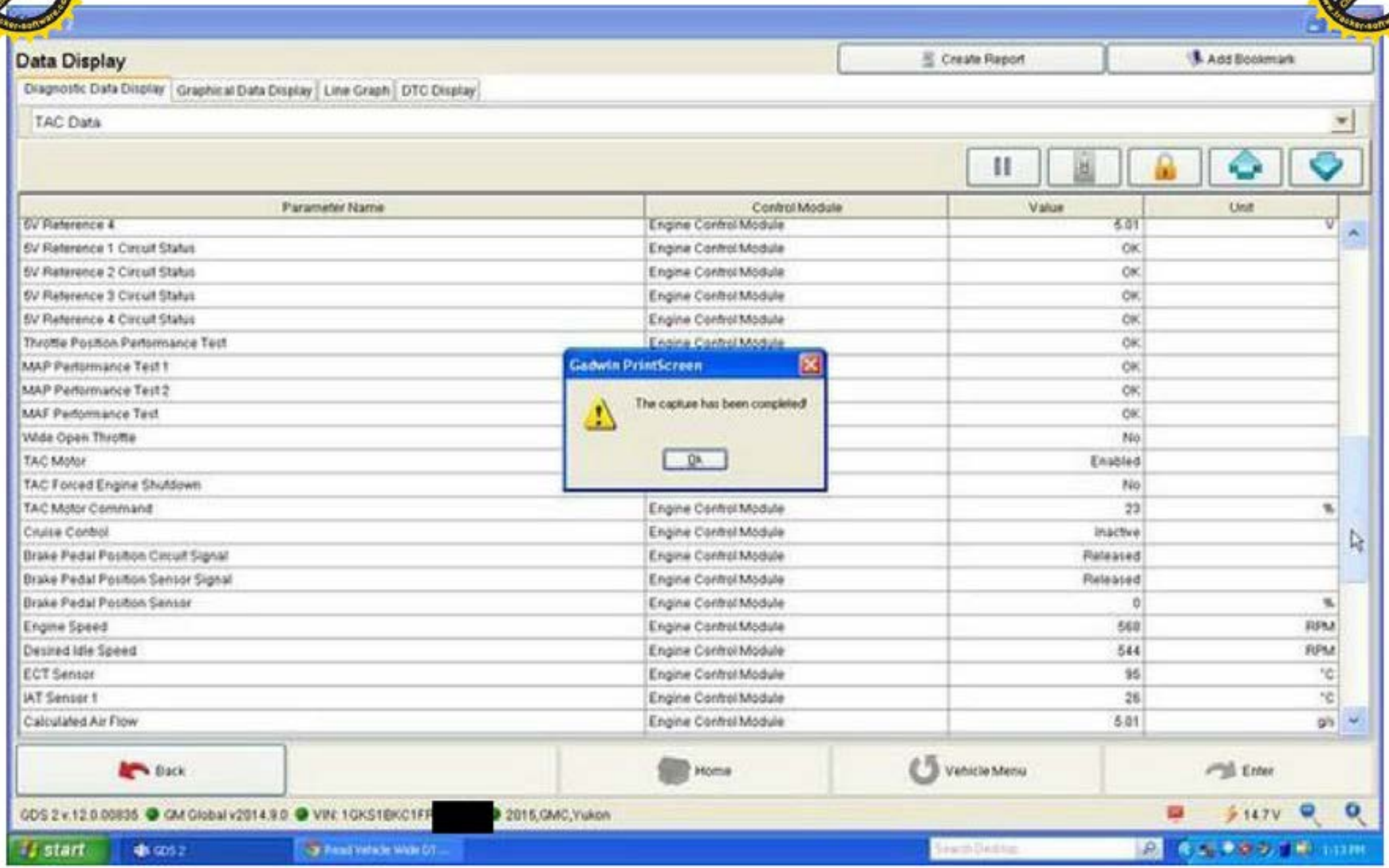

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Desired Idle Speed | Engine Control Module | 544 | RPM |
| ECT Sensor | Engine Control Module | 94 | °C |
| IAT Sensor 1 | Engine Control Module | 26 | °C |
| Calculated Air Flow | Engine Control Module | 4.45 | g/s |
| MAF Sensor | Engine Control Module | 3.97 | g/s |
| MAP Sensor | Engine Control Module | 28.0 | kPa |
| Engine Load | Engine Control Module | 13.7 | % |
| Ignition 1 Signal | Engine Control Module | 14.62 | V |
| Ignition Accessory Signal | Engine Control Module | On | |
| Engine Controls Ignition Relay Command | Engine Control Module | On | |
| Engine Controls Ignition Relay Feedback Signal | Engine Control Module | 14.6 | V |
| Engine Controls Ignition Relay Control Circuit Low Voltage Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit Open Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit High Voltage Test Status | Engine Control Module | OK | |
| A/C Compressor Operation | Engine Control Module | Not Allowed | |
| A/C Compressor Clutch Relay Command | Engine Control Module | Off | |
| Traction Control Status | Engine Control Module | Inactive | |
| Engine Drag Control Status | Engine Control Module | Inactive | |
| Reduced Engine Power History | Engine Control Module | None | |
| Vehicle Speed Sensor | Engine Control Module | 0 | km/h |
| MIL Requested by DTC | Engine Control Module | No | |
| Engine Run Time | Engine Control Module | 00:19:18 | |

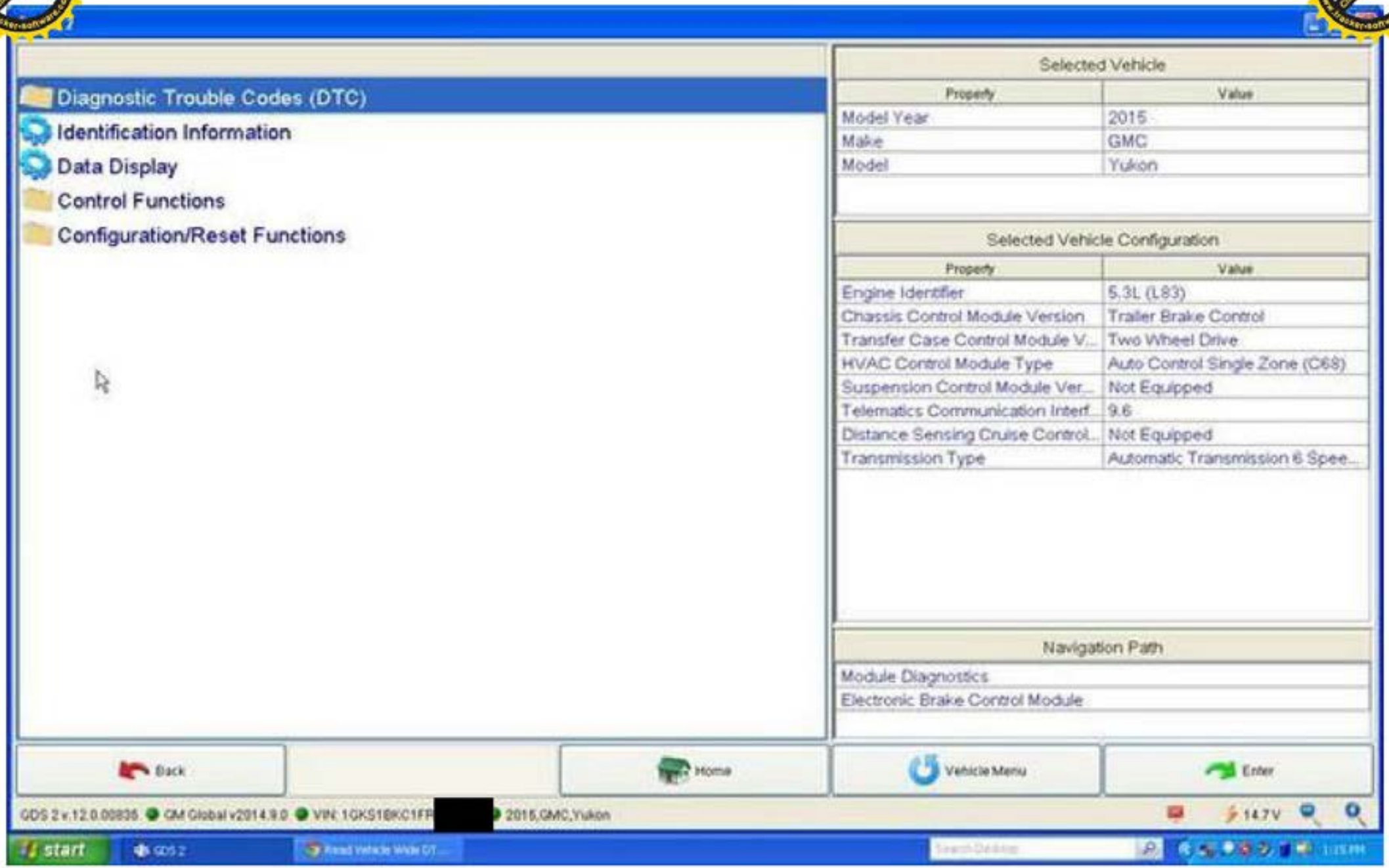
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| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Desired Idle Speed | Engine Control Module | 544 | RPM |
| ECT Sensor | Engine Control Module | 96 | °C |
| IAT Sensor 1 | Engine Control Module | 26 | °C |
| Calculated Air Flow | Engine Control Module | 4.62 | g/s |
| MAF Sensor | Engine Control Module | 3.86 | g/s |
| MAP Sensor | Engine Control Module | 31.0 | kPa |
| Engine Load | Engine Control Module | 13.7 | % |
| Ignition 1 Signal | Engine Control Module | 14.54 | V |
| Ignition Accessory Signal | Engine Control Module | On | |
| Engine Controls Ignition Relay Command | Engine Control Module | On | |
| Engine Controls Ignition Relay Feedback Signal | Engine Control Module | 14.5 | V |
| Engine Controls Ignition Relay Control Circuit Low Voltage Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit Open Test Status | Engine Control Module | Not Run | |
| Engine Controls Ignition Relay Control Circuit High Voltage Test Status | Engine Control Module | OK | |
| A/C Compressor Operation | Engine Control Module | Not Allowed | |
| A/C Compressor Clutch Relay Command | Engine Control Module | Off | |
| Traction Control Status | Engine Control Module | Inactive | |
| Engine Drag Control Status | Engine Control Module | Inactive | |
| Reduced Engine Power History | Engine Control Module | None | |
| Vehicle Speed Sensor | Engine Control Module | 0 | km/h |
| MIL Requested by DTC | Engine Control Module | No | |
| Engine Run Time | Engine Control Module | 00:19:33 | |


Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Control Module
Value
Unit
5V Reference 4
Engine Control Module
5.01
V
5V Reference 1 Circuit Status
Engine Control Module
OK
5V Reference 2 Circuit Status
Engine Control Module
OK
5V Reference 3 Circuit Status
Engine Control Module
OK
5V Reference 4 Circuit Status
Engine Control Module
OK
Throttle Position Performance Test
Engine Control Module
OK
MAP Performance Test 1
Engine Control Module
OK
MAP Performance Test 2
Engine Control Module
OK
MAF Performance Test
Engine Control Module
OK
Wide Open Throttle
Engine Control Module
No
TAC Motor
Engine Control Module
Enabled
TAC Forced Engine Shutdown
Engine Control Module
No
TAC Motor Command
Engine Control Module
11
%
Cruise Control
Engine Control Module
Inactive
Brake Pedal Position Circuit Signal
Engine Control Module
Applied
Brake Pedal Position Sensor Signal
Engine Control Module
Applied
Brake Pedal Position Sensor
Engine Control Module
26
%
Engine Speed
Engine Control Module
513
RPM
Desired Idle Speed
Engine Control Module
544
RPM
ECT Sensor
Engine Control Module
95
°C
IAT Sensor 1
Engine Control Module
26
°C
Calculated Air Flow
Engine Control Module
4.44
g/s
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.6 V
start
GDS 2


Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Control Module
Value
Unit
5V Reference 4
Engine Control Module
5.01
V
5V Reference 1 Circuit Status
Engine Control Module
OK
5V Reference 2 Circuit Status
Engine Control Module
OK
5V Reference 3 Circuit Status
Engine Control Module
OK
5V Reference 4 Circuit Status
Engine Control Module
OK
Throttle Position Performance Test
OK
MAP Performance Test 1
OK
MAP Performance Test 2
OK
MAF Performance Test
OK
Wide Open Throttle
No
TAC Motor
Enabled
TAC Forced Engine Shutdown
No
TAC Motor Command
Engine Control Module
23
%
Cruise Control
Engine Control Module
Inactive
Brake Pedal Position Circuit Signal
Engine Control Module
Released
Brake Pedal Position Sensor Signal
Engine Control Module
Released
Brake Pedal Position Sensor
Engine Control Module
0
%
Engine Speed
Engine Control Module
569
RPM
Desired Idle Speed
Engine Control Module
544
RPM
ECT Sensor
Engine Control Module
95
°C
IAT Sensor 1
Engine Control Module
26
°C
Calculated Air Flow
Engine Control Module
5.01
g/s
Gadwin PrintScreen
The capture has been completed!
Ok
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR[redacted]
2015,GMC,Yukon
14.7 V
start
GDS 2

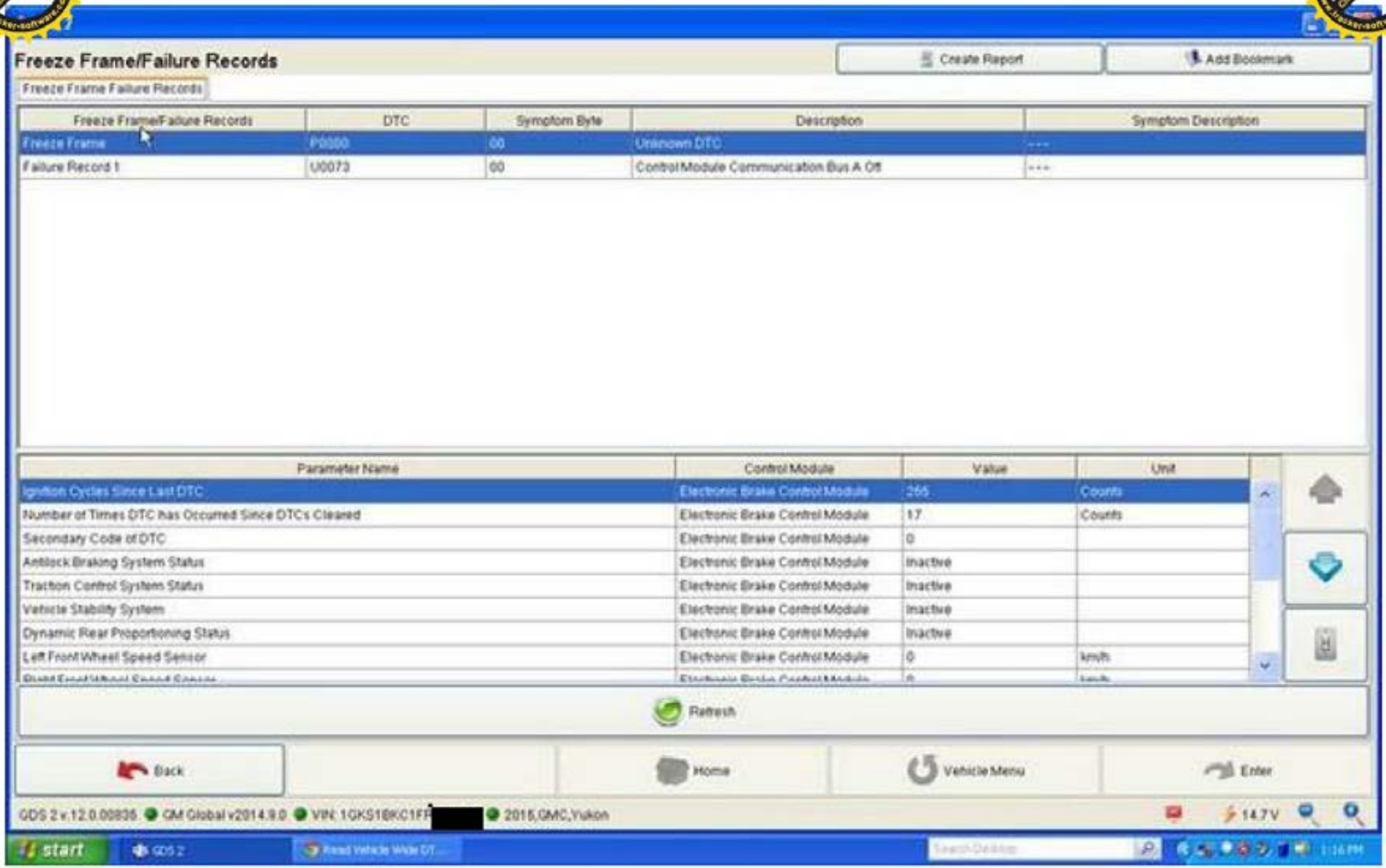

Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Model Year
2015
Make
GMC
Model
Yukon
Selected Vehicle Configuration
Property
Value
Engine Identifier
5.3L (L83)
Chassis Control Module Version
Trailer Brake Control
Transfer Case Control Module V...
Two Wheel Drive
HVAC Control Module Type
Auto Control Single Zone (C68)
Suspension Control Module Ver...
Not Equipped
Telematics Communication Interf...
9.6
Distance Sensing Cruise Control...
Not Equipped
Transmission Type
Automatic Transmission 6 Spee...
Navigation Path
Module Diagnostics
Electronic Brake Control Module
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.7V
start
GDS 2

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## Freeze Frame/Failure Records

Create Report | Add Bookmark

Freeze Frame Failure Records

| Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description |
|---|---|---|---|---|
| Freeze Frame | P0000 | 00 | Unknown DTC | --- |
| Failure Record 1 | U0073 | 00 | Control Module Communication Bus A Off | --- |

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Left Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | km/h |
| Right Front Wheel Speed Sensor | Electronic Brake Control Module | 0 | km/h |
| Left Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | km/h |
| Right Rear Wheel Speed Sensor | Electronic Brake Control Module | 0 | km/h |
| Steering Wheel Angle | Electronic Brake Control Module | 0 | ° |
| Brake Pressure Sensor | Electronic Brake Control Module | 0 | kPa |
| Brake Pedal Position Sensor | Electronic Brake Control Module | Inactive | |
| Lateral Acceleration | Electronic Brake Control Module | 0 | g |

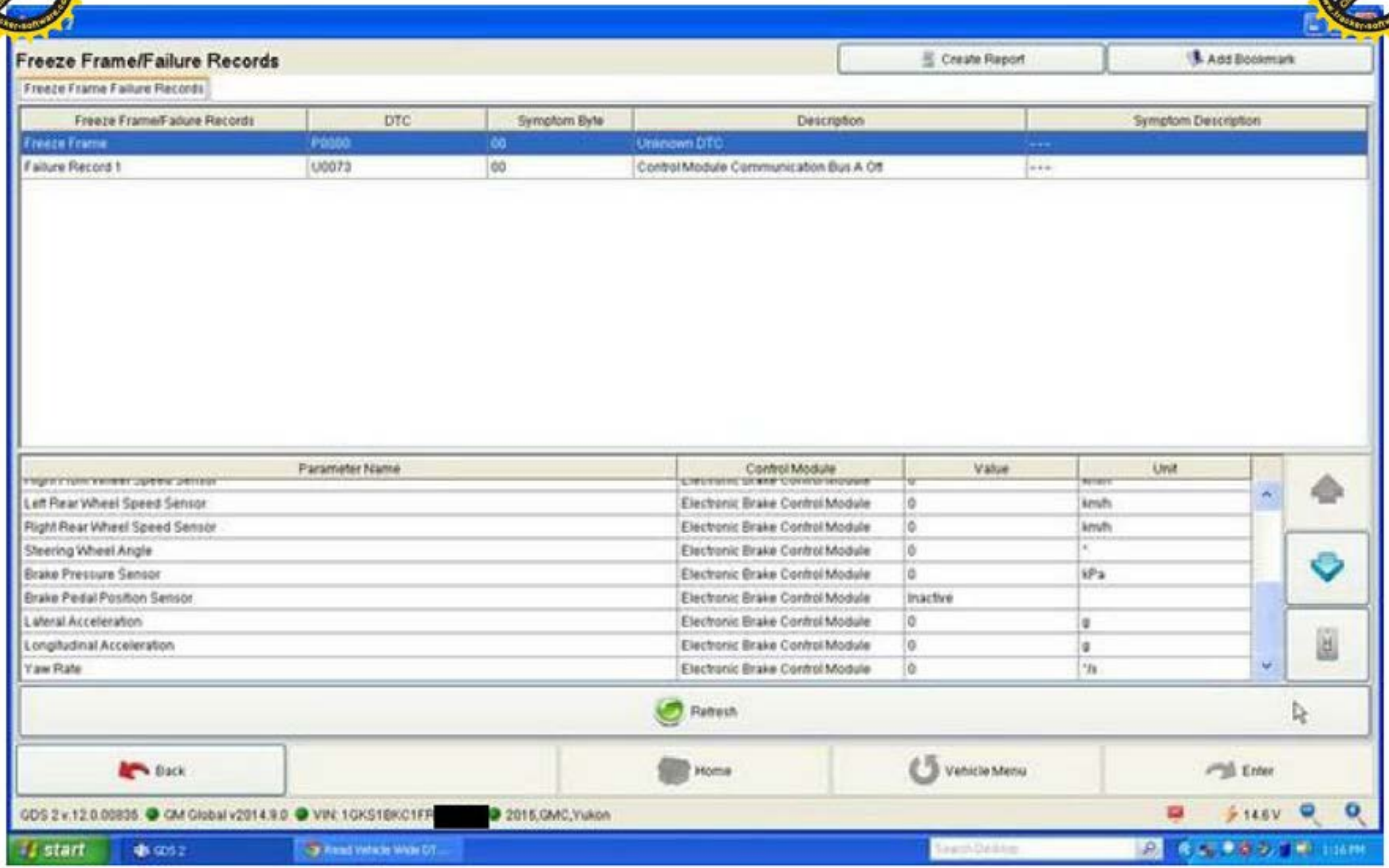
Refresh

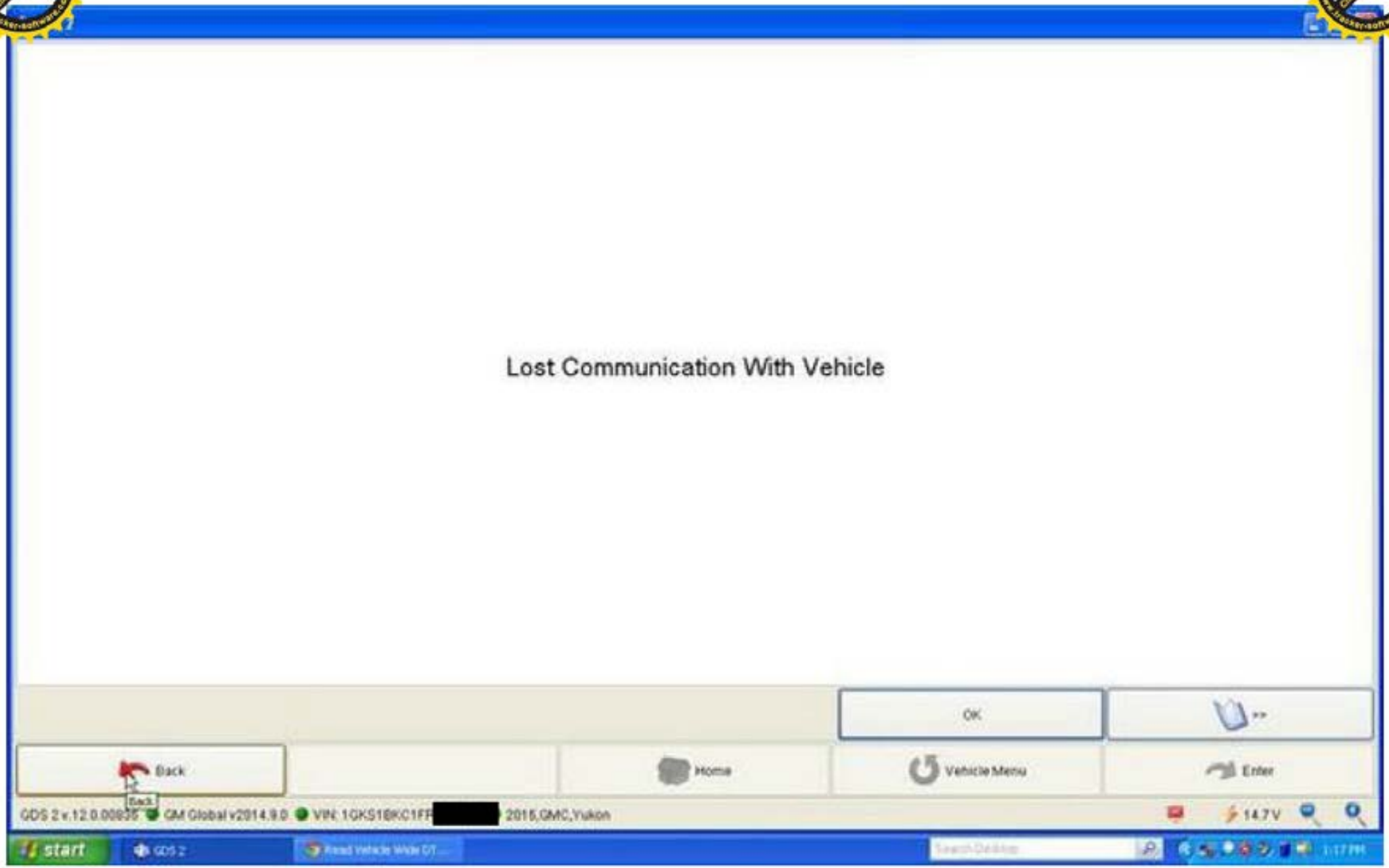
Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FF[redacted] | 2015,GMC,Yukon | 14.7V

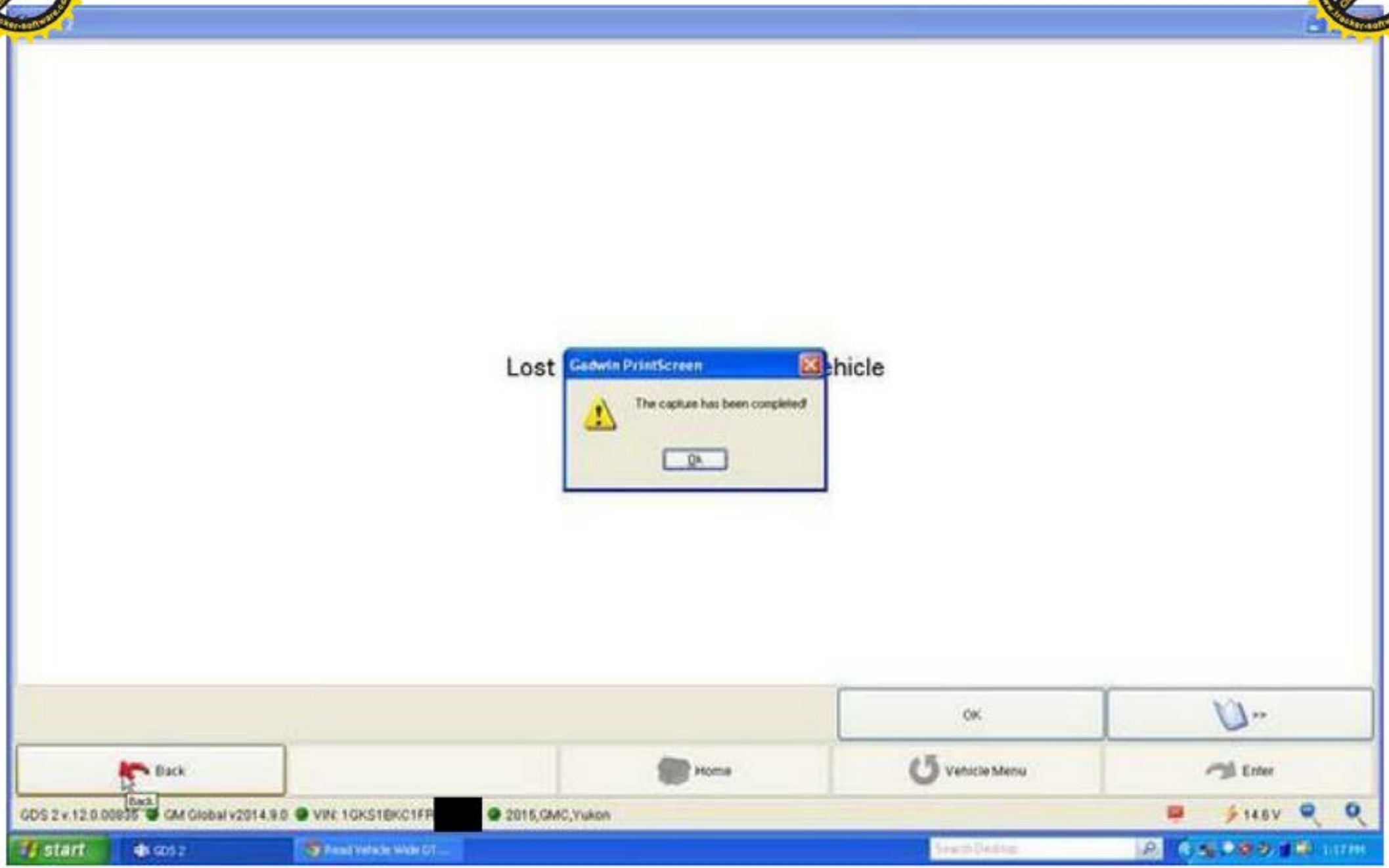
start | GDS 2 | Read Vehicle Wide DT...

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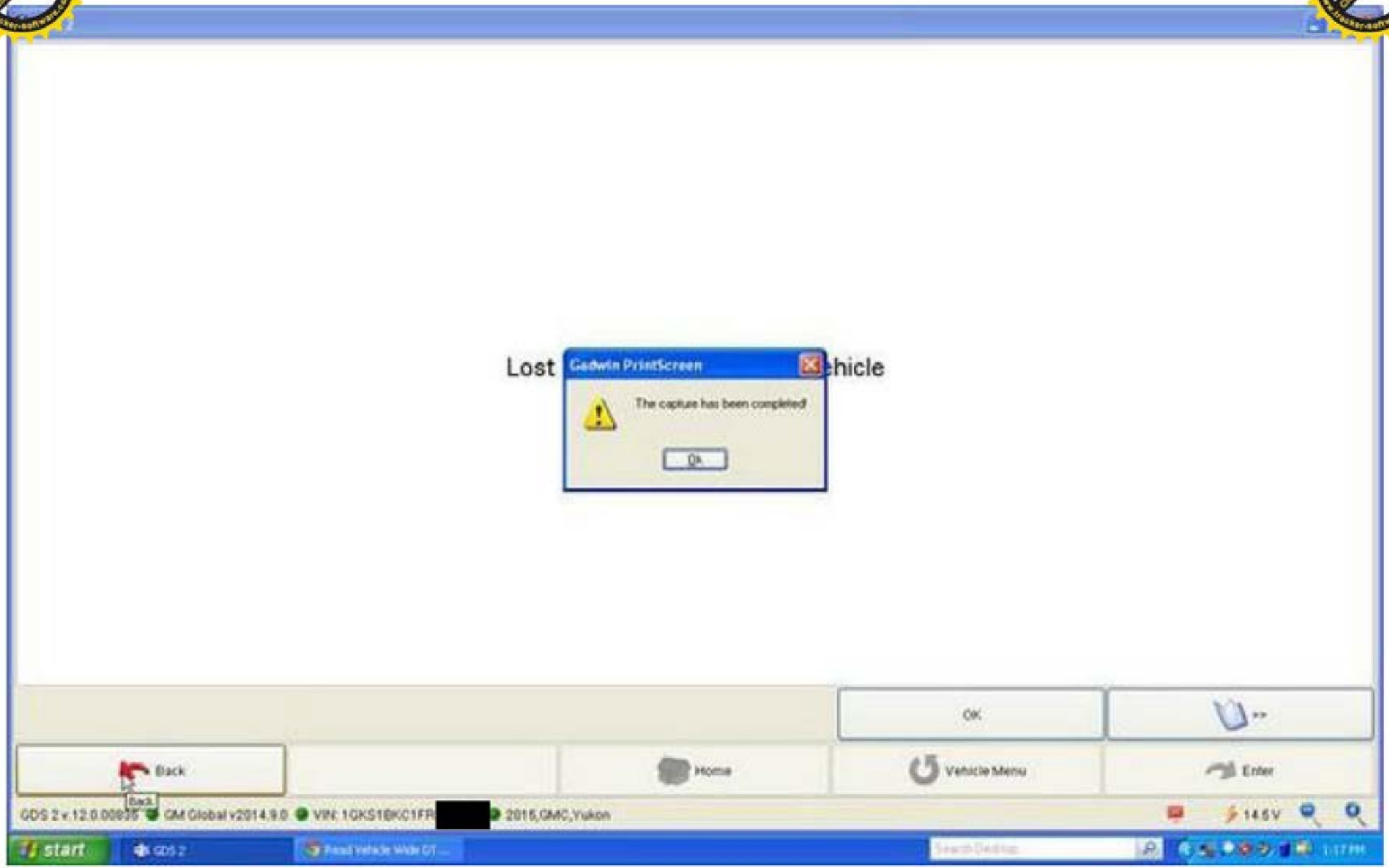


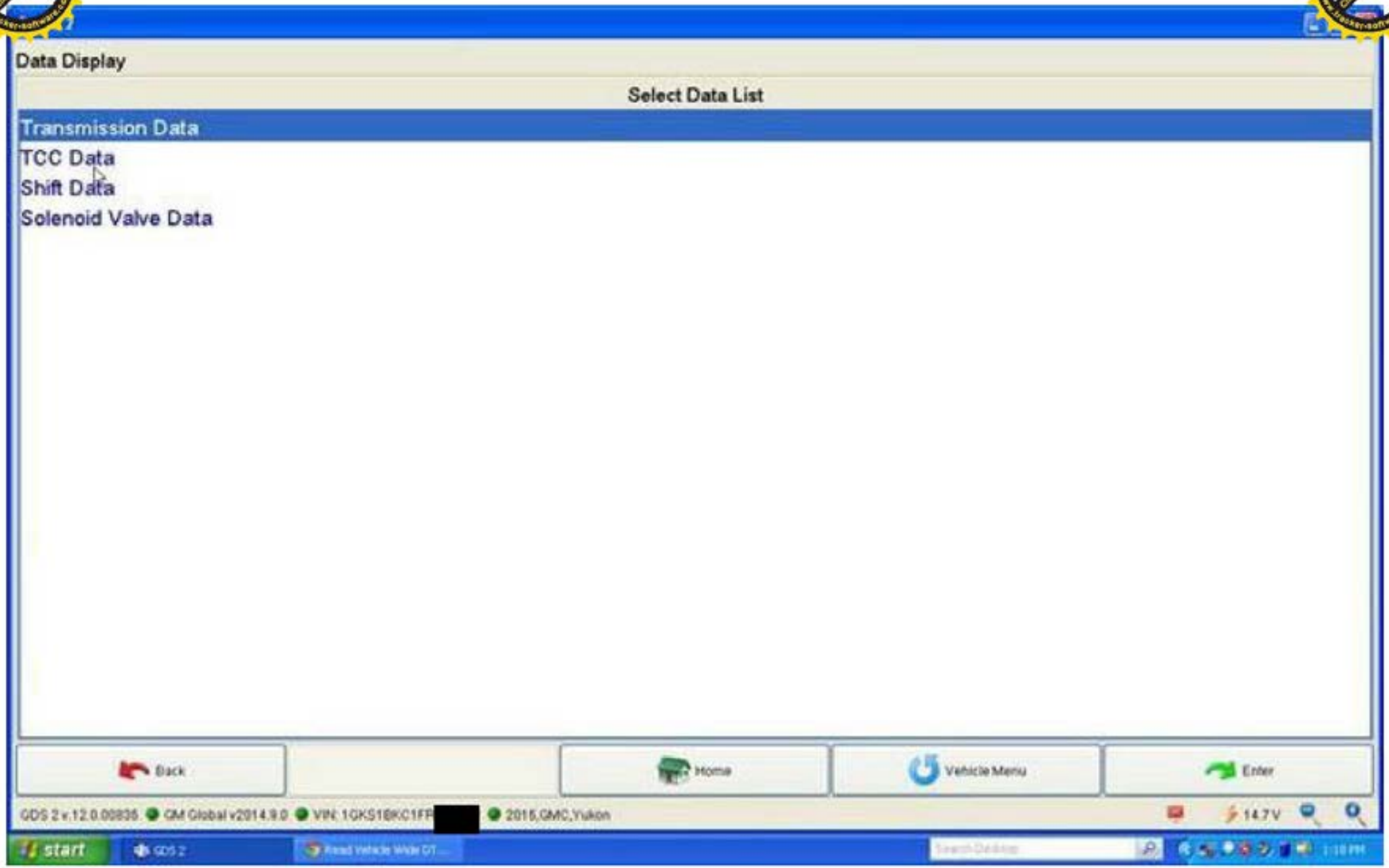

Lost Communication With Vehicle
OK
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00935
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.7V
start
GDS 2

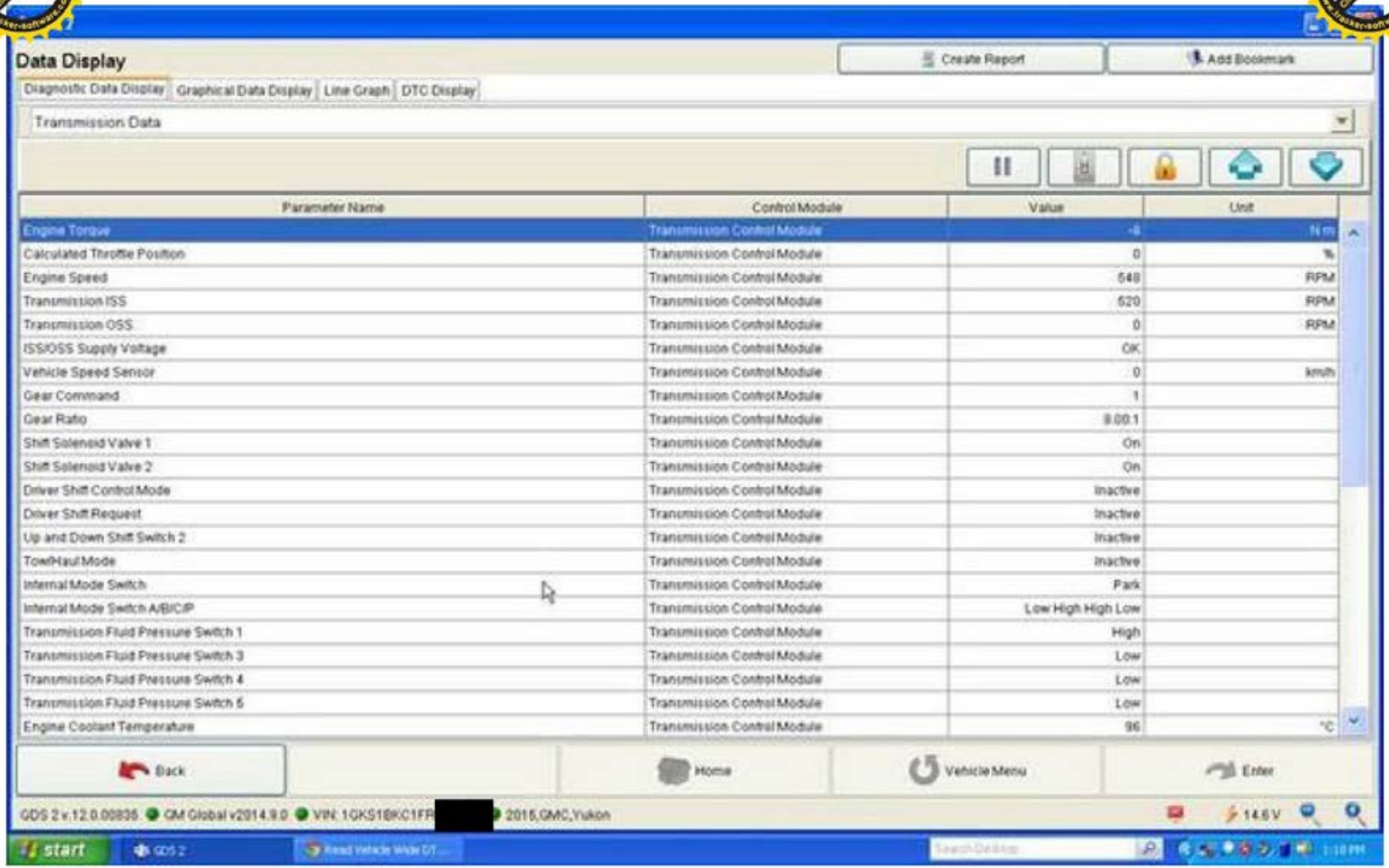
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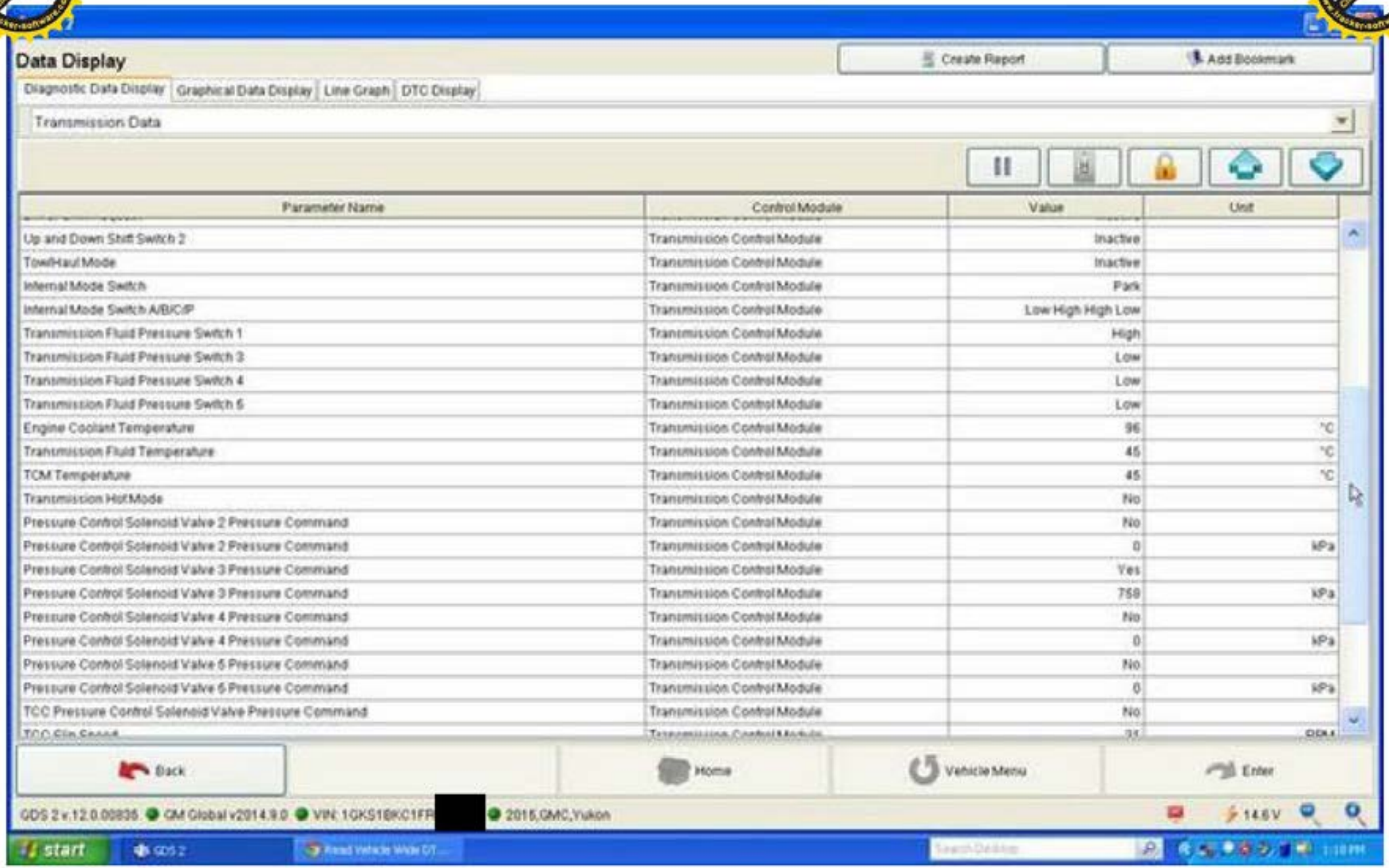



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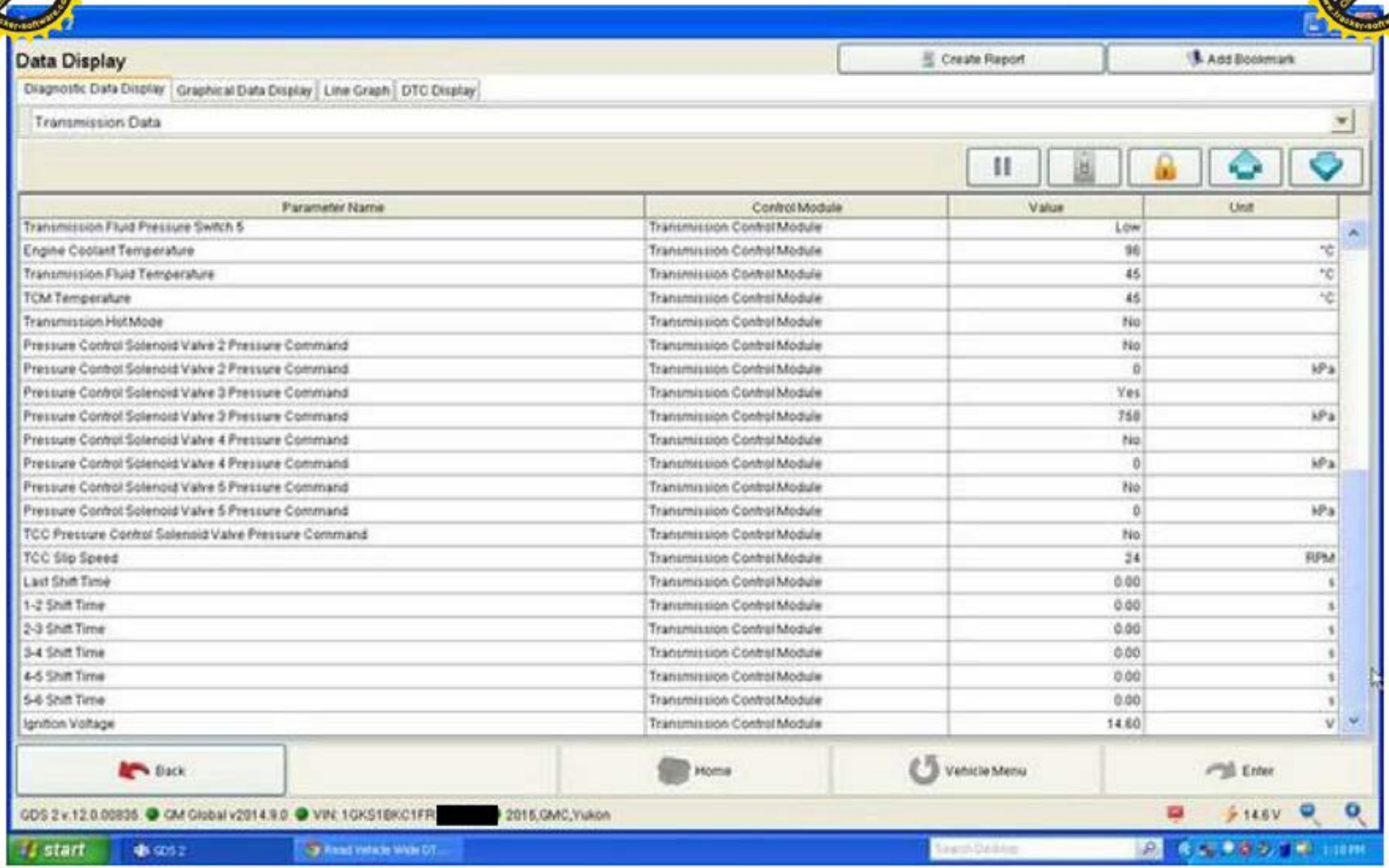

Lost
Gadwin PrintScreen
The capture has been completed!
Ok
hicle
OK
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00935
GM Global v2014.9.0
2015,GMC,Yukon
14.6 V
start
GDS 2


Data Display
Select Data List
Transmission Data
TCC Data
Shift Data
Solenoid Valve Data
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.7V
start
GDS 2


Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
Transmission Data
Parameter Name
Control Module
Value
Unit
Engine Torque
Transmission Control Module
-6
N m
Calculated Throttle Position
Transmission Control Module
0
%
Engine Speed
Transmission Control Module
648
RPM
Transmission ISS
Transmission Control Module
620
RPM
Transmission OSS
Transmission Control Module
0
RPM
ISS/OSS Supply Voltage
Transmission Control Module
OK
Vehicle Speed Sensor
Transmission Control Module
0
kmh
Gear Command
Transmission Control Module
1
Gear Ratio
Transmission Control Module
0.00:1
Shift Solenoid Valve 1
Transmission Control Module
On
Shift Solenoid Valve 2
Transmission Control Module
On
Driver Shift Control Mode
Transmission Control Module
Inactive
Driver Shift Request
Transmission Control Module
Inactive
Up and Down Shift Switch 2
Transmission Control Module
Inactive
Tow/Haul Mode
Transmission Control Module
Inactive
Internal Mode Switch
Transmission Control Module
Park
Internal Mode Switch A/B/C/P
Transmission Control Module
Low High High Low
Transmission Fluid Pressure Switch 1
Transmission Control Module
High
Transmission Fluid Pressure Switch 3
Transmission Control Module
Low
Transmission Fluid Pressure Switch 4
Transmission Control Module
Low
Transmission Fluid Pressure Switch 6
Transmission Control Module
Low
Engine Coolant Temperature
Transmission Control Module
96
°C
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FR
2015,GMC,Yukon
14.6 V
start
GDS 2


Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
Transmission Data
Parameter Name
Control Module
Value
Unit
Up and Down Shift Switch 2 Transmission Control Module Inactive
Tow/Haul Mode Transmission Control Module Inactive
Internal Mode Switch Transmission Control Module Park
Internal Mode Switch A/B/C/P Transmission Control Module Low High High Low
Transmission Fluid Pressure Switch 1 Transmission Control Module High
Transmission Fluid Pressure Switch 3 Transmission Control Module Low
Transmission Fluid Pressure Switch 4 Transmission Control Module Low
Transmission Fluid Pressure Switch 5 Transmission Control Module Low
Engine Coolant Temperature Transmission Control Module 96 °C
Transmission Fluid Temperature Transmission Control Module 45 °C
TCM Temperature Transmission Control Module 45 °C
Transmission Hot Mode Transmission Control Module No
Pressure Control Solenoid Valve 2 Pressure Command Transmission Control Module No
Pressure Control Solenoid Valve 2 Pressure Command Transmission Control Module 0 kPa
Pressure Control Solenoid Valve 3 Pressure Command Transmission Control Module Yes
Pressure Control Solenoid Valve 3 Pressure Command Transmission Control Module 759 kPa
Pressure Control Solenoid Valve 4 Pressure Command Transmission Control Module No
Pressure Control Solenoid Valve 4 Pressure Command Transmission Control Module 0 kPa
Pressure Control Solenoid Valve 5 Pressure Command Transmission Control Module No
Pressure Control Solenoid Valve 5 Pressure Command Transmission Control Module 0 kPa
TCC Pressure Control Solenoid Valve Pressure Command Transmission Control Module No
Back
Home
Vehicle Menu
Enter
GDS 2 v.12.0.00836
GM Global v2014.9.0
VIN: 1GKS1BKC1FF
2015,GMC,Yukon
14.6 V
start
GDS 2

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Data Display

Create Report | Add Bookmark

Diagnostic Data Display | Graphical Data Display | Line Graph | DTC Display

Transmission Data

| Parameter Name | Control Module | Value | Unit |
|---|---|---|---|
| Transmission Fluid Pressure Switch 5 | Transmission Control Module | Low | |
| Engine Coolant Temperature | Transmission Control Module | 96 | °C |
| Transmission Fluid Temperature | Transmission Control Module | 45 | °C |
| TCM Temperature | Transmission Control Module | 45 | °C |
| Transmission Hot Mode | Transmission Control Module | No | |
| Pressure Control Solenoid Valve 2 Pressure Command | Transmission Control Module | No | |
| Pressure Control Solenoid Valve 2 Pressure Command | Transmission Control Module | 0 | kPa |
| Pressure Control Solenoid Valve 3 Pressure Command | Transmission Control Module | Yes | |
| Pressure Control Solenoid Valve 3 Pressure Command | Transmission Control Module | 758 | kPa |
| Pressure Control Solenoid Valve 4 Pressure Command | Transmission Control Module | No | |
| Pressure Control Solenoid Valve 4 Pressure Command | Transmission Control Module | 0 | kPa |
| Pressure Control Solenoid Valve 5 Pressure Command | Transmission Control Module | No | |
| Pressure Control Solenoid Valve 5 Pressure Command | Transmission Control Module | 0 | kPa |
| TCC Pressure Control Solenoid Valve Pressure Command | Transmission Control Module | No | |
| TCC Slip Speed | Transmission Control Module | 24 | RPM |
| Last Shift Time | Transmission Control Module | 0.00 | s |
| 1-2 Shift Time | Transmission Control Module | 0.00 | s |
| 2-3 Shift Time | Transmission Control Module | 0.00 | s |
| 3-4 Shift Time | Transmission Control Module | 0.00 | s |
| 4-5 Shift Time | Transmission Control Module | 0.00 | s |
| 5-6 Shift Time | Transmission Control Module | 0.00 | s |
| Ignition Voltage | Transmission Control Module | 14.60 | V |

Back | Home | Vehicle Menu | Enter

GDS 2 v.12.0.00836 | GM Global v2014.9.0 | VIN: 1GKS1BKC1FR[redacted] 2015,GMC,Yukon | 14.6 V

start | GDS 2 | Read Vehicle Wide DT...

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[redacted]

Logout

# Warranty

September 8, 2014



INTERFACE WITH CUSTOMER

## View Vehicle Summary

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

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

### Vehicle Information

VIN: 1GKS1BKC1FR[redacted] Model: TC15706-2015 YUKON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

### Required Field Actions

Open field actions are highlighted

| Type | Number | Original Nbr | Description | Release Date | Status |
|---|---|---|---|---|---|
| Service Update Bulletins | N140126 | 14126 | PEEK IN ODOMETER DISPLAY INCORRECT | 06/30/2014 | Closed |
| Product Safety Recall | N140121 | 14121 | TRANSMISSION OIL COOLER CONNECTION | 04/01/2014 | Closed |

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

| Type | Number | Description | Posted Date |
|---|---|---|---|
| SI | PIE0307 | Engine Oil Pan Drain Plug | 06/01/2014 |

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: G12773WA XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

### Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Warranty Add Date | Start Date | Effective Odometer | End Date | End Odometer |
|---|---|---|---|---|---|---|
| | GMC 2 Year Scheduled Maintenance | 08/02/2014 | 07/28/2014 | 198 MI | 07/28/2016 | 24,198 MI |

| | | | | | |
|---|---|---|---|---|---|
| Bumper to Bumper Limited Warranty | 08/02/2014 | 07/28/2014 | 198 MI | 07/28/2017 | 36,198 MI |
| Corrosion Limited Warranty | 08/02/2014 | 07/28/2014 | 198 MI | 07/28/2020 | 100,198 MI |
| Emission Select Component Ltd Wty | 08/02/2014 | 07/28/2014 | 198 MI | 07/28/2022 | 80,198 MI |
| Powertrain Limited Warranty | 08/02/2014 | 07/28/2014 | 198 MI | 07/28/2019 | 100,198 MI |

## Service Contract

Vehicle has no current record of service contracts.

## Transaction History

View Details

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---|---|---|---|---|---|
| 07/07/2014 | [redacted] | ZREG----Regular Vehicle Transaction | | 8060170 - Wheel Nut/Bolt Cap Replacement | 2 MI |
| 07/07/2014 | | ZFAT----Field Action Recall | | 9100630 - N140126 - Reprogram Instrument Panel Cluster | 2 MI |
| 04/02/2014 | | ZPDI----Pre-Delivery Inspection | | 0590072 - Pre-Delivery Inspection - Base Time | 1 MI |

Global Warranty Management: Site Map

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Warranty

Logout

September 8, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

## Vehicle Information

VIN: 1GKS1BKC1FR[redacted] Model: TC15706-2015 YUKON 2WD

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

Order Type: 79 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

## Vehicle Build

Model: TC15706-2015 YUKON 2WD Order Number: [redacted]

Gross Vehicle Weight: 3,223 Build Date: 03/21/2014

Build Plant: R

## Option Codes

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

| | |
|---|---|
| 1SZ - OPTION PACKAGE DISCOUNT | 4DP - INTERIOR TRIM |
| 4SA - 4SA PACKAGE | 6RC - COMPONENT SUSPENSION |
| 7RC - COMPONENT SUSPENSION | 8X2 - COMPONENT |
| 8X2 - COMPONENT | A31 - POWER WINDOWS, EXPRESS DOWN,FRONT EXPRESS UP |
| A45 - MEMORY SETTINGS, DRIVER SEAT, OUTSIDE MIRRORS | AG2 - FRONT PWR SEAT ADJUSTER |
| AKJ - WINDSHIELD STYLE SHADE BAND | AKK - WINDSHIELD, LAMINATED GLASS |
| AKO - GLASS, DEEP-TINTED | AKX - WINDSHIELD TYPE SOLAR ABSORB |
| AL0 - AIRBAG SENSING SYSTEM, PASSENGER | AN3 - LEATHER APPOINTED, HEATED FRONT BUCKET SEATS |
| ARL - PLANT CODE-ARLINGTON, TX | AS8 - 3RD ROW 60/40 SPLIT-BENCH POWER FOLD SEAT |
| ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY | ATN - SEATS, 2ND ROW BUCKET, POWER |
| AU3 - POWER DOOR LOCKS | AXP - MPV VIN IDENTIFICATION |
| AYQ - AIR BAGS, FRONTAL AND SIDE- IMPACT, FOR DRIVER AND FRONT PASSENGER, FRONT CENTER, SIDE-IMPACT AND HEAD CURTAIN FOR ALL ROWS IN OUTBOARD SEAT POSITIONS | B30 - COLOR KEYED CARPET |
| B56 - FLOOR MATS, FRONT & REARATS | BTM - KEYLESS START |
| BTV - REMOTE VEHICLE START | RVE - ASSIST STEPS |
| C25 - IMTERMITTENT FRONT WIPERS | C49 - REAR WINDOW DEFROSTERFOGGER |
| C5Y - GVW RATING - 7,100 LBS | CE1 - RAIN SENSING WINDSHIELD WIPERS |
| CF5 - POWER SUNROOF | CJ4 - TRI-ZONE AUTOMATIC CLIMATE CONTROL |
| D07 - CENTER CONSOLE, FLOOR | DCP - ONSTAR DIRECTIONS & CONNECTIONS |
| DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING | DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL SIGNAL, MEMORY |
| EF7 - COUNTRY UNITED STATES OF AMERICA (USA) | FE9 - 50-STATE EMISSIONS |
| FHS - VEHICLE FUEL GASOLINE E85 | G80 - FULLY AUTOMATIC LOCKING REAR DIFFERENTIAL |
| GBN - WHITE DIAMOND TRICOAT | GU4 - REAR AXLE 3.08 RATIO |
| H2Y - COCOA/DUNE | H15 - VIN MODEL YEAR 2015 |
| IC6 - INTELLILINK WITH 8" DIAGONAL TOUCH SCREEN AND NAVIGATION | JB1 - BRAKES, 4-WHEEL DISC ANTILOCK, VAC POWER |

| | |
|---|---|
| JF4 - POWER ADJUSTABLE PEDALS, MEMORY | K59 - ADAPTIVE CRUISE CONTROL |
| KA6 - HEATED 2ND ROW SEATS | KB6 - HEATED & COOLED SEATS DRIVER & FRONT PASSENGER |
| KC4 - ENGINE OIL COOLING SYSTEM | KG4 - ALTERNATOR, 150 AMPS |
| KI4 - 110-VOLT AC POWER OUTLET | KNP - TRANSMISSION OIL COOLER |
| L83 - 5.3L V8 ECOTEC3 ENGINE W ACTIVE FUEL MANANGEMENT, SIDI, VVT | MAH - MARKETING AREA NORTH AMERICA |
| MYC - 6 SPD AUTOMATIC TRANSMISSION | N36 - POWER TILT & TELESCOPIC MEMORY STEERING COLUMN |
| NP5 - LEATHER WRAP STEERING WHEEL | NT7 - EMISSION SYSTEM FEDERAL TIER 2 |
| 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 | QSS - TIRES, BLACKWALL |
| R5A - TIRE BRAND | R6J - CUSTOMER DIALOG NETWORK |
| R9N - PROCESSING CODE - SEAT | RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL |
| RD5 - WHEELS, 20" POLISHED ALUMINUM | RUF - 17 STEEL SPARE WHEEL |
| SAF - SPARE TIRE LOCK | SLM - STOCK ORDERS |
| SLT - SALES PACKAGE | T3U - FRONT FOG LAMPS |
| TB5 - REAR LIFTGATE, POWER | U2M - SIRIUSXM +SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS |
| U42 - REAR SEAT ENTERTAINMENT SYS. (DELETES SINGLE-SLOT CD/MP3) | U77 - ANTENNA RR WINDOW, RADIO |
| UD5 - FRONT AND REAR PARK ASSIST | UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED |
| UE1 - 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM) | UEU - FORWARD COLLISION ALERT |
| UFG - REAR CROSS TRAFFIC ALERT | UFL - LANE DEPARTURE WARNING |
| UG1 - UNIVERSAL HOME REMOTE | UGN - COLLISION AVOIDANCE SENSOR |
| UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE) | UK3 - STEERING WHEEL AUDIO CONTROLS |
| UKC - SIDE BLIND ZONE ALERT WITH LANE CHANGE ALERT | UMN - SPEEDOMETER |
| UQA - BOSE PREMIUM AUDIO SYSTEM | UTJ - CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM |
| UTR - SELF-POWERED HORN | 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: |
| UTU - SENSOR, VEHICLE INCLINATION | UTV - AENSOR, INTERIOR VEHICLE MOVEMENT |
| UVC - REAR VISION CAMERA SYSTEM | UVD - HEATED STEERING WHEEL |
| V54 - LUGGAGE RACK SIDE RAILSIER | V8D - VEHICLE STATEMENT US |
| VFF - VIDEO FORMAT REGION 1 NTSC | VK3 - FRONT LICENSE PLATE MOUNT |
| VRK - COMPONENT | VT7 - OWNERS MANUAL ENGLISH |
| WMF - VIN MODEL YEAR 2015 | XL7 - FREQUENCY RATING 315 MH |
| Y85 - DRIVER ALERT PACKAGE * FRONT AND REAR PARK ASSIST * LANE DEPARTURE WARNING * FORWARD COLLISION ALERT * SAFETY ALERT SEAT | Y86 - ADAPTIVE CRUISE CONTROL AUTOMATICALLY ADJUSTS SPEED * ADAPTIVE CRUISE CONTROL * COLLISION AVOIDANCE SENSOR |
| Z82 - TRAILERING EQUIPMENTENT PKG | Z88 - GMC TRUCK NAMEPLATE |
| ZW7 - PREMIUM SMOOTH RIDE SUSPENSION | ZY1 - SOLID PAINT |

## Added Option Codes

Vehicle has no current record of SAIO codes.



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Warranty

Logout

September 8, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

## Vehicle Information

VIN: 1GKS1BKC1FR[redacted]

Model: TC15706-2015 YUKON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

## Vehicle Component

Component Code: 42----
Source Plant: 2-
Date Scanned: 03/21/2014
Traceability: 140150057
Part / Number Broadcast: 0596
Time Scanned: 20:23:00
Scan Station: 03

Component Code: 61-TRANSMISSION
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO
Date Scanned: 03/21/2014
Traceability: B738472
Part / Number Broadcast: 5CCA
Time Scanned: 15:26:00
Scan Station: 01

Component Code: 67-BODY CONTROL MODULE
Source Plant: G-
Date Scanned: 03/21/2014
Traceability: 140647501
Part / Number Broadcast: 4697
Time Scanned: 20:23:00
Scan Station: 03

Component Code: 69-RADIO/RADIO AMPLIFIER
Source Plant: E-
Date Scanned: 03/21/2014
Traceability: NL2042000
Part / Number Broadcast: 2804
Time Scanned: 20:23:00
Scan Station: 03

Component Code: 99-SPEAKER AMPLIFIER
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS
Date Scanned: 03/21/2014
Traceability: 064203087
Part / Number Broadcast: 3706
Time Scanned: 20:23:00
Scan Station: 03

Component Code: AH-IR-SENSOR ASM-LEFT
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 03/21/2014
Traceability: AC1A1C302
Part / Number Broadcast: 8676
Time Scanned: 20:23:00
Scan Station: 03

Component Code: AJ-IR-SENSOR ASM-RIGHT
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 03/21/2014
Traceability: A5F65B602
Part / Number Broadcast: 8676
Time Scanned: 20:23:00
Scan Station: 03

Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 03/21/2014
Traceability: P743322D0
Part / Number Broadcast: 8677
Time Scanned: 20:23:00
Scan Station: 03

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 03/21/2014
Traceability: P743361D0
Part / Number Broadcast: 8677
Time Scanned: 20:23:00
Scan Station: 03

Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR
Source Plant: S-
Date Scanned: 03/21/2014
Traceability: 043403V83
Part / Number Broadcast: 3680
Time Scanned: 20:23:00
Scan Station:

03

| | | |
|---|---|---|
| Component Code: CB-SEQ NUM (FLEX) BODY ASM | Traceability: 0390112 | |
| Source Plant: - | Part / Number Broadcast: 1ZZ | |
| Date Scanned: 03/18/2014 | Time Scanned: 01:31:00 | Scan Station: |
| Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS | Traceability: 0456138 | |
| Source Plant: - | Part / Number Broadcast: 1JJ | |
| Date Scanned: 03/19/2014 | Time Scanned: 08:51:00 | Scan Station: |
| Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS | Traceability: 0461826 | |
| Source Plant: - | Part / Number Broadcast: 1GG | |
| Date Scanned: 03/20/2014 | Time Scanned: 18:32:00 | Scan Station: |
| Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS | Traceability: 0462561 | |
| Source Plant: - | Part / Number Broadcast: 1HH | |
| Date Scanned: 03/20/2014 | Time Scanned: 10:43:00 | Scan Station: |
| Component Code: CN-SEQ NUM (FLEX) GEN ASM | Traceability: 0464128 | |
| Source Plant: - | Part / Number Broadcast: 1EE | |
| Date Scanned: 03/21/2014 | Time Scanned: 10:39:00 | Scan Station: |
| Component Code: CP-SEQ NUM (FLEX) GEN ASM | Traceability: 0431408 | |
| Source Plant: - | Part / Number Broadcast: 1AZ | |
| Date Scanned: 03/21/2014 | Time Scanned: 11:29:00 | Scan Station: |
| Component Code: DA---- | Traceability: A776EAA02 | |
| Source Plant: D- | Part / Number Broadcast: 8676 | |
| Date Scanned: 03/21/2014 | Time Scanned: 20:23:00 | Scan Station: 03 |
| Component Code: DB---- | Traceability: A7866A202 | |
| Source Plant: D- | Part / Number Broadcast: 8678 | |
| Date Scanned: 03/21/2014 | Time Scanned: 20:23:00 | Scan Station: 03 |
| Component Code: DV---- | Traceability: 268205914 | |
| Source Plant: Q- | Part / Number Broadcast: 0598 | |
| Date Scanned: 03/21/2014 | Time Scanned: 20:23:00 | Scan Station: 03 |
| Component Code: KA- | Traceability: 406800445 | |
| Source Plant: 4- | Part / Number Broadcast: 7960 | |
| Date Scanned: 03/21/2014 | Time Scanned: 20:23:00 | Scan Station: 03 |
| Component Code: LR- | Traceability: 314042Y5S | |
| Source Plant: 2- | Part / Number Broadcast: 5010 | |
| Date Scanned: 03/21/2014 | Time Scanned: 20:23:00 | Scan Station: 03 |

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.



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Warranty

Logout

September 8, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Transaction History Detail

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

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

## Vehicle Information

VIN: 1GKS1BKC1FR[redacted] Model: TC15706-2015 YUKON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0, Open [redacted]

---

Job Card Date: 07/07/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted] Odometer Reading: 2 MI

CRAWFORD BUICK-GMC Authorization Code: N8
6800 MONTANA AVE
EL PASO TX 79925-2212
9157787781

Process Date:
07/29/2014

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0350-Tires/Wheels - Fit/Finish

Job Card Line #: 2 Transaction Adjustment: Cause Code: 1053-Surface (exterior) - Wrong Part

Labour Op 8060170-Wheel Nut/Bolt Cap Replacement

Causal Part Number 0000000000020941999-CAP ASM-HUB

→See other Parts and/or Net Items

---

Job Card Date: 07/07/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted] Odometer Reading: 2 MI

CRAWFORD BUICK-GMC Authorization Code:
6800 MONTANA AVE
EL PASO TX 79925-2212
9157787781

Process Date:
07/21/2014

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 9100630-N140120 - Reprogram Instrument Panel Cluster

Causal Part Number

---

Job Card Date: 04/02/2014

Job Card Number: [redacted]

Repair Service Agent: [redacted]

CRAWFORD BUICK-GMC
6800 MONTANA AVE
EL PASO TX 79925-2212
9157787781

Odometer Reading: 1 MI

Authorization Code:

---

Process Date:
04/02/2014

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0500072-Pre-Delivery Inspection - Base Time

Causal Part Number

---

Global Warranty Management: Site Map

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Warranty

Logout

September 8, 2014

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:

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

## Vehicle Information

VIN: 1GKS1BKC1FR[redacted]  Model: TC15706-2015 YUKON 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

## Invoice Information

Invoicing Service Agent: [redacted]
CRAWFORD BUICK-GMC
6800 MONTANA AVE
EL PASO TX 79925-2212 9157787781

Invoice Date: 03/31/2014

## Ship to Information

Ship to Service Agent: [redacted]
CRAWFORD BUICK-GMC
6800 MONTANA AVE
EL PASO TX 79925-2212 9157787781

Ship to Date: N/A

## Delivery Information

Delivery Service Agent: [redacted]
SISBARRO BUICK-GMC, INC.
425 W BOUTZ RD
LAS CRUCES NM 88005-3191 5755247707

Delivery Date: 07/28/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 198

## In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

## Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

Global Warranty Management: Site Map

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PE18-012

GM

3-27-2019

Q3



# Service Request Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **SR No.** | [redacted] | **Ref No.** | | **Goodwill** | | **BRC Type** | N/A |
| **Account** | CJF Automotive, L.L.C. | **Site** | 226483 | **GW SubType** | | **Bus. Unit** | TAC US |
| **Last Name** | [redacted] | **First Name** | [redacted] | **Approval** | Not Initiated | **Area** | Brakes |
| **Daytime #** | [redacted] | **Evening #** | | **UCC** | | **Sub-Area** | Hydraulic Brakes |
| **Address** | [redacted] | **City** | [redacted] | **Involved Dlr** | | **Safety** | No |
| **State** | [redacted] **ZipCd** [redacted] | **Con Acct** | CJF Automotive, L.L.C. | **Source** | Phone | **Updated** | 7/2/2015 08:25:00 AM |
| **Serial #/VIN** | 3GCPCREC0EG[redacted] | **Model Year** | 2014 | **Priority** | Consultant **License #** CHEVROL | **Owner** | KOPAHDA |
| **Make** | Chevrolet | **Warr. Start** | 07/24/2013 | **Status** | Closed | **Opened** | 11/18/2014 11:44:33 AM |
| **Model** | Silverado | **Mileage** | 33087 | **Sub-Status** | System Auto Close | **Closed** | 12/6/2014 03:05:16 AM |
| **Abstract** | Hard brake pedal | | | | | | |
| **Customer Description** | HARD BRAKE PEDAL | | | | | | |

## Pre-PAR

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

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|

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

| | | | |
|---|---|---|---|
| Incident Loc | | Incident Desc | |
| Component | | | |
| | | Damage Desc | |
| Vehicle Loc | | Add'l Info | |
| Emgcy Svc Names | | Maint Loc | |

## PAR Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Collision** | **Non Collision** | **Property Damage** | **Thermal Evt** | **Spec Equip** | | | |
| **Vehicle Speed** | | **Weather Condition** | | **Prop Owner** | | **Property Type** | |
| **Last Service Date** | | **Loc Last Service** | | **Property Location** | | **Prop Est Repair Cost** | |
| **Veh Est Repair Cost** | | **Spec Equip Installer** | | **Prop Damage Description** | | | |
| **Primary Veh Use** | | **Inspection Type** | | **Inspected By** | | **Inspection Date/Time** | |
| **Veh Damage Description** | | | | **Explain Other** | | | |

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 12/6/2014 03:05:16 AM | SADMIN | SYSCLOSE | SR Closed - System Auto Close | | Done | 12/6/2014 03:05:16 AM | Service Request has been Closed System Auto Close. |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | CJF Automotive, L.L.C. | 226[redacted] |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 11:45:11 AM | KOPAHDA | KOPAHDA | TAC Inbound Call | Diagnostics | Done | 11/18/2014 11:51:23 AM | |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | CJF Automotive, L.L.C. | 226[redacted] |

Comments

2___Number of times in for the same concern?
_1__Number of days down as provided by the caller?
_n__Does the vehicle have any aftermarket accessories or modifications?
_y__Has the concern been duplicated?
_y__Have any SI document been utilized (Capture Doc ID)? 2174697

---

_n__Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?
___Is the vehicle currently at the Dealer?
___Is the vehicle a stock unit?
___If it was a customer's vehicle, was it towed in?

Caller's Name (First Name, Last Name & Position):Byron Griffith tech

Customer Concern:
Hard brake pedal.
Dealer Comments/Diagnosis (DTC's, What's Been Done):
Master was leaking into booster 6 months ago. Replaced master and booster. Master is leaking into booster again. No signs of fluid contamination.
TAC Recommendations:
Replace master and booster.

Confidential Comments

## Service Request Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **SR No.** | [redacted] | **Ref No.** | | **Goodwill** | Repurchase | **BRC Type** | Executive |
| **Account** | | **Site** | | **GW SubType** | | **Bus. Unit** | Executive CAC |
| **Last Name** | [redacted] | **First Name** | [redacted] | **Approval** | Not Initiated | **Area** | Complaint Vehicle - Drivable |
| **Daytime #** | [redacted] | **Evening #** | | **UCC** | Brakes - General | **Sub-Area** | Repeat Concern/Repair |
| **Address** | 9670 Pine Thickett Ave | **City** | Las[redacted] | **Involved Dlr** | CJF Automotive, L.L.C. | **Safety** | Yes |
| **State** | [redacted] **ZipCd** | [redacted] | | **Con Acct** | | **Source** | Detroit Exec | **Updated** | 5/19/2015 11:47:50 AM |
| **Serial #/VIN** | 3GCPCREC0EG[redacted] | **Model Year** | 2014 | **Priority** | Medium | **License #** | CHEVROL | **Owner** | MORLEYGR |
| **Make** | Chevrolet | **Warr. Start** | 07/24/2013 | **Status** | Closed | | | **Opened** | 3/18/2015 05:18:03 PM |
| **Model** | Silverado | **Mileage** | 33087 | **Sub-Status** | Satisfied | | | **Closed** | 5/19/2015 11:46:43 AM |
| **Abstract** | Usage Fees Assistance | | | | | | | | |
| **Customer Description** | This SR is for Administrative purposes only. Please create a new SR and direct any customer inquiries regarding ongoing vehicle or repurchase concerns to the appropriate District Specialist and DMA | | | | | | | | |

## Pre-PAR

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

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|
| | | | | |

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

| | | | |
|---|---|---|---|
| Incident Loc | | Incident Desc | |
| Component | | Damage Desc | |
| Vehicle Loc | | Add'l Info | |
| Emgcy Svc Names | | Maint Loc | |

## PAR Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Collision** | **Non Collision** | **Property Damage** | **Thermal Evt** | **Spec Equip** | | | |
| **Vehicle Speed** | | **Weather Condition** | | **Prop Owner** | | **Property Type** | |
| **Last Service Date** | | **Loc Last Service** | | **Property Location** | | **Prop Est Repair Cost** | |
| **Veh Est Repair Cost** | | **Spec Equip Installer** | | **Prop Damage Description** | | | |
| **Primary Veh Use** | | **Inspection Type** | | **Inspected By** | | **Inspection Date/Time** | |
| **Veh Damage Description** | | | | **Explain Other** | | | |

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 5/19/2015 11:46:43 AM | CARLSOPA | MORLEYGR | SR Closed - Satisfied | | Done | 5/19/2015 11:46:43 AM | Service Request has been Closed Satisfied. |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 5/19/2015 11:39:59 AM | CARLSOPA | CARLSOPA | BRC Repurchase | Closed-Straight Retail(CK Rvd) | Done | 4/21/2015 11:40:52 AM | FILE CLOSE |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 5/19/2015 11:38:51 AM | CARLSOPA | CARLSOPA | BRC Repurchase | Offer Sent | Done | 4/15/2015 11:39:44 AM | Offer sent for approval |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 5/19/2015 11:36:51 AM | CARLSOPA | CARLSOPA | BRC Repurchase | Initial Contact | Done | 4/8/2015 11:38:34 AM | Initial Contact made to customer and dealer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/7/2015 11:11:02 AM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 4/7/2015 11:12:37 AM | Final Feedback/Villalta/Silverado/Repurchase Concern[redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

-- ID# FB05EXEC (Do not delete or change this line in any way) --

Dear Aaron,

This email is sent to share the final outcome of this customer's situation.

Service Request: [redacted]
Executive Advisor: Greg Morley
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

DMA Jon Joyce has reached out to the customer to finalize a deal. The case has been reassigned to Morley and will be handled accordingly. Exec CAC will cease to handle the case and the case will be resumed with Morley.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 x 11722
execreferral@gm.com

---Original Message---

Dear Aaron,

This email is being sent to share a current status update on the customer's situation.

Service Request: [redacted]
Executive Advisor: Joe Nichols
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

Scott Nordberg has stepped in for Tony Smith. Scott is meeting with DMA Jon Joyce to address the concern.

I will contact Scott and/or DMA Jon to confirm there has been progress

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/7/2015 11:02:54 AM | VZWZGZ | VZWZGZ | Feedback Request | Proposal | Done | 4/7/2015 11:12:34 AM | Final Feedback |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/7/2015 10:43:23 AM | VZWZGZ | VZWZGZ | Other | | Done | 4/7/2015 11:02:14 AM | Cancelled Activity- Case Being Handled By Morley |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/6/2015 07:54:14 PM | MORLEYGR | MORLEYGR | Ownership Changed | | Done | 4/6/2015 07:54:14 PM | Service Request Ownership has changed FROM: VZWZGZ TO: MORLEYGR |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/3/2015 03:30:30 PM | VZWZGZ | VZWZGZ | Scheduled Follow-up | | Done | 4/7/2015 11:02:27 AM | Case Reassigned |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/3/2015 03:30:19 PM | VZWZGZ | VZWZGZ | Feedback Request | Update | Done | 5/19/2015 11:46:29 AM | Weekly Feedback Sent |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/3/2015 11:39:04 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 4/3/2015 11:39:45 AM | Email from Stephanie |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/3/2015 11:38:29 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 4/3/2015 11:39:49 AM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/2/2015 03:06:40 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 4/2/2015 03:08:45 PM | Email to DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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 4808619566.

Thank you for everything,
Joe

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/2/2015 09:42:00 AM | VZWZGZ | VZWZGZ | Scheduled Outbound Call Cust | | Done | 4/7/2015 11:02:45 AM | Case Reassigned |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 4/2/2015 09:41:46 AM | VZWZGZ | VZWZGZ | Outbound Call Customer | Made Contact | Done | 4/2/2015 03:06:37 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EL asked rather he has been able to touch base with Jon.

Customer states he has not heard from anyone. Customer states he has spoken with Scott, and Scott said Jon has been trying to call him.

EL gave the customer Jon's number of 4808619566 . EL advised I will also email Jon advising him of the number exchange.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/31/2015 11:50:01 AM | VZWZGZ | VZWZGZ | Scheduled Outbound Call Cust | | Done | 4/2/2015 09:42:18 AM | Call Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Speak with

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/31/2015 08:59:03 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/31/2015 09:28:52 AM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 04:49:25 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/30/2015 04:51:01 PM | Email to DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Hi Jon,

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

Thank you,

Joe

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 04:45:32 PM | VZWZGZ | VZWZGZ | Outbound Call Customer | Made Contact | Done | 3/30/2015 04:49:24 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

EL advised DMA Jon will be calling you and I will be sending him your contact information.

EL asked for the customer's email address as well.

Customer states he can be reached via email at [redacted].

EL advised the customer to look out for a call from Jon.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 04:32:45 PM | VZWZGZ | VZWZGZ | Inbound Call Field Rep/Whlsl | Service Request Update | Done | 3/30/2015 04:48:00 PM | Call from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Jon states the agreement made was since 21k miles at $.15 per mile.

EL asked who should I have the customer contact.

DMA states I can have Tracey with Morley reach out.

EL asked what is to become of the vehicle modification.

Jon states the customer has to get the receipts for what he had put on. Jon states he can tell the customer he will be calling him and they can go over everything.

EL advised I will send him the customer's information.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 12:37:01 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/30/2015 01:05:46 PM | Email to DMA Jon, Joshua Priester, Stephanie Nietzke and CEM Scott |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

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

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 12:27:30 PM | VZWZGZ | VZWZGZ | Inbound Call Customer | Customer | Done | 3/30/2015 12:37:19 PM | Call from Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

EL advised the deal that was made is the final resolution and I need to confirm rather he accepts it.

Customer asked what was the deal already made.

EL attempted to call Tony so that he may explain it.

EL left a voicemail for Tony.

EL called back for Scott.

EL left a voicemail.

EL advised I will get with the DMA and the CEMs and allow them to elaborate on the deal with him because I do not wish to provide misinformation or not know the entire deal.

Customer states he understands. Customer states he is willing to settle at $.15 cent per mile starting at 21,000 miles. Customer states he also put upgrades into the rims, tires, and motor and would like to discuss the details behind that.

EL advised I will have the proper parties reach out to him.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 10:04:11 AM | VZWZGZ | VZWZGZ | Inbound Call Dealer | Service Request Update | Done | 3/30/2015 10:26:35 AM | Call from Tony Smith |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Tony states he was on vacation all last week.

EL advised Scott stepped in for him but I've been given directive to advise the customer there is no additional usage being covered, we cannot adjust the MSRP and this is the final resolution.

EL advised I will email him once I speak with the customer.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 09:32:11 AM | VZWZGZ | VZWZGZ | Outbound Call Customer | Left Message | Done | 3/30/2015 12:27:50 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EL left a voicemail.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 09:04:31 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/30/2015 09:06:46 AM | Email from Stephanie Nietzke |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

All,
I've copied Aaron Charbonneau on this case since he's the POC for Exec CAC involvement.

Joshua,
Can you provide additional insight on the following: 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."

What did the customer relay to you that he is looking for? Generally speaking, our options are limited to the money actually spent by the customer for the vehicle purchase, even with cases generated out of ESIS.

Stephanie Nietzke

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 09:01:29 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/30/2015 09:06:50 AM | Email from Joshua Preister |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Our office will be covering the rental. The final rental bill will need to be emailed to me and I can process. We are not able to remit payment through the warranty system.

-JP

Joshua Preister

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/30/2015 08:59:55 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/30/2015 09:06:54 AM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

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

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/27/2015 12:59:42 PM | VZWZGZ | VZWZGZ | Outbound Call Customer | Left Message | Done | 3/27/2015 01:06:22 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

EL left a voicemail.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 03:31:14 PM | VZWZGZ | VZWZGZ | Scheduled Outbound Call Dlr | | Done | 3/31/2015 11:52:16 AM | Next |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

We are not paying additional usage, do you accept?

No assistance with MSRP difference and no additional usage

Email CEMs, DMA, and TLs

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 03:30:51 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/26/2015 03:33:25 PM | Email to Scott Nordberg and DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Hi Scott and Jon,

Has there been an update regarding this case?

Thank you in advance,

Joe

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 03:28:16 PM | VZWZGZ | VZWZGZ | Outbound Call Dealer | Left Message | Done | 3/26/2015 03:31:12 PM | Calling Scott Nordberg at 7029824038 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

EL left a voicemail.

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 02:00:25 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/26/2015 02:01:51 PM | 7 Day Feedback/Villalta/Silverado/Repurchase Concern[redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

**Comments**

-- ID# FB03EXEC (Do not delete or change this line in any way) --

Dear Aaron,

This email is being sent to share a current status update on the customer's situation.

Service Request: [redacted]
Executive Advisor: Joe Nichols
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

Scott Nordberg has stepped in for Tony Smith. Scott is meeting with DMA Jon Joyce to address the concern.

I will contact Scott and/or DMA Jon to confirm there has been progress.

Another email will be sent to you within seven business days to provide further updates.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 x 11722
execreferral@gm.com

—Original Message—

Dear Aaron,

This email is being sent to share a current status update on the customer's situation.

Service Request: [redacted]
Executive Advisor: Joe Nichols
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 01:59:45 PM | VZWZGZ | VZWZGZ | Scheduled Outbound Call Cust | | Done | 3/27/2015 01:00:00 PM | Call Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Update

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 01:56:24 PM | VZWZGZ | VZWZGZ | Scheduled Outbound Email | | Done | 4/3/2015 03:31:10 PM | Send Weekly Feedback |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/26/2015 01:28:44 PM | VZWZGZ | VZWZGZ | Feedback Request | Update | Done | 3/26/2015 02:01:56 PM | 7 Day Feedback Sent |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/24/2015 03:54:09 PM | VZWZGZ | VZWZGZ | Outbound Call Customer | Made Contact | Done | 3/24/2015 05:15:27 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EL advised the DMA will be at dealer tomorrow to go over case.

EL advised I will follow up with him once I have an update.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/24/2015 11:52:23 AM | VZWZGZ | VZWZGZ | Inbound Call Dealer | Voice Mail Received | Done | 3/24/2015 11:54:35 AM | Voicemail from Scott Nordberg |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Scott states he is stepping in for Tony Smith. Scott states the DMA will be at the dealer tomorrow and he will address the issue with him. Scott states he feels this is on GM's side because the mileage is a GM issue. Scott states he can be reached directly at [redacted].

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/24/2015 11:37:30 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/24/2015 11:38:02 AM | Email from BUCEM Melisa |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

I, unfortunately, am not awareof this case.

Melisa Eichbauer

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/24/2015 09:01:56 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/24/2015 09:03:31 AM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Received

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/24/2015 09:01:23 AM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/24/2015 09:03:26 AM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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!

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/23/2015 01:13:52 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/23/2015 01:15:25 PM | Email to DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/23/2015 01:13:20 PM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/23/2015 01:13:45 PM | Email from CEM Scott |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/23/2015 12:55:56 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/23/2015 12:57:47 PM | Email to CEM and BUCEM |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Hi Scott and Melisa,

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

Thank you in advance,

Joe

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/23/2015 12:53:04 PM | VZWZGZ | VZWZGZ | Outbound Call Dealer | Left Message | Done | 3/23/2015 12:56:17 PM | Calling Tony Smith |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EL left a voicemail.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/20/2015 01:49:25 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/20/2015 01:51:16 PM | 3 Day Feedback/Villalta/Silverado/Repurchase Concern [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

-- ID# FB02EXEC (Do not delete or change this line in any way) --

Dear Aaron,

This email is being sent to share a current status update on the customer's situation.

Service Request: [redacted]
Executive Advisor: Joe Nichols
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

I have spoken with the customer [redacted] advises 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.

I have reached out to the Customer Experience Managers (CEMs) at the dealer to advise them to work with Tony Smith in moving the case forward. I have also notified DMA Jon Joyce of my involvement and the current status of the case.

I will reach out to the dealer to determine what steps need to be taken to finalize the deal.

Another email will be sent to you in four business days to provide further updates.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, East...

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/20/2015 01:38:42 PM | VZWZGZ | VZWZGZ | Feedback Request | Update | Done | 3/20/2015 01:51:54 PM | 3 Day Feedback Done |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

JoeNichols/EXEC/WMI/LVL2

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:49:06 PM | VZWZGZ | VZWZGZ | Email - Inbound | | Done | 3/19/2015 02:49:57 PM | Email from DMA Jon |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Thanks
PS Customer has been in a rental for an extended period of time.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:24:40 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/19/2015 02:36:26 PM | Email to DMA Jon Joyce <jon.joyce@chevrolet.com> |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EXEC15 DMA Initial Notification Email Template Sent

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:24:29 PM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/19/2015 02:33:39 PM | Email to CEM and BUCEM |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EXEC4 Initial Data Share Template Sent

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:24:12 PM | VZWZGZ | VZWZGZ | SR Data Share | | Done | 3/19/2015 02:29:04 PM | SR Data Share Complete |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Attached

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:21:57 PM | VZWZGZ | VZWZGZ | SR Summary | Status/Action Plan | Done | 3/19/2015 02:24:10 PM | Status |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

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.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 02:11:48 PM | VZWZGZ | VZWZGZ | Inbound Call Customer | Service Request Update | Done | 3/19/2015 02:22:14 PM | Call from Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Customer states the current status is he and the dealer are settling on the rates per mileage. Originally, he was being charged $.30 currently but he did not agree with those rates. Then, they settled on $.15 per mile. They also settled on 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 Tony Smith at the dealer.

Customer states he has been in a rental vehicle the entire time which is a problem because it interferes with his professional life.

Customer states he also put upgrades on the tires, the engine, and the interior. Customer seeks the best deal.

EL advised I will communicate with the dealer and DMA then reach back out to him.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 01:45:33 PM | VZWZGZ | VZWZGZ | Scheduled Outbound Email | | Done | 3/26/2015 01:56:44 PM | Send 7 Day |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 01:45:14 PM | VZWZGZ | VZWZGZ | Scheduled Outbound Email | | Done | 3/20/2015 01:51:12 PM | Send 3 Day Feedback |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 01:44:09 PM | VZWZGZ | VZWZGZ | Outbound Call Customer | Left Message | Done | 3/19/2015 01:47:37 PM | Calling Customer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

EL left a voicemail.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 09:39:28 AM | VZWZGZ | VZWZGZ | Email - Outbound | | Done | 3/19/2015 09:41:57 AM | Initial Feedback/Villalta/Silverado/Repurchase Concern[redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

-- ID# FB01EXEC (Do not delete or change this line in any way) --

Dear Aaron,

This email is being sent to advise you we have received the escalation you forwarded to us. We will begin gathering the facts and formulating a plan of action. Another email will be sent to you within two business days to provide further updates.

Service Request: [redacted]
Executive Advisor: Joe Nichols
Customer Last Name: [redacted]
Involved Dealership: CJF Automotive, L.L.C., 226483
VIN: 3GCPCREC0EG[redacted]
Automobile: 2014, Chevrolet, Silverado
Mileage: 33087

Via the customer's previous CAC Tier 2 case and the associated email thread, I have reviewed the case and the events that have taken place.

Because the customer lives in NV, I will reach out to the customer between 8am-5pm PST to introduce myself and gain clarity of the case. Afterwards, I will reach out to DMA Jon Joyce and work to determine rather there is any greater assistance in waiving usage.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 x 11722
execreferral@gm.com

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 09:28:07 AM | VZWZGZ | VZWZGZ | Feedback Request | Initial | Done | 3/19/2015 09:42:43 AM | Initial Feedback Complete |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/19/2015 09:26:58 AM | VZWZGZ | VZWZGZ | Ownership Changed | Ownership Escalated to BRC | Done | 3/19/2015 09:26:58 AM | Ownership Escalated to BRC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:31:41 PM | VZWZGZ | VZWZGZ | Research | Case Update | Done | 3/19/2015 09:28:28 AM | Research |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Per the attached email thread, the mileage on the vehicle is 33087. Tony Smith with the dealer offered the customer usage using the lower miles, but the customer had not made a decision. The customer had been in a rental car since November 18, 2014. The customer had Repurchase Case r[redacted] but the case was not in RVDC. The case was escalated to ESIS due to a personal injury claim; the family sought medical attention for possible whiplash. Per GM Legal, since the customer is not interested in pursuing any type of compensation for the alleged injury, Exec CAC is to see if there is assistance with the additional funds that the customer is seeking in this re-purchase request. EXEC is to work with DMA to see if there is any more we can do in terms of waiving usage.

Per the previous T2 case, the customer's vehicle would not stop twice while driving; the brakes would not work. CAM Mick Gonzalez advised looking into a PAC case, and if this is not a PAC case, working with the DMA Jon Joyce in allowing the vehicle to be diagnosed. The case was not sent to PAC. The dealer found the concern to be with the brake pump going out. The case was then escalated to ESIS and worked by Nicole Jackson.

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:28:27 PM | VZWZGZ | VZWZGZ | Scheduled Follow-up | | Done | 3/26/2015 03:28:56 PM | Follow up With dealer |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:28:25 PM | VZWZGZ | VZWZGZ | Ownership Changed | | Done | 3/18/2015 05:28:25 PM | Service Request Ownership has changed FROM: CHUACA1 TO: VZWZGZ |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:27:55 PM | VZWZGZ | VZWZGZ | ER Information | VIN Scan | Done | 3/19/2015 09:26:39 AM | VIN Scan |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

[redacted] TAC- Closed 12/2014
- [redacted] - CAC Tier 2- Closed 1/2015
[redacted] Current Case
- No Open Recall
- No Special Coverage
- Active GMPP Major Guard
- No Goodwill History
- Selling Dealer Information:
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267 7029824000

JoeNichols/EXEC/WMI/LVL2

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:19:32 PM | CHUACA1 | VZWZGZ | Notify CRM | Need to Assume SR | Done | 3/18/2015 05:28:20 PM | Please Assume SR |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:19:18 PM | CHUACA1 | VZWZGZ | Feedback Request | Assigned | Done | 4/7/2015 11:03:18 AM | Assigned |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Aaron Charbonneau
aaron.charbonneau@gm.com

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:18:24 PM | CHUACA1 | CHUACA1 | Exec CAC Email | Inbound Detroit Office | Done | 3/18/2015 05:20:06 PM | FW: [redacted] Repurchase Case # [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Aaron Charbonneau

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:18:09 PM | CHUACA1 | CHUACA1 | VIN Scan | Initial Workflow | Done | 3/18/2015 05:20:03 PM | 3GCPCREC0EG[redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

2014 Chevrolet Silverado

[redacted] Hard brake pedal TAC US

[redacted] Vehicle replacement CCC - CAC Tier 2

VIN Scan Completed

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 3/18/2015 05:18:03 PM | CHUACA1 | CHUACA1 | Ownership Changed | Ownership Escalated to BRC | Done | 3/18/2015 05:20:01 PM | Ownership Escalated to BRC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

Comments

Confidential Comments

## UCC Information

| UCC Code | Symptom | Description |
|---|---|---|
| H01 | Inoperative | Brakes - General |

# CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

**Vehicle Information:**
**2014 CHEVROLET SILVERADO C1500 LT**
VIN: 3GCPCREC0EG[redacted]
CREW PICKUP
5.3L V8 DIR OHV 16V
REAR WHEEL DRIVE
Standard Equipment | Safety Options

**CARFAX Report Provided By:**
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **6** Service records available
- Personal vehicle
- **29,431** Last reported odometer reading
- Worth **$1,040** more than retail book value




This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/26/15 at 10:53:54 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

## CARFAX Price Calculator™

Adjust the value of this **2014 Chevrolet Silverado C1500 LT** based on the information available in this report

| 1) Retail Book Value | 2) CARFAX Price Adjustment™ | 3) Adjusted Retail Value |
|---|---|---|
| $ 0 | + $1,040 | Begin by entering the retail book value |
| Enter retail book value here | Above retail book value | |




Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

## CARFAX Ownership History

The number of owners is estimated

| | Owner 1 |
|---|---|
| Year purchased | 2013 |
| Type of owner | Personal |
| Estimated length of ownership | 1 yr. 6 mo. |
| Owned in the following states/provinces | Nevada |
| Estimated miles driven per year | 26,137/yr |
| Last reported odometer reading | 29,431 |

CARFAX 1 OWNER

## Title History

CARFAX guarantees the information in this section

| | |
|---|---|
| **Salvage \| Junk \| Rebuilt \| Fire \| Flood \| Hail \| Lemon** | **Guaranteed** No Problem |
| **Not Actual Mileage \| Exceeds Mechanical Limits** | **Guaranteed** No Problem |

**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register | View Terms | View Certificate**

## Additional History

Not all accidents / issues are reported to CARFAX

| | Owner 1 |
|---|---|
| **Total Loss** No total loss reported to CARFAX. | ✓ No Issues Reported |
| **Structural Damage** No structural damage reported to CARFAX. | ✓ No Issues Reported |
| **Airbag Deployment** No airbag deployment reported to CARFAX. | ✓ No Issues Reported |
| **Odometer Check** No indication of an odometer rollback. | ✓ No Issues Indicated |
| **Accident / Damage** No accidents or damage reported to CARFAX. | ✓ No Issues Reported |
| **Manufacturer Recall** Check with an authorized General Motors dealer for any open recalls. | ✓ No Recalls Reported |
| **Basic Warranty** No data reported to CARFAX. | No Data Reported |

## Detailed History

Glossary

**Owner 1**

| | |
|---|---|
| Purchased: | 2013 |
| Type: | Personal |
| Where: | Nevada |
| Est. miles/year: | 26,137/yr |
| Est. length owned: | 8/30/13 - present (1 yr. 6 mo.) |

| Date: | Mileage: | Source: | Comments: |
|---|---|---|---|
| Original Equipment | | OnStar | Vehicle equipped with OnStar<br><br>Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more |
| 07/16/2013 | 5 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Pre-delivery inspection completed<br>Washed/detailed<br>VIN glass etching |
| 07/17/2013 | | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Vehicle offered for sale |
| 07/24/2013 | 18 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Vehicle sold |
| 08/30/2013 | | | |

| | | | |
|---|---|---|---|
| | | Nevada<br>Motor Vehicle Dept.<br>Las Vegas, NV<br>Title # [redacted] | Title issued or updated<br>Registration issued or renewed<br>First owner reported<br>Titled or registered as personal vehicle<br>Loan or lien reported |
| 09/30/2013 | 5,723 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Recommended maintenance performed<br>Maintenance inspection completed<br>Oil and filter changed<br>Tires rotated |
| 01/04/2014 | 12,271 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Recommended maintenance performed<br>Maintenance inspection completed<br>Fuse(s) replaced<br>Body computer/module reprogrammed |
| 02/27/2014 | 16,544 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Recommended maintenance performed<br>Maintenance inspection completed<br>Engine/powertrain computer/module reprogrammed |
| 05/30/2014 | 21,734 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Maintenance inspection completed<br>Transmission fluid/oil leak checked<br>Brake booster replaced/repaired |
| 08/23/2014 | | Nevada<br>Motor Vehicle Dept.<br>Las Vegas, NV | Registration issued or renewed |
| 10/08/2014 | 29,431 | Findlay Chevrolet<br>Las Vegas, NV<br>702-982-4000<br>findlaychevy.com | Maintenance inspection completed<br>Fuse(s) replaced<br>Oil and filter changed<br>Tires rotated<br>Instrument cluster reprogrammed |

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscr bers, please visit our Help Center at www.carfaxonline.com.

## CARFAX Glossary

View Full Glossary

**CARFAX Price Adjustment™**
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**Ownership History**
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/26/15 10:53:54 AM (EDT)

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell:
Vehicle: 3GCPCREC0EG [redacted] 2014 SILV15 SILVER_ICE PMLV

Mileage: 21,729
Service advisor: 7322
Tag number: [redacted]

Payment type: CASH
Promised time: 01:00 PM
Promised date: 05/23/2014

Waiter: No
Estimate: 0.00
Customer Comments: No

---

A TOWED IN/////C/S HIS BRAKES ARE STIFF AND WILL NOT STOP HIS VEHICLE QUICK ENOUGH- WHEN YOU PRESS ON THE BRAKE PEDAL IT PUSHES BACK AT YOU. THERE IS AN AIR LEAK NOISE HEARD AS WELL

| | | | | |
|---|---|---|---|---|
| 2441580 | WGM | POWER VACUUM BRAKE BOOSTER REPLACEMENT | 2.00 | 215.64 |
| Tech(s): 7285 | | | | |
| 20925765 | | 1 (S)CYLINDER | | 75.75 |
| 23135220 | | 1 F-(S)BOOSTER | | 105.36 |
| 19299818 | | 6 FLUID | | 40.92 |
| SUBL | WGM | FRANKS RENTAL | | 190.00 |

Pts: 222.03 Lbr: 215.64 Other: 190.00 Total Line A: 627.67

Story: 17000 power brake booster damaged from leaking master cylinder replaced brake booster and master cylinder-performed bleed procedure

---

B CUSTOMER STATES THAT HE FEELS THE TRANSMISSION SLIP 2ND TO THIRD GEARS- THE ISSUE BEGAN RECENTLY AND THE CUSTOMER DID NOT FEEL THIS FROM JULY WHEN IT WAS PURCHASED UNTIL RECENTLY

| | | | | |
|---|---|---|---|---|
| 999 | ISP | MISC REPAIR | 0.00 | 0.00 |
| Tech(s): 7285 | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

---

C PERFORM OPEN FACTORY RECALL 14121 TRANSMISSION OIL COOLER CONNECTION

| | | | | |
|---|---|---|---|---|
| 9100457 | WGM | INSPECT TRANSMISSION COOLER LINES | 0.30 | 32.35 |
| Tech(s): 7285 | | | | |

Pts: 0.00 Lbr: 32.35 Other: 0.00 Total Line C: 32.35

Story: 17000 recall inspected cooler

---

D PERFORM 27 POINT INSPECTION

| | | | | |
|---|---|---|---|---|
| M02 | ISP | PERFORM 27 POINT INSPECTION | 0.00 | 0.00 |
| Tech(s): 7285 | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

---

E RENTAL CAR

| | | | | |
|---|---|---|---|---|
| RENTAL | ISP | EXCESS RENTAL 2 DAYS | 0.00 | 0.00 |
| Tech(s): 999 | | | | |
| SUBL | ISP | EXCESS RENTAL | | 76.00 |

Pts: 0.00 Lbr: 0.00 Other: 76.00 Total Line E: 76.00

Story: 21734 PART ORDERED 5/23, RECEIVED 5/28. PART SHOULD HAVE BEEN INSTALLED 5/28

---

F PERFORM 27 POINT INSPECTION

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 3GCPCREC0EG[redacted] 2014 SILV15 SILVER_ICE PMLV

Mileage: 21,729 Payment type: CASH Waiter: No
Service advisor: 7322 Promised time: 01:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 05/23/2014 Customer Comments: No

| | | | | |
|---|---|---|---|---|
| M02 | ISP | PERFORM 27 POINT INSPECTION | 0.00 | 0.00 |

Tech(s): 7285

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

| 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 |

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: READY TO POST

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell:
Vehicle: 3GCPCREC0EG[redacted] 2014 SILV15 SILVER_ICE PMLV

Mileage: 33,087
Service advisor: 7307
Tag number: [redacted]

Payment type: CASH
Promised time: 06:00 PM
Promised date: 11/18/2014

Waiter: No
Estimate: 0.00
Customer Comments: No

---

A BRAKES ARE NOT FUNCTIONING PROPERLY - HARD PEDAL

| | | | | |
|---|---|---|---|---|
| 2440100 | WGM | MASTER CYLINDER REPLACEMENT | 0.80 | 86.26 |

Tech(s): 7243

| | | | |
|---|---|---|---|
| 20925765 | 1 | (S)CYLINDER | 75.75 |
| 23135220 | 1 | (S)BOOSTER | 105.36 |
| 19299818 | 1 | FLUID | 6.82 |

Pts: 187.93 Lbr: 86.26 Other: 0.00 Total Line A: 274.19

Story: 33087 inspect brake operation .master cylinder leaking into brake booster causing booster failure . history check showed master cylinder , booster and 6 brake fluid replaced on 5/23/14 ro[redacted] contact TAC , case [redacted] advised no similar cases , check fluid cap for contamination , if cap seal not deformed , replace components . replace brake booster , master cylinder and bleed brakes . road test 16 miles

---

B PERFORM 27 POINT INSPECTION

| | | | | |
|---|---|---|---|---|
| M02 | ISP | PERFORM 27 POINT INSPECTION | 0.50 | 14.75 |

Tech(s): 7243

Pts: 0.00 Lbr: 14.75 Other: 0.00 Total Line B: 14.75

Story: 33087 PERFORMED MULTI POINT INSPECTION

---

C** ADD ON OPERATION / /RENTAL ADDED 11/18 @ 0925HRS

| | | | | |
|---|---|---|---|---|
| 999 | WGM | MISC REPAIR | 0.00 | 0.00 |

Tech(s): 999

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

---

| | |
|---|---|
| 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] Y

# Service Request Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| SR No. | [redacted] | Ref No. | | Goodwill | No Goodwill Offered | BRC Type | N/A |
| Account | | Site | | GW SubType | | Bus. Unit | CCC - CAC Tier 2 |
| Last Name | [redacted] | First Name | [redacted] | Approval | Not Initiated | Area | Complaint Vehicle - Veh Down |
| Daytime # | | Evening # | | UCC | Non Component Dealer | Sub-Area | Repeat Concern/Repair |
| Address | | City | [redacted] | Involved Dlr | CJF Automotive, L.L.C. | Safety | Yes |
| State | | Con Acct | | Source | Phone | Updated | 11/18/2014 01:48:30 PM |
| Serial #/VIN | 3GCPCREC0EG[redacted] | Model Year | 2014 | Priority | Dealer License # CHEVROL | Owner | COKERCA |
| Make | Chevrolet | Warr. Start | 07/24/2013 | Status | Open | Opened | 11/18/2014 12:13:23 PM |
| Model | Silverado | Mileage | 30000 | Sub-Status | Pending Diag - Veh w/ Dlr | Closed | |
| Abstract | Vehicle replacement | | | | | | |
| Customer Description | | | | | | | |

## Pre-PAR

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

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|
| | | | | |

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

| | |
|---|---|
| Incident Loc | Incident Desc |
| Component | Damage Desc |
| Vehicle Loc | Add'l Info |
| Emgcy Svc Names | Maint Loc |

## PAR Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Collision | Non Collision | Property Damage | Thermal Evt | Spec Equip | | | |
| Vehicle Speed | | Weather Condition | | Prop Owner | | Property Type | |
| Last Service Date | | Loc Last Service | | Property Location | | Prop Est Repair Cost | |
| Veh Est Repair Cost | | Spec Equip Installer | | Prop Damage Description | | | |
| Primary Veh Use | | Inspection Type | | Inspected By | | Inspection Date/Time | |
| Veh Damage Description | | | | Explain Other | | | |

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 12:42:24 PM | BRANDYRO | ESISBIQU | Escalation | ESIS - CAC Injury | In Progress | | If customer seeks professional medical attention, case must go to ESIS. |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

cust brake keep randomly going out on his 2014 Silverado

cust sts:
the first time on the access road and had to swerve in a shopping center and had to slam on the emergency brakes for the veh to stop
-the car has not been damaged to the veh thank god
-took my infant and wife to the hospital because of the occation
-they are ok just whip lash

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 12:19:26 PM | COKERCA | COKERCA | Inbound Call Customer | Complex Request | Done | 11/19/2014 12:36:37 PM | |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Cust sts:
-yes the dealer just called me and said that my veh is fixed and that the brake pump went out and that the veh is ready
-bring the rental back and pick up the veh
-This is my concern: this is the same thing that they told me they replaced the first time and the vehs brakes stopped working again
-are they going to wair until me and my family die or what

Crs Adv:
-believe me when I say that I completley understand how frustrating and scary that can be
- I have talked to my manager and she told me that as far as the rental I can see if the dealer will allow you to keep the rental due to the fact that the veh is not safe to drive and that it is in between getting picked up by PAC
-when I get that answer I will give you a call back

cust sts:
-I really do appreciate everything that you are going for me and my family
-because of people like you I still have faith in GM

adv sts:
-well thank you and I am going to continue to work this case the best way possible

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 12:19:01 PM | AMURAOJU | AMURAOJU | Inbound Call Customer | Complex Request | Done | 11/19/2014 12:19:52 PM | assisting only |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments
SR

Cust sks
> connect me too extension 11331

CRS adv
> Case was handled by the senior advisor Caitlin extension 11331

Julie/coc-cac/tier1/manila/level0

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 12:06:57 PM | KINGAN2 | COKERCA | Notify CRM | | Done | 11/19/2014 12:35:42 PM | SEE IBCC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments
Asssisting only

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 12:00:49 PM | KINGAN2 | KINGAN2 | Inbound Call Customer | Customer | Done | 11/19/2014 12:06:55 PM | |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments
Name
Phone
Address:
Year/Make/Model:
VIN: 3GCPCREC0EG
Miles:30,000
Cust sts:Calling in to speak with owning aadvisor
Cust sks:will leave voice mail if no answer
Adv sts:will send notfy also for owning agent
Angela.ATX.CAC.T1

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/19/2014 08:02:49 AM | COKERCA | BRANDYRO | Manager Review | Case Review | Done | 11/19/2014 12:40:29 PM | need approval to send to pac |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

cust brake keep randomly going out on his 2014 Silverado

cust sts:
the first time on the access road and had to swerve in a shopping center and had to slam on the emergency brakes for the veh to stop
-the car has not been damaged to the veh thank god
-took my infant and wife to the hospital because of the occation
-they are ok just whip lash

ots approved
brandy.rodriguez/ATX/CAC/T2-TL

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 07:41:14 PM | COKERCA | COKERCA | Scheduled Follow-up | | Done | 11/19/2014 08:02:36 AM | ask GIO if he wants me to send to PAC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| | | | |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 05:39:05 PM | COKERCA | COKERCA | Outbound Call Dealer | 60 Day Follow Up | Done | 11/18/2014 07:41:07 PM | Scott Nordberg |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

[redacted]

Dlr sts:
-returning your call
-can you catch me up on what is happening

adv sts:
-well the cust does not qualify for PAC I talked to my manager and he said for me to contact the DMA with the cust request

dlr sts:
-ok well we will let the DMA handle it

adv sts:
-ok

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

Confidential Comments

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 05:10:11 PM | | COKERCA | Email - Inbound | | Done | 11/18/2014 05:50:38 PM | FW: Request for Follow-Up Communication for [redacted] 3GCPCREC0EG [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| Gonzalez | Mick | Camino Real Chevrolet | 114549 |

**Comments**

Caitlin,
Can you please run this through the PAC group to make sure we are not exposing ourselves? I am wondering how they alleged whiplash when the vehicle allegedly doesn't stop but we need to be cautious. If this is not PAC, the vehicle will need to be diagnosed. It appears that the dealer is not willing to work with the owner. You will need to work with Jon Joyce to get the vehicle diagnosed but not until it goes to PAC.

********** the following statement is for you and not to be input into the SR general comments **********
I want to give you some advice. Please spellcheck and read your emails for clarity. There are several misspellings. It is hard to follow grammatically as well. I understand that there may be a word or two misspelled but your summary is not the quality I hope that you are satisfied with. It also appears that you are emotionally invested with the owner and their story. The field doesn't take their allegations lightly but you are not in a position to know that what you are being told, by the owner, is the absolute truth. You need to be unbiased and provide the facts. The field doesn't need your personal opinion as to what we need to do. Quote from below: " but we definatley need to do something about this issue before someone does get hurt". We know what our role is and will take the appropriate action. Thanks

Mick Gonzalez
Customer Activities Manager
General Motors LLC
Office: 805-373-8417

----Original Me...

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 04:33:35 PM | | COKERCA | Email - Inbound | | Done | 11/18/2014 05:50:43 PM | RE: Request for Follow-Up Communication for [redacted] 3GCPCREC0EG [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| Joyce | John | Lamb Chevrolet, Inc. | 114646 |

Comments

"-last occation cust took wife and daughter to the hospital and they are ok just had whiplash -this is a 2014 and should not be having these issues -dealer was very unprofessional and didnt even care"

Now don't you think this is a legal case?

Jon Joyce
DMA Phoenix/Vegas
480-861-9566

—Original Message—
From: GMCACUpdate@gmexpert.com [mailto:GMCACUpdate@gmexpert.com]
Sent: Tuesday, November 18, 2014 11:48 AM
To: Jon Joyce
Subject: Request for Follow-Up Communication for [redacted] 3GCPCREC0EG [redacted]

-- ID# A12CACT2ET (Do not delete or change this line in any way) --

Jon Joyce,

I am requesting your involvement and assistance in the resolution of a vehicle operation concern for the below-referenced case.

The cust is having some repeat issues with his brakes not working or giving out on the cust and the veh. will not stop. This is now the second time that this incident has happened. The first time the cust was on the access roag and tried to stop the veh so the cust swerved into a shopping center and slammed on the emergency brake to get the veh to stop. No damage was done to the car and was not in a wreck. The second time, the cust, the custs wife, ad the custs 6moh old infant were driving about 45 mph in the veh tried to stop the veh and the vehs brakes didnt work once again so the cust swerved off the road into the desert and just let the veh decelerate on its on. Again no veh damage was no wreck, but the cust doesnt feel ...

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 01:48:30 PM | COKERCA | COKERCA | Scheduled Follow-up | | Done | 11/19/2014 08:02:47 AM | see if the DMA has responded or called |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 01:48:16 PM | COKERCA | COKERCA | Dealer Notification | Action Required | Done | 11/18/2014 01:48:16 PM | SR sent to dealership for action |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Customer has been referred to your dealership for assistance. If you haven't already done so, please reach out to the customer within four business hours to attempt to resolve and update the case with the current status.

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 01:30:32 PM | COKERCA | COKERCA | Email - Outbound | | Done | 11/18/2014 01:48:19 PM | Request for Follow Up Communication for [redacted] 3GCPCREC0EG[redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| John | Joyce | | |

**Comments**

-- ID# A12CACT2ET (Do not delete or change this line in any way) --

Jon Joyce,

I am requesting your involvement and assistance in the resolution of a vehicle operation concern for the below-referenced case.

The cust is having some repeat issues with his brakes not working or giving out on the cust and the veh. will not stop. This is now the second time that this incident has happened. The first time the cust was on the access road and tried to stop the veh so the cust swerved into a shopping center and slammed on the emergency brake to get the veh to stop. No damage was done to the car and was not in a wreck. The second time, the cust, the custs wife, ad the custs 8moh old infant were driving about 45 mph in the veh tried to stop the veh and the vehs brakes didnt work once again so the cust swerved off the road into the desert and just let the veh decelerate on its on. Again no veh damage was no wreck, but the cust doesnt feel sae and feels like he bougt a new GM veh expecting that he wouild be able to trust our brand. The cust is requesting a buy back or at least a trade in.The dealership was made aware of the concerns that the cust had and the dealer was unprofessional to the cust and told him that he is not dealing with the cust also stated to me that is for GM and the DMA to do. which is true but the CEM is in his position to help with handling the cust as well in a profession manner. I spoke with Tonyand the cust spoke with Scott who are both said to be ...

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 01:25:10 PM | COKERCA | COKERCA | SR Summary | | Done | 11/18/2014 01:29:07 PM | review case |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

cust concern:
-second time that the brake system gave out on the cust
- No wreck yet
-last occation cust took wife and daughter to the hospital and they are ok just had whiplash
-this is a 2014 and should not be having these issues
-dealer was very unprofessional and didnt even care

Cust Sks:
-buy back or tade in for another car because this is not safe to drive

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 01:01:55 PM | COKERCA | COKERCA | Outbound Call Customer | Made Contact | Done | 11/18/2014 01:24:56 PM | [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Crs Adv:
-calling you back from GM
-I talked to Tony who is the service
-who did you speak with and what did they say about what they were going to do about this issues

Cust /Dlr sts:
-very unprofessional
-spoke with SCOTT the Service managerr and he just pushed me out the door ,handed me his card and just said ill deal with it
-bought 2 veh from this dealer and this is how the cust are treated
-

Crs Adv:
first time the brakes stopped working what happened

cust sts:
the first time on the access road and had to swerve in a shopping center and had to slam on the emergency brakes for the veh to stop
-the car has not been damaged to the veh thank god
-took my infant and wife to the hospital because of the occation
-they are ok just whip lash
-

adv sts:
-and the dealer put you in a rental
-I got the same impression from the dealer and they basically said that they are not dealing with it
-no their problem and that GM and the DMA need to dealer with it not the dealership itself
-And we are going to dealer with it but cant even offer a buy back due to the fact the veh was never damaged
-Im going to contact the DMA and I will keep you posted as soon as I hear something

cust sts:
-ok thank you so much

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

**Confidential Comments**

## Service Request Detail

### Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 12:46:07 PM | COKERCA | COKERCA | Outbound Call Dealer | Made Contact | Done | 11/18/2014 12:53:51 PM | Tony smith / service manager 7029824000 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Crs Adv:
-calling from GM on behalf of cust[redacted]
-he is stating that his veh would not stop / brakes didnt work
-he ended up having to drive thru a dessert to get the veh to stop

Dlr sts:
-we dont do buy backs that is for GM to do and the DMA not me

Crs Adv:
-ok well here he doesnt qualify for a buy back because there was no damage caused tot he veh and no accident so Ill just get in contact with the DMA and have him handle it because the cust is requesting a buy back
-thank you

dlr sts:
-ok

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 12:45:24 PM | COKERCA | COKERCA | Ownership Changed | | Done | 11/18/2014 12:45:24 PM | Service Request Ownership has changed FROM: [redacted] TO: COKERCA |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Confidential Comments**

## Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 12:40:19 PM | COKERCA | COKERCA | Outbound Call Dealer | Made Contact | Done | 11/18/2014 12:45:17 PM | Scott Nordberg 7029824000 |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | [redacted] | | |

**Comments**

Crs Adv:
-calling on behalf of cust by the name of [redacted]
-he claims that he was driving and his brake system didnt work at all
-cust states that this is the second time this has happened but this time the cust had his wife and infant child in the veh
-cust doesnt want the veh and is currently at the dealer right now
-please give me a call back
-left name and call back info

Cust /Dlr sts:

Cust Sks:

Crs Adv:

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

**Confidential Comments**

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 12:22:58 PM | COKERCA | COKERCA | Inbound Call Customer | Complex Request | Done | 11/18/2014 12:38:46 PM | [redacted] |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

cust sts:
-master cylinder went out for the second time
--had to fly in to a (explicit) desert so that my wife and infant didnt die because the veh would not stop
-I can under stand the first time but this is the second time and my family could of been (explicit) dead
-I dont want this veh
-it is a 2014 and I dont feel safe driving in this veh

Cust Sks:
-new veh
trade in

Crs Adv:
-ok well I am going to call the CE Manager and see what is going on
-apologized

-cust sts:
-I need to know now what is going to be done with this

adv sts:
-I need to talk to the dealer and see what is going on before I can answer that question
-so let me call the CEM and I will give you a call back
-what is a good call back number

cust sts:
-[redacted]

adv sts:
-ok let me give the dealer a call and ill give you a call back

< Caitlin Coker /CAC/ATX/T2/L2 empowered>

Confidential Comments

# Service Request Detail

## Activities

| Created | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed | Description |
|---|---|---|---|---|---|---|---|
| 11/18/2014 12:15:23 PM | VILLARJE | VILLARJE | Inbound Call Customer | Complex Request | Done | 11/18/2014 12:18:19 PM | Vehicle replacement |

| Contact Last Name | Contact First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

Name [redacted]
Phone no. [redacted]
VIN: 3GCPCREC0EG[redacted]
Mileage: 30000
Address: 9670 PINE THICKETT AVE LAS VEGAS NV 89147
Year/Make/Model: 2014 SILVERADO 1500 2WD CREW CAB

Cust sts:
> 2014 Silverado in Las Vegas
> For the 2nd time my life was been at risk
> My breaks went out again with my wife and [redacted]month old baby
> Last night it was been towed and I was stuck for an hour on the desert
> My family is not safe and I don't want to keep on paying for this

Cust slks:
> Vehicle replacement

CRS adv:
Advised customer that case needs to be transfer to a specialist who will continue to work directly with the customer and the dealership to resolve customer's concern, all information that has been provided will be available to them as well. The specialist should be in contact with the customer within 24-48 hours.

JM/CAC Tier1/Redesign/MNL

**Conference call with T2 Katelene**

*Tier 2 should not refuse a transfer for any reason. The customer experience is improved by quickly and seamlessly connecting them to the right resource, so customers should not be impacted by internal errors

Source: 3.0 Receiving & Greeting the Call – Inbound from Tier1 Document ID: d_1358539169119

Confidential Comments

## UCC Information

| UCC Code | Symptom | Description |
|---|---|---|
| S95 | Quality | Non Component Dealer |

Global Warranty

Logout

November 20, 2014

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary

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

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

### Vehicle Information

VIN: 3GCPCREC0EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

### Required Field Actions

Open field actions are highlighted

| Type | Number | Original Nbr | Description | Release Date | Status |
|---|---|---|---|---|---|
| Service Update Bulletins | N130330 | 13330 | ACTIVE FUEL MANAGEMENT SYSTEM CALIBRATION | 10/15/2013 | Closed |
| Service Update Bulletins | N130318 | 13318 | POWER SLIDING REAR WINDOW INOPERABLE | 11/22/2013 | Closed |
| Product Safety Recall | N140008 | 14008 | OVERHEATED EXHAUST COMPONENTS | 01/13/2014 | Closed |
| Customer Satisfaction Program | N140212 | 14212 | OWNER MANUAL INSERT - GROSS COMBINED VEHICLE WEIGHT RATING (GCVWR) INCORRECT | 06/04/2014 | Closed |
| Service Update Bulletins | N140126 | 14126 | PEEK IN ODOMETER DISPLAY INCORRECT | 06/30/2014 | Closed |
| Product Safety Recall | N140121 | 14121 | TRANSMISSION OIL COOLER CONNECTION | 04/01/2014 | Closed |
| Service Update Bulletins | N130257 | 13257 | BCM COMMUNICATION ERROR - REPROGRAM BCM | 08/23/2013 | Closed |

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

| Type | Number | Description | Posted Date |
|---|---|---|---|
| EI | PIE0307 | Engine Oil Pan Drain Plug | 08/01/2014 |
| EI | PIE0315 | Engine Oil Leak at Lifter Oil Manifold Assembly (LOMA) Seal | 10/03/2014 |
| EI | PIE0321 | Lower Oil Pan Leak | 11/18/2014 |

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: N
XM Radio ID: ULZQW24A
OnStar Status: Active
XM Status: Active
DMN Enabled: N

## Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Warranty Add Date | Start Date | Effective Odometer | End Date | End Odometer |
|---|---|---|---|---|---|---|
| | Corrosion Limited Warranty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2019 | 100,018 MI |
| | Emission Select Component Ltd Wty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2021 | 80,018 MI |
| | Powertrain Limited Warranty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2016 | 100,018 MI |
| | Emission Select State Component Ltd Wty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2020 | 70,018 MI |
| | Emission Limited Warranty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2016 | 50,018 MI |
| | Bumper to Bumper Limited Warranty | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2016 | 36,018 MI |
| | Chevrolet 2 Year Scheduled Maintenance | 07/27/2013 | 07/24/2013 | 18 MI | 07/24/2015 | 24,018 MI |

## Service Contract

Policy Number [redacted]

Owner: VILLALTA

Description: GMPP Major Guard New
Effective Date: 07/24/2013
Effective Odometer: 18 MI
Daily Rental Limit: 35.00

Deductible Amount: 0.00
Expiration Date: 07/24/2019
Expiration Odometer: 90018 MI

## Transaction History

View Details

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---|---|---|---|---|---|
| 11/17/2014 | [redacted] | ZREG----Regular Vehicle Transaction | | 0600022 - ROADSIDE SERVICE (TOWING) | 32,000 MI |
| 10/02/2014 | | ZREG----Regular Vehicle Transaction | | 5430130 - Fuse Replacement | 29,431 MI |
| 10/02/2014 | | ZFAT----Field Action Recall | | 9100575 - N140212 - Owner Manual Insert | 29,431 MI |
| 10/02/2014 | | ZFAT----Field Action Recall | | 9100830 - N140126 - Reprogram Instrument Panel Cluster | 29,431 MI |
| 05/23/2014 | | ZFAT----Field Action Recall | | 9100457 - N140121 - Inspect Transmission Cooler Lines | 21,729 MI |
| 05/23/2014 | | ZREG----Regular Vehicle Transaction | | 2441590 - Power Vacuum Brake Booster Replacement | 21,729 MI |
| 05/23/2014 | | ZREG----Regular Vehicle Transaction | | 0600022 - ROADSIDE SERVICE (TOWING) | 17,000 MI |
| 02/26/2014 | | ZFAT----Field Action Recall | | 9100334 - N140008 - Engine Control Module Reprogramming with SPS | 16,544 MI |
| 02/26/2014 | | ZREG----Regular Vehicle Transaction | | 0600723 - Chevrolet 2 Year Maintenance | 16,544 MI |
| 01/02/2014 | | ZFAT----Field Action Recall | | 9100252 - N130316 - Rear Sliding Window Regulator Replacement | 12,271 MI |
| 01/02/2014 | | ZFAT----Field Action Recall | | 9100190 - N130330 - Reprogram ECM and TCM | 12,271 MI |
| 01/02/2014 | | ZREG----Regular Vehicle Transaction | | 0600723 - Chevrolet 2 Year Maintenance | 12,271 MI |
| 01/02/2014 | | ZREG----Regular Vehicle Transaction | | 5430130 - Fuse Replacement | 12,271 MI |

| | | | | |
|---|---|---|---|---|
| 01/02/2014 | [redacted] | ZFAT----Field Action Recall | 9100131 - N130257 - Reprogram BCM | 12,271 MI |
| 06/23/2013 | | ZPDI----Pre-Delivery Inspection | 0590072 - Pre-Delivery Inspection - Base Time | 1 MI |

Global Warranty Management: Site Map

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Global Warranty

Logout

November 20, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCPCREC0EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

## Vehicle Build

Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

Gross Vehicle Weight: 3,178

Order Number: [redacted]

Build Date: 06/21/2013

Build Plant: G

## Option Codes

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

| | |
|---|---|
| 1LT - PREFERRED EQUIPMENT GROUP (1LT) | 1SZ - OPTION PACKAGE DISCOUNT |
| 4AA - INTERIOR TRIM | 6A2 - COMPONENT FRT LH COMPUTER |
| 7A2 - COMPONENT FRT RH COMPUTER | 8X2 - COMPONENT RR LH NON-COMPUTER |
| 9X2 - COMPONENT RR RH NON-COMPUTER | A31 - POWER WINDOWS, DRIVER EXPRESS |
| A48 - WINDOW, POWER, REAR SLIDING | A60 - LOCKING TAILGATE |
| A68 - SEAT 60/40 REAR FOLDING BENCH | A85 - FRONT CLOTH BUCKET SEATS WITH HEATED SEAT CUSHIONS AND BACKS PWR SEAT ADJUST, DRIVER 10-WAY PWR SEAT ADJUST, FRT PASSENGER |
| AKO - GLASS, DEEP-TINTED | AL0 - AIRBAG SENSING SYSTEM, PASSENGER |
| AQQ - REMOTE KEYLESS ENTRY | AU3 - POWER DOOR LOCK SYSTEM |
| AXK - VEHICLE TYPE TRUCK | AY0 - AIRBAGS DRIVER AND FRONT PASS |
| B1J - WHEELHOUSE LINERS, REAR | B30 - COLOR KEYED CARPET |
| B32 - FLOOR MATS, FRONT | B33 - FLOOR MATS, REAR |
| BTV - REMOTE VEHICLE START | BWN - CORNERSTEP, REAR BUMPER |
| C49 - ELECTRIC REAR WINDOW DEFOGGER | C5W - GVW RATING - 7,000 LBS |
| CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL | D07 - CENTER CONSOLE, FLOOR |
| DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED | DL8 - POWER HEATED OUTSIDE MIRRORS |
| E63 - PICK UP BOX | EF7 - COUNTRY UNITED STATES OF AMERICA (USA) |
| FHS - VEHICLE FUEL GASOLINE E85 | G80 - AUTO LOCKING REAR DIFFERENTIAL |
| GAN - SILVER ICE METALLIC | GU4 - REAR AXLE 3.08 RATIO |
| H0U - JET BLACK | I14 - ENGINEERING MODEL YEAR |
| IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH | JD9 - ANTILOCK BRAKES, 4 WHEEL DISC |
| JF4 - POWER ADJUSTABLE PEDALS | K34 - CRUISE CONTROL |

| | |
|---|---|
| KA1 - DRIVER & FRONT PASSENGER HEATED SEATS | KC4 - ENGINE OIL COOLING SYSTEM |
| KG4 - ALTERNATOR, 150 AMPS | KI4 - POWER OUTLET, 110-VOLT AC |
| KNP - TRANSMISSION OIL COOLER | L83 - ENGINE, 5.3L V8 ECOTEC3 |
| MAH - MARKETING AREA NORTH AMERICA | MSL - SILAO, MEXICO PLANT |
| MYC - TRANSMISSION, 6 SPD AUTOMATIC | N37 - STEERING COLUMN, TILT & TELESCOPING |
| NC7 - FEDERAL OVERRIDE | NP5 - LEATHER WRAP STEERING WHEEL |
| NU5 - EMISSION SYSTEM CALIFORNIA | PCW - LT PLUS PACKAGE * POWER SLIDING REAR WINDOW * UNIVERSAL HOME REMOTE * REAR PARK ASSIST * POWER ADJUSTABLE PEDALS |
| PDU - ALL STAR EDITION * WHEELS, 18" BRIGHT-MACHINED ALUMINUM * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC | PPA - EZ LIFT AND LOWER TAILGATE |
| PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM | R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM |
| RBX - 18" TIRES, ALL TERRAIN | RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL |
| ROO - BARS VOMS BAILMENT | RUF - WHEEL, 17" STEEL SPARE |
| SAF - SPARE TIRE LOCK | SLM - STOCK ORDERS |
| T3U - FRONT FOG LAMPS | TG5 - SINGLE-SLOT CD/MP3 PLAYER |
| U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS | U73 - ANTENNA - FIXED MAST |
| UD7 - REAR PARK ASSIST | UDD - DRIVER INFO - COLOR DISPLAY |
| UE1 - ONSTAR | UG1 - HOMELINK |
| UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE) | UK3 - STEERING WHEEL AUDIO CONTROLS |
| UMN - SPEEDOMETER | UQ3 - ENHANCED AUDIO SPEAKERS |
| UTJ - THEFT DETERRENT SYSTEM | UVC - REAR VISION CAMERA |
| V22 - CHROME GRILLE SURROUND | V48 - FRONT BUMPER, CHROME |
| V8D - VEHICLE STATEMENT | VJH - BUMPER, REAR CHROME |
| VK3 - FRONT LICENSE PLATE BRACKET | VRK - VAA/COMPONENT REL ROOF TRIM |
| VT7 - OWNERS MANUAL ENGLISH | VZE - VIN MODEL YEAR 2014 |
| X88 - CHEVROLET CONVERSION | XL7 - FREQUENCY RATING 315 MH |
| YE9 - TRIM PACKAGE | YF5 - 50-STATE EMISSIONS |
| Z82 - TRAILERING EQUIPMENT PKG INCL: AUTO LOCKING REAR DIFFERENTIAL | Z85 - SUSPENSION PACKAGE |
| ZY1 - SOLID PAINT | |

## Added Option Codes

Vehicle has no current record of SAIO codes.



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Global Warranty

Logout

November 20, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCPCREC0EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB
Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

## Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION Traceability: 2038129
Source Plant: 2- Part / Number Broadcast:
Date Scanned: 06/21/2013 Time Scanned: 20:17:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 06/22/2013 Time Scanned: 02:10:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability: 131700783
Source Plant: G- Part / Number Broadcast: 1519
Date Scanned: 06/22/2013 Time Scanned: 02:10:00 Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: A45EF4301
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 06/22/2013 Time Scanned: 02:10:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A9C6A4501
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 06/22/2013 Time Scanned: 02:10:00 Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 05

Component Code: AS-SENSING DIAGNOSTIC MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 06/22/2013
Time Scanned: 02:10:00
Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 06/22/2013
Time Scanned: 02:10:00
Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 06/22/2013
Time Scanned: 02:10:00
Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM
Traceability: 0261440
Source Plant: -
Part / Number Broadcast: 2ZZ
Date Scanned: 06/11/2013
Time Scanned: 05:31:00
Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Traceability: 3728211
Source Plant: -
Part / Number Broadcast: 2PP
Date Scanned: 06/20/2013
Time Scanned: 23:13:00
Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Traceability: 3728997
Source Plant: -
Part / Number Broadcast: 2GA
Date Scanned: 06/21/2013
Time Scanned: 17:50:00
Scan Station:

## Service Agent Installed Component

**Vehicle has no current record of vehicle component.**



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[redacted]

11/20/2014

GM Global Warranty

Logout

November 20, 2014

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

INTERFACE WITH CUSTOMER

# View Vehicle Transaction History Detail

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

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCPCREC0EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

---

Job Card Date: 11/17/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted] Odometer Reading: 32,000 MI

ALLSTATE - SIGNATURE MOTOR CLUB, IN Authorization Code: A
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Process Date:
11/18/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600022-ROADSIDE SERVICE (TOWING)

Causal Part Number

→See other Parts and/or Net Items

---

Job Card Date: 10/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted] Odometer Reading: 29,431 MI

FINDLAY CHEVROLET Authorization Code:
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Process Date:
10/09/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 5 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 5430130-Fuse Replacement

Causal Part Number 00000000088661352-FUSE,MINI 20 A

→See other Parts and/or Net Items

---

Job Card Date: 10/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 29,431 MI
Authorization Code:

Process Date:
10/09/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment: Cause Code: -

Labour Op 9100575-N140212 - Owner Manual Insert

Causal Part Number

Job Card Date: 10/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 29,431 MI
Authorization Code:

Process Date:
10/09/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 4 Transaction Adjustment: Cause Code: -

Labour Op 9100630-N140126 - Reprogram Instrument Panel Cluster

Causal Part Number

Job Card Date: 05/23/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 21,729 MI
Authorization Code:

Process Date:
05/30/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment: Cause Code: -

Labour Op 9100457-N140121 - Inspect Transmission Cooler Lines

Causal Part Number

Job Card Date: 05/23/2014 Job Card Number [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 21,729 MI
Authorization Code: EP

Process Date:
05/30/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0130-Brakes - Fluid Leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 2441580-Power Vacuum Brake Booster Replacement

Causal Part Number 0000000000023135220-BOOSTER ASM-P/B

→See other Parts and/or Net Items

Job Card Date: 05/23/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Odometer Reading: 17,000 MI
Authorization Code: A

Process Date:
05/27/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0080-No Customer Complaint - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600022-ROADSIDE SERVICE (TOWING)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/26/2014 Job Card Number [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 16,544 MI
Authorization Code:

Process Date:
02/27/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 02/26/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 16,544 MI
Authorization Code:

Process Date:
02/27/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 12,271 MI
Authorization Code:

Process Date:
01/04/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 6 Transaction Adjustment: Cause Code: -

Labour Op 9100252-N130316 - Rear Sliding Window Regulator Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 12,271 MI
Authorization Code:

Process Date:
01/04/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 5 Transaction Adjustment: Cause Code: -

Labour Op 9100190-N130330 - Reprogram ECM and TCM

Causal Part Number

Job Card Date: 01/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 12,271 MI
Authorization Code:

Process Date:
01/04/2014

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 12,271 MI
Authorization Code:

Process Date:
01/04/2014

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0831-Interior - Electrical

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 5430133-Fuse Replacement

Causal Part Number 0000000000019209795-FUSE ASM-25A MICRO2 NATURAL (PACKAGE OF

→See other Parts and/or Net Items

Job Card Date: 01/02/2014 Job Card Number: [redacted]

Repair Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Odometer Reading: 12,271 MI
Authorization Code:

Process Date:
01/04/2014

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 7 Transaction Adjustment: Cause Code: -

Labour Op 9100131-N130257 - Reprogram BCM

Causal Part Number

Job Card Date: 06/23/2013 Job Card Number [redacted]

Repair Service Agent: [redacted] Odometer Reading: 1 MI

FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267
7029824000

Authorization Code:

Process Date:
06/23/2013

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0690072-Pre-Delivery Inspection - Base Time

Causal Part Number



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Global Warranty

November 20, 2014

Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCPCREC0EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

### Invoice Information

Invoicing Service Agent [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267 7029824000

Invoice Date: 06/21/2013

### Ship to Information

Ship to Service Agent: [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267 7029824000

Ship to Date: N/A

### Delivery Information

Delivery Service Agent [redacted]
FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS NV 89118-3267 7029824000

Delivery Date: 07/24/2013
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 18

### In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

### Registration Information

Registration Service Agent:: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

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PE18-012

GM

3-27-2019

Q3



# CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

**Vehicle Information:**
**2014 CHEVROLET SILVERADO K1500 LT**
VIN: 3GCUKRECXEG[redacted]
CREW PICKUP
5.3L V8 DIR OHV 16V
4 WHEEL DRIVE
Standard Equipment | Safety Options

**CARFAX Report Provided By:**
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- At least 1 open recall
- **3** Service records available
- **105** Last reported odometer reading
- Worth **$340** more than retail book value




This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/13/15 at 8:45:40 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

## CARFAX Price Calculator™

Adjust the value of this **2014 Chevrolet Silverado K1500 LT** based on the information available in this report

| 1) Retail Book Value | | 2) CARFAX Price Adjustment™ | | 3) Adjusted Retail Value |
|---|---|---|---|---|
| $ 0 | + | + $340 | = | Begin by entering the retail book value |
| Enter retail book value here | | Above retail book value | | |




Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

## CARFAX Ownership History

The number of owners is estimated

| | Owner 1 |
|---|---|
| Year purchased | 2014 |
| Type of owner | Personal |
| Estimated length of ownership | 11 months |
| Owned in the following states/provinces | Texas |
| Estimated miles driven per year | --- |
| Last reported odometer reading | 105 |

CARFAX 1 OWNER

## Title History

CARFAX guarantees the information in this section

| | |
|---|---|
| Salvage \| Junk \| Rebuilt \| Fire \| Flood \| Hail \| Lemon | Guaranteed<br>No Problem |
| Not Actual Mileage \| Exceeds Mechanical Limits | Guaranteed<br>No Problem |

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms

## Additional History

Not all accidents / issues are reported to CARFAX

| | Owner 1 |
|---|---|
| **Total Loss**<br>No total loss reported to CARFAX. | ✓ No Issues Reported |
| **Structural Damage**<br>No structural damage reported to CARFAX. | ✓ No Issues Reported |
| **Airbag Deployment**<br>No airbag deployment reported to CARFAX. | ✓ No Issues Reported |
| **Odometer Check**<br>No indication of an odometer rol back. | ✓ No Issues Indicated |
| **Accident / Damage**<br>No accidents or damage reported to CARFAX. | ✓ No Issues Reported |
| **Manufacturer Recall**<br>At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com. | **Recall Reported** |

## Detailed History

Glossary

**Owner 1**

| | |
|---|---|
| Purchased: | 2014 |
| Type: | Personal |
| Where: | Texas |
| Est. length owned: | 10/14/14 - present (11 months) |

| Date: | Mileage: | Source: | Comments: |
|---|---|---|---|
| Original Equipment | | OnStar | Vehicle equipped with OnStar<br><br>Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more |
| 11/12/2013 | | Silverthorne Chevrolet<br>Robinson, IL<br>618-544-9506<br>silverthornechevrolet.com | Vehicle offered for sale |
| 12/04/2013 | 2 | Silverthorne Chevrolet<br>Robinson, IL<br>618-544-9506<br>silverthornechevrolet.com | Pre-delivery inspection completed<br>Maintenance inspection completed |
| 01/14/2014 | 11 | Silverthorne Chevrolet<br>Robinson, IL<br>618-544-9506<br>silverthornechevrolet.com | Vehicle serviced |

| | | | |
|---|---|---|---|
| 04/07/2014 | 31 | Silverthorne Chevrolet<br>Robinson, IL<br>618-544-9506<br>silverthornechevrole<br>t.com | Vehicle serviced |
| 05/28/2014 | | Gates Chevrolet Buick<br>Pontiac GMC<br>Martinsville, IN<br>765-342-3385<br>gatesgm.com | Vehicle offered for sale |
| 06/16/2014 | | Gates Chevrolet Buick<br>Pontiac GMC<br>Martinsville, IN<br>765-342-3385<br>gatesgm.com | Vehicle sold |
| 06/27/2014 | | General Motors | Manufacturer Safety recall issued<br>Recall #2014192<br>UNWANTED TRANSFER CASE SHIFT TO NEUTRAL<br>Locate an authorized General Motors dealer to obtain more information about this recall. |
| 10/14/2014 | 105 | Texas<br>Motor Vehicle Dept.<br>Euless, TX<br>Title<br>[redacted] | Title issued or updated<br>First owner reported<br>Titled or registered as personal vehicle<br>Loan or lien reported<br>Vehicle color noted as Brown |




Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

## CARFAX Glossary

View Full Glossary

**CARFAX Price Adjustment™**
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**Manufacturer Recall**
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

**Ownership History**
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
10/13/15 8:45:40 AM (EDT)


Z71




SGCUKRECXEG




18873mi


C0299 00 --- Current
U0422 71 Invalid Data Received From Body C... Invalid Data Current
C0750 29 Left Front Tire Pressure Sensor Too Few Pulses Current
C0799 29 Left Rear Tire Pressure Sensor Too Few Pulses Current
C0765 29 Right Rear Tire Pressure Sensor Too Few Pulses Current
C1117 00 Manual Trailer Brake Apply Request... --- Passed and
B1627 00 Parasitic Load --- Passed and
B1325 03 Control Module Power Circuit Low Voltage History
B1325 03 Control Module Power Circuit Low Voltage History
This Ignition Cycle Failed
DTC Current Status Current
DTC History Status History
MIL Status Requested


Body Control Module C0750 29 Left Front Tire Pressure Sensor Too Few Pulses Current
Body Control Module C0755 29 Right Front Tire Pressure Sensor Too Few Pulses Current
Body Control Module C0760 29 Left Rear Tire Pressure Sensor Too Few Pulses Current
Body Control Module C0765 29 Right Rear Tire Pressure Sensor Too Few Pulses Current
Chassis Control Module C1117 00 Manual Trailer Brake Apply Request ... Passed and Failed
Body Control Module B1527 00 Parasitic Load --- Passed and Failed
Radio Controls B1325 03 Control Module Power Circuit Low Voltage History
HVAC Controls B1325 03 Control Module Power Circuit Low Voltage History
Radio U0164 00 Lost Communication with HVAC Co ... History
This Ignition Cycle
DTC Current Status Failed
DTC History Status Current
MIL Status History
Requested






SILVERADO
LT

# DAVIS CHEVROLET/GEO

2277 South Loop West, HOUSTON, TEXAS 77054
(713) 794-2500
www.davischevrolet.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

SERVICE ADVISOR: 26 KITCHENS, MARK

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | CHEVROLET SILVERADO | 3GCUKRECXEG[redacted] | | 18873/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 16JUN14 DD | | 16JUN2017 | 18:30 15SEP15 | | 110.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:30161 ENG:5.3_Liter |
|---|---|---|
| 15SEP2015 09:36 | | |

VEHICLE SERVICE HISTORY

| RO# | S/A | MILEAGE | OP CODE | CLSD DTE TECH... | TYPE | DESCRIPTION |
|---|---|---|---|---|---|---|

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # A | E305 | 54 | W | CS THE BRAKE PRDDAL IS HARD AND THE VEHICLE WILL NOT STOP//CUSTOMER SIAD IT CAUSED ACCIDENT |
| # B | ILOAN | 380 | CPC | DEALER OWNED RENTAL |
| # C | 27P | 380 | CPC | FREE MULTI POINT INSPECTION |

Jessica - new case owner
866-446-6963 x592 1682

PA CASE# —

Fancy [redacted]

PIT5361

Jessica

860-231-1841

**AUTHORIZATION TO REPAIR**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

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

**DISCLAIMER OF WARRANTIES**

THE SELLER, DAVIS CHEVROLET/GEO, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DAVIS CHEVROLET/GEO NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

AUTHORIZED BY X _____

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

| | DATE | TIME | BY |
|---|---|---|---|
| REVISED ESTIMATE (1) | | | |
| REVISED ESTIMATE (2) | | | |
| REVISED ESTIMATE (3) | | | |

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER #: [redacted]

[redacted]

*WARRANTY*

DUPLICATE 1
PAGE 1

# DAVIS CHEVROLET

2277 SOUTH LOOP WEST
HOUSTON, TEXAS 77054
(713) 794-2500
www.davischevrolet.com

SERVICE ADVISOR: 26 MARK KITCHENS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | CHEVROLET SILVERADO | 3GCUKRECXEG[redacted] | | 18873/18873 | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 16JUN14 DD | | 16JUN2017 | 18:30 05NOV15 | | 110.00 | CASH | 17NOV15 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 15SEP15 | 17NOV15 | DLR:30161 ENG:5.3_Liter |

| LINE | OPCODE | TECH | TYPE | HOURS | | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|
| A | CS THE BRAKE PEDAL IS HARD AND THE VEHICLE WILL NOT STOP//CUSTOMER SIAD IT CAUSED ACCIDENT | | | | | | | |
| | CAUSE: VACUUM PUMP PLUGGED | | | | | | | |
| | CONCERN CODE: 0131 | | | | | | | |
| | 4023850 VACUUM PUMP ASSEMBLY REPLACEMENT | | | | | | | |
| | | 54 | W | 1.20 | | | 121.50 | 121.50 |
| | 1 12662552 (S) PUMP | | | | | 237.38 | 166.17 | 166.17 |
| | 1 P/U/WEST | | | | | 17.80 | 17.80 | 17.80 |
| | FC: 6023 | | | | | | | |
| | PART#: 12662552 | | | | | | | |
| | COUNT: 1 | | | | 13649 | 18397 | TPARTS | |
| | CLAIM TYPE: | | | | | | | |
| | AUTH CODE: | | | | | | | |
| | | | | | 3960 | 12150 | TLABOR | |
| | 18873 vacuum pump oil screen plugged with soot vacuum pump 0 vaccum 4023850 1.20 replace vacuum pump due to oil soot plugging screen. note has after market oil filter installed. | | | | | | | |
| | ********** | | | | | | | |
| D | ** SEND TO NATIONWIDE COLLISION FOR REPAIR TO THE FRONT BUMPER/FASCIA | | | | | | | |
| | CAUSE: DAMAGED FROM IMPACT DUE TO NO BRAKES | | | | | | | |
| | CONCERN CODE: 0421 | | | | | | | |
| | 1420300 FRONT BUMPER IMPACT BAR REPLACEMENT | | | | | | | |
| | | 380 | W | 0.00 | | | 0.00 | 0.00 |
| | 3 23432674 BRACKET | | | | | 13.98 | 11.75 | 35.25 |
| | 1 23201882 BRACKET | | | | | 19.29 | 16.20 | 16.20 |
| | 1 22944864 BRACKET | | | | | 98.00 | 82.32 | 82.32 |
| | 1 22944863 BRACKET | | | | | 98.00 | 82.32 | 82.32 |
| | 1 23103313 BRACKET | | | | | 40.15 | 33.73 | 33.73 |
| | 1 23103312 BRACKET | | | | | 40.15 | 33.73 | 33.73 |
| | 1 22944862 BRACKET | | | | | 117.39 | 98.60 | 98.60 |
| | 1 22944861 BRACKET | | | | | 117.39 | 98.60 | 98.60 |
| | 1 22757264 BRACKET | | | | | 35.33 | 29.68 | 29.68 |
| | 1 22757263 BRACKET | | | | | 35.33 | 29.68 | 29.68 |
| | 1 22757268 BRACE | | | | | 45.40 | 38.14 | 38.14 |

STATEMENT OF DISCLAIMER

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

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

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

NOTICE PURSUANT TO §70301, TEXAS PROPERTY CODE

I AM THE PERSON/AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §5.065, Texas Businessand Commerce Code. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED DISHONORED BECAUSE INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED,

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

**WARRANTY COPY**

CUSTOMER #: [redacted]

[redacted]

[redacted]

*WARRANTY*

DUPLICATE 1
PAGE 2

# DAVIS CHEVROLET

2277 SOUTH LOOP WEST
HOUSTON, TEXAS 77054
(713) 794-2500
www.davischevrolet.com

SERVICE ADVISOR: 26 MARK KITCHENS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | CHEVROLET SILVERADO | 3GCUKRECXEG[redacted] | | 18873/18873 | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 16JUN14 DD | | 16JUN2017 | 18:30 05NOV15 | | 110.00 | CASH | 17NOV15 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 15SEP15 | 17NOV15 | DLR:30161 ENG:5.3_Liter |

| LINE | OPCODE | TECH | TYPE | HOURS | | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|
| 1 | 23432498 | | PASCIA | | | 345.00 | 289.80 | 289.80 |
| | CORE CHARGE | | W | | | | 75.00 | 75.00 |
| 1 | 22944881 | | FILLER | | | 73.94 | 62.10 | 62.10 |
| 1 | 22763523 | | BRACKET | | | 40.43 | 33.96 | 33.96 |
| 1 | 22944883 | | PLATE | | | 195.00 | 163.80 | 163.80 |
| 1 | 23259621 | | GRILLE | | | 695.00 | 583.80 | 583.80 |
| 1 | 15226257 | | HOOK | | | 51.59 | 43.33 | 43.33 |
| 1 | 22944859 | | BAR | | | 643.80 | 540.79 | 540.79 |
| 1 | 23106033 | | SHUTTER | | | 157.05 | 131.92 | 131.92 |
| 1 | 22822564 | | F-GRILLE | | | 116.32 | 97.71 | 97.71 |
| FC: 6021 | | | | | | | | |
| PART#: 23432674 | | | | | | | | |
| COUNT: 3 | | | | | 187889 | | 260046 TPARTS | |
| CLAIM TYPE: | | | | | | | | |
| AUTH CODE: | | | | | | | | |
| | | | | | 0 | | 0 TLABOR | |
| SUBL NATIONWIDE COLLISION\INV#[redacted]/PO#387518/380 | | | | | | | | |
| | | | W | | | | 330.60 | 330.60 |

18873 REPLACED ALL DAMAGED FRT END PARTS. DAMAGED BRACKETS, GRILLE, FASCIA

**********

CONTACT: MAIN: [redacted]

Thank You for allowing us to serve you

**********
* Mark, Lance, Chris, Kara,Christian & Kim *
*are here to serve you Mon-Fri 6:00am-7:00pm*
* and on Saturdays from 8:00am - 1:00pm *
* Please call 713-794-2560 for appointments *
**********

COST, SALE, & COMP TOTALS 238558 323653 0

STATEMENT OF DISCLAIMER

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

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

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §3.609, **Texas Business and Commerce Code**. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR OR THE VEHICLE IS STOPPED OR DISHONORED BECAUSE INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

X

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[redacted] DATE

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 121.50 |
| PARTS AMOUNT | 2784.43 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 330.60 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 3236.53 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 3236.53 |

**WARRANTY COPY**

## Nationwide Collision Centers

Workfile ID: 10c2f9d5

Voted Best Body Shop in Houston!
3575 South Loop West, Houston, TX 77025
Phone: (713) 838-2686
FAX: (713) 838-2883

### Final Bill

**RO Number:** [redacted]

Customer: [redacted]

Insurance:

Adjuster:
Phone:
Claim:
Loss Date:
Deductible:

Estimator: Carlos Bernal
Create Date: 10/7/2015

CUST - ERIC EVANS

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year: | 2014 | Style: | 4D SHORT | VIN: | 3GCUKRECXE[redacted] | Mileage In: | 18873 |
| Make: | CHEV | Color: | BROWN | | | Mileage Out: | |
| Model: | K1500 4X4 SILVERADO | License: | NONE | Job Number: | BRYAN | Vehicle Out: | |

| Line | Ver | Operation | Description | Qty | Extended Price $ | Part Type | Labor | Type | Paint |
|---|---|---|---|---|---|---|---|---|---|
| 1 | E01 | | **FRONT BUMPER** | | | | | | |
| 2 | E01 | Remove/Replace | O/H front bumper | | | | 3.2 | Body | |
| 3 | E01 | Remove/Replace | Front bumper chrome, w/o park assist w/fog lamps | | | | 0.0 | Body | |
| 4 | E01 | Remove/Replace | Add for fog lamps | | | | 0.4 | Body | |
| 5 | E01 | Remove/Replace | Front bumper upper bracket | | | | 0.0 | Body | |
| 6 | E01 | Remove/Replace | RT Side retainer | | | | 0.1 | Body | |
| 7 | E01 | Remove/Replace | RIVETS | | | | | | |
| 8 | E01 | Remove/Replace | RT Outer bracket | | | | 0.0 | Body | |
| 9 | E01 | Remove/Replace | LT Outer bracket | | | | 0.0 | Body | |
| 10 | E01 | Remove/Replace | RT Outer bracket bracket | | | | | | |
| 11 | E01 | Remove/Replace | LT Outer bracket bracket | | | | | | |
| 12 | E01 | Remove/Replace | RT Inner bracket | | | | 0.0 | Body | |
| 13 | E01 | Remove/Replace | LT Inner bracket | | | | 0.0 | Body | |
| 14 | E01 | Remove/Replace | RT Bumper bracket | | | | 0.2 | Body | |
| 15 | E01 | Remove/Replace | LT Bumper bracket | | | | 0.2 | Body | |
| 16 | E01 | Remove/Replace | RT Support brace | | | | 0.1 | Body | |
| 17 | E01 | Remove/Replace | Upper cap paint to match | | | | 0.0 | Body | 1.6 |
| 18 | E01 | | Add for Clear Coat | | | | | | 0.3 |
| 19 | E01 | Remove/Replace | Filler panel w/skid plate w/tow hooks | | | | 0.0 | Body | |
| 20 | E01 | Remove/Replace | License bracket | | | | 0.2 | Body | |
| 21 | E01 | Remove/Replace | Skid plate w/Z71 Plus pkg | | | | 0.0 | Body | |
| 22 | E01 | | **GRILLE** | | | | | | |
| 23 | E01 | Remove/Replace | Grille chrome w/o special chrome | | | | 0.4 | Body | |
| 24 | E01 | | **FRAME** | | | | | | |
| 25 | E01 | Remove/Replace | RT Tow hook | | | | 0.2 | Body | |

OP CODE 1420300

POT [redacted] 01935

26600/330

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

## Final Bill

**RO Number:** [redacted]

Vehicle: 2014 CHEV K1500 4X4 SILVERADO CREW LT 4D SHORT 8-5.3L-FI BROWN

| | | | | |
|---|---|---|---|---|
| 26 | E01 | | **FRONT PANELS** | |
| 27 | E01 | Remove/Replace | Air baffle Chevrolet | 0.2 Body |

| Estimate Totals | Discount $ | Markup $ | Rate $ | Total Hours | Total $ |
|---|---|---|---|---|---|
| Labor, Body | | | 38.00 | 5.2 | 197.60 |
| Labor, Refinish | | | 38.00 | 1.9 | 72.20 |
| Material, Paint | | | | | 60.80 |
| **Subtotal** | | | | | **330.60** |
| Sales Tax | | | | | 0.00 |
| **Grand Total** | | | | | **330.60** |
| **Net Total** | | | | | **330.60** |

| Estimate Version | Total $ |
|---|---|
| Original | 330.60 |

| | |
|---|---|
| Insurance Total $: | 330.60 |
| Received from Insurance $: | 0.00 |
| Balance due from Insurance $: | 330.60 |
| Customer Total $: | 0.00 |
| Received from Customer $: | 0.00 |
| Balance due from Customer $: | 0.00 |

T = Taxable Item, BPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

PATRICK

# Service Request Activities – UCC PAR

[redacted]

Report Date: Monday, October 12, 2015



## Service Request Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| SR No. | [redacted] | Ref No. | | Cost Ast. | No Goodwill Offered | BRC Type | PAR |
| Account | | Site/BAC | | GW SubType | | Business Unit | BRC |
| Address | | | | Approval | Not Initiated | Area | PAR |
| City | | Zip [redacted] | TX | UCC | Brakes - General | Sub-Area | PAC-ESIS Escalation |
| Last Name | | First Name | [redacted] | Involved Dlr | Davis Chevrolet | Safety | No |
| Daytime # | | Evening # | [redacted] | Source | Phone | Updated | 10/09/2015 09:10:12 |
| Serial/VIN # | 3GCUKRECXEG[redacted]96 | Mileage | 16000 | Priority | Dealer CCS Action Required License # CHEVROL ET | Owner | FZYP8S |
| Model | Silverado | Model Year | 2014 | Status | Open | Opened | Sep 15, 2015 12:38 AM |
| Make | Chevrolet | Warranty Start | 06/16/2014 00:00:00 | Sub Status | Satisfied | Closed | |
| Cust Concern | Brakes Failed - Rental 09/15/2015 | | | | | | |
| Customer Description | This is a BRC PAC case. Please do not assume case. Please forward all inquiries to Jessica ext. 5921682. | | | | | | |

## Pre-Par

| PAR Notifier | Incident Date/Time | Injuries | # Other Veh | # People In Veh | Road Surface | Road Cond | Fire Report# | Police Report# |
|---|---|---|---|---|---|---|---|---|
| Owner | Sep 15, 2015 12:00 AM | N | 1 | 1 | Asphalt | Dry | n/a | n/a |

| Driver Last Name | Driver First Name | Height | DOB | Disabilities |
|---|---|---|---|---|
| [redacted] | | n/a | | none |

| Insurance Agent Last Name | Insurance Agent First Name | Phone # | Insurance Agency |
|---|---|---|---|
| unk | unk | | Progressive |

| | | | |
|---|---|---|---|
| **Incident Loc** | HWY 610 & Cedar, Houston Texas | **Incident Desc** | Customer was driving and was slowing down and the ability to brake was not there and the customer ran into another vehicle. |
| **Component** | Brakes | **Damage Desc** | Front end damage |
| **Vehicle Loc** | Dealership | **Add'l Info** | |
| **Emergency Svc Names** | n/a | **Maint Loc** | Dealership |

## PAR Detail

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Collision** | Y | **Non Collision** | | **Property Damage** | N | **Thermal Event** | N | **Spec Equip** | none |
| **Vehicle Speed** | 40 | | | **Weather Condition** | Clear | | | **Prop Owner** | n/a |
| **Property Type** | n/a | | | | | | | | |
| **Last Service Date** | | | | **Loc Last Service** | | | | **Property Location** | n/a |
| **Prop Est Repair Cost** | | | | | | | | | |
| **Veh Est Repair Cost** | | | | **Spec Equip Installer** | none | | | **Prop Damage Description** | n/a |

| | | | | | |
|---|---|---|---|---|---|
| **Primary Veh Use** | **Personal** | **Inspection Type** | **Inspected By** | **Inspection Not Performed** | **Inspection Date/Time** |
| **Veh Damage** | **Front end damage** | | **Explain Other** | **n/a** | |
| **Description** | | | | | |

## Activities

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 9:10 AM | FZYP8S | FZYP8S | Outbound Email | Field Initial | Done | 10/09/2015 09:10:42 | [redacted]PAC Case Handled within BRC No Action Required |

**Last Name** **First Name** [redacted]

**Comments**

**A product allegation claim has been made in your district.**
**The customer alleges brakes didn't work and caused collision. This case is being escalated to ESIS because property damage.**
**Evans**
**2014 Chevrolet Silverado**
**3GCUKRECXEG**[redacted]
**Davis Chevrolet, Houston, TX (BAC: 114**[redacted]
**Field Operations Manager Tom Pearson**
**This is only a notification. No action is required on your part at this time.**

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 9:04 AM | FZYP8S | FZYP8S | Inbound Email | Dealer | Done | 10/09/2015 09:04:41 | RE: PAC Case[redacted] Brake Failure [redacted] Chevrolet Silverado 3GCUKRECXEG[redacted] |

**Last Name** **First Name** [redacted]

**Comments**

**Jessica,**
**Disregard the pdf estimate, it was written by the body shop at customer pay rates. The 2 excel spreadsheets are the correct ones, page 1 and page 2. (Figured at warranty rates, which in itself is unusual for this type event) The total of $2701.09 is the correct figure, barring any undetected damage. Remember, the vehicle is undriveable due to NO brakes, so we have not done any disassembly of the damaged areas.**
**Also, as I stated yesterday, I am awaiting the owners statement regarding the facts surrounding the accident, and once I have those, I will fill in your questionnaire and send it back to you in a completed fashion.**
**Two of the pictures I sent you show all current DTC's from the vehicle, but I will include that info in the packet as well.**
**The diagnostics on the brakes are quite simple. This system relies 100% on the vacuum created by the engine driven vacuum pump. The pump has failed, and is producing ZERO vacuum assist to the booster, hence, NO BRAKES. There is a bulletin that addresses this possibility, and it is #PIT5361. We will investigate that further once we have approval, but initially, there appears to be no oil in the vacuum line from the pump to the booster.**
**More to come!**

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 9:02 AM | FZYP8S | FZYP8S | Inbound Email | Dealer | Done | 10/09/2015 09:04:07 | FW: Incident on September 15 |

| Last Name | First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

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

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 9:02 AM | FZYP8S | FZYP8S | BRC PAR | Inspection Received | Done | 10/09/2015 09:02:45 | Dealer Inspection Completed |

| Last Name | First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 9:01 AM | FZYP8S | FZYP8S | BRC PAR | Dlr Insp - Brakes/ABS | Done | 10/09/2015 09:02:12 | Dealer Inspection Ordered |

Last Name First Name Account BAC Code

[redacted]

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 9, 2015 8:48 AM | FZYP8S | ESISBIQU | Escalation | ESIS - Property Damage | In Progress | | Third party Property Damage |

Last Name First Name Account BAC Code

[redacted]

Comments

Customer's vehicle on 09/15 had a brake malfunction which caused him to not slow down fast enough and rear ended another vehicle. The inspection was performed and photos taken and repair estimate drawn up. The customer has been in a rental since 09/15 and PAC will be covering the rental from 09/15-10/09.

On 10/09 [redacted] the person who the customer hit) contacted the dealership stating he was seeking compensation for the damages to his vehicle.

Jessica Sheldon/PAC/WMI/5921682

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:10 PM | FZYP8S | FZYP8S | Ownership Changed | Ownership Escalated to BRC | Done | 10/07/2015 16:10:46 | Ownership Escalated to BRC |

Last Name First Name Account BAC Code

[redacted]

Comments

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:10 PM | FZYP8S | FZYP8S | Scheduled Outbound Call Third | | Scheduled Alarm | | Pending ESIS |

| Last Name | First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

**Comments**

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:08 PM | FZYP8S | FZYP8S | Outbound Email | Dealer | Done | 10/07/2015 16:09:43 | PAC Case [redacted] Brake Failure [redacted] evrolet Silverado 3GCUKRECXEG [redacted] |

| Last Name | First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

**Comments**
Tom,
Attached to the email is an inspection form that I would like filled out and also a sample of the form. I have requested from you in regards to the customer's claim:
1. Photos of the exterior of the vehicle (drivers and passengers side, front, and rear.
2. DTC's with symptom codes.
3. Full diagnosis of the vehicle
4. Repair estimate in warranty rates for parts and labor (including body work)
If you could send everything back to me as soon as you can that would be great. My contact information is below please don't hesitate to contact me if you have any questions.

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:05 PM | FZYP8S | FZYP8S | Inbound Call Dealer | | Done | 10/07/2015 16:08:18 | FOM Tom Pearson 713-794-2500 |

| Last Name | First Name | Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments
Dlr sts: The customer has been in a rental since 09/15. We haven't heard from PAC when we were told that we would.

PAC sts: The case was escalated to us but we rejected it due to the poor documentation. They didn't resubmit the case to us but instead closed it.

Dlr sts: Okay so now what?

PAC sts: I will take the case over and handle it. I will send you an email and request photos and DTC's from you.

Jessica Sheldon/PAC/WMI/5921682

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:05 PM | FZYP8S | FZYP8S | Outbound Call | Left Message | Done | 10/07/2015 16:08:20 | Call Attempt #1 [redacted] |

Last Name [redacted] First Name — Customer Account — BAC Code

Comments
Left message with customer to call back.

Jessica Sheldon/PAC/WMI/5921682

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:04 PM | FZYP8S | FZYP8S | Research | | Done | 10/07/2015 16:05:08 | Vin Scan |

Last Name [redacted] First Name — Account — BAC Code

Comments
- No Previous SR's
- No goodwill offered
- Product Safety Recall N140008 14008 OVERHEATED EXHAUST COMPONENTS 01/13/2014 Closed
Service Update Bulletins N140126 14126 PEEK IN ODOMETER DISPLAY INCORRECT 06/30/2014 Open
Product Safety Recall N140192 14192 UNWANTED TRANSFER CASE SHIFT TO NEUTRAL 06/27/2014 Open

Product Safety Recall N140121 14121 TRANSMISSION OIL COOLER CONNECTION 04/01/2014 Closed
Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Open
- Branded title – N
- Warranty block – N
- No related repairs

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 4:03 PM | FZYP8S | FZYP8S | BRC PAR | Case Assigned | Done | 10/07/2015 16:04:11 | Assigned to FZYP8S ext 5921682 |
| Last Name [redacted] | | First Name | Account | | BAC Code | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 3:17 PM | FZYP8S | FZYP8S | Ownership Changed | | Done | 10/07/2015 15:17:43 | Service Request Ownership has changed FROM: MZCBZ7 TO: FZYP8S |
| Last Name [redacted] | | First Name | Account | | BAC Code | | |

Comments

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Oct 7, 2015 3:12 PM | FZYP8S | MZCBZ7 | SR Opened | | Done | 10/07/2015 15:12:03 | SR in Status of Closed has been Re-Opened by FZYP8S |
| Last Name [redacted] | | First Name | Account | | BAC Code | | |

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:48 PM | GZZRDT | MZCBZ7 | SR Closed - Pend Diag/Cust Act | | Done | 09/15/2015 13:48:40 | Service Request has been Closed Pend Diag/Cust Act. |

Last Name First Name Account BAC Code

[redacted]

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:47 PM | GZZRDT | MZCBZ7 | Dealer Notification | Action Required | Done | 09/15/2015 13:47:34 | SR sent to dealership for action |

Last Name First Name Account BAC Code

[redacted]

Comments
Customer has been referred to your dealership for assistance. If you haven't already done so, please reach out to the customer within four business hours to attempt to resolve and update the case with the current status.

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:41 PM | GZZRDT | GZZRDT | SR Summary | SR Closure Review | Done | 09/15/2015 13:48:27 | close |

Last Name First Name Account BAC Code

[redacted]

Comments
SA to close case file pending customer action

1. Customer seeks rental vehicle

2. Customer hung up and did not return call.
3. Customer is SAT and has no further questions.

LevernieceWhite/GAC/WMI/T2/LV2

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:36 PM | GZFWBP | MZCBZ7 | Notify CRM | | Done | 09/15/2015 13:48:31 | review notes |

Last Name First Name Account BAC Code

[redacted]

Comments

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:34 PM | GZFWBP | MZCBZ7 | BRC PAR | Workflow-Return-Need More Info | Done | 09/15/2015 13:36:16 | Service Request does not have enough information to determine if it is a PAC request, Please update information. |

Last Name First Name Account BAC Code

[redacted]

Comments

please review GUIDE1274 in GM Answers

ALL PAC escalations require TL/Super Coach approval through a Manager Review activity. Cases will be returned to the OCRS if not present

The Siebel ID reflects the person's position and IF the ID is not one of a super coach/ TL so the cases will be returned to OCRS

**Confidential Comments**

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:27 PM | GZZRDT | GZZRDT | Inbound Call Customer | | Done | 09/15/2015 13:47:13 | CUSTOMER-EVANS |

Last Name First Name Account BAC Code

[redacted]

Comments

Customer stated that he wanted the dealership to pay for his rental vehicle.

SA informed the customer that he could not force the dealership to give him a rental vehicle.

SA advised that since the work being done to his vehicle was warranty work we would do rental reimbursement.

Customer's call disconnected.

SA tried to call customer back but no answer, left a voicemail.

LevericeWhite/CAC/WMI/T/2LV2

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:14 PM | FZGVBS | FZGVBS | Inbound Call | Complex Request | Done | 09/15/2015 13:27:10 | **ASSISTING ONLY** |

| Last Name | First Name | Customer Account | BAC Code |
|---|---|---|---|
| [redacted] | | | |

Comments
Cust sts
-i got some insurance and they don't wanna release a loaner veh
-brakes had failure and they went out on me
-my veh is at a GM dirship

CRS adv
-adv cust that SA spoke with Brian Cole at the GM dirship and was adv that GM dlr will help cust and call Enterprise to put cust in a bigger veh

Cust sts
-they said they can put me in a Chevrolet Cruze which is not large enough

CRS adv
-will get a SA for further assistance

**CRS spoke with Vern from Tier 2 queue**

Johansen/CAC-SME/T1/Mla/Lvl1

Confidential Comments

| Created | Created By | Assigned To | Activity | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|

| | | | Type | | | | |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:10 PM | XZ3Y7D | BRCPARQ | Escalation | CAC to PAC | Done | 09/15/2015 13:34:53 | [redacted] |
| Last Name [redacted] | First Name | | Account | | BAC Code | | |

Comments
•Mailing address:
[redacted] Euless TX, [redacted]

•All available phone numbers:
[redacted]
•VIN: 3GCUKRECXEG[redacted]
•Year, Make Model: 2014 Silverado
•Current Mileage:180000
•Involved dealer, if applicable: yes[redacted]
•Date of the incident: 9/14/2015
•Brief description of the situation and the customer's allegation: Brake Failure causing accident
•Was insurance claim filed? no
•Has the vehicle been repaired? no
•Is the vehicle in the owner's possession and where is it located? with dealership
•Did anyone seek professional medical attention? no
•Best time to call customer?

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:10 PM | XZ3Y7D | XZ3Y7D | Outbound Call | Received Busy Signal | Done | 09/15/2015 13:10:44 | [redacted] |

| Last Name [redacted] | First Name | Customer Account | BAC Code |
|---|---|---|---|

Comments
called back to inform dealership will work with enterprise on bigger vehicle but line just beeps

angel/cact2atx/0

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:08 PM | XZ3Y7D | XZ3Y7D | Outbound Call Dealer | Made Contact | Done | 09/15/2015 13:09:56 | [redacted] |

Last Name [redacted] First Name — Account — BAC Code

Comments
CRS adv
looking for bigger vehicle for customer

DLR sts
Out of loaners so went to enterprise are they still there, can call enterprise to put them in something bigger if gm will pay

CRS adv
as long as $38 a day will

DLR sts
does seem like brake failure as well when investigated this

CRS adv
yes will be getting to out PAC dpt

angel/cact2atx/-o

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 1:06 PM | XZ3Y7D | XZ3Y7D | Inbound Call Customer | Complex Request | Done | 09/15/2015 13:10:01 | [redacted] |

Last Name [redacted] First Name — Account — BAC Code

Comments
There is failure with the brakes seeking help with getting a larger vehicle in the mean time

CRS adv
case would be handled by different dpt but will call dealership and see if can get bigger loaner mind holding

while on hold call disconnects

angel/cact2atx/0

Confidential Comments

| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
|---|---|---|---|---|---|---|---|
| Sep 15, 2015 12:41 AM | MZCBZ7 | MZCBZ7 | Inbound Call | Complex Request | Done | 09/15/2015 12:56:42 | brakes and rental veh issue |

Last Name [redacted] First Name Customer Account BAC Code

Comments
CUST STS: [redacted]

VIN: 3GCUKRECXEG[redacted]
2014 SILVERADO 1500 CREW 4WD

I'm here at the Dlr, mt brakes was not working, they went out on me.
I could'nt stop my veh, I hit something in my bumper,

Bumper is all messed up, they want to give me a Sonic for rental, but I can't fit in w/ the Sonic.
I'm here at the Dlr now.

Issue: Brakes went out
Part: Brake
When did it happen: Yesterday
How did it happen: Brakes went out
Last diagnosis? With whom?
114814 DAVIS CHEVROLET

CUST SKS: Have the veh fixed and full size rental veh

CRS ADV: We'll endorse the case to a Senior Advisor for further assistance.

CUST STS: Cust ok

Handed cust off to Angel

Kiel/CAC/Tier1/Mnla

**Confidential Comments**

## UCC Information

| UCC Code | Description | Symptom |
|---|---|---|
| H01 | Brakes - General | No Symptom Indicated |

**End of Report**

Logout

# Warranty

October 12, 2015



INTERFACE WITH CUSTOMER

## View Vehicle Summary

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

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

### Vehicle Information

VIN: 3GCUKRECXEG[redacted] Model: CK15743-2014 SILVERADO 1500 CREW 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 3 Open

REQUEST ANOTHER VIN

### Required Field Actions

Open field actions are highlighted

| Type | Number | Original Nbr | Description | Release Date | Status |
|---|---|---|---|---|---|
| Product Safety Recall | N140008 | 14008 | OVERHEATED EXHAUST COMPONENTS | 01/13/2014 | Closed |
| Service Update Bulletins | N140126 | 14126 | PEEK IN ODOMETER DISPLAY INCORRECT | 06/30/2014 | Open |
| Product Safety Recall | N140192 | 14192 | UNWANTED TRANSFER CASE SHIFT TO NEUTRAL | 06/27/2014 | Open |
| Product Safety Recall | N140121 | 14121 | TRANSMISSION OIL COOLER CONNECTION | 04/01/2014 | Closed |
| Service Update Bulletins | N150304 | 15304 | 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* | 09/16/2015 | Open |

### Branded Title

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

**Vehicle has no current record of branded titles.**

### Warranty Block

**Vehicle has no current record of warranty block.**

### Service Information

**Vehicle has no current record of outstanding service information.**

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: 5Y87Z2RB XM Status: Active

OnStar Vehicle Diagnostics: N DMN Enabled: N

[redacted]

## Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Warranty Add Date | Start Date | Effective Odometer | End Date | End Odometer |
|---|---|---|---|---|---|---|
| | Chevrolet 2 Year Scheduled Maintenance | 06/27/2014 | 06/16/2014 | 9 MI | 06/16/2016 | 24,009 MI |
| | Bumper to Bumper Limited Warranty | 06/27/2014 | 06/16/2014 | 9 MI | 06/16/2017 | 36,009 MI |
| | Corrosion Limited Warranty | 06/27/2014 | 06/16/2014 | 9 MI | 06/16/2020 | 100,009 MI |
| | Emission Select Component Ltd Wty | 06/27/2014 | 06/16/2014 | 9 MI | 06/16/2022 | 80,009 MI |
| | Powertrain Limited Warranty | 06/27/2014 | 06/16/2014 | 9 MI | 06/16/2019 | 100,009 MI |

## Service Contract

**Vehicle has no current record of service contracts.**

## Transaction History

View Details

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---|---|---|---|---|---|
| 04/07/2014 | [redacted] | ZFAT----Field Action Recall | | 9100457 - N140121 - Inspect Transmission Cooler Lines | 31 MI |
| 01/14/2014 | | ZFAT----Field Action Recall | | 9100334 - N140008 - Engine Control Module Reprogramming with SPS | 16 MI |
| 01/14/2014 | | ZREG----Regular Vehicle Transaction | | 6430320 - Remote Control Door Lock Transmitter Replacement | 11 MI |
| 12/04/2013 | | ZPDI----Pre-Delivery Inspection | | 0590032 - PDI - Dealer Installed - Factory Invoiced Options | 2 MI |
| 11/14/2013 | | ZPDI----Pre-Delivery Inspection | | 0590072 - Pre-Delivery Inspection - Base Time | 1 MI |



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[redacted]

Warranty

Logout

October 12, 2015



INTERFACE WITH CUSTOMER

# View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCUKRECXEG[redacted] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 3 Open REQUEST ANOTHER VIN

## Vehicle Build

Model: CK15743-2014 SILVERADO 1500 CREW 4WD Order Number: [redacted]
Gross Vehicle Weight: 3,269 Build Date: 11/11/2013
Build Plant: G

## Option Codes

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

| | |
|---|---|
| 1SZ - OPTION PACKAGE DISCOUNT | 2LT - 2LT PACKAGE |
| 4AA - INTERIOR TRIM | 6FZ - COMPONENT FRT LH COMPUTER |
| 7FZ - COMPONENT FRT RH COMPUTER | 8X2 - COMPONENT RR LH NON-COMPUTER |
| 9X2 - COMPONENT RR RH NON-COMPUTER | A31 - POWER WINDOWS, DRIVER EXPRESS |
| A60 - LOCKING TAILGATE | A68 - SEAT 60/40 REAR FOLDING BENCH |
| AG1 - PWR SEAT ADJUSTER, DRIVER | AKO - GLASS, DEEP-TINTED |
| AL0 - AIRBAG SENSING SYSTEM, PASSENGER | AQQ - REMOTE KEYLESS ENTRY |
| AU3 - POWER DOOR LOCK SYSTEM | AXK - VEHICLE TYPE TRUCK |
| AY0 - AIRBAGS DRIVER AND FRONT PASS | AZ3 - SEATS, FRONT 40/20/40 BENCH W/ FRONT LEATHER APPOINTED SEATING SURFACES AND HEATED DRIVER AND FRONT PASSENGER |
| B1J - WHEELHOUSE LINERS, REAR | B30 - COLOR KEYED CARPET |
| B32 - FLOOR MATS, FRONT | B33 - FLOOR MATS, REAR |
| BTV - REMOTE VEHICLE START | BWN - CORNERSTEP, REAR BUMPER |
| C49 - ELECTRIC REAR WINDOW DEFOGGER | C5Z - 7,200 LB GVW RATING |
| CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL | DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED |
| DL8 - POWER HEATED OUTSIDE MIRRORS | E63 - PICK UP BOX |
| EF7 - COUNTRY UNITED STATES OF AMERICA (USA) | FE9 - 50-STATE EMISSIONS |
| FHS - VEHICLE FUEL GASOLINE E85 | G80 - AUTO LOCKING REAR DIFFERENTIAL |
| GU6 - REAR AXLE 3.42 RATIO | GWX - BROWNSTONE METALLIC |
| H1Y - JET BLACK | I14 - ENGINEERING MODEL YEAR |
| IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION | JD9 - ANTILOCK BRAKES, 4 WHEEL DISC |
| JHD - HILL DESCENT CONTROL | JL1 - TRAILER BRAKE |

[redacted]

| | |
|---|---|
| | CONTROLLER |
| K34 - CRUISE CONTROL | K47 - HIGH CAPACITY AIR CLEANER |
| KA1 - DRIVER & FRONT PASSENGER HEATED SEATS | KC4 - ENGINE OIL COOLING SYSTEM |
| KG4 - ALTERNATOR, 150 AMPS | KI4 - POWER OUTLET, 110-VOLT AC |
| KNP - TRANSMISSION OIL COOLER | L83 - ENGINE, 5.3L V8 ECOTEC3 |
| MAH - MARKETING AREA NORTH AMERICA | MSL - SILAO, MEXICO PLANT |
| MYC - TRANSMISSION, 6 SPD AUTOMATIC | N37 - STEERING COLUMN, TILT & TELESCOPING |
| NP5 - LEATHER WRAP STEERING WHEEL | NQH - TRANSFER CASE 2-SPEED |
| NT7 - EMISSION SYSTEM | NZZ - UNDERBODY SHIELD, TRANS CASE |
| PCM - LT CONVENIENCE PACKAGE * PWR SEAT ADJUSTER, DRIVER * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC | PPA - EZ LIFT AND LOWER TAILGATE |
| R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM | RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL |
| RC7 - 20" TIRES, ALL TERRAIN | RD4 - WHEELS, 20" POLISHED ALUMINUM |
| ROO - BARS VOMS BAILMENT | RUF - WHEEL, 17" STEEL SPARE |
| SAF - SPARE TIRE LOCK | SLM - STOCK ORDERS |
| T3U - FRONT FOG LAMPS | TQ5 - SINGLE-SLOT CD/MP3 PLAYER |
| U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS | U73 - ANTENNA - FIXED MAST |
| UDD - DRIVER INFO - COLOR DISPLAY | UE1 - ONSTAR |
| UF2 - LED LIGHTING, CARGO BOX | UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE) |
| UK3 - STEERING WHEEL AUDIO CONTROLS | UMN - SPEEDOMETER |
| UQ3 - ENHANCED AUDIO SPEAKERS | UTJ - THEFT DETERRENT SYSTEM |
| UVC - REAR VISION CAMERA | V22 - CHROME GRILLE SURROUND |
| V46 - FRONT BUMPER, CHROME | V76 - RECOVERY HOOKS, FRONT |
| V8D - VEHICLE STATEMENT | VJH - BUMPER, REAR CHROME |
| VK3 - FRONT LICENSE PLATE BRACKET | VRK - VAVCOMPONENT REL ROOF TRIM |
| VT7 - OWNERS MANUAL ENGLISH | VZE - VIN MODEL YEAR 2014 |
| WEA - Z71 APPEARANCE PACKAGE | X89 - CHEVROLET CONVERSION |
| XL7 - FREQUENCY RATING 315 MH | YE9 - TRIM PACKAGE |
| Z71 - Z71 OFF-ROAD SUSPENSION | Z82 - TRAILERING EQUIPMENT PKG |
| ZY1 - SOLID PAINT | |

## Added Option Codes

**Vehicle has no current record of SAIO codes.**



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Warranty

Logout

October 12, 2015



INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCUKRECXEG[redacted] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 3 Open

REQUEST ANOTHER VIN

## Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION Traceability: 2308444
Source Plant: 2- Part / Number Broadcast: 5CKA
Date Scanned: 11/11/2013 Time Scanned: 19:42:00 Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability: 133124818
Source Plant: G- Part / Number Broadcast: 3214
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: A06E8CA01
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A45E6CA01
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 05

[redacted]

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/11/2013 Time Scanned: 23:55:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0942766
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 10/26/2013 Time Scanned: 05:30:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3882124
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 11/10/2013 Time Scanned: 04:48:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 3881452
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 11/11/2013 Time Scanned: 16:54:00 Scan Station:

## Service Agent Installed Component

**Vehicle has no current record of vehicle component.**


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[redacted]

Warranty

Logout

October 12, 2015



INTERFACE WITH CUSTOMER

# View Vehicle Transaction History Detail

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

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

## Vehicle Information

VIN: 3GCUKRECXEG[redacted] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 3 Open

REQUEST ANOTHER VIN

**Job Card Date:** 04/07/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
SILVERTHORNE CHEVROLET
111 N FRANKLIN
ROBINSON IL 62454-2030
6185449506

Odometer Reading: 31 MI
Authorization Code:

Process Date:
04/16/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100457-N140121 - Inspect Transmission Cooler Lines
Causal Part Number

**Job Card Date:** 01/14/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
SILVERTHORNE CHEVROLET
111 N FRANKLIN
ROBINSON IL 62454-2030
6185449506

Odometer Reading: 16 MI
Authorization Code:

Process Date:
01/16/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS
Causal Part Number

**Job Card Date:** 01/14/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

Odometer Reading: 11 MI

[redacted]

SILVERTHORNE CHEVROLET
111 N FRANKLIN
ROBINSON IL 62454-2030
6185449506

Authorization Code:

Process Date:
01/16/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0524-Features/Controls/Displays - Locks/Keys/Keyless Remote

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op 6430320-Remote Control Door Lock Transmitter Replacement

Causal Part Number

---

**Job Card Date:** 12/04/2013 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

SILVERTHORNE CHEVROLET
111 N FRANKLIN
ROBINSON IL 62454-2030
6185449506

Odometer Reading: 2 MI
Authorization Code:

Process Date:
12/16/2013

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

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

Causal Part Number

---

**Job Card Date:** 11/14/2013 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

SILVERTHORNE CHEVROLET
111 N FRANKLIN
ROBINSON IL 62454-2030
6185449506

Odometer Reading: 1 MI
Authorization Code:

Process Date:
11/14/2013

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

---



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[redacted]