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

PE18-012

GM

3-27-2019

Q3

[redacted] 2017

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	[redacted]	Zip	[redacted] State [redacted]	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Majorworld	Safety	
Daytime #		Evening #	[redacted]	Source	Phone	Updated	01/23/2017 17:55:33
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage	70100	Priority	Medium License # CHEVROLET	Owner	PZ805B
Model	Suburban	Model Year	2015	Status	Open	Opened	Jan 23, 2017 3:01 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vaccump Pump Replacement/ reimbursements						
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

Generated by bz5y25

Incident Loc

Incident Desc

Component

Damage Desc

Vehicle Loc

Addl Info

Emergency Svc Names

Maint Loc

PAR Detail

Collision

Non Collision

Property Damage

Thermal Event

Spec Equip

Vehicle Speed

Weather Condition

Prop Owner

Property Type

Last Service Date

Loc Last Service

Property Location

Prop Est Repair Cost

Veh Est Repair Cost

Spec Equip Installer

Prop Damage Description

Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage		Explain Other	
Description			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 27, 2017 6:35 PM	PZ805B	PZ805B	Scheduled Outbound Call Dlr		Scheduled Alarm		Esis Escalation Pending

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 27, 2017 8:34 AM	ZZV9KN	PZ805B	Notify CRM		Done	01/27/2017 18:35:58	Please see PAC workflow notes

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jan 27, 2017 8:32 AM	ZZV9KN	ZZV9KN	BRC PAR	Workflow-Non PAC	Done	01/27/2017 08:34:44	

Last Name	First Name	Account	BAC Code	
[redacted]	[redacted]			SR is a non PAC concern. Please handle accordingly using guidelines in DOC: SS2779.

Comments
SR was escalated to ESIS due to property damage (the other vehicle).

Once the case has been accepted by ESIS and the assigned ESIS Advisor's name and contact info has been documented in the Comments of the Escalation activity, change the SR Sub Area to "Escalated to BRC" and close the SR with the appropriate sub status.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 26, 2017 6:32 PM	PZ805B	PZ805B	Scheduled Outbound Call Cust		Done	01/27/2017 18:35:12	Case Update

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 24, 2017 7:27 PM	PZ805B	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		ESIS escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Best time to call customer? (include time zone, i.e: 9am eastern)Anytime

Did anyone seek professional medical attention? (If yes, Escalate to ESIS & follow process below): No

If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, etc.)

Is the vehicle in the owner's possession and where is it currently located? (Address or place name):Yes

Has the vehicle been repaired?: Yes
Was insurance claim filed?: No

Description of damage to property, other than vehicle (i.e: mailbox, garage door, etc.): No

Description of the situation and the customer's allegation (what happened, vehicle parts or actions involved, customers statement): Customer hit another care when trying to park. The brakes was hard and wouldn't allow to press so I could not stop

Accident Location (Include: City, State & Street/Intersection): In Manhatta, New York on 8th avenue between 55th and 54th stret

Date of the incident:12/24/16

Involved dealer (if applicable):None

Current Mileage:70,524

Year, Make, Model: 2015 Chevrolet Suburban
VIN: 1GNSKKKC9FR[redacted]
Email address (if applicable) [redacted]
Phone [redacted]
Mailing address: [redacted] Newyork, NY [redacted]

Include the Date the interaction took place: Customer called CAC 1/23/17

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 8:17 PM	XZRK3H	PZ805B	Notify CRM	Case Review Complete	Done	01/24/2017 19:26:04	See Manager Review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jan 23, 2017 7:51 PM	PZ805B	PZ805B	Scheduled Outbound Call Cust		Done	01/24/2017 19:25:51

Last Name	First Name	Account	BAC Code	Escalation Approval
[redacted]	[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 6:58 PM	PZ805B	XZRK3H	Manager Review	Escalation	Done	01/23/2017 20:17:03	PAC Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Case escalation approved.

LaToya Kidd/Team Lead/WMI

Best time to call customer? (include time zone. i.e: 9am eastern)Anytime

Did anyone seek professional medical attention? (If yes, Escalate to ESIS & follow process below): No

If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, etc.)

Is the vehicle in the owner's possession and where is it currently located? (Address or place name):Yes

Has the vehicle been repaired?: Yes
Was insurance claim filed?: No

Description of damage to property, other than vehicle (i.e: mailbox, garage door, etc.): No

Description of the situation and the customer's allegation (what happened, vehicle parts or actions involved, customers statement): Customer hit another car when trying to park. The brakes was hard and wouldn't allow to press so I could not stop

Accident Location (Include: City, State & Street/Intersection): In Manhatta, New York on 8th avenue between 55th and 54th stret

Date of the incident:12/24/16

Involved dealer (if applicable):None

Current Mileage:70,524

Year, Make, Model: 2015 Chevrolet Suburban
VIN: 1GNSKKKC9FR[redacted]

Email address (if applicable):mtbabic@yahoo.com

Phone numbers:[redacted]

Mailing address:[redacted]

Include the Date the interaction took place: Customer called CAC 1/23/17

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 5:55 PM	PZ805B	PZ805B	Inbound Call	Complex Request	Done	01/24/2017 19:26:00	Vaccump pump Not Working/ Accident/ Reimbursements

Last Name	First Name	Customer Account	BAC Code
[redacted]	[redacted]		

Comments
Customer Concern:I have a an accident on christmas, And everything was because of one vaccum . I hit her going 3 mph ad that's was saved her.I took the vehicle to the dealership and just left about 40 minutes ago they relpaced a vaccum pump and charged me 560.47.The car does not stop after pressing it for third time. I have to now pay lawyer.

Customer's Request: Reimbursements for Vaccum Pump

SA Advised: I am so sorry you have had to experience this . SA gathered information regarding customers vehicle Based on the nature of your situation and concerns I will have get your case to our PAC. SA verified contact information.

Roby:WMI/Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 5:55 PM	PZ805B	PZ805B	Ownership Changed		Done	01/23/2017 17:55:06	Service Request Ownership has changed FROM: WZCLK8 TO: PZ805B

Last Name	First Name	Customer Account	BAC Code

Babic Marinko

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 5:27 PM	WZCLK8	WZCLK8	Inbound Call	Complex Request	Done	01/23/2017 17:59:00	reimbursement

Last Name	First Name	Customer Account	BAC Code
[redacted]	[redacted]		

Comments
Name: [redacted]
Callback#: ([redacted]
YMM: 2015 Chev Suburban
VIN: 1GNSKKKC9FR[redacted]
Mileage: 70520
Address: [redacted]
Email: [redacted]
Dealer: Majorworld

Customer called because he wanted to refund that he spent for the vacuum pump and it cost $568.47

I advised the customer that he is not capable for reimbursement because he doesn't have a recall or special coverage.

Customer states that his friends has the same issue and able to reimburse. I advised him the VIN is specific and it depends on where it was manufactured or built.

Dealers charged him but he has under powertrain warranty and vacuum pump is under lubricant.

Expectation set: Advise the customer that I'll be transferring this case to our SA because they can give the best resolution. Successfully transfer the call to Robyn.

Ghie/CAC T1/ Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jan 23, 2017 5:27 PM	WZCLK8	WZCLK8	Ownership Changed		Done	01/23/2017 17:27:00	Service Request Ownership has changed FROM: PZ1PVJ TO: WZCLK8
Last Name [redacted]		First Name [redacted]	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 5:26 PM	WZCLK8	PZ1PVJ	SR Opened		Done	01/23/2017 17:26:54	SR in Status of Closed has been Re-Opened by WZCLK8
Last Name [redacted]		First Name [redacted]	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 3:14 PM		XZY3WM	Email - Inbound		Done	01/25/2017 13:31:09	[EXTERNAL] Re: Thank you for contacting Chevrolet
Last Name [redacted]		First Name [redacted]	Account		BAC Code		

Comments
Alberto call me back please [redacted]

Sent from Yahoo Mail on Android

On Mon, Jan 23, 2017 at 3:08 PM, CustomerAssistance@Chevrolet.com <CustomerAssistance@Chevrolet.com> wrote:
Email ID# T1EM01CAC (Do not delete/alter this line)
==========

Dear [redacted]
Thank you for calling Chevrolet with regard to your 2015 Chevrolet Suburban. For your reference, your case number from our conversation today is [redacted]

I appreciate the opportunity to assist you.

Alberto
Chevrolet Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 3:11 PM	PZ1PVJ	PZ1PVJ	SR Closed - Dissatisfied		Done	01/23/2017 15:11:22	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 3:08 PM	PZ1PVJ	PZ1PVJ	Email - Outbound		Done	01/23/2017 15:08:37	Thank you for contacting Chevrolet

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Email ID# T1EM01CAC (Do not delete/alter this line)
==========

Dear [redacted]
Thank you for calling Chevrolet with regard to your 2015 Chevrolet Suburban. For your reference, your case number from our conversation today is [redacted]

I appreciate the opportunity to assist you.

Alberto
Chevrolet Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 3:06 PM	PZ1PVJ	PZ1PVJ	Outbound Call	Made Contact	Done	01/23/2017 15:11:01	[redacted]

Last Name	First Name	Customer Account	BAC Code
[redacted]	[redacted]		

Comments
Spoke with customer:

Explained that everything starts with having the vehicle diagnosed at a dealer. Until that happens, we don't know what is truly wrong with the vehicle or what it will take to correct the issue

Customer stated that he is currently at the dealership and he will let them diagnose the vehicle.

Albert/Manila/CAC Tier 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2017 3:01 PM	PZ1PVJ	PZ1PVJ	Inbound Call	Complex Request	Done	01/23/2017 15:10:58	brakes issue

Last Name	First Name	Customer Account	BAC Code
[redacted]	[redacted]		

Comments
Name: [redacted]
Phone #: [redacted]
Email: m[redacted]
Address: [redacted]
VIN: 1GNSKKKC9FR[redacted]
Year/Make/Model 2015 Chevrolet Suburban
MILEAGE: 70100

Reason: Customer called because he would like to file a product allegation case. He almost hit a lady last December 24, 2016 because he couldn't stop the vehicle. The brakes didn't work that time. The lady was just touched by the bumper of the car but he was accused of assault

and he was being sued by the lady. It's been intermittently happening since last year. He already complaint about it a year ago but he was told that it's just normal.

The customer is no longer responding.

"Delivered ghost spiel"

Albert Manilla/CAC Tier 1

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.		BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	SPAC
Address				Approval	Not Initiated	Area	SWAT
City		Zip	State	UCC		Sub-Area	Stock in Transit
Last Name	unknown`	First Name	unknown	Involved Dlr		Safety	
Daytime #	[redacted]	Evening #		Source	Phone	Updated	03/28/2016 10:56:48
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage		Priority	Medium	License # CHEVROLET	Owner MZRTRF
Model	Suburban	Model Year	2015	Status	Closed	Opened	Mar 17, 2016 12:55 AM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Mar 28, 2016 10:56 AM
Cust Concern	03/17; 03/30						
Customer Description	MANUAL ESCALATION						

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed				**Weather Condition**			
Prop Owner		**Property Type**					
Last Service Date				**Loc Last Service**			
Property Location		**Prop Est Repair Cost**					
Veh Est Repair Cost				**Spec Equip Installer**			
Prop Damage Description							

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2016 10:56 AM	MZRTRF	MZRTRF	SR Closed - Satisfied		Done	03/28/2016 10:56:47	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2016 10:56 AM	MZRTRF	MZRTRF	Manager Review	Case Assessment	Done	03/28/2016 10:56:40	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

CLOSED VIA B01

COMPLETED: DATE 032316 (MMDDYY) TIME 0840 (HHMM)
SOLUTION CODE B01 SOLVED ONLINE N (Y/N)
PRIORITY IND Y (Y/N) REF 00004 SCAC CD: TRACKING#:

FACY > 075 ORDER # > [redacted]

TRACKING # > STD[redacted]

Delivered
Signed for by: N.ARVIR
Ship date:
Wed 3/23/2016
Pontiac, MI US
Actual delivery:
Thu 3/24/2016 9:56 am
DOUGLASTON, NY US

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 21, 2016 10:09 AM	MZRTRF	MZRTRF	Dealer Acknowledgement	Case Update	Done	03/21/2016 10:09:32	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

****032116 HR 10 MIN 09 SEC 07
PART # 23407433 IN TRANSIT TO A SHIPPING FACILITY. THERE'S NO ANTICIPATED DELIVERY DATE AT THIS TIME. WILL PROVIDE MORE INFO WHEN THE PART HAS BEEN RECEIVED AT A SHIPPING FACILITY.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 18, 2016 3:27 PM	KZYBR5	MZRTRF	Notify CRM	ParTech Response	Done	03/18/2016 16:47:24	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

Partech Note: alt is 23476138, no up asm, prod part is 23407433
SPAC Case number : [redacted]

- Alternate Part Number: 23476138
- Up Assembly Part Number:
- Production Number: 23407433

• If this part number comes thru on a different V.I.N. does SWAT need to send an alternate request again: (Y or N) : yes
ECA Info

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 4:37 PM	MZRTRF	KZYBR5	ParTech Alt Request	SWAT Inquiry	Done	03/18/2016 15:27:52	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

SPAC Case#: [redacted]
SR# [redacted]
VIN: 1GNSKKKC9FR[redacted]

SWAT NOTES: Any alt/up-asm or prod#?
Buyback:
DMA Inquiry: n
Multiple VINs:n
DCC Inquiry:n

Thank you.
542JGE/CRT/MANILA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 4:36 PM	MZRTRF	MZRTRF	Research	Case Update	Done	03/28/2016 10:56:24	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

CLOSED VIA B01

COMPLETED: DATE 032316 (MMDDYY) TIME 0840 (HHMM)
SOLUTION CODE B01 SOLVED ONLINE N (Y/N)

PRIORITY IND Y (Y/N) REF 00004 SCAC CD: TRACKING#:

FACY > 075 ORDER # > [redacted]

TRACKING # > STD[redacted]

Delivered
Signed for by: N.ARVIR
Ship date:
Wed 3/23/2016
Pontiac, MI US
Actual delivery:
Thu 3/24/2016 9:56 am
DOUGLASTON, NY US

o SPRINT: NO SPRINT AVAILABLE

o IN TRANSIT: NOTHING IN TRANSIT
MU2 23407433,0077,031116 rrh 05A per chelsea ws 240 wk 3/14 sltb replaces 23476138

o USEM/USER: 23476138
# of Stock avail:NONE
Sprint option: (Y/N) YES

o PARTECH:
Activity #: 8-V6511P
Partech Note: alt is 23476138, no up asm, prod part is 23407433
SPAC Case number : [redacted]
- **Alternate Part Number: 23476138**
- **Production Number: 23407433**
- **If this part number comes thru on a different**

V.I.N. does SWAT need to send an alternate request again: (Y or N) : yes

o D/D, or F/O:
Service SRC Name: NORTH AMERICAN LIGHTING
Code: 7017
Contact Person: CHELSEA ROGERSON
Email: CHELSEA_ROGERSON@NAL.COM
Phone: 217-465-6600

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 4:35 PM	MZRTRF	MZRTRF	Dealer Acknowledgement	Initial Acknowledgement	Done	03/17/2016 16:36:15	23407433

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

****031716 HR 16 MIN 35 SEC 45
ATTENTION PARTS MANAGER, SPAC IS WORKING TO RESOLVE YOUR CASE [redacted]. YOU WILL RECEIVE AN ANSWERBACK AS SOON AS WE HAVE MORE INFO BUT NO LATER THAN 48 HOURS.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 4:10 PM	NZ3B80	MZRTRF	Escalation	SWAT Inquiry	Done	03/17/2016 16:36:51	254

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 4:10 PM	NZ3B80	MZRTRF	SPAC TL Response	Approved	Done	03/17/2016 16:36:56	Approved for Manual escalation

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

[redacted]

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 12:55 AM	MZRTRF	NZ3B80	SPAC TL Escalation		Done	03/17/2016 16:12:26	MANUAL ESCALATION

Last Name	First Name	Account	BAC Code
unknown`	unknown		

Comments

254 / [redacted]

Confidential Comments

UCC Information

UCC Code	Description	Symptom

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	[redacted]	Zip	[redacted] State [redacted]	UCC	Electrical Start/Charge - Battery / Cables	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	
Daytime #		Evening #	[redacted]	Source	Phone	Updated	01/27/2016 17:47:21
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	WZKCWV
Model	Suburban	Model Year	2015	Status	Closed	Opened	Jan 27, 2016 5:40 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Jan 27, 2016 5:47 PM
Cust Concern	*RFI Vehicle*						
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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 27, 2016 5:47 PM	WZKCWV	WZKCWV	SR Closed - Satisfied		Done	01/27/2016 17:47:20	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 27, 2016 5:46 PM	WZKCWV	WZKCWV	Outbound Call Customer	Made Contact	Done	01/27/2016 17:47:11	*Follow Up*

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

I have help from I guy I hung up, and disconnected the line again.

Brooklyn/CACT1/Saginaw

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 27, 2016 5:44 PM	WZKCWV	WZKCWV	Warm Transfer	OnStar	Done	01/27/2016 17:46:18	*Battery Replacement*

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: I'm Online and I wanted to know what kind of battery I need replaced.

Expectation: Placed the cust on hold and he disconnected.

Brooklyn/CACT1/Saginaw

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N02	Electrical Start/Charge - Battery / Cables	Battery - Dead

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	Reimbursement	BRC Type	Legal
Account	Lemberg Law	Site/BAC	CT	GW SubType	In-Warranty	Business Unit	BRC
Address	[redacted]			Approval	Approved	Area	Legal
City	[redacted]	Zip [redacted]	State [redacted]	UCC	Engine - General	Sub-Area	NISM
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Majorworld	Safety	No
Daytime #		Evening #	[redacted]	Source	White Mail	Updated	07/24/2015 13:33:00
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage	30000	Priority	Medium License # CHEVROLET	Owner	SZJWPP
Model	Suburban	Model Year	2015	Status	Closed	Opened	Apr 22, 2015 1:22 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Jul 24, 2015 1:32 PM
Cust Concern	NY - BRC Legal NISM ER No open recalls						
Customer Description	Lemberg - NY This is a BRC Legal Case. Do not assume case… Forward any Attorney inquires to Diana Cobb at extension 21396. If caller is a customer, refer them to their attorney. If Dealership or Attorney needs CRS fax number it is 866-255-3723.						

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**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**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 1:32 PM	COBBDI	SZJWPP	SR Closed - Satisfied		Done	07/24/2015 13:32:50	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 1:30 PM	COBBDI	SZJWPP	BRC LEGAL	Closed-Settlement Fulfilled	Done	07/24/2015 13:32:00	closed - settlement fulfilled

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

diana/brc legal/l2 21396

Confidential Comments

07/13/15: Offer acceptance: $6,000 inclusive

Cash offers for customer satisfaction and retention due to inconvenience to customer for repeated visits to the dealership for repeating engine concern, although as per dealer this vehicle is used as a delivery and taxi vehicle for private call service. Customer does not appear to meet NY

lemon law requirements. Concerns do not appear to impact use, value, or safety of the vehicle. Does not appear to be breech of warranty.

Diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 1:29 PM	COBBDI	SZJWPP	BRC LEGAL	Resolution - Cash	Done	07/24/2015 13:32:13	resolution - cash

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

ana/brc legal/l2 21396

Confidential Comments

07/13/15: Offer acceptance: $6,000 inclusive

diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 12:54 AM	SMITHME1	SZJWPP	Notify CRM	Goodwill Approved	Done	07/24/2015 13:32:42	Approved 7/24/2015 Megan Smith/BRC/Legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Approved 7/24/2015
Megan Smith/BRC/Legal

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 12:54 AM	SMITHME1	QZM59S	Goodwill Status Change		Done	07/24/2015 12:54:15	Goodwill Status has been changed from: Pend GM1 - BRC to Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 10:11 AM	VELATE	QZM59S	Submit for Approval	GM1	Done	07/24/2015 12:54:43	Submit for Approval

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Approved 7/24/2015
Megan Smith/BRC/Legal

Goodwill review complete. Goodwill Request accepted. Sending to GM for approval.
Teresa/brcgwr/atx/21085

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2015 10:08 AM	VELATE	VZG95F	Goodwill Status Change		Done	07/24/2015 10:08:28	Goodwill Status has been changed from: Pending SITEL to Pend GM1 - BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2015 9:55 AM	COBBDI	BRCGWSQ	Submit for Approval	BRC	Done	07/24/2015 10:11:37	Submit for GW

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

submit for GW

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2015 9:55 AM	COBBDI	SZJWPP	Goodwill Status Change		Done	07/23/2015 09:55:52	Goodwill Status has been changed from: Not Initiated to Pending SITEL

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2015 9:49 AM	ROSSRA	SZJWPP	Notify CRM		Done	07/23/2015 09:56:20	GW review complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

GW review complete. Please submit the letter and create a 'Submit for Approval' activity to BRCGWSQ.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2015 10:12 AM	MOJICACH	DZ0PFB	Notify CRM		Done	07/23/2015 09:49:24	GW Pre-Review Complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Chantel Mojica/BRCML/LegalLVL2/ATX/21056

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2015 8:35 AM	COBBDI	SZS1ZY	Notify CRM		Done	07/22/2015 10:12:00	Pls review GW corrections

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]	Lemberg Law	CT

Comments

Correction completed: 1. On the "Reimbursement Check Form", please enter the customer's full address as on the release and registration.

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2015 4:25 PM	MOJICACH	SZJWPP	Notify CRM		Done	07/22/2015 08:35:45	GW Returned / Corrections Required

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Please make the necessary corrections and send another notify to MOJICACH for review.

Chantel Mojica/BRCML/Legal LVL2/ATX/21056

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 20, 2015 9:30 AM	SADMIN	SZJWPP	Inbound White Mail		Done	07/22/2015 08:35:49	Scanned: 2015-07-20-08.50.45, SourceDocNum: SZJ55ACB66, worklist : W9 SR Status: Pending Goodwill

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 20, 2015 9:28 AM	COBBDI	SZS1ZY	Notify CRM		Done	07/21/2015 16:25:47	Pls review GW

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg Law	CT

Comments

Please review GW

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 20, 2015 9:24 AM	COBBDI	SZJWPP	Correspondence		Done	07/20/2015 09:24:40	Created:BRCLEG_LG0062. SR[redacted]

Last Name	First Name	Account	BAC Code
Hirnyk	Vlad	Lemberg Law	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2015 1:32 PM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	07/20/2015 08:29:25	sfogel@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up for release with both signatures and renewed registration

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2015 8:13 AM	COBBDI	SZJWPP	Scheduled Follow-up		Done	07/14/2015 13:32:47	complete GW

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

*****pending release signed by other party listed on sales docs***complete gw and submit for review**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 6, 2015 10:58 AM	COBBDI	SZJWPP	Scheduled Outbound Email		Done	07/14/2015 08:13:30	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

settlement docs rec'dfollow-up on most recent offer, close no response if no acceptance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 6, 2015 10:56 AM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	07/06/2015 16:39:29	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up for possible signed docs

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2015 10:14 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	07/06/2015 10:58:50	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up to either close no response/acceptance or for settlement docs***rec'd email from pc stating waiting for customer to sogn settlement docs

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2015 8:10 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/29/2015 10:14:01	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

rec'd email from PC stating waiting for cust to sign docsclose no response if no response from NFA

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2015 8:06 AM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	06/24/2015 08:10:46	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up to NFA

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 9:35 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/24/2015 08:10:53	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up on NFA sent 06/18/15

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 9:29 AM	COBBDI	SZJWPP	Correspondence		Done	06/18/2015 09:29:07	Fulfilled:BRCLEG_LG0103. SR[redacted]

Last Name	First Name	Account	BAC Code
Hirnyk	Vlad	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 9:12 AM	COBBDI	SZJWPP	Correspondence		Done	06/18/2015 09:12:55	Created:BRCLEG_LG0103. SR[redacted]

Last Name	First Name	Account	BAC Code
Bobek	Barry	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 9:07 AM	COBBDI	SZJWPP	BRC LEGAL	No Further Adjustment	Done	06/18/2015 09:36:14	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent NFA 06/18/15 see attached

diana/brc legla/l2 21396

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up

05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl
06/04/15: Offer out $$5,000 incl
06/10/15: $12,000 incl
06/11/15: $6,000 incl
06/16/15: Counter offer $11,000 incl

06/18/15: GM LS Brion Stevens supports NFA 6k incl.

06/18/15: NFA sent

Diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 9:04 AM	COBBDI	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	06/18/2015 09:07:40	vin scan

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments
No new SRs

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 8:56 AM	STEVENB1	SZJWPP	Notify CRM	Case Review Complete	Done	06/18/2015 09:35:02	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2015 8:55 AM	STEVENB1	ZZMRB1	GM PreApprov	GM PreAppd	Done	06/18/2015 08:56:11	Case Review Complete

al

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Business Case Review

Brion Stevens
GM LS

Confidential Comments

GM LS supports NFA 6k incl.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2015 8:05 AM	COBBDI	BRCNECASEREVIEW	BRC Case Review	Case Review Approved	Done	06/18/2015 08:55:53	pending LCR

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2015 8:04 AM	COBBDI	SZJWPP	BRC Case Review	Submit For Legal Coord Review	Done	06/17/2015 08:06:04	submit for LCR

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Request NFA, see history below:

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl
06/04/15: Offer out $$5,000 incl

06/10/15: $12,000 incl
06/11/15: $6,000 incl

06/16/15: Counter offer $11,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2015 8:04 AM	COBBDI	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	06/17/2015 08:05:53	vin scan

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

No new SRs

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2015 8:02 AM	COBBDI	SZJWPP	BRC LEGAL	Counter Offer Received	Done	06/17/2015 08:05:58	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

counter to offer #3 see attached

diana/brc legla/l2 21396

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl
06/04/15: Offer out $$5,000 incl
06/10/15: $12,000 incl
06/11/15: $6,000 incl

06/16/15: Counter offer $11,000 incl diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2015 3:26 PM	COBBDI	SZJWPP	Correspondence		Done	06/11/2015 15:26:33	Fulfilled:BRCLEG_LG0044. SR[redacted]

Last Name	First Name	Account	BAC Code
Hirnyk	Vlad	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2015 3:22 PM	COBBDI	SZJWPP	Correspondence		Done	06/11/2015 15:22:54	Created:BRCLEG_LG0044. SR[redacted]

Last Name	First Name	Account	BAC Code
Hirnyk	Vlad	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2015 2:52 PM	COBBDI	SZJWPP	Scheduled Follow-up		Done	06/17/2015 08:10:36	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up on offer #3

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl

06/04/15: Offer out $$5,000 incl
06/10/15: $12,000 incl

06/11/15: $6,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2015 2:47 PM	COBBDI	SZJWPP	BRC LEGAL	Offer Out- Cash	Done	06/11/2015 16:26:27	offer out cash

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl
06/04/15: Offer out $$5,000 incl
06/10/15: $12,000 incl

06/11/15: $6,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2015 2:45 PM	COBBDI	SZJWPP	BRC LEGAL	Counter Offer Received	Done	06/11/2015 16:26:22	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

counter offer rec

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up

05/19/15: Counter offer $14,000 incl
06/04/15: Offer out $$5,000 incl

06/10/15: $12,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2015 2:31 PM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/11/2015 16:26:19	slemberg@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up on offer #2 sent 06/04/15

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl

06/04/15: Offer out $$5,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2015 2:30 PM	COBBDI	SZJWPP	BRC LEGAL	Offer Out- Cash	Done	06/04/2015 14:31:39	slemberg@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl

06/04/15: Offer out $$5,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2015 12:14 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/04/2015 14:34:56	sfogel@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments
follow-up is the vehicle now in the shop? or rec counter demand?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2015 12:09 AM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	06/03/2015 12:10:28	sfogel@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments
sent email requesting update/counter demand to continue negotiations

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 27, 2015 3:27 PM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/03/2015 12:14:12	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments
follow-up on vehicle being taken to shop for service, resume negotiations

diana/brc legla/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 27, 2015 3:26 PM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	05/27/2015 15:27:46	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up email seeking info on where and when client took vehicle for service, see atached

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2015 5:27 PM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	05/27/2015 15:26:52	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up where and when was veh presented for possible repair

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2015 5:18 PM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	05/20/2015 17:26:58	vhirnyk@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

see attached email requesting where and when the vehicle was presented for further possible repair

diana/brc legal/l2 21396

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
05/19/15: Counter offer $14,000 incl

05/20/15: Offer out $$5,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2015 5:18 PM	COBBDI	SZJWPP	BRC LEGAL	Counter Offer Received	Done	05/20/2015 17:27:03	counter offer received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up

05/19/15: Counter offer $14,000 incl
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 19, 2015 10:05 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	05/20/2015 17:27:35	sfogel@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

10-day letter if no response to follow-up on offer #1

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
May 19, 2015 10:04 AM	COBBDI	SZJWPP	Outbound Email		Done	05/19/2015 10:05:16	sfogel@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up if no response send 10-day letter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 12, 2015 11:36 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	05/19/2015 10:04:20	slemberg@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl
05/06/15 sent follow-up
05/12/15 sent follow-up
diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 12, 2015 11:35 AM	COBBDI	SZJWPP	Outbound Email		Done	05/12/2015 11:36:32	slemberg@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up to offer #1 sent 05/01/15 see attached

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 6, 2015 8:56 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	05/12/2015 11:35:40	slemberg@lemberglaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up on initial offer if no response send 10-day letter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 6, 2015 8:55 AM	COBBDI	SZJWPP	Outbound Email	Attorney	Done	05/06/2015 08:56:08	slemberg@lemberlaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent follow-up to offer #1 see attached

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:53 AM	COBBDI	SZJWPP	Correspondence		Done	05/01/2015 09:53:49	Fulfilled:BRCLEG_LG0024. SR#[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:47 AM	COBBDI	SZJWPP	Correspon		Done	05/01/2015 09:47:47	Created:BRCLEG_LG0024.

			dence				SR[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:46 AM	COBBDI	SZJWPP	Correspondence		Done	05/01/2015 09:46:56	Fulfilled:BRCLEG_LG0044. SR[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:43 AM	COBBDI	SZJWPP	Correspondence		Done	05/01/2015 09:43:04	Created:BRCLEG_LG0044. SR[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:41 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	05/06/2015 08:55:29	slemberg@lemberlaw.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

follow-up on initial offer sent 05/01/15

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.
05/01/15: Initial offer $4,000 incl

diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:40 AM	COBBDI	SZJWPP	BRC LEGAL	Initial Offer Out - Cash	Done	05/01/2015 09:58:31	Initial Offer Out - Cash

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

diana/brc legal/l2 21396

Confidential Comments

05/01/15: GM LS Brion Stevens supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.

05/01/15: Initial offer out $4,000 incl

diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:39 AM	COBBDI	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	05/01/2015 09:59:18	vin scan completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

No new SRs

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:15 AM	STEVENB1	SZJWPP	Notify CRM	Case Review	Done	05/01/2015 09:59:22	Case Review Complete

				Complete			

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 1, 2015 9:14 AM	STEVENB1	ZZMRB1	GM PreApproval	GM PreAppd	Done	05/01/2015 09:15:05	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Business Case Review

Brion Stevens
GM LS

Confidential Comments

GM LS supports cash offers 4-6k incl. for customer satisfaction due to repeat engine performance repairs during the NVLW.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 30, 2015 1:31 PM	COBBDI	BRCNECASEREVIEW	BRC Case Review	Case Review Approved	Done	05/01/2015 09:12:20	pending legal coord review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 30, 2015 1:31 PM	COBBDI	SZJWPP	BRC Case Review	Submit For Legal Coord Review	Done	04/30/2015 13:33:42	submit for Legal Coord review

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]	Lemberg & Associates	CT

Comments

diana/brc legal/l2 21396

Confidential Comments

Recommendation: LA suggests cash offers $3,400-$5,400 inclusive

Rationale: Cash offers for customer satisfaction and retention due to inconvenience to customer for repeated visits to the dealership for repeating engine concern, although as per dealer this vehicle is used as a delivery and taxi vehicle for private call service. Customer does not appear to meet NY lemon law requirements. Concerns do not appear to impact use, value, or safety of the vehicle. Does not appear to be breech of warranty.

diana/brc legal/l2 21396

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 30, 2015 12:30 AM	COBBDI	SZJWPP	BRC LEGAL	Case Assessment Complete	Done	04/30/2015 12:30:37	CA complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

CA completed

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 30, 2015 12:29 AM	COBBDI	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	04/30/2015 12:30:15	vin scan completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

no new SRs
diana brc legal l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Apr 29, 2015 4:03 PM	COBBDI	SZJWPP	Scheduled Follow-up		Done	04/30/2015 12:29:33	finish CA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

finish CA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 28, 2015 12:22 AM	COBBDI	SZJWPP	Scheduled Follow-up		Done	04/29/2015 16:03:33	complete CA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 27, 2015 4:23 PM	COBBDI	SZJWPP	Scheduled Follow-up		Done	04/28/2015 12:22:48	work on CA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

***** started CA*****
work on CA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 27, 2015 11:30 AM	COBBDI	SZJWPP	Scheduled Outbound Email	Cancelled - Completed Early	Done	04/27/2015 16:23:35	DMA: John Daly 914 261 1338 john.daly@gm.com (FOR BRC USE ONLY)

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sales docs rec'd closing alert

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 27, 2015 11:29 AM	COBBDI	SZJWPP	Outbound Email	Dealer	Done	04/27/2015 11:30:46	chrisc@majorauto.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

sent email to Sales Mgr Chris Casatelli -- SECOND REQUEST for sales docs--see attached

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:41 AM	COBBDI	SZJWPP	Scheduled Outbound Call Dlr	Cancelled - Completed Early	Done	04/27/2015 11:29:02	Follow-up for sales and serv docs

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

***Rec'd service docs only ***

Selling/Servicing DLR:BAC 286[redacted]
Service manager Chris Ruscio 718 784 5242 x7201
Major World
43-40 Northern Blvd
Long Island City, NY 11101-1020
P: 718 937 3700 cell 347 452 8739
F: 718 937 8605
DMA: John Daly 914 261 1338 john.daly@gm.com (FOR BRC USE ONLY)

Contact sales info for sales info:
General manager Chris Casatelli

chrisc@majorauto.com

stock [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:37 AM	COBBDI	SZJWPP	Correspondence		Done	04/24/2015 12:37:24	Fulfilled:BRCLEG_LG0006. SR[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:35 AM	COBBDI	SZJWPP	Correspondence		Done	04/24/2015 12:35:00	Created:BRCLEG_LG0006. SR[redacted]

Last Name	First Name	Account	BAC Code
Lemberg	Sergei	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:30 AM	SADMIN	SZJWPP	Inbound White Mail		Done	04/24/2015 12:41:18	Scanned: 2015-04-24-12.25.10, SourceDocNum [redacted], worklist : BRC LEGAL SR Status: Open

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:25 AM	COBBDI	SZJWPP	Correspondence		Done	04/24/2015 12:25:17	Fulfilled:BRCLEG_LG0040_CHV. SR[redacted]

Last Name	First Name	Account	BAC Code
Ruscio	Chris	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 12:18 AM	COBBDI	SZJWPP	Correspondence		Done	04/24/2015 12:18:39	Created:BRCLEG_LG0040_CHV. SR[redacted]

Last Name	First Name	Account	BAC Code
Ruscio	Chris	Lemberg & Associates	CT

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:30 AM	REMILLHO	SZJWPP	BRC LEGAL	Acknowledgement - Dealer	Done	04/24/2015 12:39:56	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Selling/Servicing DLR:BAC 286[redacted]
Service manager Chris Ruscio 718 784 5242 x7201
Major World
43-40 Northern Blvd
Long Island City, NY 11101-1020
P: 718 937 3700 cell 347 452 8739
F: 718 937 8605
DMA: John Daly 914 261 1338 john.daly@gm.com (FOR BRC USE ONLY)

Contact sales info for sales info:

General manager Chris Castiloi
chrisc@majorauto.com
pls reference stock [redacted]
faxed sto serv mgr, and emailed gen manager for sales docs

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:30 AM	REMILLHO	SZJWPP	BRC LEGAL	Acknowledgement - AVM	Done	04/24/2015 12:30:02	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DMA: John Daly 914 261 1338 john.daly@gm.com (FOR BRC USE ONLY)

sent ack see attached email

diana/brc legal/l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:30 AM	REMILLHO	SZJWPP	BRC LEGAL	Acknowledgement - Atty/Cust	Done	04/24/2015 12:39:51	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Sergei Lemberg
Lemberg Law, LLC
1100 Summer St, 3rd Floor
Stamford, CT 06905
203 653 2250 Ext 5500
slemberg@lemberlaw.com
Demand letter date: April 17, 2015
Siebel ID: Lemberg & Associates
Diana/BRC/LEGAL/ATX/Lv1/21396

sent LG0006 see attached

diana/brc legal/ l2 21396

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:30 AM	REMILLHO	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	04/24/2015 12:41:13	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a BRC Legal Case. Do not assume case…
Forward any Attorney inquires to Diana Cobb at extension 21396. If caller is a customer, refer them to their attorney. If Dealership or Attorney needs CRS fax number it is 866-255-3723.

Re: [redacted]
Service Request [redacted]
2015 Chevrolet Suburban
VIN: 1GNSKKKC9FR[redacted]

VIN Scan Activity:
Scan VIN: 1GNSKKKC9FR[redacted]

[redacted] Infotainment 10-23-14/10-27-14 Mylink External XM weather and traffic – Resolved
[redacted] Infotainment 12-22-14/12-24-14 Mylink navigation resolved
Infotainment 03-03-15/03-17-15 Mylink navigation
TAC 03-25-15/04-18-15 CEL

Previous goodwill provided:
GWMS shows: No open recalls

PC:
Sergei Lemberg
Lemberg Law, LLC
1100 Summer St, 3rd Floor
Stamford, CT 06905
203 653 2250 Ext 5500
slemberg@lemberlaw.com
Demand letter date: April 17, 2015
Siebel ID: Lemberg & Associates

Diana/BRC/LEGAL/ATX/Lv1/21396

Selling/Servicing DLR:BAC 286[redacted]
Service manager Chris Ruscio 718 784 5242 x7201
Major World
43-40 Northern Blvd
Long Island City, NY 11101-1020
P: 718 937 3700 cell [redacted]
F: 718 937 8605
DMA: John Daly 914 261 1338 john.daly@gm.com (FOR BRC USE ONLY)

Contact sales info for sales info:
General manager Chris Casatelli

chrisc@majorauto.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:29 AM	REMILLHO	SZJWPP	Notify CRM	Other	Done	04/24/2015 12:40:00	ER NISM assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
ER NISM assigned

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:29 AM	REMILLHO	SZJWPP	Ownership Changed		Done	04/24/2015 11:29:38	Service Request Ownership has changed FROM: REMILLHO TO: COBBDI

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:27 AM	REMILLHO	SZJWPP	BRC LEGAL	VIN Scan Completed	Done	04/24/2015 12:40:04	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan Completed. SR's found associated to this VIN:

[redacted] Infotainment Customer Support
Infotainment Customer Support
Infotainment Customer Support
TAC US

Holly/BRC legal/ATX/WF/41373

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 24, 2015 11:27 AM	REMILLHO	SZJWPP	BRC LEGAL	Assigned NISM ER	Done	04/24/2015 12:40:10	Assigned NISM ER

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Assigned NISM ER

Holly/BRC legal/ATX/WF/41373

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 22, 2015 1:22 PM	REMILLHO	RZXPC4	Ownership Changed	Ownership Escalated to BRC	Done	04/22/2015 13:22:32	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Confidential Comments

UCC Information

UCC Code	Description	Symptom
J01	Engine - General	No Symptom Indicated
R56	Electrical Radio - Entertainment System/DVD Player/Video Screen	No Symptom Indicated
C37	Trim - Coat Hanger Hook	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	Infotainment Customer Support
Address	[redacted]			Approval	Not Initiated	Area	MyLink
City	[redacted]	Zip	[redacted] State [redacted]	UCC	Electrical Radio - Navigation System	Sub-Area	Navigation
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Majorworld	Safety	No
Daytime #		Evening #	[redacted]	Source	Transfer From OnStar	Updated	03/17/2015 11:44:53
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	FZGRLF
Model	Suburban	Model Year	2015	Status	Closed	Opened	Mar 3, 2015 5:13 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Mar 17, 2015 11:44 AM
Cust Concern	MyLink /Nav :: Issue :: Navigation :: GPS / Compass :: Resolved - Sat						
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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2015 11:44 AM	LUIMA	FZGRLF	SR Closed - Satisfied		Done	03/17/2015 11:44:51	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2015 11:42 AM	LUIMA	FZGRLF	ICS Manager Review	Empowered	Done	03/17/2015 11:44:47	Close Empowered

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer Complaint: I have issues with the navigation.

Resolution: Cust sts navigation is resolved. He now has issues with the oxgen sensors and injectors. No further ICS assistance required since navigation is resolved.

Resources Used: GM Answers, GWM

Close Status: Sat

Goodwill Considered: No
Goodwill Offered: No
Goodwill Accepted: No

May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2015 11:42 AM	LUIMA	FZGRLF	Resolution		Done	03/17/2015 11:44:33	Resolution

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

:: Complaint :: I have issues with the navigation.

:: Cause :: Cust had software update to vehicle.

:: Correction :: Cust sts navigation is resolved. He now has issues with the oxgen sensors and injectors. No further ICS assistance required since navigation is resolved.

:: Status :: Simple Call - Resolved :: ::

May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2015 11:38 AM	LUIMA	FZGRLF	Outbound Call Customer	Made Contact	Done	03/17/2015 11:42:10	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Outbound Call Customer

ICS sts:
- I would like to f/u on the cust.

ICS sks:
-

Cust sts:
- I had a check on light on my vehicle.
- Oxygen sensor are being replaced, injectors are replaced.
- I do not have problem with the navigation now.
- I cannot speak with you anymore. I have a customer, bye.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2015 11:29 AM	LUIMA	FZGRLF	Other		Done	03/16/2015 11:29:57	Cust has dlr appointment today

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2015 10:12 AM	LUIMA	FZGRLF	Other		Done	03/13/2015 10:12:46	Cust has dlr appointment set up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2015 12:05 AM	LUIMA	FZGRLF	Scheduled Follow-up		Done	03/14/2015 08:14:55	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2015 12:03 AM	LUIMA	FZGRLF	Scheduled Outbound Call Cust	Initial Attempt	Done	03/17/2015 11:38:53	[redacted] [redacted] (646) 363-2855

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Call Dealer Service Advisor on 3/17/2015 between 12:00:00 PM and 2:00:00 PM EST Contact name: Major World Chevrolet, L.L.C. Contact number: (718) 937-3700 Action Plan: Dlr ordered parts. Parts are in. Cust appointment 03/16/15 @ 10:00 AM. May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2015 11:57 AM	LUIMA	FZGRLF	Outbound Call Customer	Made Contact	Done	03/12/2015 12:03:30	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Outbound Call Customer Erica ICS sts: - The parts are in. When are you able to come in. ICS sks: - Get cust to the dlr.

Cust sts:
- 10AM on Monday.

Dlr sts:
- Monday 10AM can be set up.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2015 11:50 AM	LUIMA	FZGRLF	Outbound Call Dealer	Received Busy Signal	Done	03/12/2015 11:56:51	Major World Chevrolet, L.L.C. (718) 937-3700

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Outbound Call Dlr Javier (2 ago cust was at the dlr)

Michelle from Service sts that she would have to get me to someone else.

ICS sts:
- I would like an update on the vehicle.

ICS sks:
- Find out the status of vehicle.

Dlr sts:
- We have the parts in for him. We are just waiting for him to come back.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2015 10:49 AM	LUIMA	FZGRLF	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/12/2015 11:53:50	SOCD: Major World Chevrolet, L.L.C. (718) 937-3700

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call Dealer Service Advisor on 3/12/2015 between 12:30:00 PM and 2:30:00 PM EST

Contact name: Major World Chevrolet, L.L.C.
Contact number: (718) 937-3700

Action Plan: F/u with dlr about bluetooth not working and GPS signal lost. Cust sts that radio software calibratation was done and is still having the same issues.

May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2015 10:48 AM	LUIMA	FZGRLF	Outbound Call Dealer	Received Busy Signal	Done	03/10/2015 10:49:18	Major World Chevrolet, L.L.C. (718) 937-3700

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Received busy signal.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 11:02 AM	LUIMA	FZGRLF	Scheduled Outbound Call Cust	Initial Attempt	Done	03/10/2015 10:48:38	Major World Chevrolet, L.L.C. (718) 937-3700

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call Dealer Service Advisor on 3/10/2015 between 11:00:00 AM and 1:00:00 PM EST

Contact name: Major World Chevrolet, L.L.C.
Contact number: (718) 937-3700

Action Plan: F/u with dlr about bluetooth not working and GPS signal lost. Cust sts that radio software calibratation was done and is still having the same issues.

May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 10:59 AM	LUIMA	FZGRLF	Outbound Call Customer	Made Contact	Done	03/09/2015 11:02:56	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Outbound Call Customer

ICS sts:
- I would like to f/u on your GPS concern.

ICS sks:
- Find out about status of radio system. Concern with bluetooth and GPS.

Cust sts:
- Update to radio did not work. Now I am in the dlr again.
- I am at the service department right now so bye.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2015 5:17 PM	LUIMA	FZGRLF	Scheduled Outbound Call Cust	Initial Attempt	Done	03/09/2015 10:58:06	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call Customer on 3/9/2015 between 10:00:00 AM and 12:00:00 PM EST

Contact name: [redacted]
Contact number: (646) 363-2855

Action Plan: Get cust into the dlr.

May Lui / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2015 5:15 PM	LUIMA	FZGRLF	Email - Outbound		Done	03/03/2015 17:16:20	Chevrolet No GPS Signal [redacted]- [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

Thank you for contacting the <Brand/General Motors> Infotainment Customer Support group. We appreciate you taking time out of your day to reach out to us today.

The information I advised to send you is below:

Your Service Request Number: [redacted]

MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

My Contact Number (w/ Extension) : 866-790-5700 ext. 21216

You may contact me at any time. If I'm not available, please leave me a voicemail and I will return your call as soon as I can.

If you cannot reach me and wish to speak to an Infotainment Advisor immediately, our department is always available to you Monday through Saturday from 8am-10pm EST by dialing 855-478-7767.

Thank you again for contacting us and have a great day.

May

Infotainment Specialist

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2015 5:14 PM	LUIMA	FZGRLF	Outbound Call Dealer	Reached Wrong No./Disconnect	Done	03/03/2015 17:15:26	MAJORWORLD 7189373700

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Outbound Call Dlr.

Line disconnected 03/03/2015 @ 05:12 PM.

May Lui /ICS/ATX/Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2015 5:13 PM	LUIMA	FZGRLF	Inbound Call Customer	Complex Request	Done	03/03/2015 17:14:18	- No GPS signal is presenting in the vehicle.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

INBOUND CALL FUNNEL
Betty from OnStar
Cust: [redacted]
Phone:
Email:
VIN: 1GNSKKKC9FR[redacted]
Mileage:
Address:
Preferred Dlrshp:
Phone Type:
Phone OS:

Monday after 10 AM

Cust sts:
- No GPS signal is presenting in the vehicle.
- I dlr did a software update to the system. It has several issues the navigation doesn't work.
- This happen several times.

ICS adv:
- I will f/u on up you Monday after 10AM.
- The vehicle would have to be diagnosed by the dlr.

May Lui /ICS/ATX/Lvl0

Confidential Comments

UCC Information

UCC Code	Description	Symptom
R58	Electrical Radio - Navigation System	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	Infotainment Customer Support
Address	[redacted]			Approval	Not Initiated	Area	MyLink
City	[redacted]	Zip [redacted]	State [redacted]	UCC	Electrical Radio - Navigation System	Sub-Area	Other
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	No
Daytime #		Evening #	[redacted]	Source	Transfer From OnStar	Updated	12/24/2014 16:05:13
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage	14307	Priority	Medium License # CHEVROLET	Owner	JZVYBL
Model	Suburban	Model Year	2015	Status	Closed	Opened	Dec 22, 2014 8:56 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Dec 24, 2014 4:05 PM
Cust Concern	MyLink /Nav :: Issue :: Navigation :: Voice Prompts :: Resolved - Sat						
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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 24, 2014 4:05 PM	MONTENDE	JZVYBL	SR Closed - Satisfied		Done	12/24/2014 16:05:09	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 24, 2014 4:04 PM	MONTENDE	RZ4KSM	ICS TL Review	Approved	Done	12/24/2014 16:05:06	Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2014 9:05 PM	MCGUIRBE	JZTVLL	ICS Manager	Request to Close	Done	12/24/2014 16:04:55	Case Complete

Service Request Activities – UCC PAR

Review			
Last Name	**First Name**	**Account**	**BAC Code**
[redacted]	[redacted]		

Comments

Customer Complaint: The voice prompts on my vehicle are not working

Resolution: Radio restart

Resources Used: GWM

Close Status: Sat
Goodwill Considered: No
Goodwill Offered: No
Goodwill Accepted: No

Ben/ICS/ATX/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2014 9:04 PM	MCGUIRBE	JZVYBL	Resolution		Done	12/22/2014 21:05:03	Resolution

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

" :: Complaint :: The voice prompts on my vehicle are not working
"

:: Cause :: Unknown

:: Correction :: Radio restart

:: Status :: Simple Call - Resolved :: ::

Ben/ICS/ATX/L0

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2014 9:03 PM	MCGUIRBE	JZVYBL	Email - Outbound		Done	12/22/2014 21:03:50	GM Infotainment Service Request #[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear Mr. [redacted]

Thank you for contacting the General Motors Infotainment Customer Support group. We appreciate you taking time out of your day to reach out to us.

Your Service Request Number [redacted]

My Contact Number: 1-855-250-5600 ext 11096

You may contact me at any time. If I'm not available, please leave me a voicemail and I will return your call as soon as I can.

If you cannot reach me and wish to speak to an Infotainment Agent immediately, our department is always available to you seven days a week from 8am-10pm EST by dialing 855-478-7767.

Thank you again for contacting us and have a great day.

Ben

Infotainment Specialist

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2014 9:02 PM	MCGUIRBE	JZVYBL	Outbound Call Customer	Made Contact	Done	12/22/2014 21:03:17	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

ICS sts: Gave steps for radio restart

Cust sts: It is working, no further assistance needed.

Ben/ICS ATX/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2014 9:01 PM	MCGUIRBE	JZVYBL	Inbound Call Customer	Transfer/Referral	Done	12/22/2014 21:03:13	Navigation voice prompts

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name [redacted]
Phone [redacted]
VIN: [redacted]
Mileage, New/used: 14307 new

Address: verified
Email: verified

Phone Type/Carrier:
Phone Operating System:
Onstar Agent: tasha

Cust sts: I start the navigation system and press start, it works, but the voice does not work.

ICS Adv: Gave instructions from page 68 of the infotainment system manual to verify that the voice prompts are on and that the volume is raised

cust sts: yes, all that is on

ICS adv: we will need to perform radio restart, I will call you on your phone and we can proceed.

Ben/ICS ATX/L0

Confidential Comments

UCC Information

UCC Code	Description	Symptom

R58	**Electrical Radio - Navigation System**	**No Symptom Indicated**

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	Infotainment Customer Support
Address	[redacted]			Approval	Not Initiated	Area	MyLink
City	[redacted]	Zip [redacted]	State [redacted]	UCC	Electrical Radio - Entertainment System/DVD Player/Video Screen	Sub-Area	XM
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	No
Daytime #		Evening #	[redacted]	Source	Transfer From OnStar	Updated	10/27/2014 15:29:54
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	SPENCETI
Model	Suburban	Model Year	2015	Status	Closed	Opened	Oct 23, 2014 9:55 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Oct 27, 2014 3:29 PM
Cust Concern	MyLink :: External :: XM :: Weather & Traffic :: Resolved - Sat						
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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed				**Weather Condition**			
Prop Owner		**Property Type**					
Last Service Date				**Loc Last Service**			
Property Location		**Prop Est Repair Cost**					
Veh Est Repair Cost				**Spec Equip Installer**			
Prop Damage Description							

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2014 3:29 PM	GIFFENK2	SPENCETI	SR Closed - Satisfied		Done	10/27/2014 15:29:53	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2014 10:01 PM	SPENCETI	SPENCETI	Email - Outbound		Done	10/23/2014 22:02:51	CHEVROLET INFOTAINMENT CUSTOMER SUPPORT, [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

Thank you for contacting the General Motors Infotainment Customer Support group. We appreciate you taking time out of your day to reach out to us today.

The information you requested is as follows:

Your Service Request Number [redacted]

My Contact Number (w/ Extension): 1-866-790-5600 xt.11313

You may contact me at any time. If I'm not available, please leave me a voicemail and I will return your call as soon as I can.

If you cannot reach me and wish to speak to an Infotainment Agent immediately, our department is always available to you seven days a week from 8am-10pm EST by dialing 855-478-7767.

Thank you again for contacting us and have a great day.

Tiara
Infotainment Specialist

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2014 9:59 PM	SPENCETI	SPENCETI	Manager Review	Case Closure	Done	10/27/2014 15:29:47	OTS review to close, Cust Sat

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer Complaint: I am not able to look and see if traffic is going to be bad.

Resolution: ICS adv-Traffic info is updated through XM. Please have the cust contact XM and make sure his subscription is up to date. He may need his signal reset.

Resources Used: KANA, GWM, 2015 CHEVROLET SUBURBAN INFOTAINMENT MANUAL

Close Status: Sat
Goodwill Considered: No
Goodwill Offered: No
Goodwill Accepted: No

Tiara Spencer / ATX ICS / L2

OTS Approved
Kevan Giffen / ATX / ICS / 0

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Oct 23, 2014 9:59 PM	SPENCETI	SPENCETI	Resolution		Done	10/23/2014 22:01:26	Resolution

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

:: Complaint :: I am not able to look and see if traffic is going to be bad.

:: Cause :: Education

:: Correction :: ICS adv-Traffic info is updated through XM. Please have the cust contact XM and make sure his subscription is up to date. He may need his signal reset.

:: Status :: Simple Call - Resolved :: ::

Tiara Spencer / ATX ICS / L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2014 9:59 PM	SPENCETI	SPENCETI	Inbound Call Customer	Complex Request	Done	10/23/2014 21:59:36	Traffic

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]

FR[redacted]

[redacted]

Cust sts-I am not able to look and see if traffic is going to be bad.

cust sks-Traffic information/Updates

ICS adv-Traffic info is updated through XM. Please have the cust contact XM and make sure his subscription is up to date. He may need his signal reset.

Tiara Spencer/ATX/ICS/L0

Confidential Comments

UCC Information

UCC Code	Description	Symptom
R56	Electrical Radio - Entertainment System/DVD Player/Video Screen	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.			Cost Ast.			BRC Type	N/A
Account	Majorworld	Site/BAC	[redacted]		GW SubType			Business Unit	TAC US
Address	43-40 NORTHERN BLVD				Approval	Not Initiated		Area	Engine
City	LONG ISLAND CITY	Zip	11101	State NY	UCC			Sub-Area	Gas - Controls / Driveability
Last Name	[redacted]	First Name	[redacted]		Involved Dlr			Safety	No
Daytime #	[redacted]	Evening #			Source	Phone		Updated	04/18/2015 03:05:37
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage	20616		Priority	Consultant	License # CHEVROLET	Owner	BZKKKL
Model	Suburban	Model Year	2015		Status	Closed		Opened	Mar 25, 2015 3:20 PM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00		Sub Status	System Auto Close		Closed	Apr 18, 2015 3:05 AM
Cust Concern	CEL								
Customer Description	P219B P0300 COLD START								

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 18, 2015 3:05 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	04/18/2015 03:05:37	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Majorworld	286[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 30, 2015 10:39 AM	MCCULLDA	LZLY63	TAC Inbound Call	Diagnostics	Done	03/30/2015 11:08:48	.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Majorworld	286[redacted]

Comments

__3__Number of times in for the same concern?
__3__Number of days down as provided by the caller?
__y__Has the concern been duplicated?
__n__Any aftermarket accessories or modifications?
__n__Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?
__y__Is it at the dealer?____Is it a stock unit?____Was it towed?
n Does the vehicle belong to rental company? If yes, record technician and or shop forman or manager name, phone #, and address of

rental company repair shop. _____
__n__Have any SI document been utilized (Capture Doc ID)?

Caller's Name (First & Position): Jan Chudzik - Tech

Customer Concern: cel misfire cold start

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

Has replaced bank 2 injectors, and b2s1.
Bank2 injectors were covered in very heavy carbon build up.
Back now with P0300 and P219B stored.
Cannot duplicate.
Has history misfires on 1 3 8.
Customer reports rough run and misfire on cold start for a few seconds.
Injector balance shows 23.2 29.1 24.3 29.8 23.2 20.2 23.2 29.8 psi drop on 1 to 8.

TAC Recommendations:

Advised to question customer on fuel usage. Use top tier fuel.
Advised dealer to evaluate all 4 HO2's and document readings.
Advised to duplicate customer concern of misfires on cold start.
If necessary PIP5029F: Rough Idle Crank No Start Extended Crank Or Misfire Due to Excessive Carbon On Top of the Valves or Sticking Valves and call TAC back with the results.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 25, 2015 3:52 PM	ROBINSJE	BZKKKL	TAC Inbound Call	Diagnostics	Done	03/25/2015 15:54:03	.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Majorworld	286[redacted]

Comments

_2__Number of times in for the same concern?
_2__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)?
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 or Customer's vehicle?
___ If it was a customer's vehicle, was it towed In?
___ Does the vehicle belongs to a rental company?

Caller's Name (First Name, Last Name & Position): Jan Chudzik Tech

Customer Concern: CEL

Dealer Comments/Diagnosis (DTC's, What's Been Done):
Tech states that there is a p219b present and he has replaced the bank 2 injectors with no change .
TAC Recommendations:
Advised Tech to check compression and leakdown .

Confidential Comments

UCC Information

UCC Code	Description	Symptom

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.		BRC Type	N/A
Account	East Hills Chevrolet Of Douglaston	Site/BAC	157[redacted]	GW SubType		Business Unit	SPAC
Address	240-02 Northern Blvd			Approval	Not Initiated	Area	DCC
City	Roslyn	Zip 11576	State NY	UCC		Sub-Area	ETA SPAC
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	No
Daytime #	[redacted]	Evening #		Source	Phone	Updated	04/12/2016 13:35:14
Serial/VIN #	1GNSKKKC9FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	PZTC8R
Model	Suburban	Model Year	2015	Status	Closed	Opened	Mar 17, 2016 9:12 AM
Make	Chevrolet	Warranty Start	07/19/2014 00:00:00	Sub Status	Satisfied	Closed	Apr 12, 2016 1:34 PM
Cust Concern	Eta Spac						
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

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 12, 2016 1:34 PM	PZTC8R	PZTC8R	SR Closed - Satisfied		Done	04/12/2016 13:34:50	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	East Hills Chevrolet Of Douglaston	157[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 9:13 AM	PZTC8R	PZTC8R	DCC - Inbound Call Dlr	ETA - SPAC Case	Done	03/17/2016 09:13:33	Eta Spac case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	East Hills Chevrolet Of Douglaston	157[redacted]

Comments

Confidential Comments

Service Request Activities – UCC PAR

UCC Information

UCC Code	Description	Symptom

End of Report

ABS 7 (7/15)

New York State Department of Motor Vehicles

POLICE ACCIDENT REPORT (NYC)

MV-104AN (7/11)

☐ AMENDED REPORT

Precinct	Complaint Number
013	[redacted]

Accident Date Month	Day	Year	Day of Week	Military Time	No. of Vehicles	No. Injured	No. Killed	Hit and Run	Left Scene	Police Photos
12	23	2016	FRIDAY	16:26	1	1	0	☐	☐	☐ Yes ☑ No

VEHICLE 1

VEHICLE 1 Driver
Driver's ID Number: [redacted]
Driver Name: exactly as printed or typed: [redacted]
Address (Number & Street): [redacted] Apt. No.:
City: [redacted] State: Zip Code:
Date of Birth: Month Day Year: [redacted] Sex: Unlicensed: ☐ No. of Occupants: 1 Public Property Damaged: ☐
Name–exactly as printed or typed/other: [redacted] Sex: Date of Birth: Month Day Year:
Address (Number & Street): [redacted] Apt. No.: Hurt Not Hurt Dead: Refused: ☐
City: [redacted] State: Zip Code:
Plate Number: [redacted] State of Reg.: Vehicle Year & Make: 2015 CHEVROLET Vehicle Type: TAXI Int. Color:
Ticket Issued Number(s):
Violation Section(s):

☐ VEHICLE ☐ BICYCLIST ☑ PEDESTRIAN ☐ OTHER PEDESTRIAN

VEHICLE Driver
Driver's ID Number: State of Lic:
Driver Name: exactly as printed or typed:
Address (Number & Street): Apt. No.:
City: State: Zip Code:
Date of Birth: Sex: Unlicensed: ☐ No. of Occupants: Public Property Damaged: ☐
Name–exactly as printed or typed/other: Sex: Date of Birth: Month Day Year:
Address (Number & Street): Apt. No.: Hurt Not Hurt Dead: Refused: ☐
City or Town: State: Zip Code:
Plate Number: State of Reg.: Vehicle Year & Make: Vehicle Type: Int. Color:
Ticket Issued Number(s):
Violation Section(s):

VEHICLE 1 DAMAGE CODES

Check if another vehicle is:
☐ more than 96 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

Box 1 - Point of Impact	1	2
Box 2 - Most Damage	1	1

Enter up to three more Damage Codes: 3: 2; 4; 5

Vehicle Towed: By: To:

VEHICLE 2 DAMAGE CODES

Check if involved vehicle is:
☐ more than 96 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

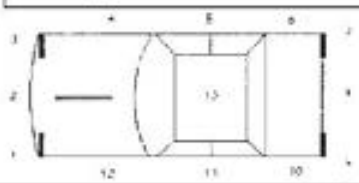
Box 1 - Point of Impact	1	2
Box 2 - Most Damage		

Enter up to three more Damage Codes: 3; 4; 5

Vehicle Towed: By: To:

VEHICLE DAMAGE CODING:

1-13. SEE DIAGRAM ON RIGHT
14. UNDERCARRIAGE
15. TRAILER
16. OVERTURNED
17. DEMOLISHED
18. NO DAMAGE
19. OTHER



Circle the diagram below that describes the accident, or draw your own diagram in space 40. Number the vehicles.

Rear End; Left Turn; Right Angle; Right Turn; Head On; Sideswipe (same direction); Left Turn; Right Turn; Sideswipe (opposite)

ACCIDENT DIAGRAM

DIAGRAM ATTACHED ON SUBSEQUENT PAGE

7 HEAD ON

Cost of repairs to any one vehicle will be more than $1000:
☐ Unknown/Unable to Determine ☐ Yes ☑ No

Reference Marker
Coordinates (if available): Latitude/Northing; Longitude/Easting

Place Where Accident Occurred: ☐ BRONX ☐ KINGS ☑ NEW YORK ☐ QUEENS ☐ RICHMOND

Road or Alleh accident occurred: 923 8 AVENUE (Route Number or Street Name)

at / Intersecting street: (Route Number or Street Name)

or 2: Feet ☐ N ☐ S ☐ E ☐ W of (Nearest Intersecting Route Number or Street Name)

Accident Description/Officer's Notes: AT T/P/O PESD INFORMED THE DRIVER OF VEH#1 THAT SHE WAS A POLICE OFFICER AND YOU CAN'T PARK THERE BC IT WOULD BE ILLEGALLY PARKED. THEN VEHCILE ERRATICALLY DROVE AND STRUCK THE PED WITH HIS VEHICLE CAUSING INJURIES TO THE RIBS AND ABDOMEN. THEN DRIVER THEN RECKLESSLY DROVE AWAY LEAVING THE SCENE OF ACCIDENT. VIDEO FOOTAGE AVAILBLE. DRIVER ARRESTED.

P

ALL INVOLVED	8	9	10	11	12	13	14	15	16	17 BY	TO 18	Names of all involved	Date of Death Only
A	P	X	1	1	25	F	9	10	6	-	-	[redacted]	
B	1	1	1	1	46	M	-	-	-	-	-		

Officer's Rank and Signature: PCM [redacted]
Print Name:
Tax ID No.: [redacted] NCIC No.: 03030 Precinct: 018 Prec/Section: Reviewing Officer: [redacted] Date/Time Reviewed: 12/26/2016 10:16

This is to certify that the above is a true and complete copy of a record on file in the New York State Department of Motor Vehicles, Albany, New York.

EXECUTIVE DEPUTY COMMISSIONER OF MOTOR VEHICLES

ABS 7 (7/15) Page 1 of 1 Pages

New York State Department of Motor Vehicles

POLICE ACCIDENT REPORT (NYC)

MV-104AN (7/11)

Precinct: 013 | Complaint Number: [redacted] | ☐ AMENDED REPORT

Accident Date Month	Day	Year	Day of Week	Military Time	No. of Vehicles	No. Injured	No. Killed	Hit and Run	Left Scene	Police Photos
12	23	2016	FRIDAY	16:26	1	1	0	☐	☐	☐ Yes ☑ No

VEHICLE 1

VEHICLE 1 Driver License ID Number: [redacted] State of Lic:

Driver Name: (Last, First, Middle as printed on license): [redacted]

Address: (House Number & Street): [redacted] Apt. No:

City or Town: [redacted] State: Zip Code:

Date of Birth: [redacted] Sex: Unlicensed: ☐ No. of Occupants: 1 Public Property Damaged: ☐

Name-exactly as printed on registration: [redacted] Sex: Date of Birth:

Address: (House Number & Street): [redacted] Apt. No: Hwy Mile Marker: Reference: ☐

City or Town: [redacted] State: Zip Code:

Plate Number: [redacted] State of Reg: Vehicle Year & Make: 2015 CHEVROLET Vehicle Type: TAXI Ins. Code:

Police Action Number(s):

Violation Section(s):

Check if another vehicle is:
☐ more than 96 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

VEHICLE 1 DAMAGE CODES

Box 1 - Point of Impact	1	2
Box 2 - Most Damage	1	1

Enter up to three more Damage Codes: 3: 2; 4; 5

Vehicle Towed: By: To:

VEHICLE 2

☐ VEHICLE ☐ BICYCLIST ☑ PEDESTRIAN ☐ OTHER PEDESTRIAN

VEHICLE 2 Driver License ID Number: State of Lic:

Driver Name: (Last, First, Middle as printed on license): [redacted]

Address: (House Number & Street): [redacted] Apt. No:

City or Town: [redacted] State: Zip Code:

Date of Birth: [redacted] Sex: Unlicensed: ☐ No. of Occupants: Public Property Damaged: ☐

Name-exactly as printed on registration: Sex: Date of Birth: Month Day Year

Address: (House Number & Street): Apt. No: Hwy Mile Marker: Reference: ☐

City or Town: State: Zip Code:

Plate Number: State of Reg: Vehicle Year & Make: Vehicle Type: Ins. Code:

Police Action Number(s):

Violation Section(s):

Check if another vehicle is:
☐ more than 96 inches wide;
☐ more than 34 feet long;
☐ operated with an overweight permit;
☐ operated with an overdimension permit.

VEHICLE 2 DAMAGE CODES

Box 1 - Point of Impact	1	2
Box 2 - Most Damage		

Enter up to three more Damage Codes: 3; 4; 5

Vehicle Towed: By: To:

Circle the diagram below that describes the accident, or draw your own diagram in space 40. Number the vehicles.

Rear End (1) | Left Turn (2) | Right Angle (3) | Right Turn (5) | Head On (7)
Sideswipe (same direction) (4) | Left Turn (6) | Right Turn (8) | Sideswipe (opposite) (9)

ACCIDENT DIAGRAM

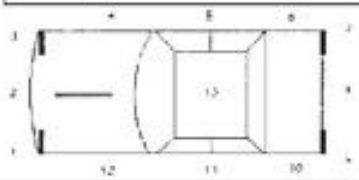
DIAGRAM ATTACHED ON SUBSEQUENT PAGE

7 HEAD ON

Cost of repairs to any one vehicle will be more than $1000:
☐ Unknown/Unable to Determine ☐ Yes ☑ No

VEHICLE DAMAGE CODING:

1-13. SEE DIAGRAM ON RIGHT
14. UNDERCARRIAGE 17. DEMOLISHED
15. TRAILER 18. NO DAMAGE
16. OVERTURNED 19. OTHER



Reference Marker | Coordinates (if available): Latitude/Northing | Longitude/Easting

Place Where Accident Occurred: ☐ BRONX ☐ KINGS ☑ NEW YORK ☐ QUEENS ☐ RICHMOND

Road or Which accident occurred: 923 8 AVENUE (Route Number or Street Name)

at 1st crossing street: (Route Number or Street Name)

or 2: Feet ☐ N ☐ S ☐ E ☐ W of (Nearest Intersecting Route Number or Street Name)

Accident Description/Officer's Notes: AT T/P/O PESD INFORMED THE DRIVER OF VEH#1 THAT SHE WAS A POLICE OFFICER AND YOU CAN'T PARK THERE BC IT WOULD BE ILLEGALLY PARKED. THEN VEHCILE ERRATICALLY DROVE AND STRUCK THE PED WITH HIS VEHICLE CAUSING INJURIES TO THE RIBS AND ABDOMEN. THEN DRIVER THEN RECKLESSLY DROVE AWAY LEAVING THE SCENE OF ACCIDENT. VIDEO FOOTAGE AVAILBLE. DRIVER ARRESTED.

P

ALL INVOLVED	8	9	10	11	12	13	14	15	16	17 BY	TO 18	Names of all involved	Date of Death: City
A	P	X	1	1	25	F	9	10	6	-	-	[redacted]	
B	1	1	1	1	46	M	-	-	-	-	-		

Officer's Rank and Signature: POM [redacted]

Print Name: [redacted]

Tax ID No.: [redacted] | NCIC No.: 03030 | Precinct: 018 | Post/Section: | Reviewing Officer: [redacted] | Date/Time Reviewed: 12/26/2016 10:16

This is to [redacted] complete copy of a record on file in the New York State Department of Motor Vehicles, Albany, New York.

EXECUTIVE DEPUTY COMMISSIONER OF MOTOR VEHICLES

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2015 CHEVROLET K1500 SUBURBAN LTZ
VIN: 1GNSKKKC9FR[redacted]
4 DOOR WAGON/SPORT UTILITY
5.3L V8 DIR OHV 16V
GASOLINE
4 WHEEL DRIVE
Standard Equipment | Safety Options

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

- Accident / Damage reported
- CARFAX 1-Owner vehicle
- **12** Service history records
- Taxi vehicle
- Last owned in New York
- **70,519** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/30/17 at 9:13:11 AM (EST). 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 Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2014
Type of owner	Taxi
Estimated length of ownership	2 yrs. 6 mo.
Owned in the following states/provinces	New York
Estimated miles driven per year	27,977/yr
Last reported odometer reading	70,519

CARFAX 1 OWNER

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

BUYBACK CARFAX GUARANTEE

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

CARFAX 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 rol back.	No Issues Indicated
Accident / Damage Accident reported on 12/23/2016.	Accident Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2014
Type:	Taxi
Where:	New York
Est. miles/year:	27,977/yr
Est. length owned:	7/19/14 - present (2 yrs. 6 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar 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
07/19/2014	4	New York Inspection Station	Passed safety inspection Passed emissions inspection View what was inspected
07/19/2014		New York Motor Vehicle Dept. New York, NY	Registration issued or renewed Passed safety inspection
08/08/2014	1,177	Inspection Co.	Inspection performed
08/08/2014		New York Motor Vehicle Dept. New York, NY	Registration issued or renewed Titled or registered as taxi Passed safety inspection
08/12/2014	1,193	New York Inspection Station	Failed safety inspection Passed emissions inspection View what was inspected
09/09/2014	4,169	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Maintenance inspection completed Drive belts checked Oil and filter changed Tire condition and pressure checked
09/10/2014		New York Motor Vehicle Dept. New York, NY	Title issued or updated First owner reported Loan or lien reported Titled or registered as taxi
01/01/2015	12,351	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
01/12/2015	15,265	New York Inspection Station	Passed safety inspection Passed emissions inspection View what was inspected
03/02/2015	18,952		Vehicle serviced

		Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	
03/18/2015	20,084	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
05/14/2015	24,740	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Maintenance inspection completed Drive belts checked Oil and filter changed Tire condition and pressure checked
06/04/2015	26,815	New York Inspection Station	Passed safety inspection Emissions inspection performed View what was inspected
06/16/2015	28,043	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
07/23/2015		New York Motor Vehicle Dept. New York, NY	Registration issued or renewed Titled or registered as taxi Passed safety inspection
08/25/2015	34,257	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
09/04/2015	35,137	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
10/21/2015	39,416	New York Inspection Station	Passed safety inspection Emissions inspection performed View what was inspected
02/06/2016	47,836	New York Inspection Station	Passed safety inspection Emissions inspection performed View what was inspected
03/10/2016	51,773	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
05/11/2016	56,050	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Steering/suspension checked
06/01/2016	56,168	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced
07/01/2016	57,008	New York Inspection Station	Passed safety inspection Emissions inspection performed View what was inspected
07/01/2016		New York Motor Vehicle Dept. East Elmhurst, NY	Registration issued or renewed Titled or registered as taxi Passed safety inspection
07/22/2016	58,177		

		New York Inspection Station	Failed safety inspection Passed emissions inspection View what was inspected
12/23/2016	69,943	New York Inspection Station	Passed safety inspection Emissions inspection performed View what was inspected
12/23/2016		New York Damage Report	Accident reported
01/24/2017	70,519	Major Chevrolet Long Island City, NY 718-937-3700 majorauto.com	Vehicle serviced

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

Accident / Damage Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 1/30/17 at 9:13:11 AM (EST). New data will result in a change to this report.

New York Damage Reports:

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds $1000

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.

Taxi
Vehicle was registered as a taxi or "for hire" vehicle.

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.
1/30/17 9:13:11 AM (EST)

CDR File Information

User Entered VIN	1GNSKKKC9FR[redacted]
User	Matthew T. McGuire
Case Number	[redacted]
EDR Data Imaging Date	02/08/2017
Crash Date	12/24/2016
Filename	1GNSKKKC9FR[redacted]_ACM.CDRX
Saved on	Wednesday, February 8 2017 at 14:08:22
Imaged with CDR version	Crash Data Retrieval Tool 17.2
Imaged with Software Licensed to (Company Name)	Product Defense Investigative Services
Reported with CDR version	Crash Data Retrieval Tool 17.2
Reported with Software Licensed to (Company Name)	Product Defense Investigative Services
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

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.

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. A Non-Deployment Event can be overwritten by a more recent Non-Deployment Event if all three records are full and the Non-Deployment is older than 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.

Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR 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 up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.

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

-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.
-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
-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engines.
-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.
-Dynamic Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
-Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
-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 Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Longitudinal Velocity Change	Forward

Lateral Acceleration	Left to Right
Lateral Velocity Change	Left to Right
Vertical Acceleration	Downward
Roll Rate	Clockwise Rotation

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

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Event Data General (part one)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID $32 Bytes 2-3	$19A8	Ignition Cycle, Download (Ignition Cycles at Investigation)	6568	counts
DID $01 Bytes 0-1	$4155	ESS # 1 Traceability Data, Component Identifier	AU	
DID $01 Bytes 2-5	$38363737	ESS # 1 Traceability Data, Part Number/Broadcast Code	8677	
DID $01 Byte 6	$44	ESS # 1 Traceability Data, Supplier Code	D	
DID $01 Bytes 7-15	$50303030303003030	ESS # 1 Traceability Data, Traceability Number	P00000000	
DID $03 Bytes 0-1	$4154	ESS # 2 Traceability Data, Component Identifier	AT	
DID $03 Bytes 2-5	$38363737	ESS # 2 Traceability Data, Part Number/Broadcast Code	8677	
DID $03 Byte 6	$44	ESS # 2 Traceability Data, Supplier Code	D	
DID $03 Bytes 7-15	$50303030303003030	ESS # 2 Traceability Data, Traceability Number	P00000000	
DID $05 Bytes 0-1	$4148	ESS # 3 Traceability Data, Component Identifier	AH	
DID $05 Bytes 2-5	$38363736	ESS # 3 Traceability Data, Part Number/Broadcast Code	8676	
DID $05 Byte 6	$44	ESS # 3 Traceability Data, Supplier Code	D	
DID $05 Bytes 7-15	$41303030303003030	ESS # 3 Traceability Data, Traceability Number	A00000000	
DID $07 Bytes 0-1	$414A	ESS # 4 Traceability Data, Component Identifier	AJ	
DID $07 Bytes 2-5	$38363736	ESS # 4 Traceability Data, Part Number/Broadcast Code	8676	
DID $07 Byte 6	$44	ESS # 4 Traceability Data, Supplier Code	D	
DID $07 Bytes 7-15	$41303030303003030	ESS # 4 Traceability Data, Traceability Number	A00000000	
DID $09 Bytes 0-1	$4441	ESS # 5 Traceability Data, Component Identifier	DA	
DID $09 Bytes 2-5	$38363738	ESS # 5 Traceability Data, Part Number/Broadcast Code	8678	
DID $09 Byte 6	$44	ESS # 5 Traceability Data, Supplier Code	D	
DID $09 Bytes 7-15	$41303030303003030	ESS # 5 Traceability Data, Traceability Number	A00000000	
DID $0B Bytes 0-1	$4442	ESS # 6 Traceability Data, Component Identifier	DB	
DID $0B Bytes 2-5	$38363738	ESS # 6 Traceability Data, Part Number/Broadcast Code	8678	
DID $0B Byte 6	$44	ESS # 6 Traceability Data, Supplier Code	D	
DID $0B Bytes 7-15	$41303030303003030	ESS #6 Traceability Data, Traceability Number	A00000000	
DID $0D Bytes 0-1	$0100	ESS # 7 Traceability Data, Component Identifier	??	
DID $0D Bytes 2-5	$30303030	ESS # 7 Traceability Data, Part Number/Broadcast Code	0000	
DID $0D Byte 6	$44	ESS # 7 Traceability Data, Supplier Code	D	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DID $0D Bytes 7-15	$4130303030303 03030	ESS # 7 Traceability Data, Traceability Number	A00000000	
DID $0F Bytes 0-1	$0100	ESS # 8 Traceability Data, Component Identifier	??	
DID $0F Bytes 2-5	$30303030	ESS # 8 Traceability Data, Part Number/Broadcast Code	0000	
DID $0F Byte 6	$44	ESS # 8 Traceability Data, Supplier Code	D	
DID $0F Bytes 7-15	$4130303030303 03030	ESS # 8 Traceability Data, Traceability Number	A00000000	
DID $30 Byte 0	$00	Dynamic Deployment Event Counter	0	counts
DID $30 Bytes 1-2	$0000	Multi-Event, Number of Events (Dynamic Event Counter)	0	counts
DID $30 Byte 3	$00	Dynamic OnStar Notification Event Counter	0	counts

Event Data General (part two)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DID $90 Byte 0	$31	Vehicle Identification Number (VIN) Digit 1	1	
DID $90 Byte 1	$47	Vehicle Identification Number (VIN) Digit 2	G	
DID $90 Byte 2	$4E	Vehicle Identification Number (VIN) Digit 3	N	
DID $90 Byte 3	$53	Vehicle Identification Number (VIN) Digit 4	S	
DID $90 Byte 4	$4B	Vehicle Identification Number (VIN) Digit 5	K	
DID $90 Byte 5	$4B	Vehicle Identification Number (VIN) Digit 6	K	
DID $90 Byte 6	$4B	Vehicle Identification Number (VIN) Digit 7	K	
DID $90 Byte 7	$43	Vehicle Identification Number (VIN) Digit 8	C	
DID $90 Byte 8	$39	Vehicle Identification Number (VIN) Digit 9	9	
DID $90 Byte 9	$46	Vehicle Identification Number (VIN) Digit 10	F	
DID $90 Byte 10	$52	Vehicle Identification Number (VIN) Digit 11	R	
DID $90 Byte 11	$32	Vehicle Identification Number (VIN) Digit 12	[redacted]	
DID $90 Byte12	$30	Vehicle Identification Number (VIN) Digit 13		
DID $90 Byte 13	$34	Vehicle Identification Number (VIN) Digit 14		
DID $90 Byte 14	$36	Vehicle Identification Number (VIN) Digit 15		
DID $90 Byte 15	$39	Vehicle Identification Number (VIN) Digit 16		
DID $90 Byte 16	$38	Vehicle Identification Number (VIN) Digit 17		
DID $9A Bytes 0-1	$0B11	System Type	N/A	
DID $B4 Bytes 0-1	$4B33	Manufacturing Traceability Data, Component Identifier	K3	
DID $B4 Bytes 2-5	$31343135	Manufacturing Traceability Data, Part Number/Broadcast Code	1415	
DID $B4 Byte 6	$33	ManufacturingTraceability Data, Supplier Code	3	
DID $B4 Bytes 7-15	$33393036534D5 63030	Manufacturing Traceability Data, Traceability Number	3906SMV00	
DID $C1 Bytes 0-3	$00CE44D6	Software Module Identifier 1	00CE44D6	
DID $C2 Bytes 0-3	$016576DF	Software Module Identifier 2	016576DF	
DID $C3 Bytes 0-3	$01621D42	Software Module Identifier 3	01621D42	
DID $CB Bytes 0-3	$00CF6F2D	End Model Part Number	00CF6F2D	

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	1GNSKKKC9FR[redacted]
User	Matthew T. McGuire
Case Number	[redacted]
EDR Data Imaging Date	02/08/2017
Crash Date	12/24/2016
Filename	1GNSKKKC9FR[redacted] ACM.CDRX
Saved on	Wednesday, February 8 2017 at 14:08:22
Imaged with CDR version	Crash Data Retrieval Tool 17.2
Imaged with Software Licensed to (Company Name)	Product Defense Investigative Services
Reported with CDR version	Crash Data Retrieval Tool 17.2
Reported with Software Licensed to (Company Name)	Product Defense Investigative Services
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

Major World Chevrolet, 39-10 43rdStreet, Sunntside, NY 11104
Mileage- 71,719
Powered by- vehicle battery
Download via- DLC/ALDL
Airbag light- not illuminated
Claimant, [redacted] [redacted] present for download

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. A Non-Deployment Event can be overwritten by a more recent Non-Deployment Event if all three records are full and the Non-Deployment is older than 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.
Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR 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 up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.
For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.
-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.
-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
-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engines.
-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.
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-Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
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-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.

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-Vehicle Status Data (Pre-Crash) is transmitted by the Body Control Module, via the vehicle's communication network.
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Data Element Sign Convention:
The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. Directional references to sign notation are all from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

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

Hexadecimal Data:
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System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	0
Dynamic OnStar Notification Event Counter	0
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Ignition Cycle, Download (Ignition Cycles at Investigation)	[redacted]
End Model Part Number	00CF6F2D
System Type	N/A
Software Module Identifier 1	00CE44D6
Software Module Identifier 2	016576DF
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, Component Identifier	K3
Manufacturing Traceability Data, Part Number/Broadcast Code	1415
Manufacturing Traceability Data, Supplier Code	3
Manufacturing Traceability Data, Traceability Number	3906SMV00
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	D6
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

Hexadecimal Data

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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 BE 19 A8 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 00 00

DID $90
31 47 4E 53 4B 4B 4B 43 39 46 52 32 30 34 36 39 38

DID $9A
0B 11

DID $B4
4B 33 31 34 31 35 33 33 39 30 36 53 4D 56 30 30

DID $C1
00 CE 44 D6

DID $C2
01 65 76 DF

DID $C3
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01 62 1D 42

DID $CB
00 CF 6F 2D

DID $31

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 0000   FF FF FF FF FF FF FF FF FF FF
 0010   FF FF FF FF FF FF FF FF FF FF
 0020   FF FF FF FF FF FF FF FF FF FF
 0030   FF FF FF FF FF FF FF FF FF FF
 0040   FF FF FF FF FF FF FF FF FF FF
 0050   FF FF FF FF FF FF FF FF FF FF
 0060   FF FF FF FF FF FF FF FF FF FF
 0070   FF FF FF FF FF FF FF FF FF FF
 0080   FF FF FF FF FF FF FF FF FF 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 FF FF FF FF
 0120   FF FF FF FF FF FF FF FF FF FF
 0130   FF FF FF FF FF FF FF FF FF FF
 0140   FF FF FF FF FF FF FF FF FF FF
 0150   FF FF FF FF FF FF FF FF FF FF
 0160   FF FF FF FF FF FF FF FF FF FF
 0170   FF FF FF FF FF FF FF FF FF FF
 0180   FF FF FF FF FF FF FF FF FF FF
 0190   FF FF FF FF FF FF FF FF FF FF
 0200   FF FF FF FF FF FF FF FF FF FF
 0210   FF FF FF FF FF FF FF FF FF FF
 0220   FF FF FF FF FF FF FF FF FF FF
 0230   FF FF FF FF FF FF FF FF FF FF
 0240   FF FF FF FF FF FF FF FF FF FF
 0250   FF FF FF FF FF FF FF FF FF FF
 0260   FF FF FF FF FF FF FF FF FF FF
 0270   FF FF FF FF FF FF FF FF FF FF
 0280   FF FF FF FF FF FF FF FF FF FF
 0290   FF FF FF FF FF FF FF FF FF FF
 0300   FF FF FF FF FF FF FF FF FF FF
 0310   FF FF FF FF FF FF FF FF FF FF
 0320   FF FF FF FF FF FF FF FF FF FF
 0330   FF FF FF FF FF FF FF FF FF FF
 0340   FF FF FF FF FF FF FF FF FF FF
 0350   FF FF FF FF FF FF FF FF FF FF
 0360   FF FF FF FF FF FF FF FF FF FF
 0370   FF FF FF FF FF FF FF FF FF FF
 0380   FF FF FF FF FF FF FF FF FF FF
 0390   FF FF FF FF FF FF FF FF FF FF
 0400   FF FF FF FF FF FF FF FF FF FF
 0410   FF FF FF FF FF FF FF FF FF FF
 0420   FF FF FF FF FF FF FF FF FF FF
 0430   FF FF FF FF FF FF FF FF FF FF
 0440   FF FF FF FF FF FF FF FF FF FF
 0450   FF FF FF FF FF FF FF FF FF FF
 0460   FF FF FF FF FF FF FF FF FF FF
 0470   FF FF FF FF FF FF FF FF FF FF
 0480   FF FF FF FF FF FF FF FF FF FF
 0490   FF FF FF FF FF FF FF FF FF FF
 0500   FF FF FF FF FF FF FF FF FF FF
 0510   FF FF FF FF FF FF FF FF FF FF
 0520   FF FF FF FF FF FF FF FF FF FF
 0530   FF FF FF FF FF FF FF FF FF FF
 0540   FF FF FF FF FF FF FF FF FF FF
 0550   FF FF FF FF FF FF FF FF FF FF
 0560   FF FF FF FF FF FF FF FF FF FF
 0570   FF FF FF FF FF FF FF FF FF FF
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0580   FF FF FF FF FF FF FF FF FF FF
0590   FF FF FF FF FF FF FF FF FF FF
0600   FF FF FF FF FF FF FF FF FF FF
0610   FF FF FF FF FF FF FF FF FF FF
0620   FF FF FF FF FF FF FF FF FF FF
0630   FF FF FF FF FF FF FF FF FF FF
0640   FF FF FF FF FF FF FF FF FF FF
0650   FF FF FF FF FF FF FF FF FF FF
0660   FF FF FF FF FF FF FF FF FF FF
0670   FF FF FF FF FF FF FF FF FF FF
0680   FF FF FF FF FF FF FF FF FF FF
0690   FF FF FF FF FF FF FF FF FF FF
0700   FF FF FF FF FF FF FF FF FF FF
0710   FF FF FF FF FF FF FF FF FF FF
0720   FF FF FF FF FF FF FF FF FF FF
0730   FF FF FF FF FF FF FF FF FF FF
0740   FF FF FF FF FF FF FF FF FF FF
0750   FF FF FF FF FF FF FF FF FF FF
0760   FF FF FF FF FF FF FF FF FF FF
0770   FF FF FF FF FF FF FF FF FF FF
0780   FF FF FF FF FF FF FF FF FF FF
0790   FF FF FF FF FF FF FF FF FF FF
0800   FF FF FF FF FF FF FF FF FF FF
0810   FF FF FF FF FF FF FF FF FF FF
0820   FF FF FF FF FF FF FF FF FF FF
0830   FF FF FF FF FF FF FF FF FF FF
0840   FF FF FF FF FF FF FF FF FF FF
0850   FF FF FF FF FF FF FF FF FF FF
0860   FF FF FF FF FF FF FF FF FF FF
0870   FF FF FF FF FF FF FF FF FF FF
0880   FF FF FF FF FF FF FF FF FF FF
0890   FF FF FF FF FF FF FF FF FF FF
0900   FF FF FF FF FF FF FF FF FF FF
0910   FF FF FF FF FF FF FF FF FF FF
0920   FF FF FF FF FF FF FF FF FF FF
0930   FF FF FF FF FF FF FF FF FF FF
0940   FF FF FF FF FF FF FF FF FF FF
0950   FF FF FF FF FF FF FF FF FF FF
0960   FF FF FF FF FF FF FF FF FF FF
0970   FF FF FF FF FF FF FF FF FF FF
0980   FF FF FF FF FF FF FF FF FF FF
0990   FF FF FF FF FF FF FF FF FF FF
1000   FF FF FF FF FF FF FF FF FF FF
1010   FF FF FF FF FF FF FF FF FF FF
1020   FF FF FF FF FF FF FF FF FF FF
1030   FF FF FF FF FF FF FF FF FF FF
1040   FF FF FF FF FF FF FF FF FF FF
1050   FF FF FF FF FF FF FF FF FF FF
1060   FF FF FF FF FF FF FF FF FF FF
1070   FF FF FF FF FF FF FF FF FF FF
1080   FF FF FF FF FF FF FF FF FF FF
1090   FF FF FF FF FF FF FF FF FF FF
1100   FF FF FF FF FF FF FF FF FF FF
1110   FF FF FF FF FF FF FF FF FF FF
1120   FF FF FF FF FF FF FF FF FF FF
1130   FF FF FF FF FF FF FF FF FF FF
1140   FF FF FF FF FF FF FF FF FF FF
1150   FF FF FF FF FF FF FF FF FF FF
1160   FF FF FF FF FF FF FF FF FF FF
1170   FF FF FF FF FF FF FF FF FF FF
1180   FF FF FF FF FF FF FF FF FF FF
1190   FF FF FF FF FF FF FF FF FF FF
1200   FF
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DID $32

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0000   FF FF FF FF FF FF FF FF FF FF
0010   FF FF FF FF FF FF FF FF FF FF
0020   FF FF FF FF FF FF FF FF FF FF
0030   FF FF FF FF FF FF FF FF FF FF
0040   FF FF FF FF FF FF FF FF FF FF
0050   FF FF FF FF FF FF FF FF FF FF
0060   FF FF FF FF FF FF FF FF FF FF
0070   FF FF FF FF FF FF FF FF FF FF
0080   FF FF FF FF FF FF FF FF FF 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 FF FF FF FF
0120   FF FF FF FF FF FF FF FF FF FF
0130   FF FF FF FF FF FF FF FF FF FF
0140   FF FF FF FF FF FF FF FF FF FF
0150   FF FF FF FF FF FF FF FF FF FF
0160   FF FF FF FF FF FF FF FF FF FF
0170   FF FF FF FF FF FF FF FF FF FF
0180   FF FF FF FF FF FF FF FF FF FF
0190   FF FF FF FF FF FF FF FF FF FF
0200   FF FF FF FF FF FF FF FF FF FF
0210   FF FF FF FF FF FF FF FF FF FF
0220   FF FF FF FF FF FF FF FF FF FF
0230   FF FF FF FF FF FF FF FF FF FF
0240   FF FF FF FF FF FF FF FF FF FF
0250   FF FF FF FF FF FF FF FF FF FF
0260   FF FF FF FF FF FF FF FF FF FF
0270   FF FF FF FF FF FF FF FF FF FF
0280   FF FF FF FF FF FF FF FF FF FF
0290   FF FF FF FF FF FF FF FF FF FF
0300   FF FF FF FF FF FF FF FF FF FF
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 0640   FF FF FF FF FF FF FF FF FF FF
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 0680   FF FF FF FF FF FF FF FF FF FF
 0690   FF FF FF FF FF FF FF FF FF FF
 0700   FF FF FF FF FF FF FF FF FF FF
 0710   FF FF FF FF FF FF FF FF FF FF
 0720   FF FF FF FF FF FF FF FF FF FF
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 0960   FF FF FF FF FF FF FF FF FF FF
 0970   FF FF FF FF FF FF FF FF FF FF
 0980   FF FF FF FF FF FF FF FF FF FF
 0990   FF FF FF FF FF FF FF FF FF FF
 1000   FF FF FF FF FF FF FF FF FF FF
 1010   FF FF FF FF FF FF FF FF FF FF
 1020   FF FF FF FF FF FF FF FF FF FF
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 1060   FF FF FF FF FF FF FF FF FF FF
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 1140   FF FF FF FF FF FF FF FF FF FF
 1150   FF FF FF FF FF FF FF FF FF FF
 1160   FF FF FF FF FF FF FF FF FF FF
 1170   FF FF FF FF FF FF FF FF FF FF
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 1190   FF FF FF FF FF FF FF FF FF FF
 1200   FF

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0270   FF FF FF FF FF FF FF FF FF FF
0280   FF FF FF FF FF FF FF FF FF FF
0290   FF FF FF FF FF FF FF FF FF FF
0300   FF FF FF FF FF FF FF FF FF FF
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0370   FF FF FF FF FF FF FF FF FF FF
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0390   FF FF FF FF FF FF FF FF FF FF
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0700   FF FF FF FF FF FF FF FF FF FF
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0970   FF FF FF FF FF FF FF FF FF FF
0980   FF FF FF FF FF FF FF FF FF FF
0990   FF FF FF FF FF FF FF FF FF FF
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1010   FF FF FF FF FF FF FF FF FF FF
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1160   FF FF FF FF FF FF FF FF FF FF
1170   FF FF FF FF FF FF FF FF FF FF
1180   FF FF FF FF FF FF FF FF FF FF
1190   FF FF FF FF FF FF FF FF FF FF
1200   FF
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Disclaimer of Liability

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Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:34:31 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:34:23 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Electronic Brake Control Module	No DTCs Stored	0	6,14

No DTCs Stored

GDS2 **Global Diagnostic System 2**

Freeze Frame/Failure Records

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:44:08 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:44:00 EST

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Freeze Frame	P1682	00	Ignition 1 Switch Circuit 2	- - -

Parameter Name	Control Module	Value	Unit
Distance Since First Malfunction	Engine Control Module	135	km
Distance Since Last Malfunction	Engine Control Module	135	km
Ignition Cycles with Malfunction Since 1st Malfunction	Engine Control Module	0	Counts
Ignition Cycles without Malfunction Since Last Malfunction	Engine Control Module	0	Counts
Ignition Cycles without Completed Test Since 1st Malfunction	Engine Control Module	0	Counts
Warm-Ups Since DTC Cleared	Engine Control Module	5	Counts
Distance Since DTC Cleared	Engine Control Module	137	km
5V Reference 1	Engine Control Module	5.01	V
5V Reference 1 Circuit Status		OK	

	Engine Control Module		
5V Reference 2	Engine Control Module	5.01	V
5V Reference 2 Circuit Status	Engine Control Module	OK	
5V Reference 3	Engine Control Module	5.01	V
5V Reference 3 Circuit Status	Engine Control Module	OK	
5V Reference 4	Engine Control Module	5.01	V
5V Reference 4 Circuit Status	Engine Control Module	OK	
Air/Fuel Equivalence Ratio Command	Engine Control Module	0.60	
Accelerator Pedal Position	Engine Control Module	0	%
Ambient Air Temperature	Engine Control Module	7	°C
BARO	Engine Control Module	102.0	kPa
Brake Pedal Position Circuit Signal	Engine Control Module	Applied	
Brake Pedal Position Sensor Fully Released Learn Status	Engine Control Module	Complete	
Brake Pedal Position Sensor Signal	Engine Control Module	Released	
Calculated Catalyst Temperature Bank 1	Engine Control Module	173	°C
Calculated Catalyst Temperature Bank 2	Engine Control Module	163	°C
Crank Request Signal	Engine Control Module	No	
Desired Idle Speed	Engine Control Module	1200	RPM
Desired Throttle Position	Engine Control Module	0	%
Driver Requested Axle Torque	Engine Control Module	2902	N·m
ECT Sensor	Engine Control Module	28	°C
Engine Controls Ignition Relay Command	Engine Control Module	On	

Engine Controls Ignition Relay Control Circuit High Voltage Test Status	Engine Control Module	OK	
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 Feedback Signal	Engine Control Module	0.0	V
Engine Load	Engine Control Module	0.0	%
Engine Run Time	Engine Control Module	00:00:00	
Engine Speed	Engine Control Module	0	RPM
EVAP Purge Solenoid Valve Command	Engine Control Module	0	%
Extended Travel Brake Pedal Position Signal	Engine Control Module	Applied	
Extended Travel Brake Pedal Switch	Engine Control Module	Released	
Fuel Alcohol Content	Engine Control Module	0	%
Fuel Control Loop Status	Engine Control Module	Open	
Fuel Pressure Sensor	Engine Control Module	591	kPa
Fuel Rail Pressure Sensor	Engine Control Module	4.7	MPa
Fuel Rail Pressure Sensor 1	Engine Control Module	4.7	MPa
Fuel Tank Pressure Sensor	Engine Control Module	-0.05	in. H2O
IAT Sensor 1	Engine Control Module	18	°C
Ignition 1 Signal	Engine Control Module	11.98	V
Ignition Accessory Signal	Engine Control Module	On	
Ignition Timing	Engine Control Module	0.0	°
Long Term Fuel Trim Bank 1	Engine Control Module	-5	%
Long Term Fuel Trim Bank 2	Engine Control Module	-3	%

MAF Sensor	Engine Control Module	0.00	g/s
MAP Sensor	Engine Control Module	102.0	kPa
Output Shaft Speed Sensor	Engine Control Module	0	RPM
Park/Neutral Position Switch	Engine Control Module	Park/Neutral	
Power Mode	Engine Control Module	Run	
Remaining Fuel in Tank	Engine Control Module	68.6	%
Remote Vehicle Start Request Signal	Engine Control Module	Off	
Short Term Fuel Trim Bank 1	Engine Control Module	0	%
Short Term Fuel Trim Bank 2	Engine Control Module	0	%
Starter Relay Command	Engine Control Module	Off	
TCC/Cruise Control Brake Pedal Switch	Engine Control Module	Applied	
Throttle Position	Engine Control Module	30	%
Torque Delivered Signal	Engine Control Module	-65.50	N·m
Transmission Fluid Temperature	Engine Control Module	22	°C
Vehicle Speed Sensor	Engine Control Module	0	km/h

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 1	P0121	00	Throttle Position Sensor 1 Performance	- - -

Parameter Name	Control Module	Value	Unit
Distance Since First Malfunction	Engine Control Module	205	km
Distance Since Last Malfunction	Engine Control Module	2425	km
Ignition Cycles with Malfunction Since 1st Malfunction	Engine Control Module	5	Counts
Ignition Cycles without Malfunction Since Last Malfunction	Engine Control Module	150	Counts

Ignition Cycles without Completed Test Since 1st Malfunction	Engine Control Module	0	Counts
Warm-Ups Since DTC Cleared	Engine Control Module	51	Counts
Distance Since DTC Cleared	Engine Control Module	2425	km
5V Reference 1	Engine Control Module	5.01	V
5V Reference 1 Circuit Status	Engine Control Module	OK	
5V Reference 2	Engine Control Module	5.01	V
5V Reference 2 Circuit Status	Engine Control Module	OK	
5V Reference 3	Engine Control Module	5.01	V
5V Reference 3 Circuit Status	Engine Control Module	OK	
5V Reference 4	Engine Control Module	5.01	V
5V Reference 4 Circuit Status	Engine Control Module	OK	
A/C Compressor Clutch Relay Command	Engine Control Module	On	
A/C Disabled - A/C Pressure Out of Range	Engine Control Module	No	
A/C Off for WOT	Engine Control Module	No	
A/C Request Signal	Engine Control Module	Yes	
Air/Fuel Equivalence Ratio Command	Engine Control Module	1.00	
Accelerator Pedal Position	Engine Control Module	0	%
Ambient Air Temperature	Engine Control Module	3	°C
APP Sensor 1	Engine Control Module	0.94	V
APP Sensor 1 and 2	Engine Control Module	Agree	
APP Sensor 1 Learned Applied Position	Engine Control Module	78	%
APP Sensor 1 Learned Released Position	Engine Control Module	0.96	V

APP Sensor 1 Position	Engine Control Module	0	%
APP Sensor 2	Engine Control Module	0.47	V
APP Sensor 2 Learned Applied Position	Engine Control Module	78	%
APP Sensor 2 Learned Released Position	Engine Control Module	0.47	V
APP Sensor 2 Position	Engine Control Module	0	%
APP Sensors	Engine Control Module	0	%
BARO	Engine Control Module	101.0	kPa
BARO Sensor	Engine Control Module	3.96	V
Brake Pedal Position Circuit Signal	Engine Control Module	Released	
Brake Pedal Position Sensor Fully Released Learn Status	Engine Control Module	Complete	
Brake Pedal Position Sensor Signal	Engine Control Module	Released	
Calculated Catalyst Temperature Bank 1	Engine Control Module	557	°C
Calculated Catalyst Temperature Bank 2	Engine Control Module	520	°C
Crank Request Signal	Engine Control Module	No	
Cruise Control	Engine Control Module	Inactive	
Cruise Control Cancel Switch	Engine Control Module	Inactive	
Cruise Control Coast Switch	Engine Control Module	Active	
Cruise Control On/Off Switch	Engine Control Module	On	
Cruise Control Resume/Accelerate Switch	Engine Control Module	Off	
Cruise Control Set/Coast Switch	Engine Control Module	Off	
Cruise Control Switch	Engine Control Module	Active	
Desired Idle Speed	Engine Control Module	560	RPM

Desired Throttle Position	Engine Control Module	13	%
Driver Requested Axle Torque	Engine Control Module	-144	N·m
ECT Sensor	Engine Control Module	89	°C
Engine Controls Ignition Relay Command	Engine Control Module	On	
Engine Controls Ignition Relay Control Circuit High Voltage Test Status	Engine Control Module	OK	
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 Feedback Signal	Engine Control Module	14.3	V
Engine Load	Engine Control Module	9.4	%
Engine Run Time	Engine Control Module	00:11:03	
Engine Speed	Engine Control Module	986	RPM
EVAP Purge Solenoid Valve Command	Engine Control Module	18	%
Extended Travel Brake Pedal Position Signal	Engine Control Module	Released	
Extended Travel Brake Pedal Switch	Engine Control Module	Released	
Fuel Alcohol Content	Engine Control Module	0	%
Fuel Control Loop Status	Engine Control Module	Closed	
Fuel Pressure Sensor	Engine Control Module	321	kPa
Fuel Rail Pressure Sensor	Engine Control Module	4.4	MPa
Fuel Rail Pressure Sensor 1	Engine Control Module	4.4	MPa
Fuel Tank Pressure Sensor	Engine Control Module	-0.73	in. H2O
IAT Sensor 1	Engine Control Module	12	°C
Ignition 1 Signal	Engine Control Module	14.42	V

Ignition Accessory Signal	Engine Control Module	On	
Ignition Timing	Engine Control Module	7.5	°
Long Term Fuel Trim Bank 1	Engine Control Module	-5	%
Long Term Fuel Trim Bank 2	Engine Control Module	7	%
MAF Sensor	Engine Control Module	4.09	g/s
MAF Sensor	Engine Control Module	1754	Hz
MAP Sensor	Engine Control Module	28.0	kPa
MAP Sensor	Engine Control Module	1.12	V
Output Shaft Speed Sensor	Engine Control Module	428	RPM
Park/Neutral Position Switch	Engine Control Module	In Gear	
Power Mode	Engine Control Module	Run	
Reduced Engine Power	Engine Control Module	Inactive	
Remaining Fuel in Tank	Engine Control Module	71.4	%
Remote Vehicle Start Request Signal	Engine Control Module	Off	
Short Term Fuel Trim Bank 1	Engine Control Module	0	%
Short Term Fuel Trim Bank 2	Engine Control Module	-3	%
Starter Relay Command	Engine Control Module	Off	
TAC Forced Engine Shutdown	Engine Control Module	No	
TAC Motor	Engine Control Module	Enabled	
TAC Motor Command	Engine Control Module	22	%
TCC/Cruise Control Brake Pedal Switch	Engine Control Module	Released	
Throttle Body Idle Air Flow Compensation	Engine Control Module	85	%

Throttle Position	Engine Control Module	13	%
Throttle Position Sensor 1	Engine Control Module	4.00	V
Throttle Position Sensor 1 Learned Minimum	Engine Control Module	0.51	V
Throttle Position Sensor 1 Position	Engine Control Module	13	%
Throttle Position Sensor 2	Engine Control Module	1.00	V
Throttle Position Sensor 2 Learned Minimum	Engine Control Module	0.51	V
Throttle Position Sensor 2 Position	Engine Control Module	13	%
Throttle Position Sensors 1 and 2	Engine Control Module	Agree	
Torque Delivered Signal	Engine Control Module	-13.75	N·m
Traction Control Status	Engine Control Module	Active	
Traction Control Torque Delivered Signal	Engine Control Module	0	%
Traction Control Torque Request Signal	Engine Control Module	100.0	%
Transmission Fluid Temperature	Engine Control Module	90	°C
Vehicle Speed Sensor	Engine Control Module	20	km/h
Wide Open Throttle	Engine Control Module	No	

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 2	P1682	00	Ignition 1 Switch Circuit 2	- - -

Parameter Name	Control Module	Value	Unit
Distance Since First Malfunction	Engine Control Module	135	km
Distance Since Last Malfunction	Engine Control Module	135	km
Ignition Cycles with Malfunction Since 1st Malfunction	Engine Control Module	2	Counts
Ignition Cycles without Malfunction Since Last Malfunction	Engine Control Module	160	Counts

Ignition Cycles without Completed Test Since 1st Malfunction	Engine Control Module	0	Counts
Warm-Ups Since DTC Cleared	Engine Control Module	5	Counts
Distance Since DTC Cleared	Engine Control Module	137	km
5V Reference 1	Engine Control Module	5.01	V
5V Reference 1 Circuit Status	Engine Control Module	OK	
5V Reference 2	Engine Control Module	5.01	V
5V Reference 2 Circuit Status	Engine Control Module	OK	
5V Reference 3	Engine Control Module	5.01	V
5V Reference 3 Circuit Status	Engine Control Module	OK	
5V Reference 4	Engine Control Module	5.01	V
5V Reference 4 Circuit Status	Engine Control Module	OK	
Air/Fuel Equivalence Ratio Command	Engine Control Module	0.12	
Accelerator Pedal Position	Engine Control Module	0	%
Ambient Air Temperature	Engine Control Module	6	°C
BARO	Engine Control Module	102.0	kPa
Brake Pedal Position Circuit Signal	Engine Control Module	Applied	
Brake Pedal Position Sensor Fully Released Learn Status	Engine Control Module	Complete	
Brake Pedal Position Sensor Signal	Engine Control Module	Released	
Calculated Catalyst Temperature Bank 1	Engine Control Module	7	°C
Calculated Catalyst Temperature Bank 2	Engine Control Module	7	°C
Crank Request Signal	Engine Control Module	No	
Desired Idle Speed	Engine Control Module	936	RPM

Desired Throttle Position	Engine Control Module	0	%
Driver Requested Axle Torque	Engine Control Module	1737	N·m
ECT Sensor	Engine Control Module	6	°C
Engine Controls Ignition Relay Command	Engine Control Module	On	
Engine Controls Ignition Relay Control Circuit High Voltage Test Status	Engine Control Module	OK	
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 Feedback Signal	Engine Control Module	0.0	V
Engine Load	Engine Control Module	0.0	%
Engine Run Time	Engine Control Module	00:00:00	
Engine Speed	Engine Control Module	0	RPM
EVAP Purge Solenoid Valve Command	Engine Control Module	0	%
Extended Travel Brake Pedal Position Signal	Engine Control Module	Released	
Extended Travel Brake Pedal Switch	Engine Control Module	Released	
Fuel Alcohol Content	Engine Control Module	0	%
Fuel Control Loop Status	Engine Control Module	Open	
Fuel Pressure Sensor	Engine Control Module	588	kPa
Fuel Rail Pressure Sensor	Engine Control Module	0.6	MPa
Fuel Rail Pressure Sensor 1	Engine Control Module	0.6	MPa
Fuel Tank Pressure Sensor	Engine Control Module	0.02	in. H2O
IAT Sensor 1	Engine Control Module	7	°C
Ignition 1 Signal	Engine Control Module	11.58	V

Ignition Accessory Signal	Engine Control Module	On	
Ignition Timing	Engine Control Module	0.0	°
Long Term Fuel Trim Bank 1	Engine Control Module	-5	%
Long Term Fuel Trim Bank 2	Engine Control Module	-3	%
MAF Sensor	Engine Control Module	0.00	g/s
MAP Sensor	Engine Control Module	103.0	kPa
Output Shaft Speed Sensor	Engine Control Module	0	RPM
Park/Neutral Position Switch	Engine Control Module	Park/Neutral	
Power Mode	Engine Control Module	Run	
Remaining Fuel in Tank	Engine Control Module	70.2	%
Remote Vehicle Start Request Signal	Engine Control Module	Off	
Short Term Fuel Trim Bank 1	Engine Control Module	0	%
Short Term Fuel Trim Bank 2	Engine Control Module	0	%
Starter Relay Command	Engine Control Module	Off	
TCC/Cruise Control Brake Pedal Switch	Engine Control Module	Applied	
Throttle Position	Engine Control Module	30	%
Torque Delivered Signal	Engine Control Module	-79.50	N·m
Transmission Fluid Temperature	Engine Control Module	6	°C
Vehicle Speed Sensor	Engine Control Module	0	km/h

Global Diagnostic System 2

Data Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:36:03 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:35:32 EST

Antilock Braking Data

Control Module	Parameter Name	Value	Unit
Electronic Brake Control Module	System Voltage	12.67	V
Electronic Brake Control Module	ABS Pump Motor Voltage	0.00	V
Electronic Brake Control Module	Brake Pressure Sensor	2314	kPa
Electronic Brake Control Module	Brake Pressure Sensor	0.51	V
Electronic Brake Control Module	Left Front Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Right Front Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Left Rear Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Right Rear Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Lateral Acceleration Signal	0	m/s^2
Electronic Brake Control Module	Yaw Rate Signal	0	°/s
Electronic Brake Control Module	Steering Wheel Angle	12.7	°
Electronic Brake Control Module	Requested Torque	59	%
Electronic Brake Control Module	Delivered Torque	40	%

Electronic Brake Control Module	Brake Pedal Position Sensor	Inactive	
Electronic Brake Control Module	Traction Control System Status	Inactive	
Electronic Brake Control Module	Vehicle Stability System Status	Inactive	
Electronic Brake Control Module	Brake Fluid Level Sensor	OK	
Electronic Brake Control Module	Antilock Braking System	OK	
Electronic Brake Control Module	Traction Control System	OK	
Electronic Brake Control Module	Vehicle Stability System	OK	
Electronic Brake Control Module	Panic Brake Assist Status	OK	
Electronic Brake Control Module	Dynamic Rear Proportioning Status	OK	
Electronic Brake Control Module	Brake Booster Vacuum Sensor Supply	4.94	V
Electronic Brake Control Module	Brake Booster Vacuum Sensor	-96	kPa

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:33:13 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:32:57 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Chassis Control Module	Lost Communication	0	6,14

No DTCs Stored

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:43:08 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:42:59 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	DTCs Stored	1	6,14

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Engine Control Module	P1682	00	Ignition 1 Switch Circuit 2	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed
					DTC History Status	History

MIL Status	Not Requested

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:59:39 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:59:29 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Power Steering Control Module	No DTCs Stored	0	6,14

No DTCs Stored

Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:25:18 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:25:08 EST

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
End Model Part Number	12663437
Base Model Part Number	12617943
Software Module 1 Identifier	12663436
Software Module 2 Identifier	12661493
Software Module 3 Identifier	12661788
Software Module 4 Identifier	12658935
Software Module 5 Identifier	12661480
Software Module 6 Identifier	12658859
Software Module 7 Identifier	12625016
Software Module 8 Identifier	12658863

DTC Description	Status

DTC Display	Symptom Byte		Symptom Description		
				Passed and Failed	
				This Ignition Cycle	Passed
				Last Test	Passed
P1682	00	Ignition 1 Switch Circuit 2	- - -	Since DTC Clear	Passed and Failed
				DTC History Status	History
				MIL Status	Not Requested

Chassis Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	
Subscriber ID	
Date Programmed	
Diagnostic Data Identifier	
Base Model Part Number	
End Model Part Number	
Software Module 1 Identifier	
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	
System Code	

Invalid Response to DTC Request

Transmission Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Date Programmed	20161221
Diagnostic Data Identifier	0
End Model Part Number	24275873
Base Model Part Number	24239352
Software Module 1 Identifier	24270599
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24272163
Software Module 2 Identifier Alpha Code	AB

Software Module 3 Identifier	24272168
Software Module 3 Identifier Alpha Code	AB
Software Module 4 Identifier	24272169
Software Module 4 Identifier Alpha Code	AB
System Code	0

No DTCs Stored

Transfer Case Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Diagnostic Data Identifier	0304
Software Part Number	24269598
Calibration Part Number	23211065
End Model Part Number	24269597
Base Model Part Number	24256989
Hardware Version	A2ÿÿÿ

No DTCs Stored

Electronic Brake Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Subscriber ID	PCARSTN#44
Date Programmed	Monday, June 9, 2014
Diagnostic Data Identifier	2B03
XML Configuration Compatibility Identifier	516
XML Data File Part Number	23205151
XML Data File Alpha Code	DA
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1114144JVE5O029P
Module Diagnostic Address	28
End Model Part Number	23426045
Base Model Part Number	23426047
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23115283
Software Part Number Alpha Code	CA
Software Module 1 Identifier	23426042

Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23426044
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23205140
Software Module 3 Identifier Alpha Code	DA
Software Module 4 Identifier	
Software Module 4 Identifier Alpha Code	
Software Module 5 Identifier	
Software Module 5 Identifier Alpha Code	
Software Module 6 Identifier	
Software Module 6 Identifier Alpha Code	
Software Module 7 Identifier	
Software Module 7 Identifier Alpha Code	
Software Module 8 Identifier	
Software Module 8 Identifier Alpha Code	
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	80000
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	300
GMLAN Identification Data - Data Dictionary 2 Version	80000
System Code	2B

No DTCs Stored

Distance Sensing Cruise Control Module

No Communication

Parking Brake Control Module

No Communication

Multi-Axis Acceleration Sensor Module

No Communication

Power Steering Control Module

Identification Information	Value
System Identification	NEXTR0300
System Name or Engine Type	RACK-EPS
Subscriber ID	0000000000
Date Programmed	Monday, June 9, 2014

Diagnostic Data Identifier	901
Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	B114155041520472
Software Module 1 Identifier	23433183
Software Module 2 Identifier	23214056
End Model Part Number	23467710
Base Model Part Number	23136120
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23467711

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	8114137413703060
Module Diagnostic Address	34
End Model Part Number	13590209
End Model Part Number Alpha Code	CD
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50202

No DTCs Stored

Suspension Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Subscriber ID	[redacted]
Manufacturer Enable Counter	0
Module Diagnostic Address	38
Manufacturer's Traceability Number	[redacted]
Software Module 1 Identifier	23204000
Software Module 2 Identifier	2438488577
End Model Part Number	2382848513
Base Model Part Number	2382848513
Software Module 1 Identifier Alpha Code	AA

Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	00
Base Model Part Number Alpha Code	00

No DTCs Stored

Body Control Module

Identification Information	Value
End Model Part Number	13595966
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13595969
Calibration Part Number 2	23482976
Calibration Part Number 3	23487431
Calibration Part Number 4	23178506
Calibration Part Number 5	23178555
Calibration Part Number 6	23487510
Calibration Part Number 7	23484370
Calibration Part Number 8	23425976
Calibration Part Number 9	23178704
Calibration Part Number 10	23487473
Calibration Part Number 11	23218896
Calibration Part Number 12	23178566
Calibration Part Number 13	13338869
Calibration Part Number 14	23193184
Calibration Part Number 15	23435275
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13505708
Calibration Part Number 20	23178550
Diagnostic Data Identifier	401
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Odometer	115420

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
B3109	00	Keyless Entry Transmitter 1 Battery	- - -	Passed and Failed	
				This Ignition Cycle	Passed

Last Test	Passed
Since DTC Clear	Passed and Failed
DTC History Status	History
MIL Status	Not Requested

Inflatable Restraint Sensing and Diagnostic Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
End Model Part Number	13594413
Base Model Part Number	13590221
Manufacturer's Traceability Number	[redacted]
Inflatable Restraint Sensing and Diagnostic Module Primary Key	6783
Software Part Number	13518038
Calibration Part Number 1	23426783
Calibration Part Number 2	23207234
Diagnostic Data Identifier	0B11
Software Module 1 Identifier	0
Software Module 2 Identifier	0
High Voltage Disable Requested - Crash Event Detected	No
Transmitting Acceleration Sensor Reading on Bus	Enabled

No DTCs Stored

Passenger Presence Module

Identification Information	Value
End Model Part Number	23133680
Base Model Part Number	23133680
Manufacturer's Traceability Number	[redacted]
Software Part Number	23133762
Calibration Part Number 1	23133683

No DTCs Stored

Instrument Cluster

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Odometer	115420

Subscriber ID	PCARSTN#44
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Date Programmed	Monday, June 9, 2014
Diagnostic Data Identifier	0569
XML Configuration Compatibility Identifier	13
XML Data File Part Number	23498636
XML Data File Alpha Code	AW
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23223540
Base Model Part Number	22754627
Software Module 1 Identifier	23223555
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	23164779
Software Module 6 Identifier	23179946
Software Module 7 Identifier	22877868
Software Module 8 Identifier	23179947
Software Module 9 Identifier	22877878
Software Module 10 Identifier	22877880
Software Module 12 Identifier	23456332
Software Module 13 Identifier	23424053
Software Module 14 Identifier	23101028
Software Module 15 Identifier	28397719
Software Module 16 Identifier	0
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	60402
System Code	05
Calibration Part Number 12	
Manufacturer's Traceability Number	3114154AGGR4CPJ0
Steering Wheel Control Switches Part Number	503341313
Head-Up Display Part Number	0

No DTCs Stored

Radio Controls

Identification Information	Value

Boot Software Part Number	22884786
Calibration Part Number 1	22884784
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23445963
Base Model Part Number	23445963

No DTCs Stored

HVAC Controls

Identification Information	Value
Boot Software Part Number	22884787
Calibration Part Number 1	22884785
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23449657
Base Model Part Number	23449657

No DTCs Stored

Radio

Identification Information	Value
End Model Part Number	13592804
Boot Software Part Number	287454020
Software Module 1 Identifier	23219532
Software Module 2 Identifier	13590757
Software Module 3 Identifier	23453629
Software Module 4 Identifier	23447346
Software Module 5 Identifier	23146921
Software Module 6 Identifier	23163210
Software Module 7 Identifier	23146908
Software Module 8 Identifier	22908399
Software Module 9 Identifier	22908412
Software Module 10 Identifier	22908401
Software Module 11 Identifier	23146905
Digital Radio Receiver ID	10J883HR
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GNSKKKC9FR[redacted]

Diagnostic Data Identifier	203

No DTCs Stored

Amplifier

Identification Information	Value
Calibration Part Number 1	23184022
Calibration Part Number 10	23184028
End Model Part Number	23183707
Diagnostic Data Identifier	0

No DTCs Stored

Media Disc Player

No Communication

Human Machine Interface Control Module

Identification Information	Value
End Model Part Number	23266008
Boot Software Part Number	23266025
Calibration Part Number 1	23266025
Calibration Part Number 2	22965180
Calibration Part Number 3	22965293
Calibration Part Number 4	23484070
Calibration Part Number 5	23140149
Calibration Part Number 6	23140124
Calibration Part Number 7	22932956
Calibration Part Number 8	23140134
Calibration Part Number 9	23140139
Calibration Part Number 10	22965246
Calibration Part Number 11	23431347
Calibration Part Number 12	23480133
Calibration Part Number 13	0
Calibration Part Number 14	23443775
Calibration Part Number 15	23443783
Calibration Part Number 16	0
Calibration Part Number 17	10000002
Calibration Part Number 18	14006442
Calibration Part Number 19	14006434
Control Module Production Date	27.05.2014

Software Freeze Date	25.09.2014
VIN Digits 2-17	GNSKKKC9FR[redacted]
Diagnostic Data Identifier	8F01
Manufacturer Enable Counter	0
Hardware Version	PP 1.00

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
B127B	2B	Rearview Camera Input Signal Circuit	Missing Reference	History	
				DTC Current Status	Not Current
				DTC History Status	History

Telematics Communication Interface Control Module

Identification Information	Value
Bluetooth	Disabled
Call Mode	CDMA B Band
Current Transceiver Identifier	22
End Model Part Number	23464875
Firmware Over-the-Air Version	4608
GSM Network Code	0
GSM Station Identifier	0
Manufacturer	LG
Manufacturer's Traceability Number	[redacted]
Mobile Directory Number	0310006465815550
Mobile Identification Number	0310006469577869
Mobile Equipment Identifier	270113183911987069
Module Generation Identifier	9
Network Access Identifier	M:6465815550@vzw3g.com
Network Access Identifier Password	vzw
Off-Board Navigation	Enabled
OnStar Customer Identifier	79849369
Option Configuration	On
Preferred Roaming List Outdated Status	No
Preferred Roaming List Update Command	Inactive
Preferred Roaming List Version Number	51725
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	344E39
Utility File Part Number	22790659

No DTCs Stored

HVAC Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Date Programmed	Monday, June 9, 2014
Diagnostic Data Identifier	51C
End Model Part Number	13593248
Base Model Part Number	13593248
Software Module 1 Identifier	13593245
Software Module 2 Identifier	23470106
Software Module 3 Identifier	23453782

No DTCs Stored

Liftgate Control Module

Identification Information	Value
Diagnostic Data Identifier	0201
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	[redacted]
Module Diagnostic Address	A4
End Model Part Number	23437270
Base Model Part Number	23437272
End Model Part Number Alpha Code	A1
Base Model Part Number Alpha Code	A1
Software Module 1 Identifier	23437273
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier	23437277
Software Module 2 Identifier Alpha Code	AB
Software Module 3 Identifier	22976416
Software Module 3 Identifier Alpha Code	AC
Software Module 4 Identifier	22935192
Software Module 4 Identifier Alpha Code	AD
System Code	02

No DTCs Stored

Seat Memory Control Module - Driver

Identification Information	Value
Diagnostic Data Identifier	0509

Module Diagnostic Address	A8
End Model Part Number	23120589
End Model Part Number Alpha Code	GE
Base Model Part Number	23120589
Base Model Part Number Alpha Code	GD
Software Part Number	23101535
Software Part Number Alpha Code	GH
Software Module 2 Identifier	23473264
Software Module 2 Identifier Alpha Code	AC
Subscriber ID	

No DTCs Stored

Keyless Entry Control Module

Identification Information	Value
End Model Part Number	13594683
Manufacturer's Traceability Number	[redacted]
Manufacturer Enable Counter	0
Software Part Number	13594684
Calibration Part Number 1	23457716
Calibration Part Number 2	23466316
Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
Date Programmed	20140609
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Diagnostic Data Identifier	0301

No DTCs Stored

Assist Step Control Module

Identification Information	Value
Manufacturer's Traceability Number	[redacted]
Software Part Number	23465322
Calibration Part Number	23465323
End Model Part Number	23465321
Base Model Part Number	23178072
Vehicle Identification Number (VIN)	ÿÿÿÿÿÿÿÿÿÿÿÿÿÿÿÿÿ

No DTCs Stored

Left Side Object Detection Control Module

Identification Information	Value

Manufacturer's Traceability Number	[redacted]
Manufacturer Enable Counter	0
Module Diagnostic Address	B9
Software Module 1 Identifier	23455666
Software Module 2 Identifier	23459305
End Model Part Number	23455664
Base Model Part Number	22844404
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier Alpha Code	AD
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AG
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]

No DTCs Stored

Parking Assist Control Module

Identification Information	**Value**
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Diagnostic Data Identifier	b01
Subscriber ID	PCARSTN#44
Date Programmed	Monday, June 9, 2014
XML Configuration Compatibility Identifier	7
XML Data File Part Number	23491493
XML Data File Alpha Code	AA
Module Diagnostic Address	BB
Manufacturer's Traceability Number	[redacted]
Software Part Number	13448072
Calibration Part Number 2	23426288
End Model Part Number	13447860
Base Model Part Number	22955096
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AB
Base Model Part Number Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - Data Dictionary 1 Version	060402
GMLAN Identification Data - GMLAN Kernel 1 Version	911
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	911
GMLAN Identification Data - Data Dictionary 2 Version	060402

No DTCs Stored

Frontview Camera Module

Identification Information	Value
Diagnostic Data Identifier	0301
System Code	03
Manufacturer Enable Counter	0
Module Diagnostic Address	BC
Manufacturer's Traceability Number	[redacted]
Software Module 1 Identifier	23495153
Software Module 2 Identifier	23495144
End Model Part Number	23495137
Base Model Part Number	22781049
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AH
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - Data Dictionary 2 Version	000000
GMLAN Identification Data - GMLAN Kernel 2 Version	0000
GMLAN Identification Data - Data Dictionary 1 Version	060300
GMLAN Identification Data - GMLAN Kernel 1 Version	0300
GMLAN Identification Data - Bus 2 Type	High Speed CAN Bus

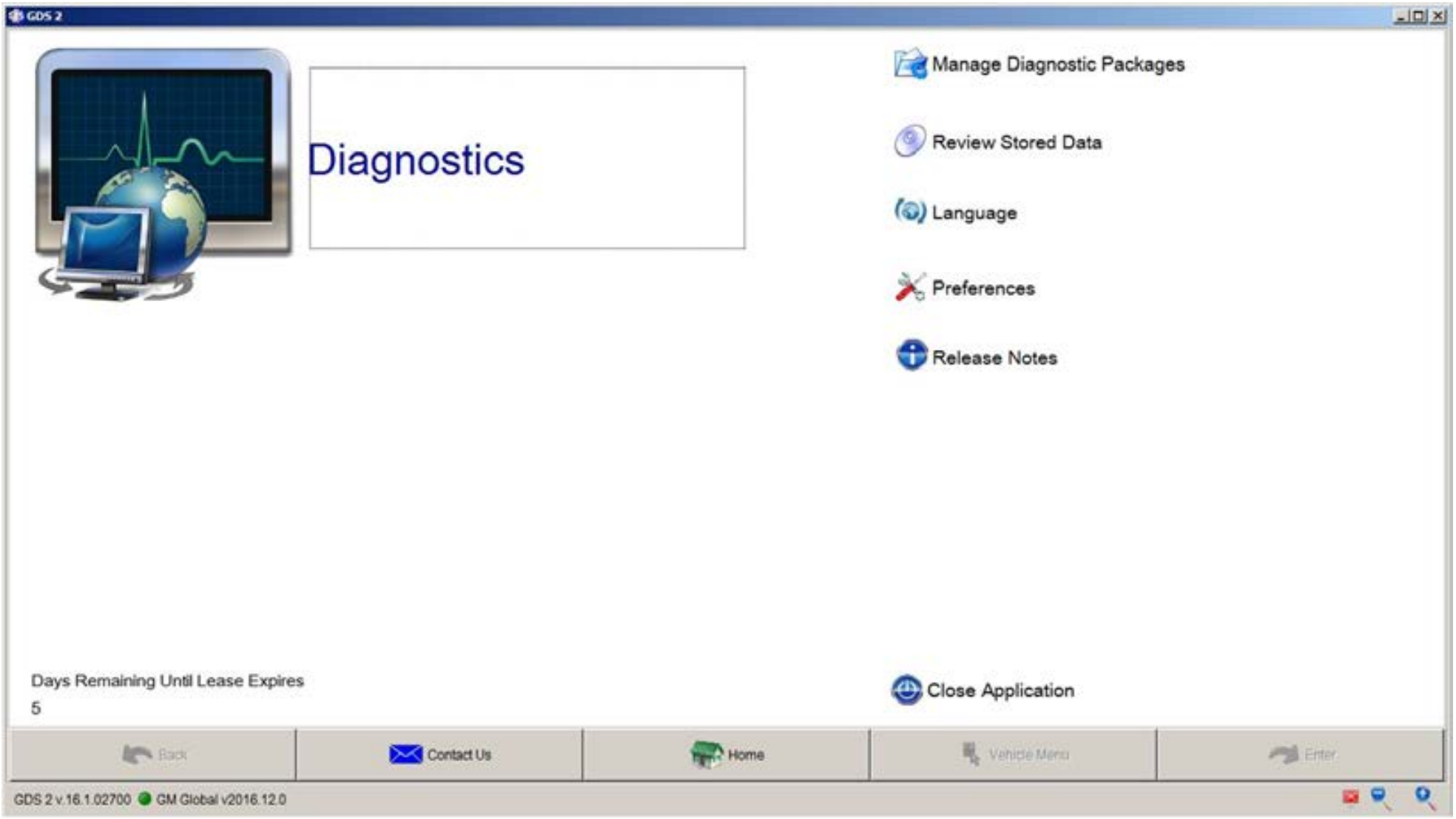
No DTCs Stored

Steering Column Lock Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Subscriber ID	PCARSTN#44
Date Programmed	Monday, June 9, 2014
Diagnostic Data Identifier	0501
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	[redacted]
Module Diagnostic Address	C2
End Model Part Number	23484038
Base Model Part Number	4294967295
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	ÿÿ
Boot Software Part Number	4294967295

Software Part Number Alpha Code	ÿÿ
Software Module 1 Identifier	23484039
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	1
Software Module 2 Identifier Alpha Code	ÿÿ
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	0100
GMLAN Identification Data - Data Dictionary 1 Version	050001
System Code	05

No DTCs Stored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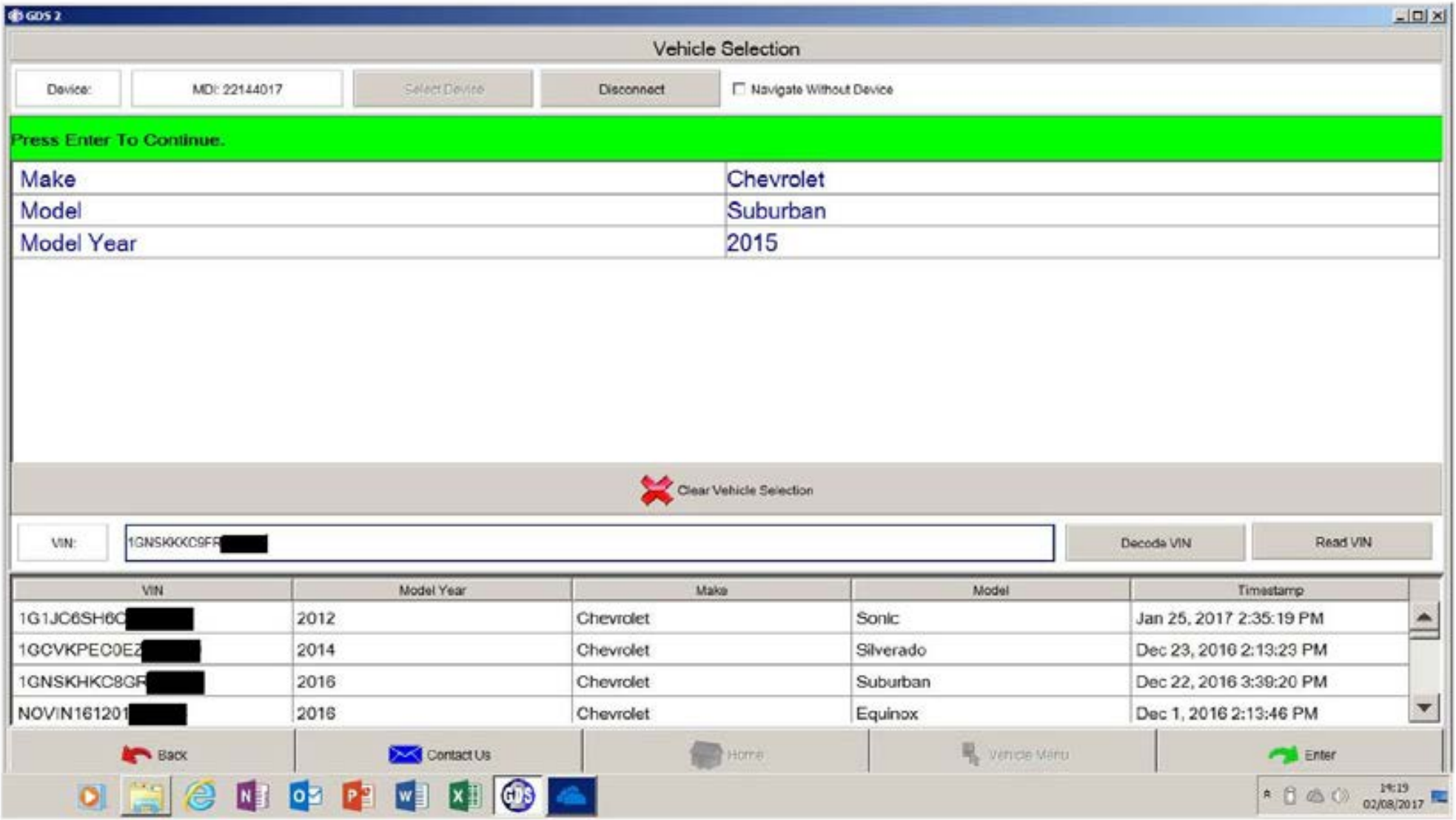
Diagnostics
Manage Diagnostic Packages
Review Stored Data
Language
Preferences
Release Notes
Days Remaining Until Lease Expires
5
Close Application
Back
Contact Us
Home
Vehicle Menu
Enter
GDS 2 v.16.1.02700
GM Global v2016.12.0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Vehicle Selection
Device:
MDI: 22144017
Select Device
Disconnect
Navigate Without Device
Press Enter To Continue.
Make
Chevrolet
Model
Suburban
Model Year
2015
Clear Vehicle Selection
VIN:
1GNSKKKC9FR
Decode VIN
Read VIN
VIN
Model Year
Make
Model
Timestamp
1G1JC6SH6C
2012
Chevrolet
Sonic
Jan 25, 2017 2:35:19 PM
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2014
Chevrolet
Silverado
Dec 23, 2016 2:13:23 PM
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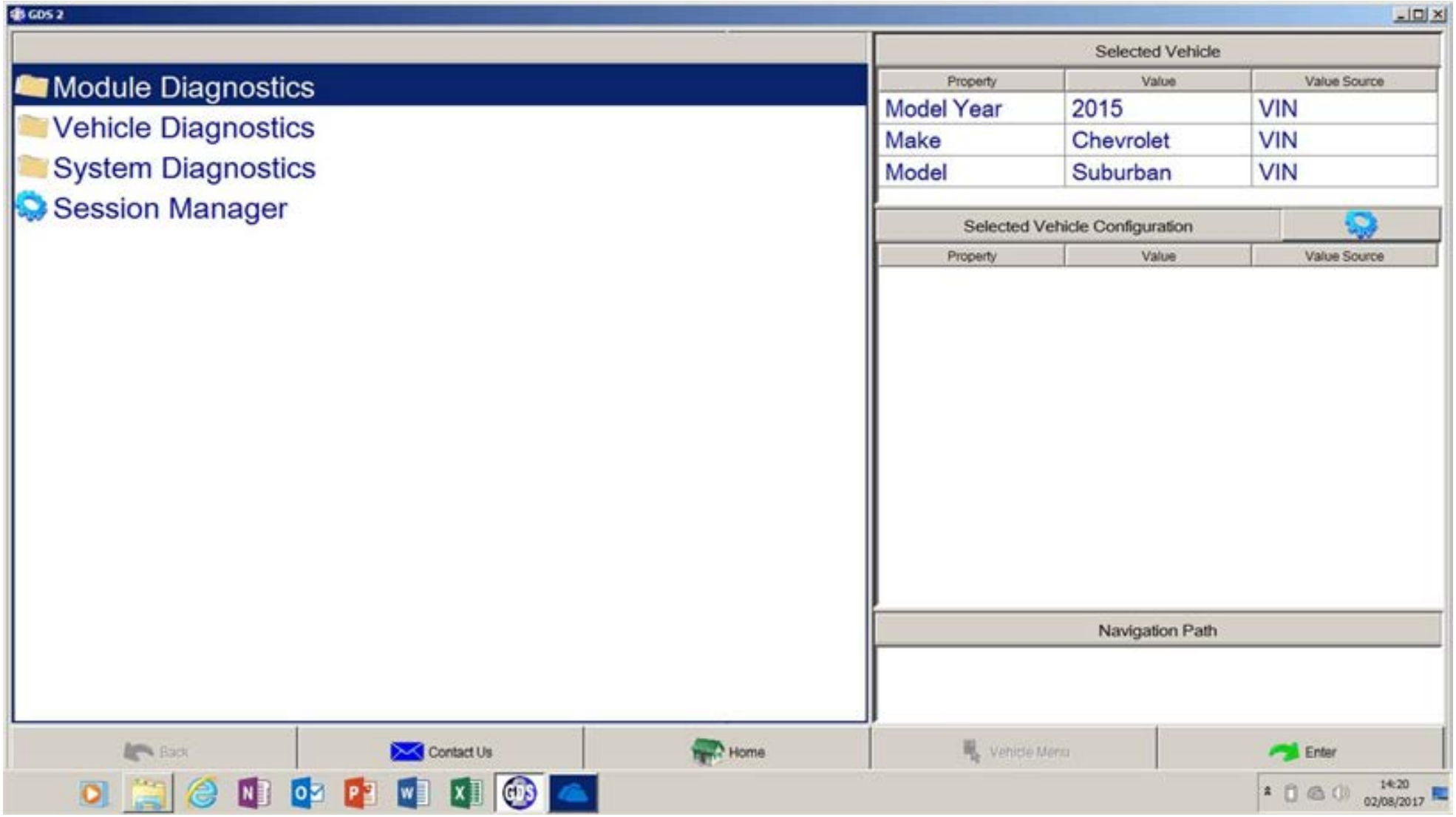
2016
Chevrolet
Suburban
Dec 22, 2016 3:39:20 PM
NOVIN161201
2016
Chevrolet
Equinox
Dec 1, 2016 2:13:46 PM
Back
Contact Us
Home
Vehicle Menu
Enter
19:19
02/08/2017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Module Diagnostics
Vehicle Diagnostics
System Diagnostics
Session Manager
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Navigation Path
Back
Contact Us
Home
Vehicle Menu
Enter
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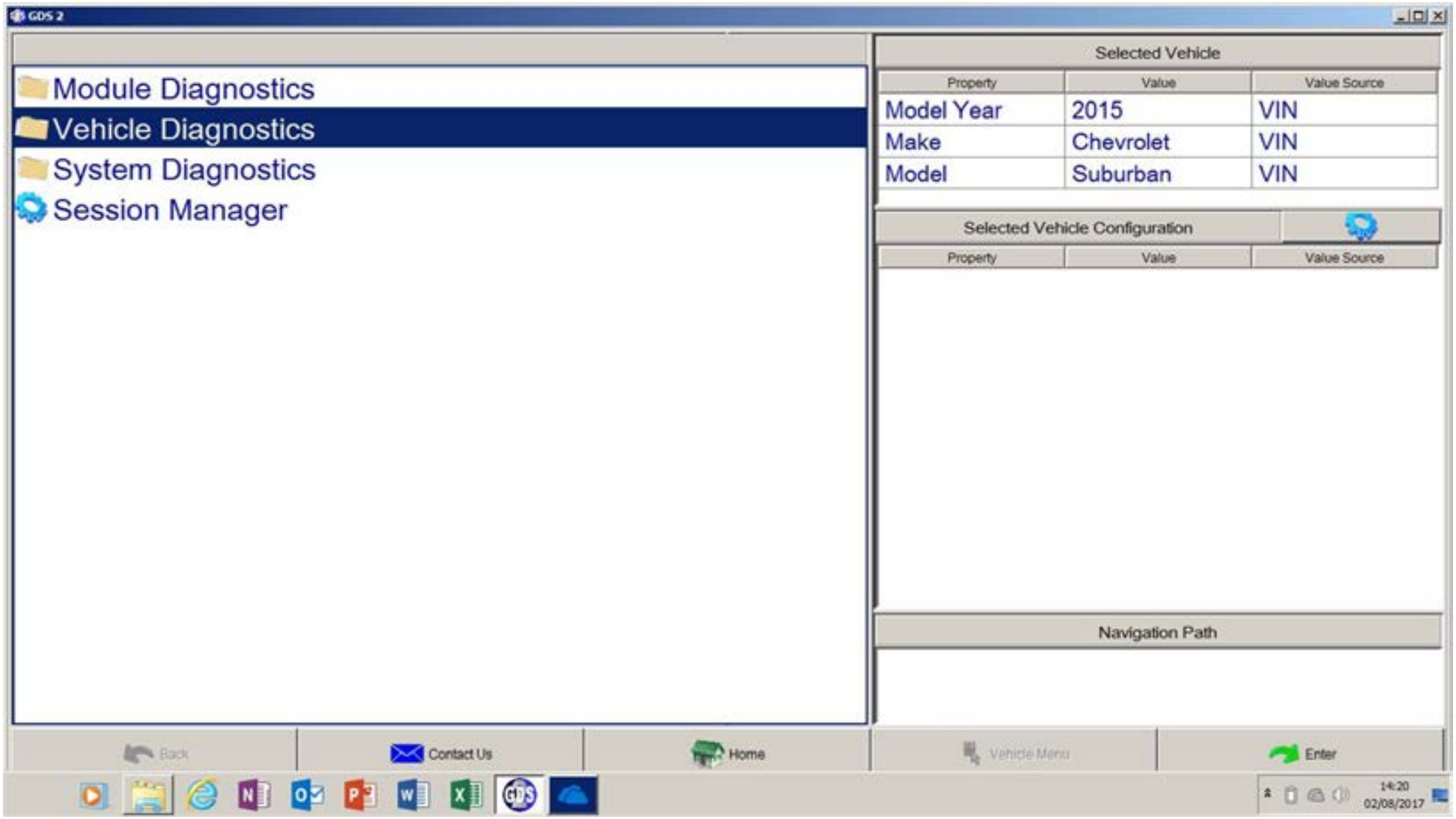
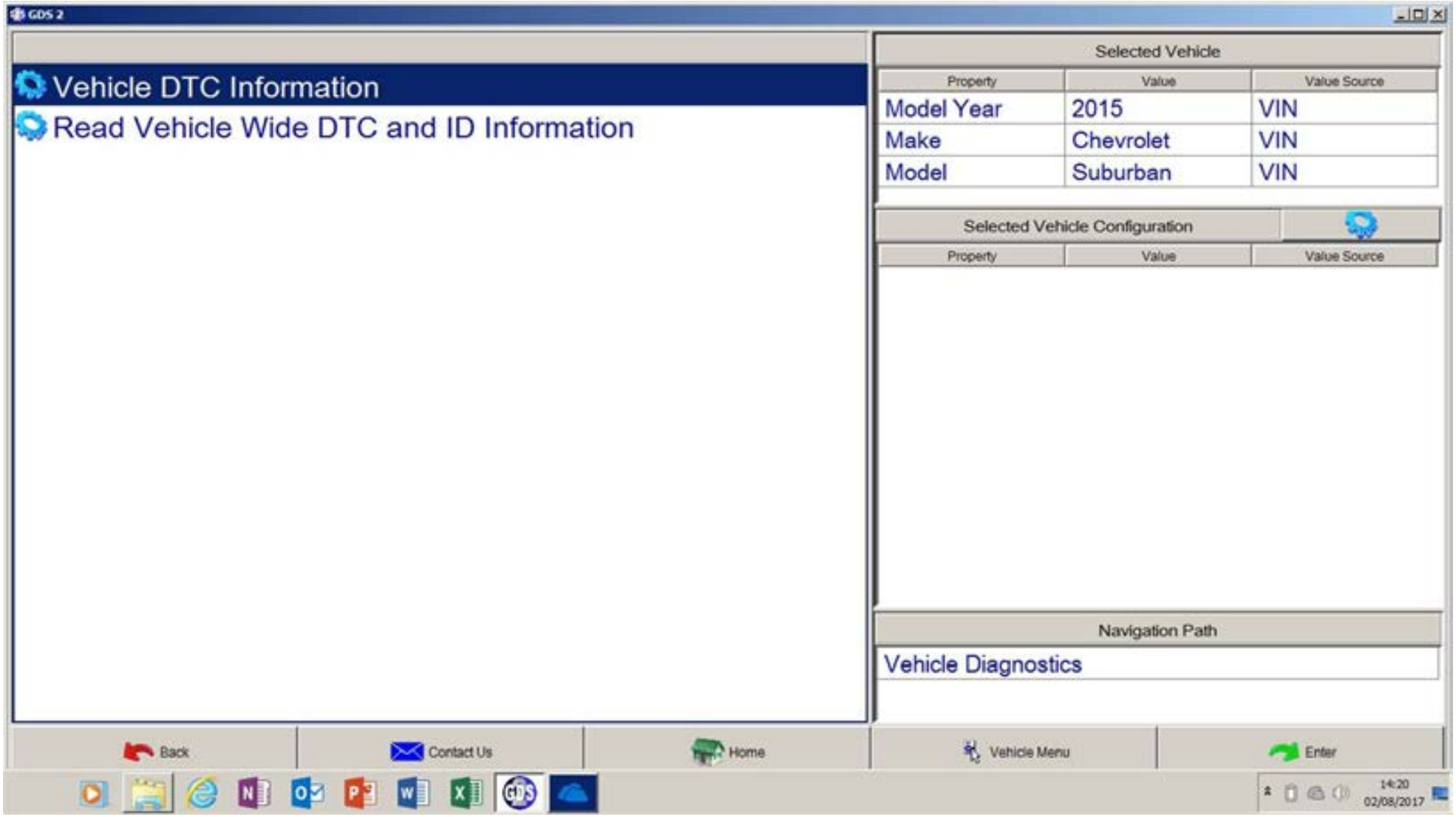
02/08/2017


GDS 2
Module Diagnostics
Vehicle Diagnostics
System Diagnostics
Session Manager
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Navigation Path
Back
Contact Us
Home
Vehicle Menu
Enter
14:20
02/08/2017


GDS 2
Vehicle DTC Information
Read Vehicle Wide DTC and ID Information
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Navigation Path
Vehicle Diagnostics
Back
Contact Us
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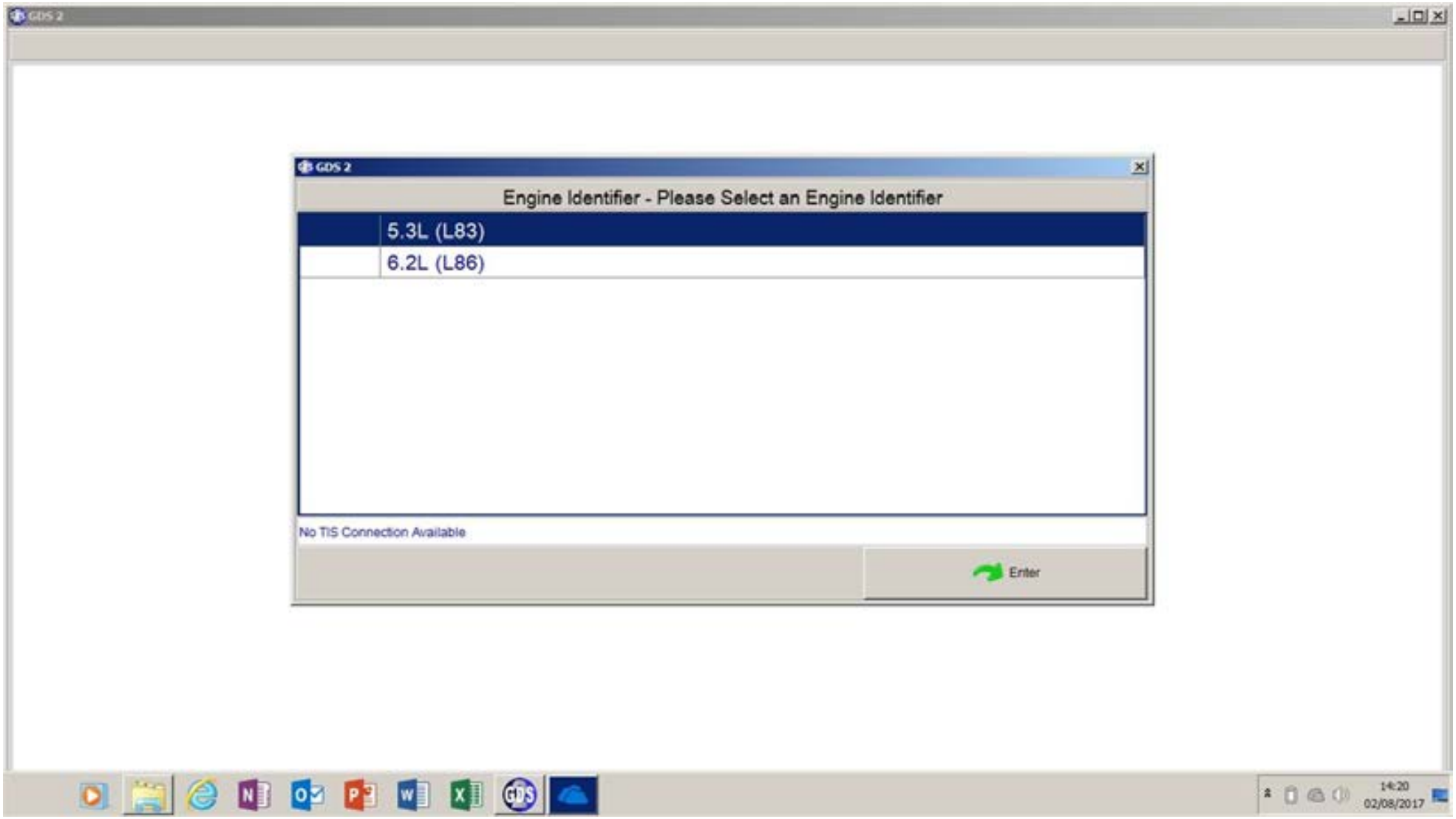
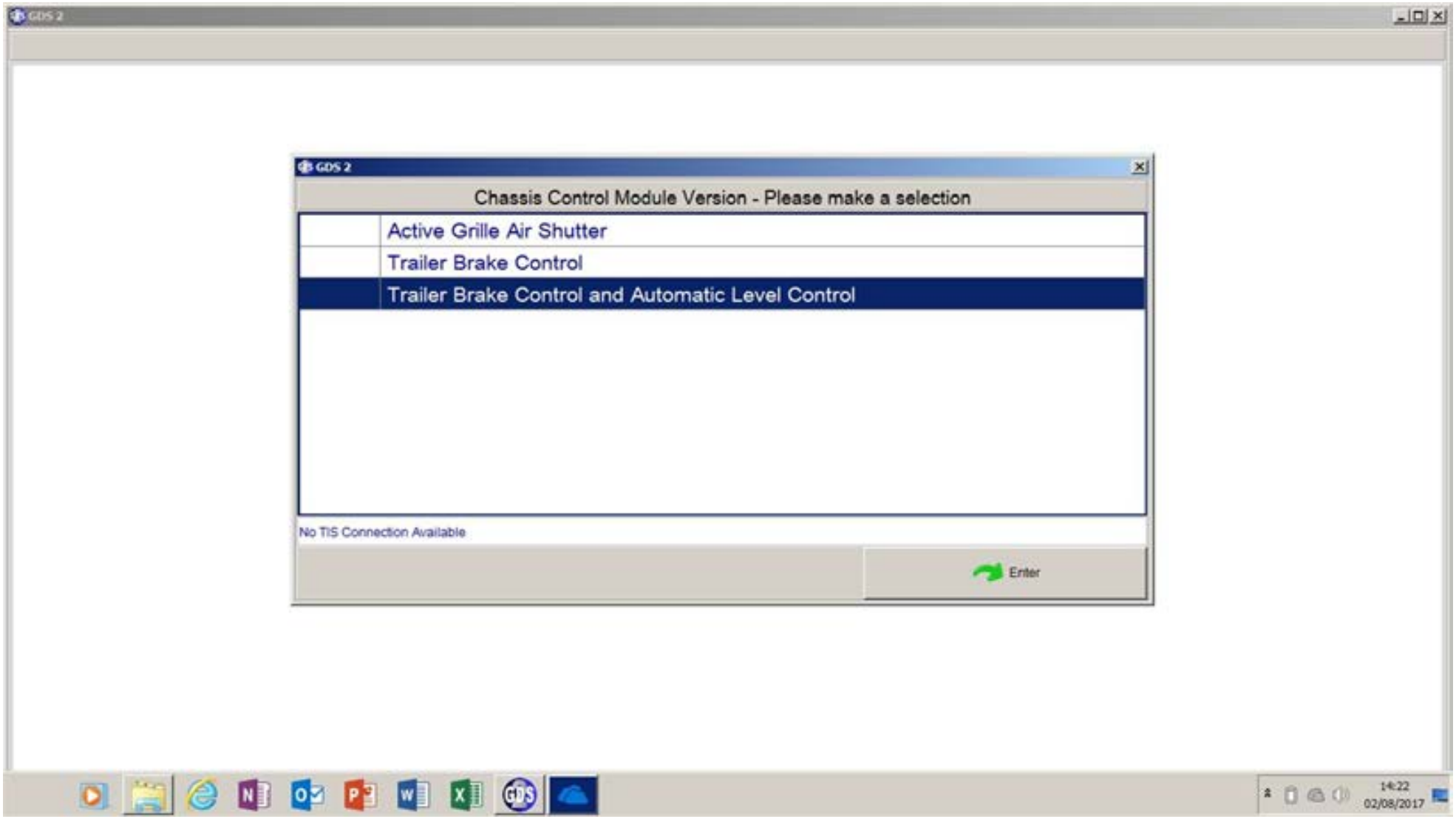
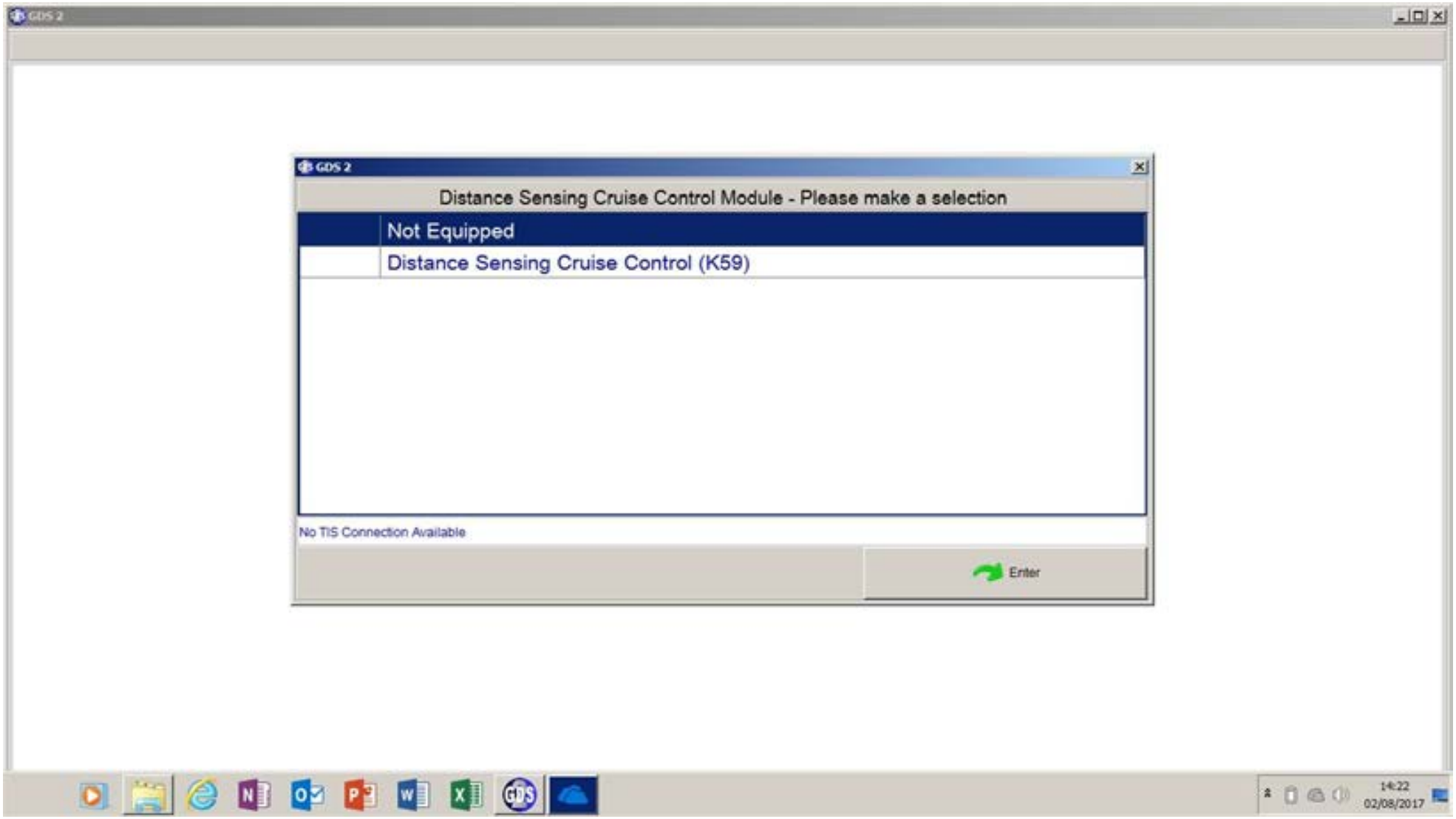
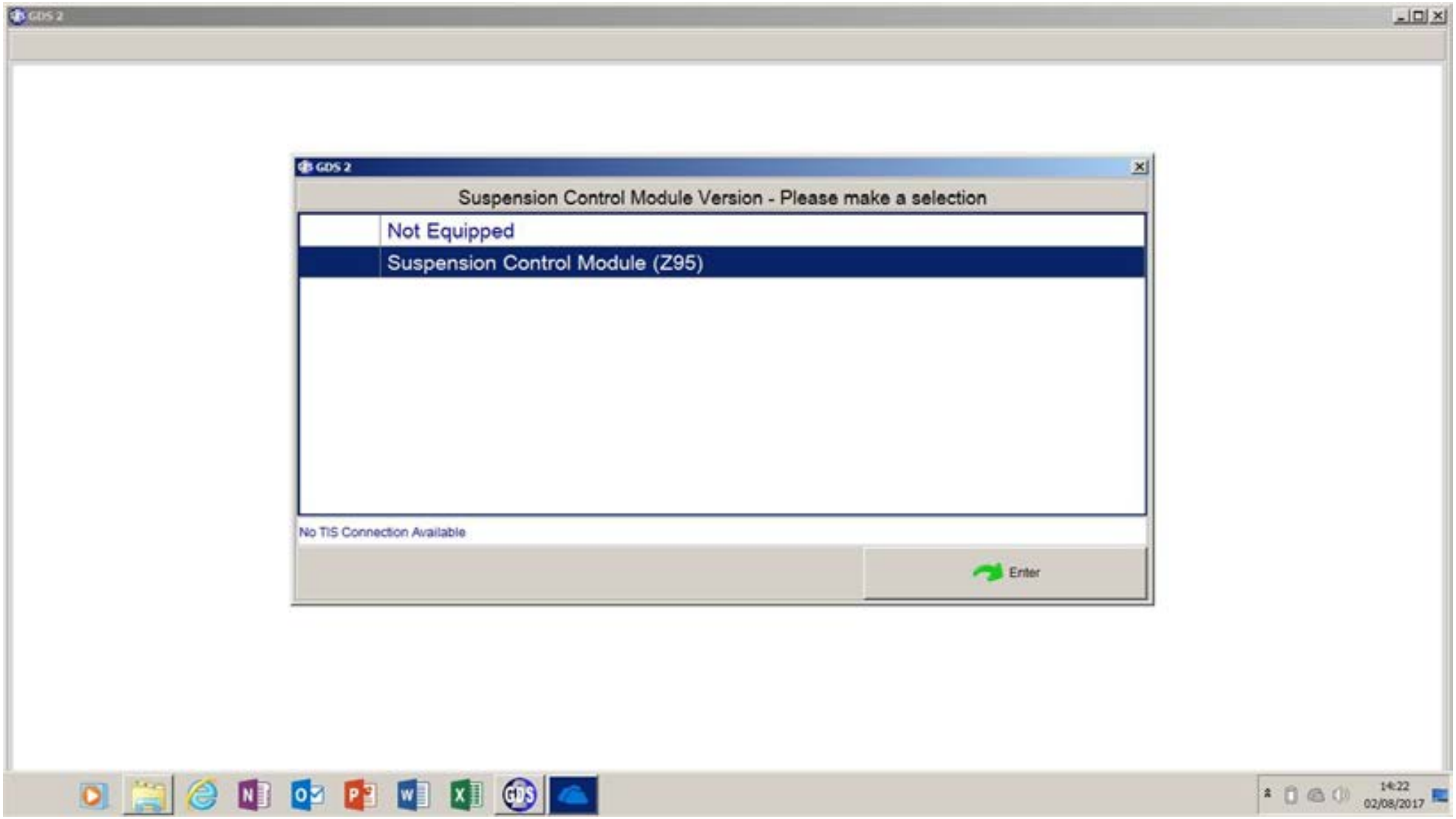
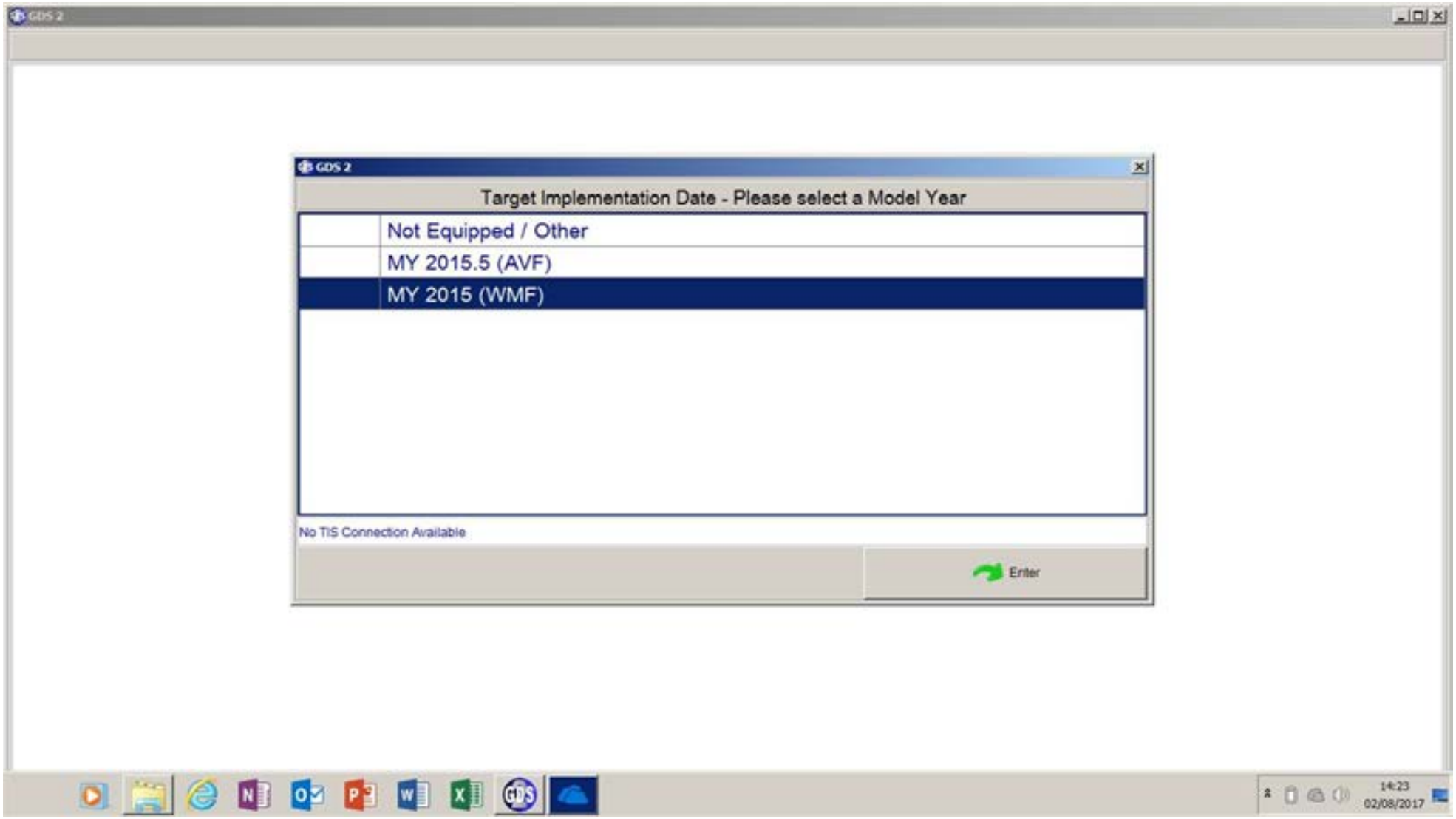
Vehicle Menu
Enter
14:20
02/08/2017

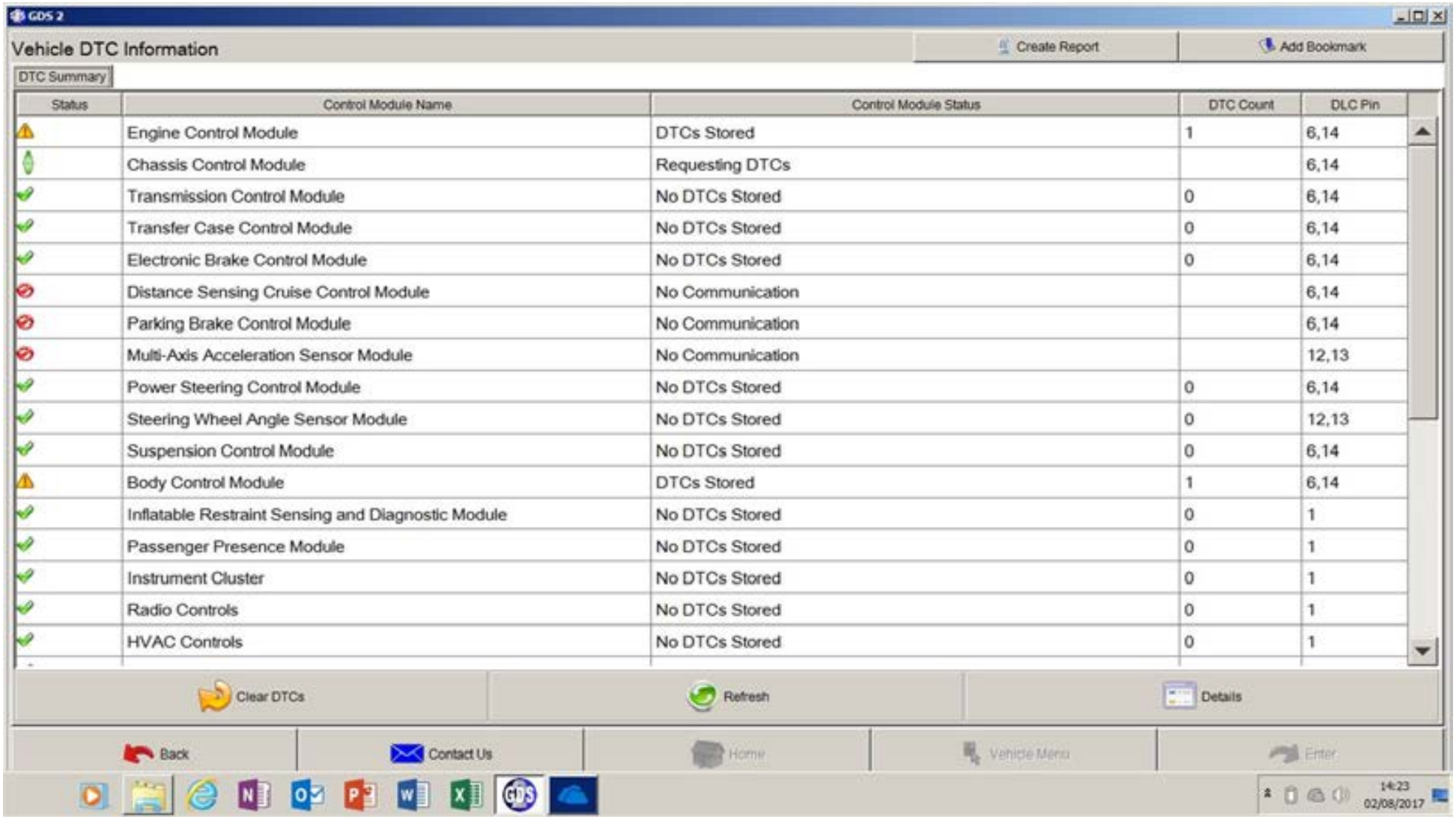

GDS 2
GDS 2
Engine Identifier - Please Select an Engine Identifier
5.3L (L83)
6.2L (L86)
No TIS Connection Available
Enter
14:20
02/08/2017

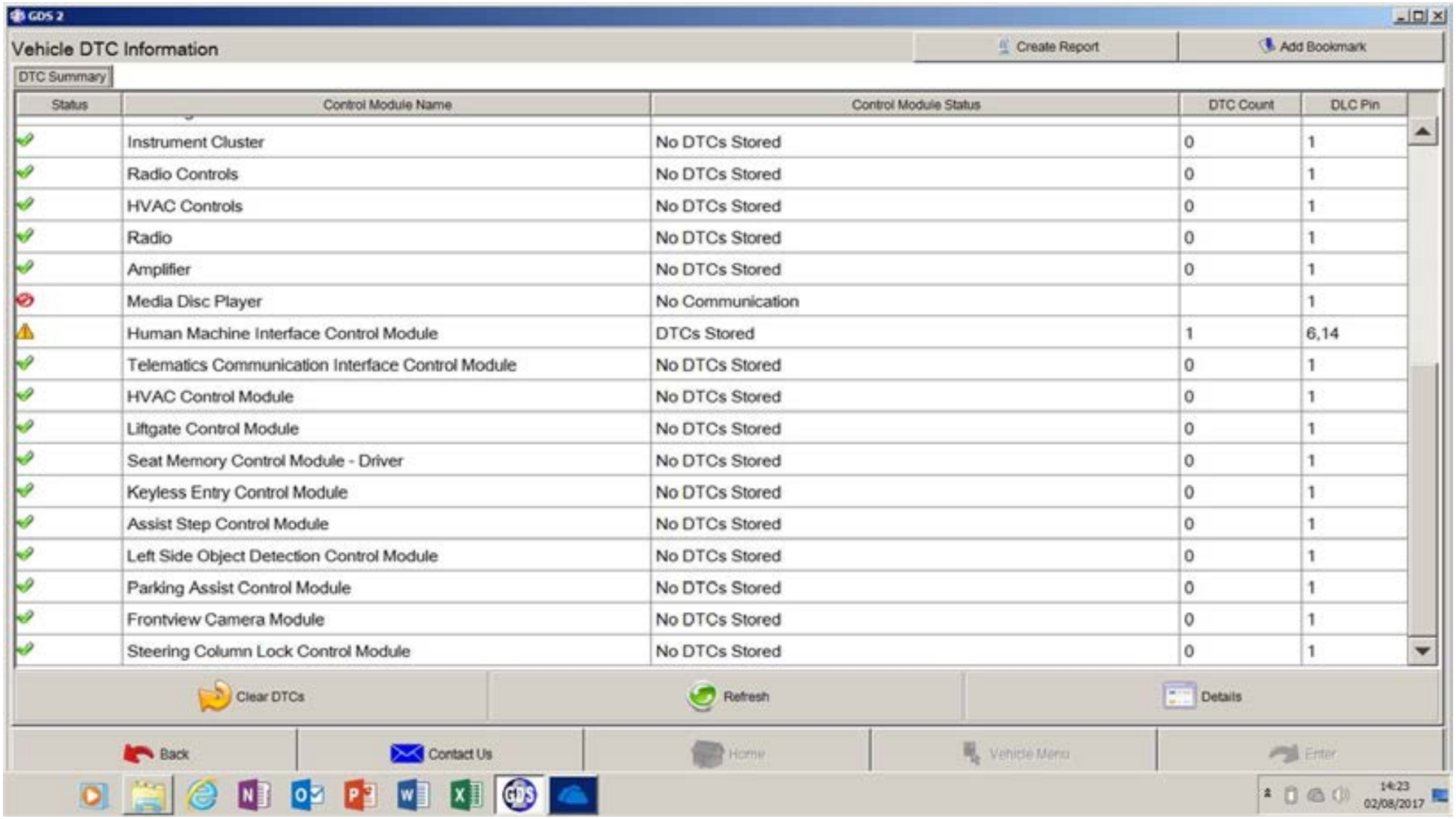

GDS 2
GDS 2
Chassis Control Module Version - Please make a selection
Active Grille Air Shutter
Trailer Brake Control
Trailer Brake Control and Automatic Level Control
No TIS Connection Available
Enter
14:22
02/08/2017

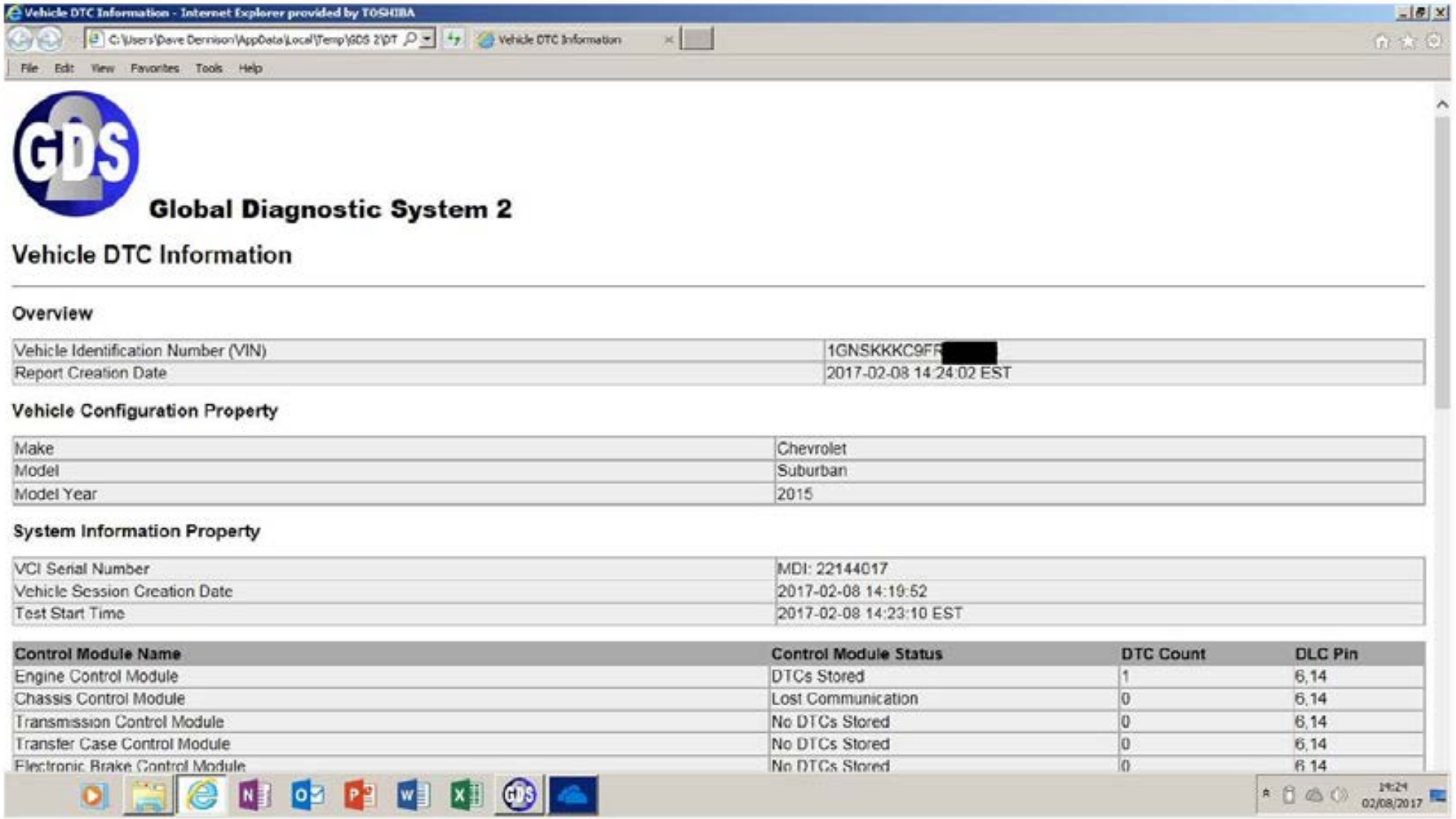

GDS 2
GDS 2
Distance Sensing Cruise Control Module - Please make a selection
Not Equipped
Distance Sensing Cruise Control (K59)
No TIS Connection Available
Enter
14:22
02/08/2017

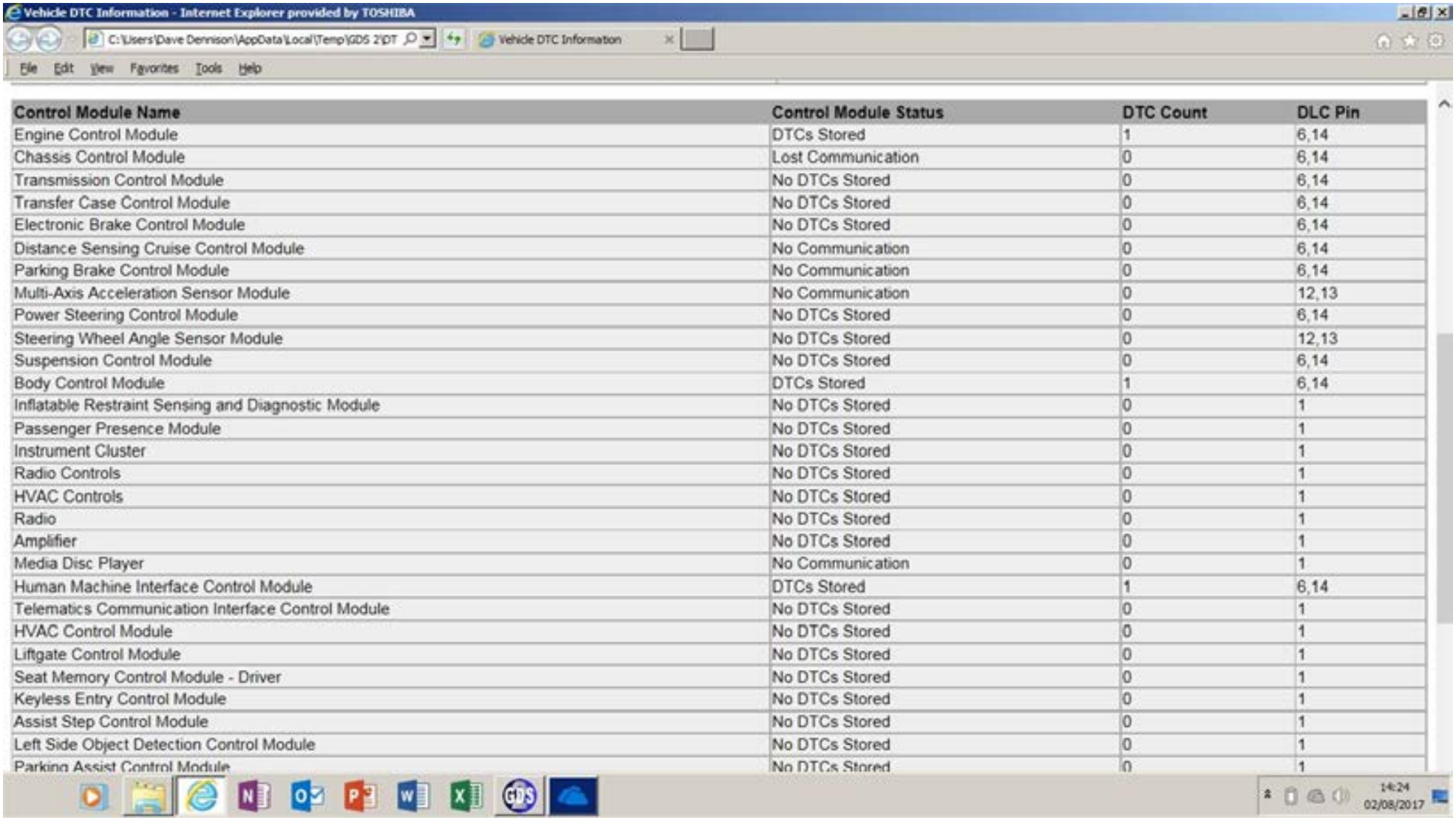

GDS 2
GDS 2
Suspension Control Module Version - Please make a selection
Not Equipped
Suspension Control Module (Z95)
No TIS Connection Available
Enter
14:22
02/08/2017


GDS 2
GDS 2
Target Implementation Date - Please select a Model Year
Not Equipped / Other
MY 2015.5 (AVF)
MY 2015 (WMF)
No TIS Connection Available
Enter
14:23
02/08/2017

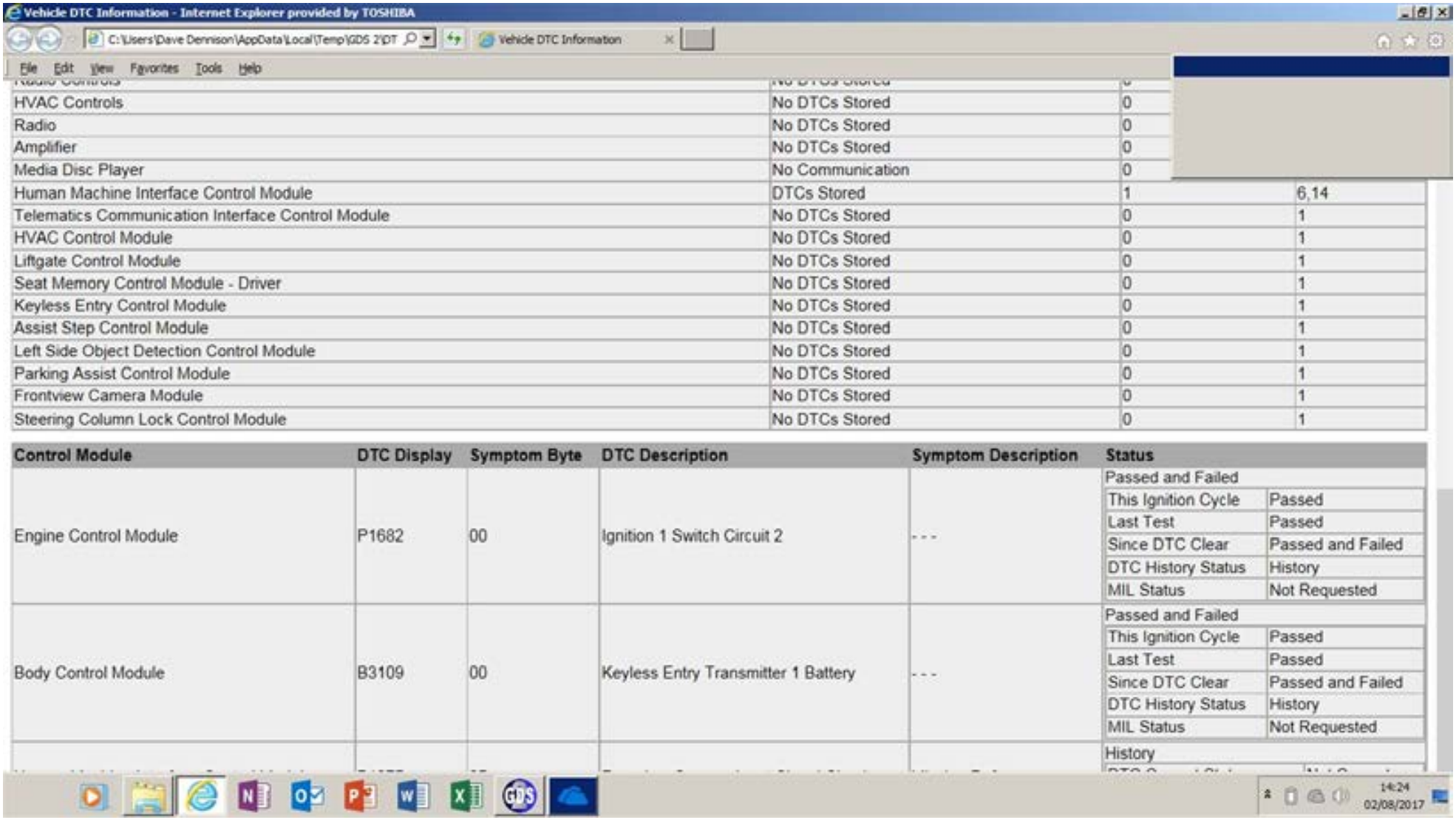

GDS 2
Vehicle DTC Information
Create Report
Add Bookmark
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Engine Control Module
DTCs Stored
1
6,14
Chassis Control Module
Requesting DTCs
6,14
Transmission Control Module
No DTCs Stored
0
6,14
Transfer Case Control Module
No DTCs Stored
0
6,14
Electronic Brake Control Module
No DTCs Stored
0
6,14
Distance Sensing Cruise Control Module
No Communication
6,14
Parking Brake Control Module
No Communication
6,14
Multi-Axis Acceleration Sensor Module
No Communication
12,13
Power Steering Control Module
No DTCs Stored
0
6,14
Steering Wheel Angle Sensor Module
No DTCs Stored
0
12,13
Suspension Control Module
No DTCs Stored
0
6,14
Body Control Module
DTCs Stored
1
6,14
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
0
1
Passenger Presence Module
No DTCs Stored
0
1
Instrument Cluster
No DTCs Stored
0
1
Radio Controls
No DTCs Stored
0
1
HVAC Controls
No DTCs Stored
0
1
Clear DTCs
Refresh
Details
Back
Contact Us
Home
Vehicle Menu
Enter
14:23
02/08/2017


GDS 2
Vehicle DTC Information
Create Report
Add Bookmark
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Instrument Cluster
No DTCs Stored
0
1
Radio Controls
No DTCs Stored
0
1
HVAC Controls
No DTCs Stored
0
1
Radio
No DTCs Stored
0
1
Amplifier
No DTCs Stored
0
1
Media Disc Player
No Communication
1
Human Machine Interface Control Module
DTCs Stored
1
6,14
Telematics Communication Interface Control Module
No DTCs Stored
0
1
HVAC Control Module
No DTCs Stored
0
1
Liftgate Control Module
No DTCs Stored
0
1
Seat Memory Control Module - Driver
No DTCs Stored
0
1
Keyless Entry Control Module
No DTCs Stored
0
1
Assist Step Control Module
No DTCs Stored
0
1
Left Side Object Detection Control Module
No DTCs Stored
0
1
Parking Assist Control Module
No DTCs Stored
0
1
Frontview Camera Module
No DTCs Stored
0
1
Steering Column Lock Control Module
No DTCs Stored
0
1
Clear DTCs
Refresh
Details
Back
Contact Us
Home
Vehicle Menu
Enter
14:23
02/08/2017


Vehicle DTC Information - Internet Explorer provided by TOSHIBA
C:\Users\Dave Dennison\AppData\Local\Temp\GDS 2\DT
Vehicle DTC Information
File Edit View Favorites Tools Help
Global Diagnostic System 2
Vehicle DTC Information
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR[redacted]
Report Creation Date 2017-02-08 14:24:02 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI: 22144017
Vehicle Session Creation Date 2017-02-08 14:19:52
Test Start Time 2017-02-08 14:23:10 EST
Control Module Name | Control Module Status | DTC Count | DLC Pin
Engine Control Module | DTCs Stored | 1 | 6,14
Chassis Control Module | Lost Communication | 0 | 6,14
Transmission Control Module | No DTCs Stored | 0 | 6,14
Transfer Case Control Module | No DTCs Stored | 0 | 6,14
Electronic Brake Control Module | No DTCs Stored | 0 | 6,14
14:24
02/08/2017

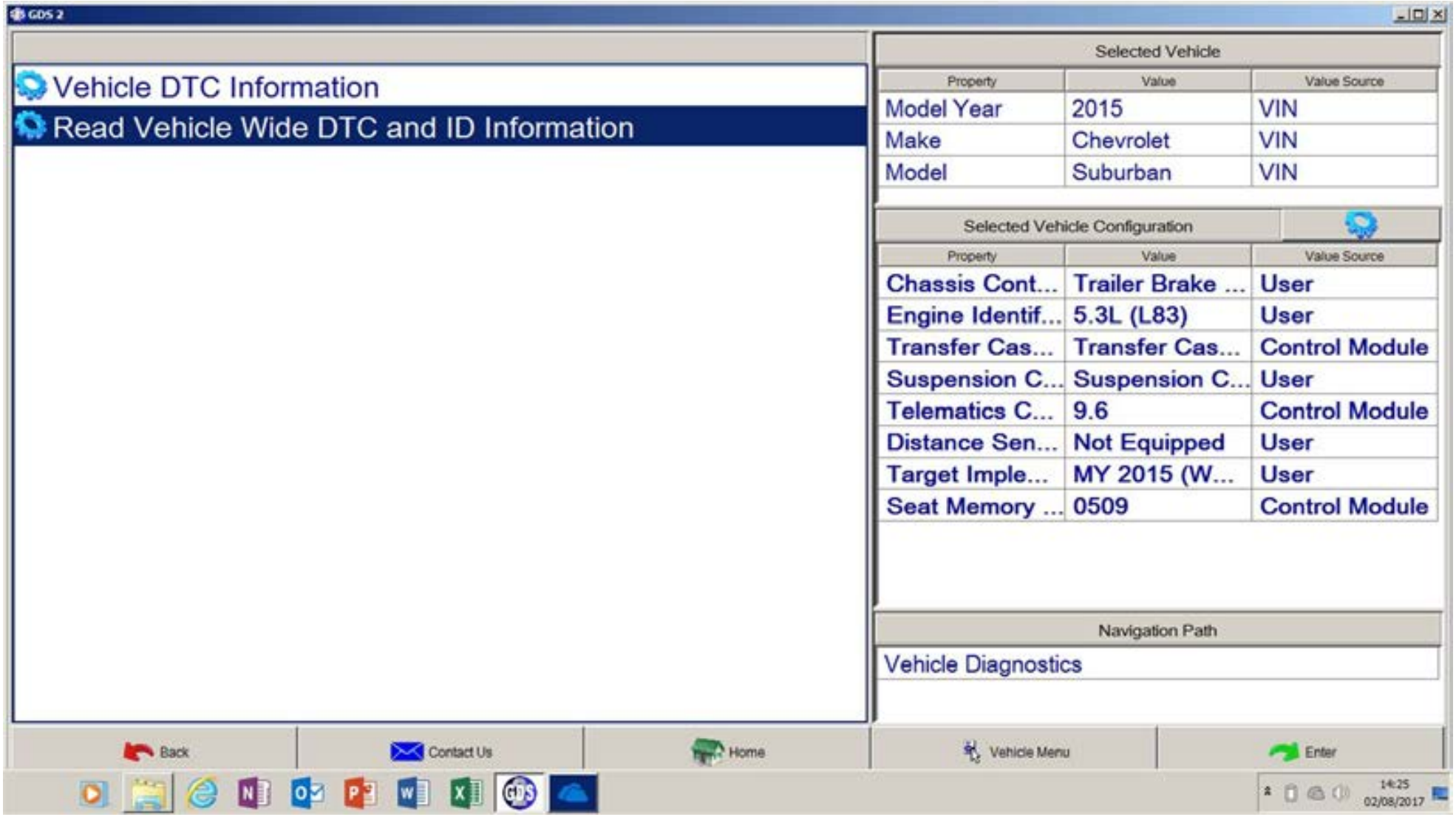


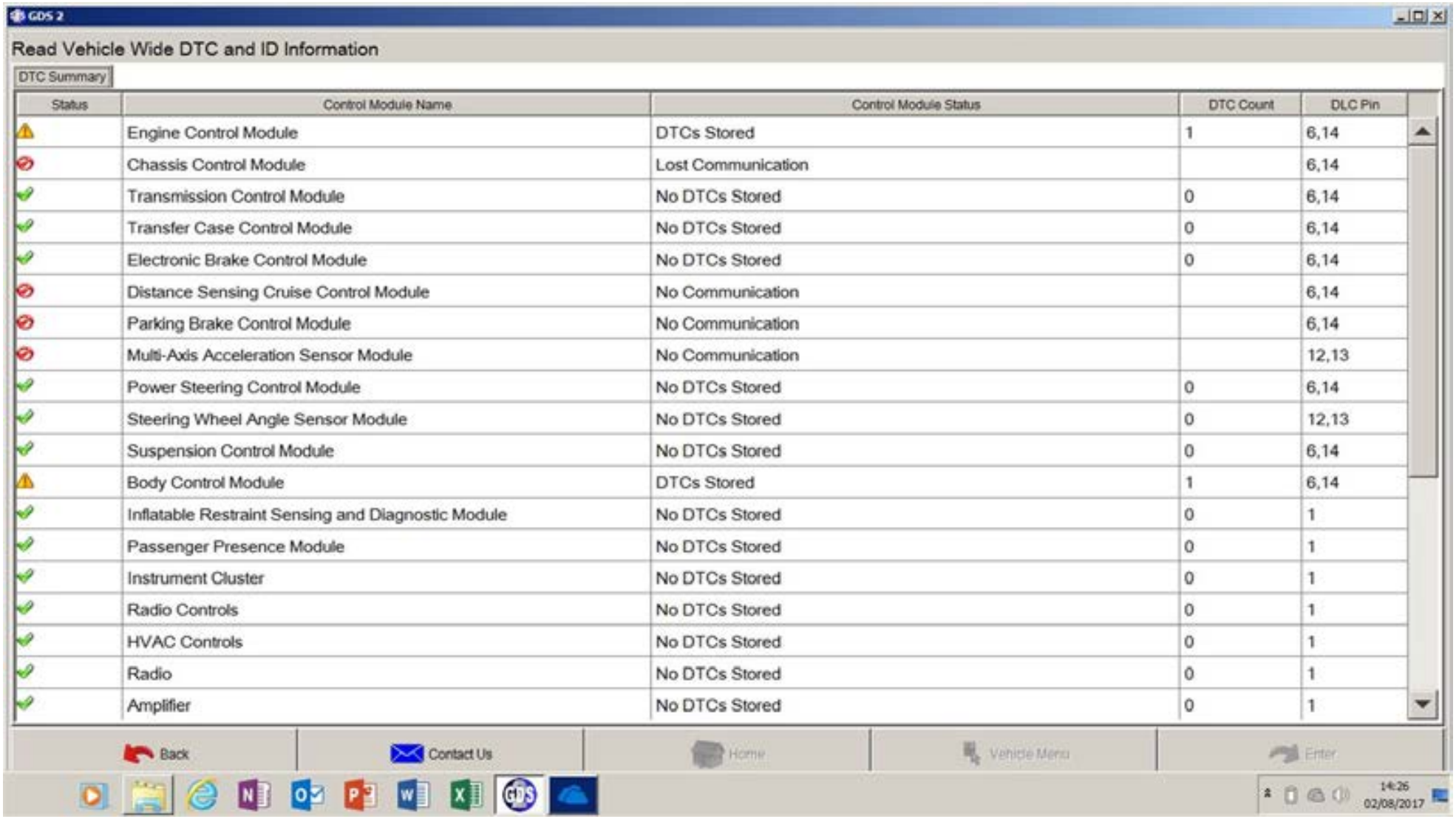
Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	DTCs Stored	1	6,14
Chassis Control Module	Lost Communication	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	No DTCs Stored	0	6,14
Distance Sensing Cruise Control Module	No Communication	0	6,14
Parking Brake Control Module	No Communication	0	6,14
Multi-Axis Acceleration Sensor Module	No Communication	0	12,13
Power Steering Control Module	No DTCs Stored	0	6,14
Steering Wheel Angle Sensor Module	No DTCs Stored	0	12,13
Suspension Control Module	No DTCs Stored	0	6,14
Body Control Module	DTCs Stored	1	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1
Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1
Radio Controls	No DTCs Stored	0	1
HVAC Controls	No DTCs Stored	0	1
Radio	No DTCs Stored	0	1
Amplifier	No DTCs Stored	0	1
Media Disc Player	No Communication	0	1
Human Machine Interface Control Module	DTCs Stored	1	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	1
HVAC Control Module	No DTCs Stored	0	1
Liftgate Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	No DTCs Stored	0	1
Keyless Entry Control Module	No DTCs Stored	0	1
Assist Step Control Module	No DTCs Stored	0	1
Left Side Object Detection Control Module	No DTCs Stored	0	1
Parking Assist Control Module	No DTCs Stored	0	1

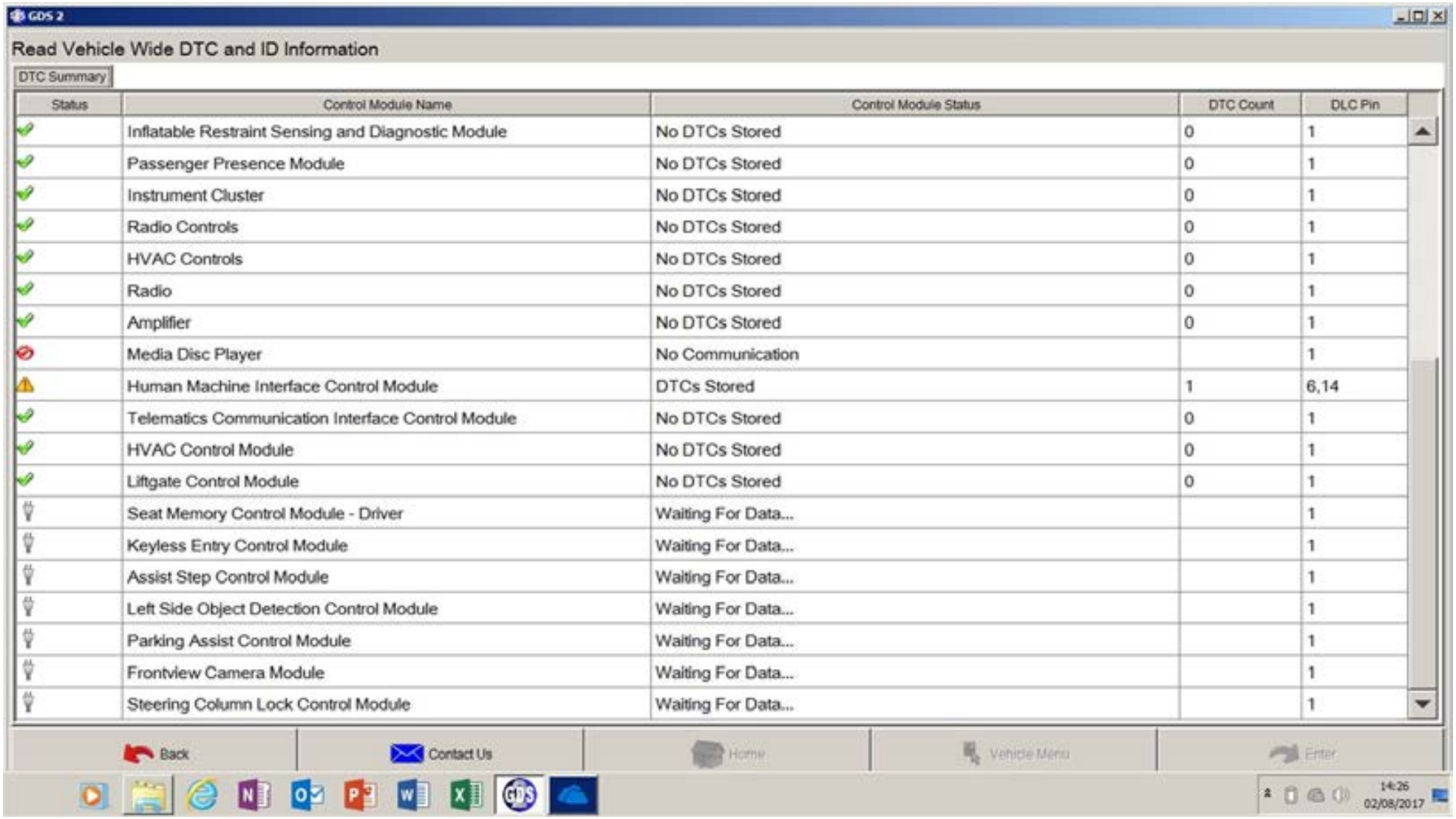


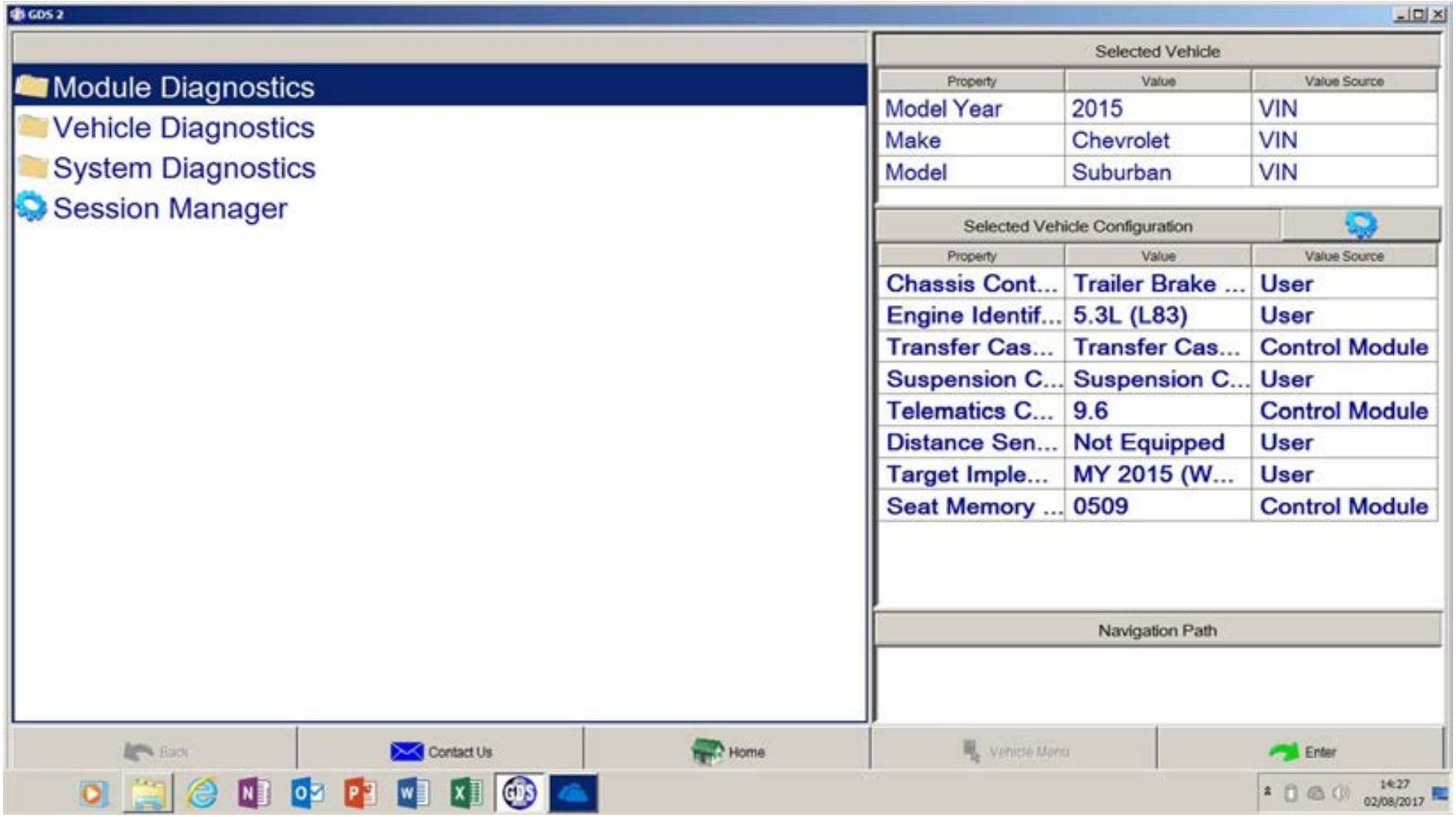
HVAC Controls	No DTCs Stored	0	
Radio	No DTCs Stored	0	
Amplifier	No DTCs Stored	0	
Media Disc Player	No Communication	0	
Human Machine Interface Control Module	DTCs Stored	1	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	1
HVAC Control Module	No DTCs Stored	0	1
Liftgate Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	No DTCs Stored	0	1
Keyless Entry Control Module	No DTCs Stored	0	1
Assist Step Control Module	No DTCs Stored	0	1
Left Side Object Detection Control Module	No DTCs Stored	0	1
Parking Assist Control Module	No DTCs Stored	0	1
Frontview Camera Module	No DTCs Stored	0	1
Steering Column Lock Control Module	No DTCs Stored	0	1

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Engine Control Module	P1682	00	Ignition 1 Switch Circuit 2	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed
					DTC History Status	History
					MIL Status	Not Requested
Body Control Module	B3109	00	Keyless Entry Transmitter 1 Battery	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed
					DTC History Status	History
					MIL Status	Not Requested
					History	


GDS 2
Vehicle DTC Information
Read Vehicle Wide DTC and ID Information
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Vehicle Diagnostics
Back
Contact Us
Home
Vehicle Menu
Enter
14:25
02/08/2017


GDS 2
Read Vehicle Wide DTC and ID Information
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Engine Control Module
DTCs Stored
1
6,14
Chassis Control Module
Lost Communication
6,14
Transmission Control Module
No DTCs Stored
0
6,14
Transfer Case Control Module
No DTCs Stored
0
6,14
Electronic Brake Control Module
No DTCs Stored
0
6,14
Distance Sensing Cruise Control Module
No Communication
6,14
Parking Brake Control Module
No Communication
6,14
Multi-Axis Acceleration Sensor Module
No Communication
12,13
Power Steering Control Module
No DTCs Stored
0
6,14
Steering Wheel Angle Sensor Module
No DTCs Stored
0
12,13
Suspension Control Module
No DTCs Stored
0
6,14
Body Control Module
DTCs Stored
1
6,14
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
0
1
Passenger Presence Module
No DTCs Stored
0
1
Instrument Cluster
No DTCs Stored
0
1
Radio Controls
No DTCs Stored
0
1
HVAC Controls
No DTCs Stored
0
1
Radio
No DTCs Stored
0
1
Amplifier
No DTCs Stored
0
1
Back
Contact Us
Home
Vehicle Menu
Enter
14:26
02/08/2017


GDS 2
Read Vehicle Wide DTC and ID Information
DTC Summary
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
0
1
Passenger Presence Module
No DTCs Stored
0
1
Instrument Cluster
No DTCs Stored
0
1
Radio Controls
No DTCs Stored
0
1
HVAC Controls
No DTCs Stored
0
1
Radio
No DTCs Stored
0
1
Amplifier
No DTCs Stored
0
1
Media Disc Player
No Communication
1
Human Machine Interface Control Module
DTCs Stored
1
6,14
Telematics Communication Interface Control Module
No DTCs Stored
0
1
HVAC Control Module
No DTCs Stored
0
1
Liftgate Control Module
No DTCs Stored
0
1
Seat Memory Control Module - Driver
Waiting For Data...
1
Keyless Entry Control Module
Waiting For Data...
1
Assist Step Control Module
Waiting For Data...
1
Left Side Object Detection Control Module
Waiting For Data...
1
Parking Assist Control Module
Waiting For Data...
1
Frontview Camera Module
Waiting For Data...
1
Steering Column Lock Control Module
Waiting For Data...
1
Back
Contact Us
Home
Vehicle Menu
Enter
14:26
02/08/2017


GDS 2
Module Diagnostics
Vehicle Diagnostics
System Diagnostics
Session Manager
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Back
Contact Us
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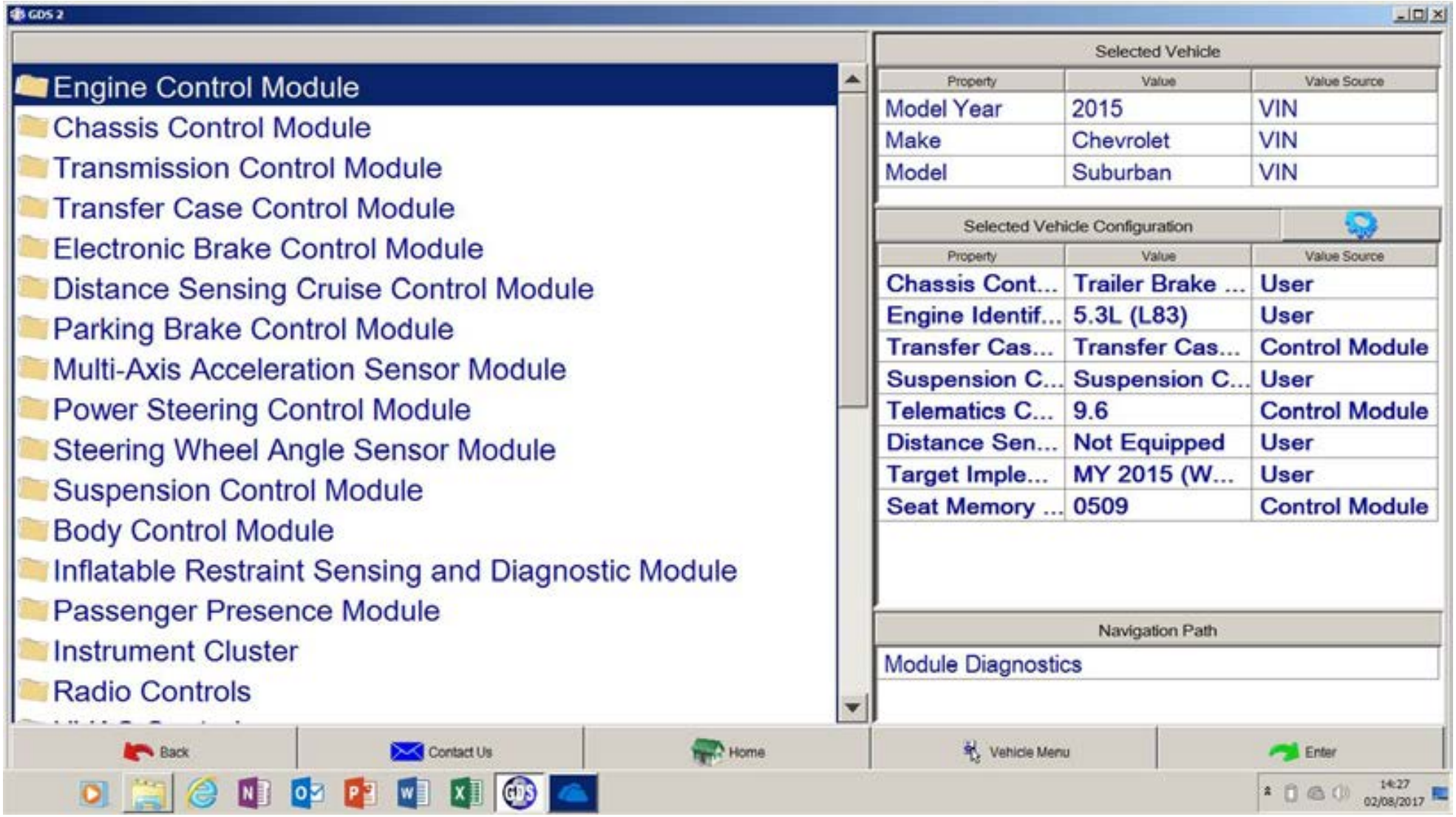
Vehicle Menu
Enter
14:27
02/08/2017


GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
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
Radio Controls
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
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Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Back
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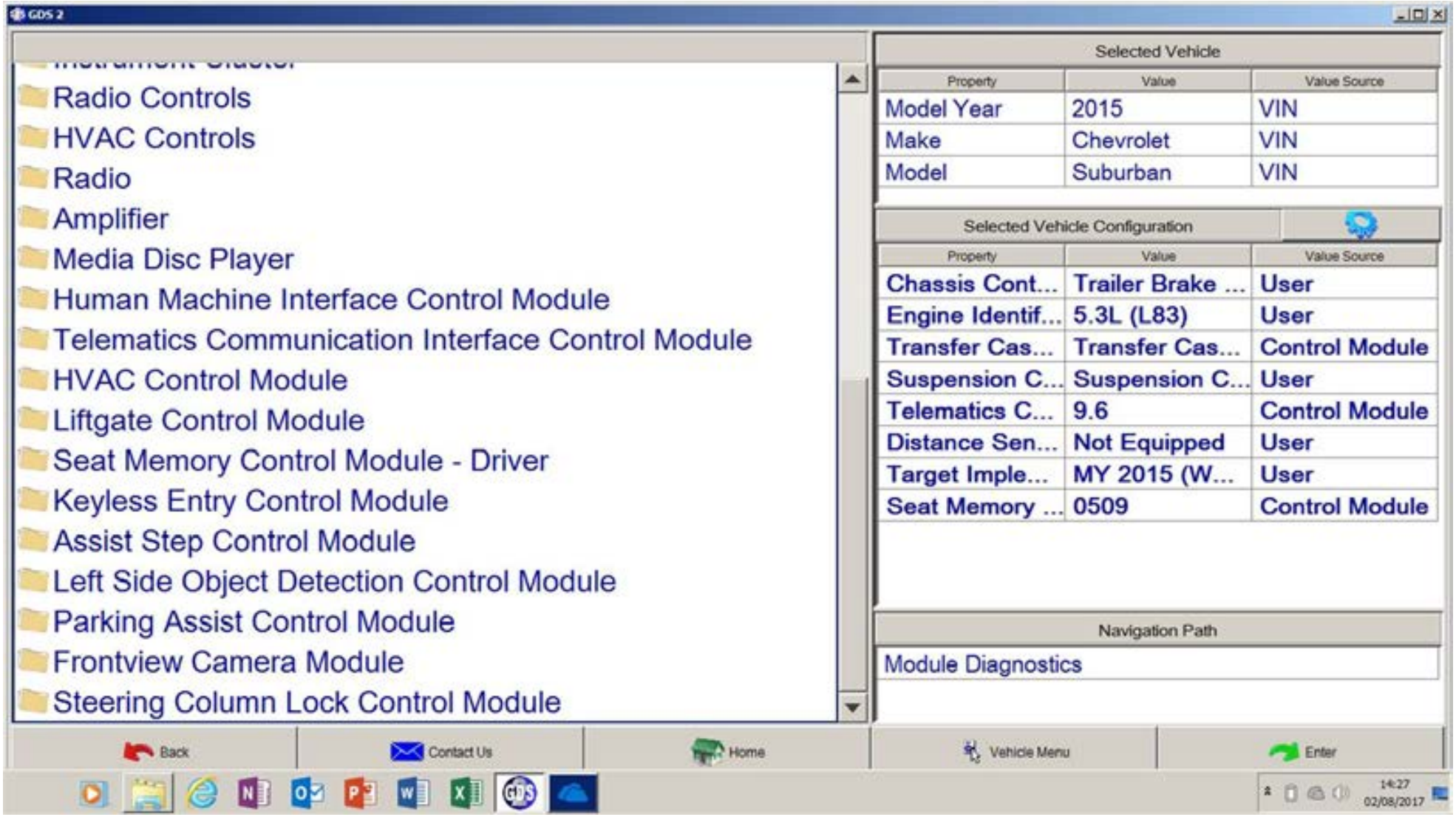
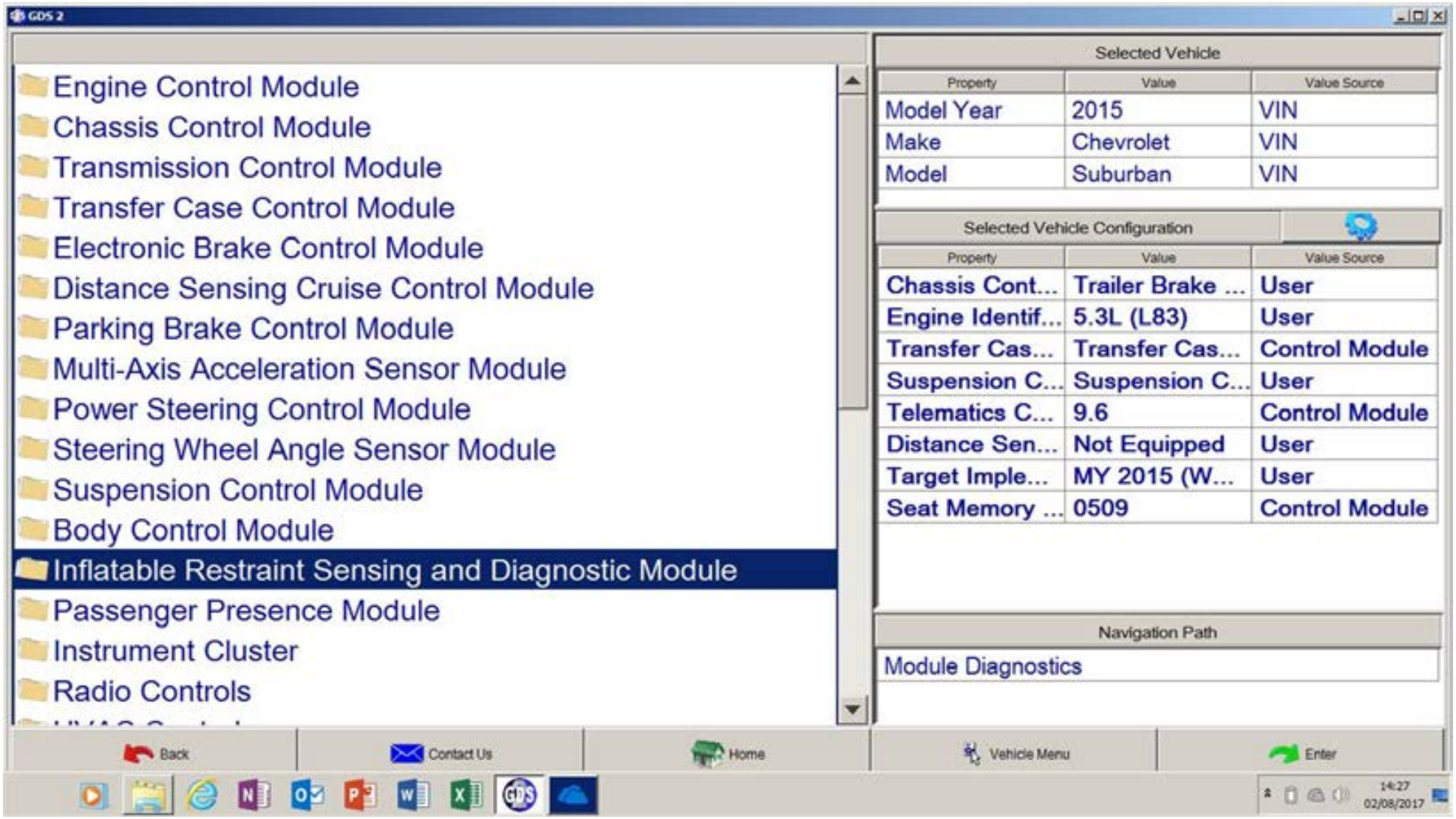
Vehicle Menu
Enter
14:27
02/08/2017


GDS 2
Radio Controls
HVAC Controls
Radio
Amplifier
Media Disc Player
Human Machine Interface Control Module
Telematics Communication Interface Control Module
HVAC Control Module
Liftgate Control Module
Seat Memory Control Module - Driver
Keyless Entry Control Module
Assist Step Control Module
Left Side Object Detection Control Module
Parking Assist Control Module
Frontview Camera Module
Steering Column Lock Control Module
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Back
Contact Us
Home
Vehicle Menu
Enter
14:27
02/08/2017


GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
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
Radio Controls
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Back
Contact Us
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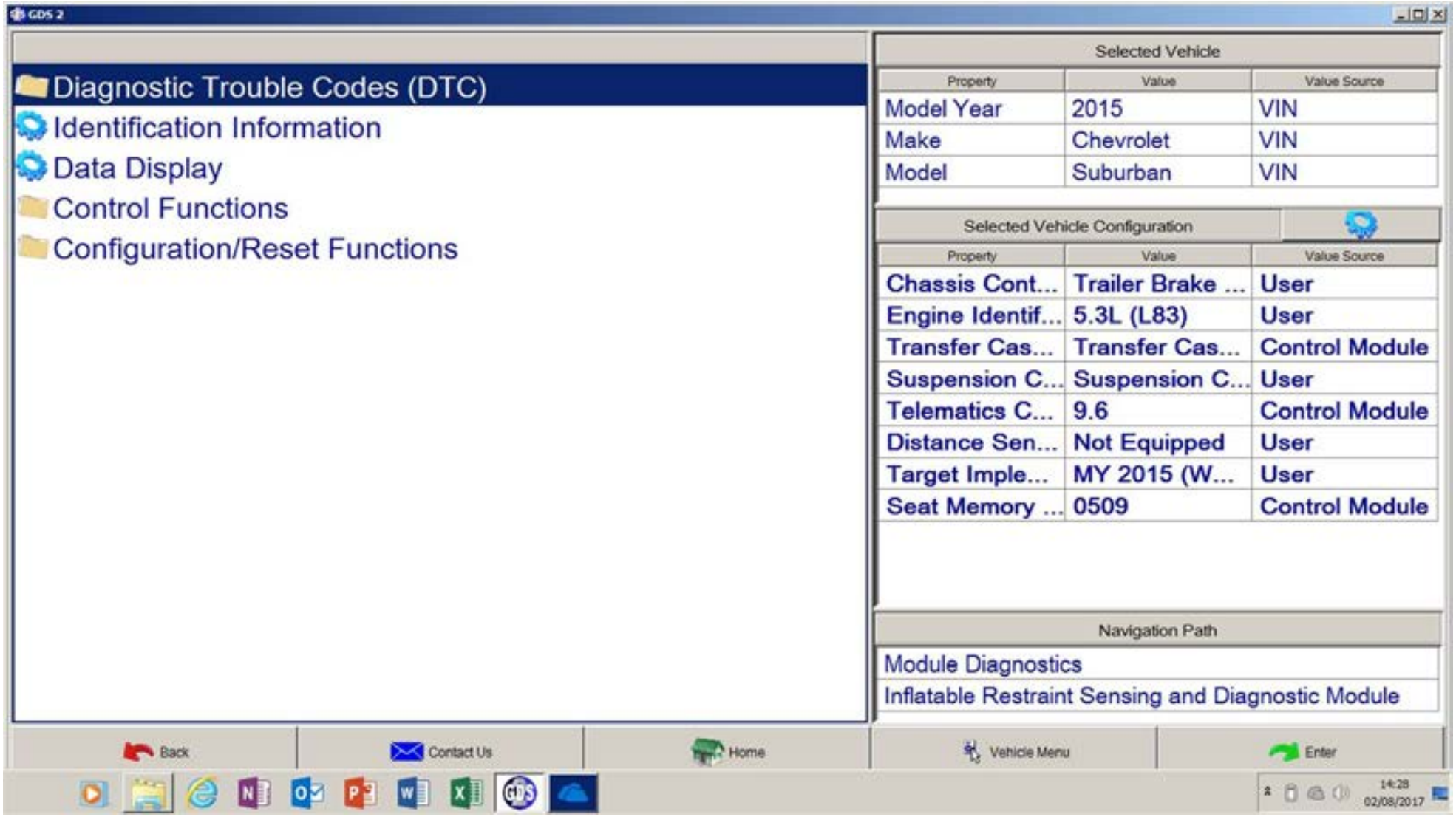
Vehicle Menu
Enter
14:27
02/08/2017


GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Inflatable Restraint Sensing and Diagnostic Module
Back
Contact Us
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Vehicle Menu
Enter
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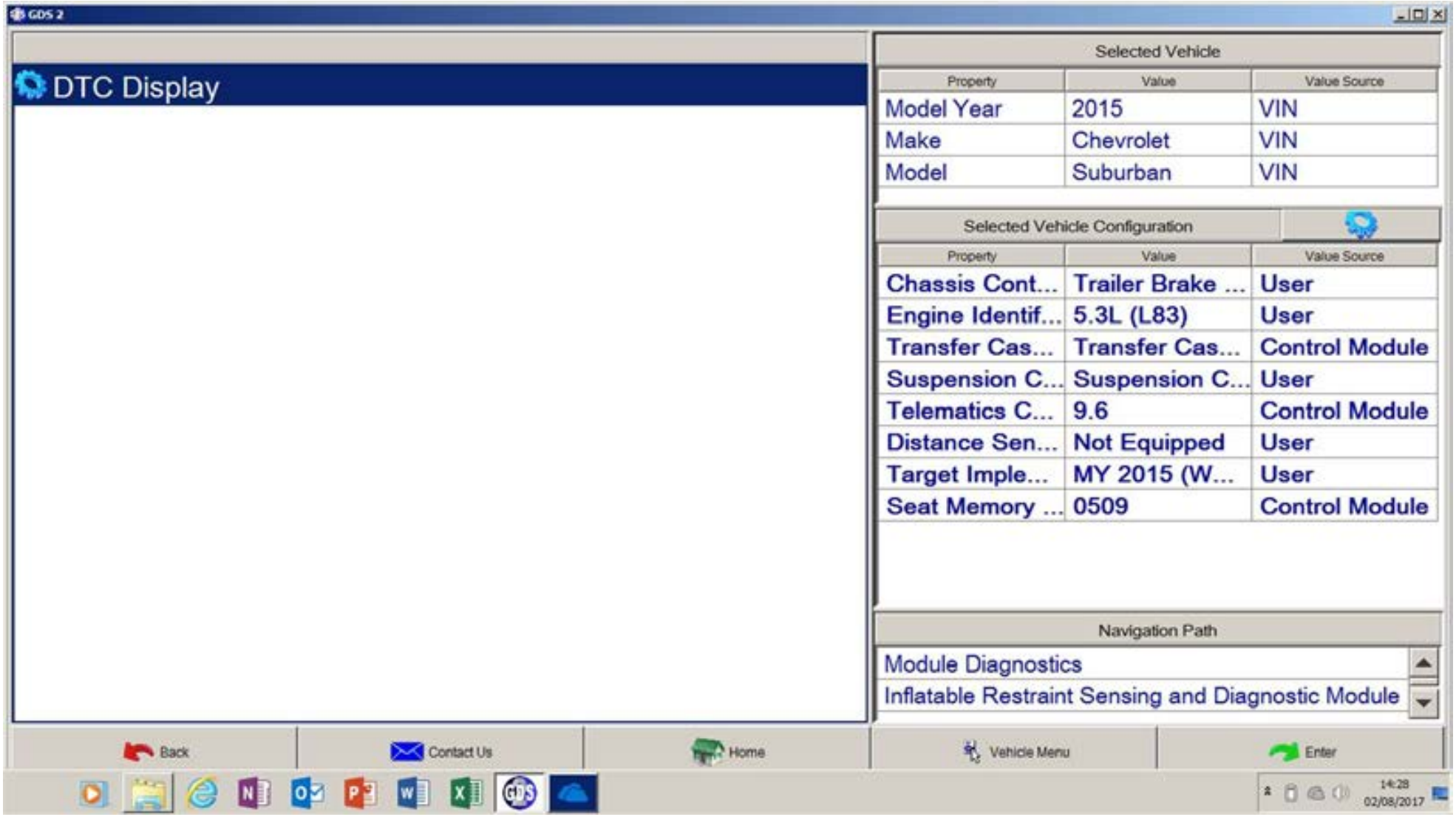
02/08/2017


GDS 2
DTC Display
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Inflatable Restraint Sensing and Diagnostic Module
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Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:28:50 EST

Vehicle Configuration Property

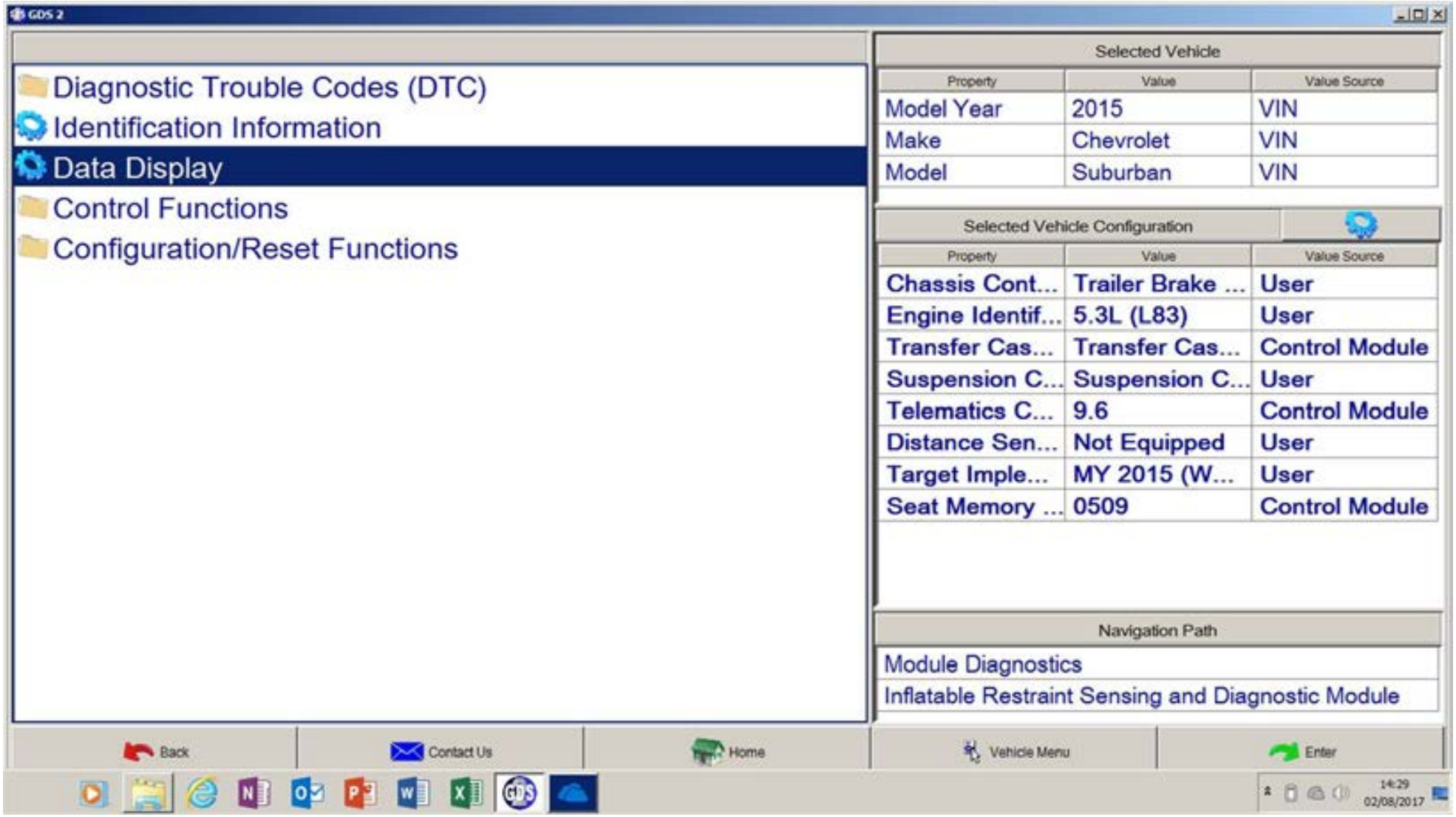
Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:28:39 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1

No DTCs Stored


GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Inflatable Restraint Sensing and Diagnostic Module
Back
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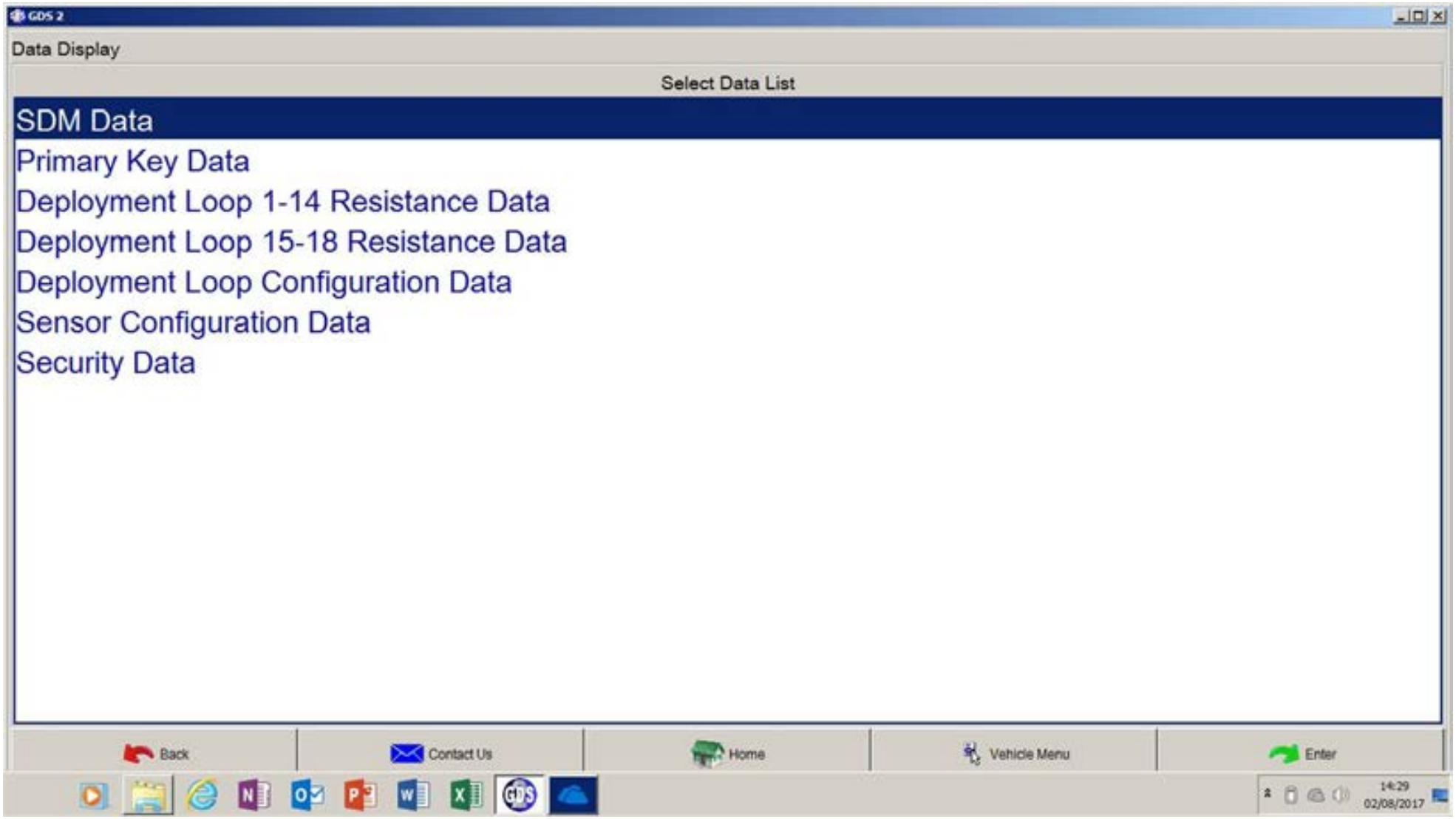
GDS 2
Data Display
Select Data List
SDM Data
Primary Key Data
Deployment Loop 1-14 Resistance Data
Deployment Loop 15-18 Resistance Data
Deployment Loop Configuration Data
Sensor Configuration Data
Security Data
Back
Contact Us
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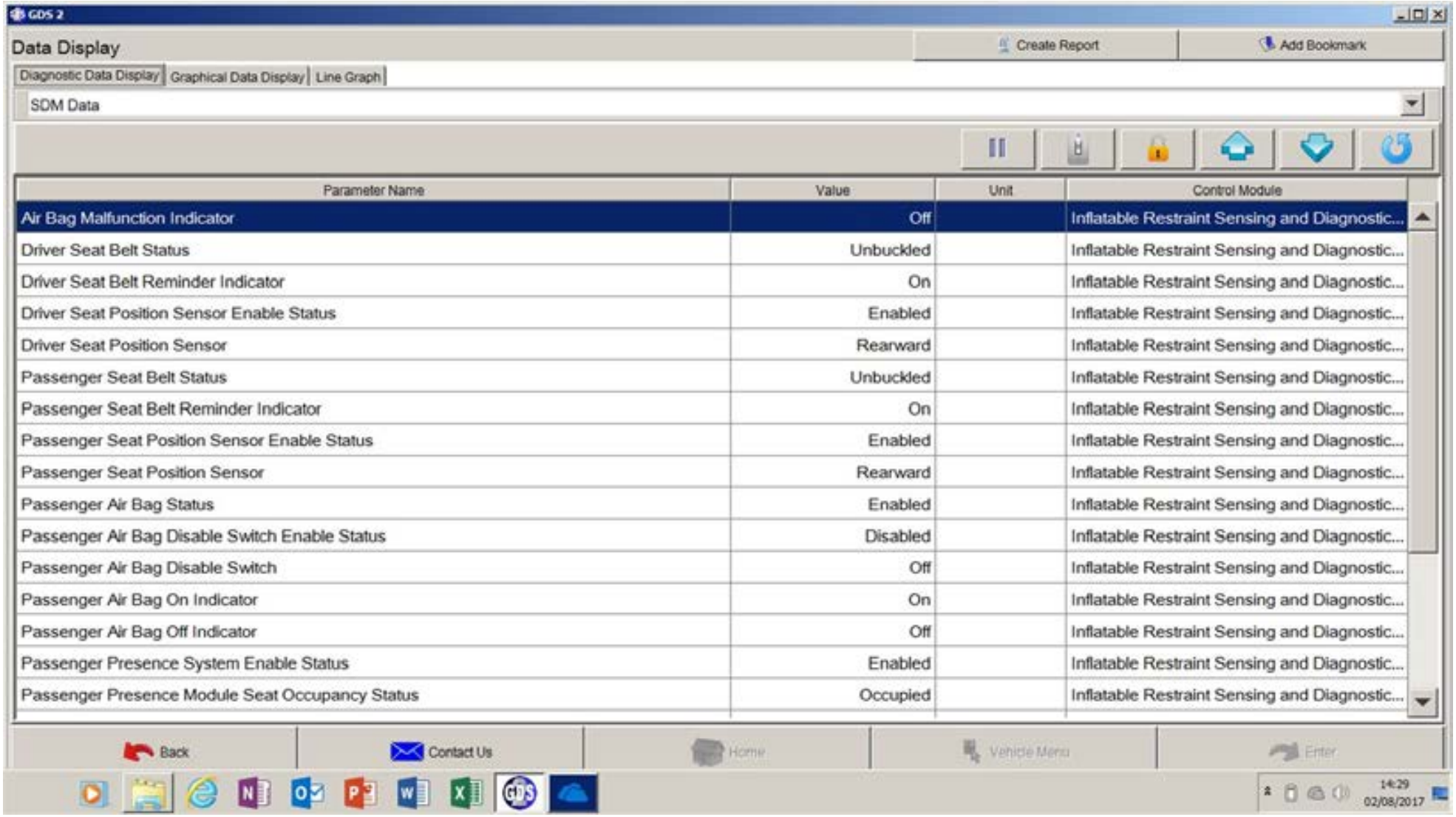
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
SDM Data
Parameter Name
Value
Unit
Control Module
Air Bag Malfunction Indicator
Off
Inflatable Restraint Sensing and Diagnostic...
Driver Seat Belt Status
Unbuckled
Driver Seat Belt Reminder Indicator
On
Driver Seat Position Sensor Enable Status
Enabled
Driver Seat Position Sensor
Rearward
Passenger Seat Belt Status
Unbuckled
Passenger Seat Belt Reminder Indicator
On
Passenger Seat Position Sensor Enable Status
Enabled
Passenger Seat Position Sensor
Rearward
Passenger Air Bag Status
Enabled
Passenger Air Bag Disable Switch Enable Status
Disabled
Passenger Air Bag Disable Switch
Off
Passenger Air Bag On Indicator
On
Passenger Air Bag Off Indicator
Off
Passenger Presence System Enable Status
Enabled
Passenger Presence Module Seat Occupancy Status
Occupied
Back
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Vehicle Menu
Enter
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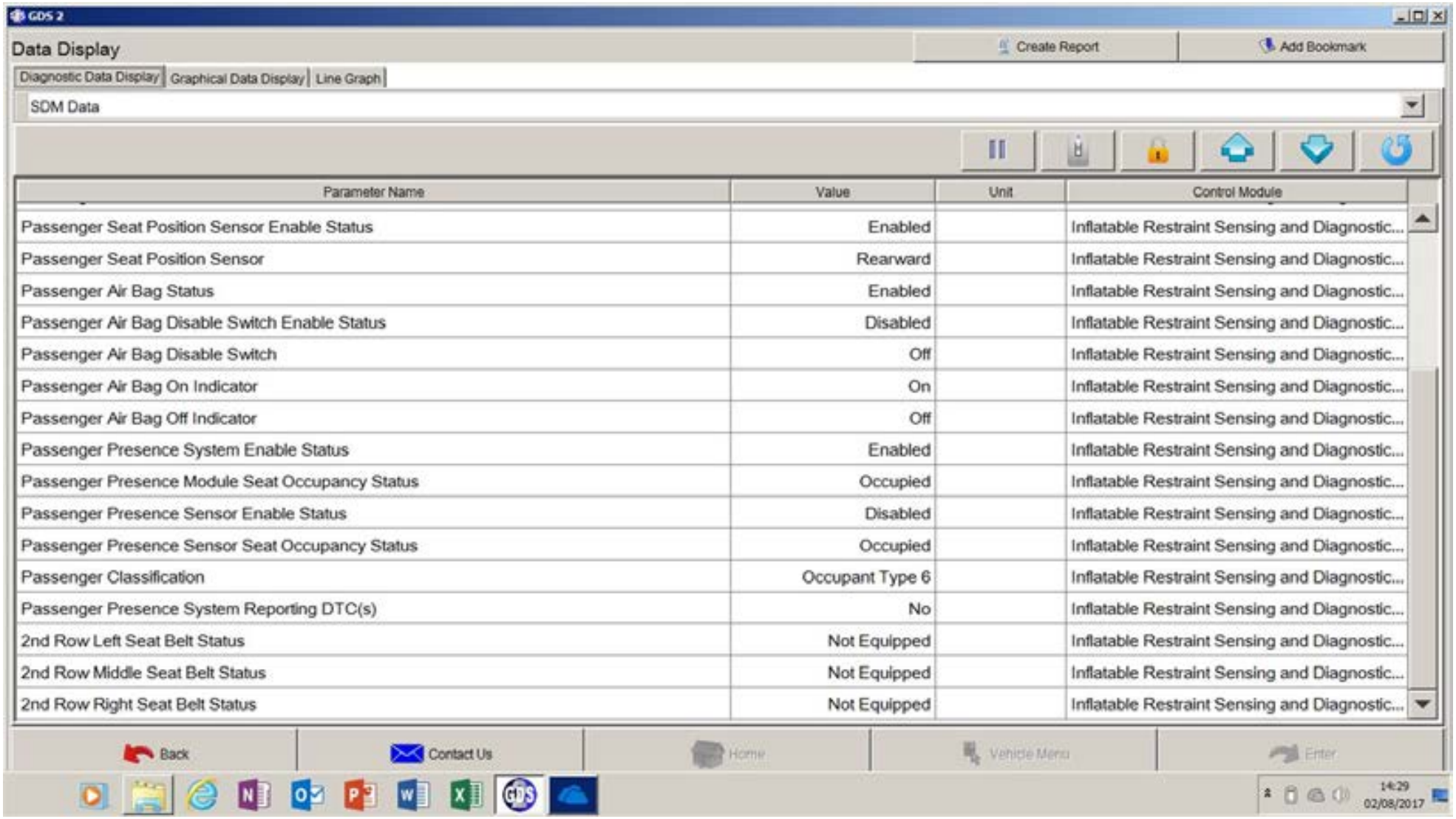
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
SDM Data
Parameter Name
Value
Unit
Control Module
Passenger Seat Position Sensor Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Seat Position Sensor
Rearward
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Disable Switch Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Disable Switch
Off
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag On Indicator
On
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Off Indicator
Off
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence System Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence Module Seat Occupancy Status
Occupied
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence Sensor Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence Sensor Seat Occupancy Status
Occupied
Inflatable Restraint Sensing and Diagnostic...
Passenger Classification
Occupant Type 6
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence System Reporting DTC(s)
No
Inflatable Restraint Sensing and Diagnostic...
2nd Row Left Seat Belt Status
Not Equipped
Inflatable Restraint Sensing and Diagnostic...
2nd Row Middle Seat Belt Status
Not Equipped
Inflatable Restraint Sensing and Diagnostic...
2nd Row Right Seat Belt Status
Not Equipped
Inflatable Restraint Sensing and Diagnostic...
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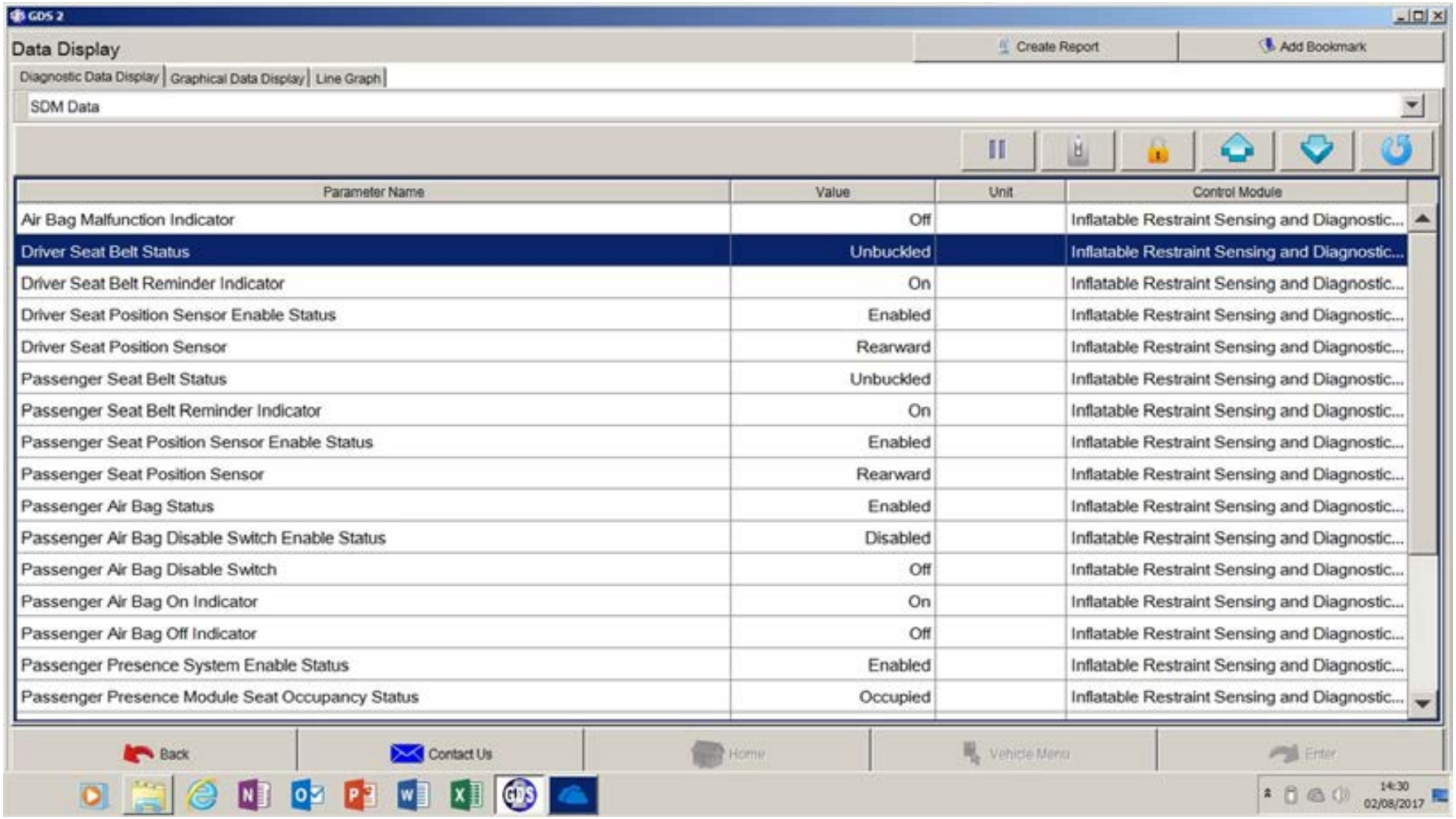
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
SDM Data
Parameter Name
Value
Unit
Control Module
Air Bag Malfunction Indicator
Off
Inflatable Restraint Sensing and Diagnostic...
Driver Seat Belt Status
Unbuckled
Inflatable Restraint Sensing and Diagnostic...
Driver Seat Belt Reminder Indicator
On
Inflatable Restraint Sensing and Diagnostic...
Driver Seat Position Sensor Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Driver Seat Position Sensor
Rearward
Inflatable Restraint Sensing and Diagnostic...
Passenger Seat Belt Status
Unbuckled
Inflatable Restraint Sensing and Diagnostic...
Passenger Seat Belt Reminder Indicator
On
Inflatable Restraint Sensing and Diagnostic...
Passenger Seat Position Sensor Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Seat Position Sensor
Rearward
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Disable Switch Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Disable Switch
Off
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag On Indicator
On
Inflatable Restraint Sensing and Diagnostic...
Passenger Air Bag Off Indicator
Off
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence System Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic...
Passenger Presence Module Seat Occupancy Status
Occupied
Inflatable Restraint Sensing and Diagnostic...
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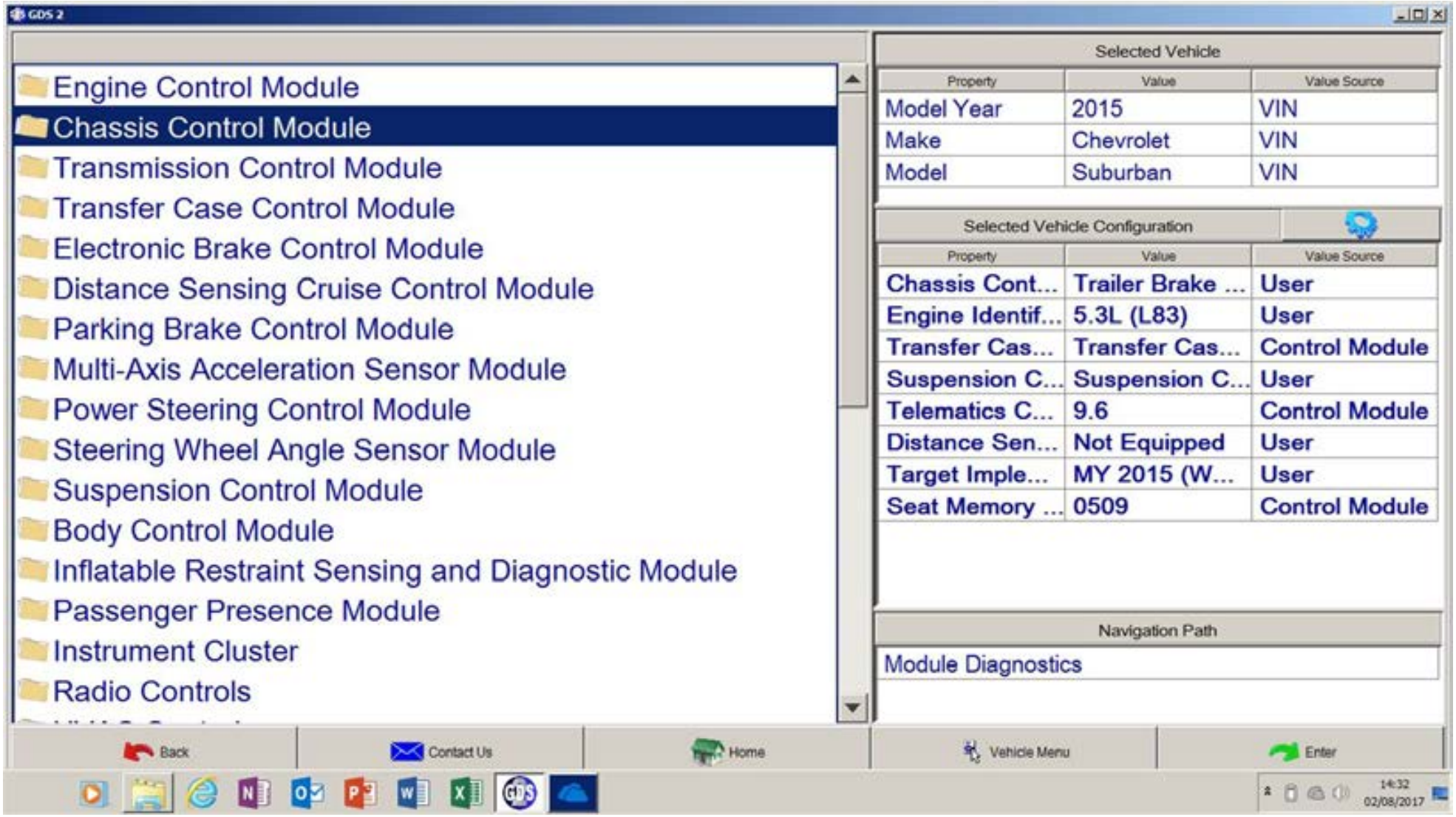
GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
Electronic Brake Control Module
Distance Sensing Cruise Control Module
Parking Brake Control Module
Multi-Axis Acceleration Sensor Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Radio Controls
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
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Enter
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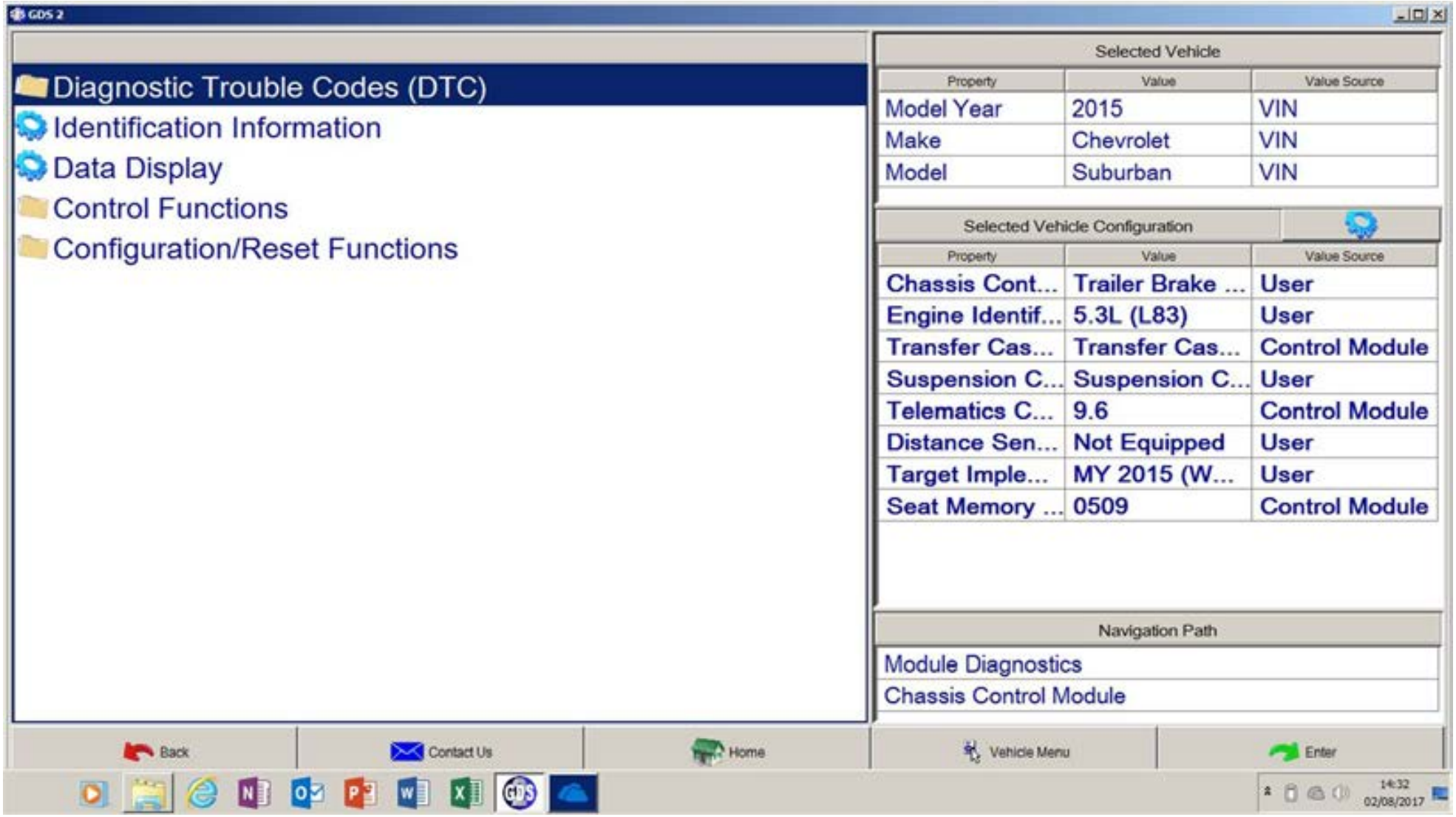
GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Chassis Control Module
Back
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Vehicle Menu
Enter
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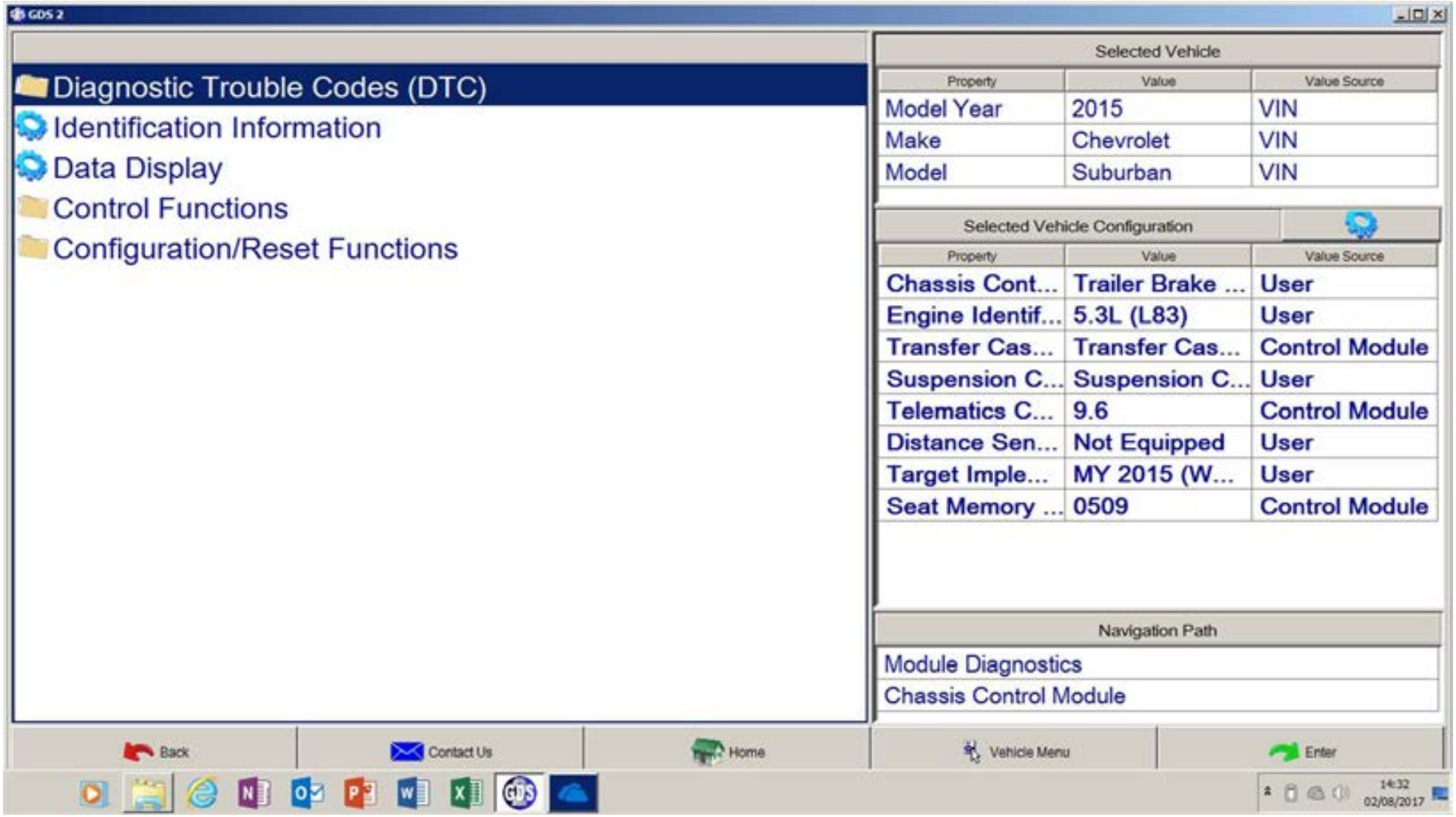
GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Chassis Control Module
Back
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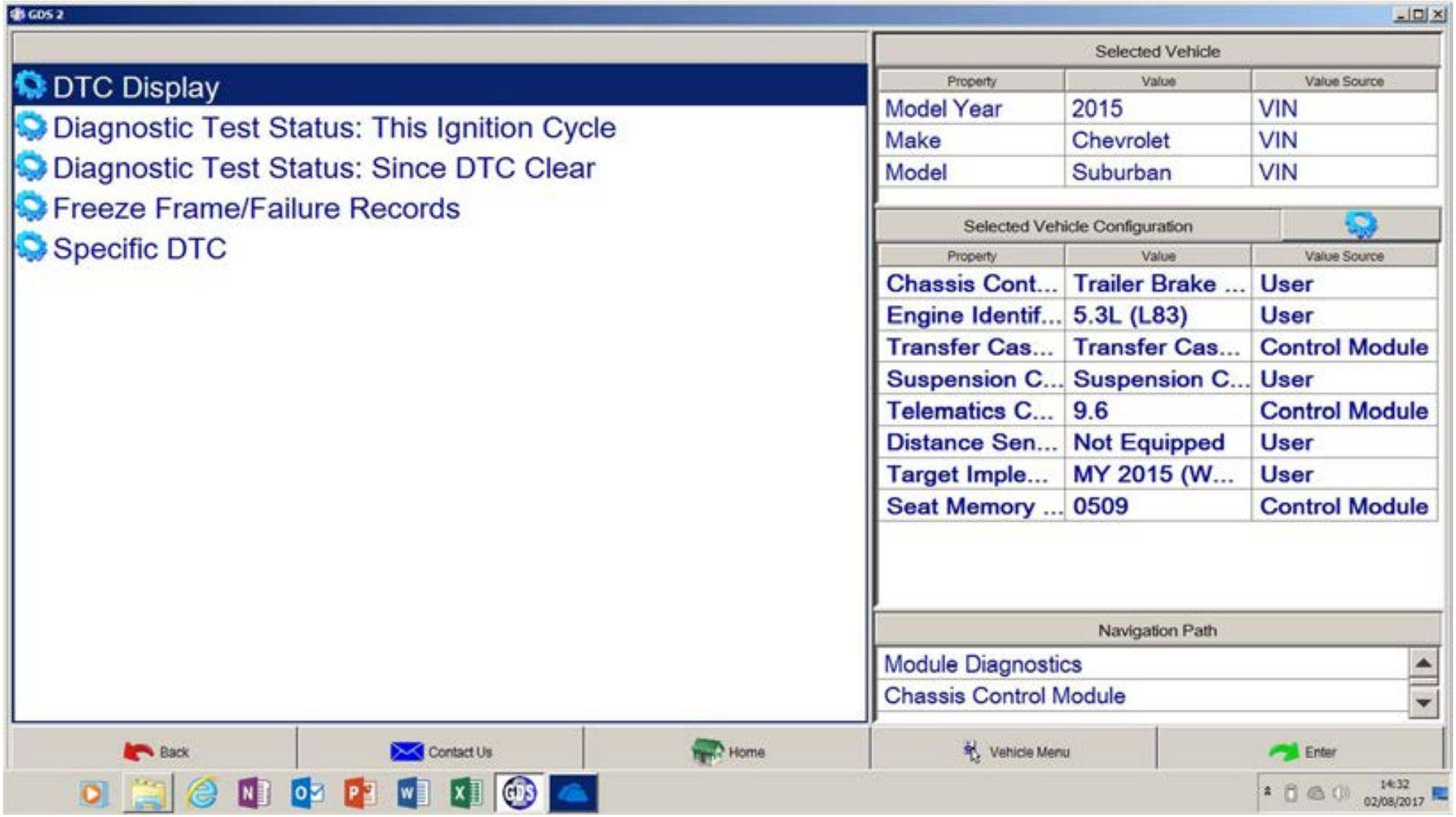
GDS 2
DTC Display
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Specific DTC
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Chassis Control Module
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Vehicle Menu
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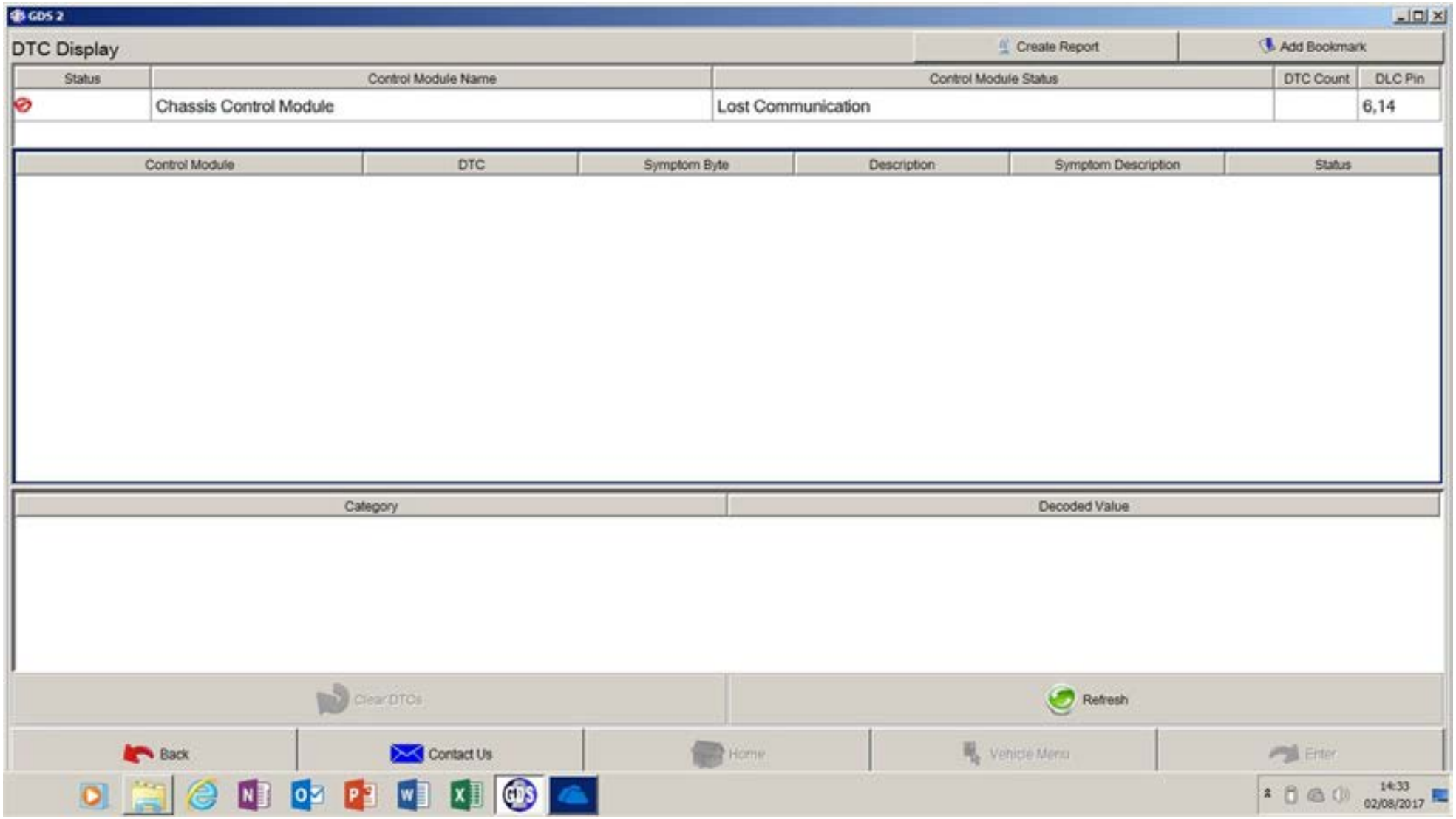
GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Chassis Control Module
Lost Communication
6,14
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Category
Decoded Value
Clear DTCs
Refresh
Back
Contact Us
Home
Vehicle Menu
Enter
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Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:33:13 EST

Vehicle Configuration Property

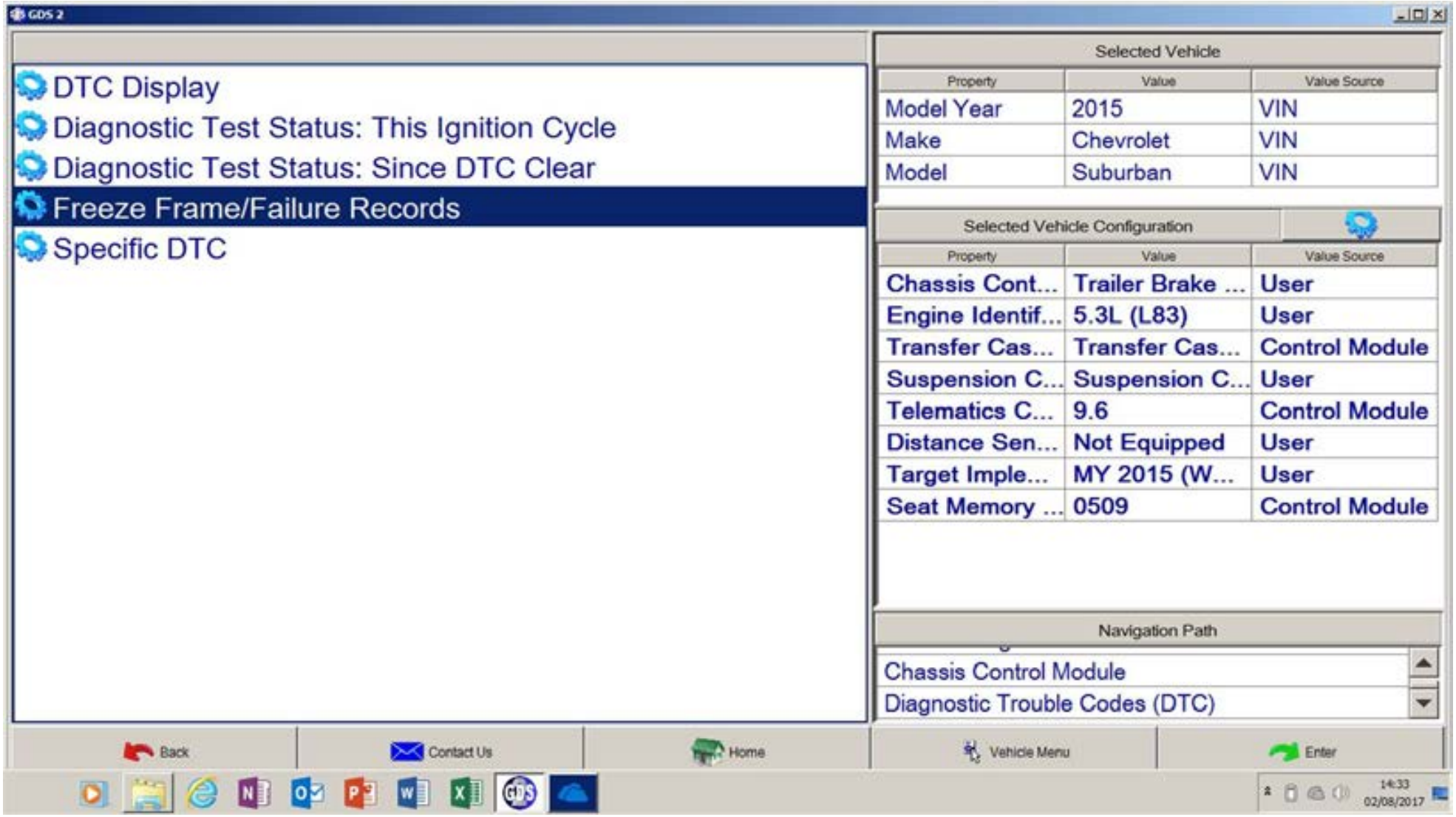
Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:32:57 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Chassis Control Module	Lost Communication	0	6,14

No DTCs Stored


GDS 2
DTC Display
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Specific DTC
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Chassis Control Module
Diagnostic Trouble Codes (DTC)
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Vehicle Menu
Enter
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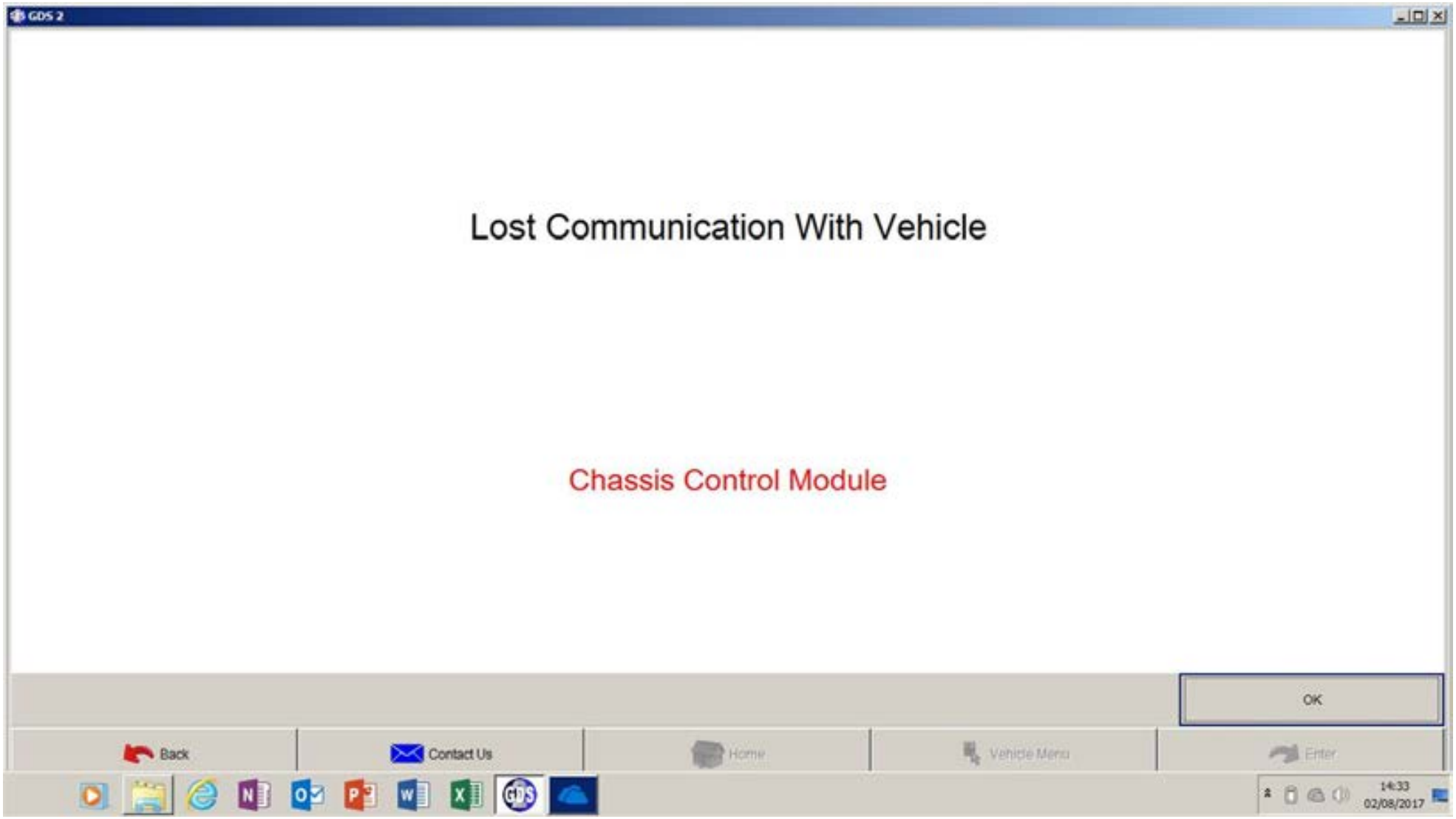
GDS 2
Lost Communication With Vehicle
Chassis Control Module
OK
Back
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Vehicle Menu
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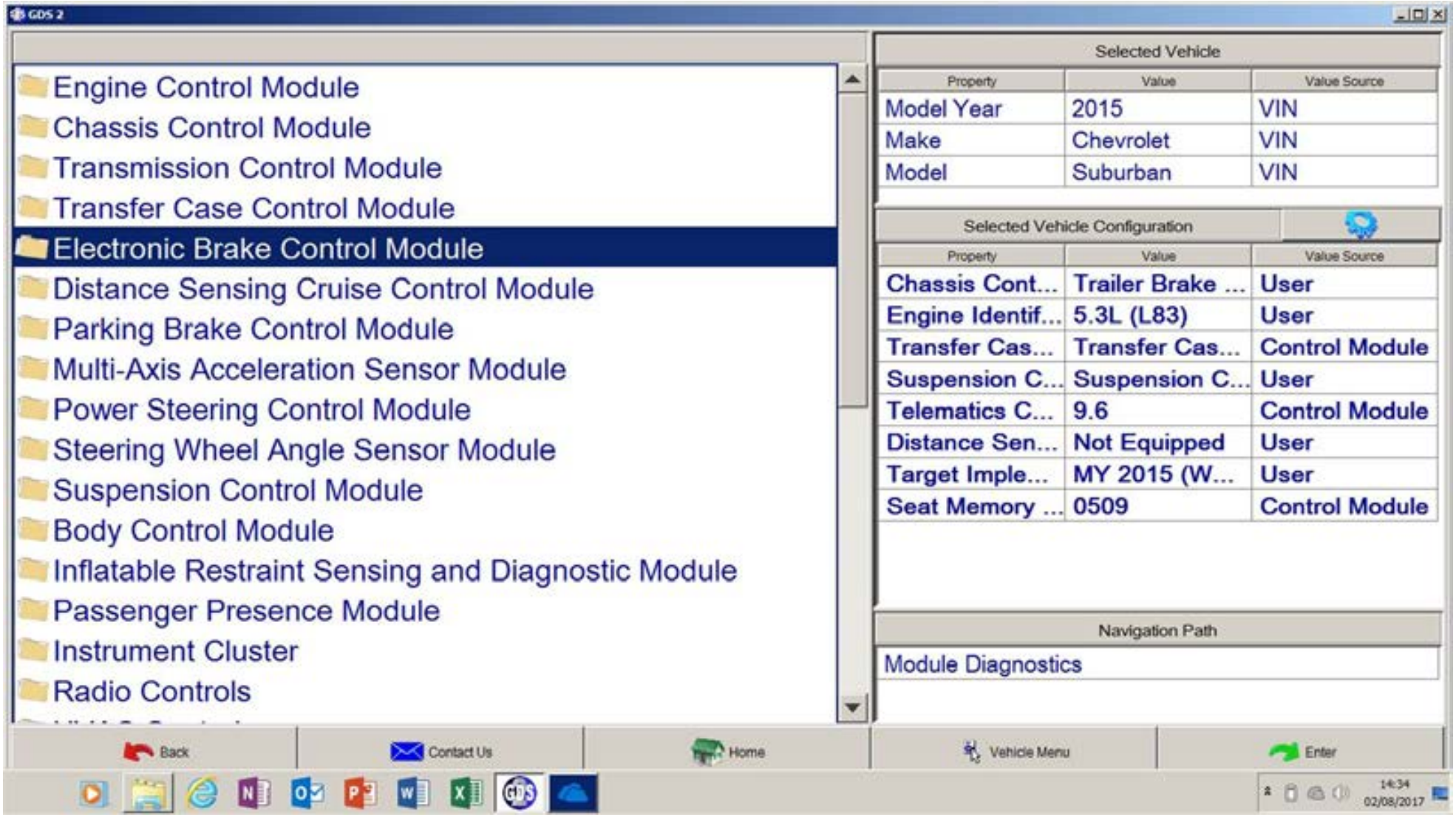
GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
Electronic Brake Control Module
Distance Sensing Cruise Control Module
Parking Brake Control Module
Multi-Axis Acceleration Sensor Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Radio Controls
Selected Vehicle
Property Value Value Source
Model Year 2015 VIN
Make Chevrolet VIN
Model Suburban VIN
Selected Vehicle Configuration
Property Value Value Source
Chassis Cont... Trailer Brake ... User
Engine Identif... 5.3L (L83) User
Transfer Cas... Transfer Cas... Control Module
Suspension C... Suspension C... User
Telematics C... 9.6 Control Module
Distance Sen... Not Equipped User
Target Imple... MY 2015 (W... User
Seat Memory ... 0509 Control Module
Navigation Path
Module Diagnostics
Back
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Vehicle Menu
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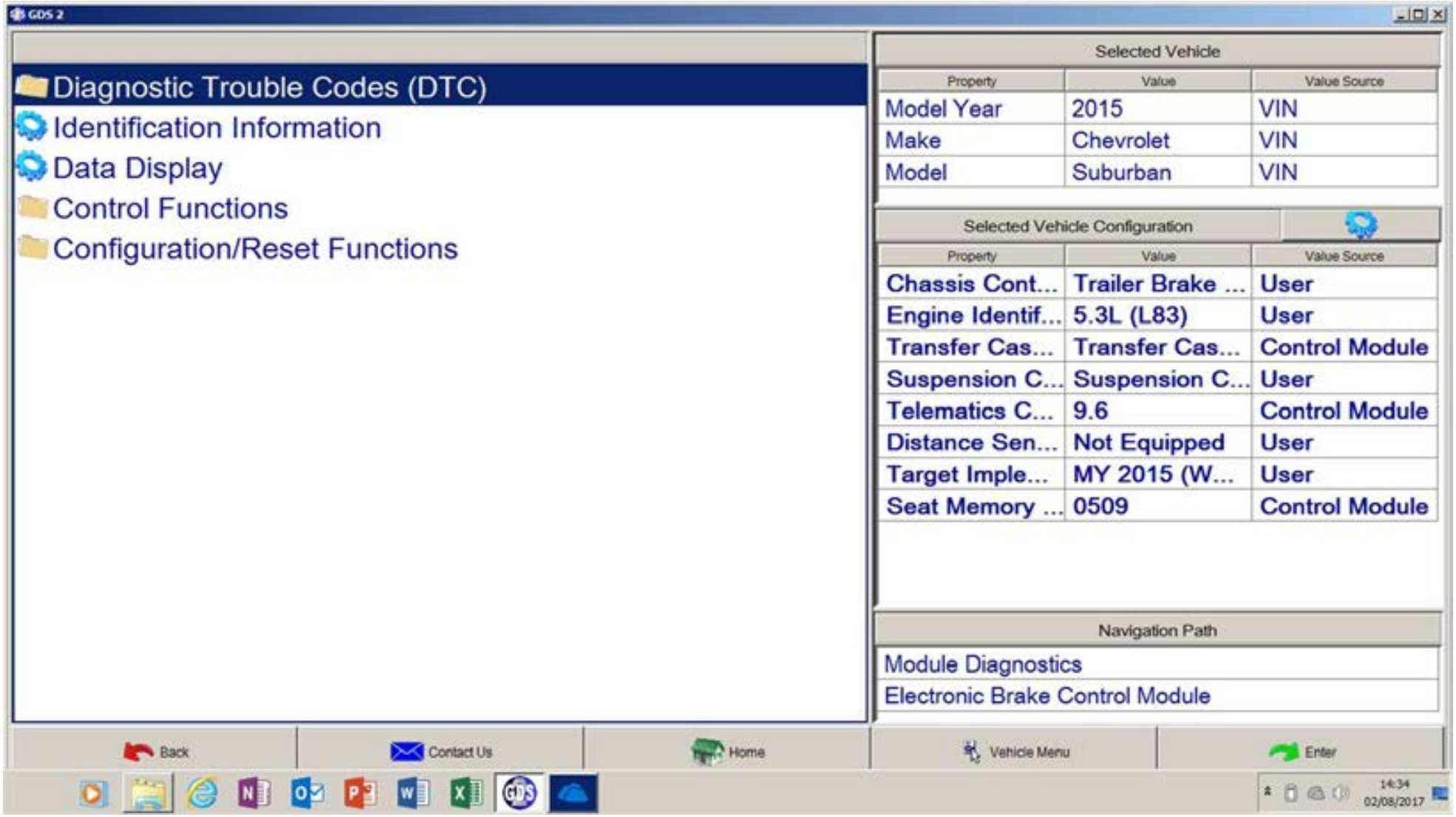
GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Electronic Brake Control Module
Back
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Home
Vehicle Menu
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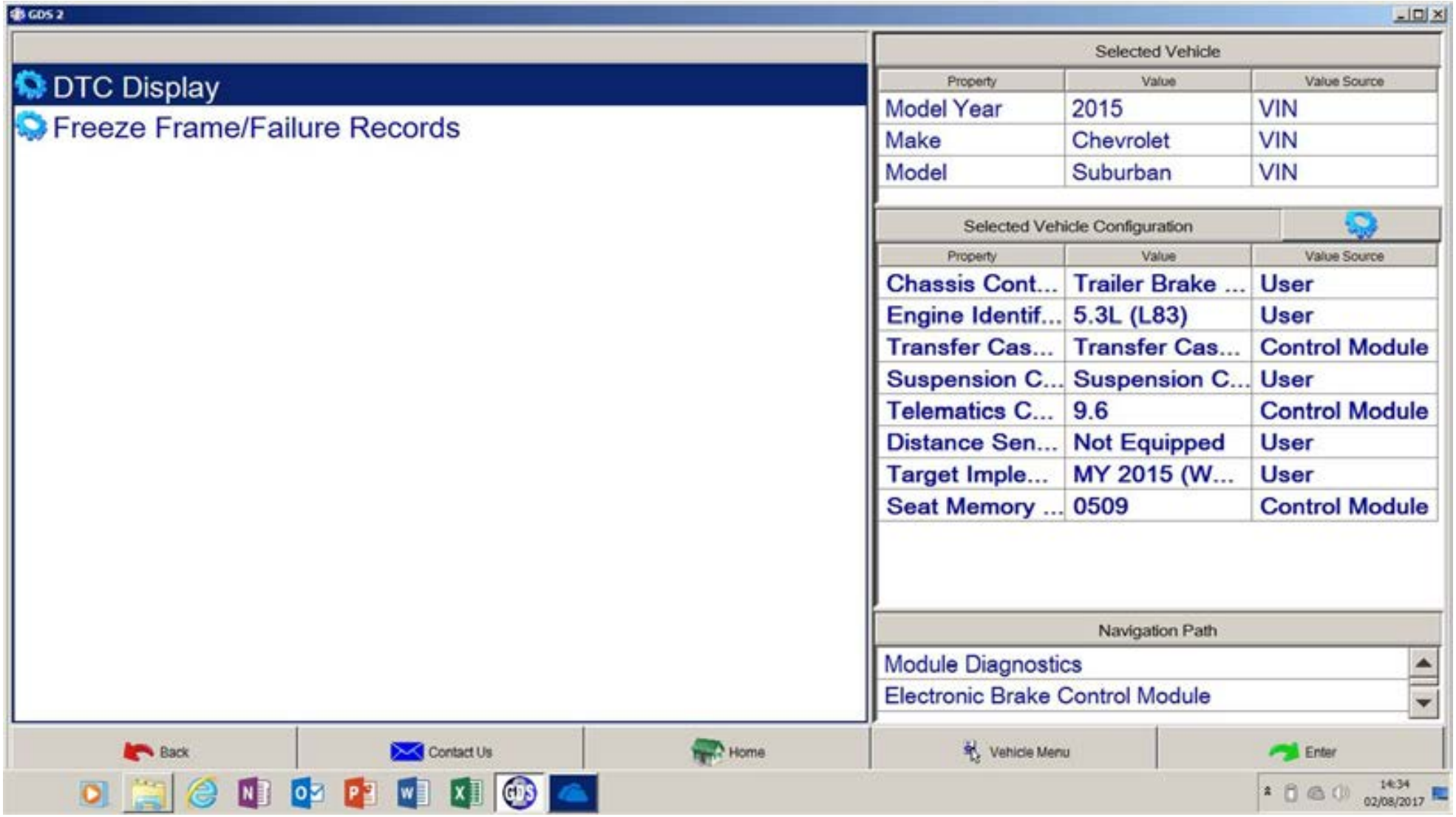
GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Electronic Brake Control Module
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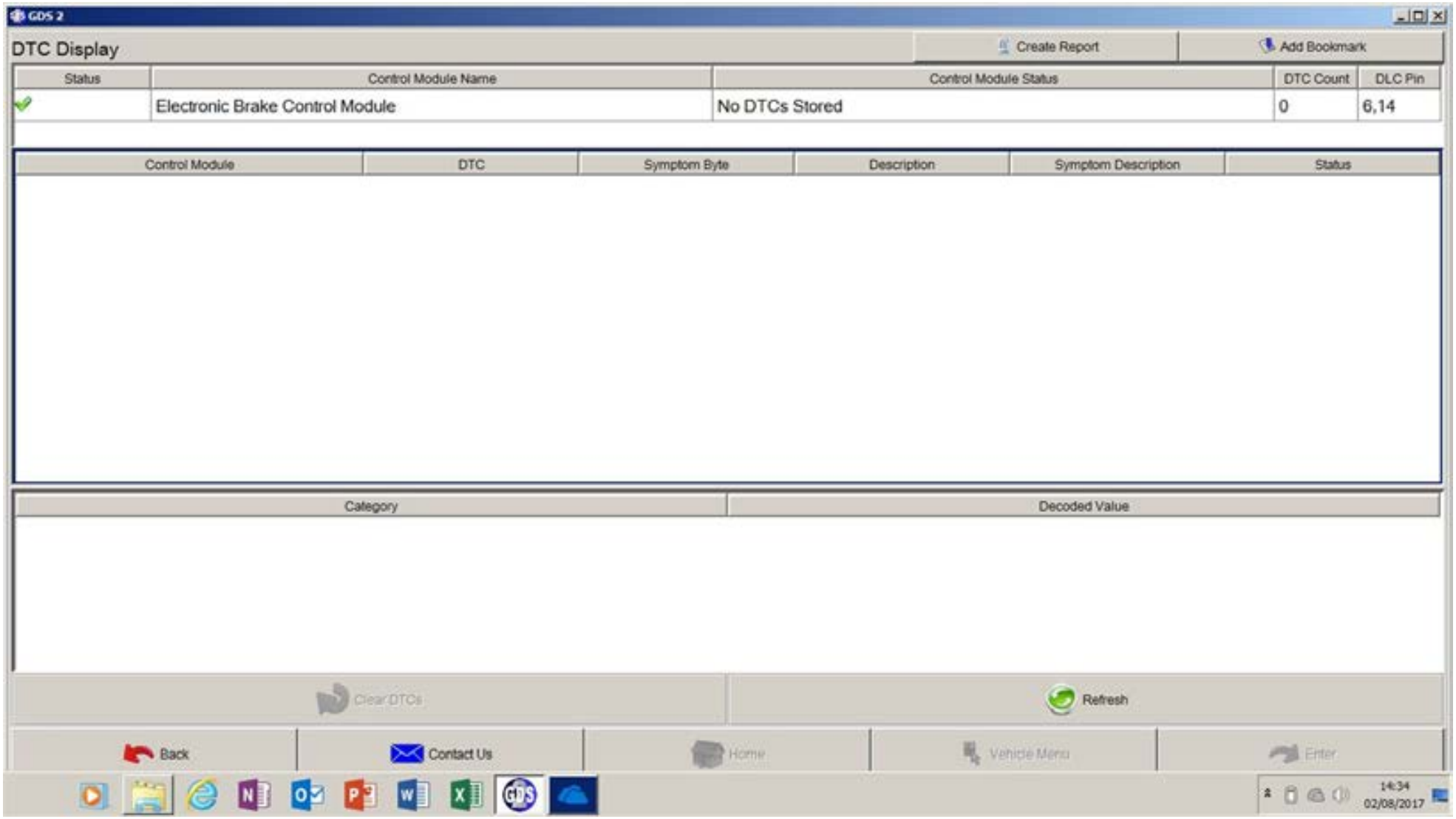
GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Electronic Brake Control Module
No DTCs Stored
0
6,14
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Category
Decoded Value
Clear DTCs
Refresh
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Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:34:31 EST

Vehicle Configuration Property

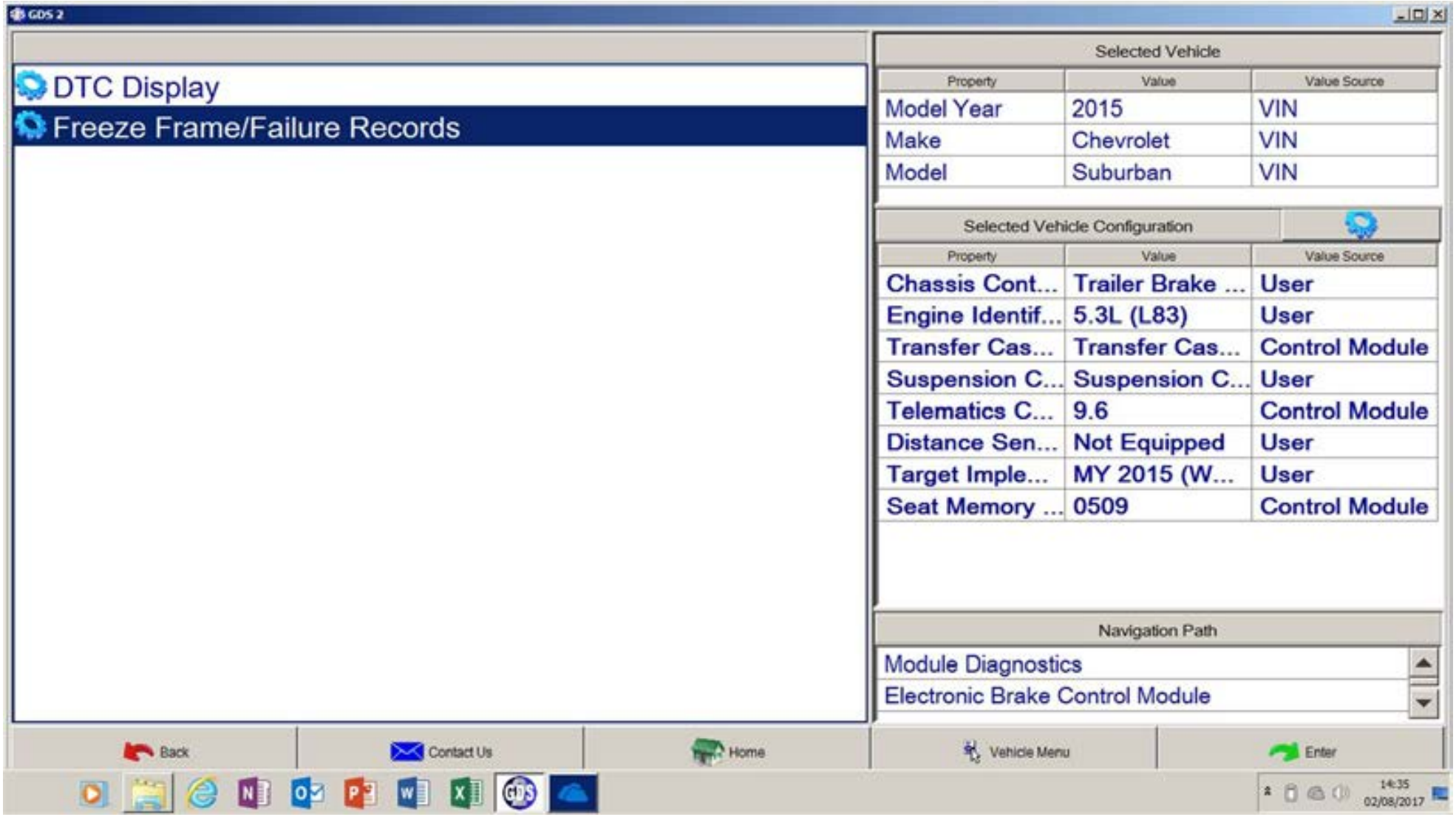
Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: 22144017
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:34:23 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Electronic Brake Control Module	No DTCs Stored	0	6,14

No DTCs Stored


GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Electronic Brake Control Module
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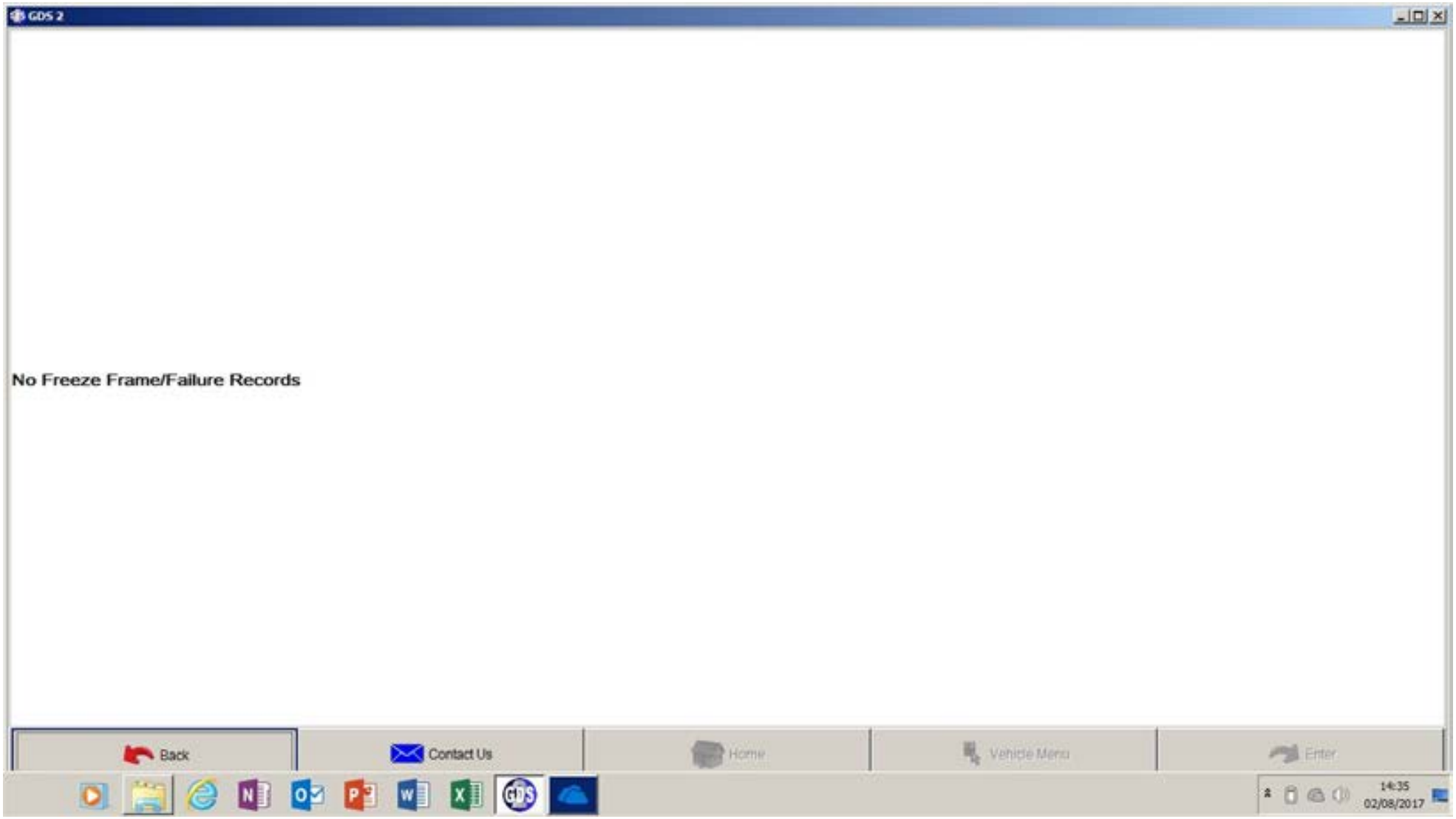
GDS 2
No Freeze Frame/Failure Records
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Vehicle Menu
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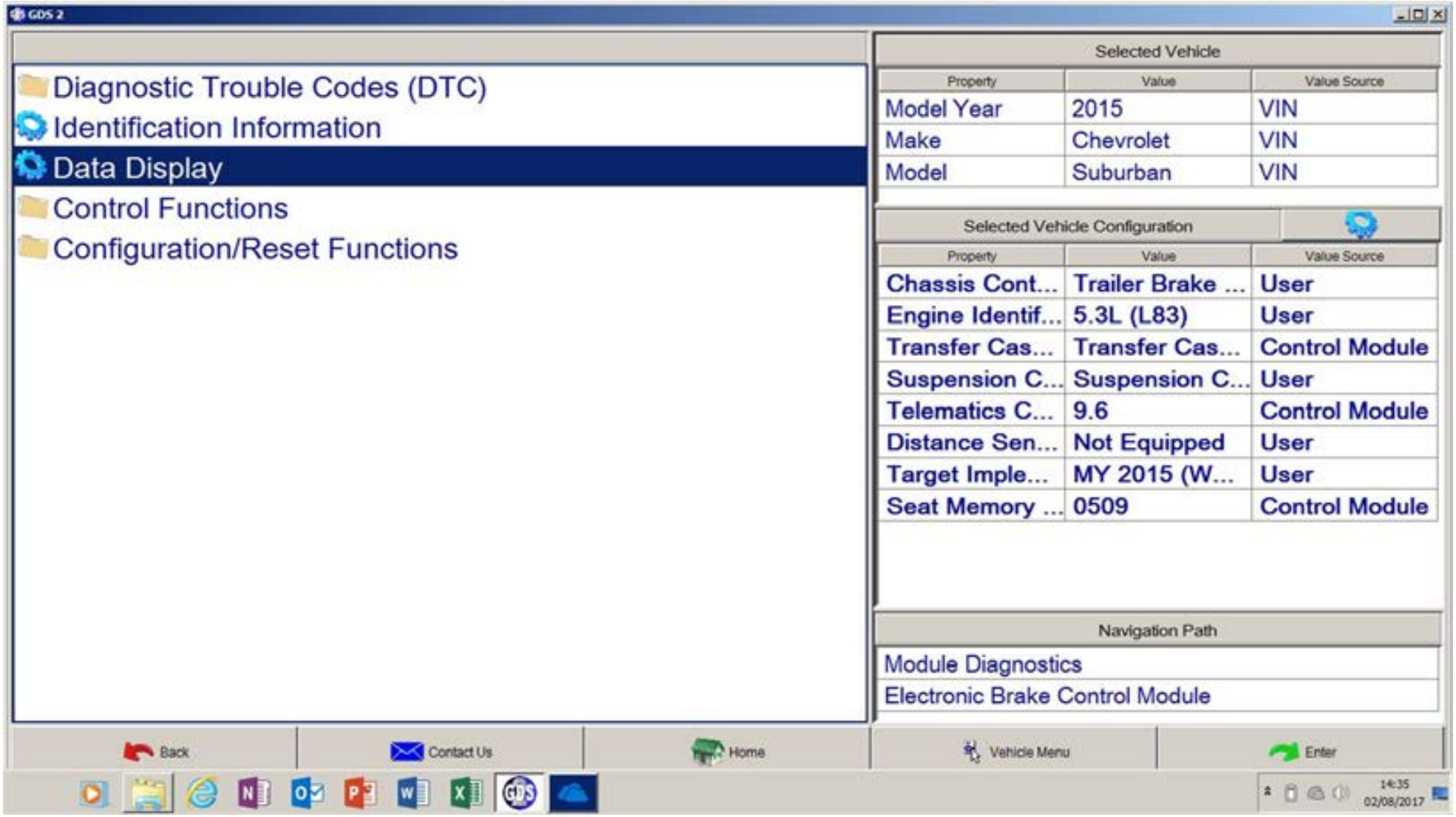
GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Electronic Brake Control Module
Back
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Home
Vehicle Menu
Enter
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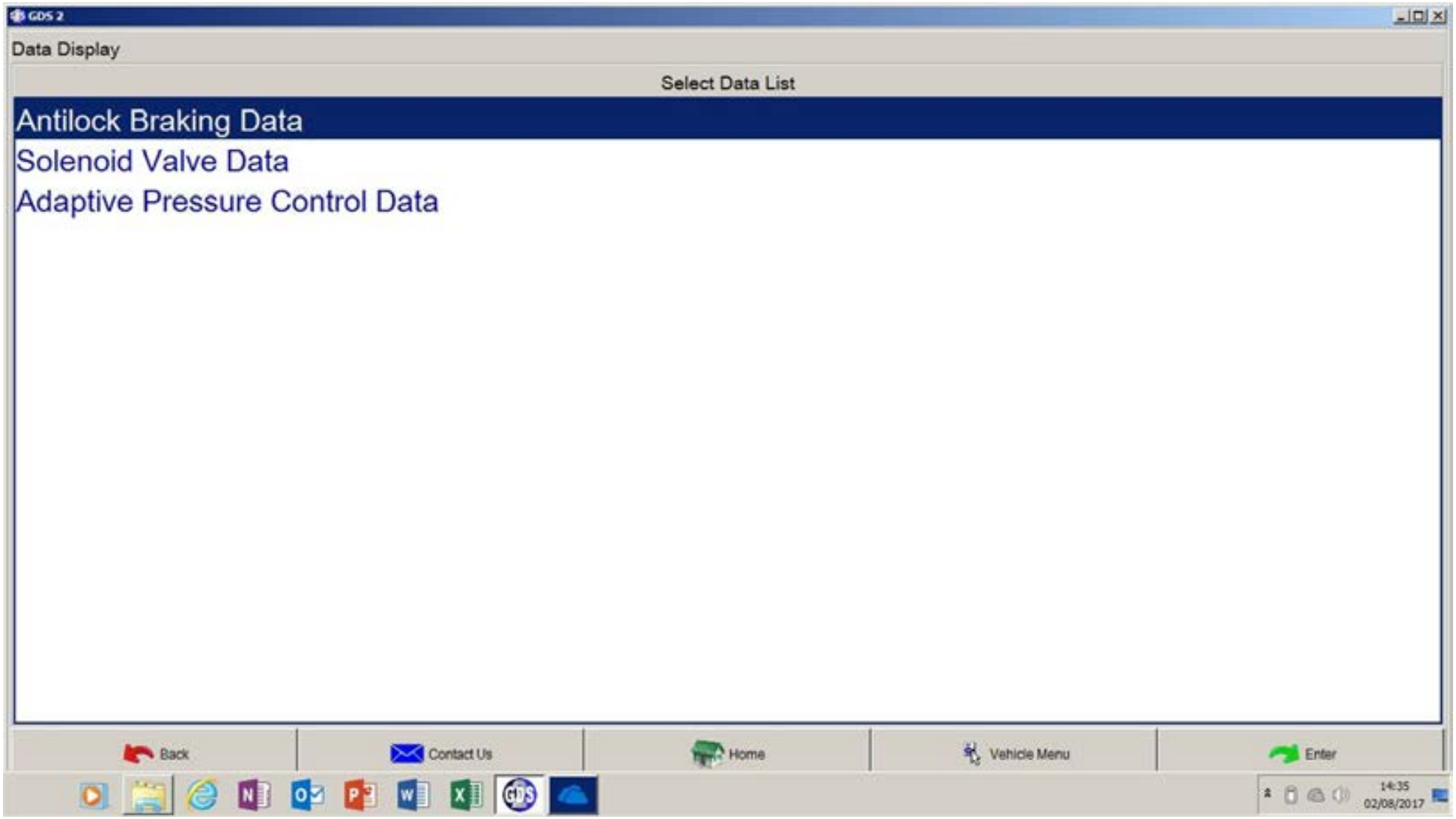
GDS 2
Data Display
Select Data List
Antilock Braking Data
Solenoid Valve Data
Adaptive Pressure Control Data
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14:35
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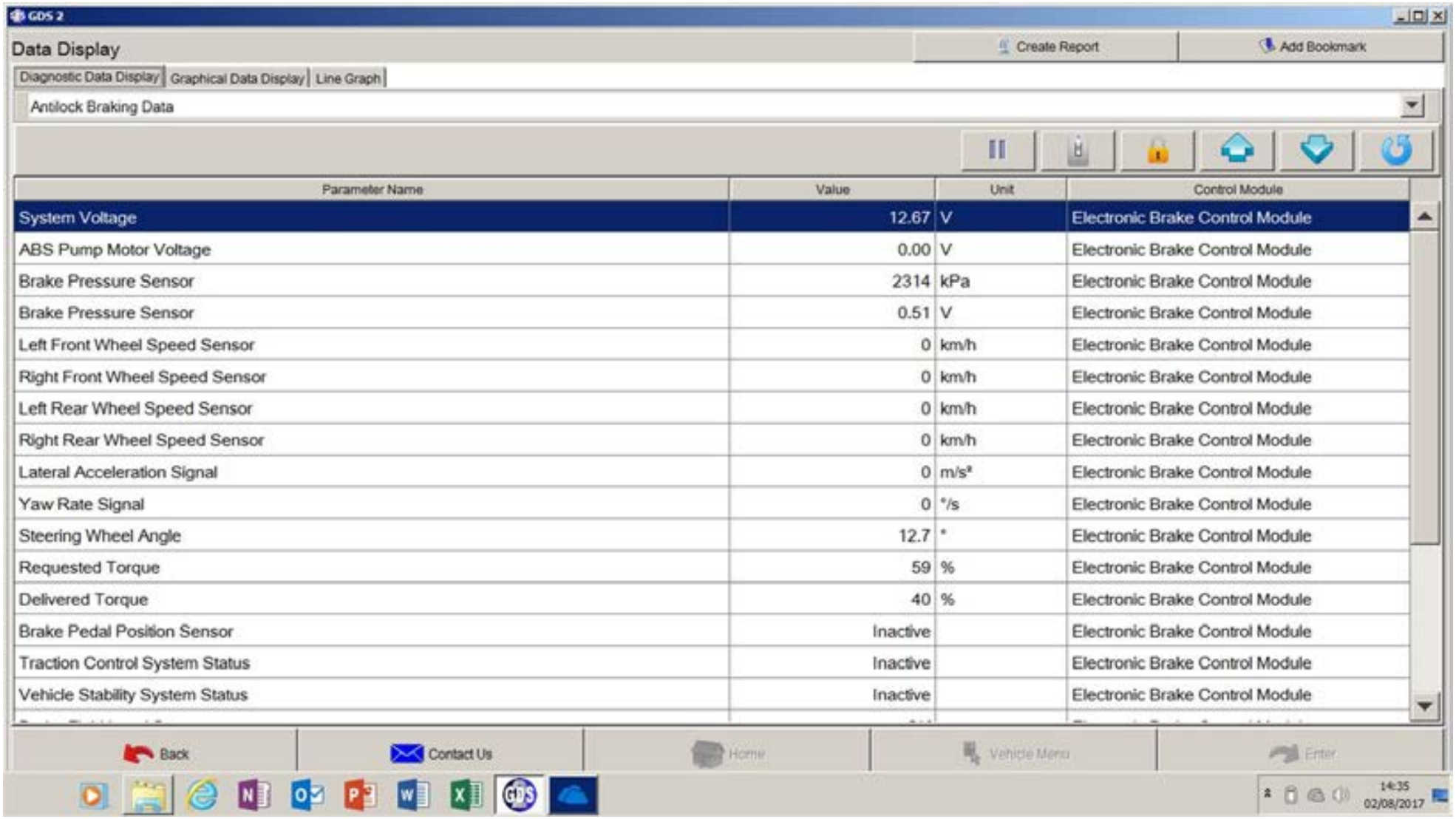
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Antilock Braking Data
Parameter Name
Value
Unit
Control Module
System Voltage 12.67 V Electronic Brake Control Module
ABS Pump Motor Voltage 0.00 V Electronic Brake Control Module
Brake Pressure Sensor 2314 kPa Electronic Brake Control Module
Brake Pressure Sensor 0.51 V Electronic Brake Control Module
Left Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Left Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Lateral Acceleration Signal 0 m/s² Electronic Brake Control Module
Yaw Rate Signal 0 °/s Electronic Brake Control Module
Steering Wheel Angle 12.7 ° Electronic Brake Control Module
Requested Torque 59 % Electronic Brake Control Module
Delivered Torque 40 % Electronic Brake Control Module
Brake Pedal Position Sensor Inactive Electronic Brake Control Module
Traction Control System Status Inactive Electronic Brake Control Module
Vehicle Stability System Status Inactive Electronic Brake Control Module
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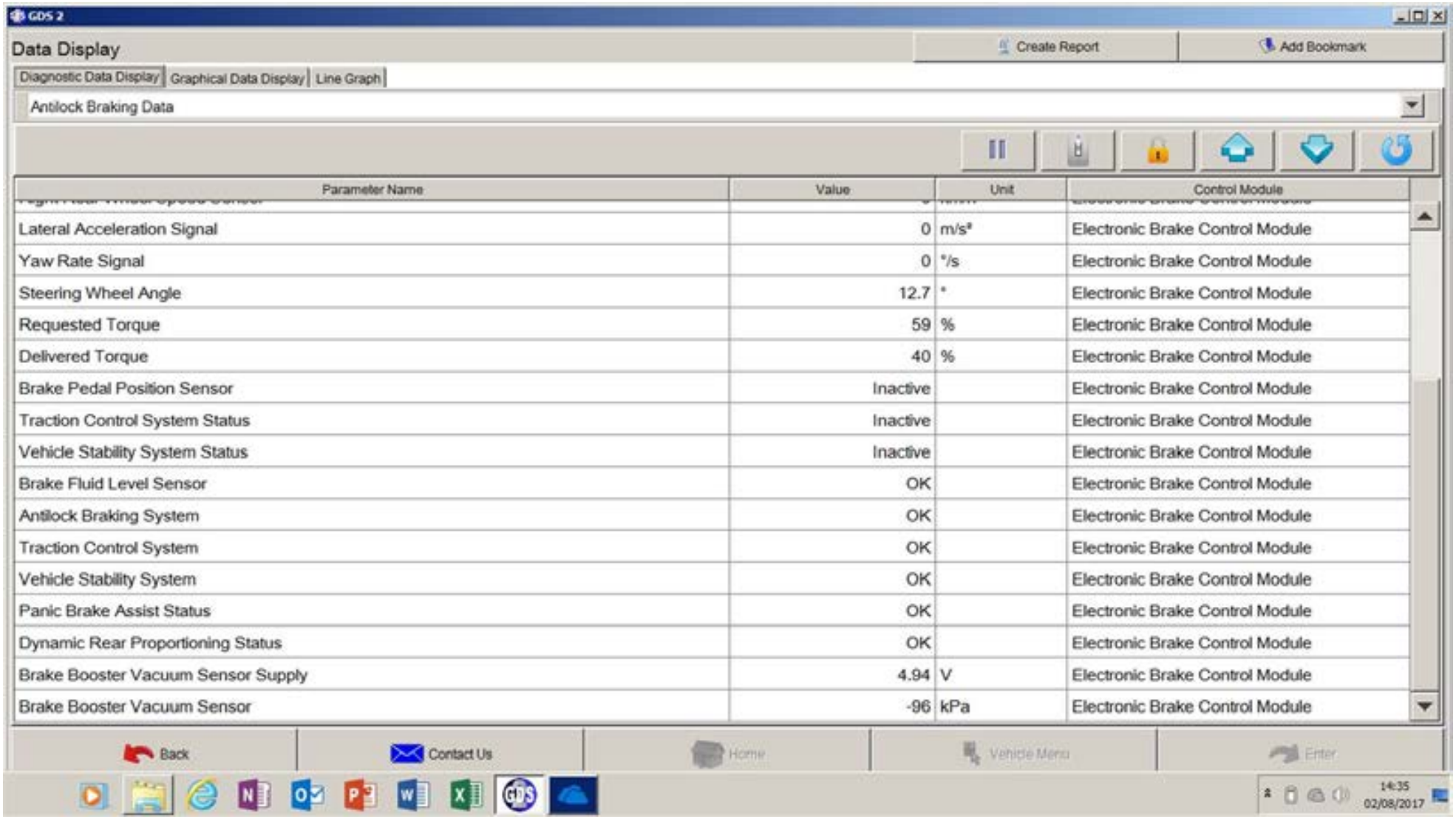
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Antilock Braking Data
Parameter Name
Value
Unit
Control Module
Lateral Acceleration Signal 0 m/s² Electronic Brake Control Module
Yaw Rate Signal 0 °/s Electronic Brake Control Module
Steering Wheel Angle 12.7 ° Electronic Brake Control Module
Requested Torque 59 % Electronic Brake Control Module
Delivered Torque 40 % Electronic Brake Control Module
Brake Pedal Position Sensor Inactive Electronic Brake Control Module
Traction Control System Status Inactive Electronic Brake Control Module
Vehicle Stability System Status Inactive Electronic Brake Control Module
Brake Fluid Level Sensor OK Electronic Brake Control Module
Antilock Braking System OK Electronic Brake Control Module
Traction Control System OK Electronic Brake Control Module
Vehicle Stability System OK Electronic Brake Control Module
Panic Brake Assist Status OK Electronic Brake Control Module
Dynamic Rear Proportioning Status OK Electronic Brake Control Module
Brake Booster Vacuum Sensor Supply 4.94 V Electronic Brake Control Module
Brake Booster Vacuum Sensor -96 kPa Electronic Brake Control Module
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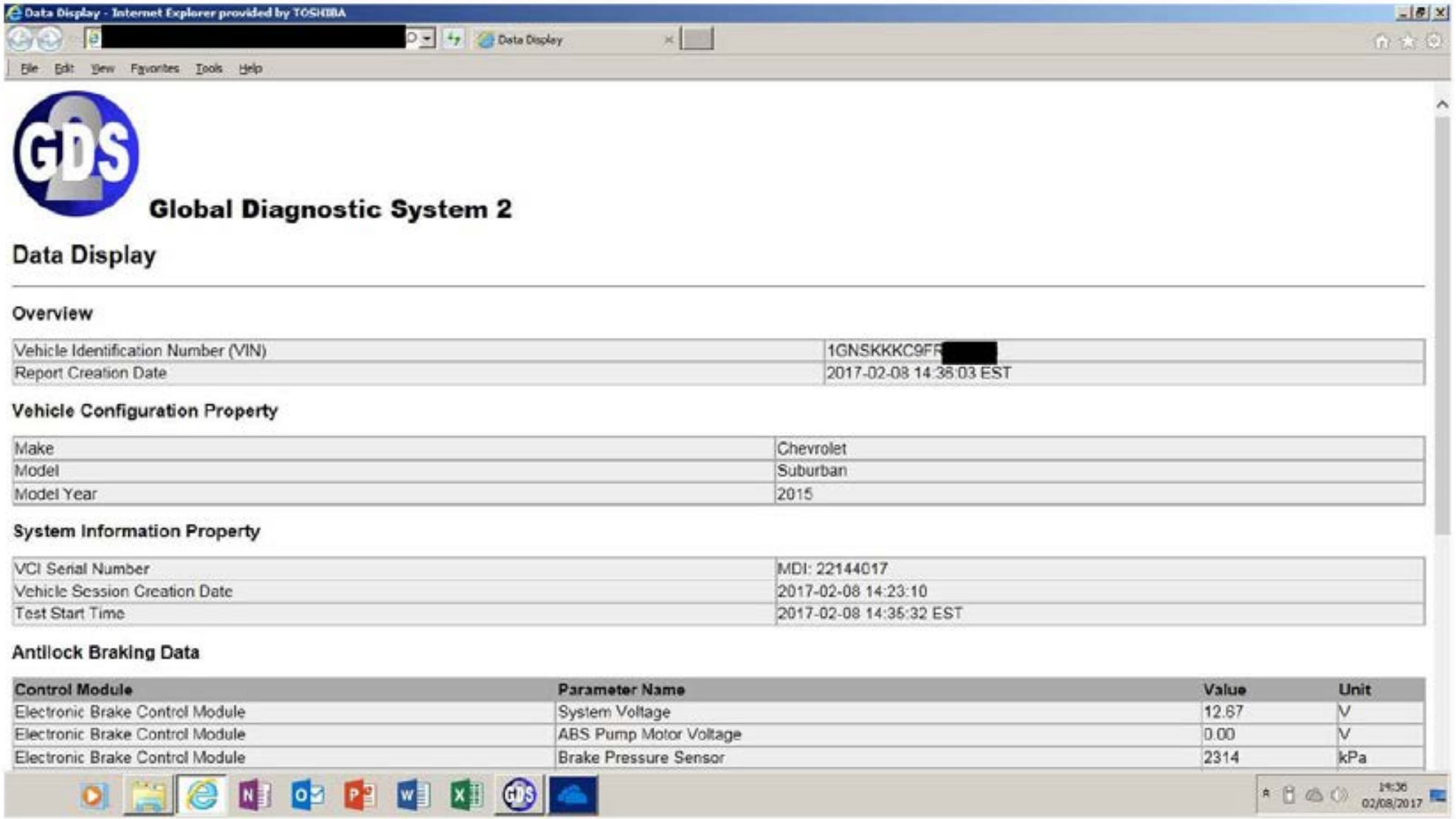
02/08/2017


Data Display - Internet Explorer provided by TOSHIBA
Data Display
File Edit View Favorites Tools Help
Global Diagnostic System 2
Data Display
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR
Report Creation Date 2017-02-08 14:36:03 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI: 22144017
Vehicle Session Creation Date 2017-02-08 14:23:10
Test Start Time 2017-02-08 14:35:32 EST
Antilock Braking Data
Control Module | Parameter Name | Value | Unit
Electronic Brake Control Module | System Voltage | 12.67 | V
Electronic Brake Control Module | ABS Pump Motor Voltage | 0.00 | V
Electronic Brake Control Module | Brake Pressure Sensor | 2314 | kPa
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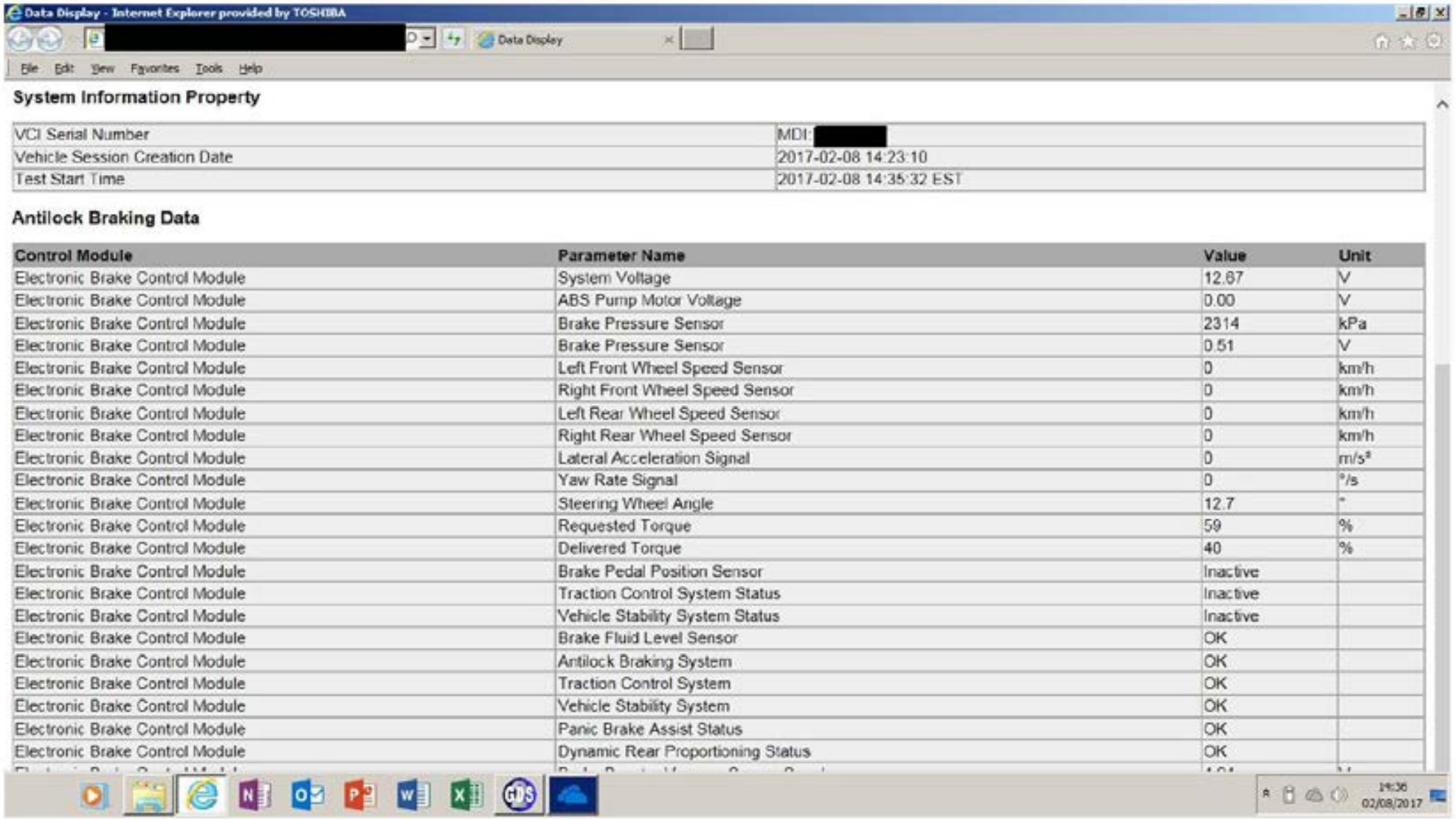
02/08/2017

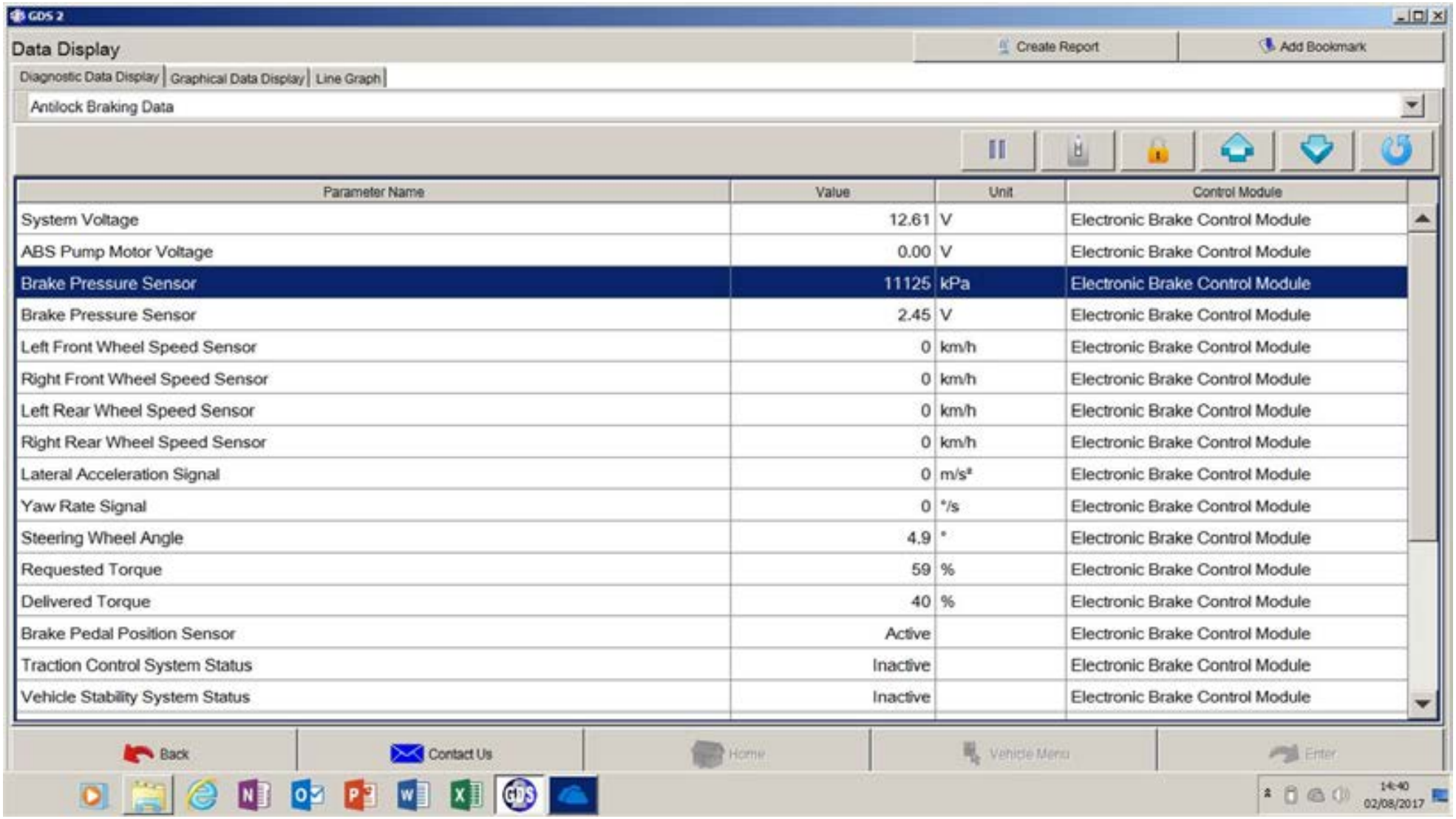


System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:35:32 EST

Antilock Braking Data

Control Module	Parameter Name	Value	Unit
Electronic Brake Control Module	System Voltage	12.67	V
Electronic Brake Control Module	ABS Pump Motor Voltage	0.00	V
Electronic Brake Control Module	Brake Pressure Sensor	2314	kPa
Electronic Brake Control Module	Brake Pressure Sensor	0.51	V
Electronic Brake Control Module	Left Front Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Right Front Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Left Rear Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Right Rear Wheel Speed Sensor	0	km/h
Electronic Brake Control Module	Lateral Acceleration Signal	0	m/s²
Electronic Brake Control Module	Yaw Rate Signal	0	°/s
Electronic Brake Control Module	Steering Wheel Angle	12.7	°
Electronic Brake Control Module	Requested Torque	59	%
Electronic Brake Control Module	Delivered Torque	40	%
Electronic Brake Control Module	Brake Pedal Position Sensor	Inactive	
Electronic Brake Control Module	Traction Control System Status	Inactive	
Electronic Brake Control Module	Vehicle Stability System Status	Inactive	
Electronic Brake Control Module	Brake Fluid Level Sensor	OK	
Electronic Brake Control Module	Antilock Braking System	OK	
Electronic Brake Control Module	Traction Control System	OK	
Electronic Brake Control Module	Vehicle Stability System	OK	
Electronic Brake Control Module	Panic Brake Assist Status	OK	
Electronic Brake Control Module	Dynamic Rear Proportioning Status	OK	


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Antilock Braking Data
Parameter Name
Value
Unit
Control Module
System Voltage 12.61 V Electronic Brake Control Module
ABS Pump Motor Voltage 0.00 V Electronic Brake Control Module
Brake Pressure Sensor 11125 kPa Electronic Brake Control Module
Brake Pressure Sensor 2.45 V Electronic Brake Control Module
Left Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Left Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Lateral Acceleration Signal 0 m/s² Electronic Brake Control Module
Yaw Rate Signal 0 °/s Electronic Brake Control Module
Steering Wheel Angle 4.9 ° Electronic Brake Control Module
Requested Torque 59 % Electronic Brake Control Module
Delivered Torque 40 % Electronic Brake Control Module
Brake Pedal Position Sensor Active Electronic Brake Control Module
Traction Control System Status Inactive Electronic Brake Control Module
Vehicle Stability System Status Inactive Electronic Brake Control Module
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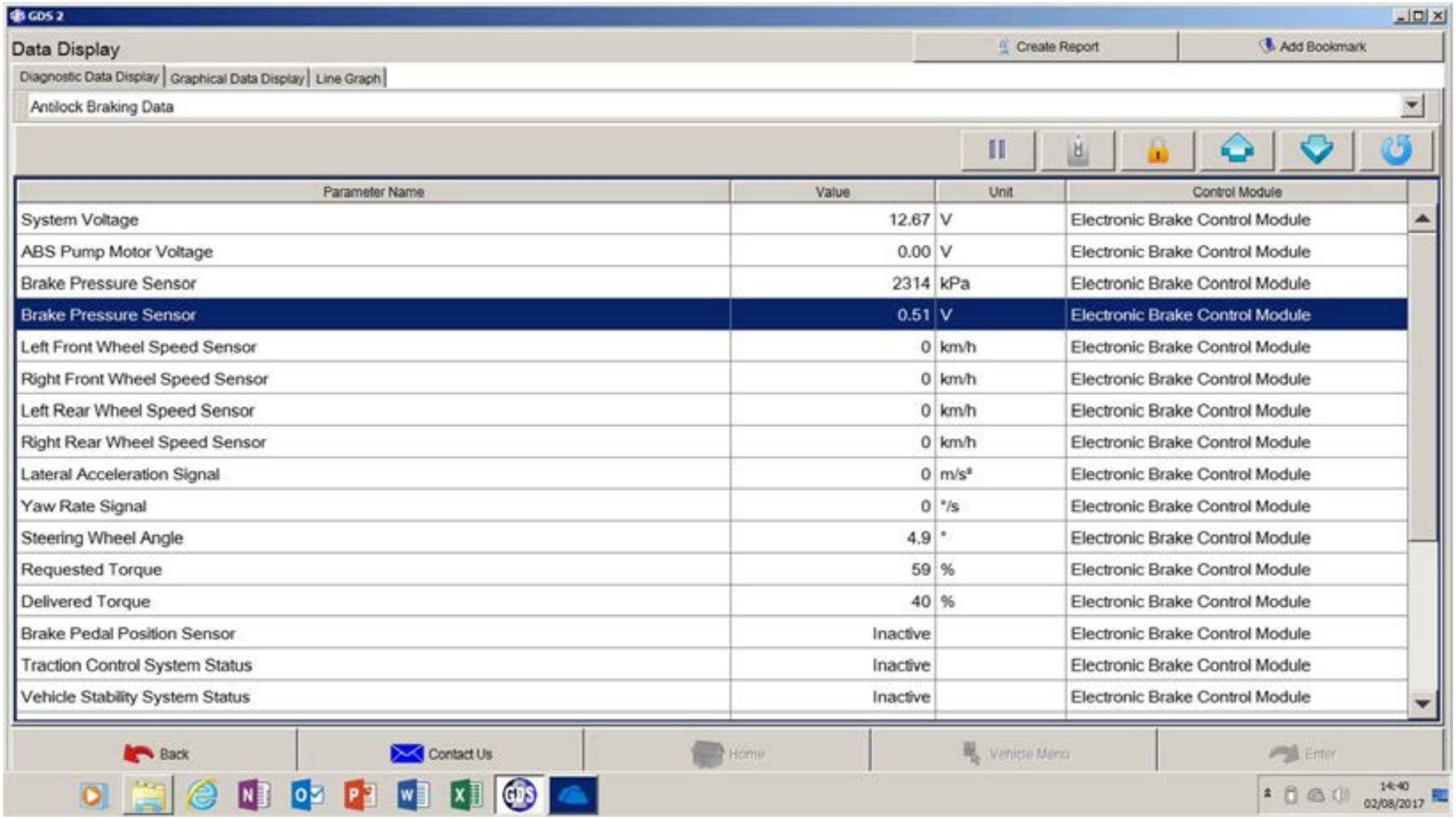
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Antilock Braking Data
Parameter Name
Value
Unit
Control Module
System Voltage 12.67 V Electronic Brake Control Module
ABS Pump Motor Voltage 0.00 V Electronic Brake Control Module
Brake Pressure Sensor 2314 kPa Electronic Brake Control Module
Brake Pressure Sensor 0.51 V Electronic Brake Control Module
Left Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Left Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Lateral Acceleration Signal 0 m/s² Electronic Brake Control Module
Yaw Rate Signal 0 °/s Electronic Brake Control Module
Steering Wheel Angle 4.9 ° Electronic Brake Control Module
Requested Torque 59 % Electronic Brake Control Module
Delivered Torque 40 % Electronic Brake Control Module
Brake Pedal Position Sensor Inactive Electronic Brake Control Module
Traction Control System Status Inactive Electronic Brake Control Module
Vehicle Stability System Status Inactive Electronic Brake Control Module
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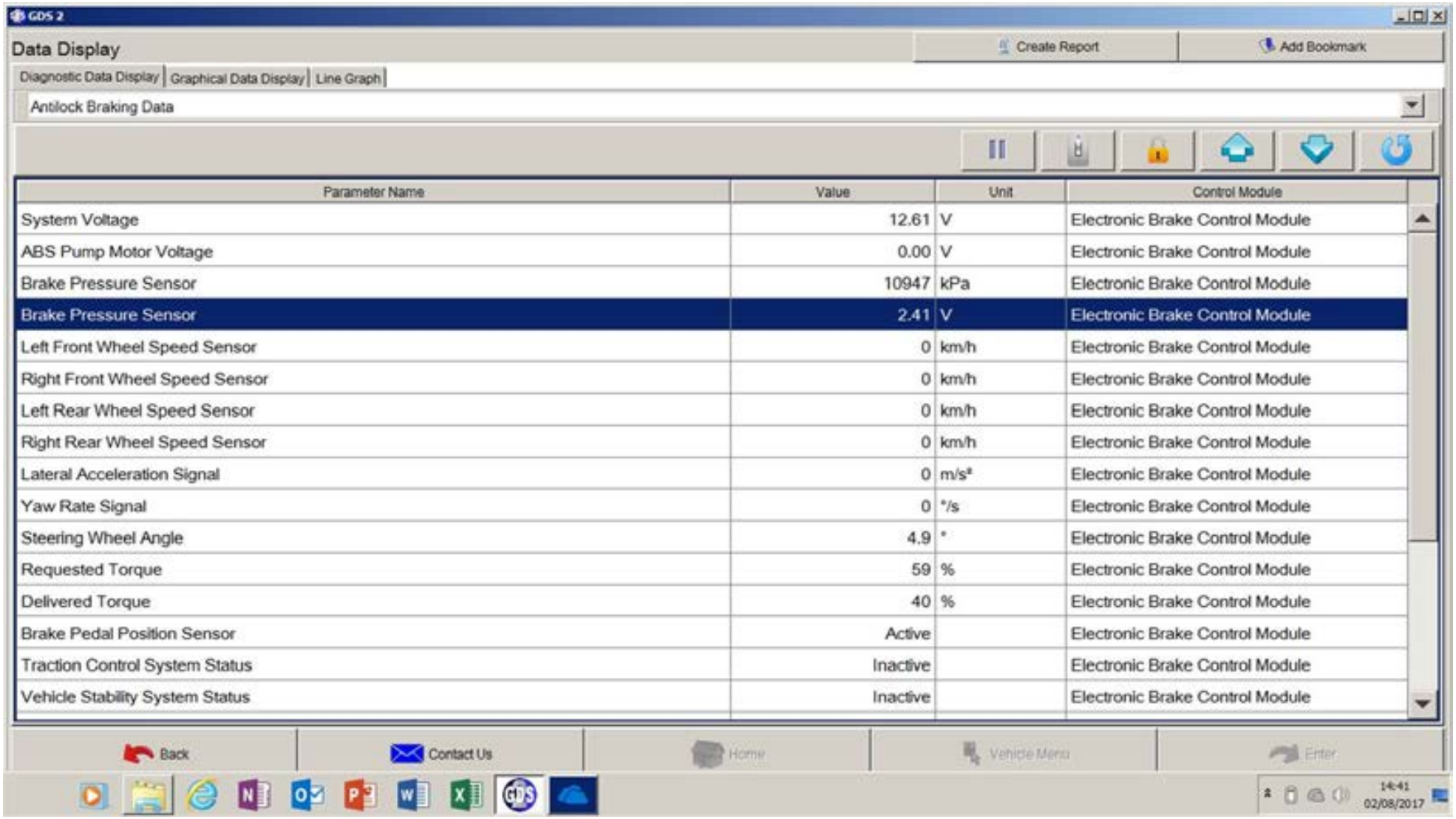
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Antilock Braking Data
Parameter Name
Value
Unit
Control Module
System Voltage 12.61 V Electronic Brake Control Module
ABS Pump Motor Voltage 0.00 V Electronic Brake Control Module
Brake Pressure Sensor 10947 kPa Electronic Brake Control Module
Brake Pressure Sensor 2.41 V Electronic Brake Control Module
Left Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Front Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Left Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Right Rear Wheel Speed Sensor 0 km/h Electronic Brake Control Module
Lateral Acceleration Signal 0 m/s² Electronic Brake Control Module
Yaw Rate Signal 0 °/s Electronic Brake Control Module
Steering Wheel Angle 4.9 ° Electronic Brake Control Module
Requested Torque 59 % Electronic Brake Control Module
Delivered Torque 40 % Electronic Brake Control Module
Brake Pedal Position Sensor Active Electronic Brake Control Module
Traction Control System Status Inactive Electronic Brake Control Module
Vehicle Stability System Status Inactive Electronic Brake Control Module
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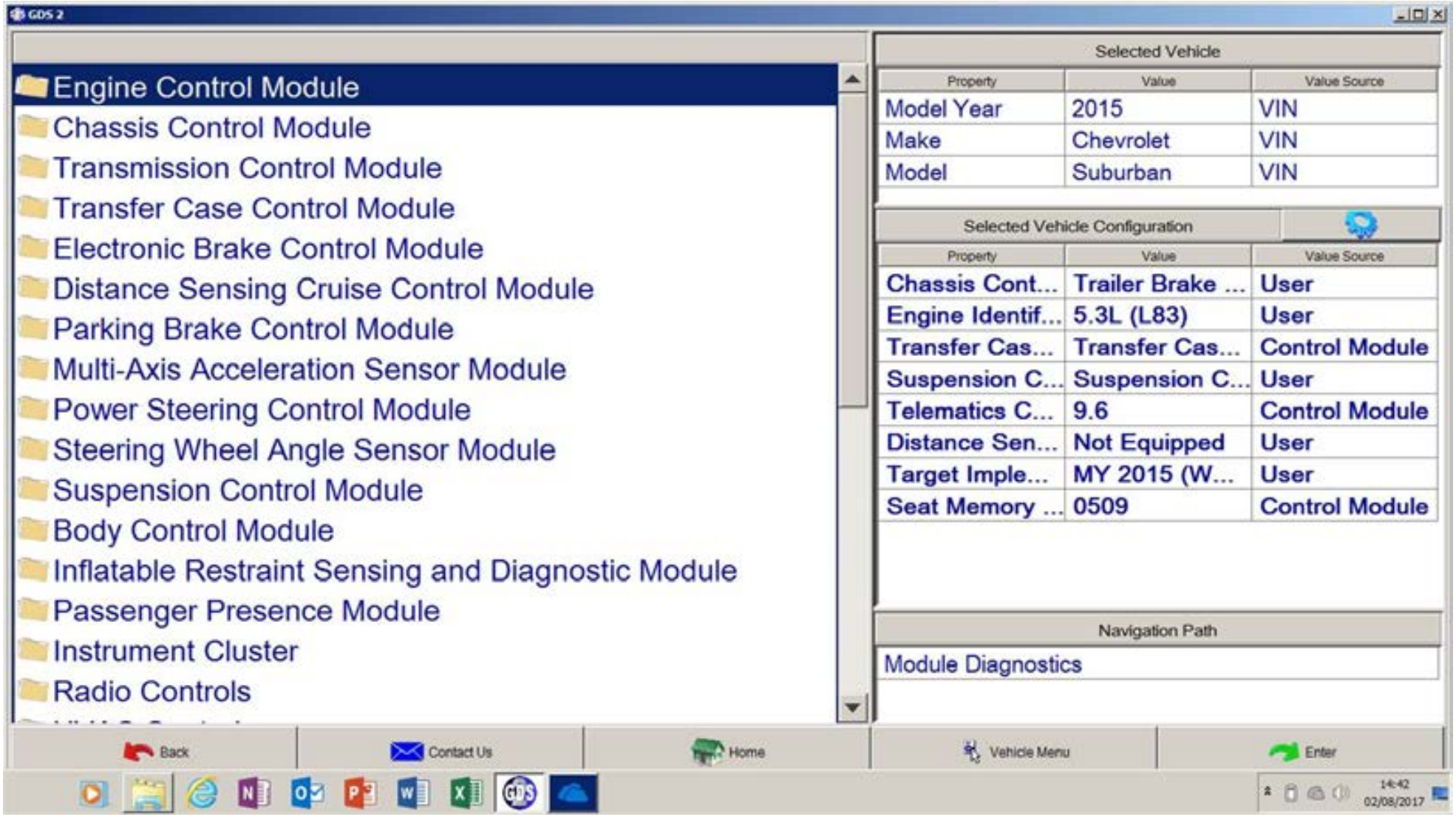
02/08/2017


GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
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
Radio Controls
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Back
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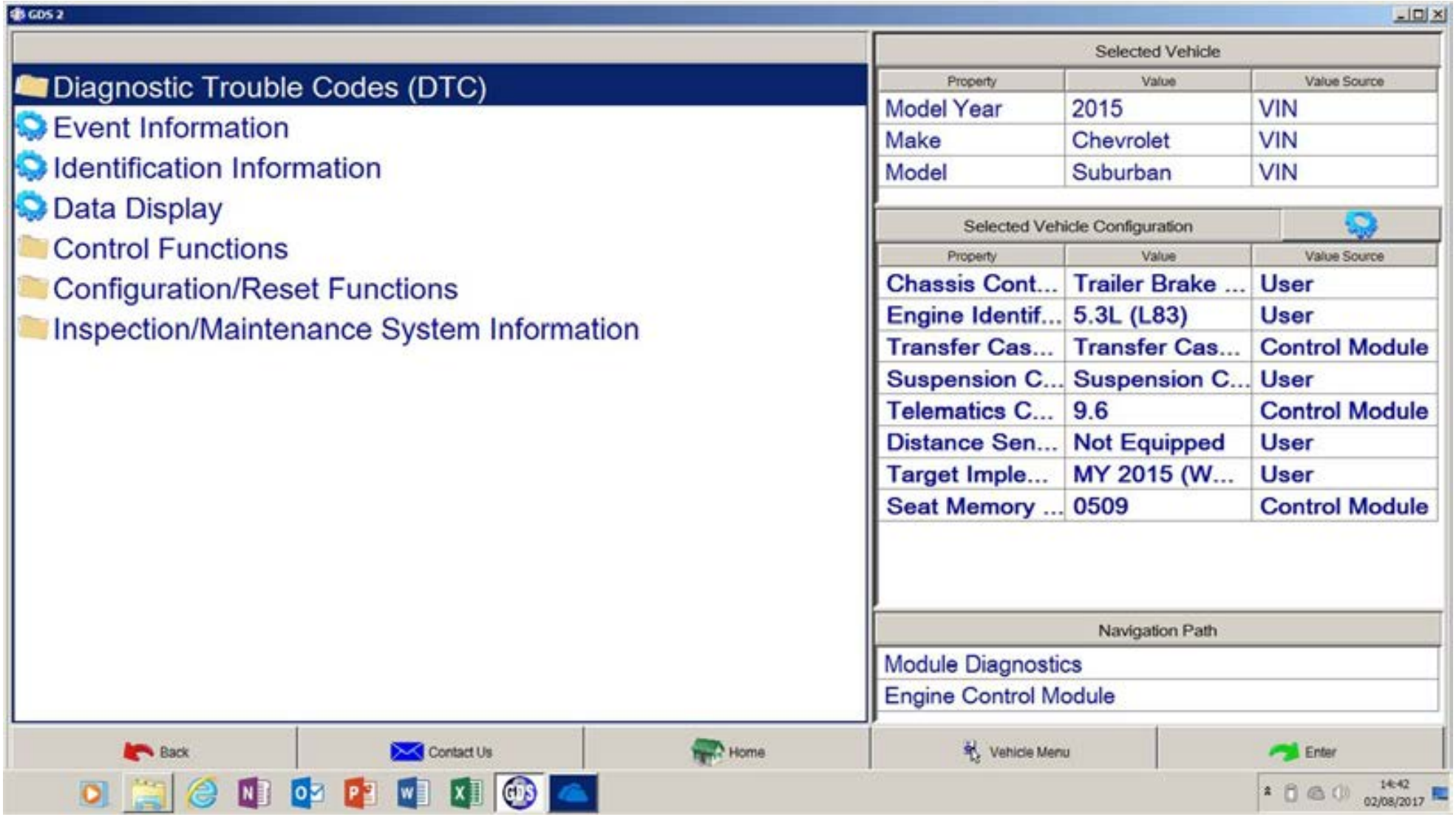
GDS 2
Diagnostic Trouble Codes (DTC)
Event Information
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Inspection/Maintenance System Information
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Engine Control Module
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Enter
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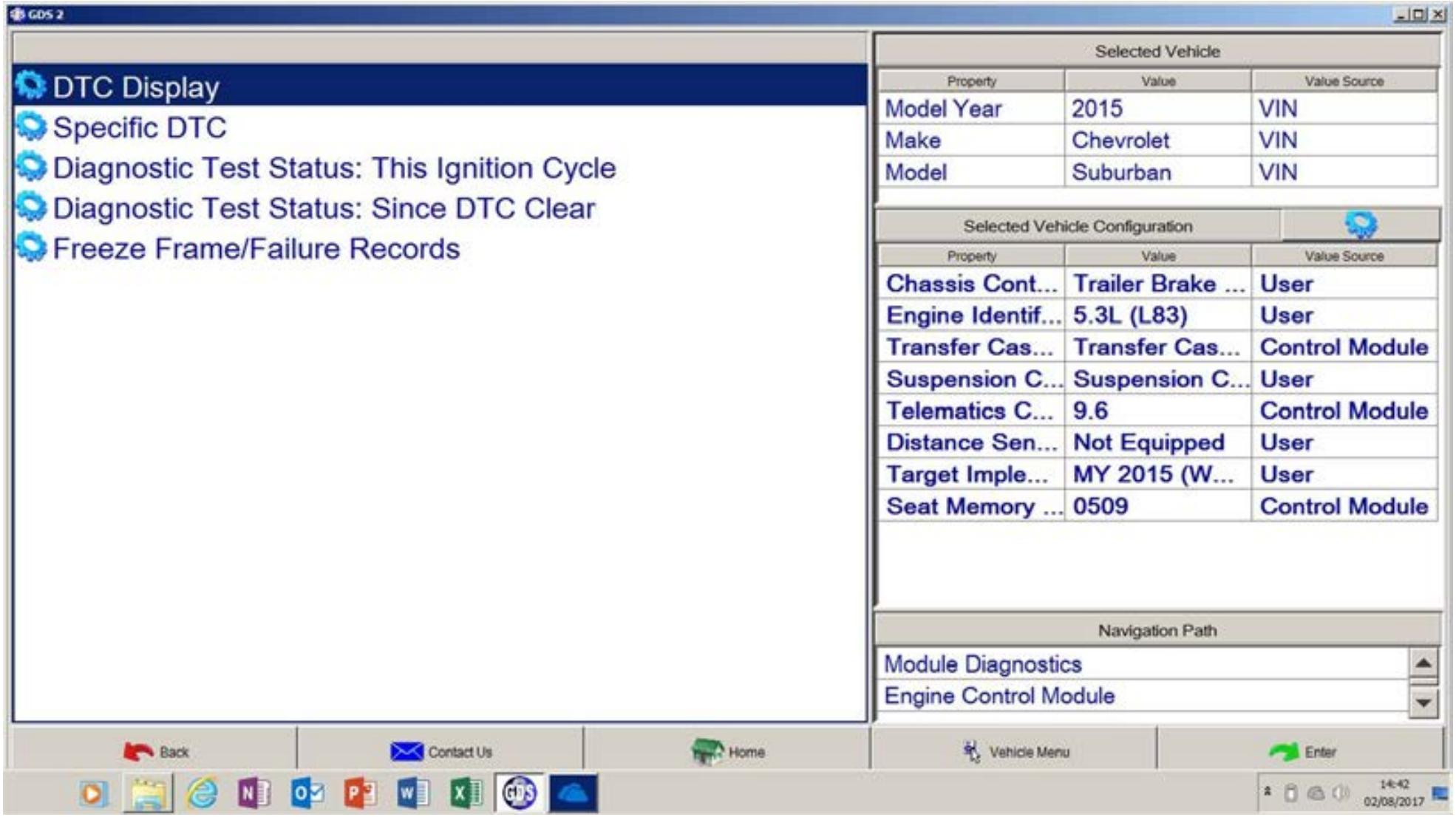
GDS 2
DTC Display
Specific DTC
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Engine Control Module
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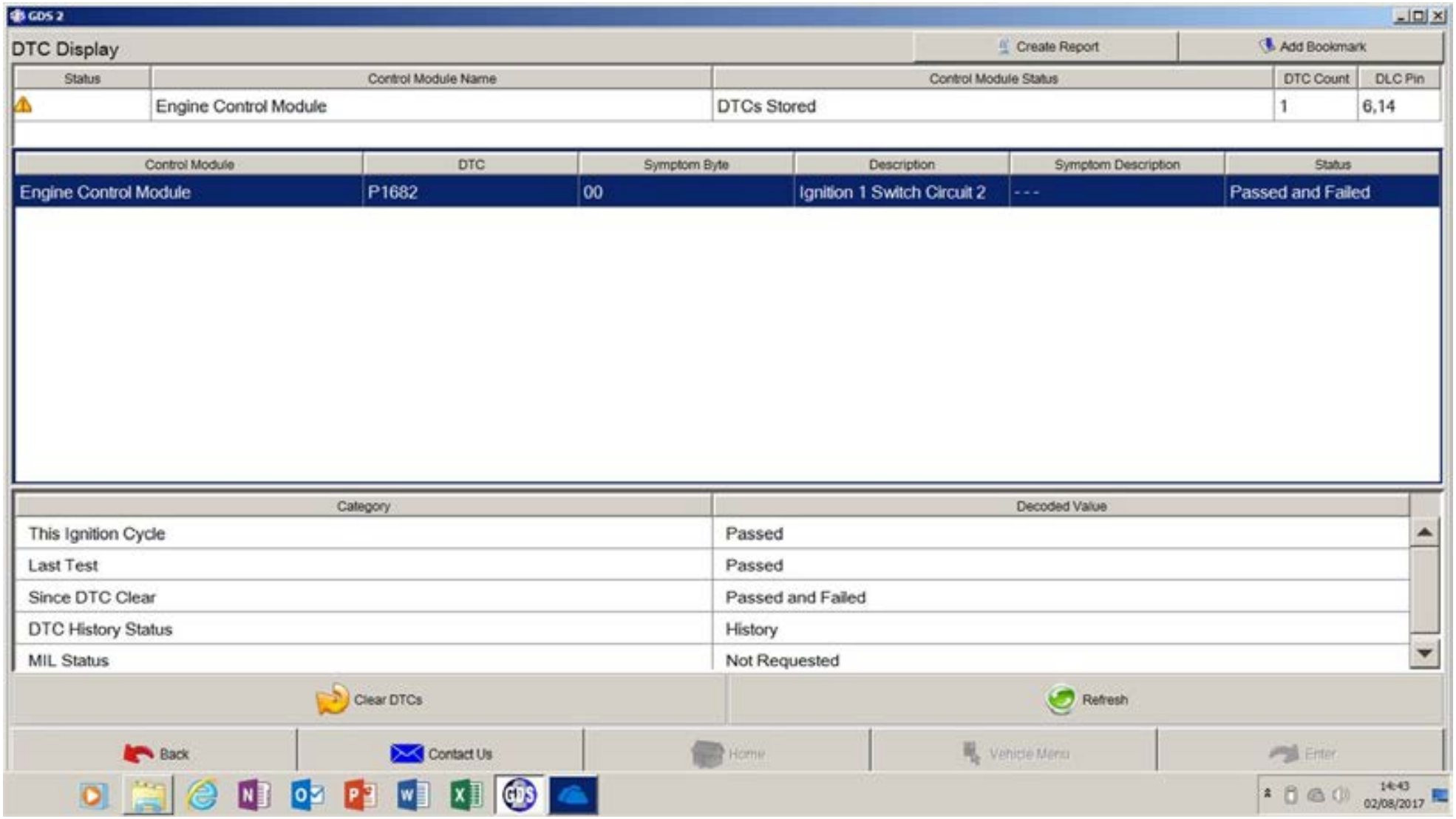
02/08/2017


GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Engine Control Module
DTCs Stored
1
6,14
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Engine Control Module
P1682
00
Ignition 1 Switch Circuit 2
- - -
Passed and Failed
Category
Decoded Value
This Ignition Cycle
Passed
Last Test
Passed
Since DTC Clear
Passed and Failed
DTC History Status
History
MIL Status
Not Requested
Clear DTCs
Refresh
Back
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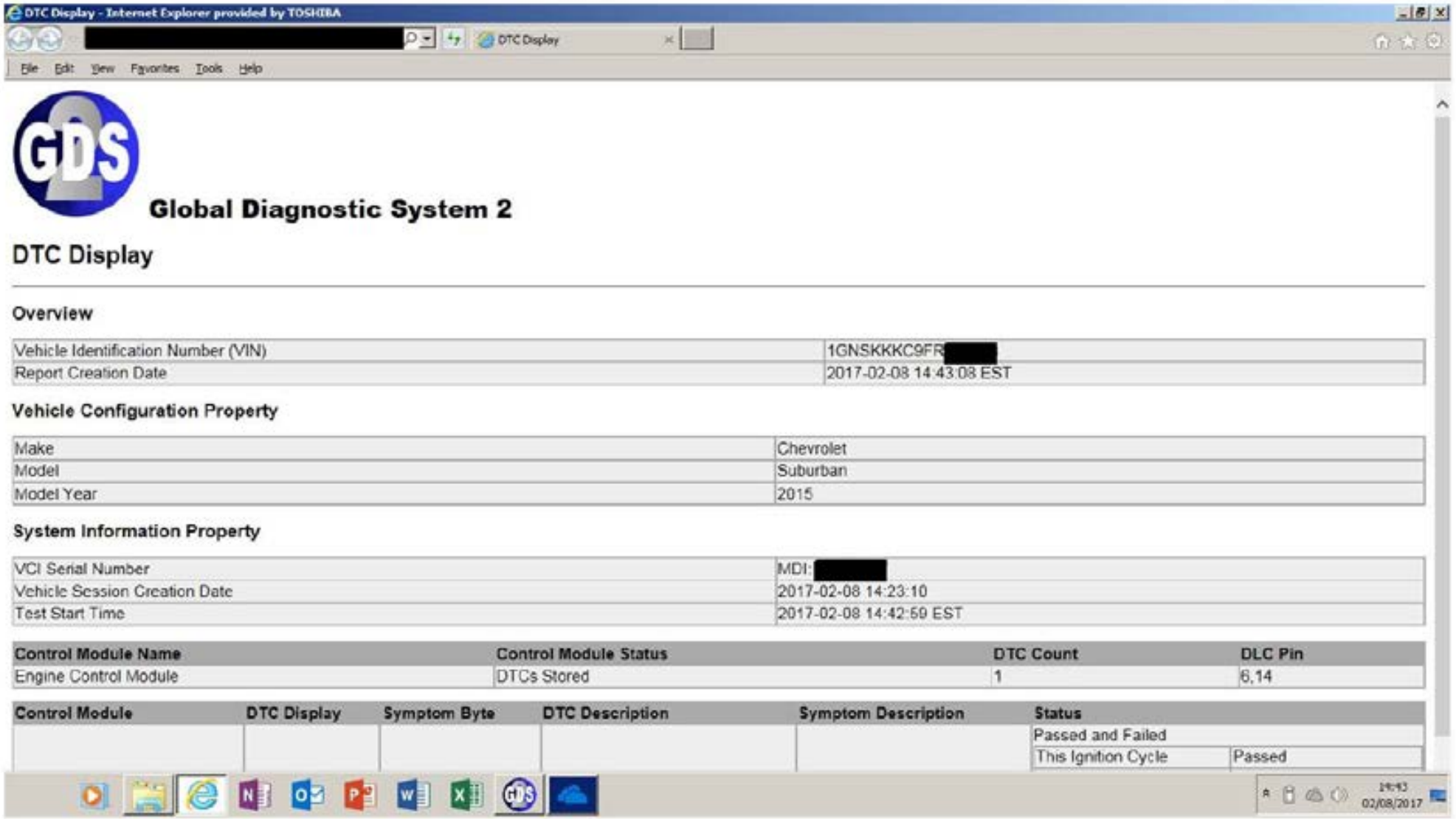
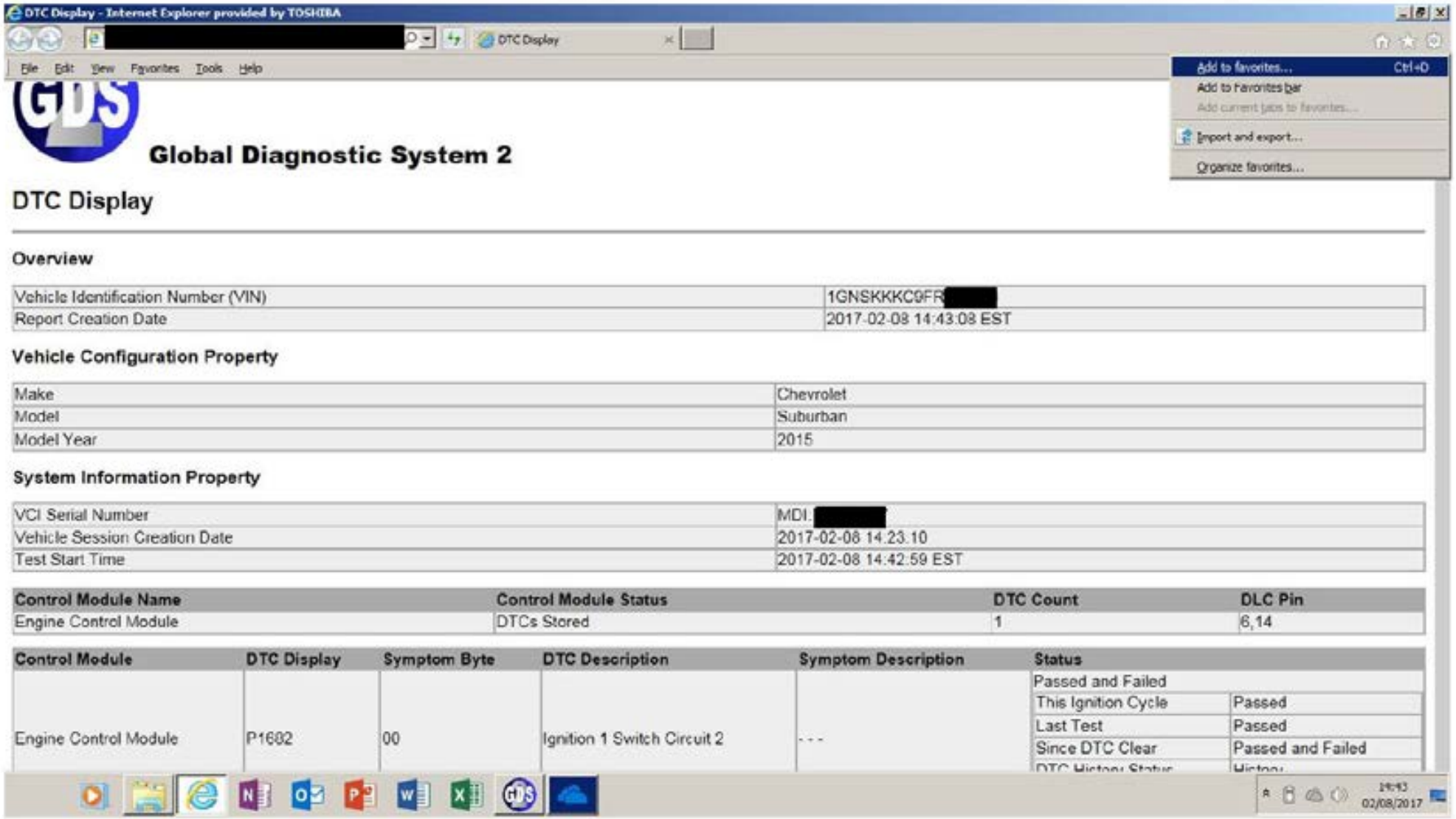
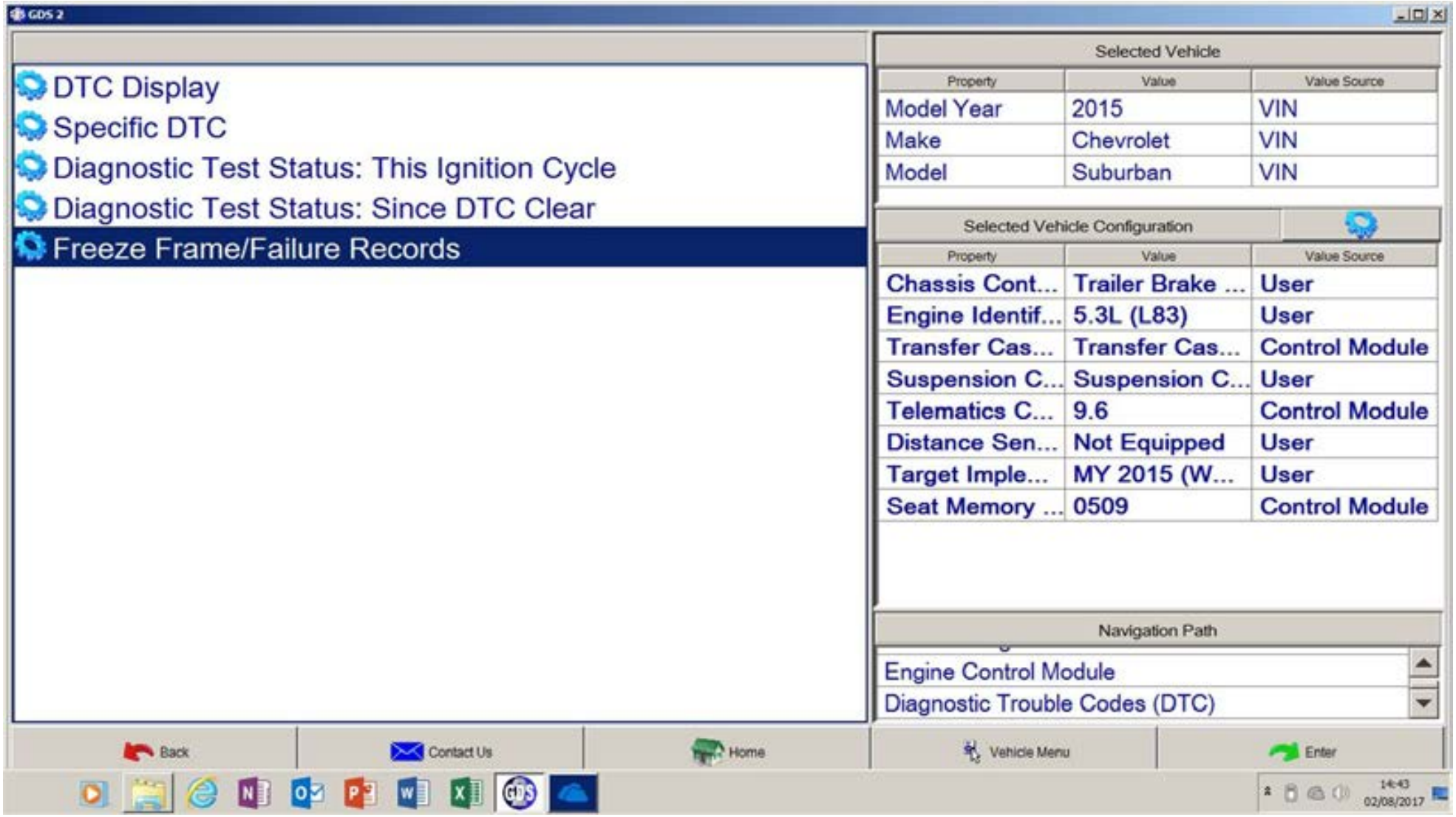
Vehicle Menu
Enter
14:43
02/08/2017


DTC Display - Internet Explorer provided by TOSHIBA
DTC Display
File Edit View Favorites Tools Help
Global Diagnostic System 2
DTC Display
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR[redacted]
Report Creation Date 2017-02-08 14:43:08 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI:[redacted]
Vehicle Session Creation Date 2017-02-08 14:23:10
Test Start Time 2017-02-08 14:42:59 EST
Control Module Name | Control Module Status | DTC Count | DLC Pin
Engine Control Module | DTCs Stored | 1 | 6,14
Control Module | DTC Display | Symptom Byte | DTC Description | Symptom Description | Status
Passed and Failed
This Ignition Cycle | Passed
02/08/2017


DTC Display - Internet Explorer provided by TOSHIBA
DTC Display
File Edit View Favorites Tools Help
Add to favorites... Ctrl+D
Add to favorites bar
Add current tabs to favorites...
Import and export...
Organize favorites...
Global Diagnostic System 2
DTC Display
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR[redacted]
Report Creation Date 2017-02-08 14:43:08 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI[redacted]
Vehicle Session Creation Date 2017-02-08 14:23:10
Test Start Time 2017-02-08 14:42:59 EST
Control Module Name | Control Module Status | DTC Count | DLC Pin
Engine Control Module | DTCs Stored | 1 | 6,14
Control Module | DTC Display | Symptom Byte | DTC Description | Symptom Description | Status
Passed and Failed
This Ignition Cycle Passed
Last Test Passed
Since DTC Clear Passed and Failed
Engine Control Module | P1682 | 00 | Ignition 1 Switch Circuit 2 | - - -
02/08/2017


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
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Engine Control Module
Diagnostic Trouble Codes (DTC)
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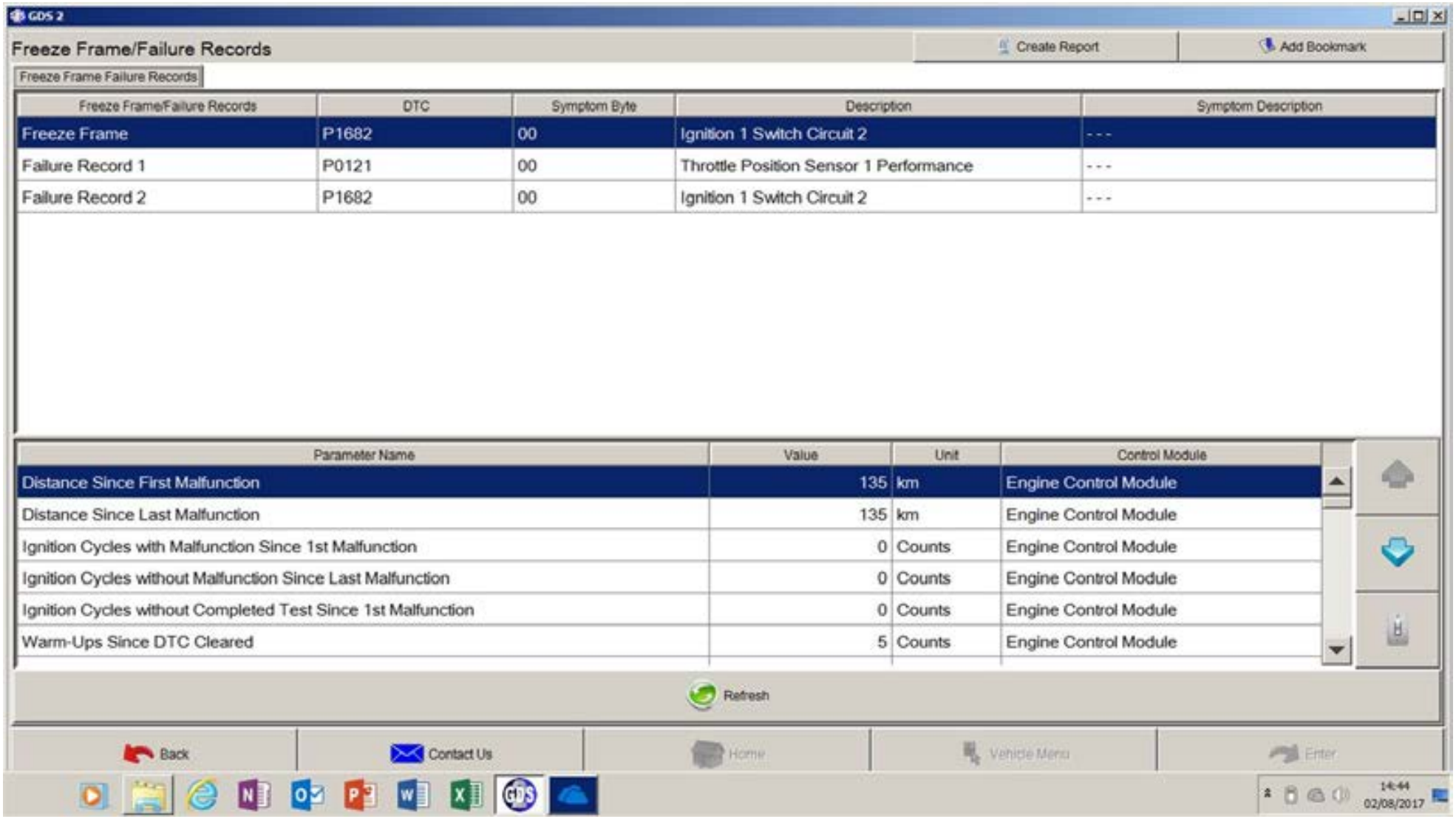
02/08/2017


GDS 2
Freeze Frame/Failure Records
Create Report
Add Bookmark
Freeze Frame Failure Records
Freeze Frame/Failure Records | DTC | Symptom Byte | Description | Symptom Description
Freeze Frame | P1682 | 00 | Ignition 1 Switch Circuit 2 | - - -
Failure Record 1 | P0121 | 00 | Throttle Position Sensor 1 Performance | - - -
Failure Record 2 | P1682 | 00 | Ignition 1 Switch Circuit 2 | - - -
Parameter Name | Value | Unit | Control Module
Distance Since First Malfunction | 135 | km | Engine Control Module
Distance Since Last Malfunction | 135 | km | Engine Control Module
Ignition Cycles with Malfunction Since 1st Malfunction | 0 | Counts | Engine Control Module
Ignition Cycles without Malfunction Since Last Malfunction | 0 | Counts | Engine Control Module
Ignition Cycles without Completed Test Since 1st Malfunction | 0 | Counts | Engine Control Module
Warm-Ups Since DTC Cleared | 5 | Counts | Engine Control Module
Refresh
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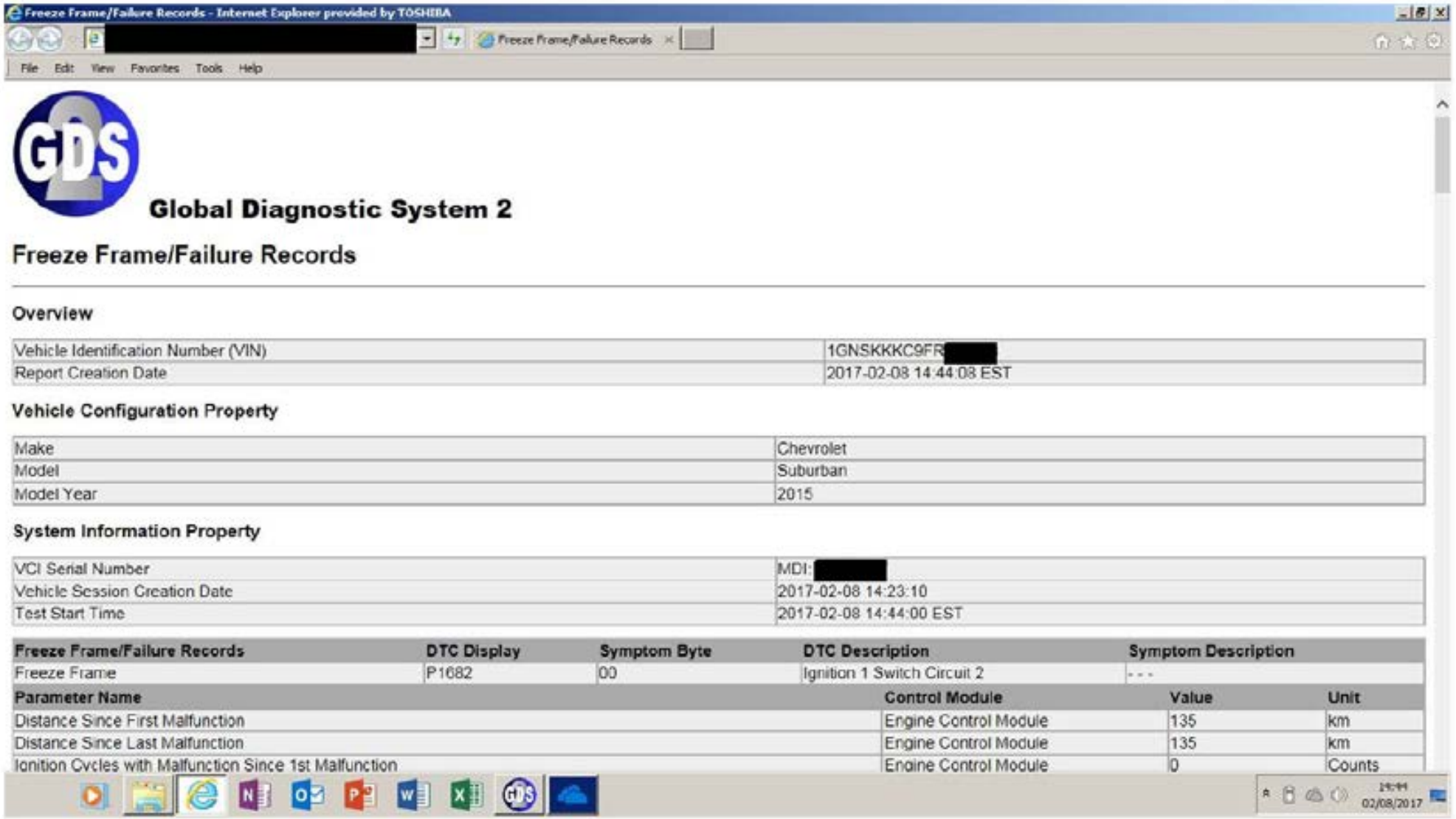
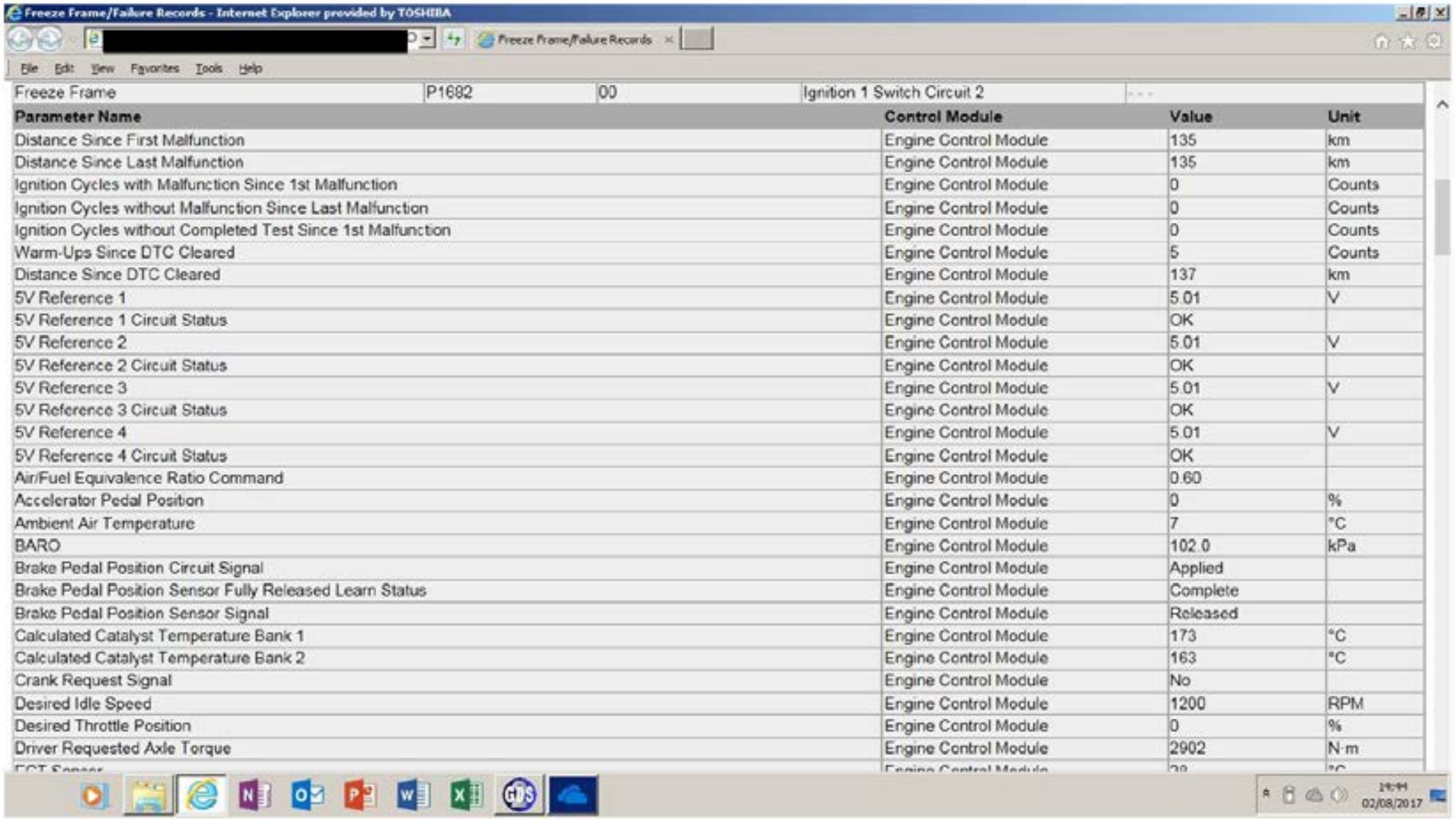
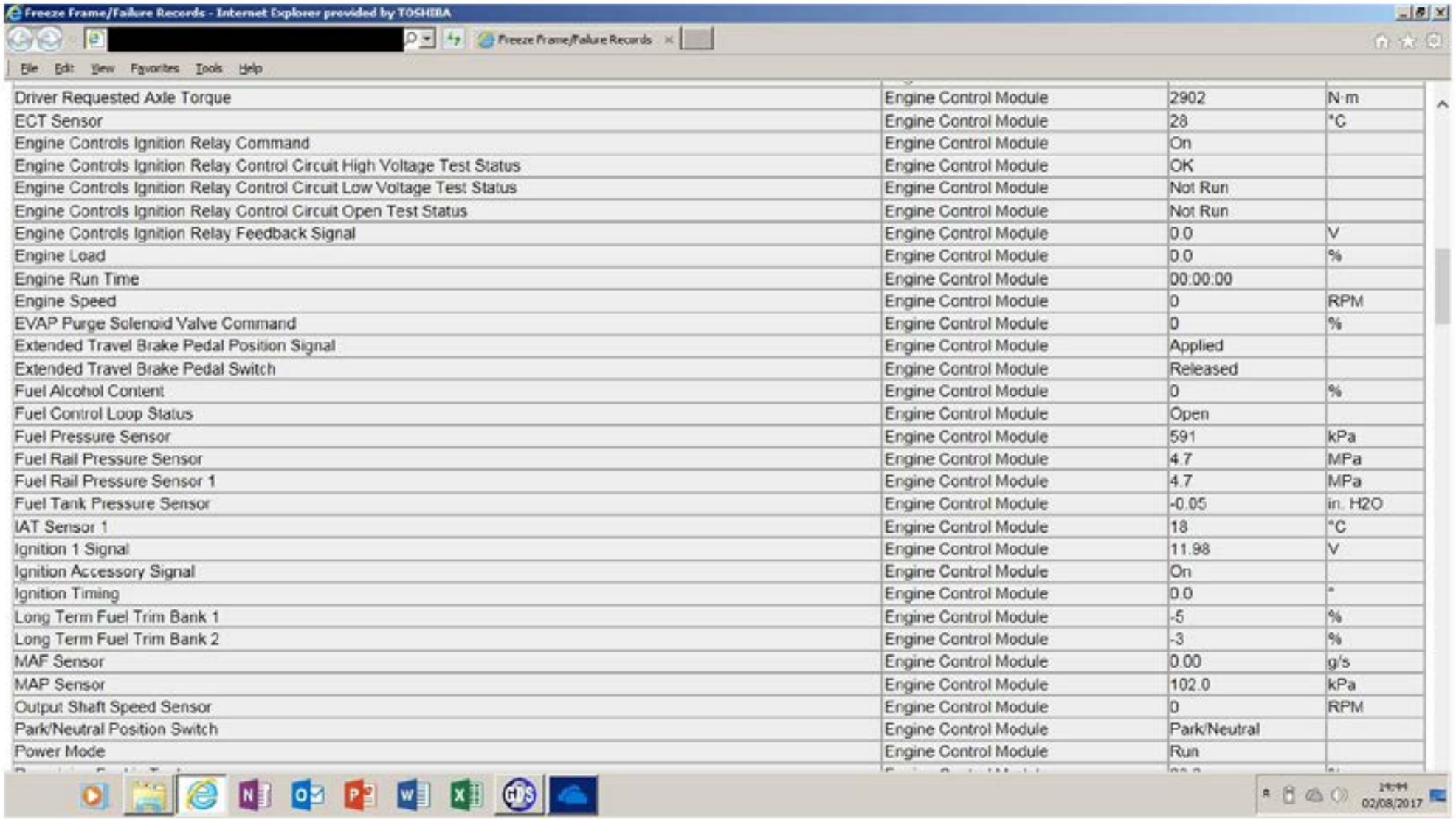
02/08/2017

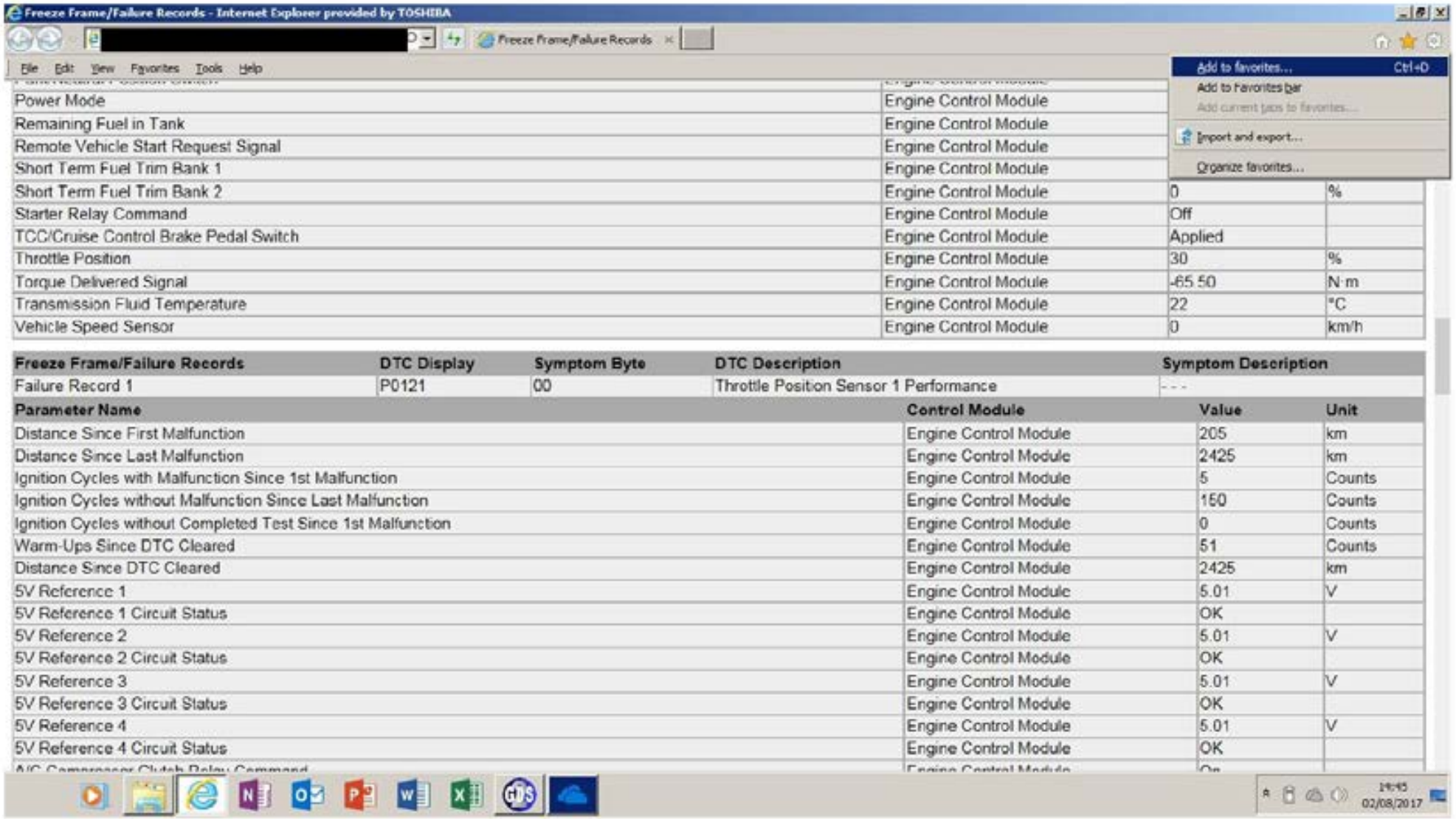

Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
Freeze Frame/Failure Records
File Edit View Favorites Tools Help
GDS
Global Diagnostic System 2
Freeze Frame/Failure Records
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR[redacted]
Report Creation Date 2017-02-08 14:44:08 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI:[redacted]
Vehicle Session Creation Date 2017-02-08 14:23:10
Test Start Time 2017-02-08 14:44:00 EST
Freeze Frame/Failure Records | DTC Display | Symptom Byte | DTC Description | Symptom Description
Freeze Frame | P1682 | 00 | Ignition 1 Switch Circuit 2 | - - -
Parameter Name | Control Module | Value | Unit
Distance Since First Malfunction | Engine Control Module | 135 | km
Distance Since Last Malfunction | Engine Control Module | 135 | km
Ignition Cycles with Malfunction Since 1st Malfunction | Engine Control Module | 0 | Counts
02/08/2017

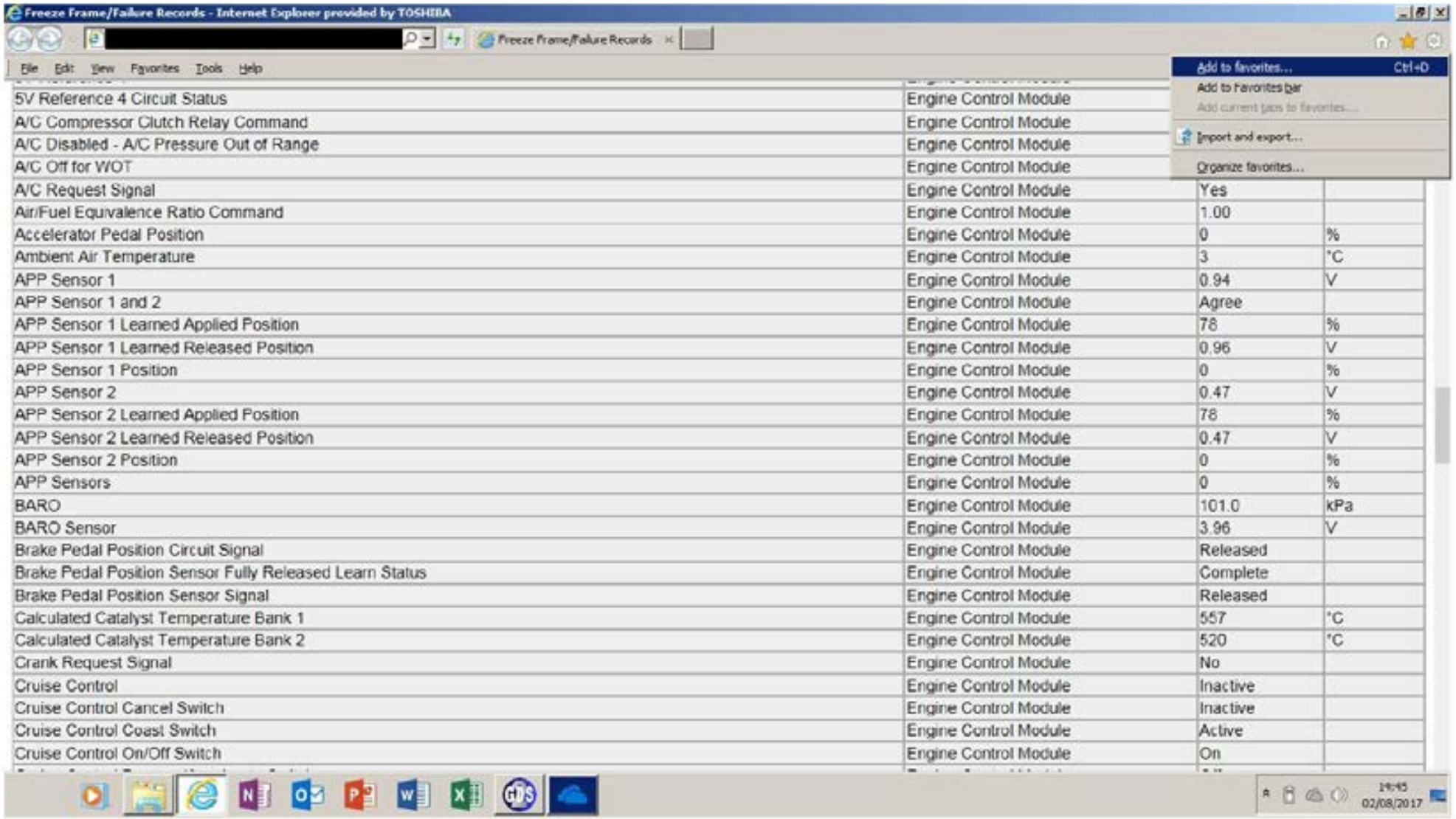


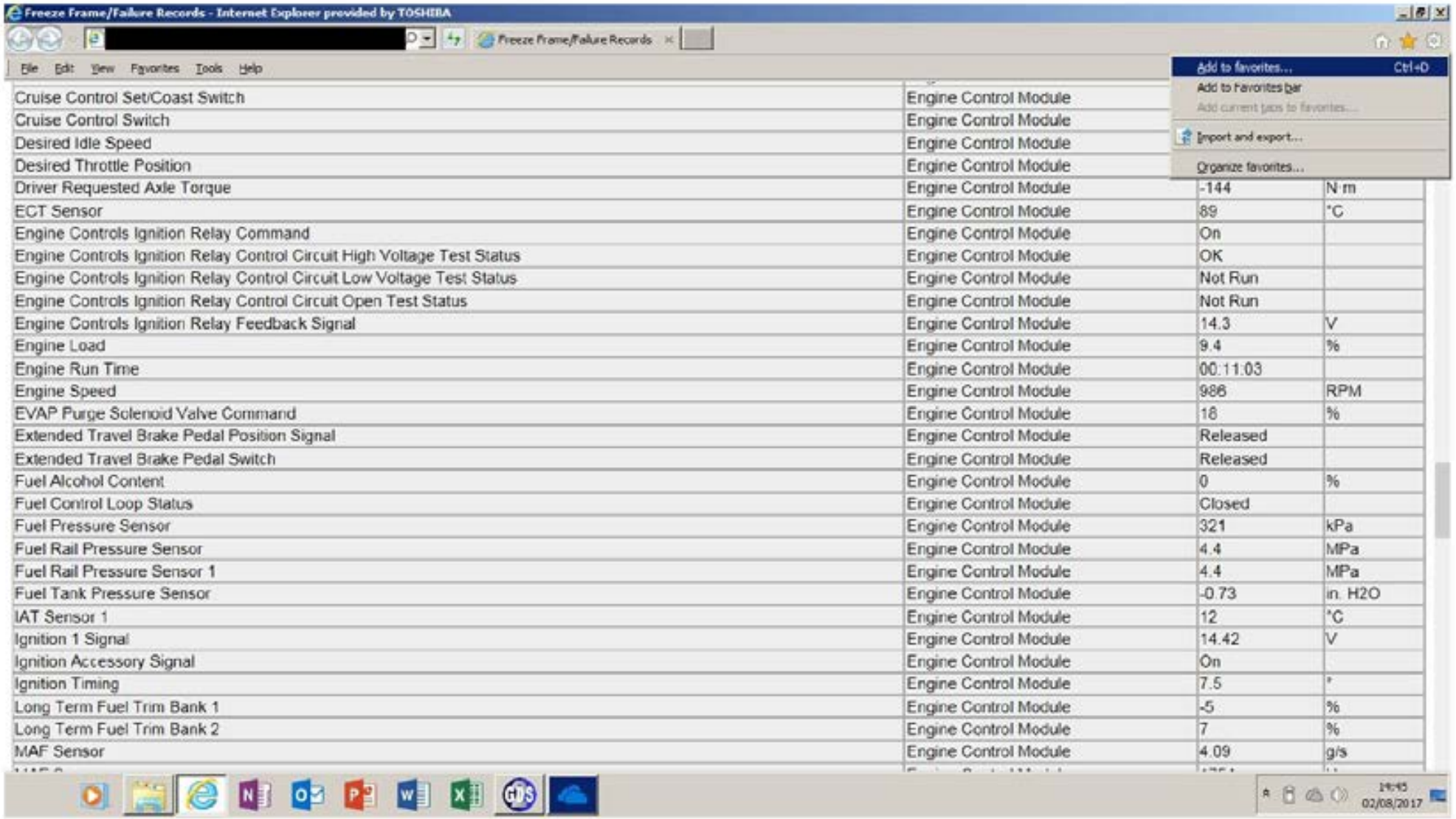
Freeze Frame	P1692	00	Ignition 1 Switch Circuit 2		
Parameter Name			**Control Module**	**Value**	**Unit**
Distance Since First Malfunction			Engine Control Module	135	km
Distance Since Last Malfunction			Engine Control Module	135	km
Ignition Cycles with Malfunction Since 1st Malfunction			Engine Control Module	0	Counts
Ignition Cycles without Malfunction Since Last Malfunction			Engine Control Module	0	Counts
Ignition Cycles without Completed Test Since 1st Malfunction			Engine Control Module	0	Counts
Warm-Ups Since DTC Cleared			Engine Control Module	5	Counts
Distance Since DTC Cleared			Engine Control Module	137	km
5V Reference 1			Engine Control Module	5.01	V
5V Reference 1 Circuit Status			Engine Control Module	OK	
5V Reference 2			Engine Control Module	5.01	V
5V Reference 2 Circuit Status			Engine Control Module	OK	
5V Reference 3			Engine Control Module	5.01	V
5V Reference 3 Circuit Status			Engine Control Module	OK	
5V Reference 4			Engine Control Module	5.01	V
5V Reference 4 Circuit Status			Engine Control Module	OK	
Air/Fuel Equivalence Ratio Command			Engine Control Module	0.60	
Accelerator Pedal Position			Engine Control Module	0	%
Ambient Air Temperature			Engine Control Module	7	°C
BARO			Engine Control Module	102.0	kPa
Brake Pedal Position Circuit Signal			Engine Control Module	Applied	
Brake Pedal Position Sensor Fully Released Learn Status			Engine Control Module	Complete	
Brake Pedal Position Sensor Signal			Engine Control Module	Released	
Calculated Catalyst Temperature Bank 1			Engine Control Module	173	°C
Calculated Catalyst Temperature Bank 2			Engine Control Module	163	°C
Crank Request Signal			Engine Control Module	No	
Desired Idle Speed			Engine Control Module	1200	RPM
Desired Throttle Position			Engine Control Module	0	%
Driver Requested Axle Torque			Engine Control Module	2902	N·m
EGT Sensor			Engine Control Module	29	°C



Driver Requested Axle Torque	Engine Control Module	2902	N·m
ECT Sensor	Engine Control Module	28	°C
Engine Controls Ignition Relay Command	Engine Control Module	On	
Engine Controls Ignition Relay Control Circuit High Voltage Test Status	Engine Control Module	OK	
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 Feedback Signal	Engine Control Module	0.0	V
Engine Load	Engine Control Module	0.0	%
Engine Run Time	Engine Control Module	00:00:00	
Engine Speed	Engine Control Module	0	RPM
EVAP Purge Solenoid Valve Command	Engine Control Module	0	%
Extended Travel Brake Pedal Position Signal	Engine Control Module	Applied	
Extended Travel Brake Pedal Switch	Engine Control Module	Released	
Fuel Alcohol Content	Engine Control Module	0	%
Fuel Control Loop Status	Engine Control Module	Open	
Fuel Pressure Sensor	Engine Control Module	591	kPa
Fuel Rail Pressure Sensor	Engine Control Module	4.7	MPa
Fuel Rail Pressure Sensor 1	Engine Control Module	4.7	MPa
Fuel Tank Pressure Sensor	Engine Control Module	-0.05	in. H2O
IAT Sensor 1	Engine Control Module	18	°C
Ignition 1 Signal	Engine Control Module	11.98	V
Ignition Accessory Signal	Engine Control Module	On	
Ignition Timing	Engine Control Module	0.0	°
Long Term Fuel Trim Bank 1	Engine Control Module	-5	%
Long Term Fuel Trim Bank 2	Engine Control Module	-3	%
MAF Sensor	Engine Control Module	0.00	g/s
MAP Sensor	Engine Control Module	102.0	kPa
Output Shaft Speed Sensor	Engine Control Module	0	RPM
Park/Neutral Position Switch	Engine Control Module	Park/Neutral	
Power Mode	Engine Control Module	Run	


Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
Freeze Frame/Failure Records
File Edit View Favorites Tools Help
Add to favorites... Ctrl+D
Add to favorites bar
Add current tabs to favorites...
Import and export...
Organize favorites...
Power Mode | Engine Control Module
Remaining Fuel in Tank | Engine Control Module
Remote Vehicle Start Request Signal | Engine Control Module
Short Term Fuel Trim Bank 1 | Engine Control Module
Short Term Fuel Trim Bank 2 | Engine Control Module | 0 | %
Starter Relay Command | Engine Control Module | Off
TCC/Cruise Control Brake Pedal Switch | Engine Control Module | Applied
Throttle Position | Engine Control Module | 30 | %
Torque Delivered Signal | Engine Control Module | -65.50 | N·m
Transmission Fluid Temperature | Engine Control Module | 22 | °C
Vehicle Speed Sensor | Engine Control Module | 0 | km/h
Freeze Frame/Failure Records | DTC Display | Symptom Byte | DTC Description | Symptom Description
Failure Record 1 | P0121 | 00 | Throttle Position Sensor 1 Performance | - - -
Parameter Name | Control Module | Value | Unit
Distance Since First Malfunction | Engine Control Module | 205 | km
Distance Since Last Malfunction | Engine Control Module | 2425 | km
Ignition Cycles with Malfunction Since 1st Malfunction | Engine Control Module | 5 | Counts
Ignition Cycles without Malfunction Since Last Malfunction | Engine Control Module | 150 | Counts
Ignition Cycles without Completed Test Since 1st Malfunction | Engine Control Module | 0 | Counts
Warm-Ups Since DTC Cleared | Engine Control Module | 51 | Counts
Distance Since DTC Cleared | Engine Control Module | 2425 | km
5V Reference 1 | Engine Control Module | 5.01 | V
5V Reference 1 Circuit Status | Engine Control Module | OK
5V Reference 2 | Engine Control Module | 5.01 | V
5V Reference 2 Circuit Status | Engine Control Module | OK
5V Reference 3 | Engine Control Module | 5.01 | V
5V Reference 3 Circuit Status | Engine Control Module | OK
5V Reference 4 | Engine Control Module | 5.01 | V
5V Reference 4 Circuit Status | Engine Control Module | OK
02/08/2017


Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
Freeze Frame/Failure Records
File Edit View Favorites Tools Help
Add to favorites... Ctrl+D
Add to favorites bar
Add current tabs to favorites...
Import and export...
Organize favorites...
5V Reference 4 Circuit Status | Engine Control Module
A/C Compressor Clutch Relay Command | Engine Control Module
A/C Disabled - A/C Pressure Out of Range | Engine Control Module
A/C Off for WOT | Engine Control Module
A/C Request Signal | Engine Control Module | Yes
Air/Fuel Equivalence Ratio Command | Engine Control Module | 1.00
Accelerator Pedal Position | Engine Control Module | 0 | %
Ambient Air Temperature | Engine Control Module | 3 | °C
APP Sensor 1 | Engine Control Module | 0.94 | V
APP Sensor 1 and 2 | Engine Control Module | Agree
APP Sensor 1 Learned Applied Position | Engine Control Module | 78 | %
APP Sensor 1 Learned Released Position | Engine Control Module | 0.96 | V
APP Sensor 1 Position | Engine Control Module | 0 | %
APP Sensor 2 | Engine Control Module | 0.47 | V
APP Sensor 2 Learned Applied Position | Engine Control Module | 78 | %
APP Sensor 2 Learned Released Position | Engine Control Module | 0.47 | V
APP Sensor 2 Position | Engine Control Module | 0 | %
APP Sensors | Engine Control Module | 0 | %
BARO | Engine Control Module | 101.0 | kPa
BARO Sensor | Engine Control Module | 3.96 | V
Brake Pedal Position Circuit Signal | Engine Control Module | Released
Brake Pedal Position Sensor Fully Released Learn Status | Engine Control Module | Complete
Brake Pedal Position Sensor Signal | Engine Control Module | Released
Calculated Catalyst Temperature Bank 1 | Engine Control Module | 557 | °C
Calculated Catalyst Temperature Bank 2 | Engine Control Module | 520 | °C
Crank Request Signal | Engine Control Module | No
Cruise Control | Engine Control Module | Inactive
Cruise Control Cancel Switch | Engine Control Module | Inactive
Cruise Control Coast Switch | Engine Control Module | Active
Cruise Control On/Off Switch | Engine Control Module | On
19:45
02/08/2017


Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
Freeze Frame/Failure Records
File Edit View Favorites Tools Help
Add to favorites... Ctrl+D
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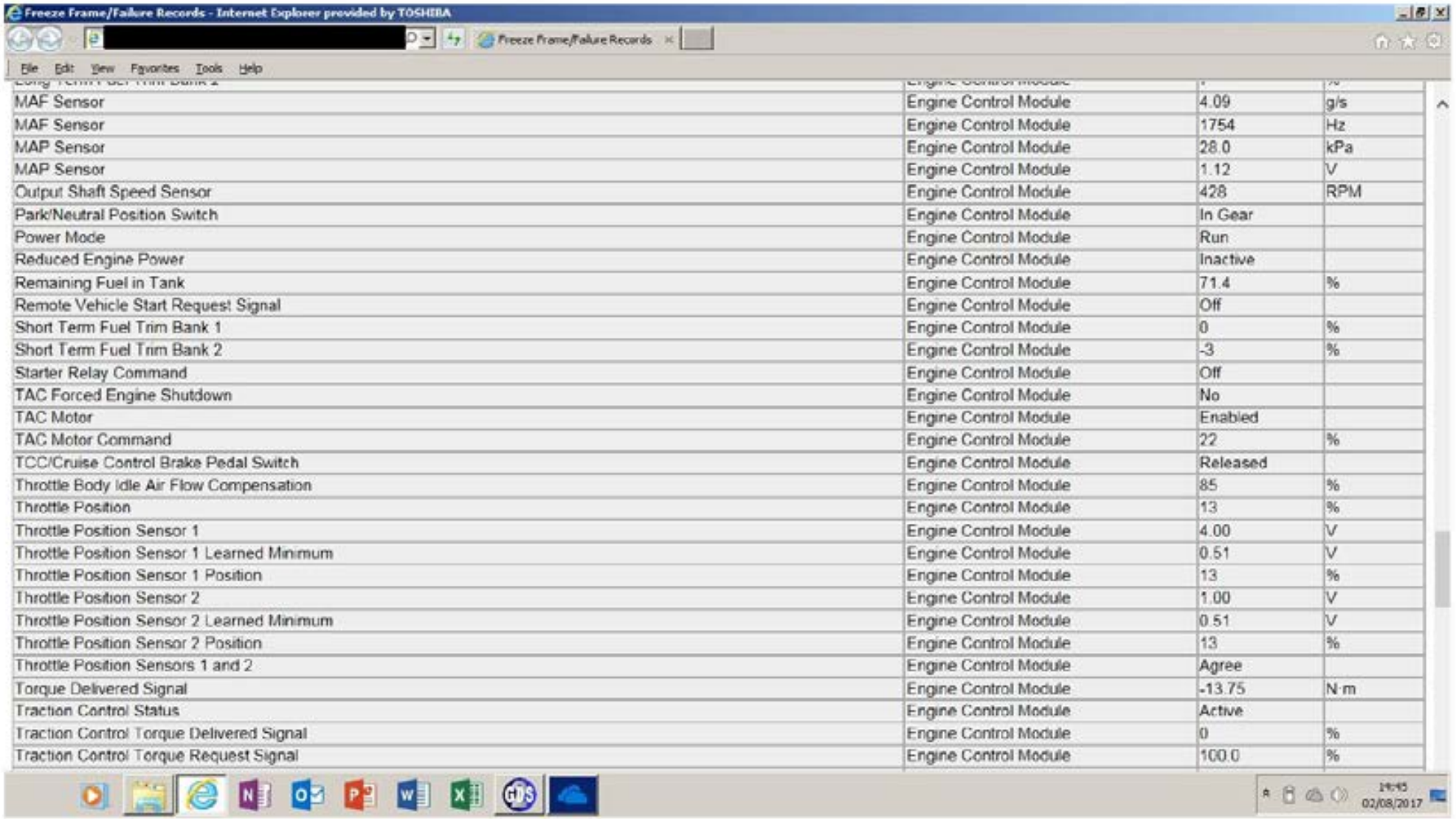
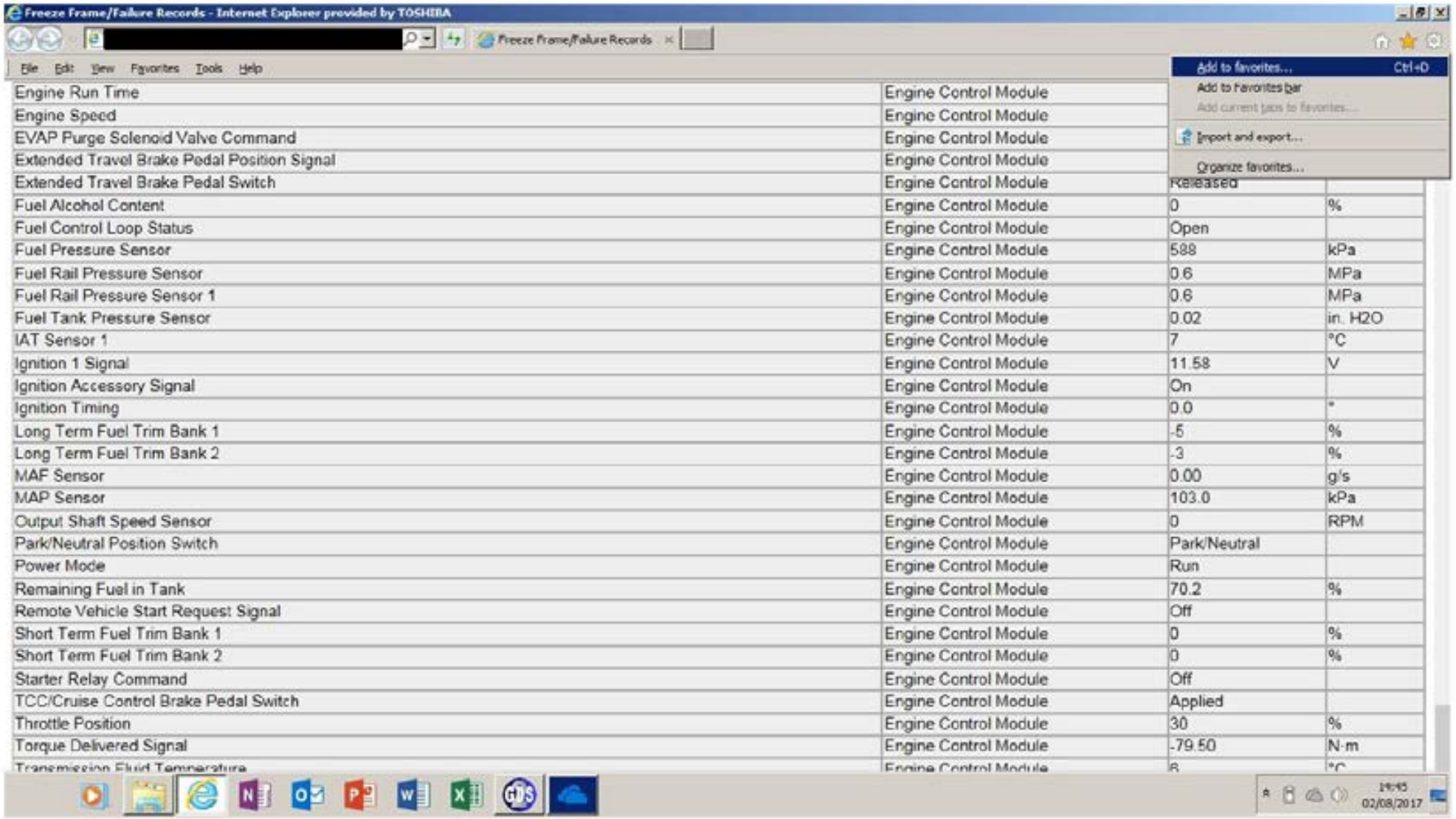
Import and export...
Organize favorites...
Cruise Control Set/Coast Switch Engine Control Module
Cruise Control Switch Engine Control Module
Desired Idle Speed Engine Control Module
Desired Throttle Position Engine Control Module
Driver Requested Axle Torque Engine Control Module -144 N·m
ECT Sensor Engine Control Module 89 °C
Engine Controls Ignition Relay Command Engine Control Module On
Engine Controls Ignition Relay Control Circuit High Voltage Test Status Engine Control Module OK
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 Feedback Signal Engine Control Module 14.3 V
Engine Load Engine Control Module 9.4 %
Engine Run Time Engine Control Module 00:11:03
Engine Speed Engine Control Module 986 RPM
EVAP Purge Solenoid Valve Command Engine Control Module 18 %
Extended Travel Brake Pedal Position Signal Engine Control Module Released
Extended Travel Brake Pedal Switch Engine Control Module Released
Fuel Alcohol Content Engine Control Module 0 %
Fuel Control Loop Status Engine Control Module Closed
Fuel Pressure Sensor Engine Control Module 321 kPa
Fuel Rail Pressure Sensor Engine Control Module 4.4 MPa
Fuel Rail Pressure Sensor 1 Engine Control Module 4.4 MPa
Fuel Tank Pressure Sensor Engine Control Module -0.73 in. H2O
IAT Sensor 1 Engine Control Module 12 °C
Ignition 1 Signal Engine Control Module 14.42 V
Ignition Accessory Signal Engine Control Module On
Ignition Timing Engine Control Module 7.5 °
Long Term Fuel Trim Bank 1 Engine Control Module -5 %
Long Term Fuel Trim Bank 2 Engine Control Module 7 %
MAF Sensor Engine Control Module 4.09 g/s
16:45
02/08/2017


Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
Freeze Frame/Failure Records
File Edit View Favorites Tools Help
MAF Sensor | Engine Control Module | 4.09 | g/s
MAF Sensor | Engine Control Module | 1754 | Hz
MAP Sensor | Engine Control Module | 28.0 | kPa
MAP Sensor | Engine Control Module | 1.12 | V
Output Shaft Speed Sensor | Engine Control Module | 428 | RPM
Park/Neutral Position Switch | Engine Control Module | In Gear |
Power Mode | Engine Control Module | Run |
Reduced Engine Power | Engine Control Module | Inactive |
Remaining Fuel in Tank | Engine Control Module | 71.4 | %
Remote Vehicle Start Request Signal | Engine Control Module | Off |
Short Term Fuel Trim Bank 1 | Engine Control Module | 0 | %
Short Term Fuel Trim Bank 2 | Engine Control Module | -3 | %
Starter Relay Command | Engine Control Module | Off |
TAC Forced Engine Shutdown | Engine Control Module | No |
TAC Motor | Engine Control Module | Enabled |
TAC Motor Command | Engine Control Module | 22 | %
TCC/Cruise Control Brake Pedal Switch | Engine Control Module | Released |
Throttle Body Idle Air Flow Compensation | Engine Control Module | 85 | %
Throttle Position | Engine Control Module | 13 | %
Throttle Position Sensor 1 | Engine Control Module | 4.00 | V
Throttle Position Sensor 1 Learned Minimum | Engine Control Module | 0.51 | V
Throttle Position Sensor 1 Position | Engine Control Module | 13 | %
Throttle Position Sensor 2 | Engine Control Module | 1.00 | V
Throttle Position Sensor 2 Learned Minimum | Engine Control Module | 0.51 | V
Throttle Position Sensor 2 Position | Engine Control Module | 13 | %
Throttle Position Sensors 1 and 2 | Engine Control Module | Agree |
Torque Delivered Signal | Engine Control Module | -13.75 | N·m
Traction Control Status | Engine Control Module | Active |
Traction Control Torque Delivered Signal | Engine Control Module | 0 | %
Traction Control Torque Request Signal | Engine Control Module | 100.0 | %
02/08/2017


Freeze Frame/Failure Records - Internet Explorer provided by TOSHIBA
File Edit View Favorites Tools Help
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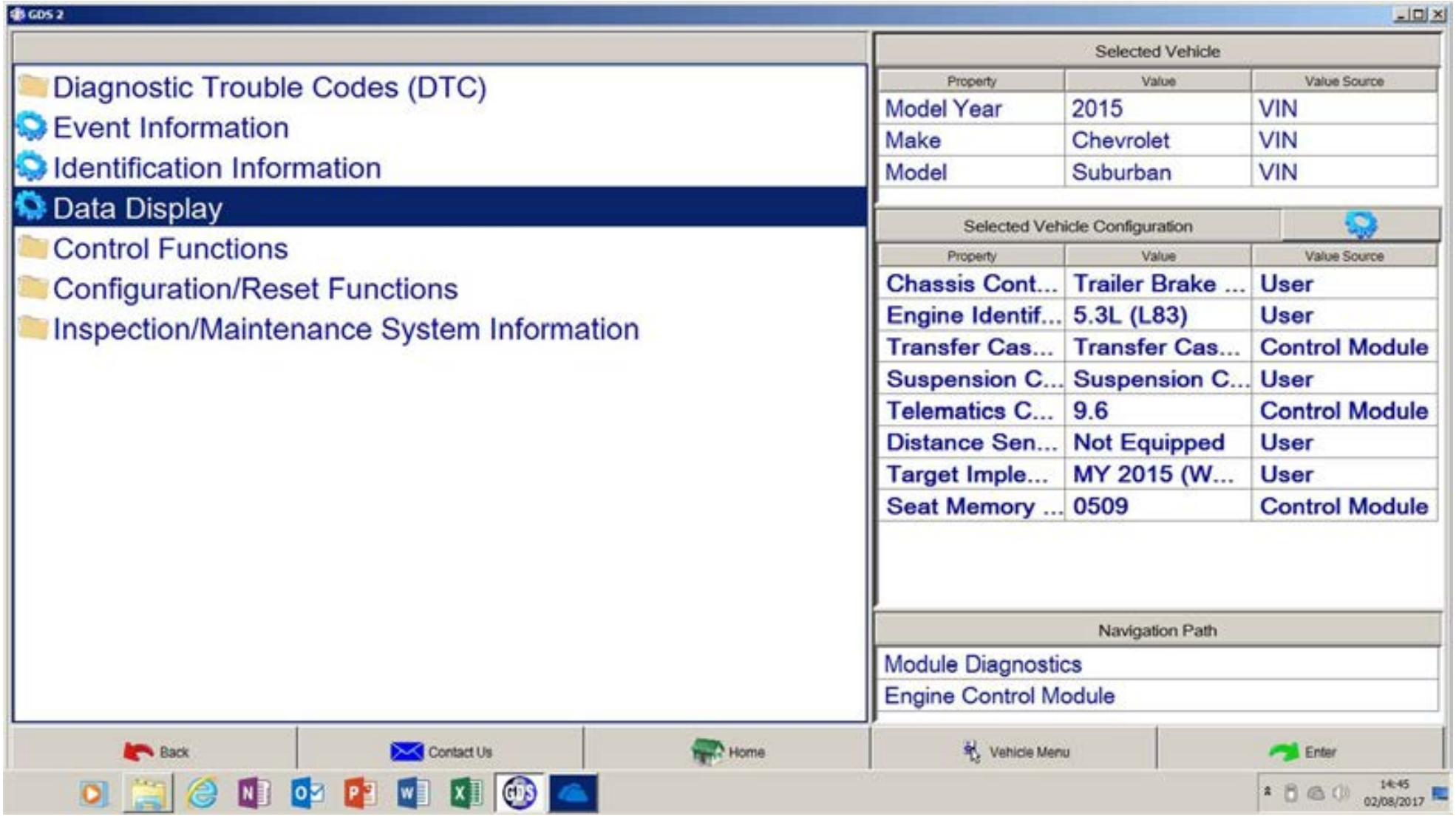
Add to favorites bar
Import and export...
Organize favorites...
Engine Run Time | Engine Control Module
Engine Speed | Engine Control Module
EVAP Purge Solenoid Valve Command | Engine Control Module
Extended Travel Brake Pedal Position Signal | Engine Control Module
Extended Travel Brake Pedal Switch | Engine Control Module | Released
Fuel Alcohol Content | Engine Control Module | 0 | %
Fuel Control Loop Status | Engine Control Module | Open
Fuel Pressure Sensor | Engine Control Module | 588 | kPa
Fuel Rail Pressure Sensor | Engine Control Module | 0.6 | MPa
Fuel Rail Pressure Sensor 1 | Engine Control Module | 0.6 | MPa
Fuel Tank Pressure Sensor | Engine Control Module | 0.02 | in. H2O
IAT Sensor 1 | Engine Control Module | 7 | °C
Ignition 1 Signal | Engine Control Module | 11.58 | V
Ignition Accessory Signal | Engine Control Module | On
Ignition Timing | Engine Control Module | 0.0 | °
Long Term Fuel Trim Bank 1 | Engine Control Module | -5 | %
Long Term Fuel Trim Bank 2 | Engine Control Module | -3 | %
MAF Sensor | Engine Control Module | 0.00 | g/s
MAP Sensor | Engine Control Module | 103.0 | kPa
Output Shaft Speed Sensor | Engine Control Module | 0 | RPM
Park/Neutral Position Switch | Engine Control Module | Park/Neutral
Power Mode | Engine Control Module | Run
Remaining Fuel in Tank | Engine Control Module | 70.2 | %
Remote Vehicle Start Request Signal | Engine Control Module | Off
Short Term Fuel Trim Bank 1 | Engine Control Module | 0 | %
Short Term Fuel Trim Bank 2 | Engine Control Module | 0 | %
Starter Relay Command | Engine Control Module | Off
TCC/Cruise Control Brake Pedal Switch | Engine Control Module | Applied
Throttle Position | Engine Control Module | 30 | %
Torque Delivered Signal | Engine Control Module | -79.50 | N·m
Transmission Fluid Temperature | Engine Control Module | 8 | °C
02/08/2017


GDS 2
Diagnostic Trouble Codes (DTC)
Event Information
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Inspection/Maintenance System Information
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Engine Control Module
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14:45
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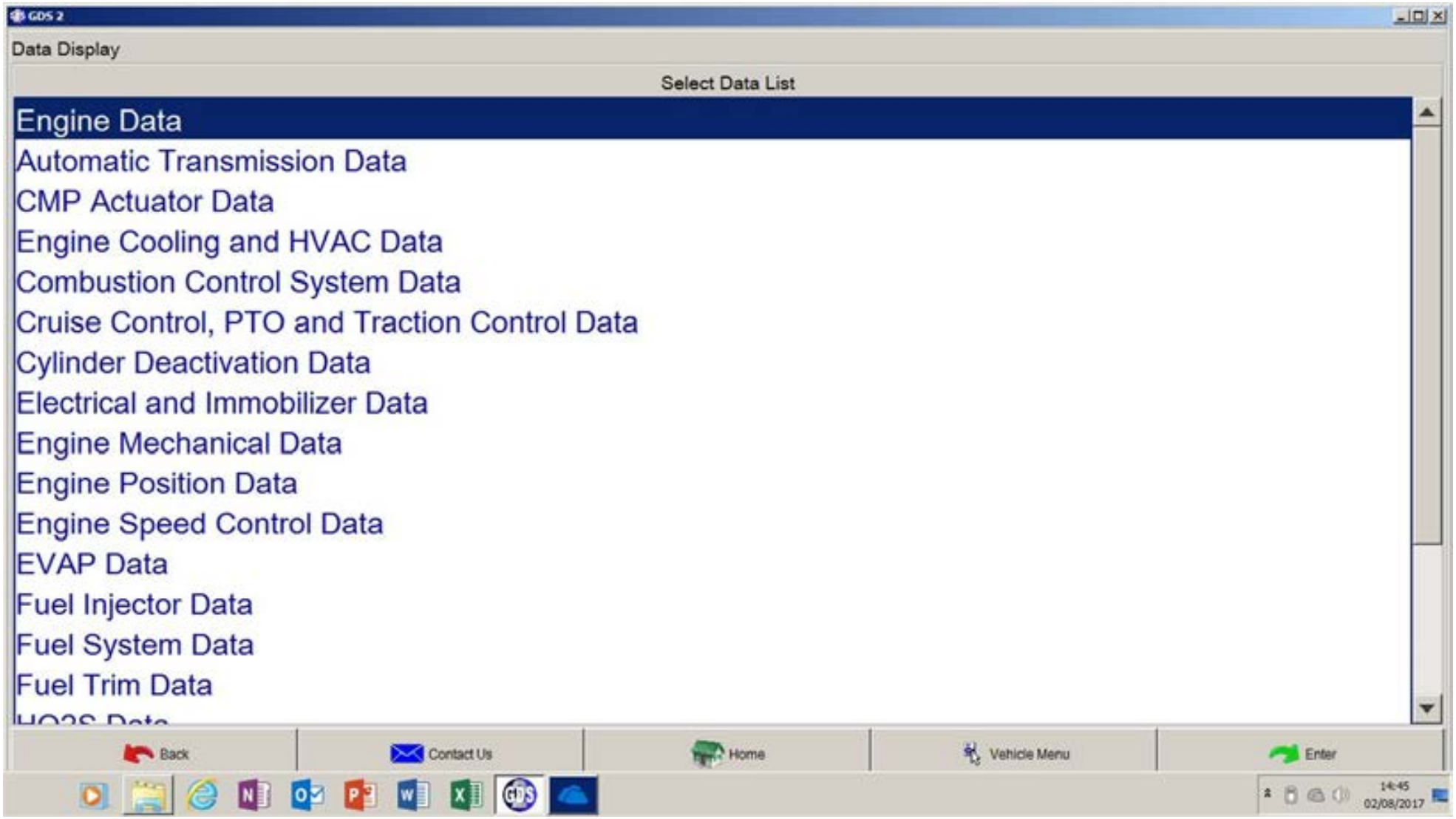
GDS 2
Data Display
Select Data List
Engine Data
Automatic Transmission Data
CMP Actuator Data
Engine Cooling and HVAC Data
Combustion Control System Data
Cruise Control, PTO and Traction Control Data
Cylinder Deactivation Data
Electrical and Immobilizer Data
Engine Mechanical Data
Engine Position Data
Engine Speed Control Data
EVAP Data
Fuel Injector Data
Fuel System Data
Fuel Trim Data
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Vehicle Menu
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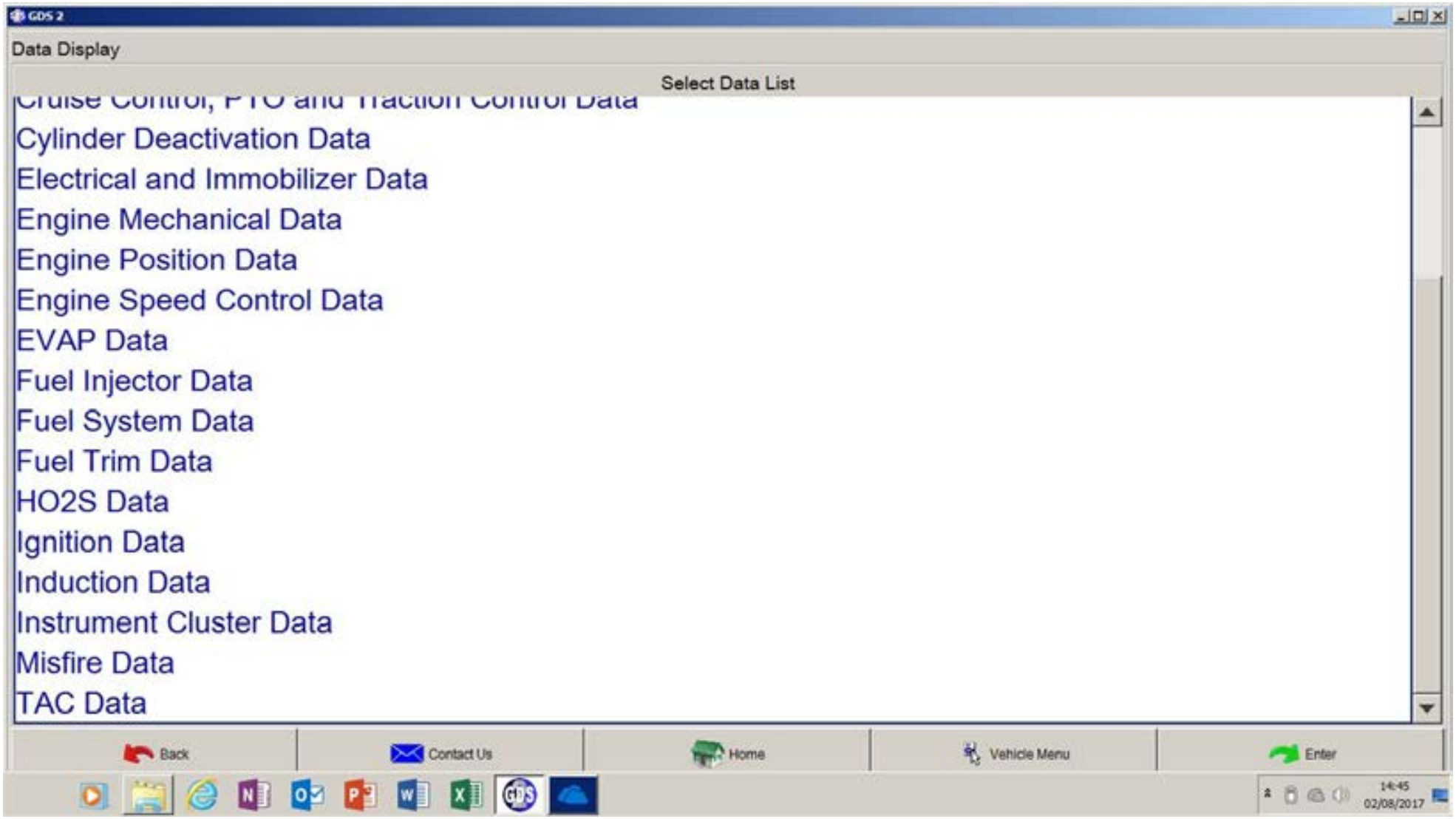
GDS 2
Data Display
Select Data List
Cruise Control, PTO and Traction Control Data
Cylinder Deactivation Data
Electrical and Immobilizer Data
Engine Mechanical Data
Engine Position Data
Engine Speed Control Data
EVAP Data
Fuel Injector Data
Fuel System Data
Fuel Trim Data
HO2S Data
Ignition Data
Induction Data
Instrument Cluster Data
Misfire Data
TAC Data
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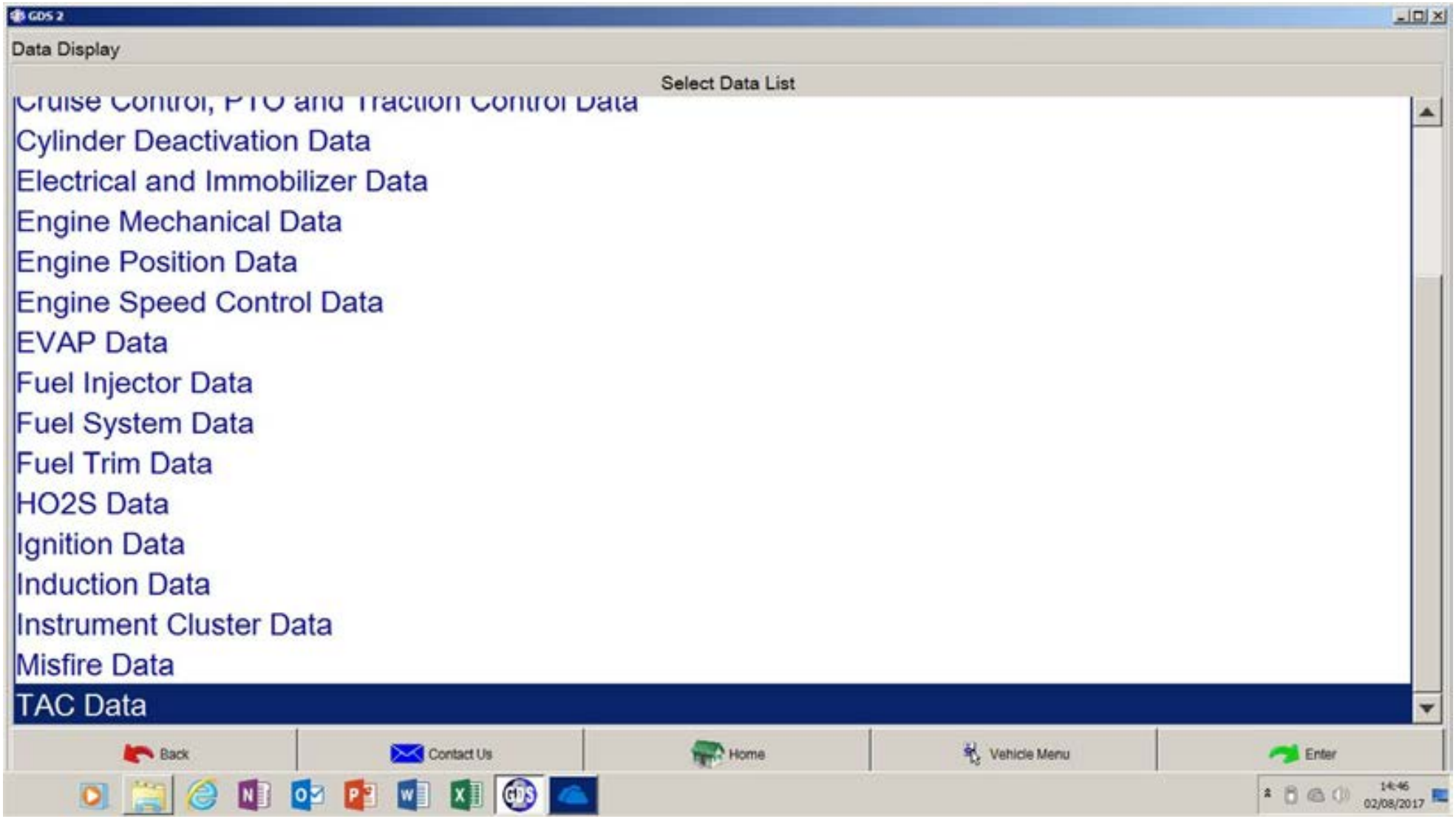
02/08/2017


GDS 2
Data Display
Select Data List
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
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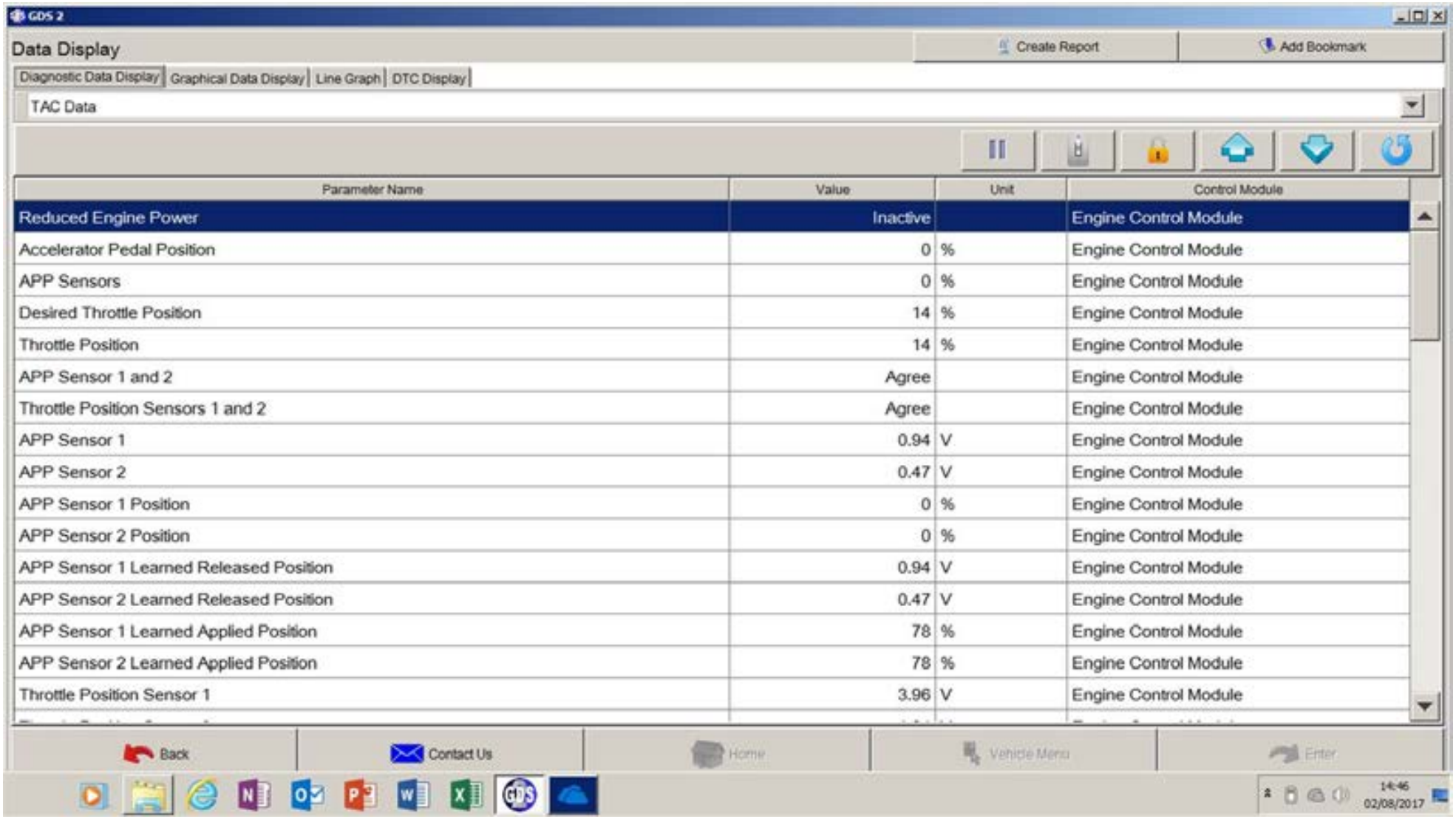
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Reduced Engine Power
Inactive
Engine Control Module
Accelerator Pedal Position
0
%
Engine Control Module
APP Sensors
0
%
Engine Control Module
Desired Throttle Position
14
%
Engine Control Module
Throttle Position
14
%
Engine Control Module
APP Sensor 1 and 2
Agree
Engine Control Module
Throttle Position Sensors 1 and 2
Agree
Engine Control Module
APP Sensor 1
0.94
V
Engine Control Module
APP Sensor 2
0.47
V
Engine Control Module
APP Sensor 1 Position
0
%
Engine Control Module
APP Sensor 2 Position
0
%
Engine Control Module
APP Sensor 1 Learned Released Position
0.94
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.47
V
Engine Control Module
APP Sensor 1 Learned Applied Position
78
%
Engine Control Module
APP Sensor 2 Learned Applied Position
78
%
Engine Control Module
Throttle Position Sensor 1
3.96
V
Engine Control Module
Back
Contact Us
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Vehicle Menu
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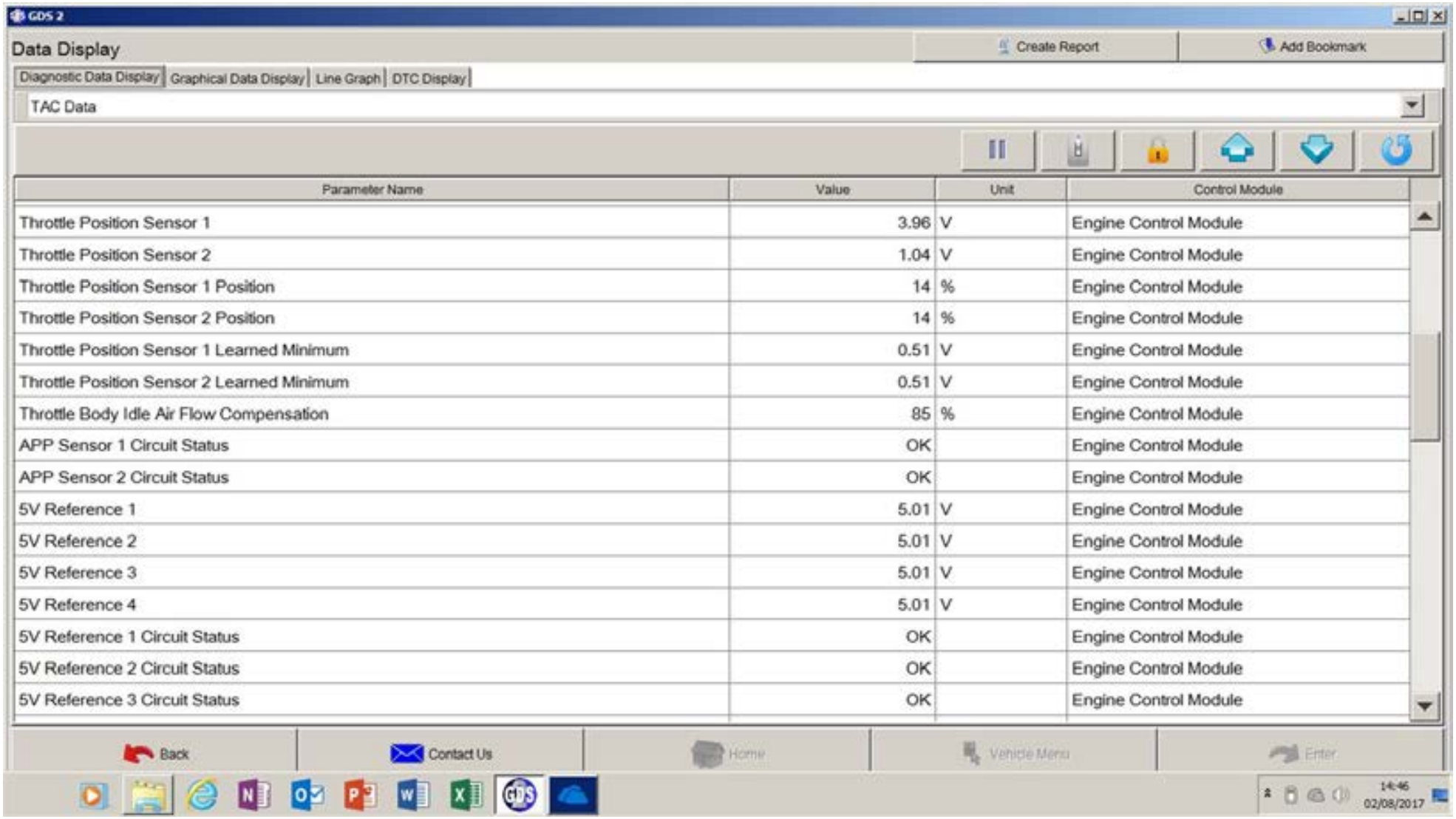
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Throttle Position Sensor 1 3.96 V Engine Control Module
Throttle Position Sensor 2 1.04 V Engine Control Module
Throttle Position Sensor 1 Position 14 % Engine Control Module
Throttle Position Sensor 2 Position 14 % Engine Control Module
Throttle Position Sensor 1 Learned Minimum 0.51 V Engine Control Module
Throttle Position Sensor 2 Learned Minimum 0.51 V Engine Control Module
Throttle Body Idle Air Flow Compensation 85 % Engine Control Module
APP Sensor 1 Circuit Status OK Engine Control Module
APP Sensor 2 Circuit Status OK Engine Control Module
5V Reference 1 5.01 V Engine Control Module
5V Reference 2 5.01 V Engine Control Module
5V Reference 3 5.01 V Engine Control Module
5V Reference 4 5.01 V Engine Control Module
5V Reference 1 Circuit Status OK Engine Control Module
5V Reference 2 Circuit Status OK Engine Control Module
5V Reference 3 Circuit Status OK Engine Control Module
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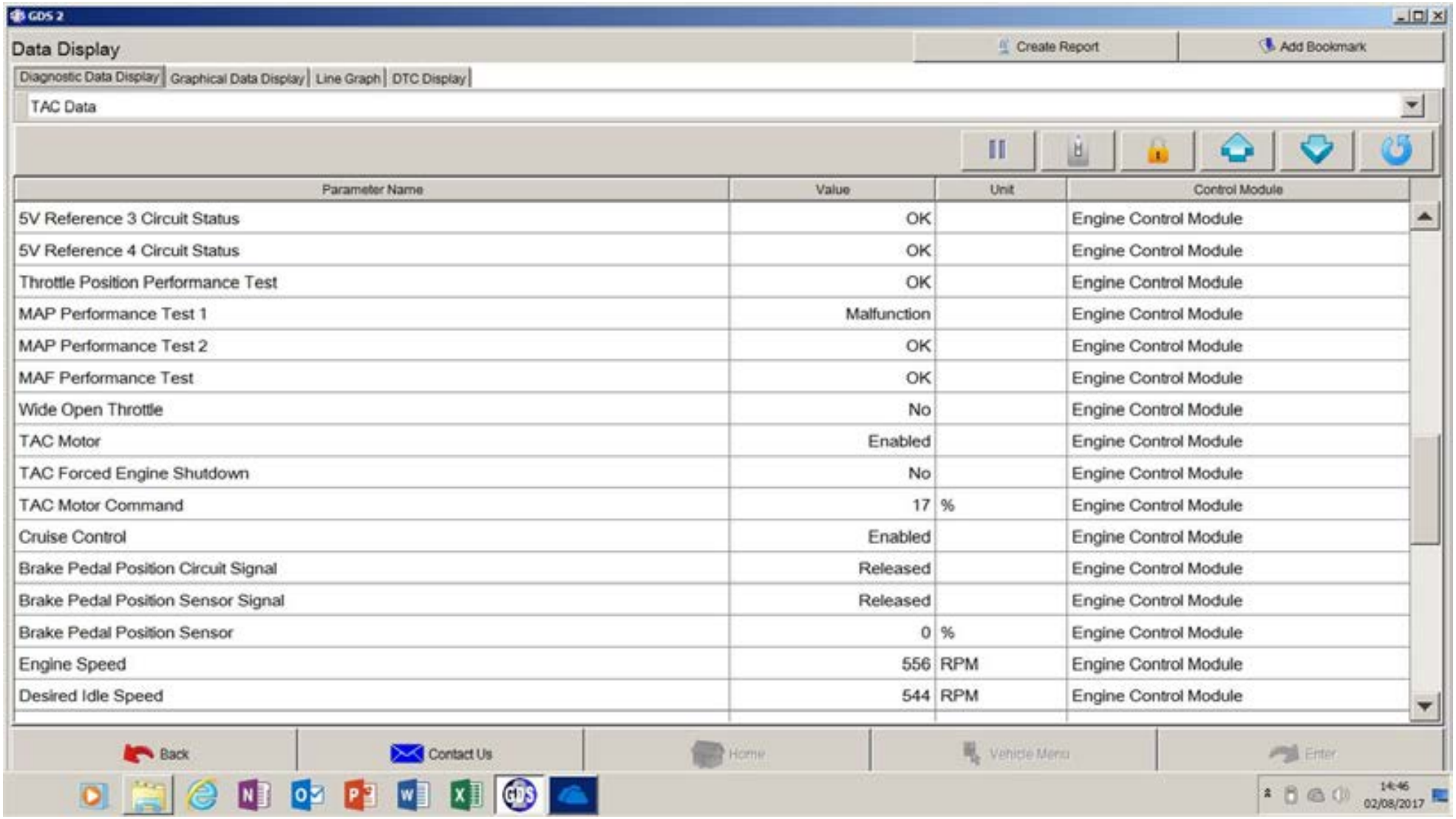
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
5V Reference 3 Circuit Status
OK
Engine Control Module
5V Reference 4 Circuit Status
OK
Engine Control Module
Throttle Position Performance Test
OK
Engine Control Module
MAP Performance Test 1
Malfunction
Engine Control Module
MAP Performance Test 2
OK
Engine Control Module
MAF Performance Test
OK
Engine Control Module
Wide Open Throttle
No
Engine Control Module
TAC Motor
Enabled
Engine Control Module
TAC Forced Engine Shutdown
No
Engine Control Module
TAC Motor Command
17
%
Engine Control Module
Cruise Control
Enabled
Engine Control Module
Brake Pedal Position Circuit Signal
Released
Engine Control Module
Brake Pedal Position Sensor Signal
Released
Engine Control Module
Brake Pedal Position Sensor
0
%
Engine Control Module
Engine Speed
556
RPM
Engine Control Module
Desired Idle Speed
544
RPM
Engine Control Module
Back
Contact Us
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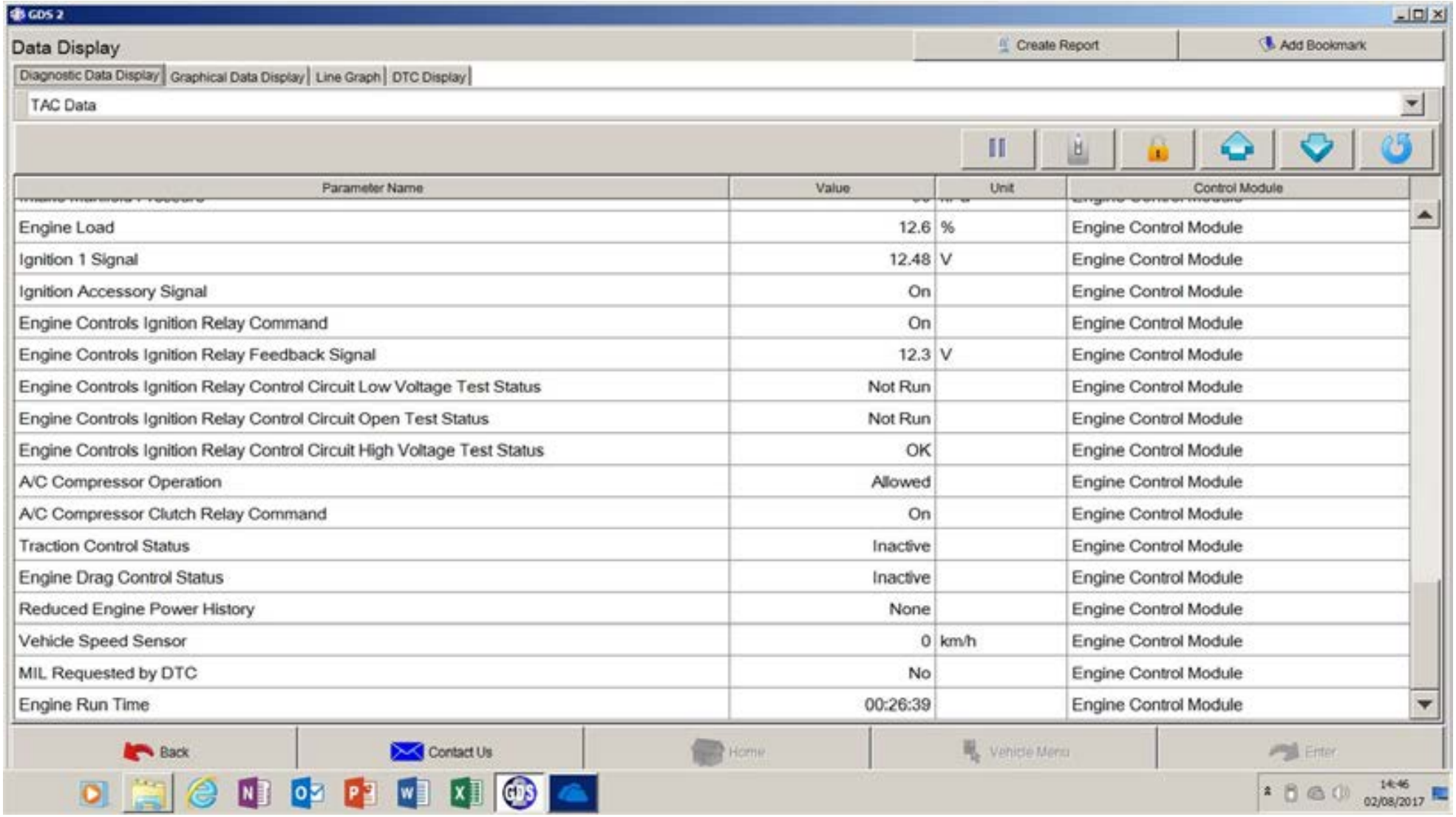
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Engine Load 12.6 % Engine Control Module
Ignition 1 Signal 12.48 V Engine Control Module
Ignition Accessory Signal On Engine Control Module
Engine Controls Ignition Relay Command On Engine Control Module
Engine Controls Ignition Relay Feedback Signal 12.3 V Engine Control Module
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status Not Run Engine Control Module
Engine Controls Ignition Relay Control Circuit Open Test Status Not Run Engine Control Module
Engine Controls Ignition Relay Control Circuit High Voltage Test Status OK Engine Control Module
A/C Compressor Operation Allowed Engine Control Module
A/C Compressor Clutch Relay Command On Engine Control Module
Traction Control Status Inactive Engine Control Module
Engine Drag Control Status Inactive Engine Control Module
Reduced Engine Power History None Engine Control Module
Vehicle Speed Sensor 0 km/h Engine Control Module
MIL Requested by DTC No Engine Control Module
Engine Run Time 00:26:39 Engine Control Module
Back
Contact Us
Home
Vehicle Menu
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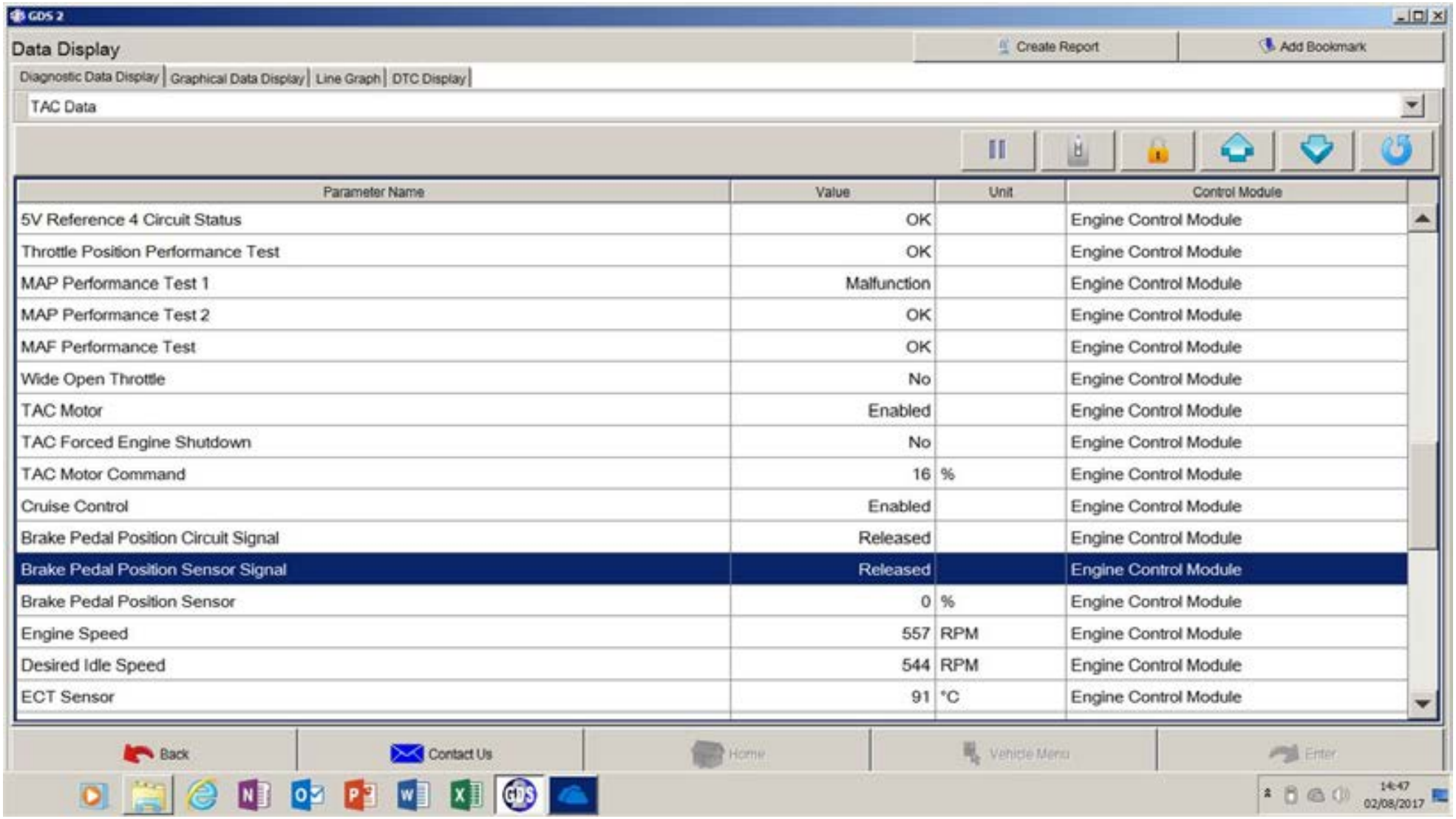
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
5V Reference 4 Circuit Status
OK
Engine Control Module
Throttle Position Performance Test
OK
Engine Control Module
MAP Performance Test 1
Malfunction
Engine Control Module
MAP Performance Test 2
OK
Engine Control Module
MAF Performance Test
OK
Engine Control Module
Wide Open Throttle
No
Engine Control Module
TAC Motor
Enabled
Engine Control Module
TAC Forced Engine Shutdown
No
Engine Control Module
TAC Motor Command
16
%
Engine Control Module
Cruise Control
Enabled
Engine Control Module
Brake Pedal Position Circuit Signal
Released
Engine Control Module
Brake Pedal Position Sensor Signal
Released
Engine Control Module
Brake Pedal Position Sensor
0
%
Engine Control Module
Engine Speed
557
RPM
Engine Control Module
Desired Idle Speed
544
RPM
Engine Control Module
ECT Sensor
91
°C
Engine Control Module
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Contact Us
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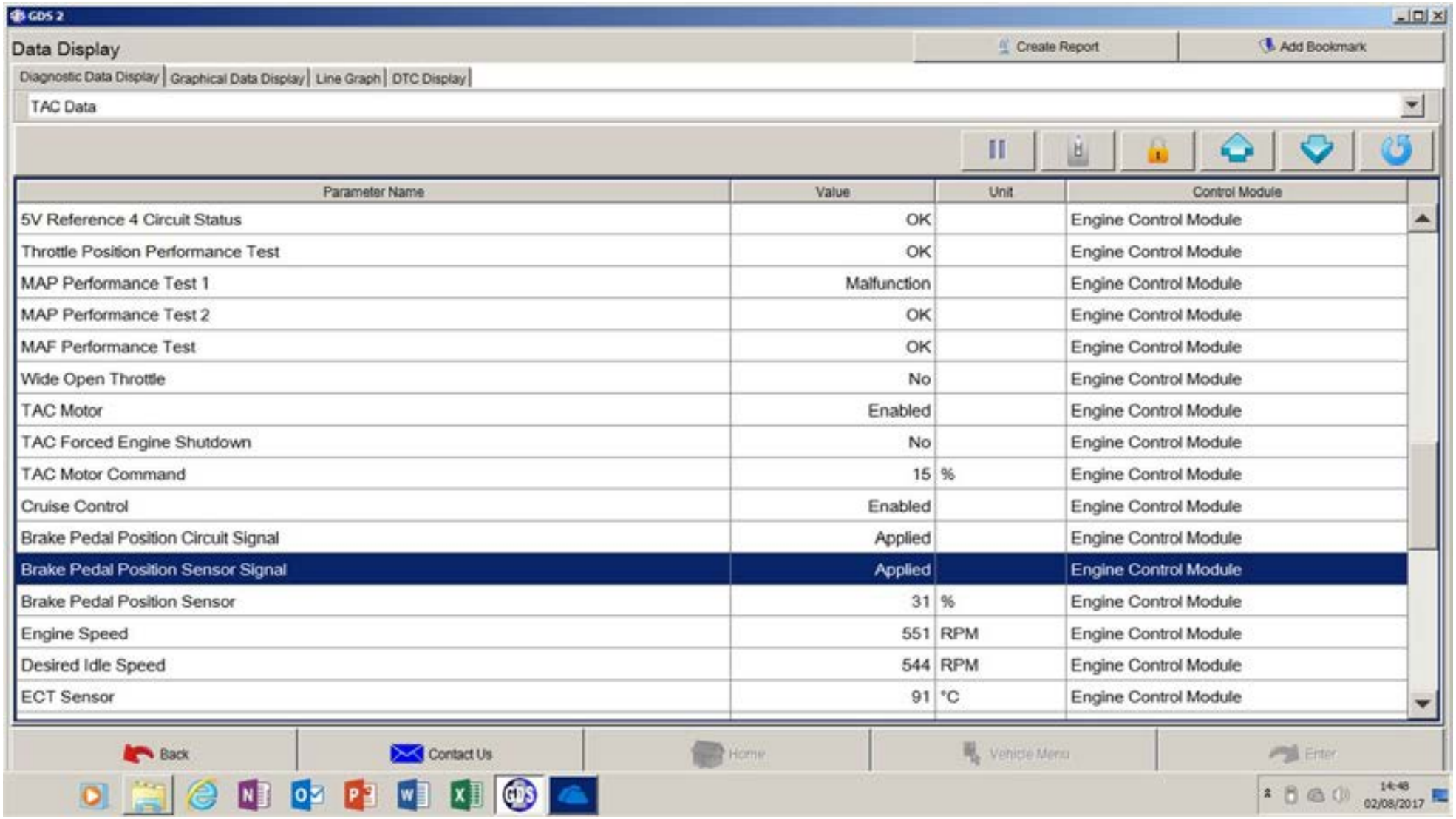
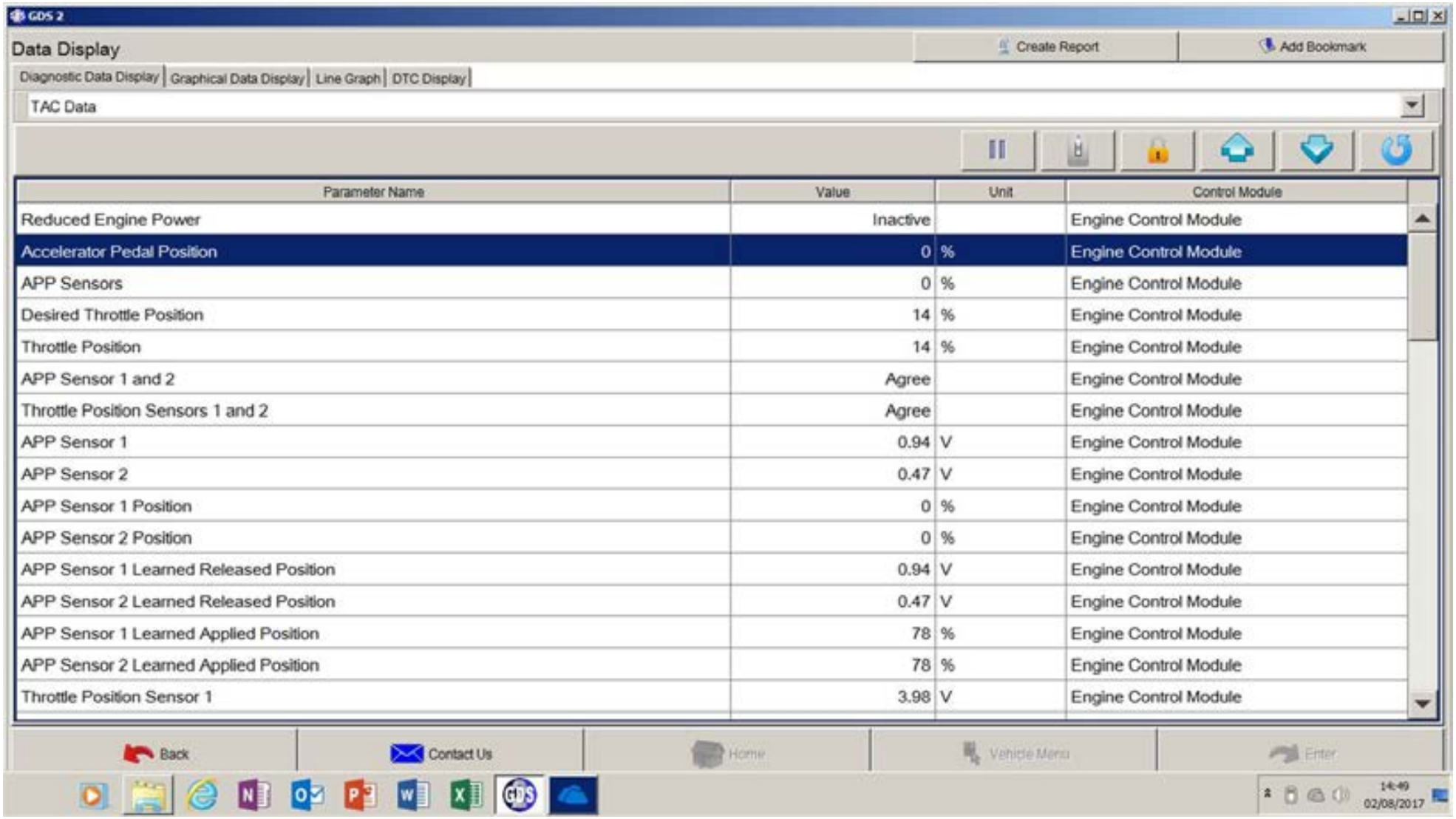

GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
5V Reference 4 Circuit Status
OK
Engine Control Module
Throttle Position Performance Test
OK
Engine Control Module
MAP Performance Test 1
Malfunction
Engine Control Module
MAP Performance Test 2
OK
Engine Control Module
MAF Performance Test
OK
Engine Control Module
Wide Open Throttle
No
Engine Control Module
TAC Motor
Enabled
Engine Control Module
TAC Forced Engine Shutdown
No
Engine Control Module
TAC Motor Command
15
%
Engine Control Module
Cruise Control
Enabled
Engine Control Module
Brake Pedal Position Circuit Signal
Applied
Engine Control Module
Brake Pedal Position Sensor Signal
Applied
Engine Control Module
Brake Pedal Position Sensor
31
%
Engine Control Module
Engine Speed
551
RPM
Engine Control Module
Desired Idle Speed
544
RPM
Engine Control Module
ECT Sensor
91
°C
Engine Control Module
Back
Contact Us
Home
Vehicle Menu
Enter
14:48
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Reduced Engine Power
Inactive
Engine Control Module
Accelerator Pedal Position
0
%
Engine Control Module
APP Sensors
0
%
Engine Control Module
Desired Throttle Position
14
%
Engine Control Module
Throttle Position
14
%
Engine Control Module
APP Sensor 1 and 2
Agree
Engine Control Module
Throttle Position Sensors 1 and 2
Agree
Engine Control Module
APP Sensor 1
0.94
V
Engine Control Module
APP Sensor 2
0.47
V
Engine Control Module
APP Sensor 1 Position
0
%
Engine Control Module
APP Sensor 2 Position
0
%
Engine Control Module
APP Sensor 1 Learned Released Position
0.94
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.47
V
Engine Control Module
APP Sensor 1 Learned Applied Position
78
%
Engine Control Module
APP Sensor 2 Learned Applied Position
78
%
Engine Control Module
Throttle Position Sensor 1
3.98
V
Engine Control Module
Back
Contact Us
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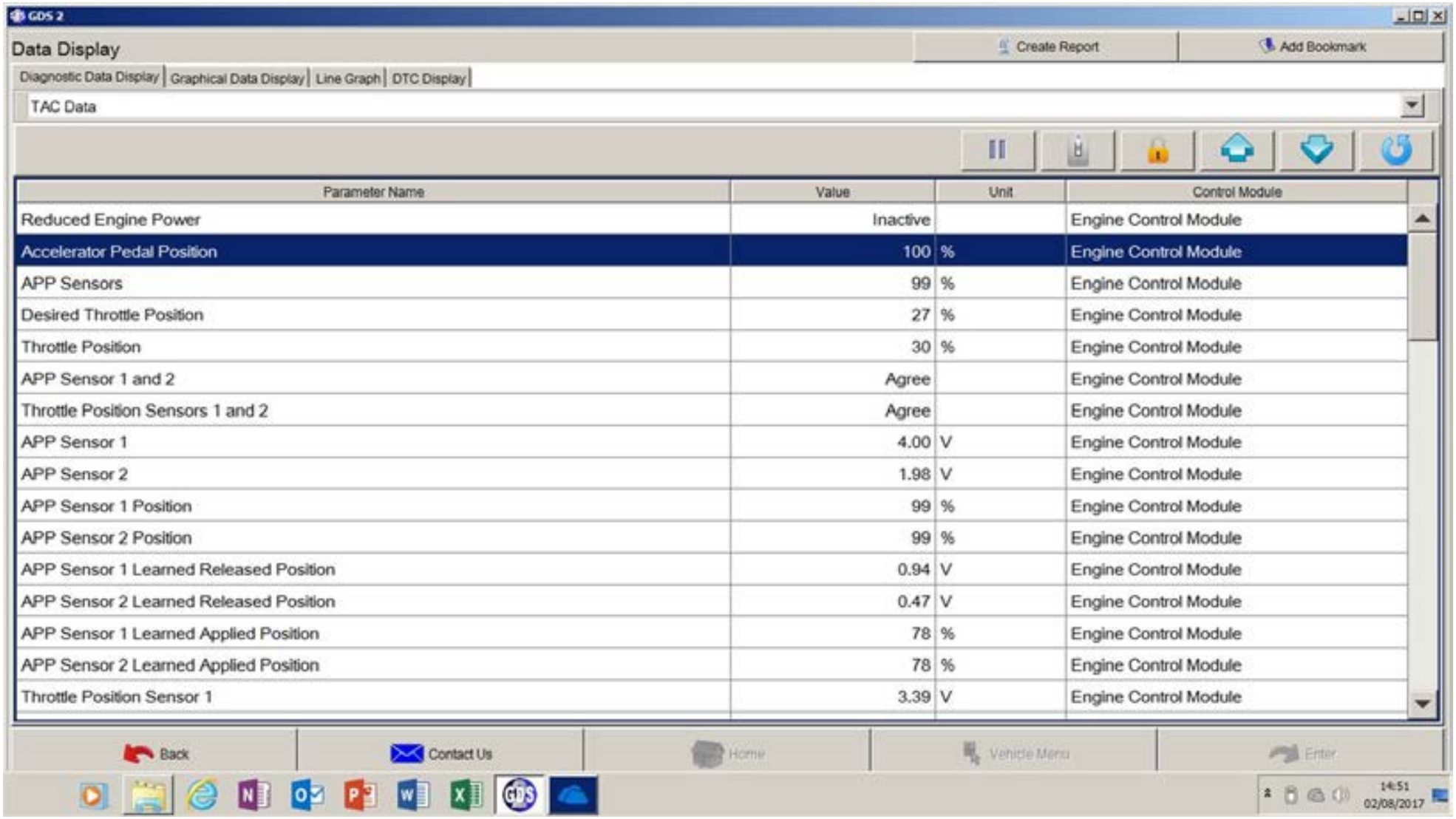
Vehicle Menu
Enter
14:49
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Reduced Engine Power
Inactive
Engine Control Module
Accelerator Pedal Position
100
%
Engine Control Module
APP Sensors
99
%
Engine Control Module
Desired Throttle Position
27
%
Engine Control Module
Throttle Position
30
%
Engine Control Module
APP Sensor 1 and 2
Agree
Engine Control Module
Throttle Position Sensors 1 and 2
Agree
Engine Control Module
APP Sensor 1
4.00
V
Engine Control Module
APP Sensor 2
1.98
V
Engine Control Module
APP Sensor 1 Position
99
%
Engine Control Module
APP Sensor 2 Position
99
%
Engine Control Module
APP Sensor 1 Learned Released Position
0.94
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.47
V
Engine Control Module
APP Sensor 1 Learned Applied Position
78
%
Engine Control Module
APP Sensor 2 Learned Applied Position
78
%
Engine Control Module
Throttle Position Sensor 1
3.39
V
Engine Control Module
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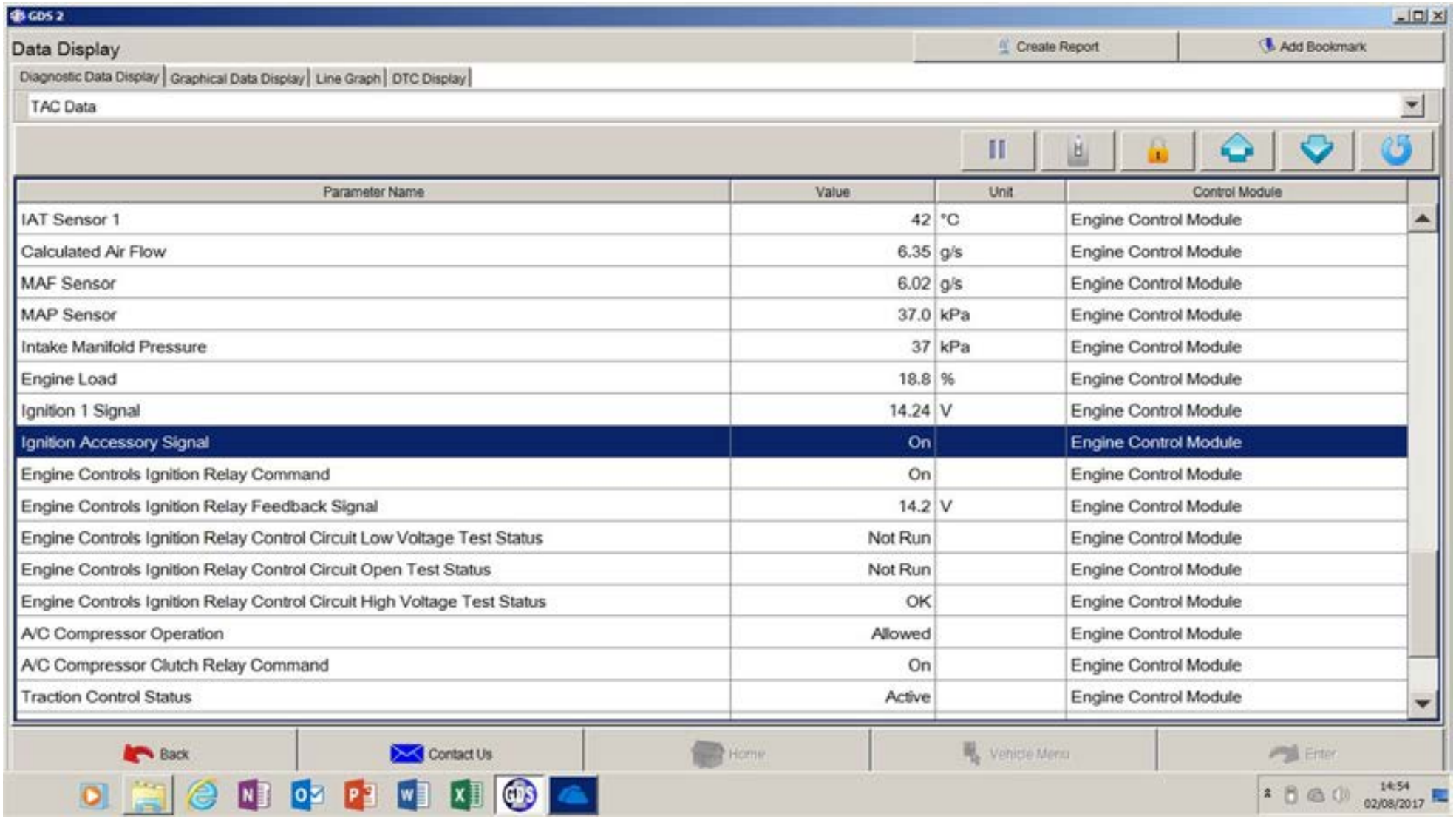
14:51
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
IAT Sensor 1 42 °C Engine Control Module
Calculated Air Flow 6.35 g/s Engine Control Module
MAF Sensor 6.02 g/s Engine Control Module
MAP Sensor 37.0 kPa Engine Control Module
Intake Manifold Pressure 37 kPa Engine Control Module
Engine Load 18.8 % Engine Control Module
Ignition 1 Signal 14.24 V Engine Control Module
Ignition Accessory Signal On Engine Control Module
Engine Controls Ignition Relay Command On Engine Control Module
Engine Controls Ignition Relay Feedback Signal 14.2 V Engine Control Module
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status Not Run Engine Control Module
Engine Controls Ignition Relay Control Circuit Open Test Status Not Run Engine Control Module
Engine Controls Ignition Relay Control Circuit High Voltage Test Status OK Engine Control Module
A/C Compressor Operation Allowed Engine Control Module
A/C Compressor Clutch Relay Command On Engine Control Module
Traction Control Status Active Engine Control Module
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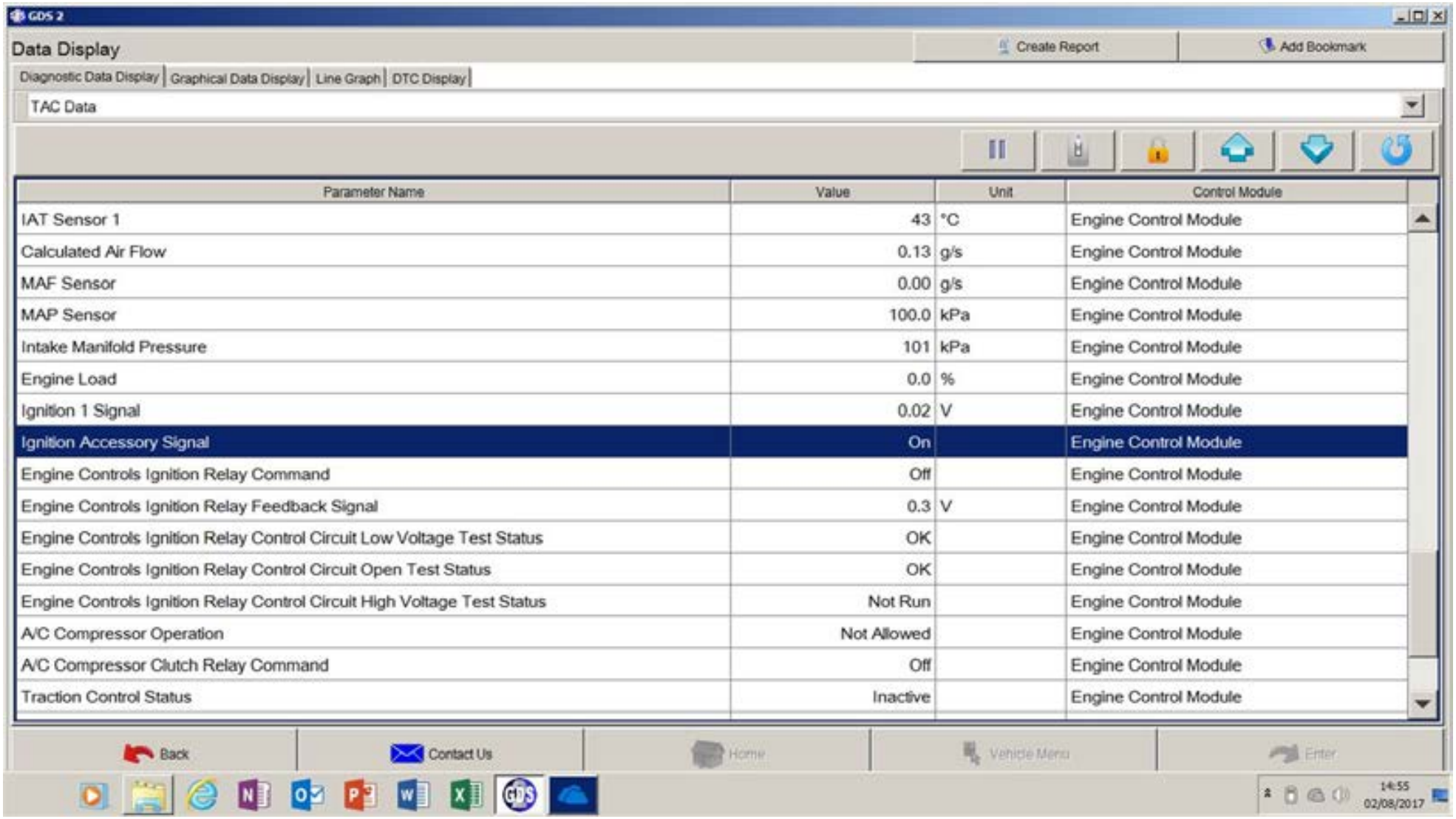
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
IAT Sensor 1 43 °C Engine Control Module
Calculated Air Flow 0.13 g/s Engine Control Module
MAF Sensor 0.00 g/s Engine Control Module
MAP Sensor 100.0 kPa Engine Control Module
Intake Manifold Pressure 101 kPa Engine Control Module
Engine Load 0.0 % Engine Control Module
Ignition 1 Signal 0.02 V Engine Control Module
Ignition Accessory Signal On Engine Control Module
Engine Controls Ignition Relay Command Off Engine Control Module
Engine Controls Ignition Relay Feedback Signal 0.3 V Engine Control Module
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit Open Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit High Voltage Test Status Not Run Engine Control Module
A/C Compressor Operation Not Allowed Engine Control Module
A/C Compressor Clutch Relay Command Off Engine Control Module
Traction Control Status Inactive Engine Control Module
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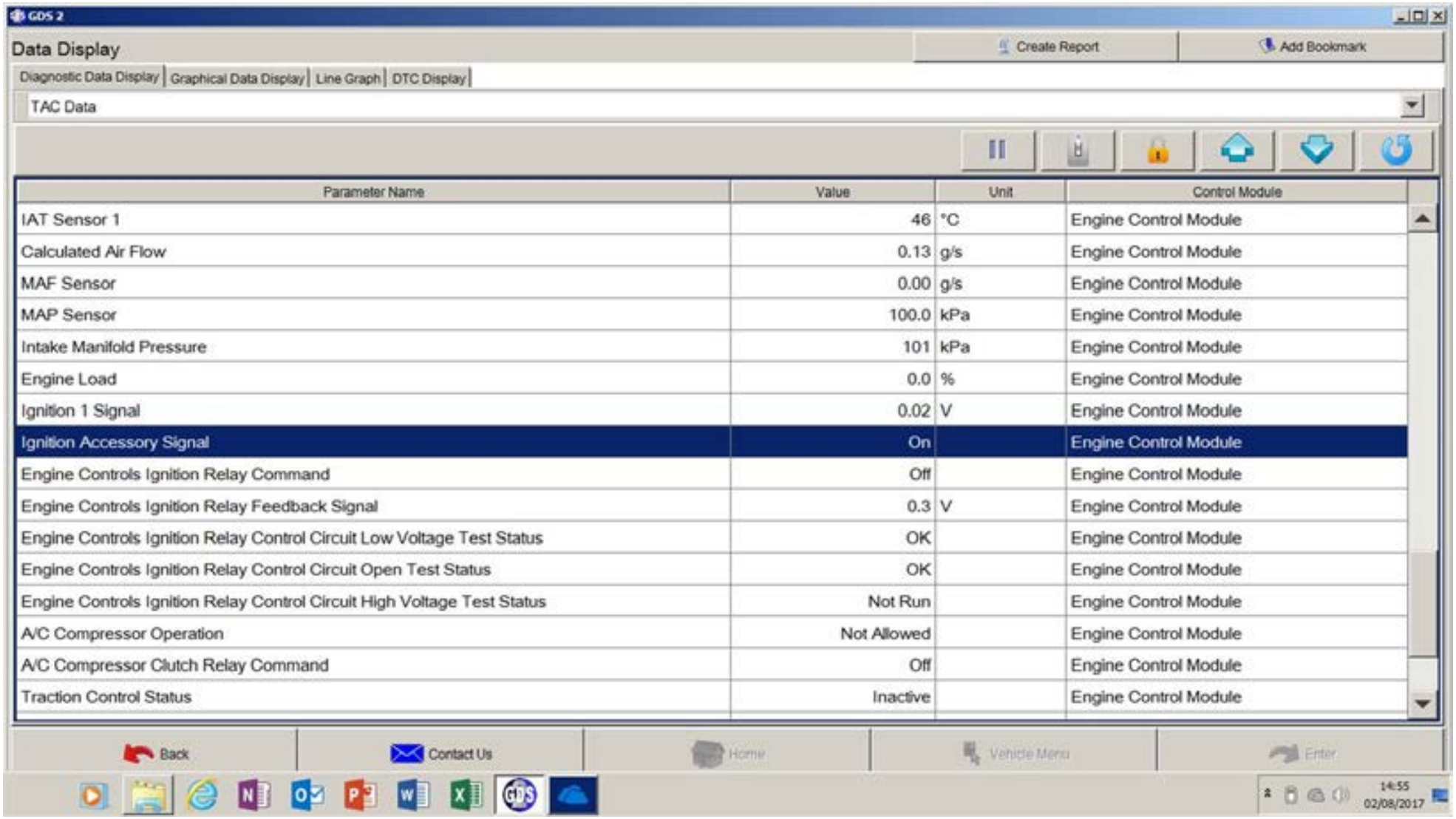
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
IAT Sensor 1 46 °C Engine Control Module
Calculated Air Flow 0.13 g/s Engine Control Module
MAF Sensor 0.00 g/s Engine Control Module
MAP Sensor 100.0 kPa Engine Control Module
Intake Manifold Pressure 101 kPa Engine Control Module
Engine Load 0.0 % Engine Control Module
Ignition 1 Signal 0.02 V Engine Control Module
Ignition Accessory Signal On Engine Control Module
Engine Controls Ignition Relay Command Off Engine Control Module
Engine Controls Ignition Relay Feedback Signal 0.3 V Engine Control Module
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit Open Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit High Voltage Test Status Not Run Engine Control Module
A/C Compressor Operation Not Allowed Engine Control Module
A/C Compressor Clutch Relay Command Off Engine Control Module
Traction Control Status Inactive Engine Control Module
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14:55
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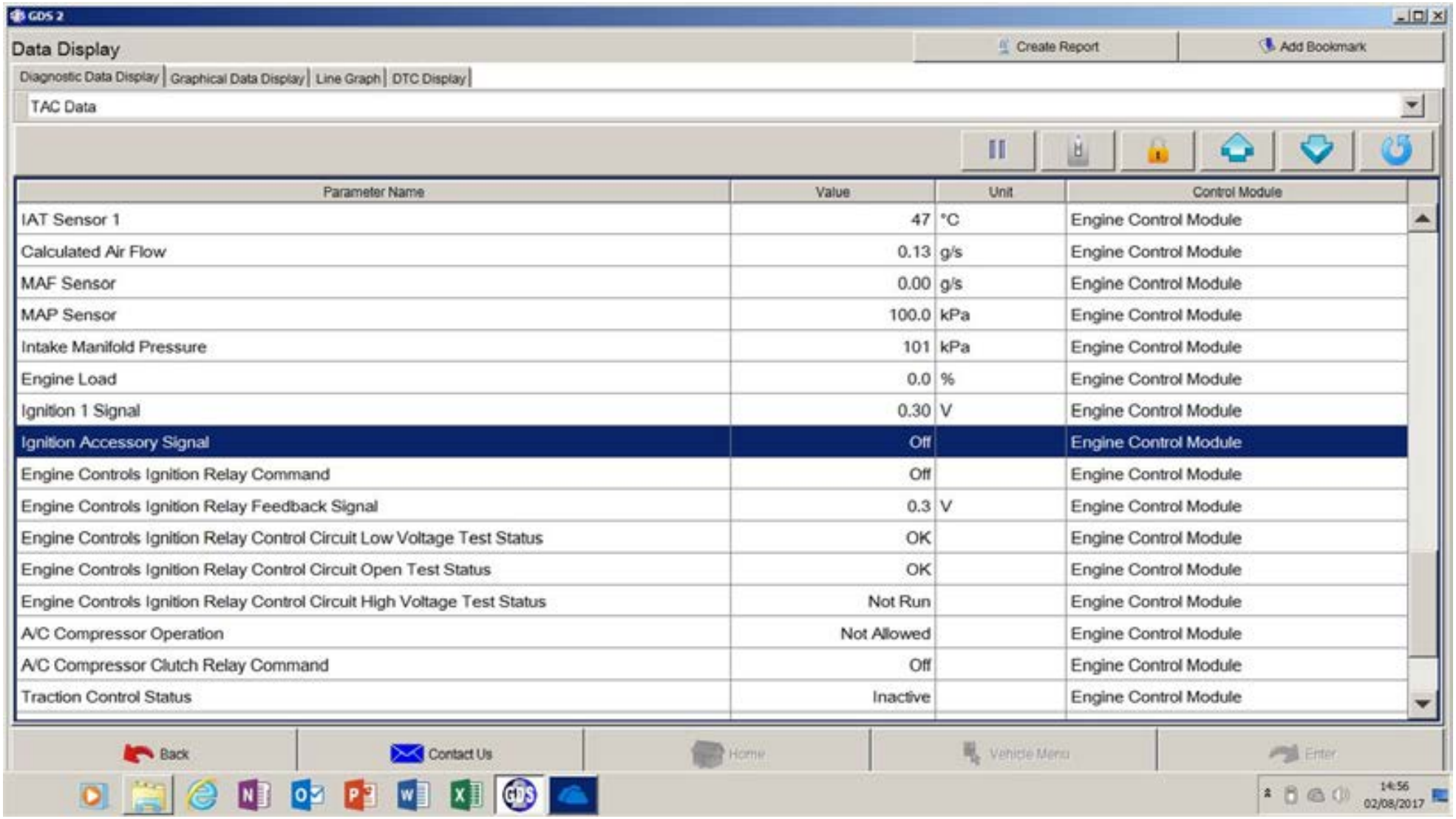
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
IAT Sensor 1 47 °C Engine Control Module
Calculated Air Flow 0.13 g/s Engine Control Module
MAF Sensor 0.00 g/s Engine Control Module
MAP Sensor 100.0 kPa Engine Control Module
Intake Manifold Pressure 101 kPa Engine Control Module
Engine Load 0.0 % Engine Control Module
Ignition 1 Signal 0.30 V Engine Control Module
Ignition Accessory Signal Off Engine Control Module
Engine Controls Ignition Relay Command Off Engine Control Module
Engine Controls Ignition Relay Feedback Signal 0.3 V Engine Control Module
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit Open Test Status OK Engine Control Module
Engine Controls Ignition Relay Control Circuit High Voltage Test Status Not Run Engine Control Module
A/C Compressor Operation Not Allowed Engine Control Module
A/C Compressor Clutch Relay Command Off Engine Control Module
Traction Control Status Inactive Engine Control Module
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Enter
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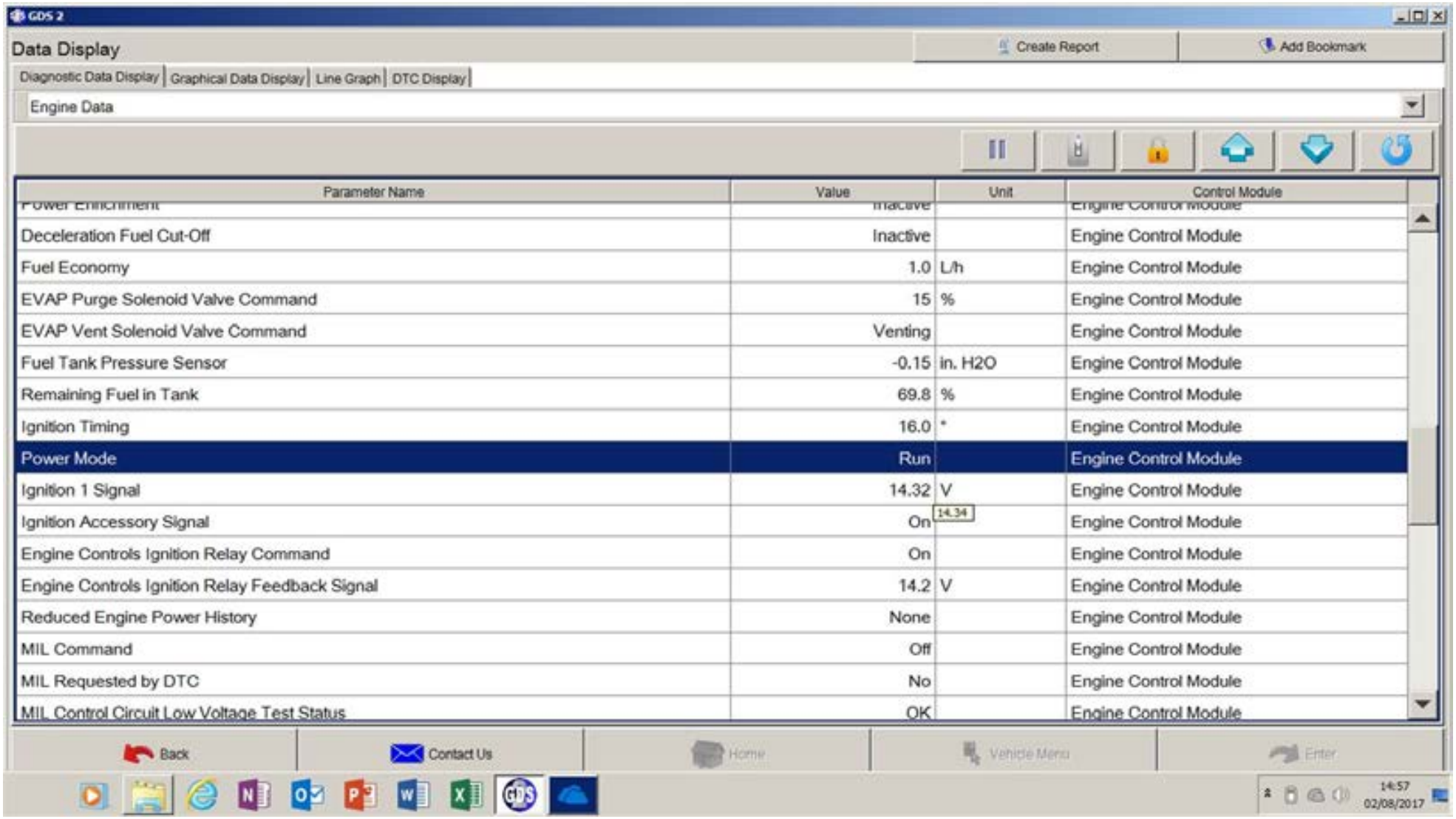
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
Engine Data
Parameter Name
Value
Unit
Control Module
Power Enrichment
Inactive
Engine Control Module
Deceleration Fuel Cut-Off
Inactive
Engine Control Module
Fuel Economy
1.0
L/h
Engine Control Module
EVAP Purge Solenoid Valve Command
15
%
Engine Control Module
EVAP Vent Solenoid Valve Command
Venting
Engine Control Module
Fuel Tank Pressure Sensor
-0.15
in. H2O
Engine Control Module
Remaining Fuel in Tank
69.8
%
Engine Control Module
Ignition Timing
16.0
°
Engine Control Module
Power Mode
Run
Engine Control Module
Ignition 1 Signal
14.32
V
Engine Control Module
Ignition Accessory Signal
On
14.34
Engine Control Module
Engine Controls Ignition Relay Command
On
Engine Control Module
Engine Controls Ignition Relay Feedback Signal
14.2
V
Engine Control Module
Reduced Engine Power History
None
Engine Control Module
MIL Command
Off
Engine Control Module
MIL Requested by DTC
No
Engine Control Module
MIL Control Circuit Low Voltage Test Status
OK
Engine Control Module
Back
Contact Us
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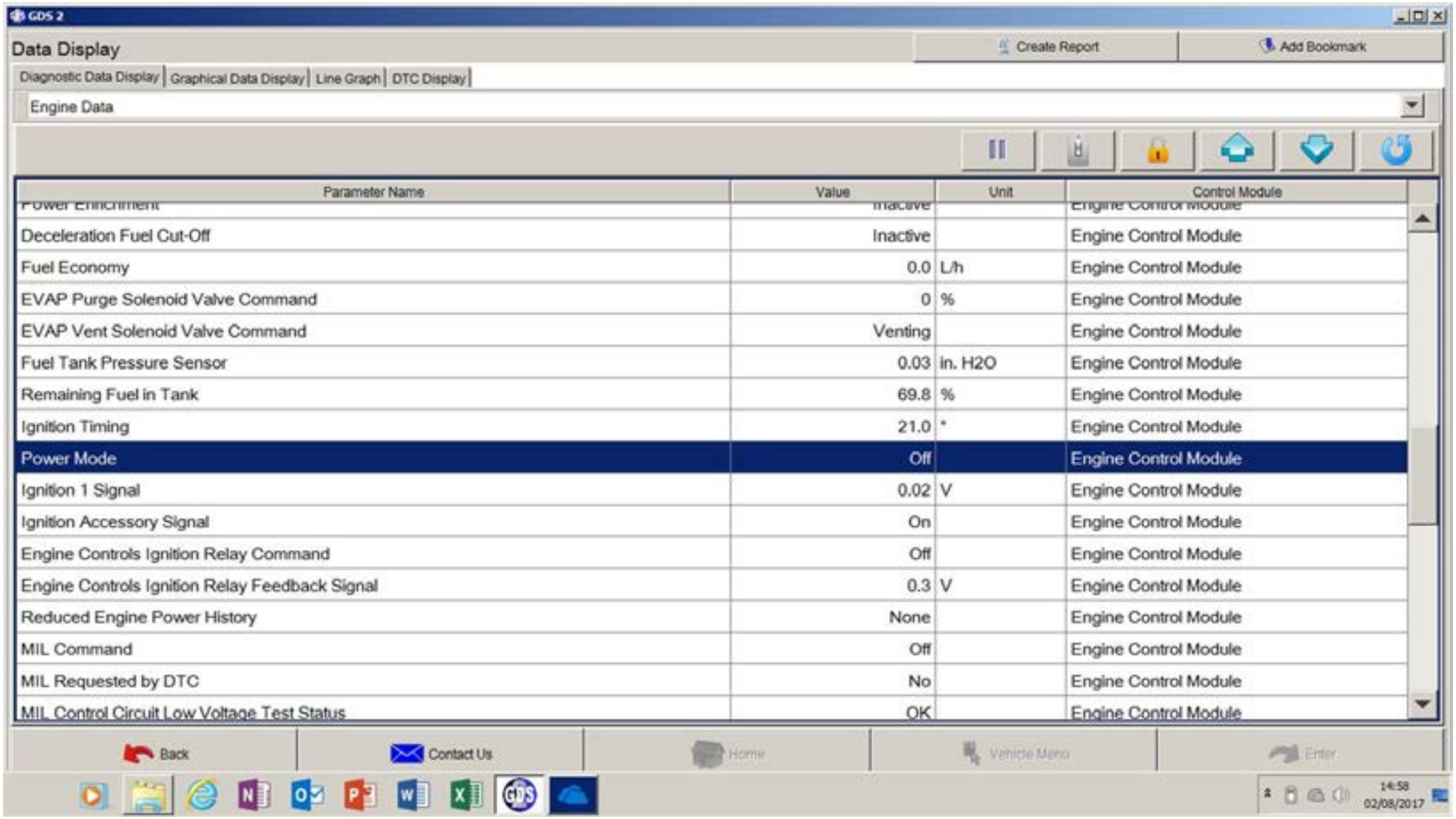
Vehicle Menu
Enter
14:57
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
Engine Data
Parameter Name
Value
Unit
Control Module
Power Enrichment
Inactive
Engine Control Module
Deceleration Fuel Cut-Off
Inactive
Engine Control Module
Fuel Economy
0.0
L/h
Engine Control Module
EVAP Purge Solenoid Valve Command
0
%
Engine Control Module
EVAP Vent Solenoid Valve Command
Venting
Engine Control Module
Fuel Tank Pressure Sensor
0.03
in. H2O
Engine Control Module
Remaining Fuel in Tank
69.8
%
Engine Control Module
Ignition Timing
21.0
°
Engine Control Module
Power Mode
Off
Engine Control Module
Ignition 1 Signal
0.02
V
Engine Control Module
Ignition Accessory Signal
On
Engine Control Module
Engine Controls Ignition Relay Command
Off
Engine Control Module
Engine Controls Ignition Relay Feedback Signal
0.3
V
Engine Control Module
Reduced Engine Power History
None
Engine Control Module
MIL Command
Off
Engine Control Module
MIL Requested by DTC
No
Engine Control Module
MIL Control Circuit Low Voltage Test Status
OK
Engine Control Module
Back
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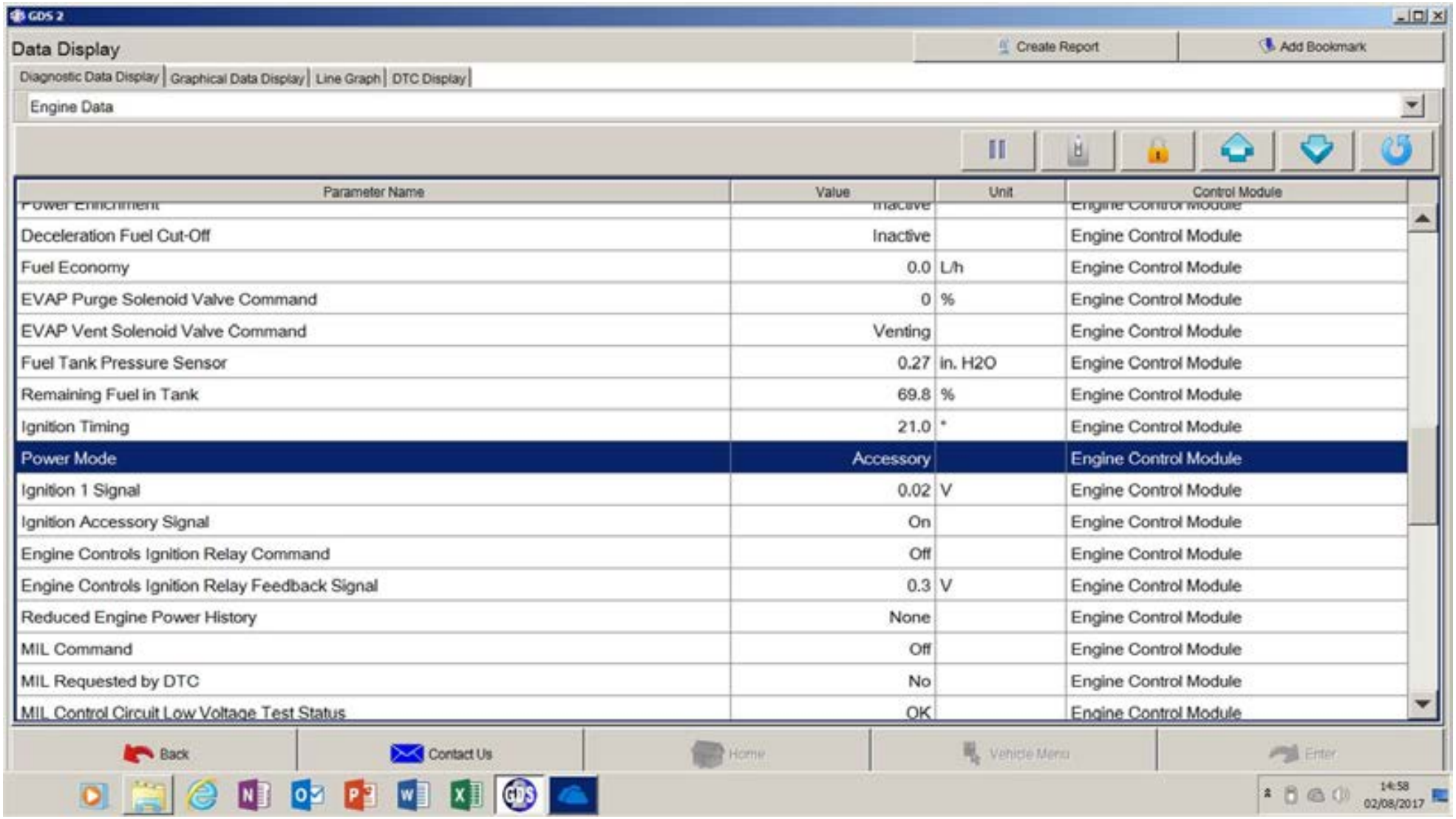
Enter
14:58
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
Engine Data
Parameter Name
Value
Unit
Control Module
Power Enrichment
Inactive
Engine Control Module
Deceleration Fuel Cut-Off
Inactive
Engine Control Module
Fuel Economy
0.0
L/h
Engine Control Module
EVAP Purge Solenoid Valve Command
0
%
Engine Control Module
EVAP Vent Solenoid Valve Command
Venting
Engine Control Module
Fuel Tank Pressure Sensor
0.27
in. H2O
Engine Control Module
Remaining Fuel in Tank
69.8
%
Engine Control Module
Ignition Timing
21.0
°
Engine Control Module
Power Mode
Accessory
Engine Control Module
Ignition 1 Signal
0.02
V
Engine Control Module
Ignition Accessory Signal
On
Engine Control Module
Engine Controls Ignition Relay Command
Off
Engine Control Module
Engine Controls Ignition Relay Feedback Signal
0.3
V
Engine Control Module
Reduced Engine Power History
None
Engine Control Module
MIL Command
Off
Engine Control Module
MIL Requested by DTC
No
Engine Control Module
MIL Control Circuit Low Voltage Test Status
OK
Engine Control Module
Back
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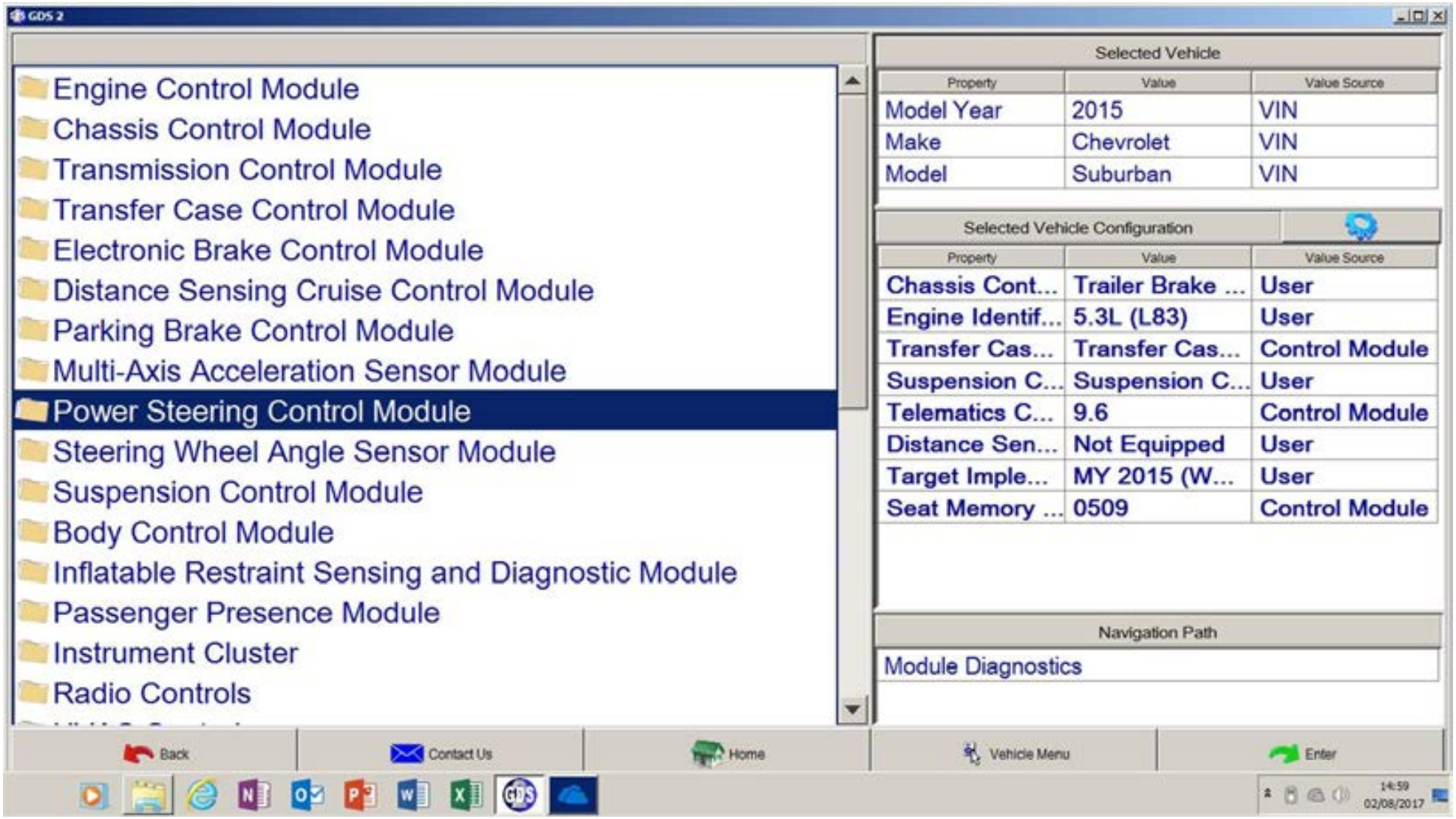
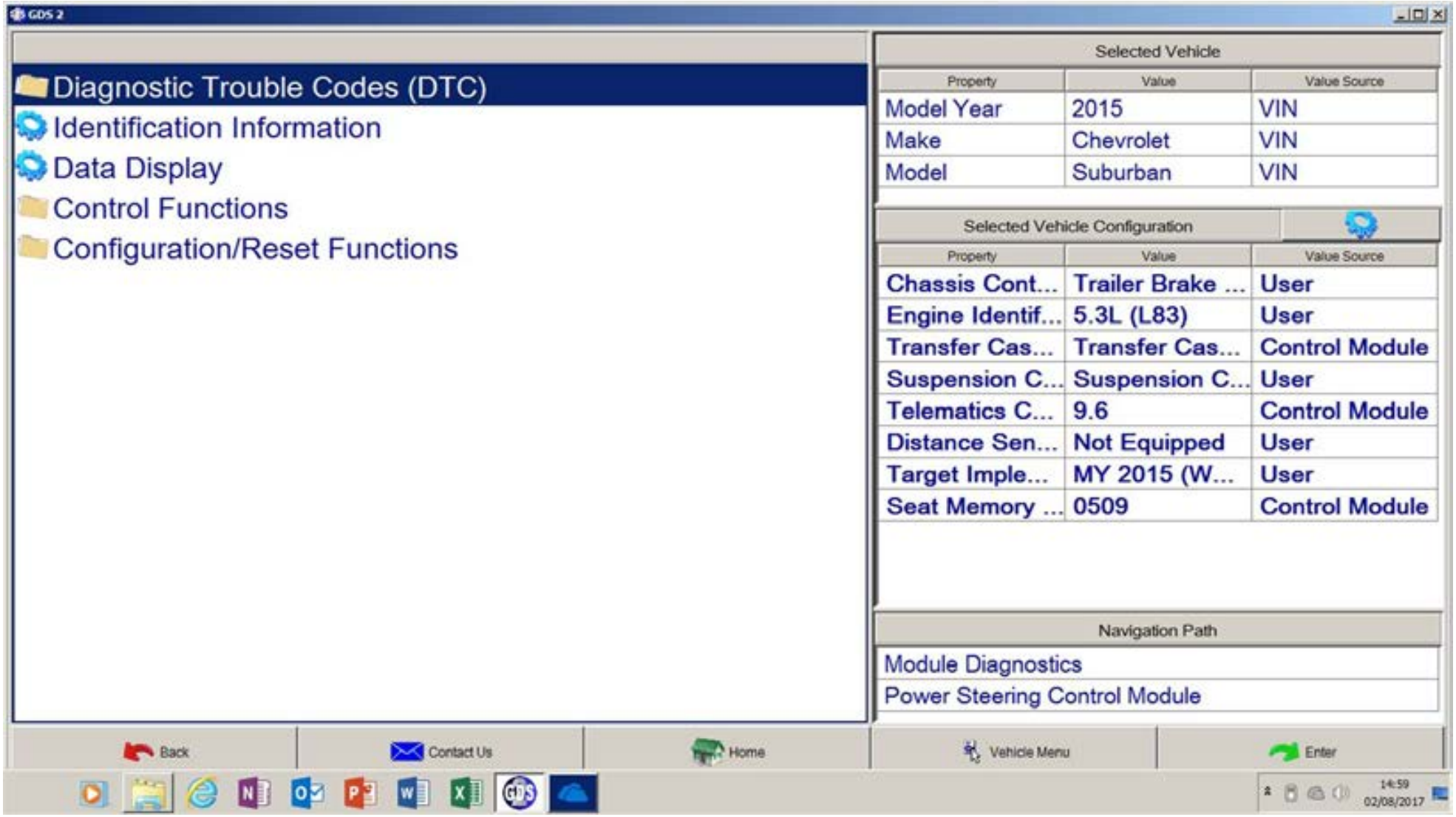
Vehicle Menu
Enter
14:58
02/08/2017


GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
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
Radio Controls
Selected Vehicle
Property Value Value Source
Model Year 2015 VIN
Make Chevrolet VIN
Model Suburban VIN
Selected Vehicle Configuration
Property Value Value Source
Chassis Cont... Trailer Brake ... User
Engine Identif... 5.3L (L83) User
Transfer Cas... Transfer Cas... Control Module
Suspension C... Suspension C... User
Telematics C... 9.6 Control Module
Distance Sen... Not Equipped User
Target Imple... MY 2015 (W... User
Seat Memory ... 0509 Control Module
Navigation Path
Module Diagnostics
Back
Contact Us
Home
Vehicle Menu
Enter
14:59
02/08/2017


GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Power Steering Control Module
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Enter
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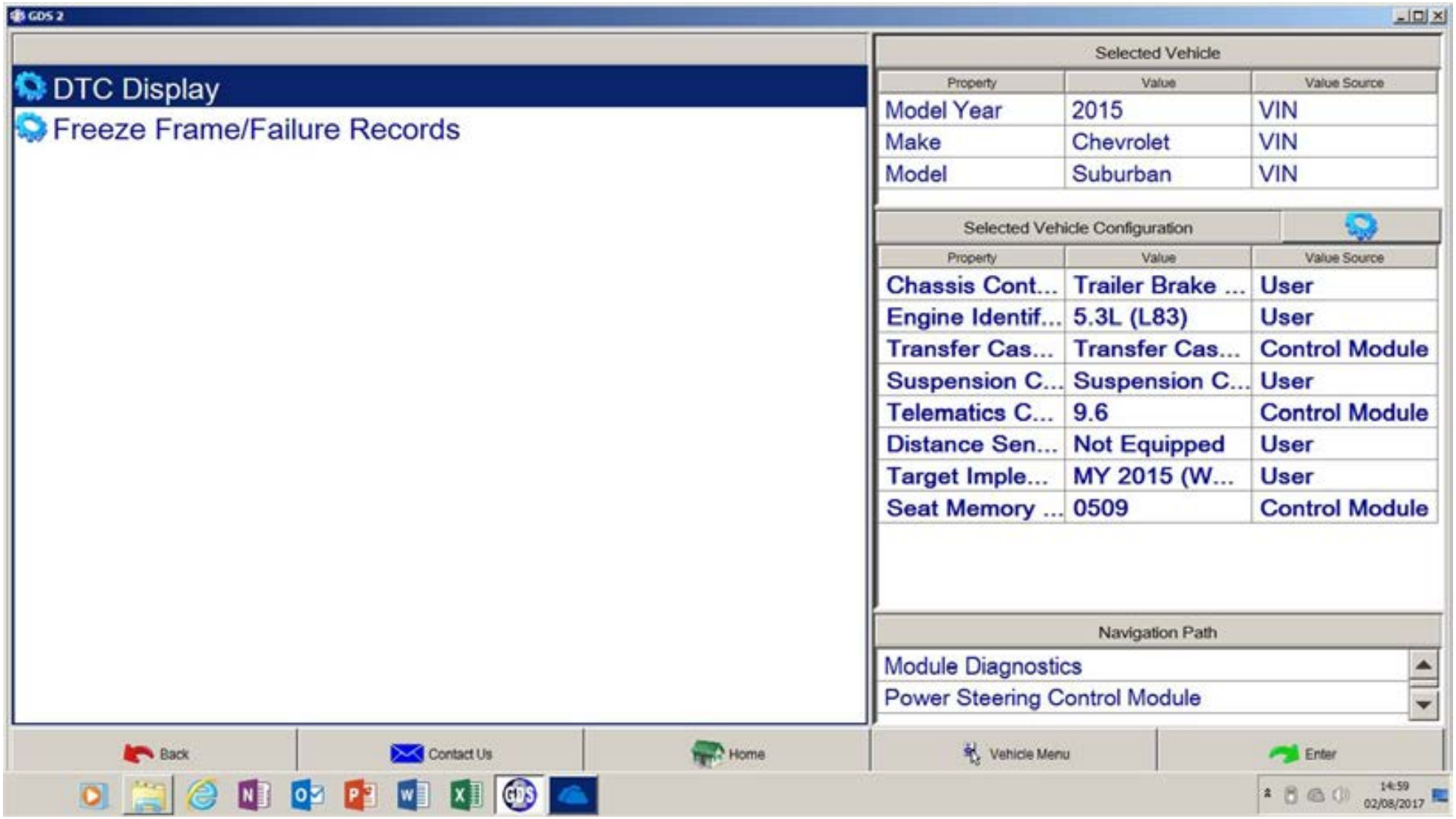
02/08/2017


GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Power Steering Control Module
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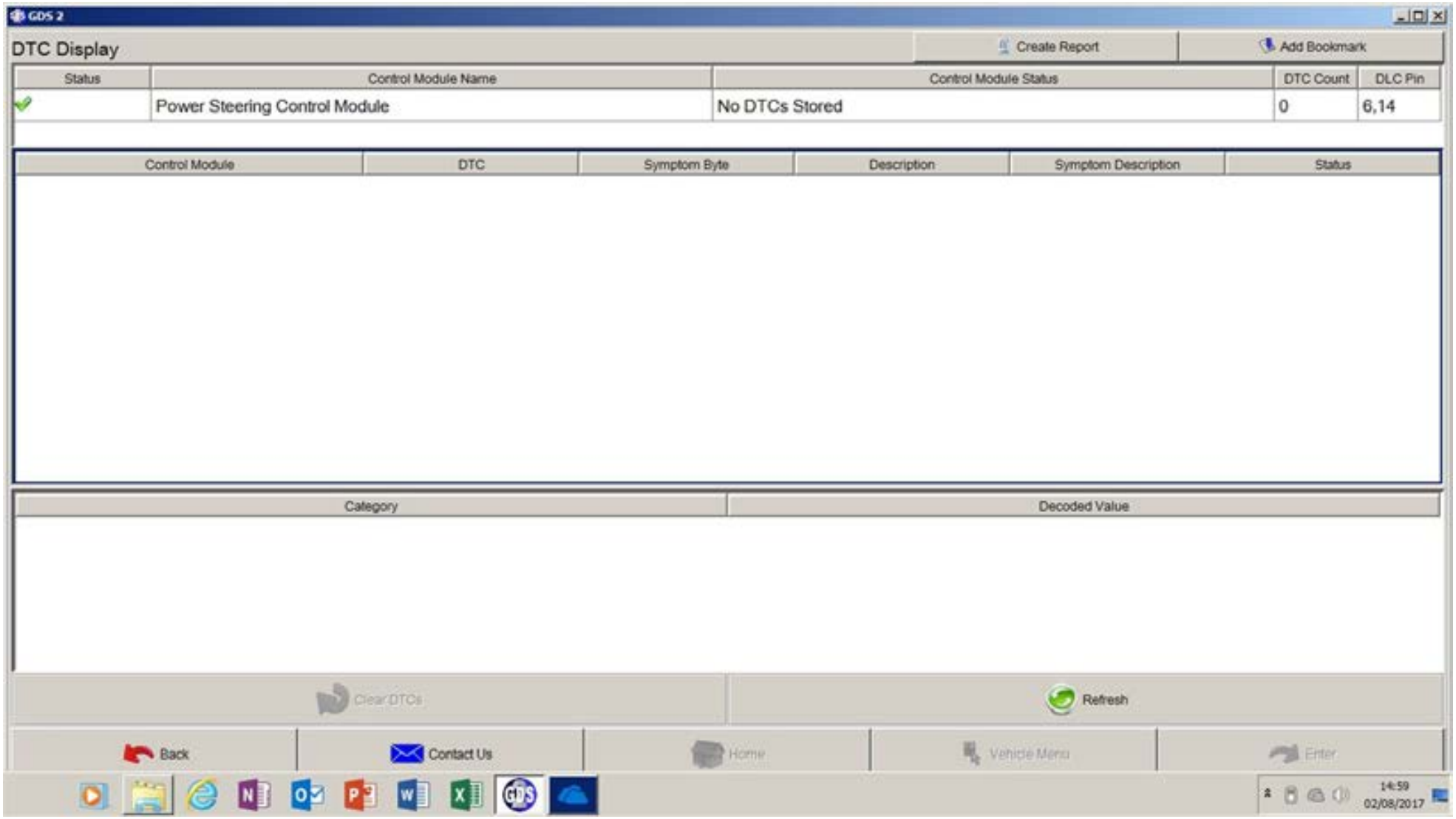
GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Power Steering Control Module
No DTCs Stored
0
6,14
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Category
Decoded Value
Clear DTCs
Refresh
Back
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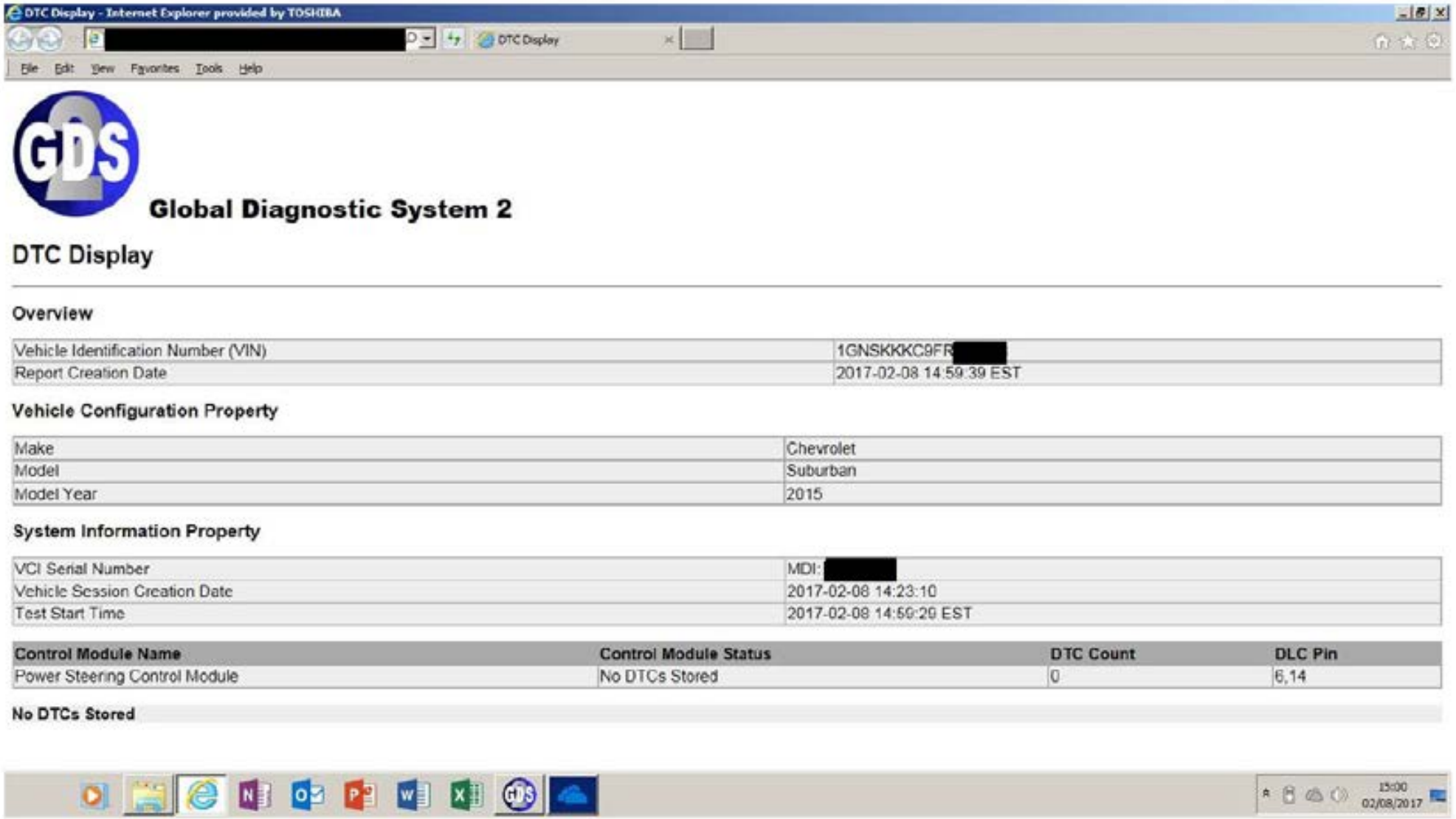
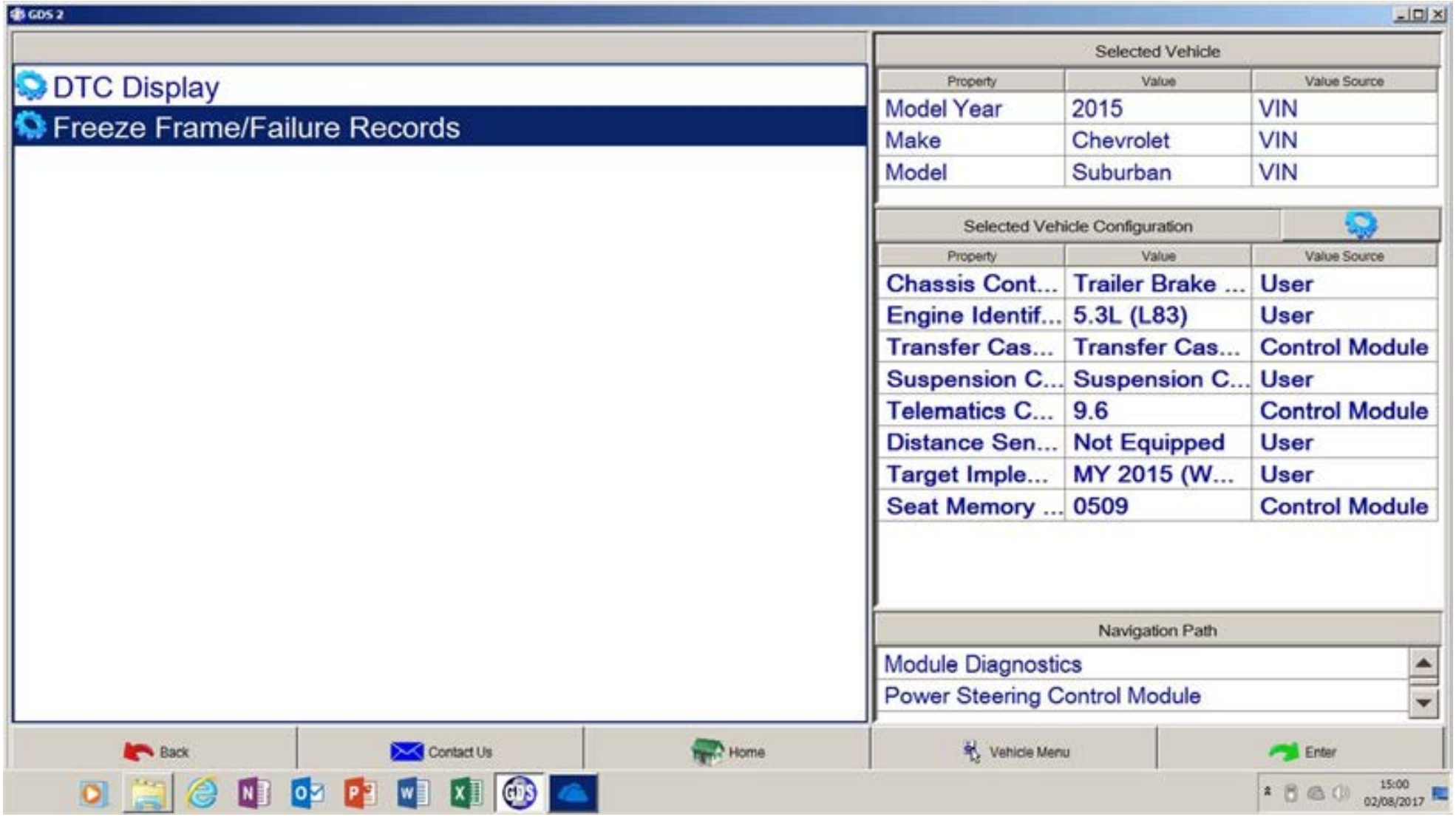
Enter
14:59
02/08/2017


DTC Display - Internet Explorer provided by TOSHIBA
DTC Display
File Edit View Favorites Tools Help
Global Diagnostic System 2
DTC Display
Overview
Vehicle Identification Number (VIN) 1GNSKKKC9FR[redacted]
Report Creation Date 2017-02-08 14:59:39 EST
Vehicle Configuration Property
Make Chevrolet
Model Suburban
Model Year 2015
System Information Property
VCI Serial Number MDI:[redacted]
Vehicle Session Creation Date 2017-02-08 14:23:10
Test Start Time 2017-02-08 14:59:29 EST
Control Module Name | Control Module Status | DTC Count | DLC Pin
Power Steering Control Module | No DTCs Stored | 0 | 6,14
No DTCs Stored
15:00
02/08/2017


GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Power Steering Control Module
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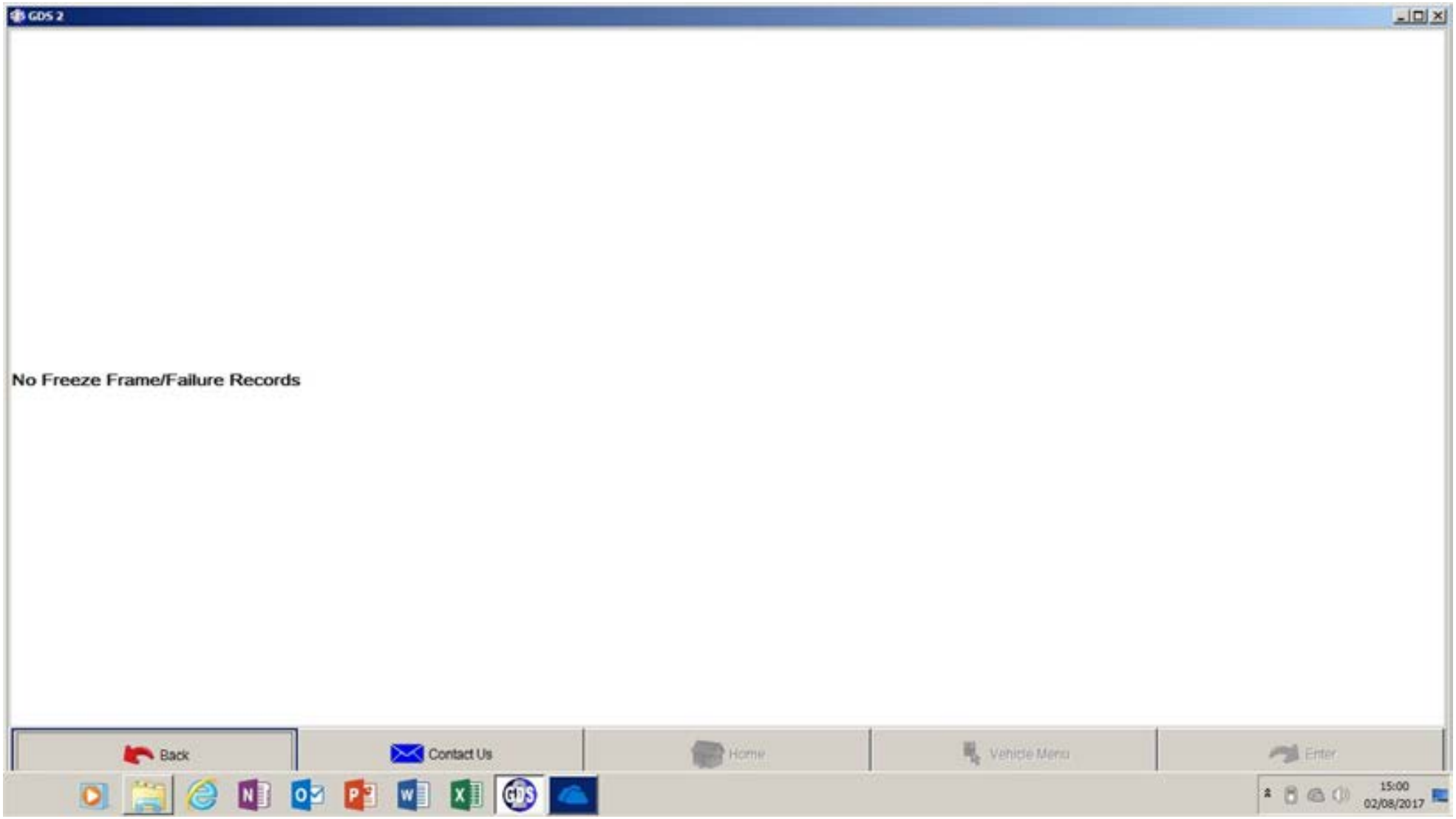
02/08/2017


GDS 2
No Freeze Frame/Failure Records
Back
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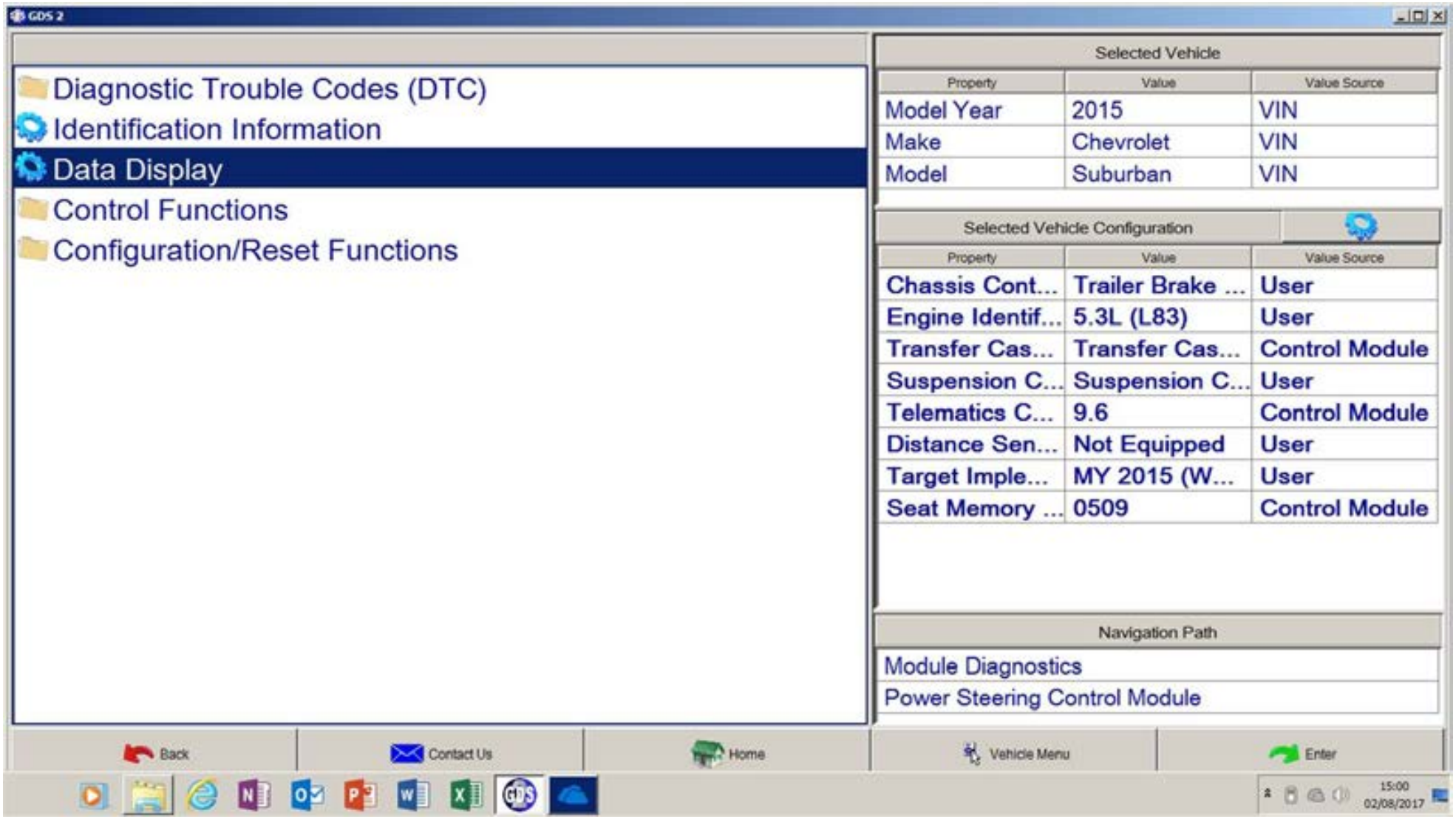
Vehicle Menu
Enter
15:00
02/08/2017


GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
Value
Value Source
Model Year
2015
VIN
Make
Chevrolet
VIN
Model
Suburban
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Chassis Cont...
Trailer Brake ...
User
Engine Identif...
5.3L (L83)
User
Transfer Cas...
Transfer Cas...
Control Module
Suspension C...
Suspension C...
User
Telematics C...
9.6
Control Module
Distance Sen...
Not Equipped
User
Target Imple...
MY 2015 (W...
User
Seat Memory ...
0509
Control Module
Navigation Path
Module Diagnostics
Power Steering Control Module
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Vehicle Menu
Enter
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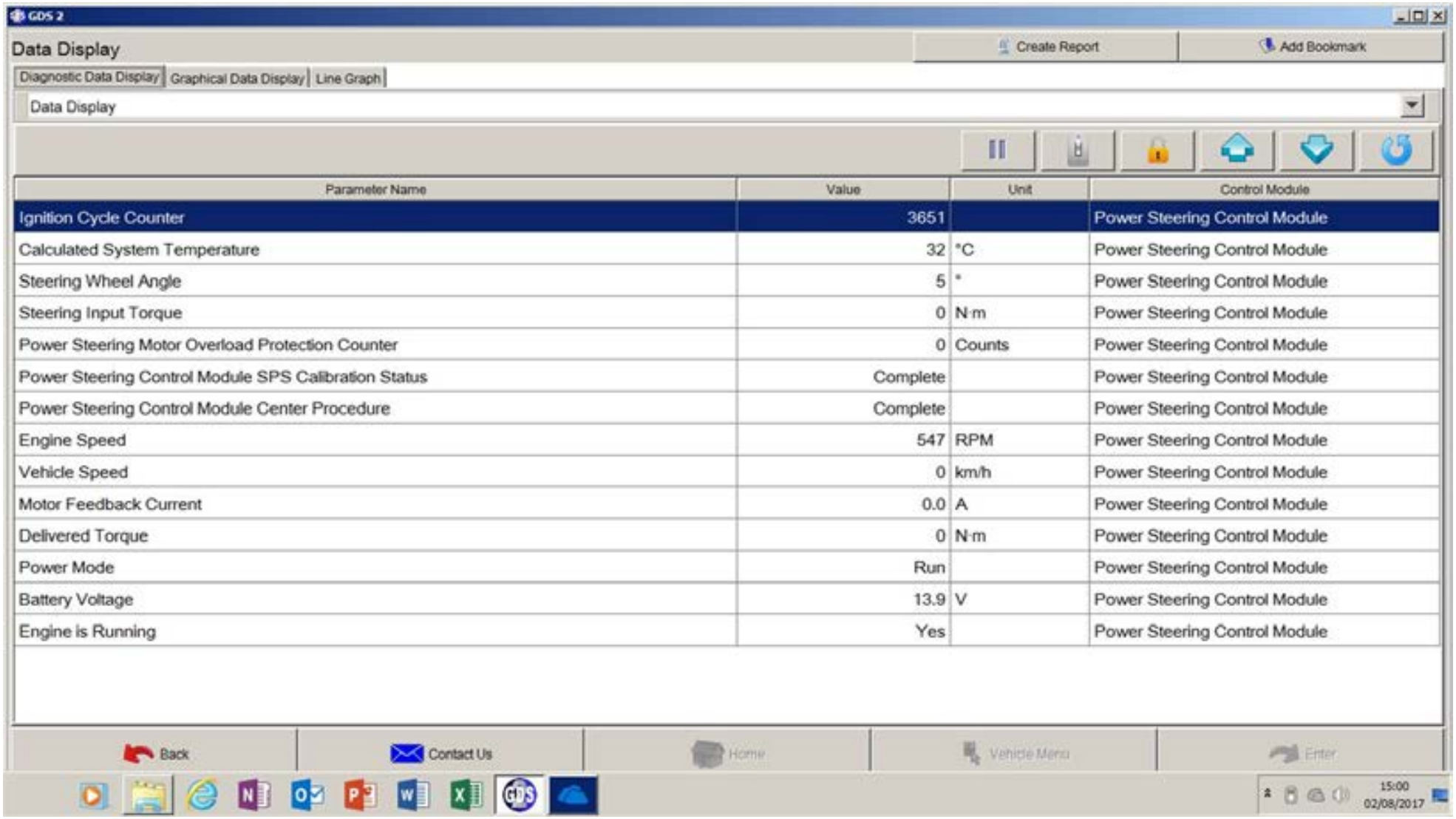
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Data Display
Parameter Name
Value
Unit
Control Module
Ignition Cycle Counter
3651
Power Steering Control Module
Calculated System Temperature
32
°C
Power Steering Control Module
Steering Wheel Angle
5
°
Power Steering Control Module
Steering Input Torque
0
N·m
Power Steering Control Module
Power Steering Motor Overload Protection Counter
0
Counts
Power Steering Control Module
Power Steering Control Module SPS Calibration Status
Complete
Power Steering Control Module
Power Steering Control Module Center Procedure
Complete
Power Steering Control Module
Engine Speed
547
RPM
Power Steering Control Module
Vehicle Speed
0
km/h
Power Steering Control Module
Motor Feedback Current
0.0
A
Power Steering Control Module
Delivered Torque
0
N·m
Power Steering Control Module
Power Mode
Run
Power Steering Control Module
Battery Voltage
13.9
V
Power Steering Control Module
Engine is Running
Yes
Power Steering Control Module
Back
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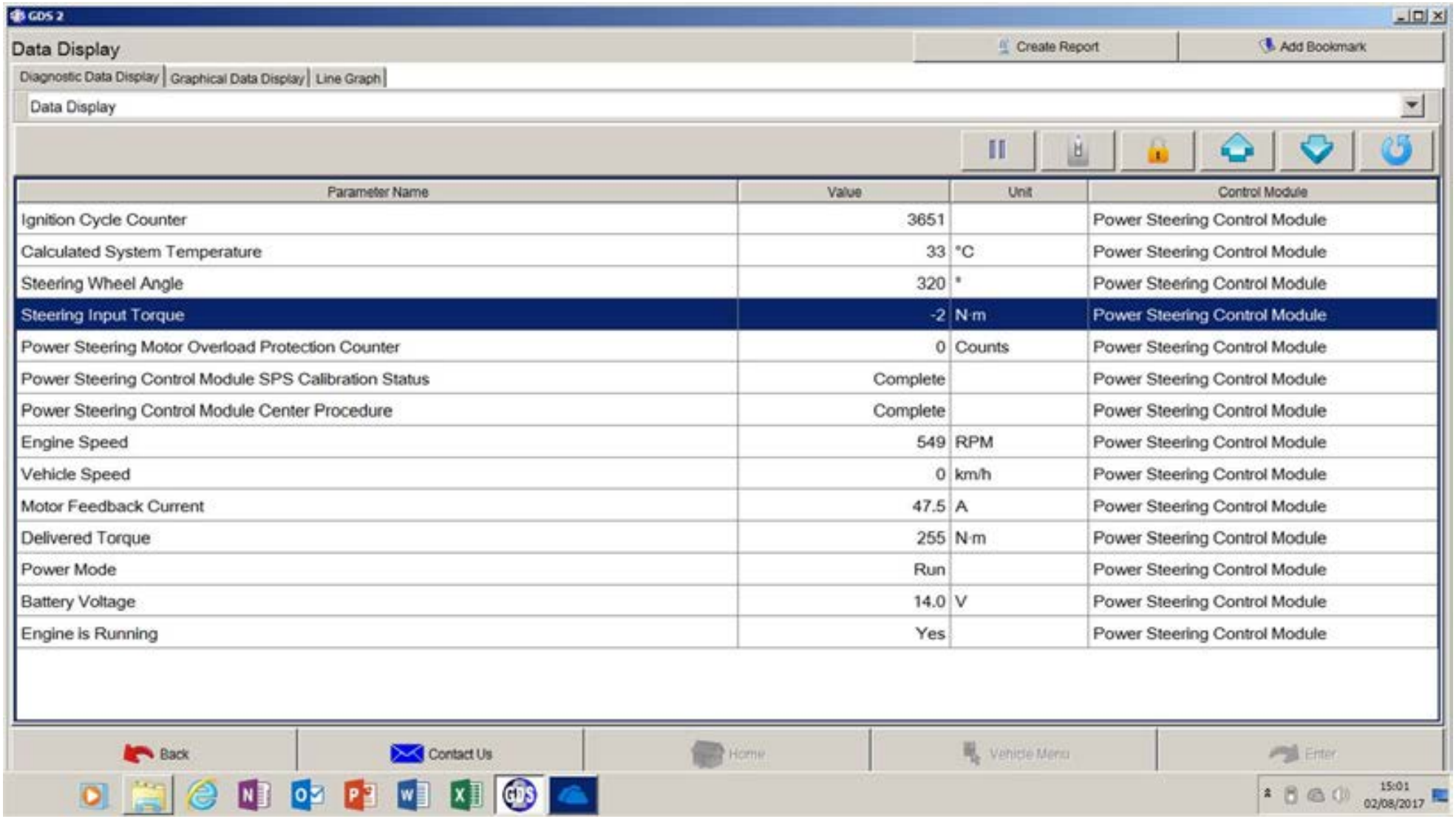
Home
Vehicle Menu
Enter
15:00
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Data Display
Parameter Name
Value
Unit
Control Module
Ignition Cycle Counter
3651
Power Steering Control Module
Calculated System Temperature
33
°C
Power Steering Control Module
Steering Wheel Angle
320
°
Power Steering Control Module
Steering Input Torque
-2
N·m
Power Steering Control Module
Power Steering Motor Overload Protection Counter
0
Counts
Power Steering Control Module
Power Steering Control Module SPS Calibration Status
Complete
Power Steering Control Module
Power Steering Control Module Center Procedure
Complete
Power Steering Control Module
Engine Speed
549
RPM
Power Steering Control Module
Vehicle Speed
0
km/h
Power Steering Control Module
Motor Feedback Current
47.5
A
Power Steering Control Module
Delivered Torque
255
N·m
Power Steering Control Module
Power Mode
Run
Power Steering Control Module
Battery Voltage
14.0
V
Power Steering Control Module
Engine Is Running
Yes
Power Steering Control Module
Back
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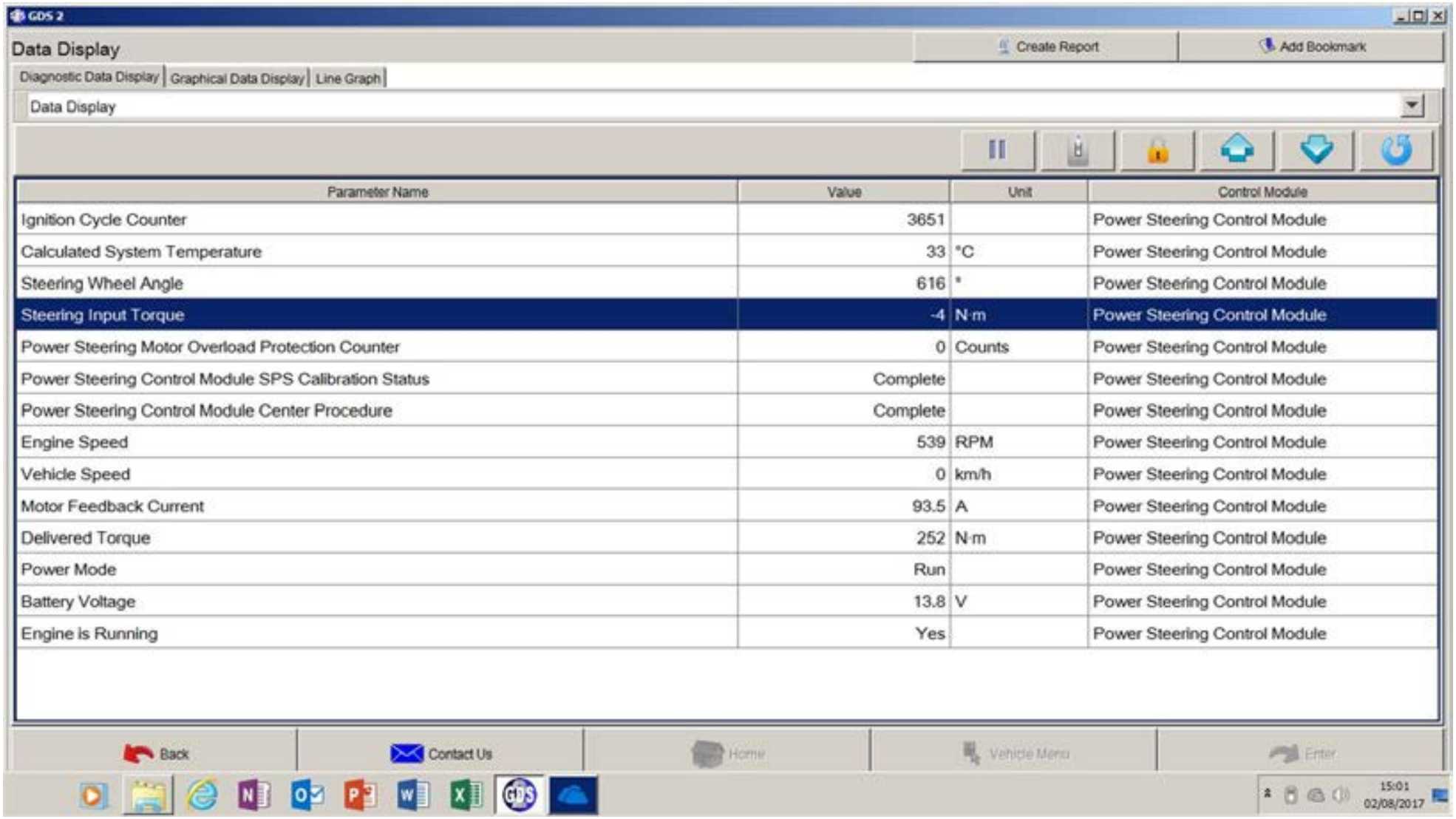
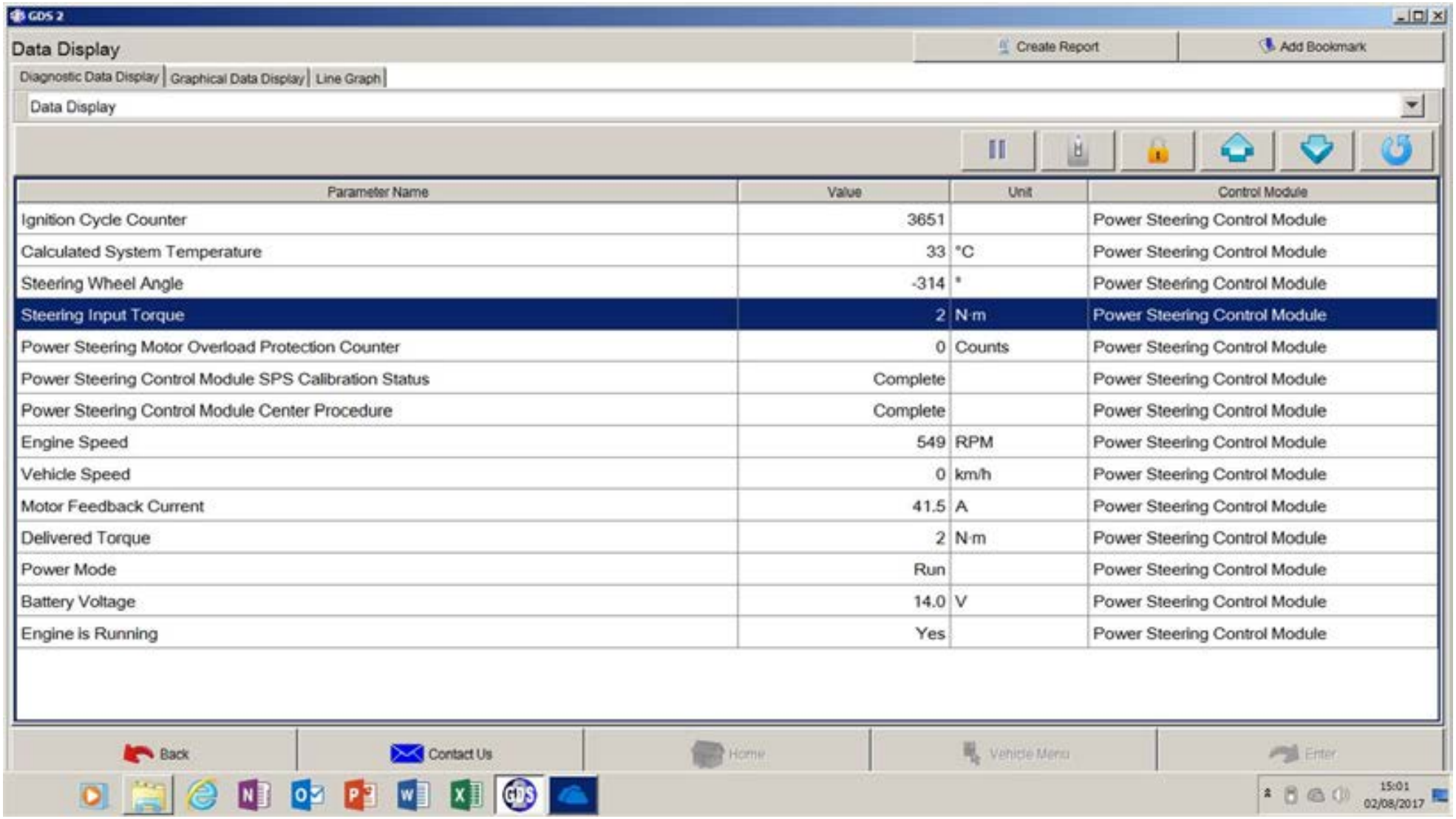
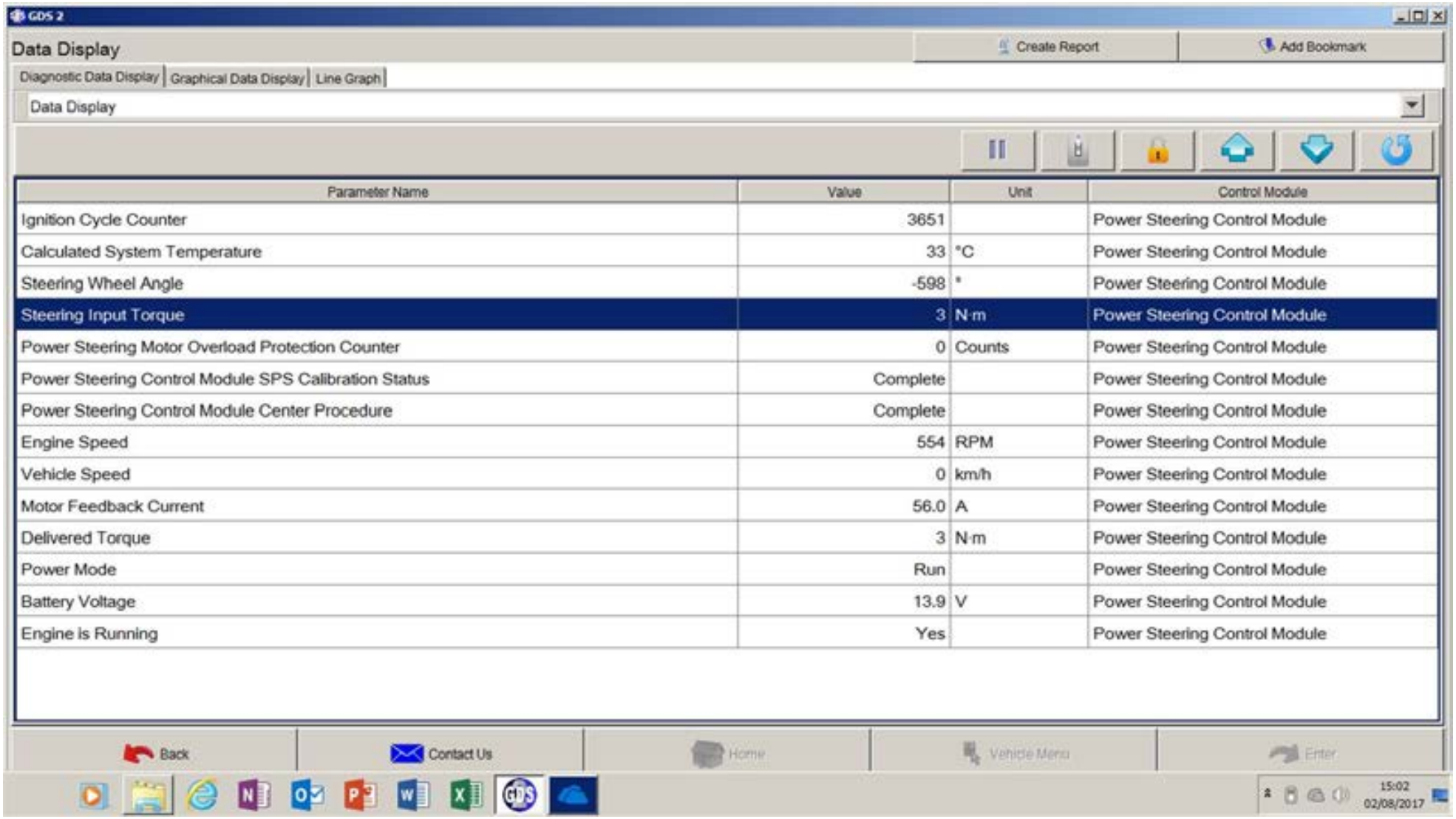
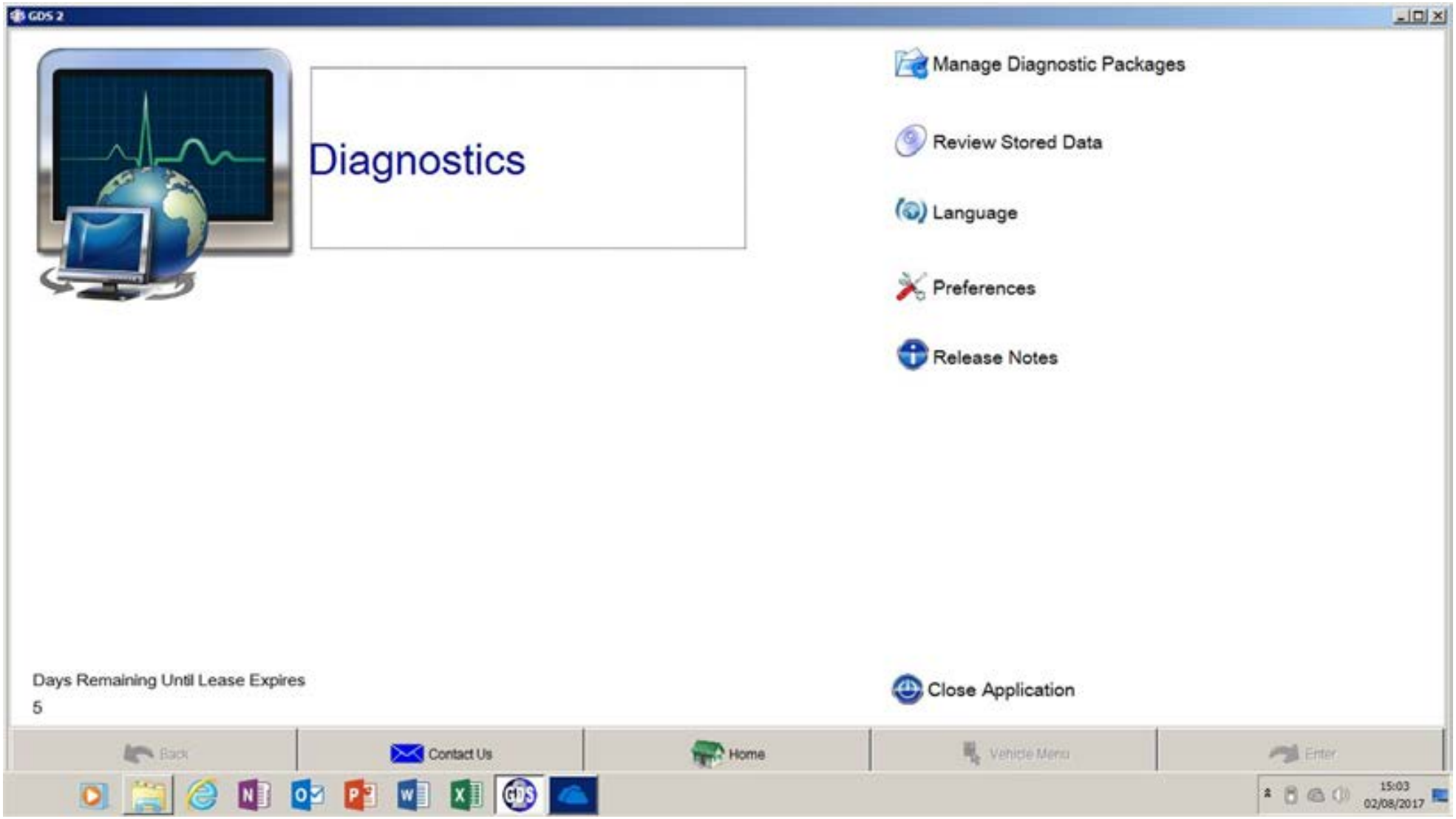
Home
Vehicle Menu
Enter
15:01
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Data Display
Parameter Name
Value
Unit
Control Module
Ignition Cycle Counter
3651
Power Steering Control Module
Calculated System Temperature
33
°C
Power Steering Control Module
Steering Wheel Angle
616
°
Power Steering Control Module
Steering Input Torque
-4
N·m
Power Steering Control Module
Power Steering Motor Overload Protection Counter
0
Counts
Power Steering Control Module
Power Steering Control Module SPS Calibration Status
Complete
Power Steering Control Module
Power Steering Control Module Center Procedure
Complete
Power Steering Control Module
Engine Speed
539
RPM
Power Steering Control Module
Vehicle Speed
0
km/h
Power Steering Control Module
Motor Feedback Current
93.5
A
Power Steering Control Module
Delivered Torque
252
N·m
Power Steering Control Module
Power Mode
Run
Power Steering Control Module
Battery Voltage
13.8
V
Power Steering Control Module
Engine Is Running
Yes
Power Steering Control Module
Back
Contact Us
Home
Vehicle Menu
Enter
15:01
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Data Display
Parameter Name
Value
Unit
Control Module
Ignition Cycle Counter
3651
Power Steering Control Module
Calculated System Temperature
33
°C
Power Steering Control Module
Steering Wheel Angle
-314
°
Power Steering Control Module
Steering Input Torque
2
N·m
Power Steering Control Module
Power Steering Motor Overload Protection Counter
0
Counts
Power Steering Control Module
Power Steering Control Module SPS Calibration Status
Complete
Power Steering Control Module
Power Steering Control Module Center Procedure
Complete
Power Steering Control Module
Engine Speed
549
RPM
Power Steering Control Module
Vehicle Speed
0
km/h
Power Steering Control Module
Motor Feedback Current
41.5
A
Power Steering Control Module
Delivered Torque
2
N·m
Power Steering Control Module
Power Mode
Run
Power Steering Control Module
Battery Voltage
14.0
V
Power Steering Control Module
Engine Is Running
Yes
Power Steering Control Module
Back
Contact Us
Home
Vehicle Menu
Enter
15:01
02/08/2017


GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Data Display
Parameter Name
Value
Unit
Control Module
Ignition Cycle Counter
3651
Power Steering Control Module
Calculated System Temperature
33
°C
Power Steering Control Module
Steering Wheel Angle
-598
°
Power Steering Control Module
Steering Input Torque
3
N·m
Power Steering Control Module
Power Steering Motor Overload Protection Counter
0
Counts
Power Steering Control Module
Power Steering Control Module SPS Calibration Status
Complete
Power Steering Control Module
Power Steering Control Module Center Procedure
Complete
Power Steering Control Module
Engine Speed
554
RPM
Power Steering Control Module
Vehicle Speed
0
km/h
Power Steering Control Module
Motor Feedback Current
56.0
A
Power Steering Control Module
Delivered Torque
3
N·m
Power Steering Control Module
Power Mode
Run
Power Steering Control Module
Battery Voltage
13.9
V
Power Steering Control Module
Engine is Running
Yes
Power Steering Control Module
Back
Contact Us
Home
Vehicle Menu
Enter
15:02
02/08/2017


GDS 2
Diagnostics
Manage Diagnostic Packages
Review Stored Data
Language
Preferences
Release Notes
Days Remaining Until Lease Expires
5
Close Application
Back
Contact Us
Home
Vehicle Menu
Enter
15:03
02/08/2017

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:28:50 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI[redacted]
Vehicle Session Creation Date	2017-02-08 14:23:10
Test Start Time	2017-02-08 14:28:39 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1

No DTCs Stored

Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN)	1GNSKKKC9FR[redacted]
Report Creation Date	2017-02-08 14:24:02 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2017-02-08 14:19:52
Test Start Time	2017-02-08 14:23:10 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	DTCs Stored	1	6,14
Chassis Control Module	Lost Communication	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	No DTCs Stored	0	6,14
Distance Sensing Cruise Control Module	No Communication	0	6,14
Parking Brake Control Module	No Communication	0	6,14
Multi-Axis Acceleration Sensor Module	No Communication	0	12,13
Power Steering Control Module	No DTCs Stored	0	6,14
Steering Wheel Angle Sensor Module	No DTCs Stored	0	12,13
Suspension Control Module	No DTCs Stored	0	6,14
Body Control Module	DTCs Stored	1	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1

Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1
Radio Controls	No DTCs Stored	0	1
HVAC Controls	No DTCs Stored	0	1
Radio	No DTCs Stored	0	1
Amplifier	No DTCs Stored	0	1
Media Disc Player	No Communication	0	1
Human Machine Interface Control Module	DTCs Stored	1	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	1
HVAC Control Module	No DTCs Stored	0	1
Liftgate Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	No DTCs Stored	0	1
Keyless Entry Control Module	No DTCs Stored	0	1
Assist Step Control Module	No DTCs Stored	0	1
Left Side Object Detection Control Module	No DTCs Stored	0	1
Parking Assist Control Module	No DTCs Stored	0	1
Frontview Camera Module	No DTCs Stored	0	1
Steering Column Lock Control Module	No DTCs Stored	0	1

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Engine Control Module	P1682	00	Ignition 1 Switch Circuit 2	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed
					DTC History Status	History
					MIL Status	Not Requested
Body Control Module	B3109	00	Keyless Entry Transmitter 1 Battery	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed

						DTC History Status	History
						MIL Status	Not Requested
Human Machine Interface Control Module	B127B	2B	Rearview Camera Input Signal Circuit	Missing Reference	History	DTC Current Status	Not Current
						DTC History Status	History

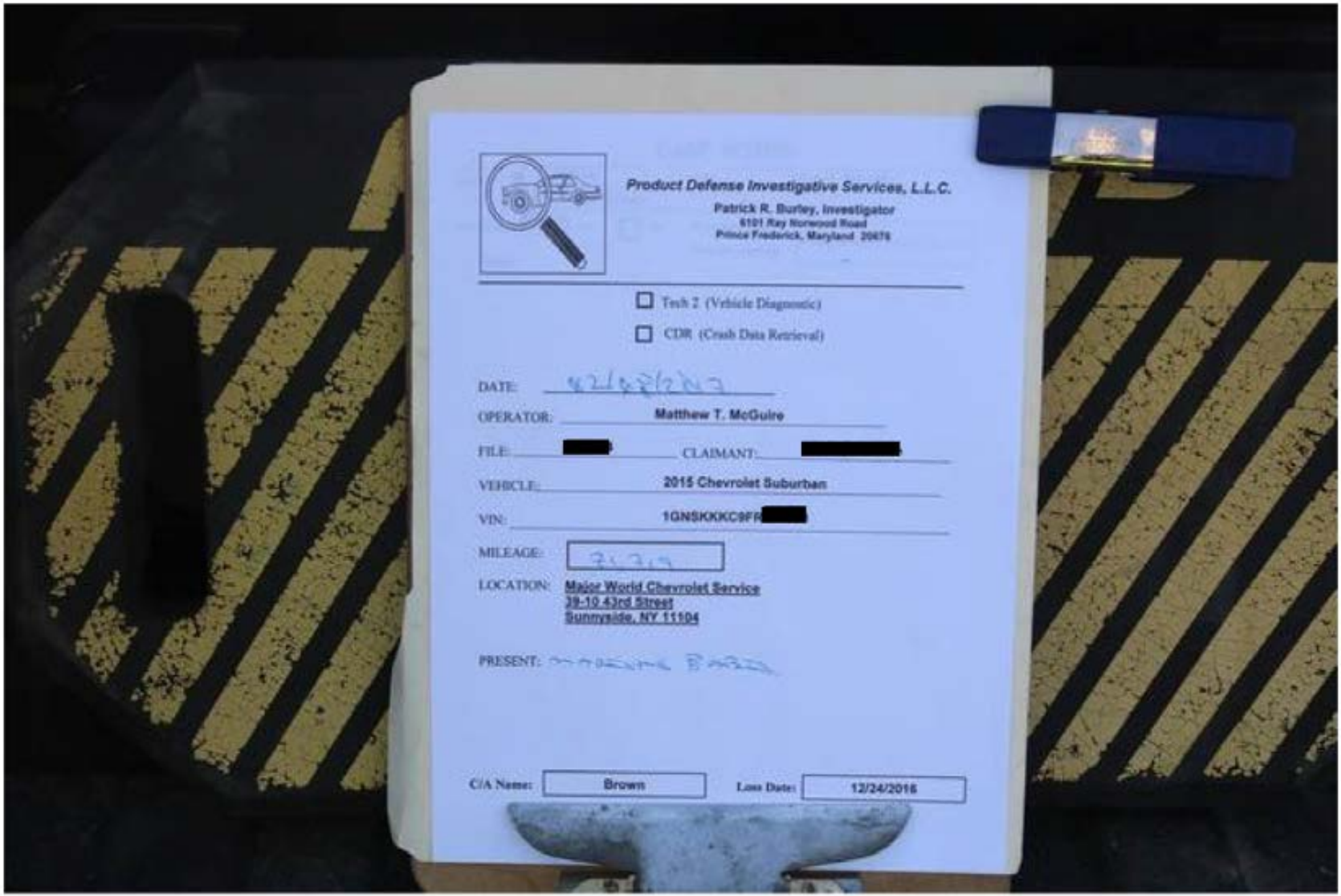
CLAIMANT INTERVIEW

FILE: [redacted]

NAME: [redacted] (DOB: [redacted]

CA: PAMELA BROWN DATE OF INTERVIEW: 1/30/17

Claimant states that he has owned the s/v for 2.5 years. Claimant states that during the time that he has owned the s/v, it was involved in a couple of minor incidents, he doesn't recall the details. Claimant states that he has not had any aftermarket items installed onto s/v and he has not made any major repairs. Claimant states that he has received a couple of recalls on the s/v, but he doesn't recall what they were for or whether he had them taken care of, he thinks they may have been something involving the airbags or maybe the radio, he doesn't recall right now. DOL was 12/24/16 at about 5:30 p.m. on 8th street between 55th and 54th streets. Claimant advises that the weather was clear, dry and cold. Claimant says that he was in the process of parking into a space. He backed up a bit, and put the s/v in forward a couple of times to get the vs/v into the parking space. Claimant says that the 3rd time, he was just trying to straighten up the vehicle, the brake pedal was like a hard brick and wouldn't go down, Claimant states that the s/v was sliding a bit, he was barely traveling, maybe 2-3 mph and he struck a lady pedestrian. Claimant states that his s/v barely even touched her, she was fine at the scene, had no obvious injuries because he barely touched her. He doesn't know who, but someone called for the police to come. The Manhattan Police Dept. came. Claimant says that no tickets were issued, but he was arrested at the scene and taken to jail, only because the woman said that he had struck her with his vehicle. Claimant says that he just can't believe that this happened, there was nothing wrong with the woman, no blood, she wasn't saying that she was hurt, no crying, NOTHING! Claimant says that his attorney showed up the next day and got him released. Claimant says that when he was arrested, the s/v was impounded for 2 weeks. When he got the vehicle released from the impound, the brakes acted the same as they did on the DOL, twice more and he then took the s/v to be checked out and a vacuum pump was put onto s/v on 1/23/17. Prior to the DOL and after having the vacuum pump replaced, he has not had any other problems with the brakes. Claimant says that suit papers regarding this incident, were sent to his attorney by the prosecutor's office. The papers stated that the woman that his s/v bumped was working as an undercover police on DOL and she sustained a lacerated liver from this loss, she was off from work for 2 weeks and she has medical records to prove that this incident caused her to be injured, but Claimant says that it was impossible for the lady to get hurt, and that the s/v did not bump her liver when this incident occurred. Claimant says that the suit papers also indicated that Claimant was charged with assault with weaponry, saying that he used the s/v as a weapon. Claimant states that he doesn't know the woman. Claimant is presently driving the s/v, but he gave his permission for GM to have the s/v inspected. Claimant would like to be reimbursed the amount he paid to have the vacuum replaced.



Product Defense Investigative Services, L.L.C.

Patrick R. Burley, Investigator
6101 Ray Norwood Road
Prince Frederick, Maryland 20678

☐ Tech 2 (Vehicle Diagnostic)

☐ CDR (Crash Data Retrieval)

DATE: 12/27/2017

OPERATOR: Matthew T. McGuire

FILE: [redacted] CLAIMANT: [redacted]

VEHICLE: 2015 Chevrolet Suburban

VIN: 1GNSKKKC9FR[redacted]

MILEAGE: 71,719

LOCATION: Major World Chevrolet Service
39-10 43rd Street
Sunnyside, NY 11104

PRESENT: [illegible]

C/A Name: Brown Loss Date: 12/24/2016

SUBURBAN

MAJOR WORLD
CHEVROLET SERVICE

SERVICE
MAJOR WORLD
CHEVROLET Service
100% CUSTOMER SATISFACTION
SUBURBAN

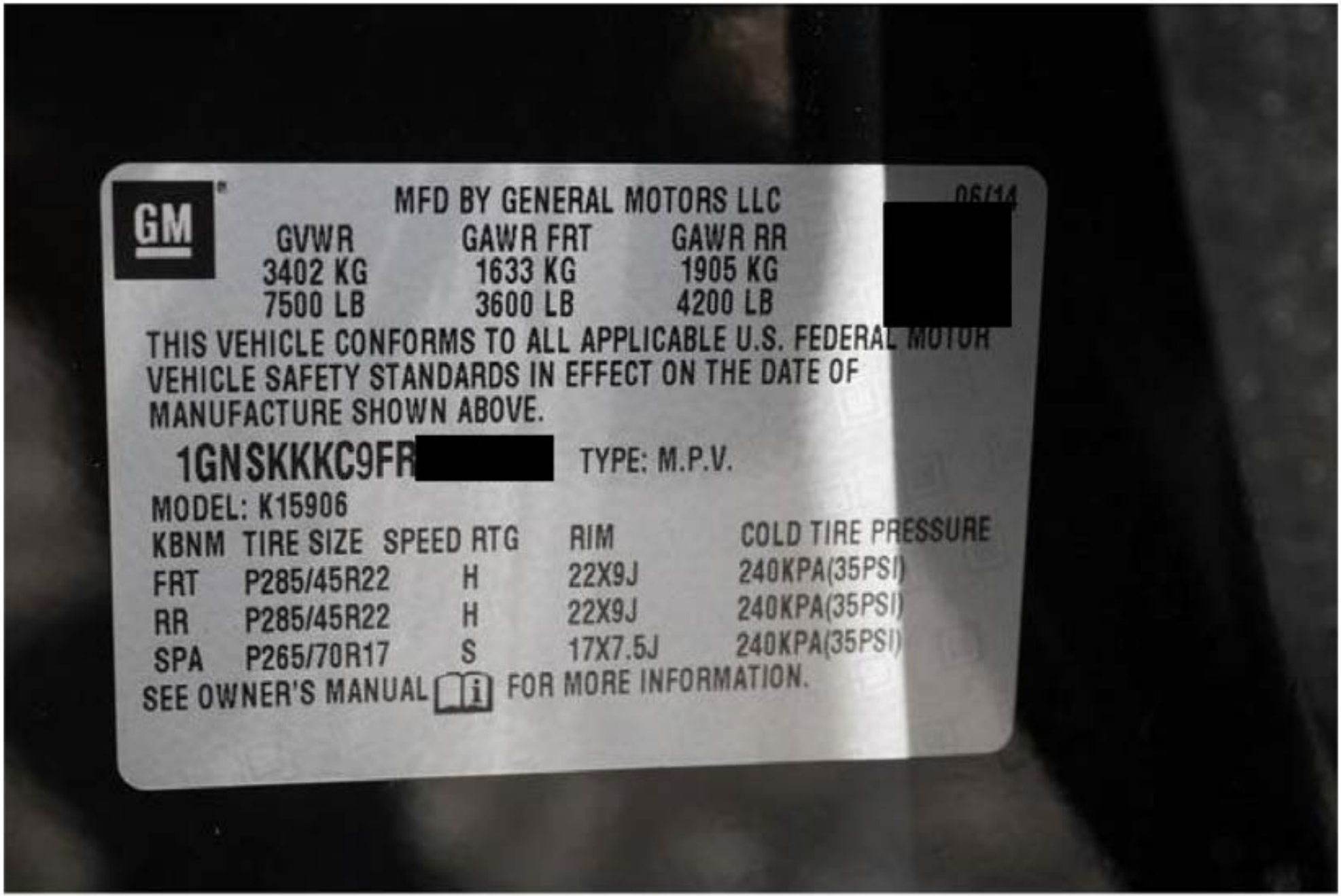
LTZ
SUBURBAN

PARTS
SUBURBAN

GM
1GNSKKKC9F

JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
SAFETY
INSPECTION
CERTIFICATE
2017

BUILT WITH PRIDE
EST. 1954

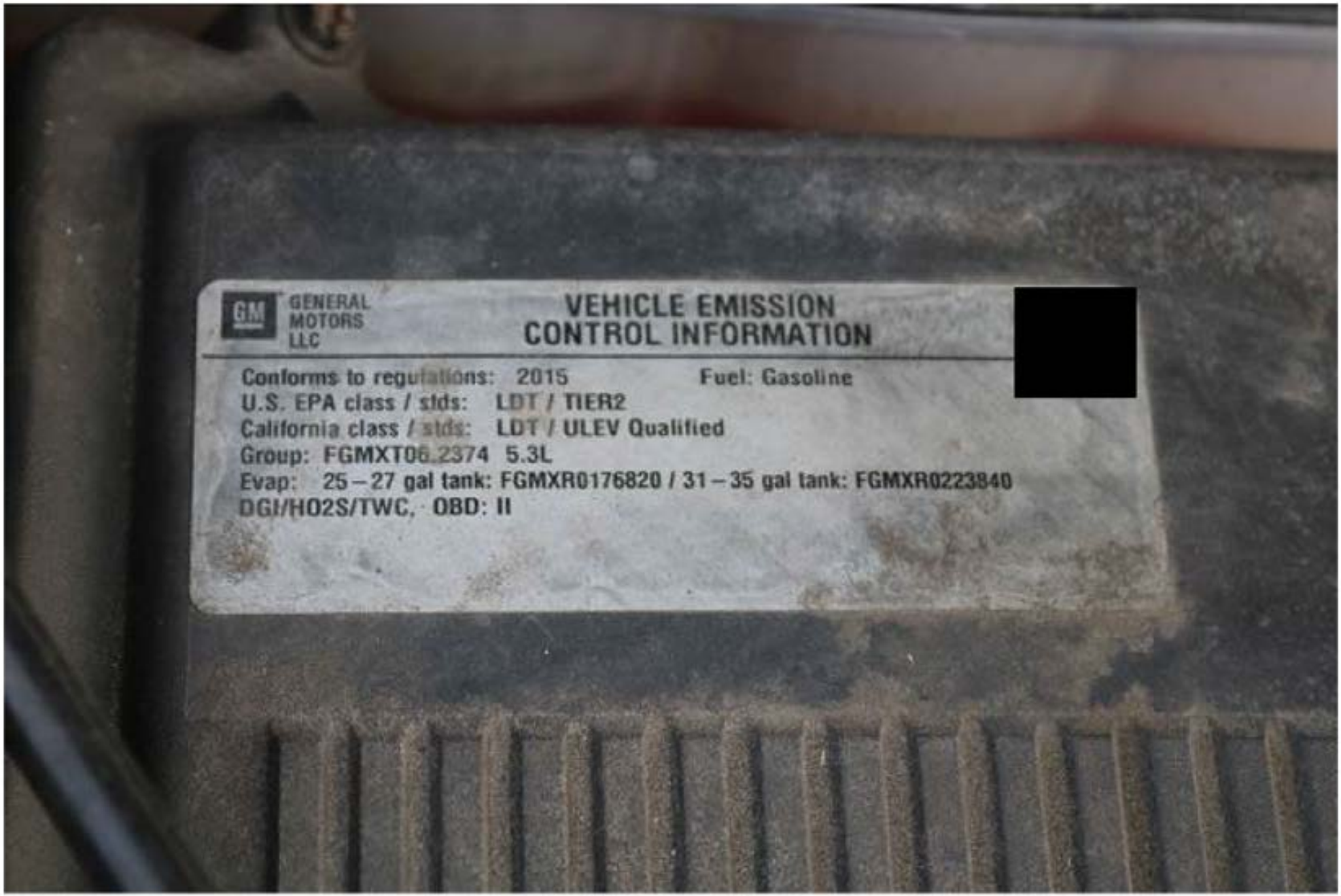

GM
MFD BY GENERAL MOTORS LLC
06/14
GVWR
3402 KG
7500 LB
GAWR FRT
1633 KG
3600 LB
GAWR RR
1905 KG
4200 LB
[redacted]
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GNSKKKC9FR[redacted]
TYPE: M.P.V.
MODEL: K15906
KBNM TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P285/45R22 H 22X9J 240KPA(35PSI)
RR P285/45R22 H 22X9J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

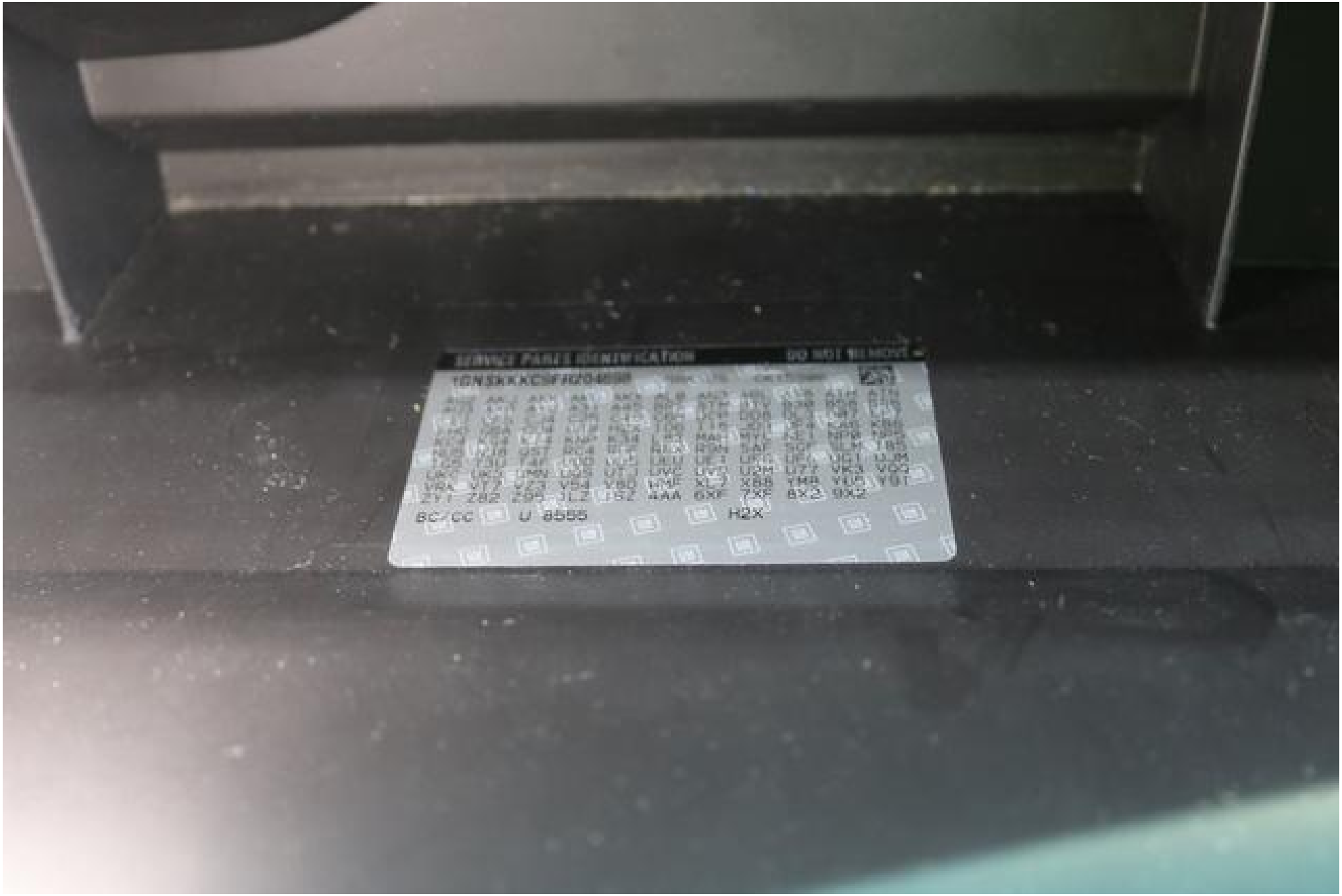
TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 7 FRONT 2 REAR 5
The combined weight of occupants and cargo should never exceed 639 kg or 1410 lbs.
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
TIRE ORIGINAL SIZE COLD TIRE PRESSURE
FRONT P285/45R22 H 240 kPa, 35 PSI
REAR P285/45R22 H 240 kPa, 35 PSI
SPARE P265/70R17 S 240 kPa, 35 PSI

SUBURBAN

SUBURBAN

NYC
Taxi & Limousine Commission
TLC Lic No
[redacted]
Lic Exp Date
8/12/2018
VIN [redacted]
Plate No [redacted]
[redacted]
BH-480161503
Issue Date - 07/22/2016
L040165


GM
GENERAL MOTORS LLC
VEHICLE EMISSION CONTROL INFORMATION
[redacted]
Conforms to regulations: 2015 Fuel: Gasoline
U.S. EPA class / stds: LDT / TIER2
California class / stds: LDT / ULEV Qualified
Group: FGMXT06.2374 5.3L
Evap: 25 – 27 gal tank: FGMXR0176820 / 31 – 35 gal tank: FGMXR0223840
DGI/HO2S/TWC, OBD: II


1GNSKKKC9FR204838
BC/CC
U 8555
H2X

SUBURBAN

MAJOR
SUBURBAN

SUBURBAN

BURBAN

SUBURBAN

SUBURBAN

RBAN

DUNLOP

P235/45R22 MOE M+S

DOT OBOR
DH4
215

SUBURBA

BRIDGESTONE

SUBURBAN

GESTONE

BRIDGESTONE

BRIDGESTONE

SUBURBAN

BRIDGESTONE

BRIDGESTONE

DOT OBOR DR4
2815

CITY
SERVICE

MAJOR WORLD
CHEVROLET SERVICE
100% CUSTOMER SATISFACTION
SUBURBAN

CITY
HUMMER
SAAB

CITY SERVICE CENTER
CITY SERVICE CENTER
MAJOR WORLD
CHEVROLET SERVIC
100% CUSTOMER SATISFA

CITY SERVICE CENTER
CITY SERVICE CENTER
MAJOR WORLD
CHEVROLET SERVICE
100% CUSTOMER SATISFACTION

CITY
HUMMER
SAAB

SUBURBAN

SUBURBAN

MAJOR WORLD

LTZ

LTZ

BRIDGESTONE

P285/45R22 110H

BRIDGES
DOT 060R DH4 2515

LTZ

SUBURBAN

PIRELLI
P285/45R22

ALENZA
P285/45R22 110H M+S

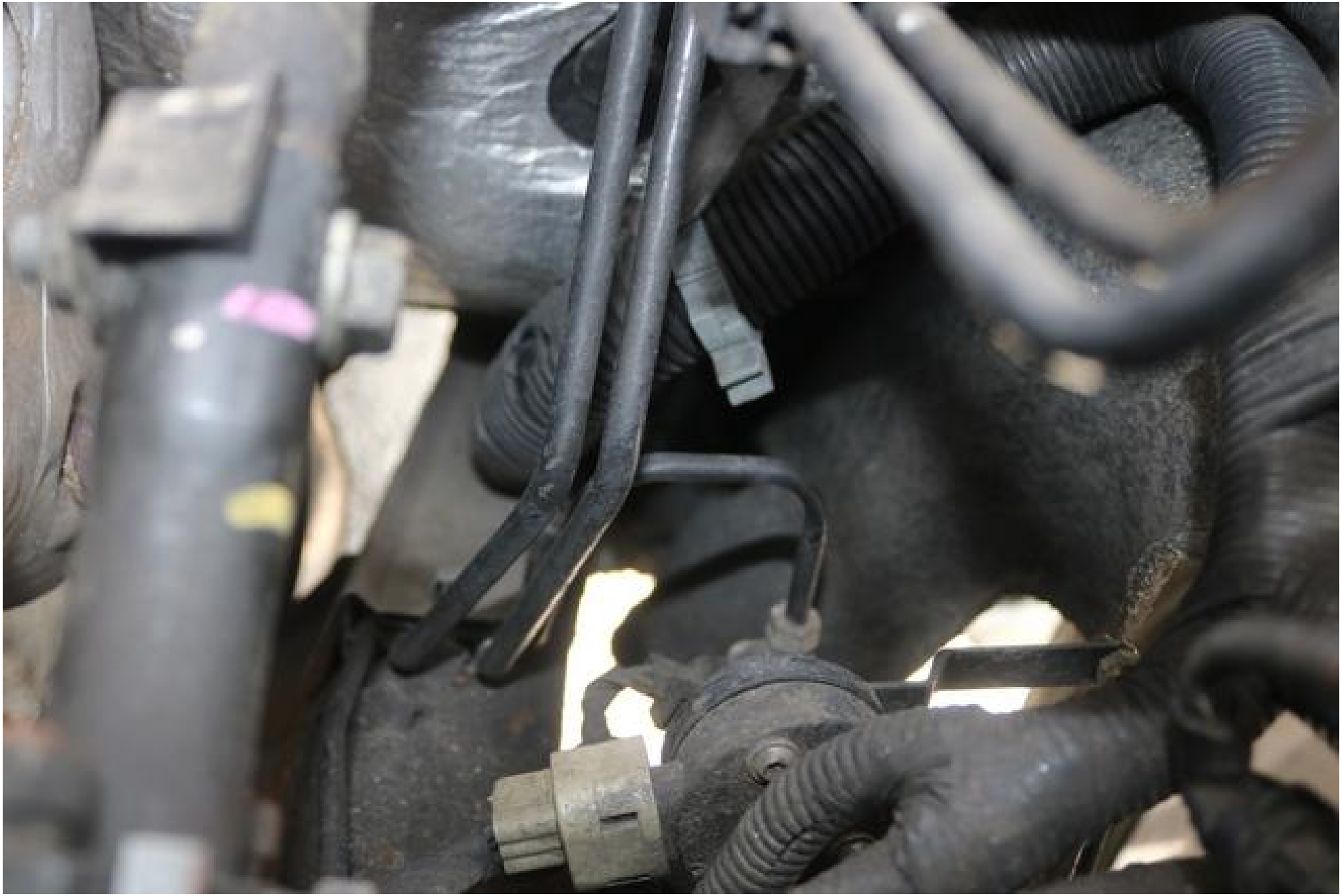
S190

CHEVROLET

CHEVROLET

CHEVROLET

CHEVROLET



DOT 3

HEVRO

1 2 3 4 5 6 7 8 9

5 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 3

1
2
3
4
5
6
7
8
9
10

6 17 18 19 20 21 22 23 24 25 26 27 28 29 30 3

ARAGAM

1 2 3 4 5 6 7 8 9 10 11

18 19 20 21 22 23 24 25 26 27 28 29 30 3

CHEVROLE

7
8
9
10
11
12

1
2
3
4
5
6
7
8
9

MAJOR WORLD

MAJOR WORLD
CHEVROLET SERVICE
100% CUSTOMER SATISFACTION

MAJOR WORLD

RADIO
MENU
SYNC

RADIO
MENU
BACK
A/C
SYNC
REAR
CLIMATE
AUTO

Hand
Sanitr

⚠ WARNING

EVEN WITH ADVANCED AIR BAGS

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Never put a rear-facing child seat in the front.
- Always use seat belts and child restraints.
- See owner's manual for more information about air bags.

Printed in USA ⚠ 15804773

⚠ AVERTISSEMENT

MÊME AVEC DES SACS GONFLABLES INTELLIGENTS

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Ne jamais placer à l'avant un siège pour enfant faisant face à l'arrière.
- Toujours utiliser les ceintures de sécurité et les ensembles de retenue pour enfant.
- Voir le guide du propriétaire pour plus d'information à propos des sacs gonflables.

WARNING
EVEN WITH ADVANCED AIR BAGS
• Children can be killed or seriously injured by the air bag.
• The back seat is the safest place for children.
• Never put a rear-facing child seat in the front.
• Always use seat belts and child restraints.
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AVERTISSEMENT
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• Ne jamais placer à l'avant un siège pour enfant faisant face à l'arri
• Toujours utiliser les ceintures de sécurité et les ensembles de retena
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• Voir le guide du propriétaire pour plus d'information à propos
des sacs gonflables.

MAJOR WORLD
CHEVROLET SERVICE
100% CUSTOMER SATISFACTION

MAJOR WORLD
CHEVROLET SERVICE

MAIDE WORLD
CHEVROLET SERVICE
100% CUSTOMER SATISFACTION

AUTO
MODE

RHINO RULERS
1
2
3
4
5
6
7

26
27
28
29
30

2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

RHINO
1
2
3
4
5
6

24
25
26
27
28
29
30

11.1

Zero
Convert
Hold
7.9

1
2
3
4
5
6
7
8

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

1
2
3
4
5
6
7

10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

4
5
6
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8
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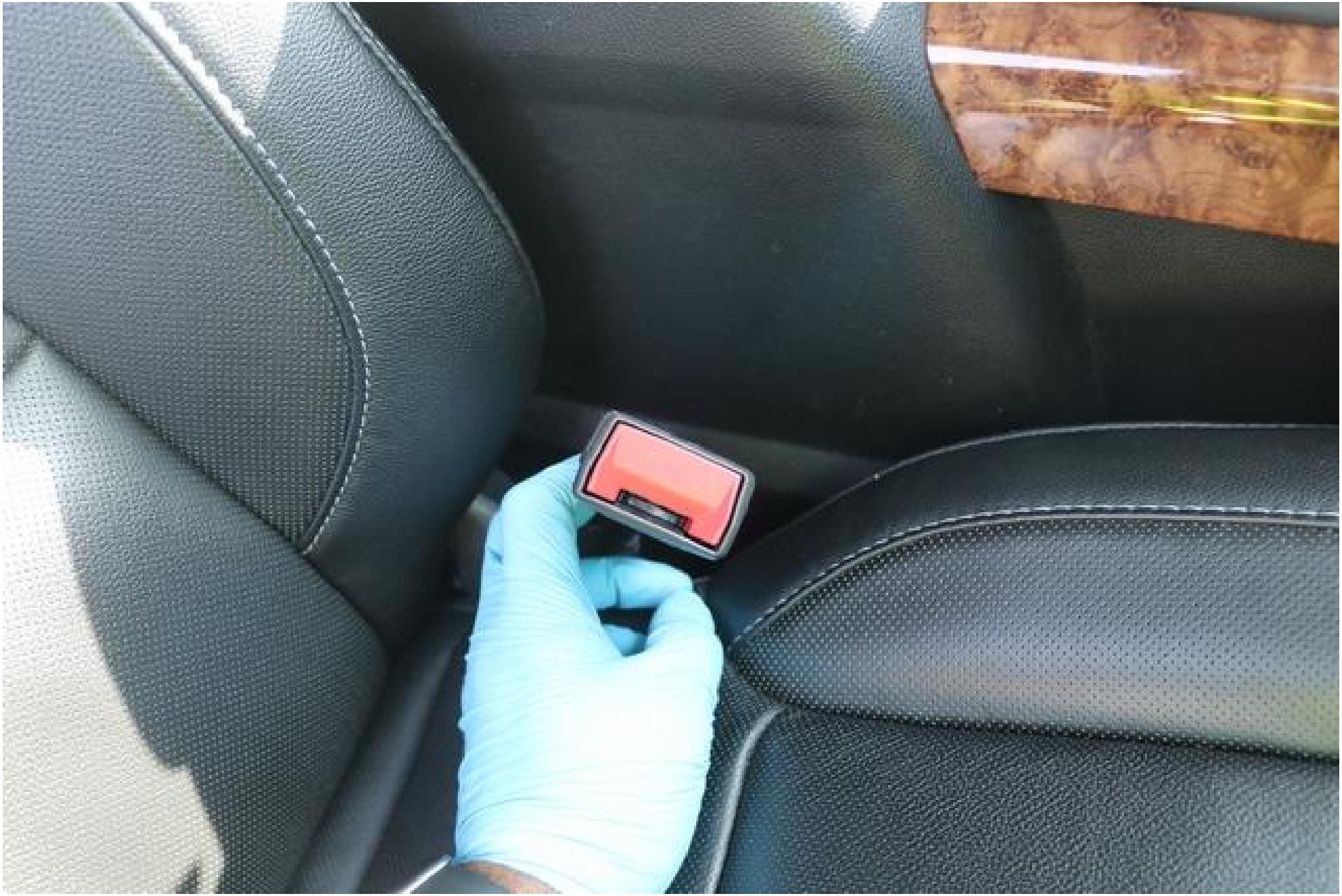
16

1
2
3
4
5

7 8 9 10 11 12 13 14 15 16 17

TD132



TD132

T9132

TD132

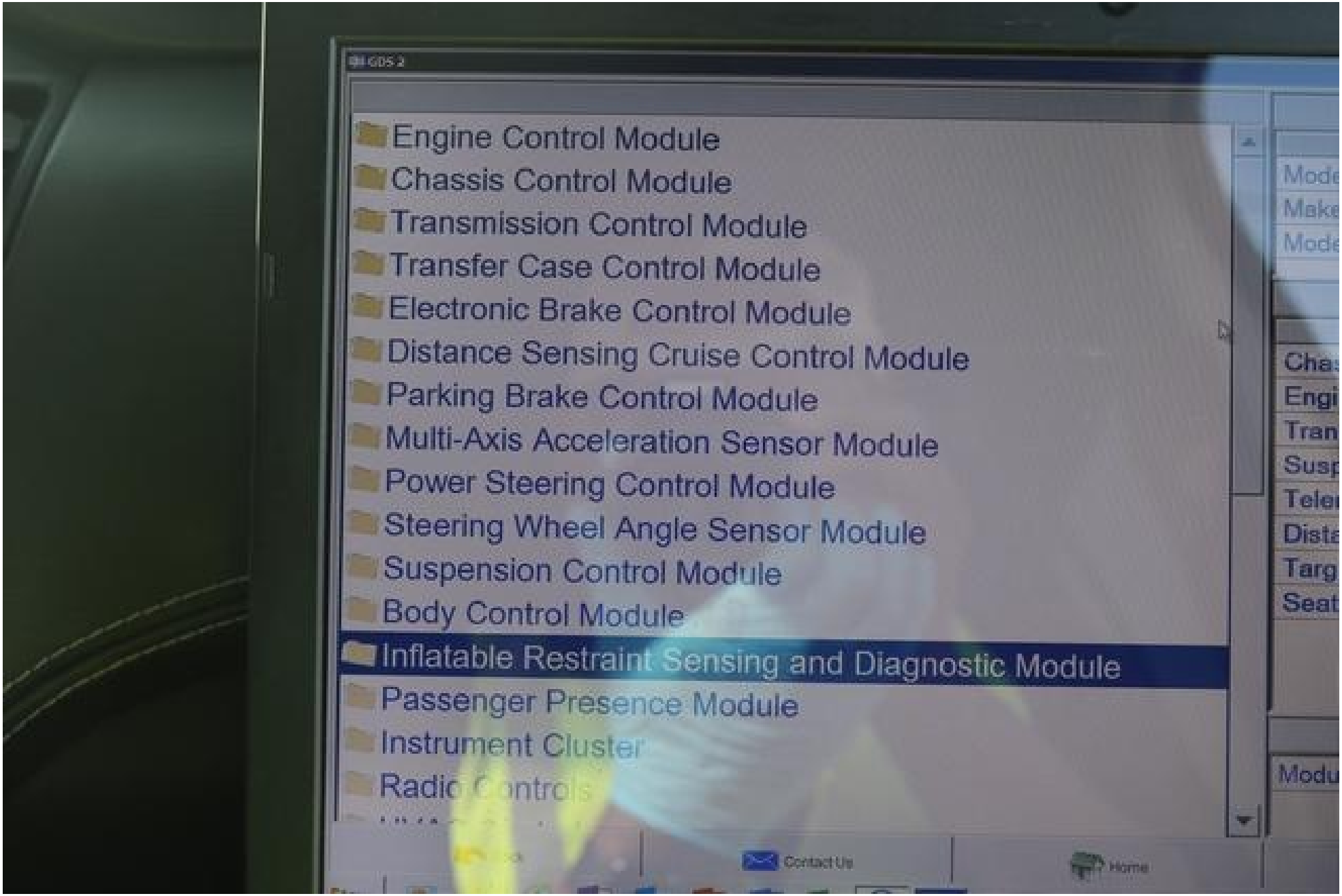
PUSH ON
PUSH OFF

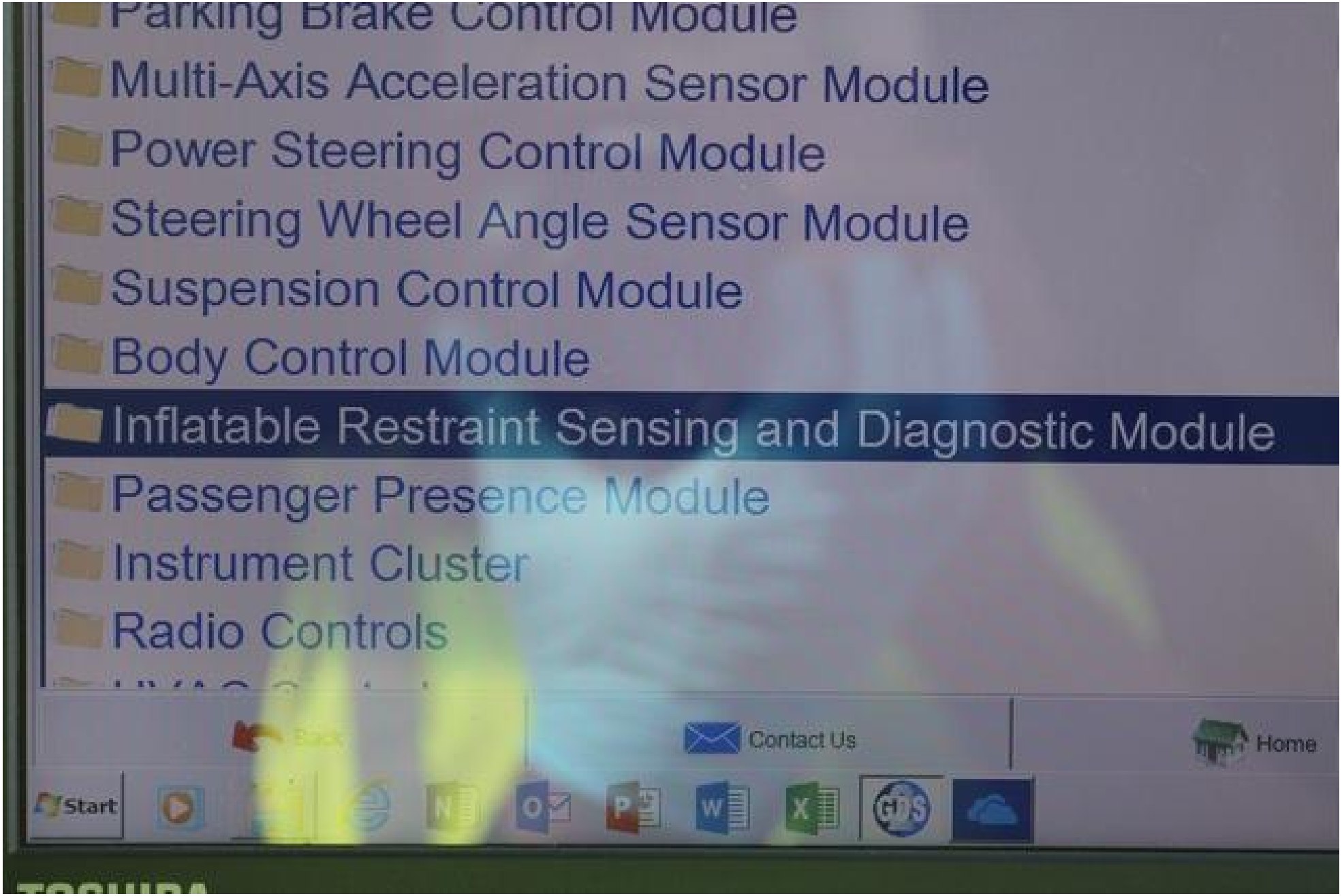
RPM
x1000
0
1
2
3
4
5
6
14
19
210
260
1/2
F
40
80
0
10
20
30
40
50
60
70
80
90
100
110
120
130
140

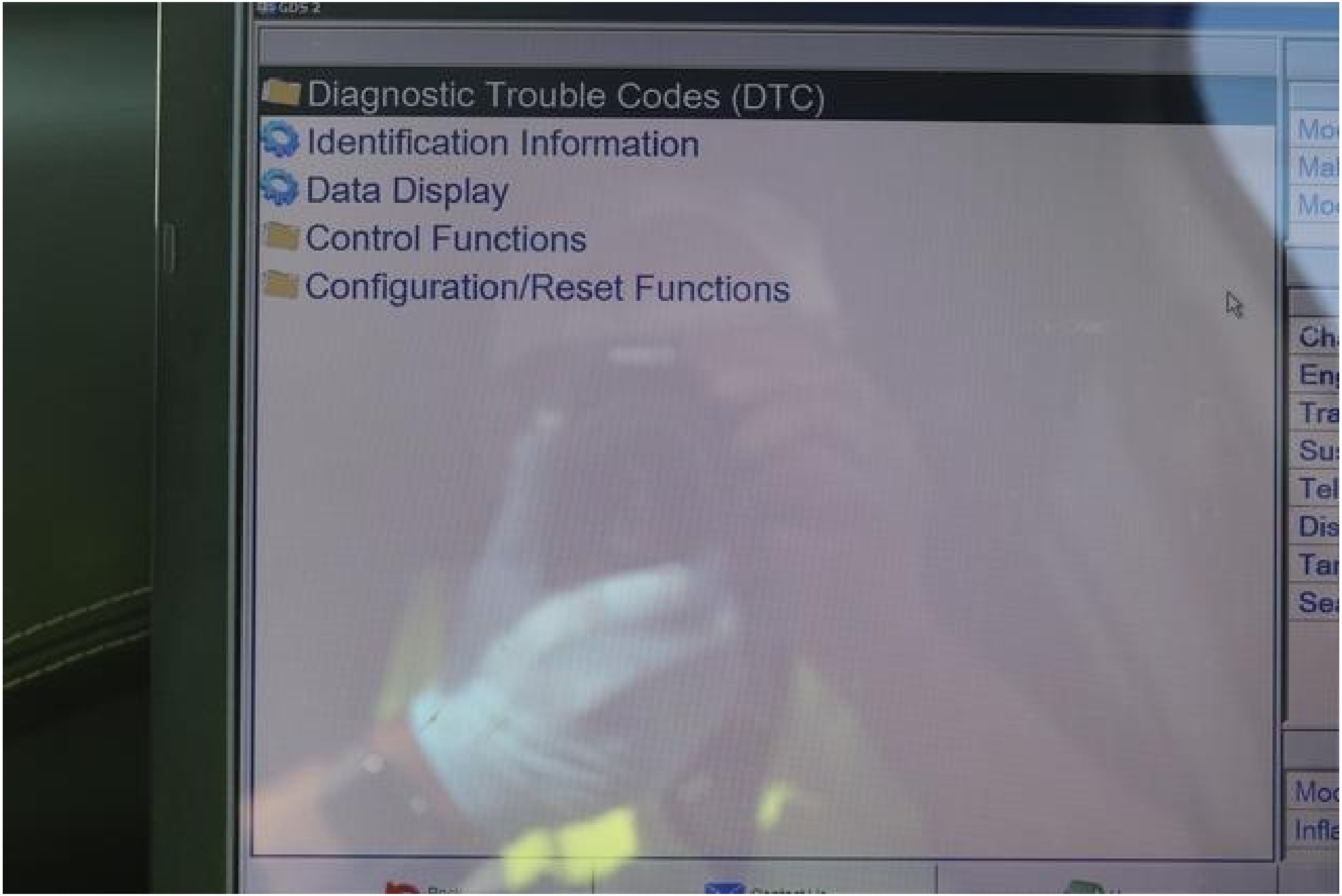
RPM
x1000
Action Required
Press Brake To Start
Dismiss
PRNDM

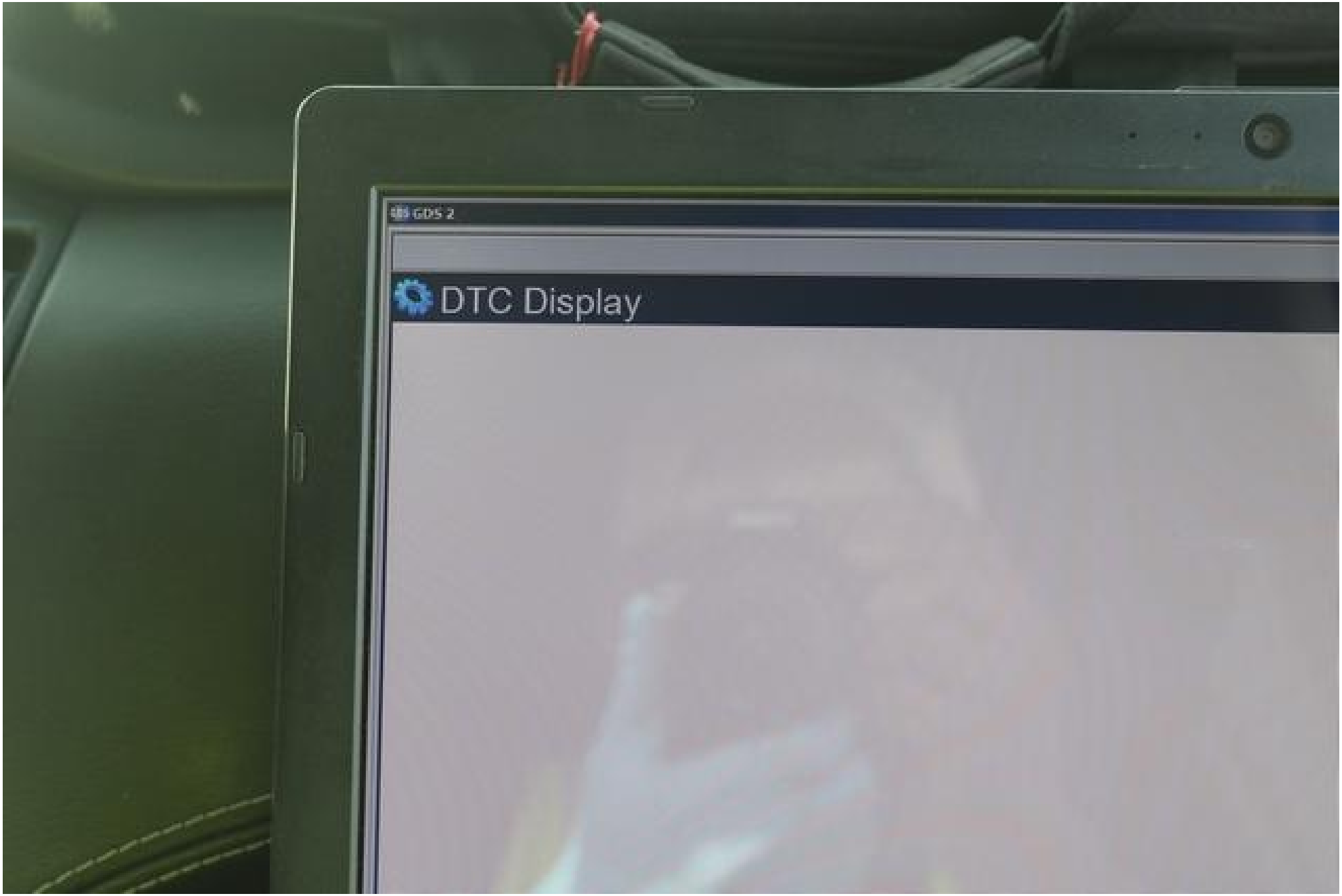
RPM
x1000
BRAKE
Speed
0
MPH
71719mi
PRNDM
MPH

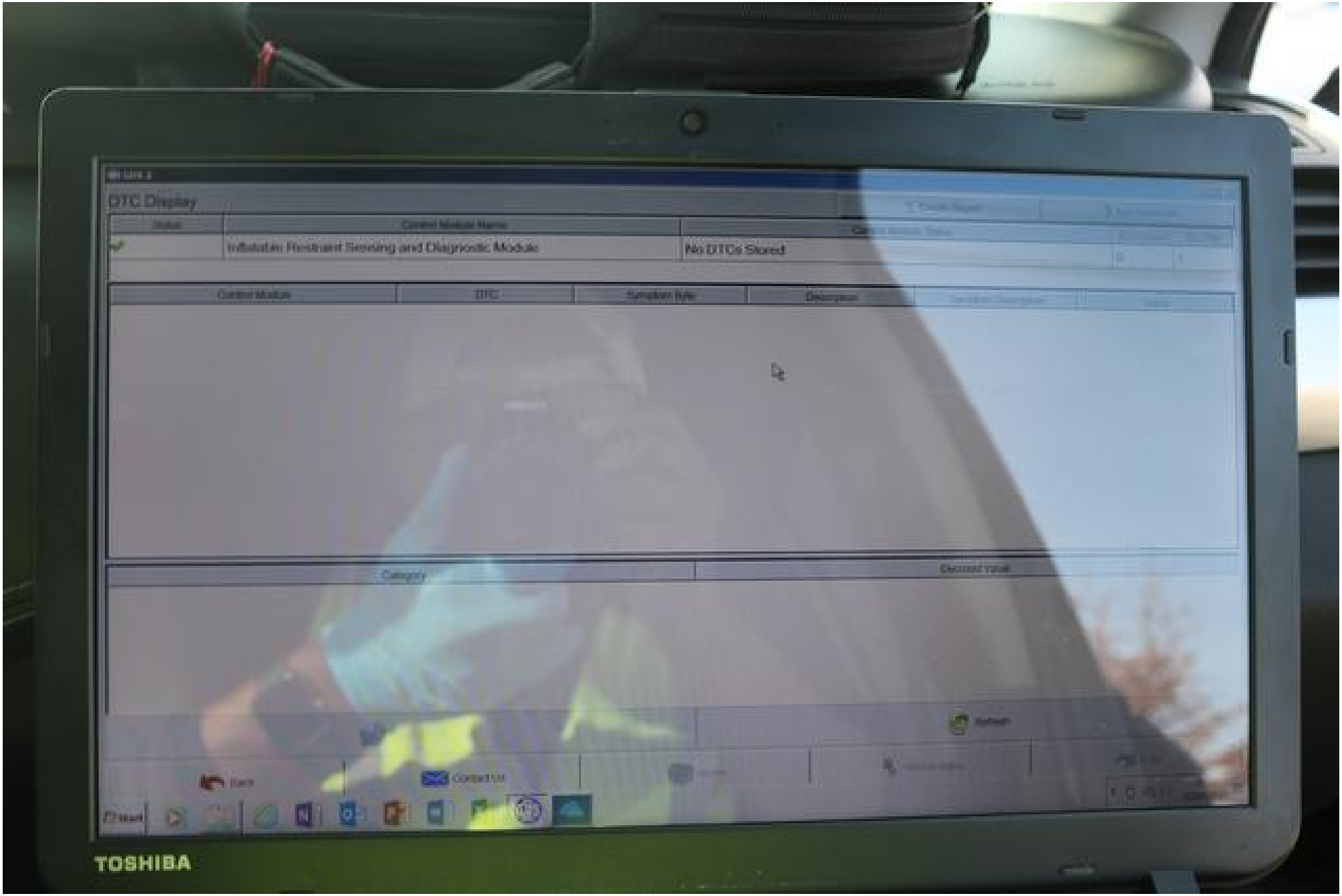
RPM
x1000
0
2
3
4
5
6
Speed
0
MPH
71719mi
PRNDM
MPH
0
10
20
30
40
50
60
70
80
90
100
110
120
130
140
E
1/2
F

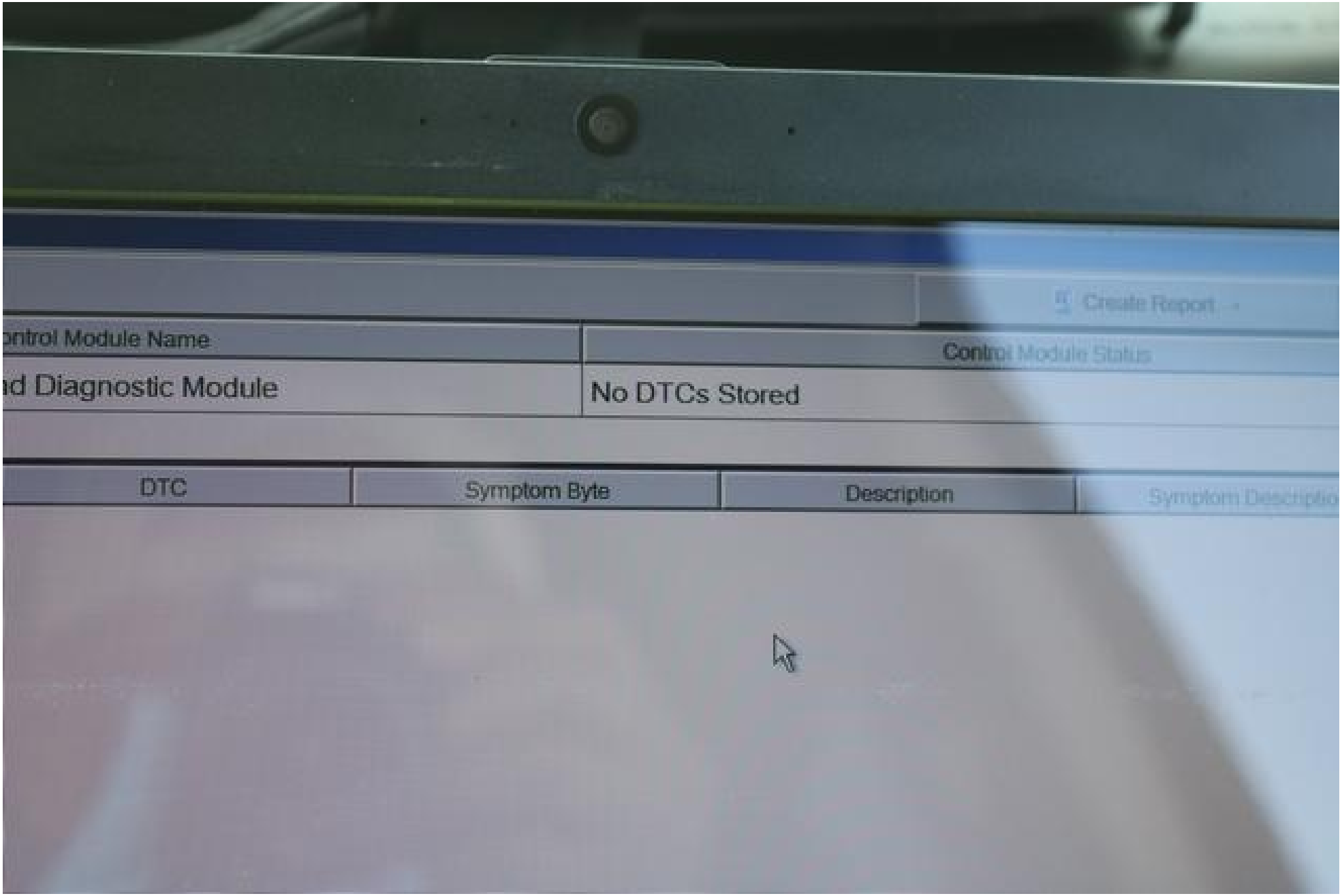

GDS 2
Engine Control Module
Chassis Control Module
Transmission Control Module
Transfer Case Control Module
Electronic Brake Control Module
Distance Sensing Cruise Control Module
Parking Brake Control Module
Multi-Axis Acceleration Sensor Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Radio Controls
Contact Us
Home

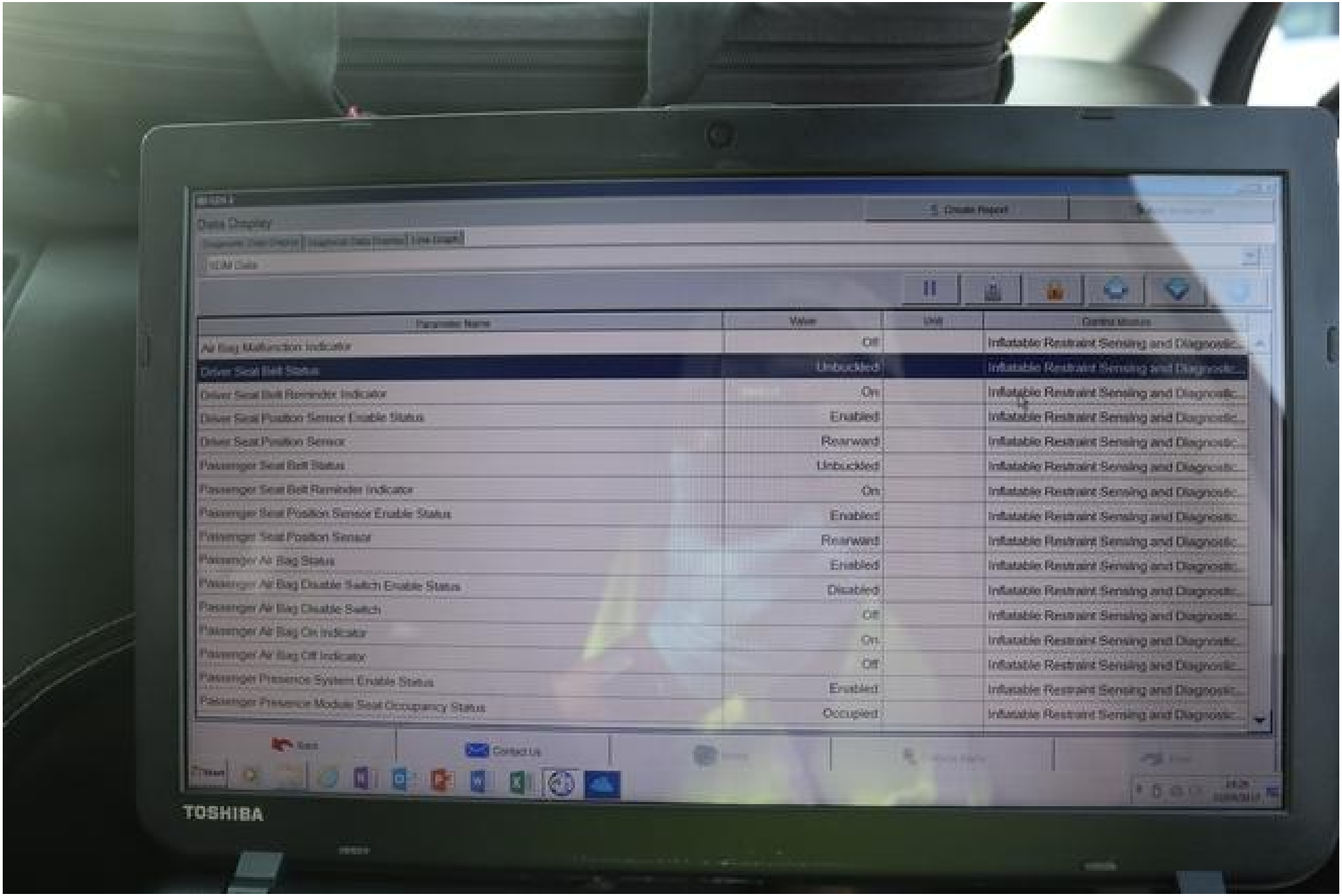

Parking Brake Control Module
Multi-Axis Acceleration Sensor Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Radio Controls
Contact Us
Home
Start

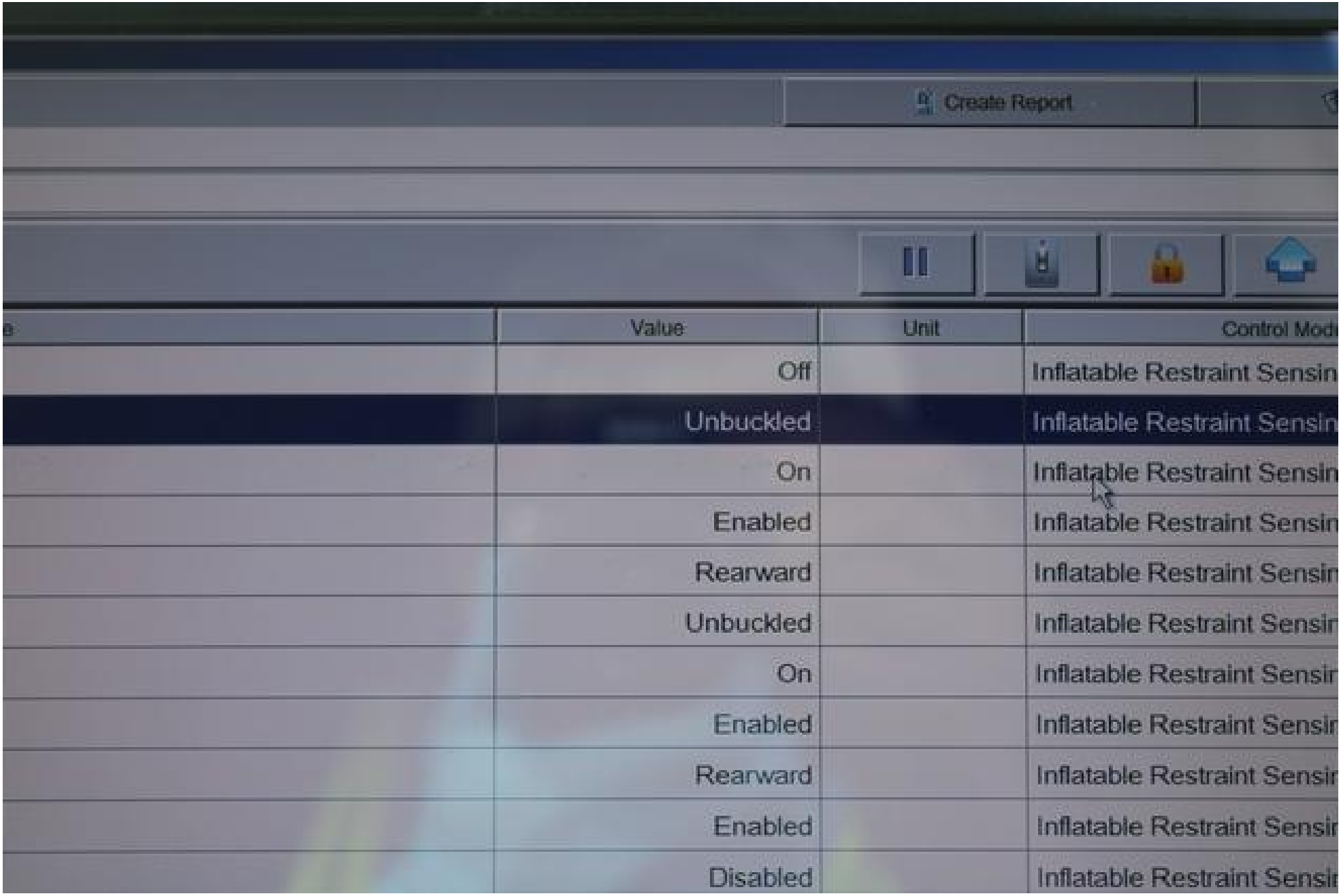

Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions

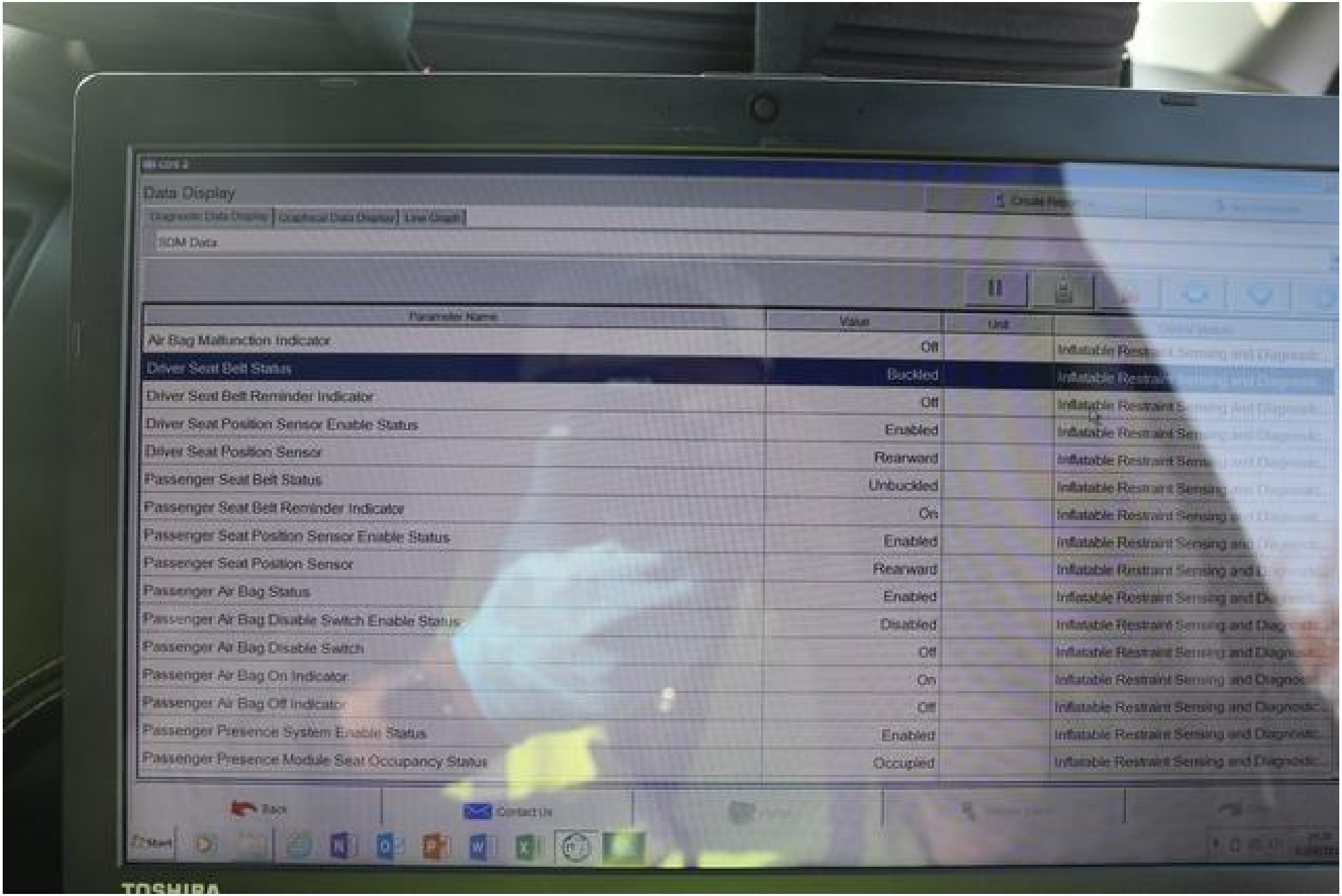

GDS 2
DTC Display

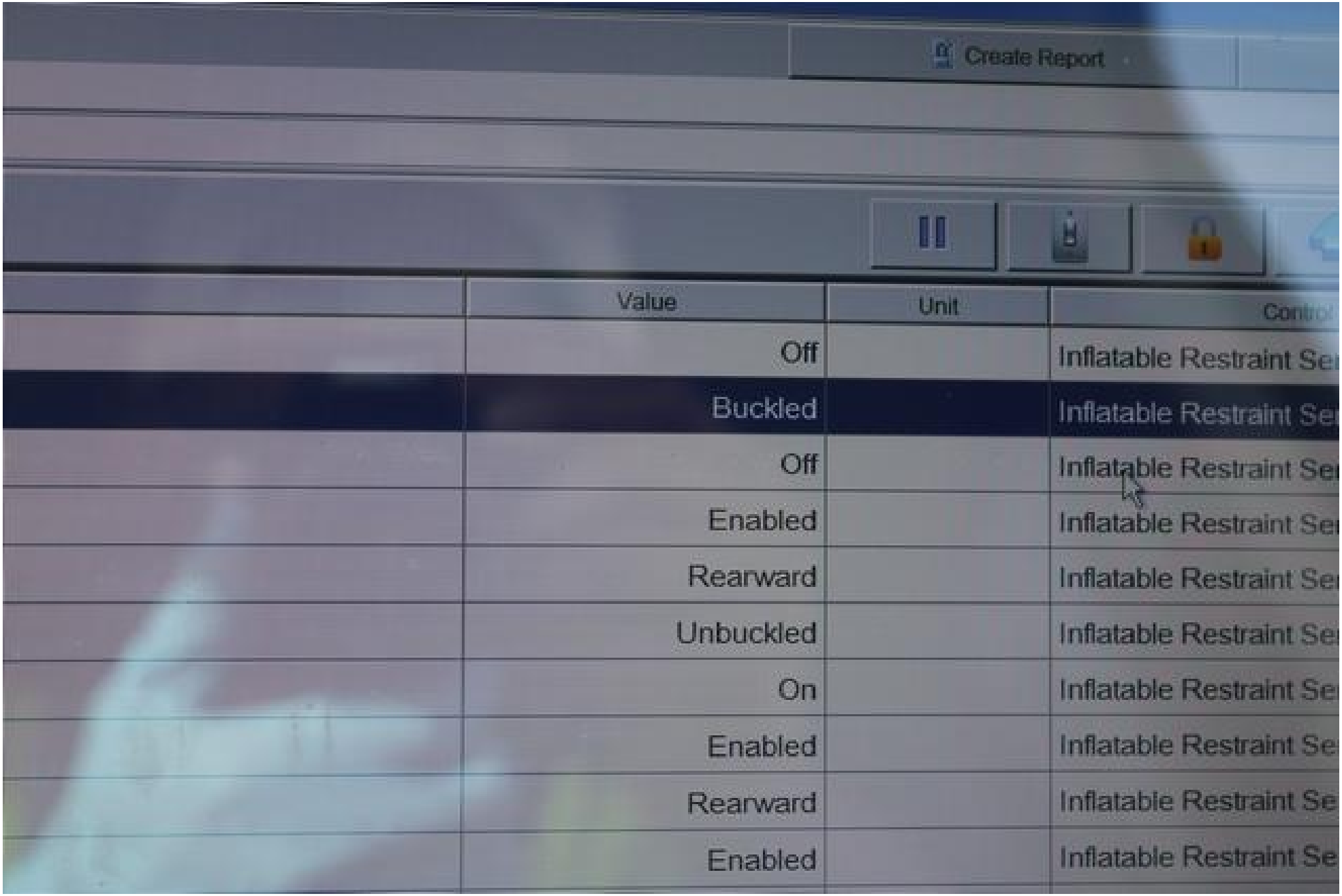

DTC Display
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
TOSHIBA

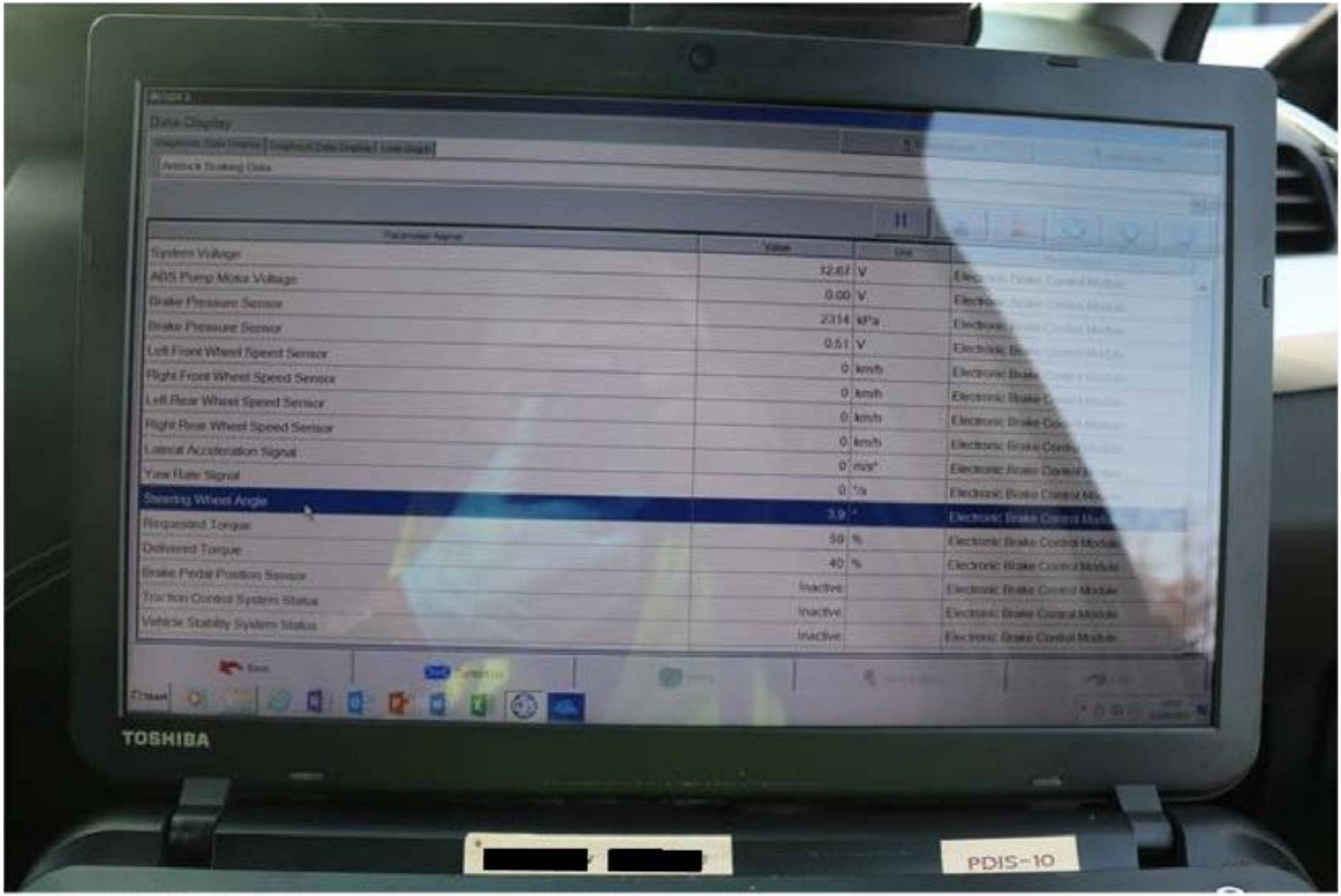

Create Report
ntrol Module Name
Control Module Status
d Diagnostic Module
No DTCs Stored
DTC
Symptom Byte
Description

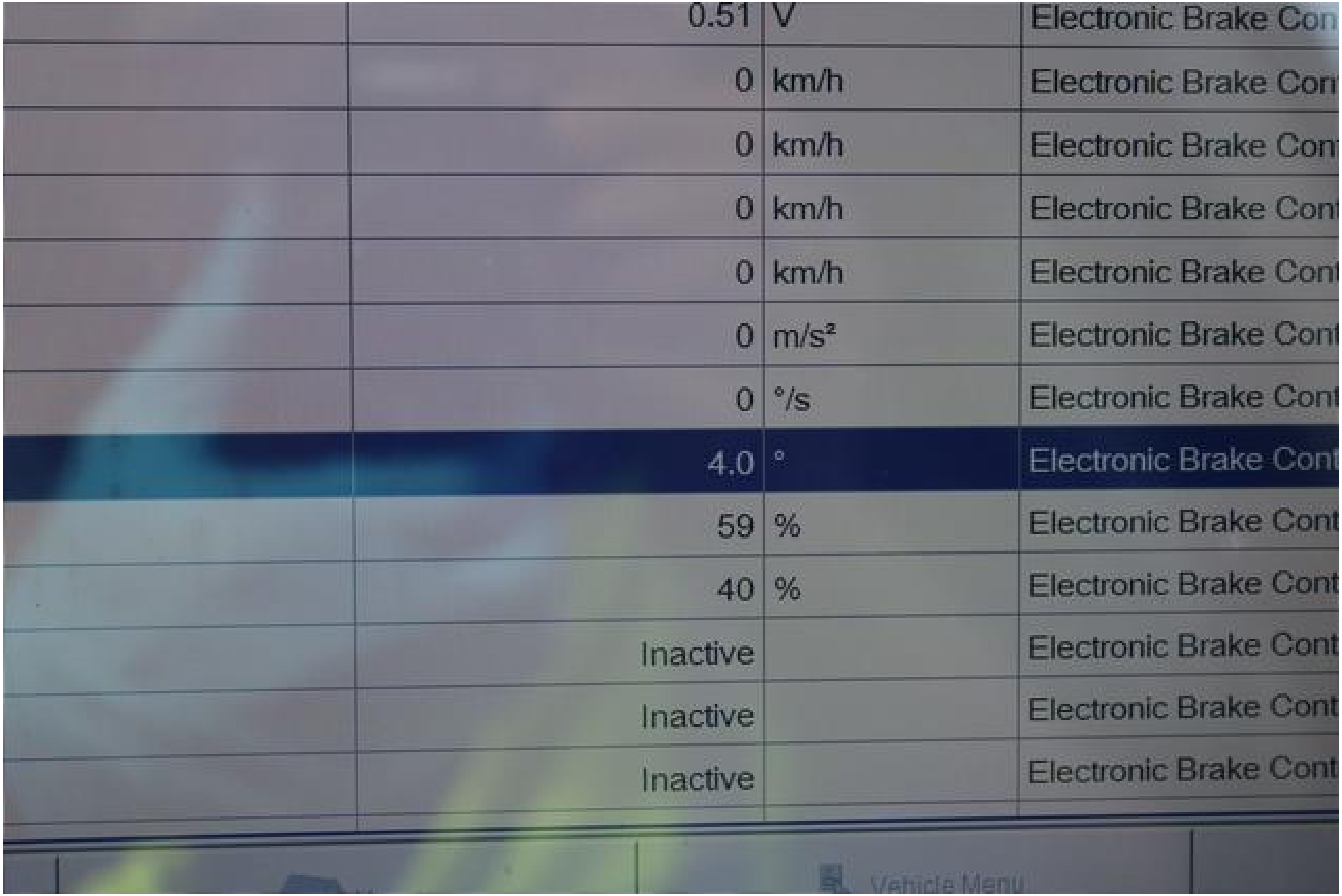

Data Display
Parameter Name
Value
Unit
Air Bag Malfunction Indicator
Off
Driver Seat Belt Status
Unbuckled
Driver Seat Belt Reminder Indicator
On
Driver Seat Position Sensor Enable Status
Enabled
Driver Seat Position Sensor
Rearward
Passenger Seat Belt Status
Unbuckled
Passenger Seat Belt Reminder Indicator
On
Passenger Seat Position Sensor Enable Status
Enabled
Passenger Seat Position Sensor
Rearward
Passenger Air Bag Status
Enabled
Passenger Air Bag Disable Switch Enable Status
Disabled
Passenger Air Bag Disable Switch
Off
Passenger Air Bag On Indicator
On
Passenger Air Bag Off Indicator
Off
Passenger Presence System Enable Status
Enabled
Passenger Presence Module Seat Occupancy Status
Occupied
Contact Us
TOSHIBA


Create Report
Value
Unit
Control Mod
Off
Inflatable Restraint Sensin
Unbuckled
Inflatable Restraint Sensin
On
Inflatable Restraint Sensin
Enabled
Inflatable Restraint Sensin
Rearward
Inflatable Restraint Sensin
Unbuckled
Inflatable Restraint Sensin
On
Inflatable Restraint Sensin
Enabled
Inflatable Restraint Sensin
Rearward
Inflatable Restraint Sensin
Enabled
Inflatable Restraint Sensin
Disabled
Inflatable Restraint Sensin


Data Display
SDM Data
Parameter Name
Value
Unit
Air Bag Malfunction Indicator
Off
Driver Seat Belt Status
Buckled
Driver Seat Belt Reminder Indicator
Off
Driver Seat Position Sensor Enable Status
Enabled
Driver Seat Position Sensor
Rearward
Passenger Seat Belt Status
Unbuckled
Passenger Seat Belt Reminder Indicator
On
Passenger Seat Position Sensor Enable Status
Enabled
Passenger Seat Position Sensor
Rearward
Passenger Air Bag Status
Enabled
Passenger Air Bag Disable Switch Enable Status
Disabled
Passenger Air Bag Disable Switch
Off
Passenger Air Bag On Indicator
On
Passenger Air Bag Off Indicator
Off
Passenger Presence System Enable Status
Enabled
Passenger Presence Module Seat Occupancy Status
Occupied
Back
Contact Us
TOSHIBA

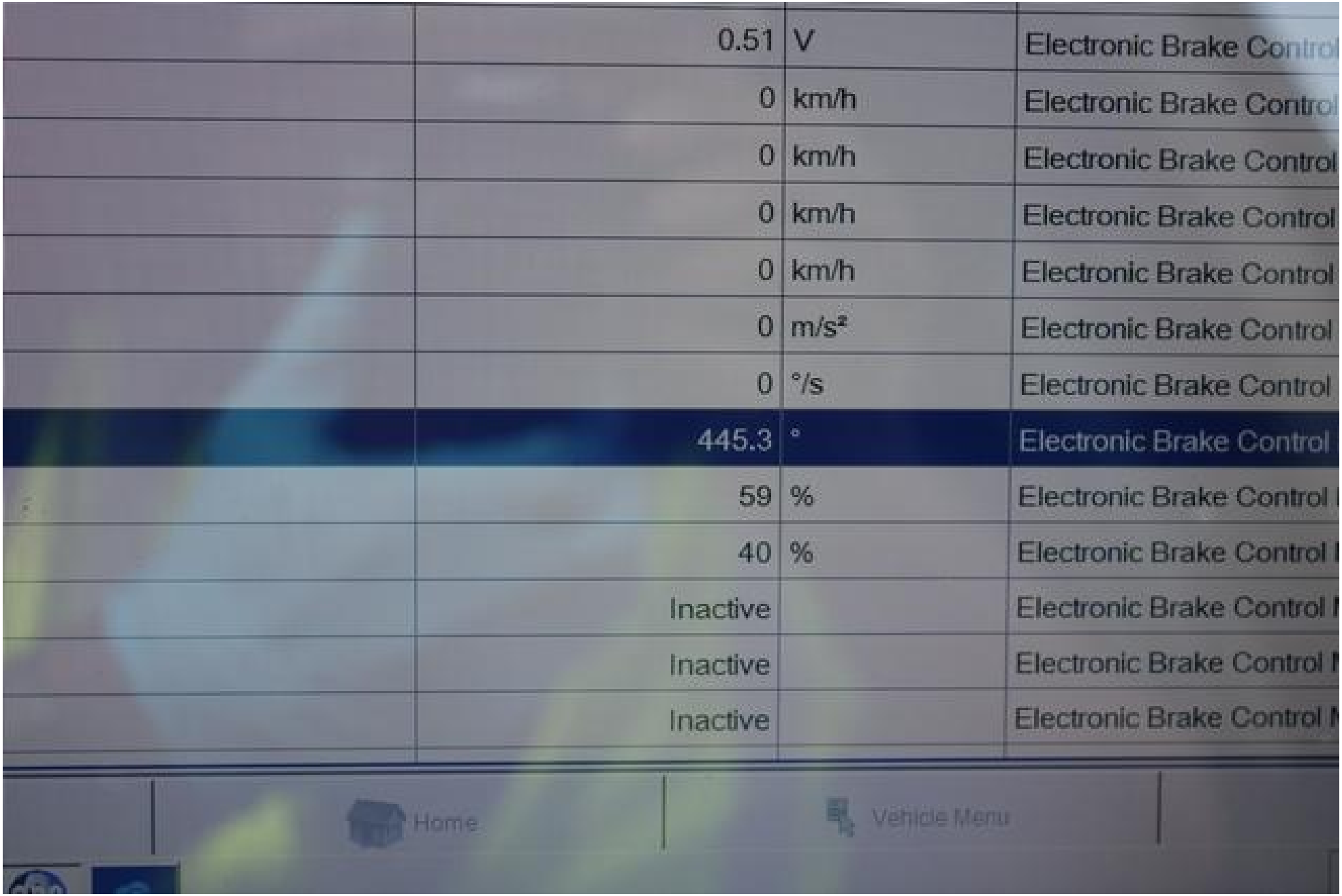

Create Report
Value
Unit
Off
Buckled
Off
Enabled
Rearward
Unbuckled
On
Enabled
Rearward
Enabled
Inflatable Restraint Se


Data Display
System Voltage
ABS Pump Motor Voltage
Brake Pressure Sensor
Brake Pressure Sensor
Left Front Wheel Speed Sensor
Right Front Wheel Speed Sensor
Left Rear Wheel Speed Sensor
Right Rear Wheel Speed Sensor
Lateral Acceleration Signal
Yaw Rate Signal
Steering Wheel Angle
Requested Torque
Delivered Torque
Brake Pedal Position Sensor
Traction Control System Status
Vehicle Stability System Status
12.61 V
0.00 V
2314 kPa
0.51 V
0 km/h
0 km/h
0 km/h
0 km/h
0 m/s²
0 °/s
3.9 °
50 %
40 %
Inactive
Inactive
Inactive
TOSHIBA
[redacted]
PDIS-10

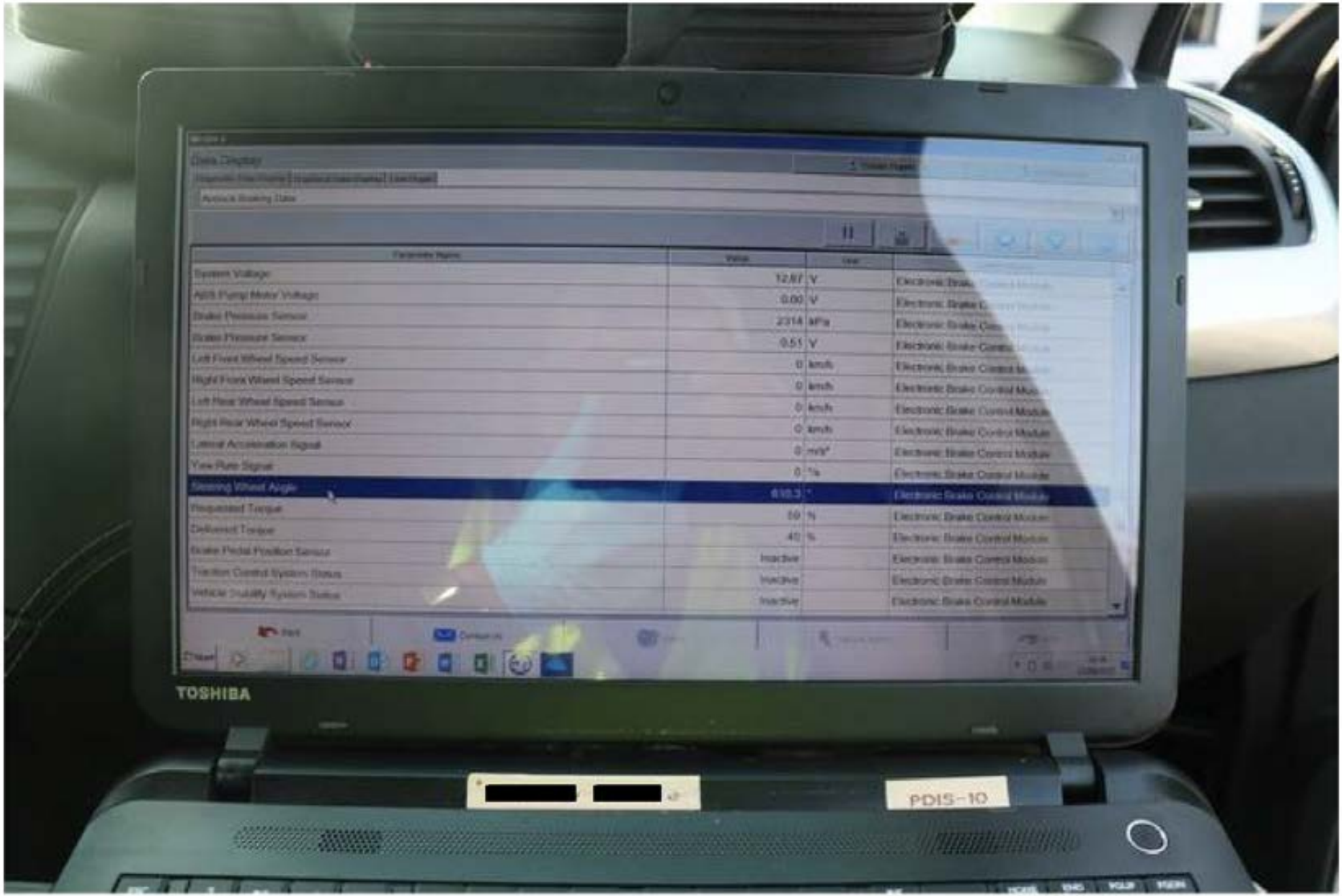


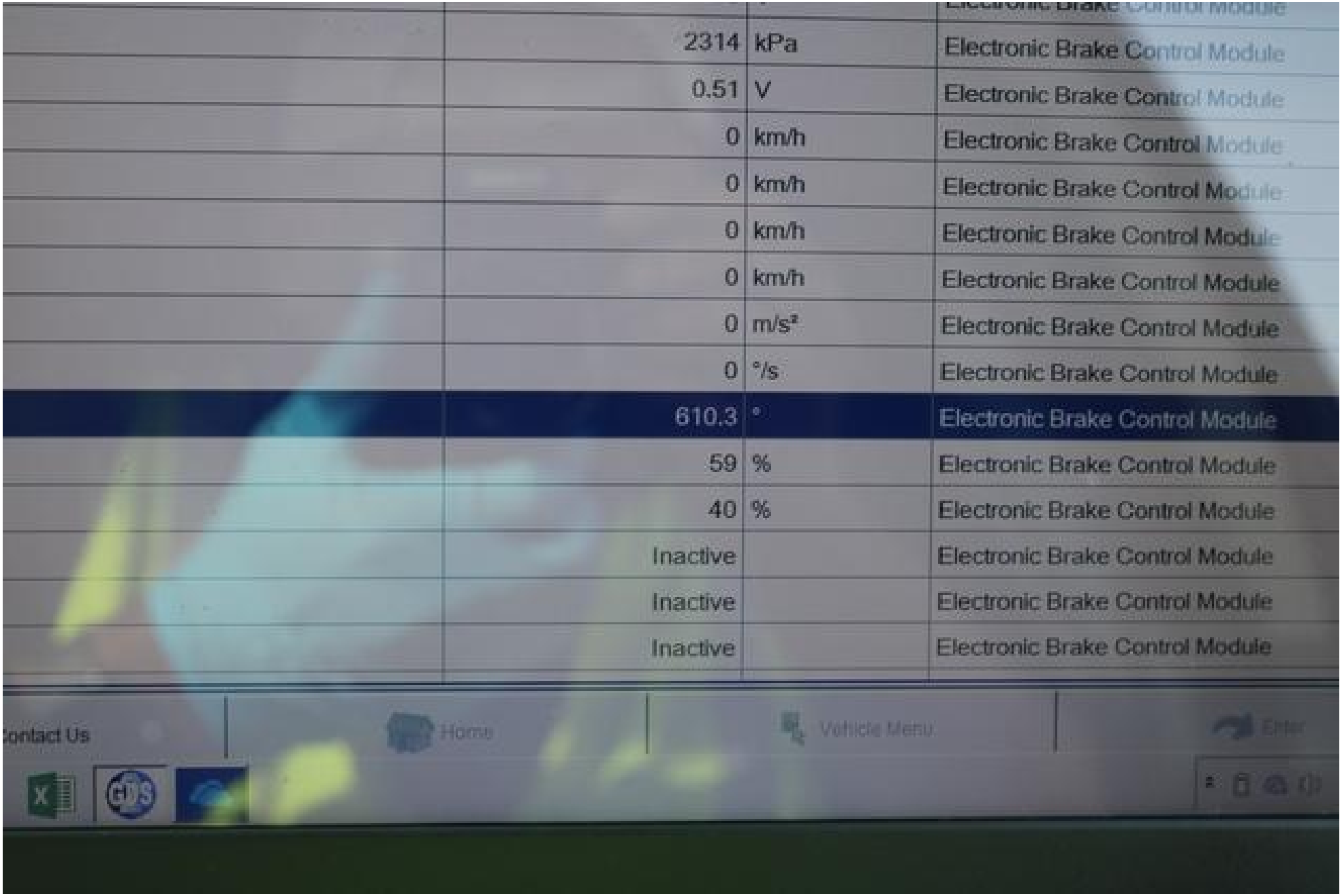
	0.51	V	Electronic Brake Con
	0	km/h	Electronic Brake Con
	0	km/h	Electronic Brake Con
	0	km/h	Electronic Brake Con
	0	km/h	Electronic Brake Con
	0	m/s²	Electronic Brake Con
	0	°/s	Electronic Brake Con
	4.0	°	Electronic Brake Con
	59	%	Electronic Brake Con
	40	%	Electronic Brake Con
	Inactive		Electronic Brake Con
	Inactive		Electronic Brake Con
	Inactive		Electronic Brake Con

TOSHIBA
PDIS-10

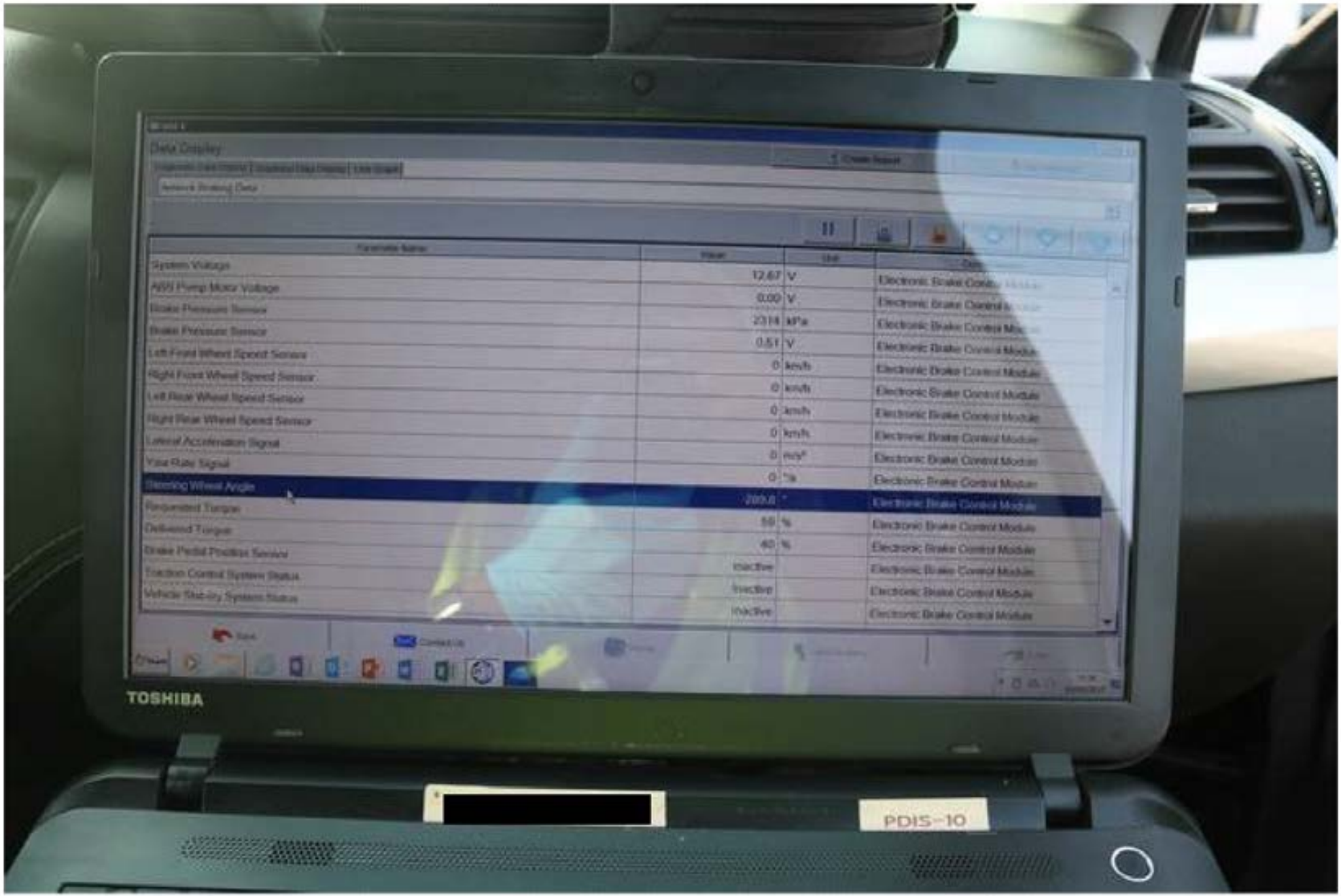


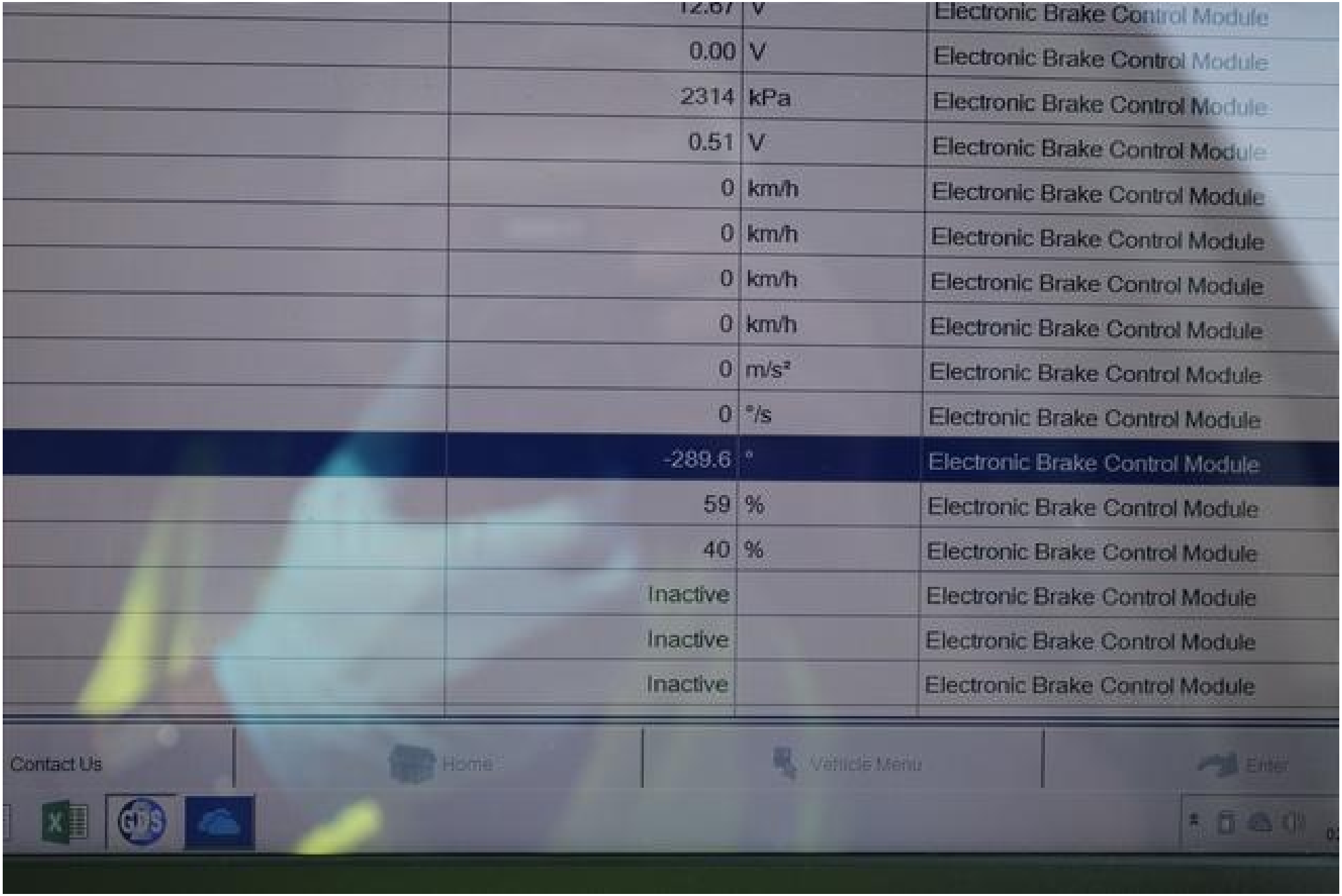
	0.51	V	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	m/s²	Electronic Brake Control
	0	°/s	Electronic Brake Control
	445.3	°	Electronic Brake Control
	59	%	Electronic Brake Control
	40	%	Electronic Brake Control
	Inactive		Electronic Brake Control
	Inactive		Electronic Brake Control
	Inactive		Electronic Brake Control


TOSHIBA
PDIS-10



			Electronic Brake Control Module
	2314	kPa	Electronic Brake Control Module
	0.51	V	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	m/s²	Electronic Brake Control Module
	0	°/s	Electronic Brake Control Module
	610.3	°	Electronic Brake Control Module
	59	%	Electronic Brake Control Module
	40	%	Electronic Brake Control Module
	Inactive		Electronic Brake Control Module
	Inactive		Electronic Brake Control Module
	Inactive		Electronic Brake Control Module


Data Display
TOSHIBA
PDIS-10



	12.67	V	Electronic Brake Control Module
	0.00	V	Electronic Brake Control Module
	2314	kPa	Electronic Brake Control Module
	0.51	V	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	km/h	Electronic Brake Control Module
	0	m/s²	Electronic Brake Control Module
	0	°/s	Electronic Brake Control Module
	-289.6	°	Electronic Brake Control Module
	59	%	Electronic Brake Control Module
	40	%	Electronic Brake Control Module
	Inactive		Electronic Brake Control Module
	Inactive		Electronic Brake Control Module
	Inactive		Electronic Brake Control Module

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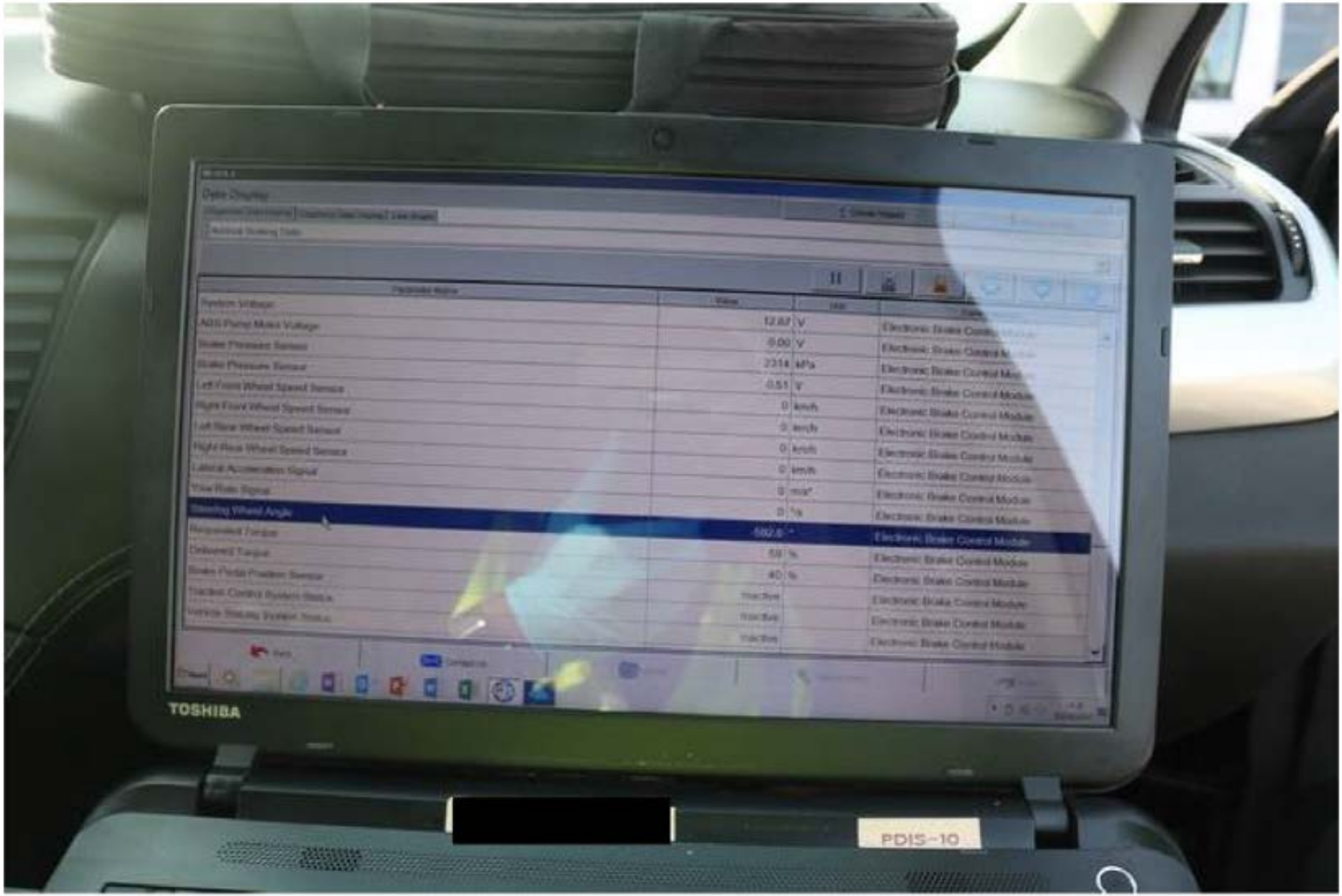
TOSHIBA
PDIS-10

0.00 V
2314 kPa
0.51 V
0 km/h
0 km/h
0 km/h
0 km/h
0 m/s²
0 °/s
-592.5 °
59 %
40 %
Inactive
Inactive
Inactive
Electronic Brake Control Module
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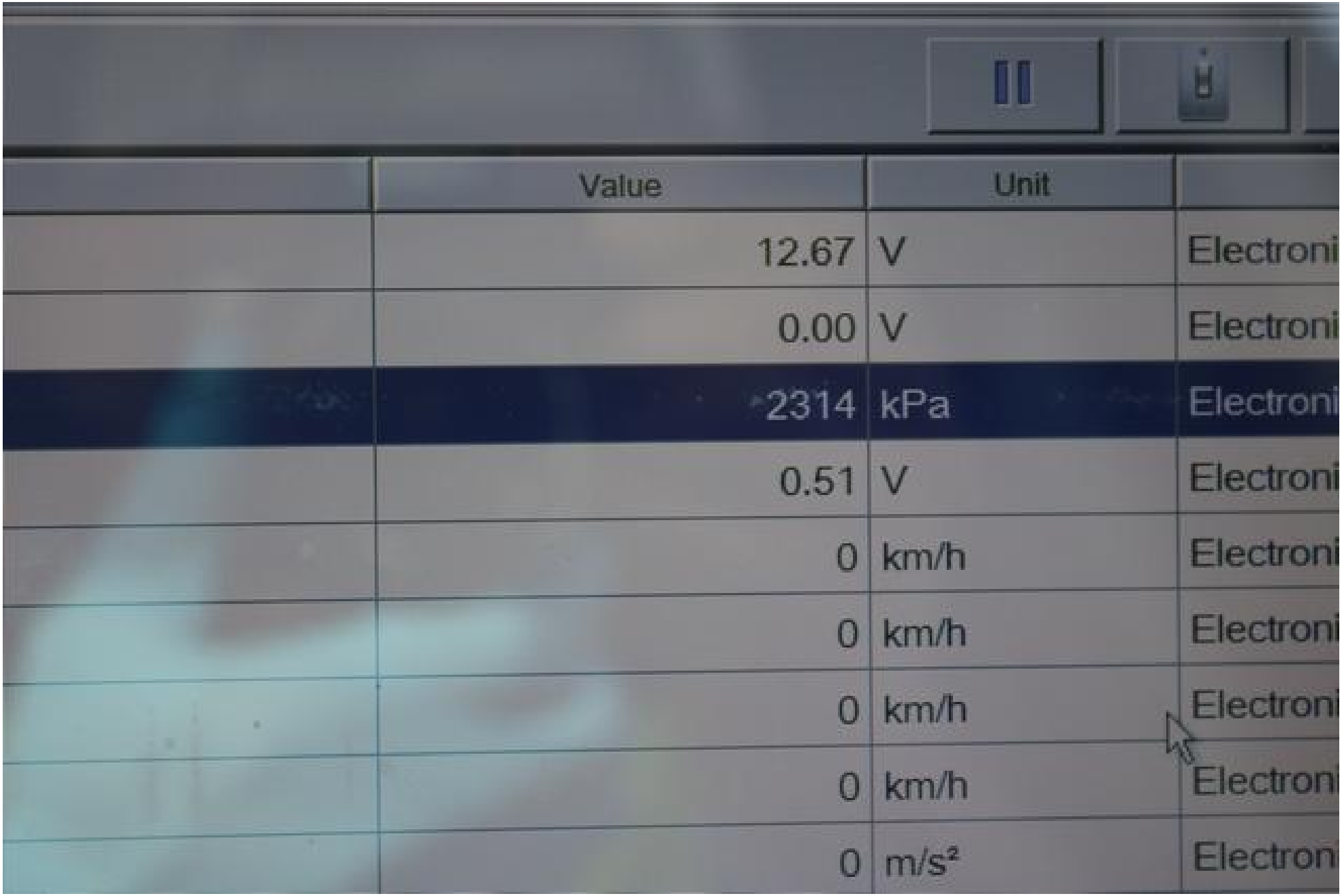
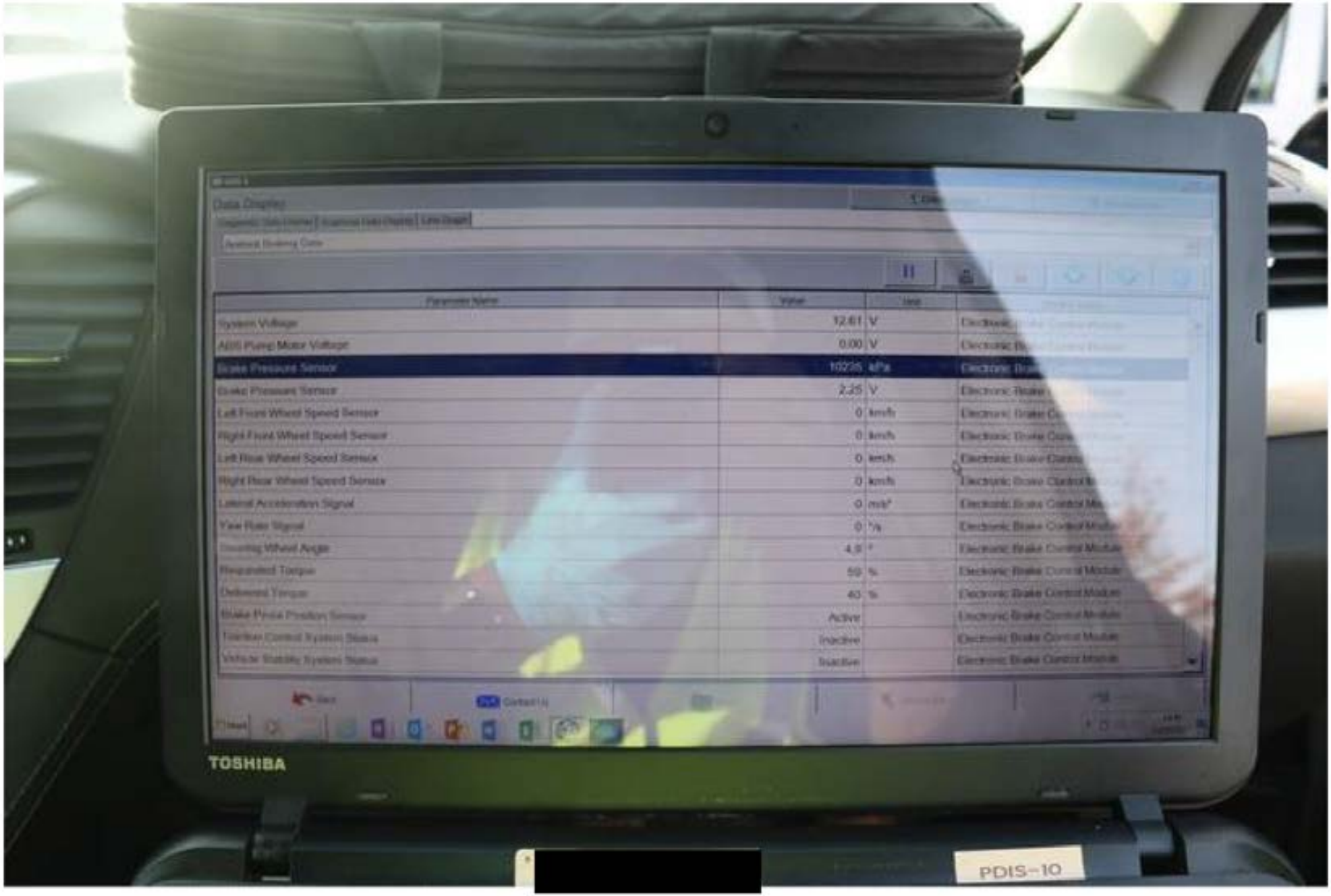
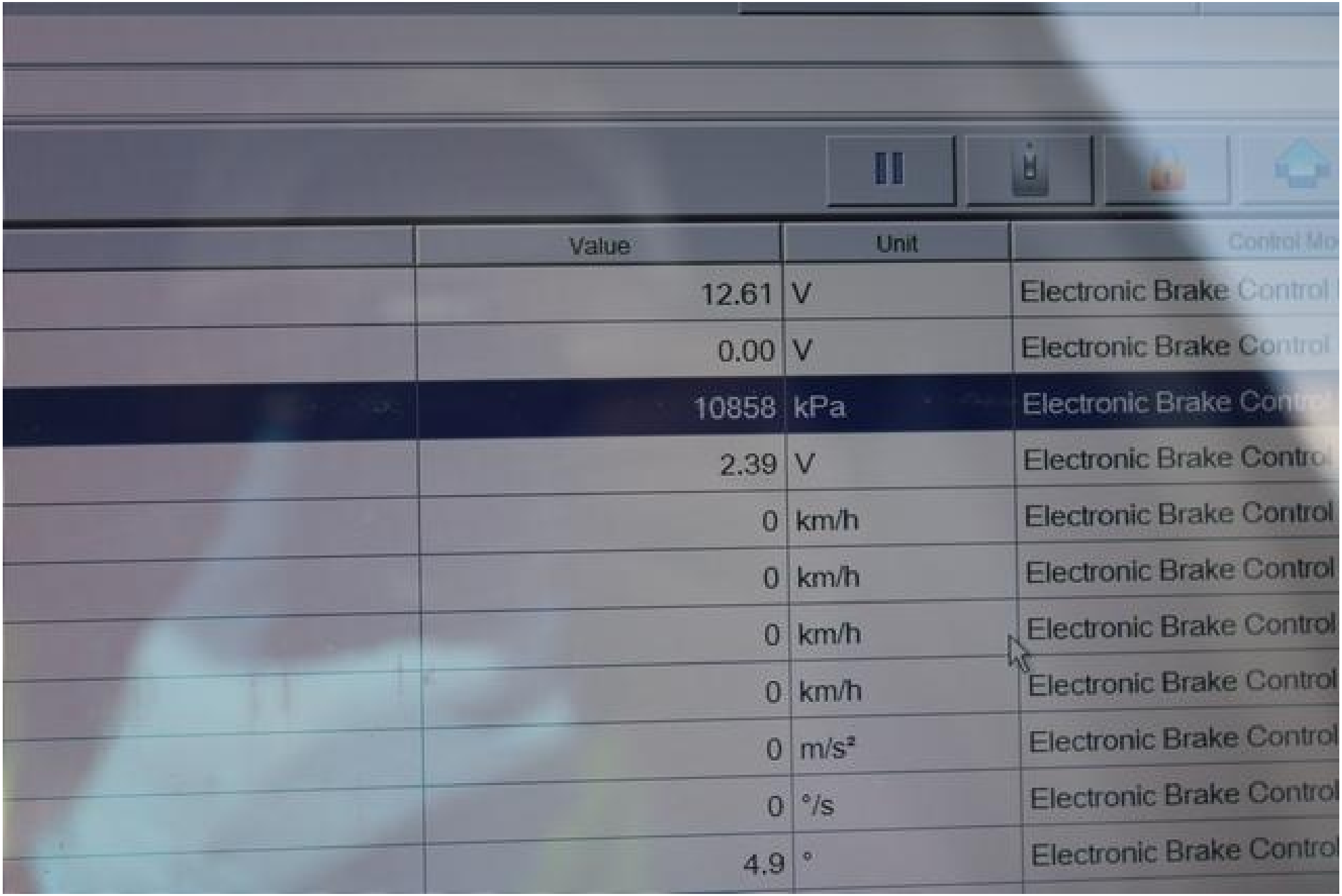
Data Display
Anti-lock Braking Data
Parameter Name
Value
Unit
System Voltage
12.61
V
ABS Pump Motor Voltage
0.00
V
Brake Pressure Sensor
-2514
kPa
Brake Pressure Sensor
0.51
V
Left Front Wheel Speed Sensor
0
km/h
Right Front Wheel Speed Sensor
0
km/h
Left Rear Wheel Speed Sensor
0
km/h
Right Rear Wheel Speed Sensor
0
km/h
Lateral Acceleration Signal
0
m/s²
Yaw Rate Signal
0
°/s
Steering Wheel Angle
4.9
°
Requested Torque
59
%
Delivered Torque
40
%
Brake Pedal Position Sensor
Inactive
Traction Control System Status
Inactive
Vehicle Stability System Status
Inactive
Back
TOSHIBA

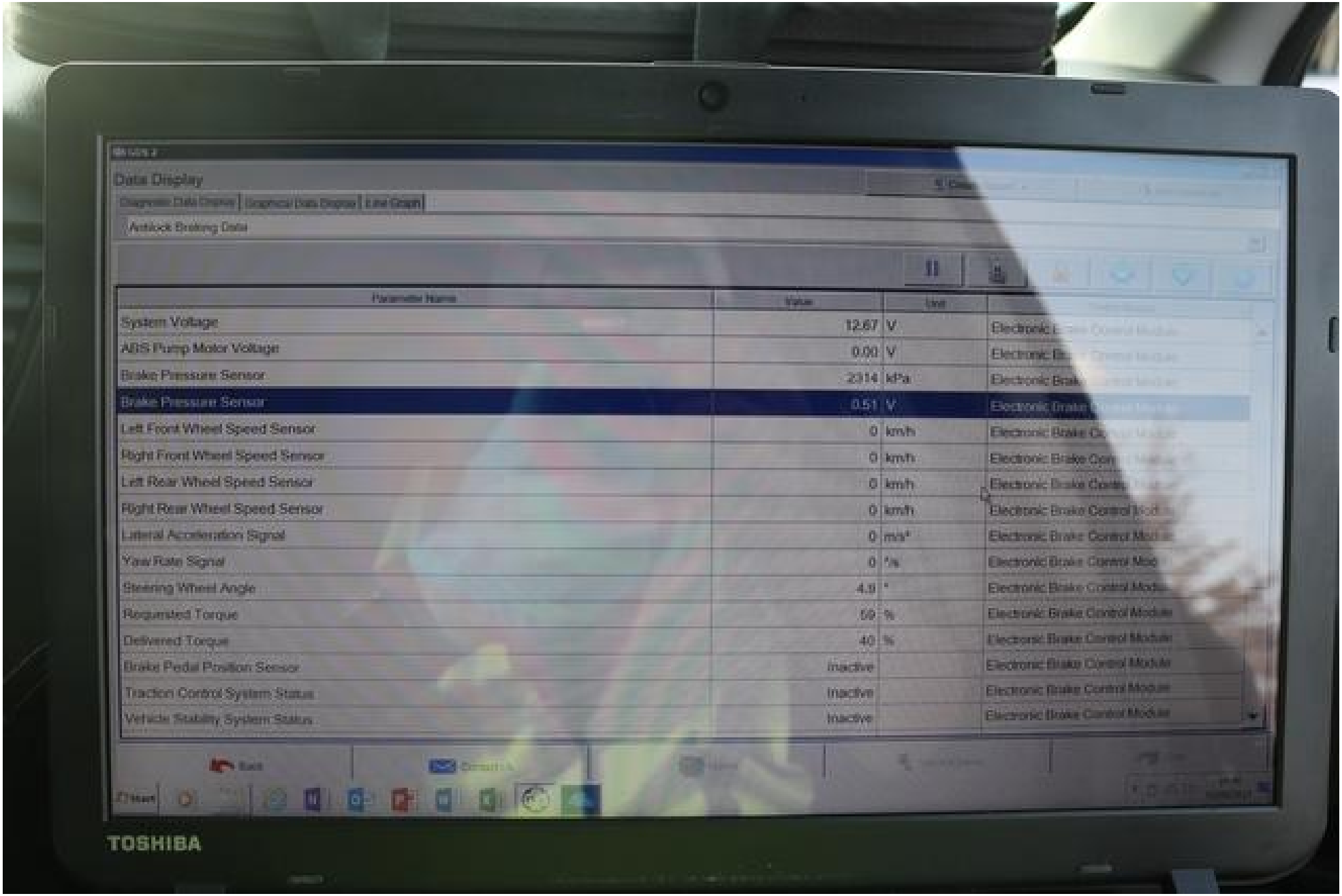


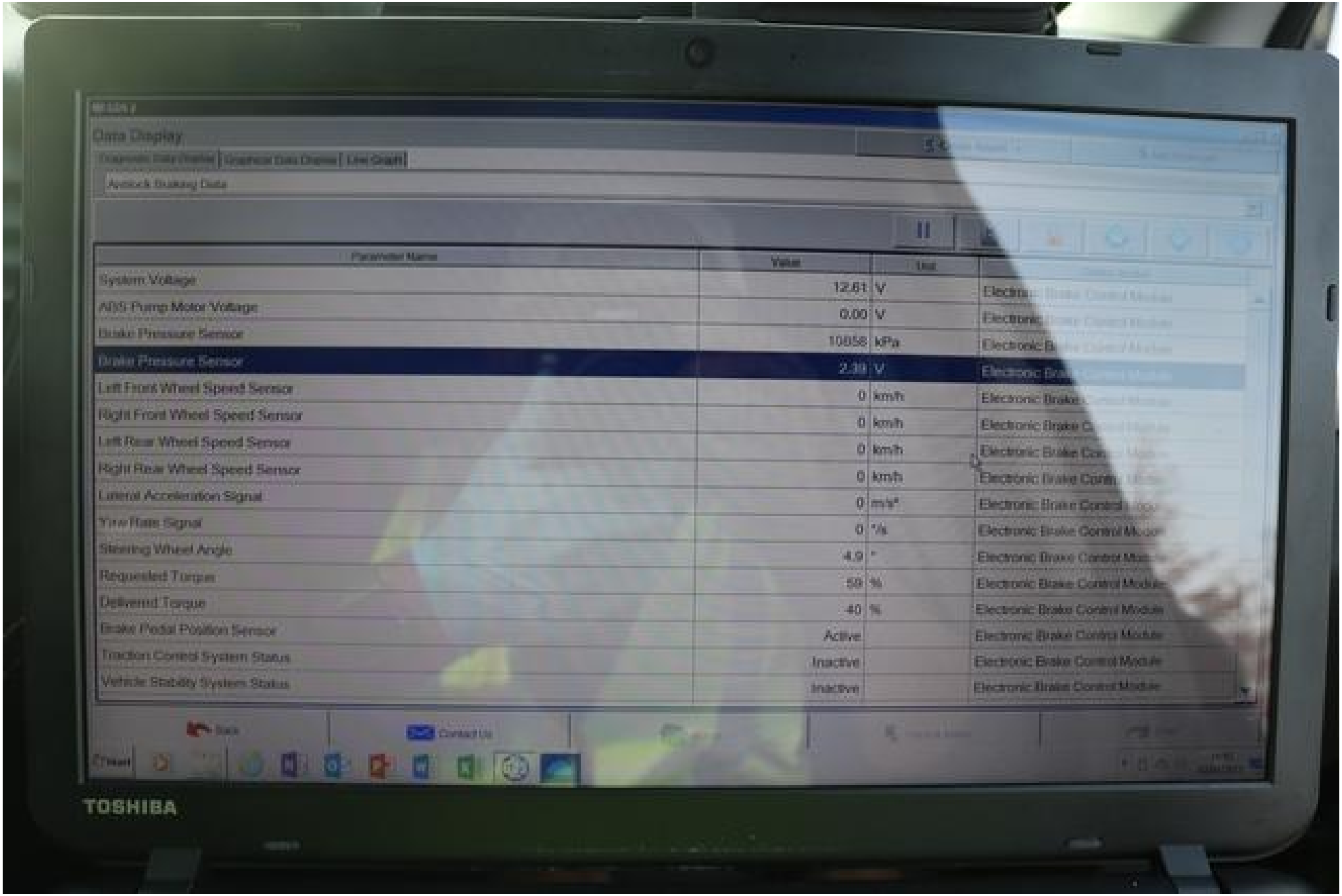
	Value	Unit	
	12.67	V	Electroni
	0.00	V	Electroni
	2314	kPa	Electroni
	0.51	V	Electroni
	0	km/h	Electroni
	0	km/h	Electroni
	0	km/h	Electroni
	0	km/h	Electroni
	0	m/s²	Electroni

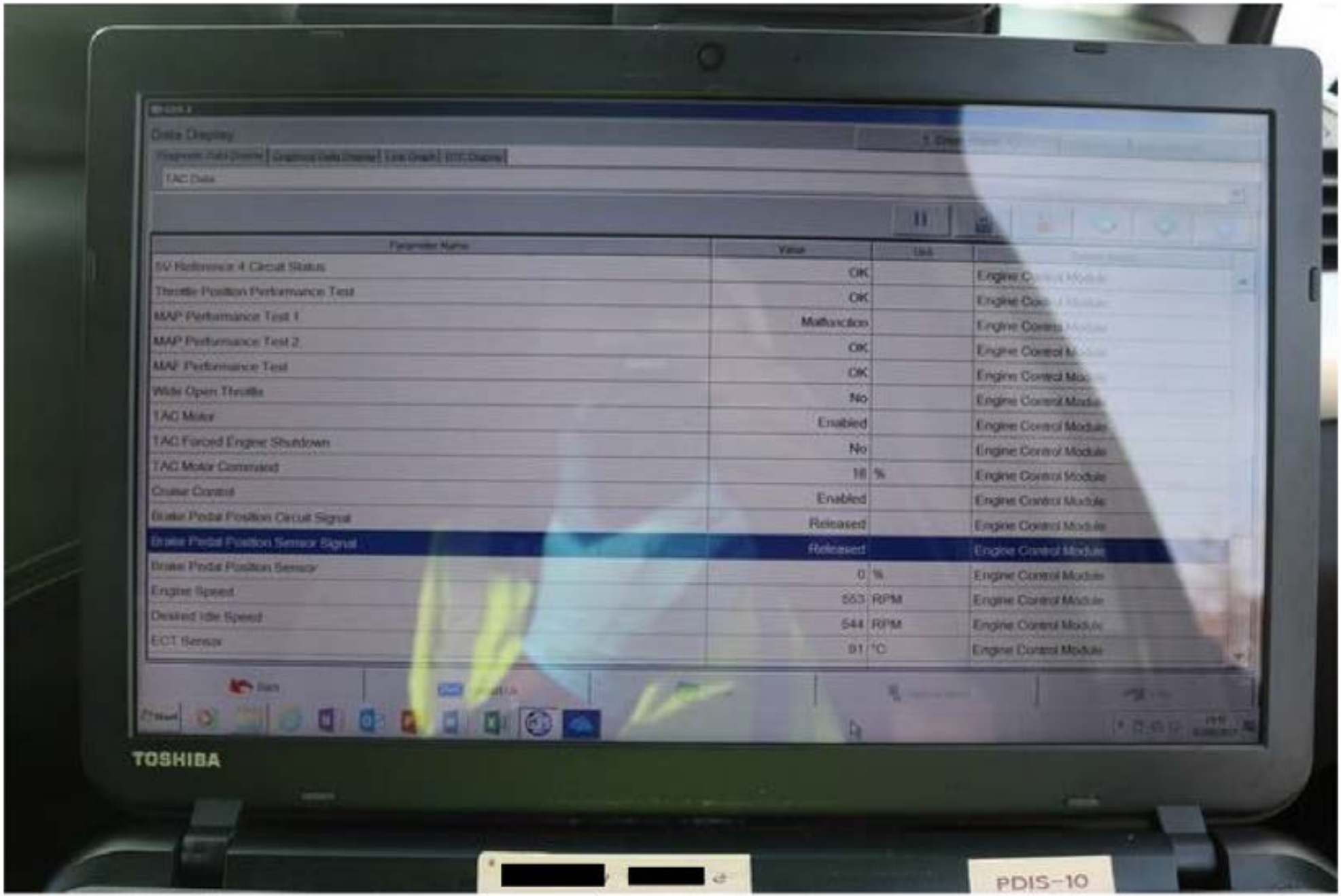

Data Display
Parameter Name
Value
Unit
System Voltage
12.61
V
ABS Pump Motor Voltage
0.00
V
Brake Pressure Sensor
1020
kPa
Brake Pressure Sensor
2.25
V
Left Front Wheel Speed Sensor
0
km/h
Right Front Wheel Speed Sensor
0
km/h
Left Rear Wheel Speed Sensor
0
km/h
Right Rear Wheel Speed Sensor
0
km/h
Lateral Acceleration Signal
0
m/s²
Yaw Rate Signal
0
°/s
Steering Wheel Angle
4.0
°
Requested Torque
59
%
Delivered Torque
40
%
Brake Pedal Position Sensor
Active
Traction Control System Status
Inactive
Vehicle Stability System Status
Inactive
TOSHIBA
PDIS-10

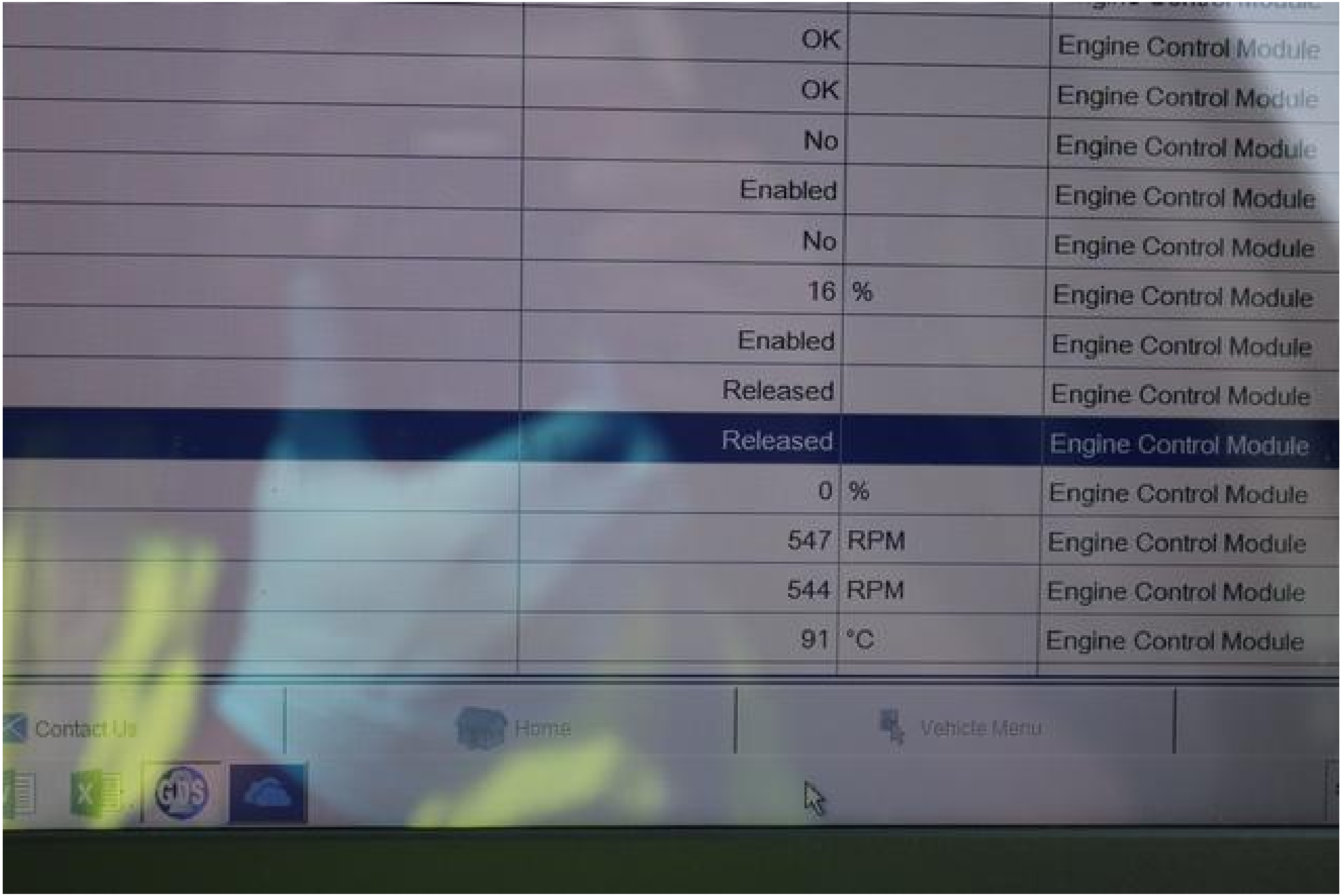


	Value	Unit	
	12.61	V	Electronic Brake Control
	0.00	V	Electronic Brake Control
	10858	kPa	Electronic Brake Control
	2.39	V	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	km/h	Electronic Brake Control
	0	m/s²	Electronic Brake Control
	0	°/s	Electronic Brake Control
	4.9	°	Electronic Brake Control


Data Display
Antilock Braking Data
Parameter Name
Value
Unit
System Voltage
12.67
V
ABS Pump Motor Voltage
0.00
V
Brake Pressure Sensor
2314
kPa
Brake Pressure Sensor
0.51
V
Left Front Wheel Speed Sensor
0
km/h
Right Front Wheel Speed Sensor
0
km/h
Left Rear Wheel Speed Sensor
0
km/h
Right Rear Wheel Speed Sensor
0
km/h
Lateral Acceleration Signal
0
m/s²
Yaw Rate Signal
0
°/s
Steering Wheel Angle
4.9
°
Requested Torque
59
%
Delivered Torque
40
%
Brake Pedal Position Sensor
Inactive
Traction Control System Status
Inactive
Vehicle Stability System Status
Inactive
TOSHIBA


Data Display
Graphical Data Display [Line Graph]
Parameter Name
Value
Unit
System Voltage
12.61
V
ABS Pump Motor Voltage
0.00
V
Brake Pressure Sensor
10858
kPa
Brake Pressure Sensor
2.39
V
Left Front Wheel Speed Sensor
0
km/h
Right Front Wheel Speed Sensor
0
km/h
Left Rear Wheel Speed Sensor
0
km/h
Right Rear Wheel Speed Sensor
0
km/h
Lateral Acceleration Signal
0
m/s²
Yaw Rate Signal
0
°/s
Steering Wheel Angle
4.9
°
Requested Torque
59
%
Delivered Torque
40
%
Brake Pedal Position Sensor
Active
Traction Control System Status
Inactive
Vehicle Stability System Status
Inactive
TOSHIBA


Data Display
TAC Data
Parameter Name
Value
Unit
5V Reference 4 Circuit Status
OK
Throttle Position Performance Test
OK
MAP Performance Test 1
Malfunction
MAP Performance Test 2
OK
MAF Performance Test
OK
Wide Open Throttle
No
TAC Motor
Enabled
TAC Forced Engine Shutdown
No
TAC Motor Command
16
%
Cruise Control
Enabled
Brake Pedal Position Circuit Signal
Released
Brake Pedal Position Sensor Signal
Released
Brake Pedal Position Sensor
0
%
Engine Speed
553
RPM
Desired Idle Speed
544
RPM
ECT Sensor
91
°C
Engine Control Module
TOSHIBA
[redacted]
PDIS-10


OK
Engine Control Module
OK
Engine Control Module
No
Engine Control Module
Enabled
Engine Control Module
No
Engine Control Module
16 %
Engine Control Module
Enabled
Engine Control Module
Released
Engine Control Module
Released
Engine Control Module
0 %
Engine Control Module
547 RPM
Engine Control Module
544 RPM
Engine Control Module
91 °C
Engine Control Module
Contact Us
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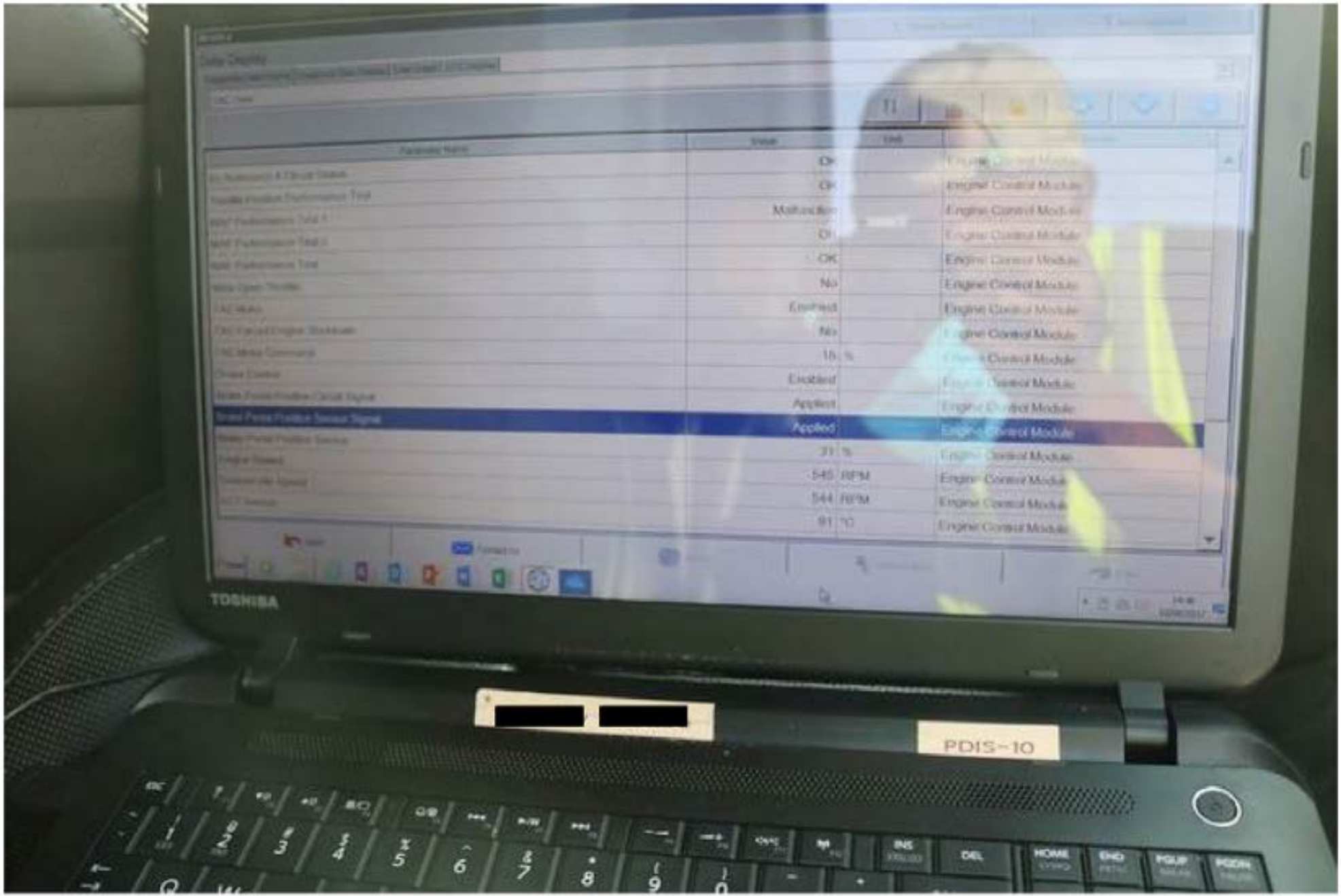
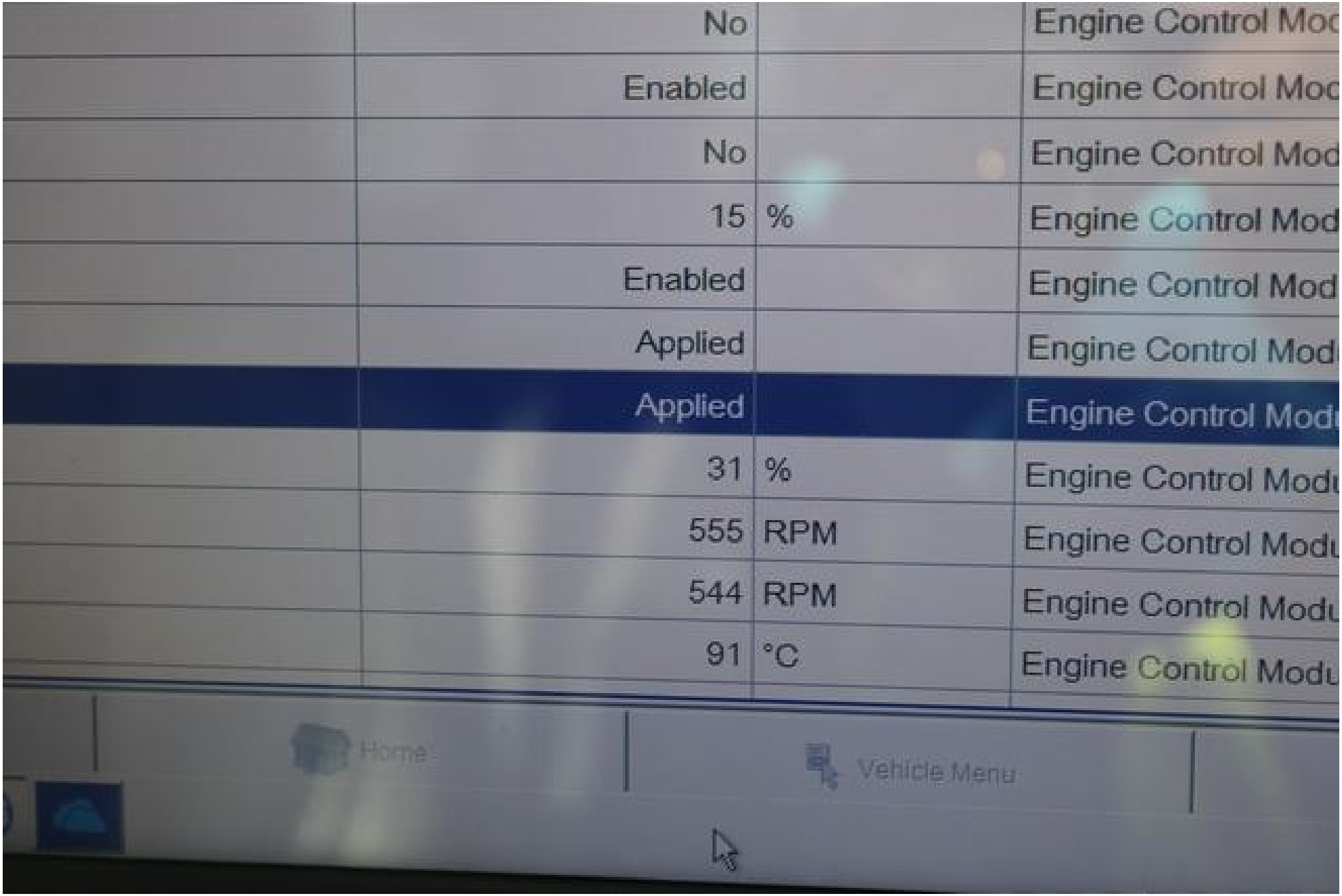
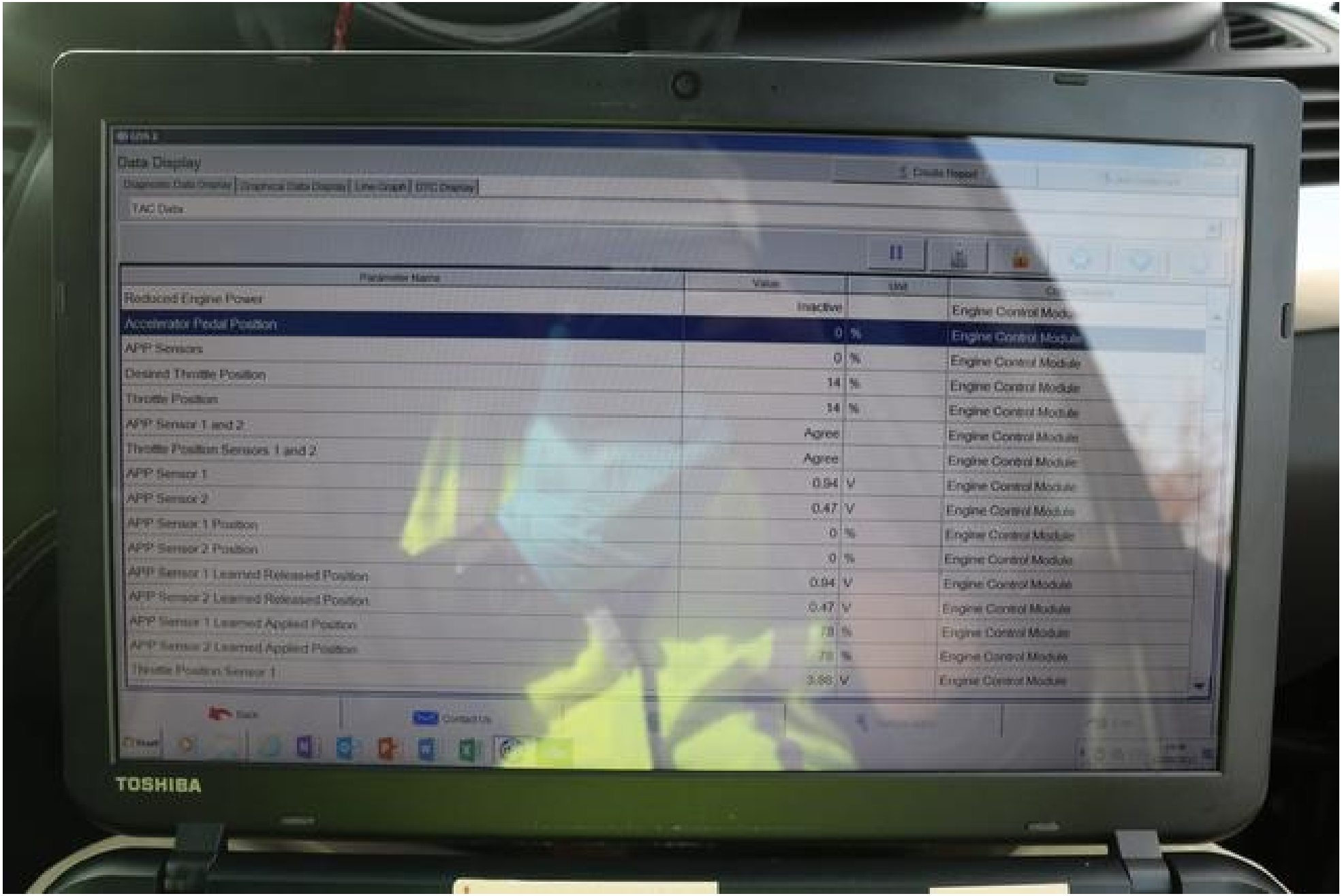
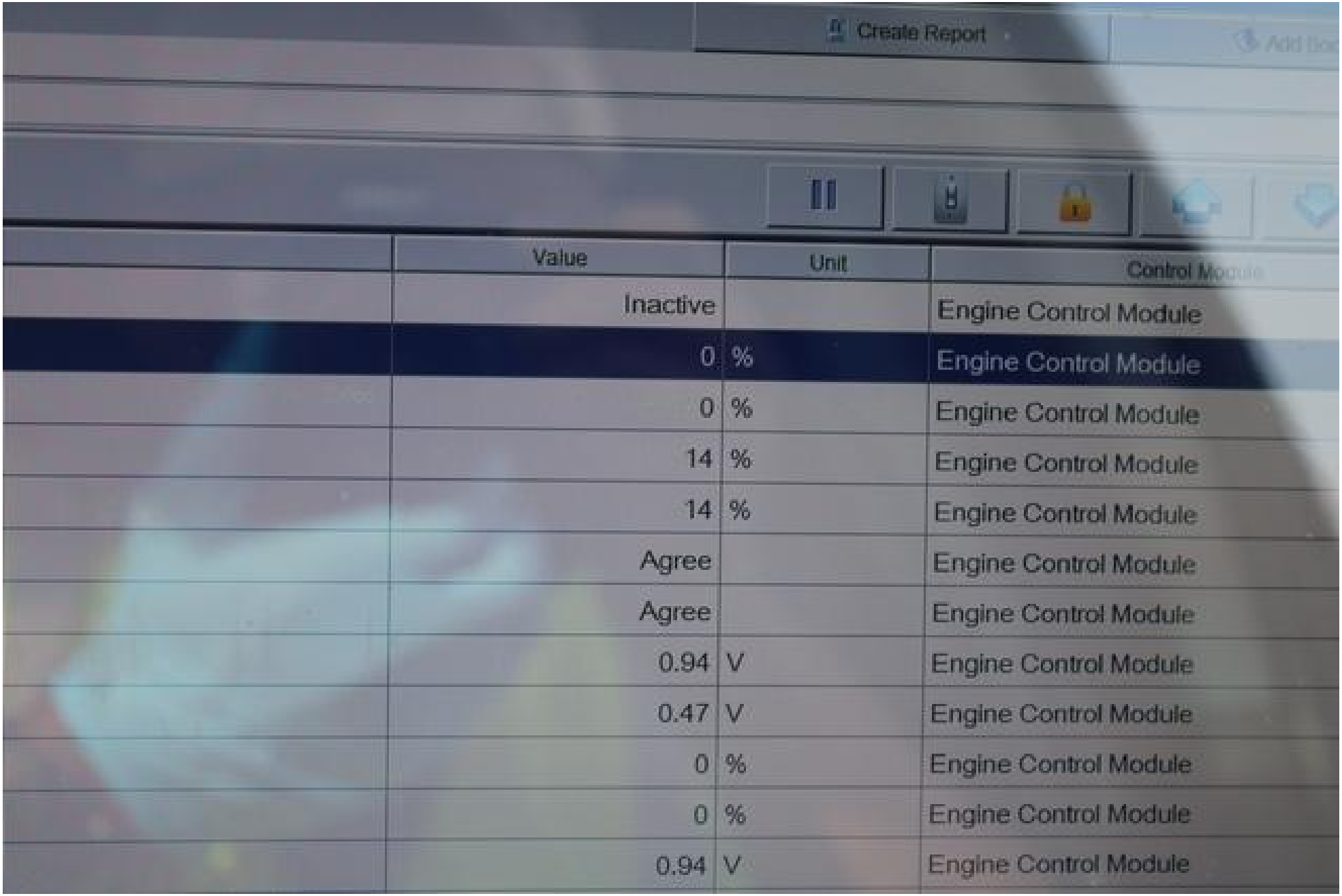
SUBURBAN

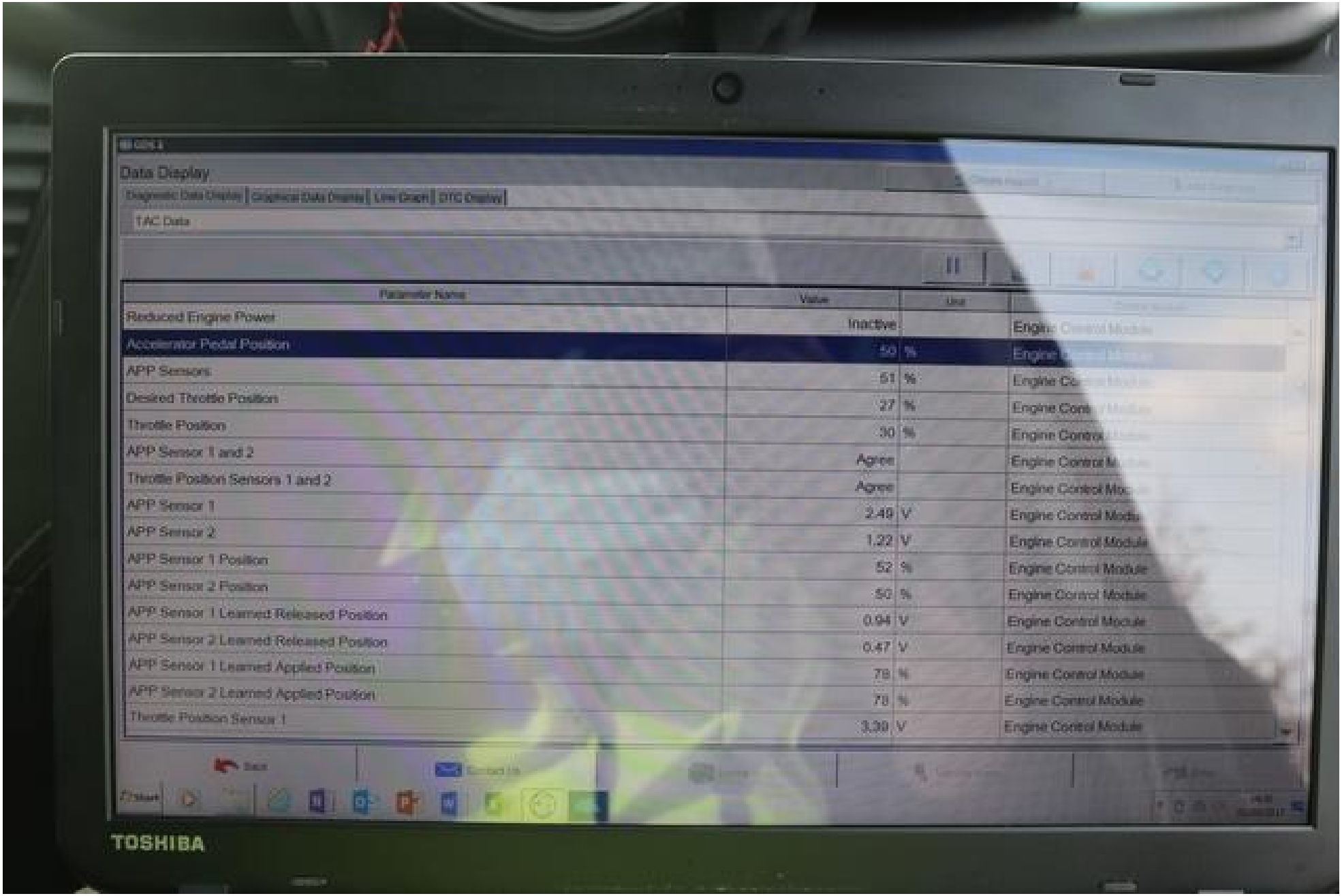

TOSHIBA
PDIS-10

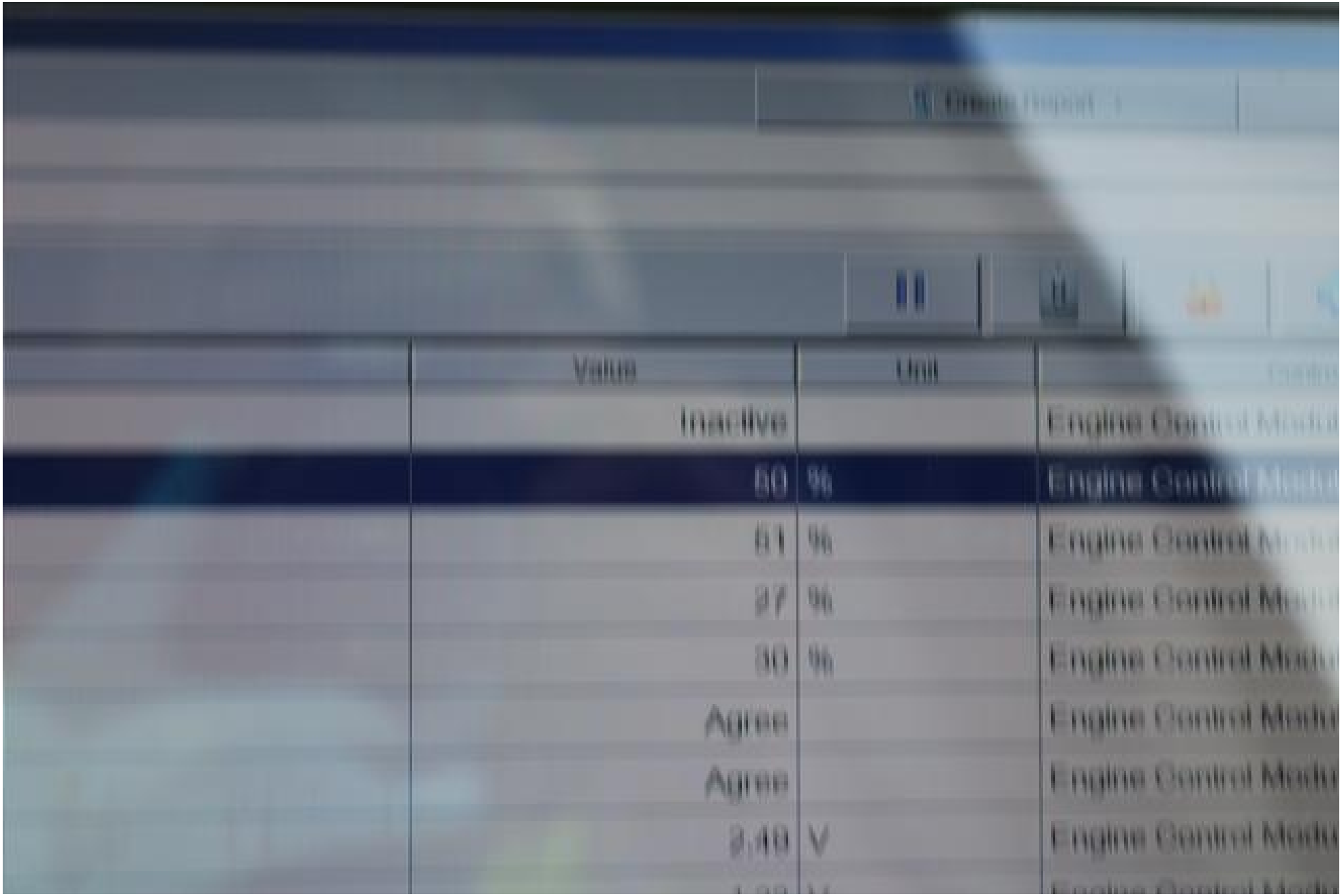

No
Engine Control Mod
Enabled
Engine Control Mod
No
Engine Control Mod
15 %
Engine Control Mod
Enabled
Engine Control Mod
Applied
Engine Control Mod
Applied
Engine Control Mod
31 %
Engine Control Modu
555 RPM
Engine Control Modu
544 RPM
Engine Control Modu
91 °C
Engine Control Modu
Home
Vehicle Menu

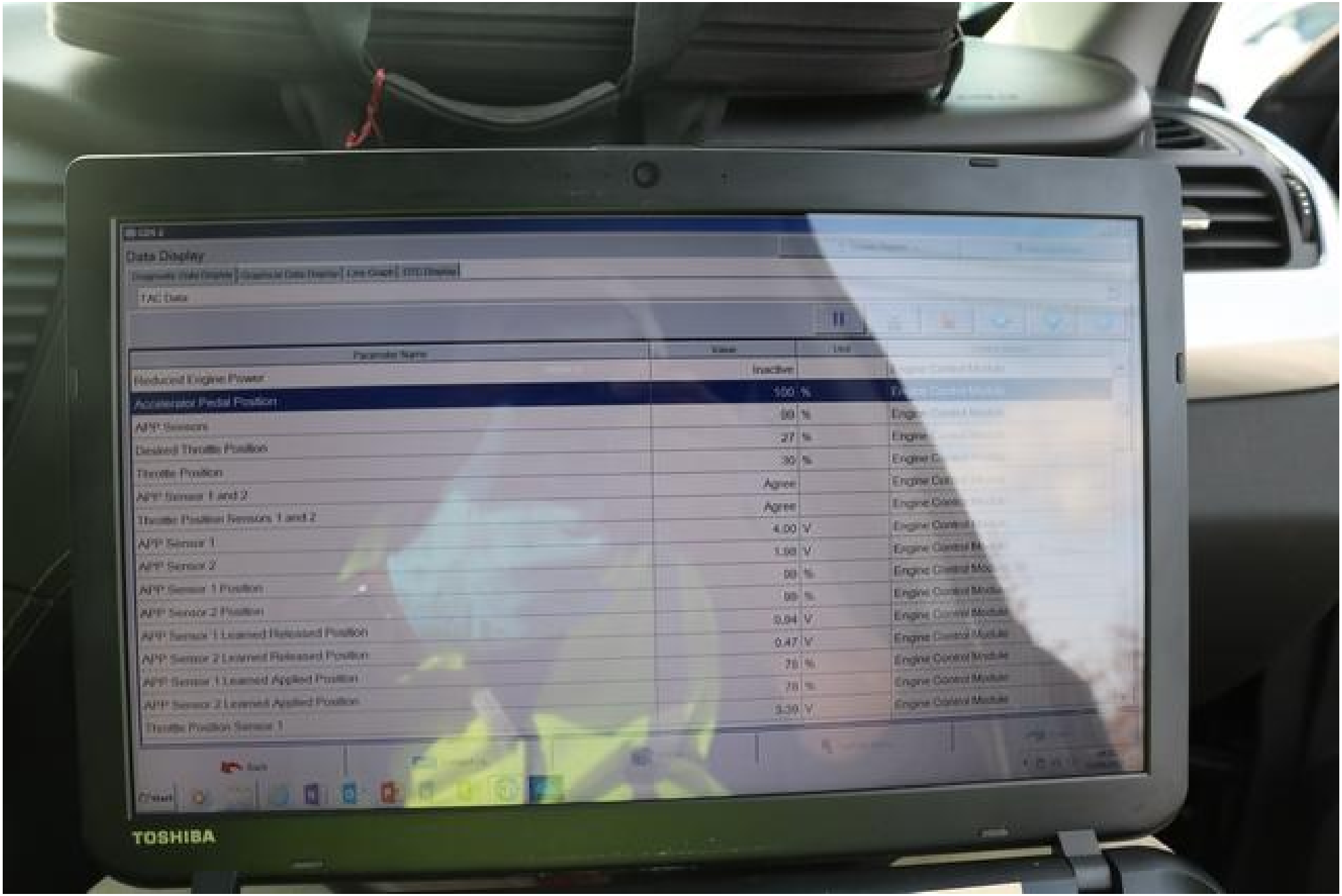
SUBURBAN

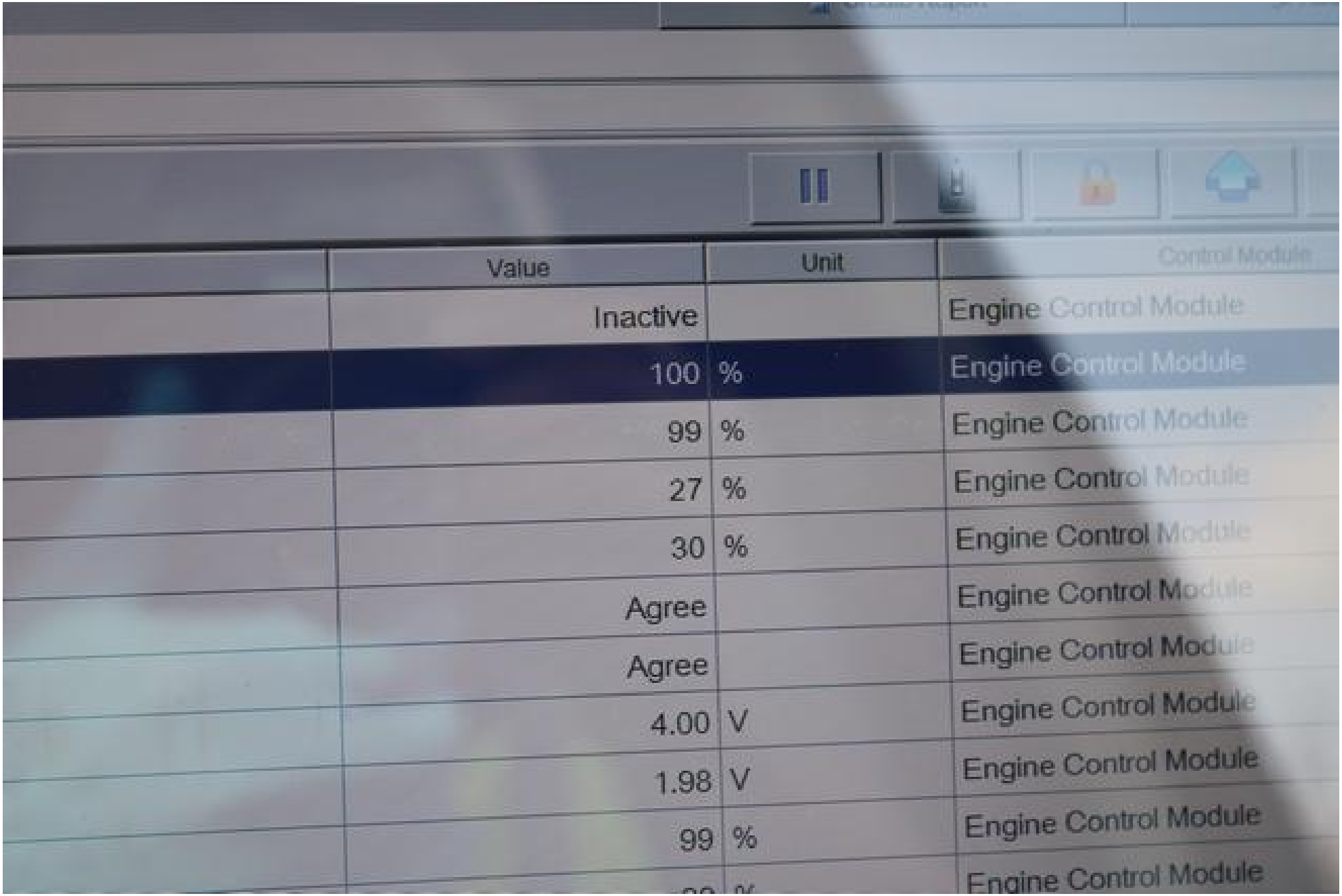

Data Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position
0 %
APP Sensors
0 %
Desired Throttle Position
14 %
Throttle Position
14 %
APP Sensor 1 and 2
Agree
Throttle Position Sensors 1 and 2
Agree
APP Sensor 1
0.94 V
APP Sensor 2
0.47 V
APP Sensor 1 Position
0 %
APP Sensor 2 Position
0 %
APP Sensor 1 Learned Released Position
0.94 V
APP Sensor 2 Learned Released Position
0.47 V
APP Sensor 1 Learned Applied Position
78 %
APP Sensor 2 Learned Applied Position
78 %
Throttle Position Sensor 1
3.86 V
Engine Control Module
TOSHIBA


Create Report
Value
Unit
Control Module
Inactive
Engine Control Module
0 %
Engine Control Module
0 %
Engine Control Module
14 %
Engine Control Module
14 %
Engine Control Module
Agree
Engine Control Module
Agree
Engine Control Module
0.94 V
Engine Control Module
0.47 V
Engine Control Module
0 %
Engine Control Module
0 %
Engine Control Module
0.94 V
Engine Control Module


Data Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position
49
%
APP Sensors
51
%
Desired Throttle Position
27
%
Throttle Position
30
%
APP Sensor 1 and 2
Agree
Throttle Position Sensors 1 and 2
Agree
APP Sensor 1
2.49
V
APP Sensor 2
1.22
V
APP Sensor 1 Position
52
%
APP Sensor 2 Position
50
%
APP Sensor 1 Learned Released Position
0.94
V
APP Sensor 2 Learned Released Position
0.47
V
APP Sensor 1 Learned Applied Position
78
%
APP Sensor 2 Learned Applied Position
78
%
Throttle Position Sensor 1
3.39
V
TOSHIBA


Value
Unit
Inactive
80 %
61 %
27 %
30 %
Agree
Agree
0.40 V


Data Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position
100 %
APP Sensors
99 %
Desired Throttle Position
27 %
Throttle Position
30 %
APP Sensor 1 and 2
Agree
Throttle Position Sensors 1 and 2
Agree
APP Sensor 1
4.00 V
APP Sensor 2
1.00 V
APP Sensor 1 Position
99 %
APP Sensor 2 Position
99 %
APP Sensor 1 Learned Released Position
0.04 V
APP Sensor 2 Learned Released Position
0.47 V
APP Sensor 1 Learned Applied Position
76 %
APP Sensor 2 Learned Applied Position
76 %
Throttle Position Sensor 1
0.59 V
TOSHIBA



	Value	Unit	Control Module
	Inactive		Engine Control Module
	100	%	Engine Control Module
	99	%	Engine Control Module
	27	%	Engine Control Module
	30	%	Engine Control Module
	Agree		Engine Control Module
	Agree		Engine Control Module
	4.00	V	Engine Control Module
	1.98	V	Engine Control Module
	99	%	Engine Control Module
			Engine Control Module

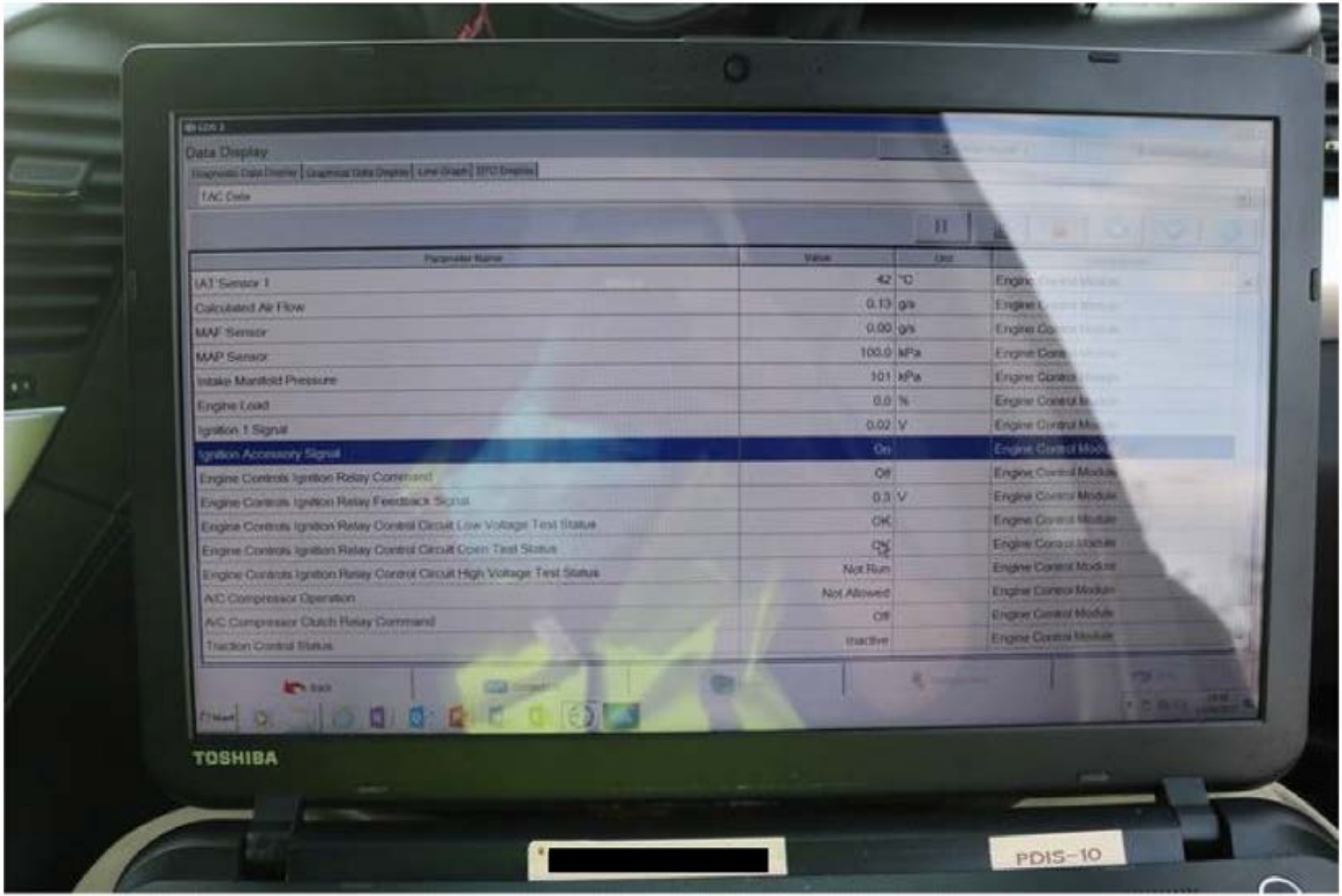
ENGINE
START/STOP

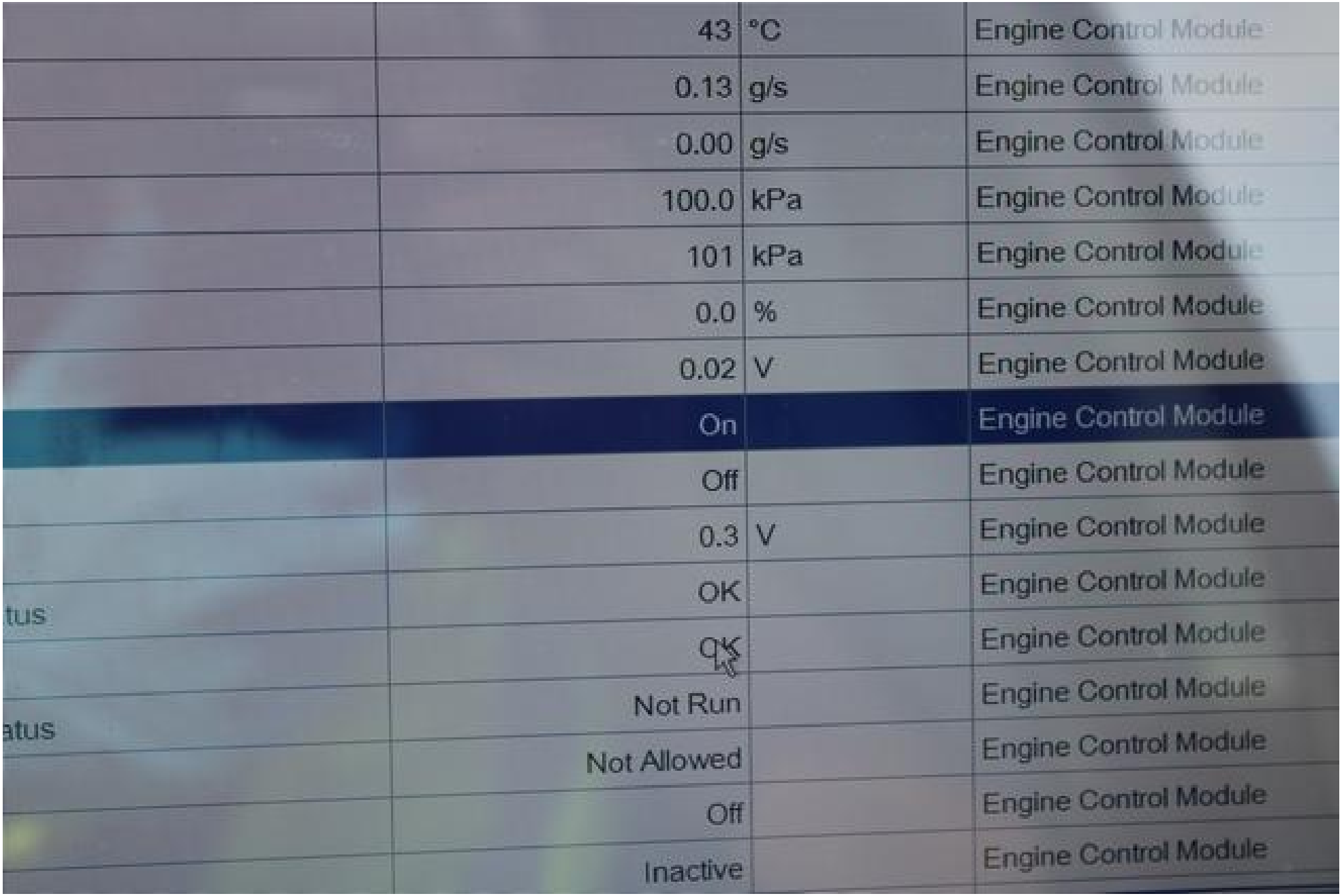
ENGINE
START/STOP

ENGINE
START/STOP

Data Display
TAC Data
Parameter Name
Value
Unit
IAT Sensor 1
42
°C
Calculated Air Flow
6.66
g/s
MAF Sensor
7.25
g/s
MAP Sensor
40.0
kPa
Intake Manifold Pressure
41
kPa
Engine Load
22.4
%
Ignition 1 Signal
13.97
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
On
Engine Controls Ignition Relay Feedback Signal
13.7
V
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status
Not Run
Engine Controls Ignition Relay Control Circuit Open Test Status
Not Rpt
Engine Controls Ignition Relay Control Circuit High Voltage Test Status
OK
A/C Compressor Operation
Allowed
A/C Compressor Clutch Relay Command
On
Traction Control Status
Inactive
TOSHIBA
[redacted]
PDIS-10

ENGINE
START/STOP


Data Display
TOSHIBA
PDIS-10



	43	°C	Engine Control Module
	0.13	g/s	Engine Control Module
	0.00	g/s	Engine Control Module
	100.0	kPa	Engine Control Module
	101	kPa	Engine Control Module
	0.0	%	Engine Control Module
	0.02	V	Engine Control Module
	On		Engine Control Module
	Off		Engine Control Module
	0.3	V	Engine Control Module
tus	OK		Engine Control Module
	OK		Engine Control Module
atus	Not Run		Engine Control Module
	Not Allowed		Engine Control Module
	Off		Engine Control Module
	Inactive		Engine Control Module

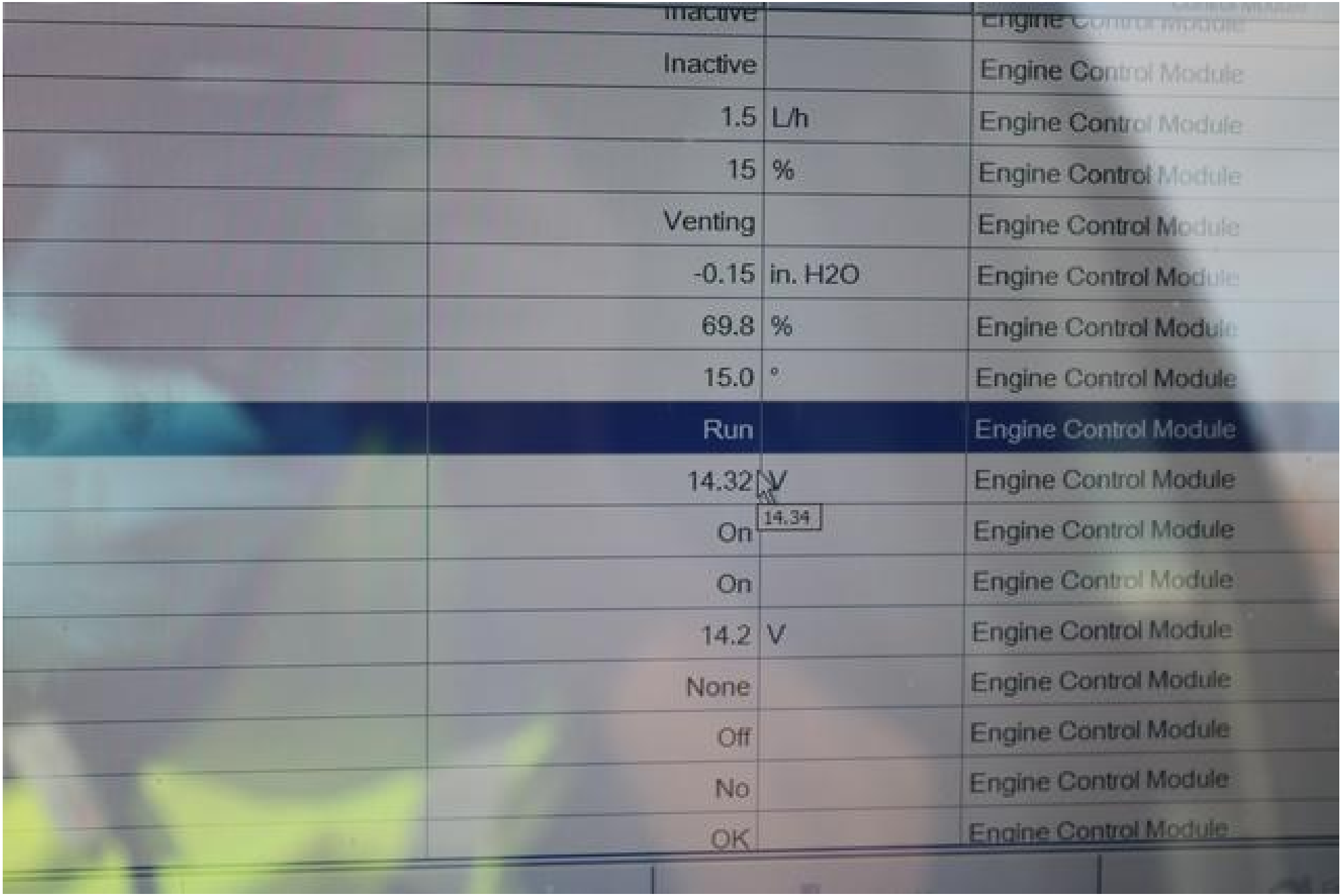
ENGINE
START/STOP

Data Display
TAC Data
Parameter Name
Value
Unit
IAT Sensor 1
40
°C
Calculated Air Flow
0.13
g/s
MAF Sensor
0.00
g/s
MAP Sensor
100.0
kPa
Intake Manifold Pressure
101
kPa
Engine Load
0.0
%
Ignition 1 Signal
0.02
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
Off
Engine Controls Ignition Relay Feedback Signal
0.3
V
OK
Not Run
Not Allowed
Off
Inactive
TOSHIBA
PDIS-10

Data Display
TAC Data
IAT Sensor 1 47 °C
Calculated Air Flow 0.13 g/s
MAF Sensor 0.00 g/s
MAP Sensor 100.0 kPa
Intake Manifold Pressure 101 kPa
Engine Load 0.0 %
Ignition 1 Signal 0.25 V
Ignition Accessory Signal Off
Engine Controls Ignition Relay Command Off
Engine Controls Ignition Relay Feedback Signal 0.3 V
Engine Controls Ignition Relay Control Circuit Low Voltage Test Status OK
Engine Controls Ignition Relay Control Circuit Open Test Status OK
Engine Controls Ignition Relay Control Circuit High Voltage Test Status Not Run
A/C Compressor Operation Not Allowed
A/C Compressor Clutch Relay Command Off
Traction Control Status Inactive
TOSHIBA
PDIS-10

ENGINE
START/STOP

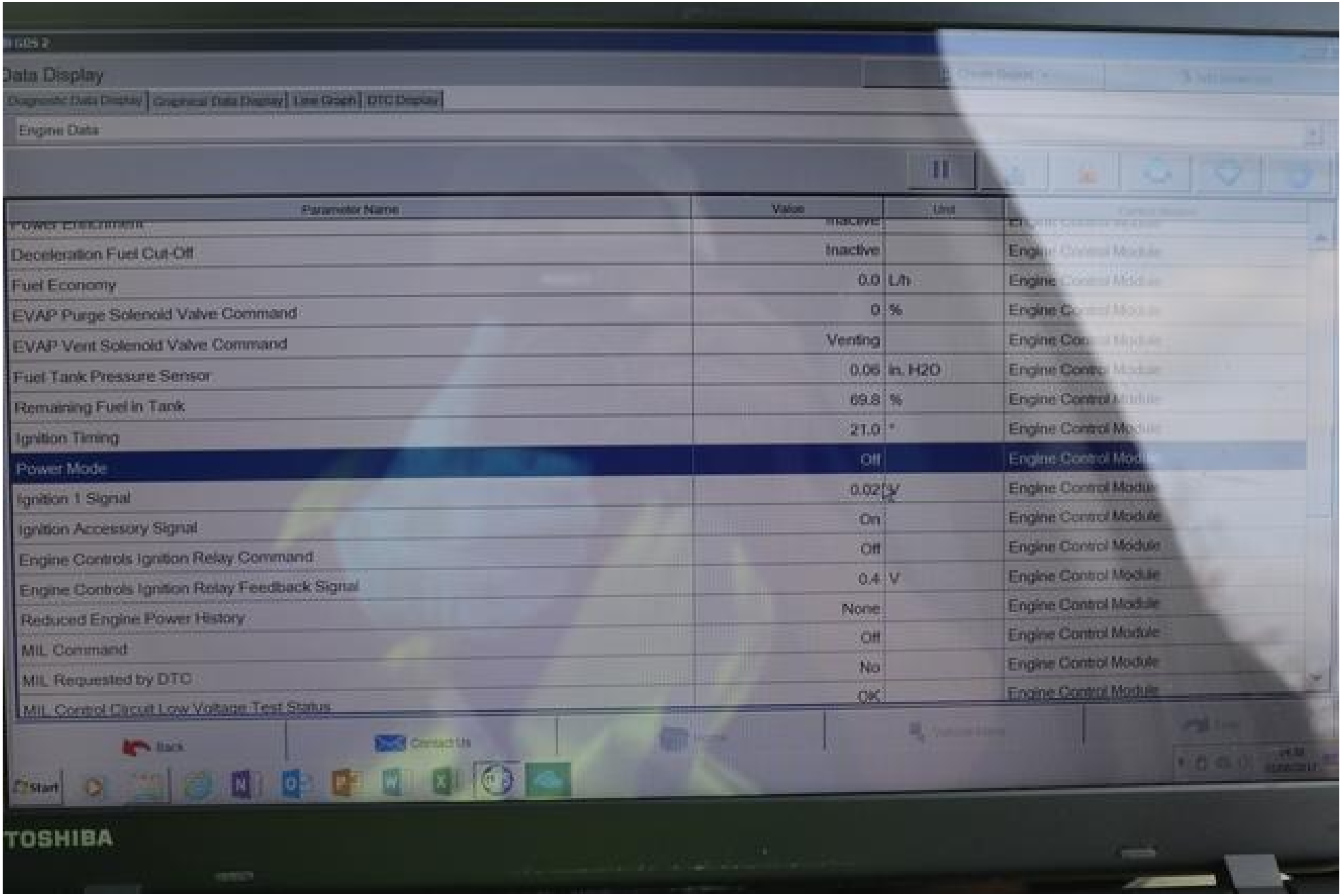
Data Display
Engine Data
Deceleration Fuel Cut-Off
Inactive
Fuel Economy
1.5
Ign
Ignition Timing
Power Mode
Ignition 1 Signal
14.29
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
On
Engine Controls Ignition Relay Feedback Signal
14.2
V
MIL Command
Off
MIL Requested by DTC
No
TOSHIBA
PDIS-10

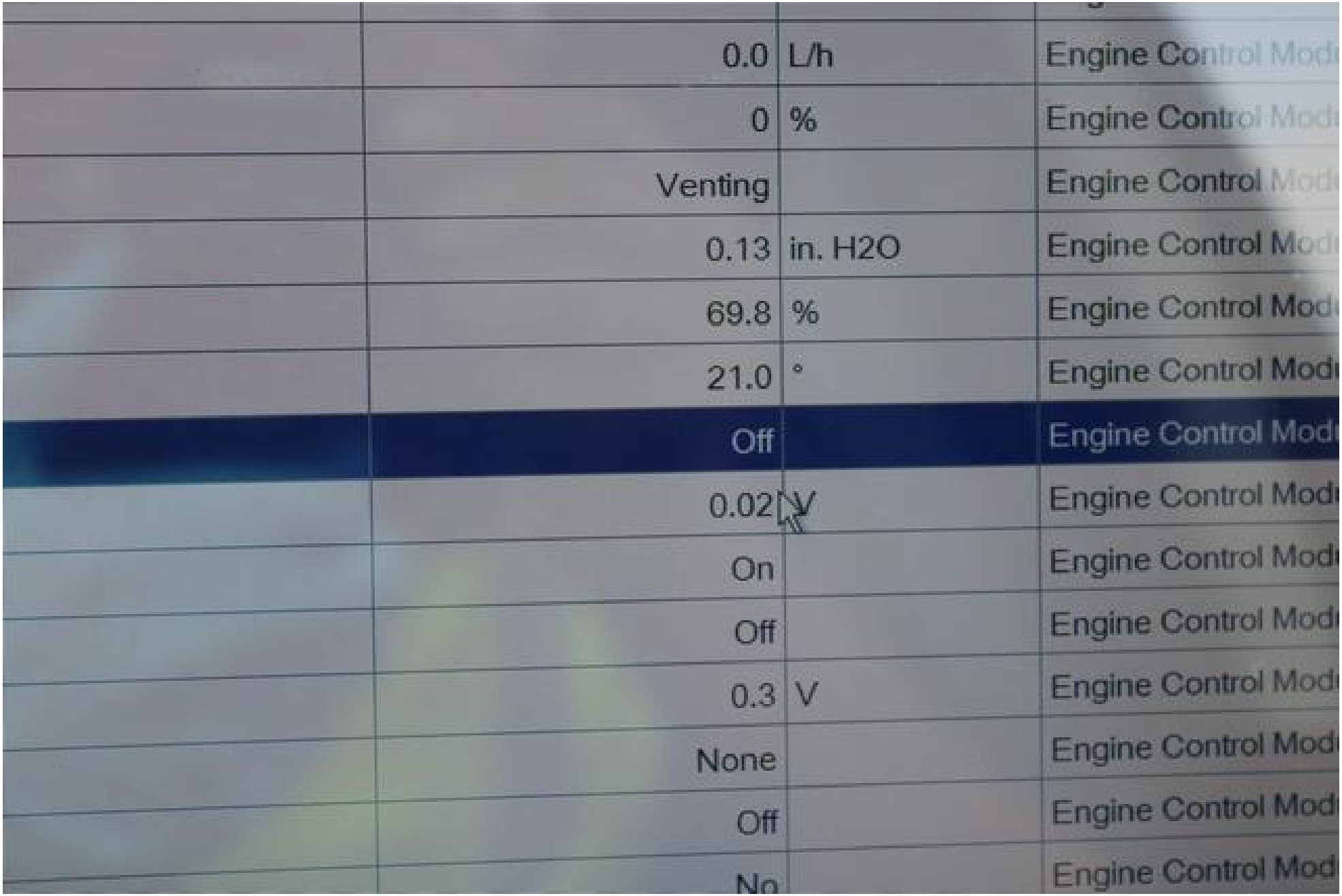


Inactive		Engine Control Module
Inactive		Engine Control Module
1.5	L/h	Engine Control Module
15	%	Engine Control Module
Venting		Engine Control Module
-0.15	in. H2O	Engine Control Module
69.8	%	Engine Control Module
15.0	°	Engine Control Module
Run		Engine Control Module
14.32	V	Engine Control Module
On		Engine Control Module
On		Engine Control Module
14.2	V	Engine Control Module
None		Engine Control Module
Off		Engine Control Module
No		Engine Control Module
OK		Engine Control Module

14.34

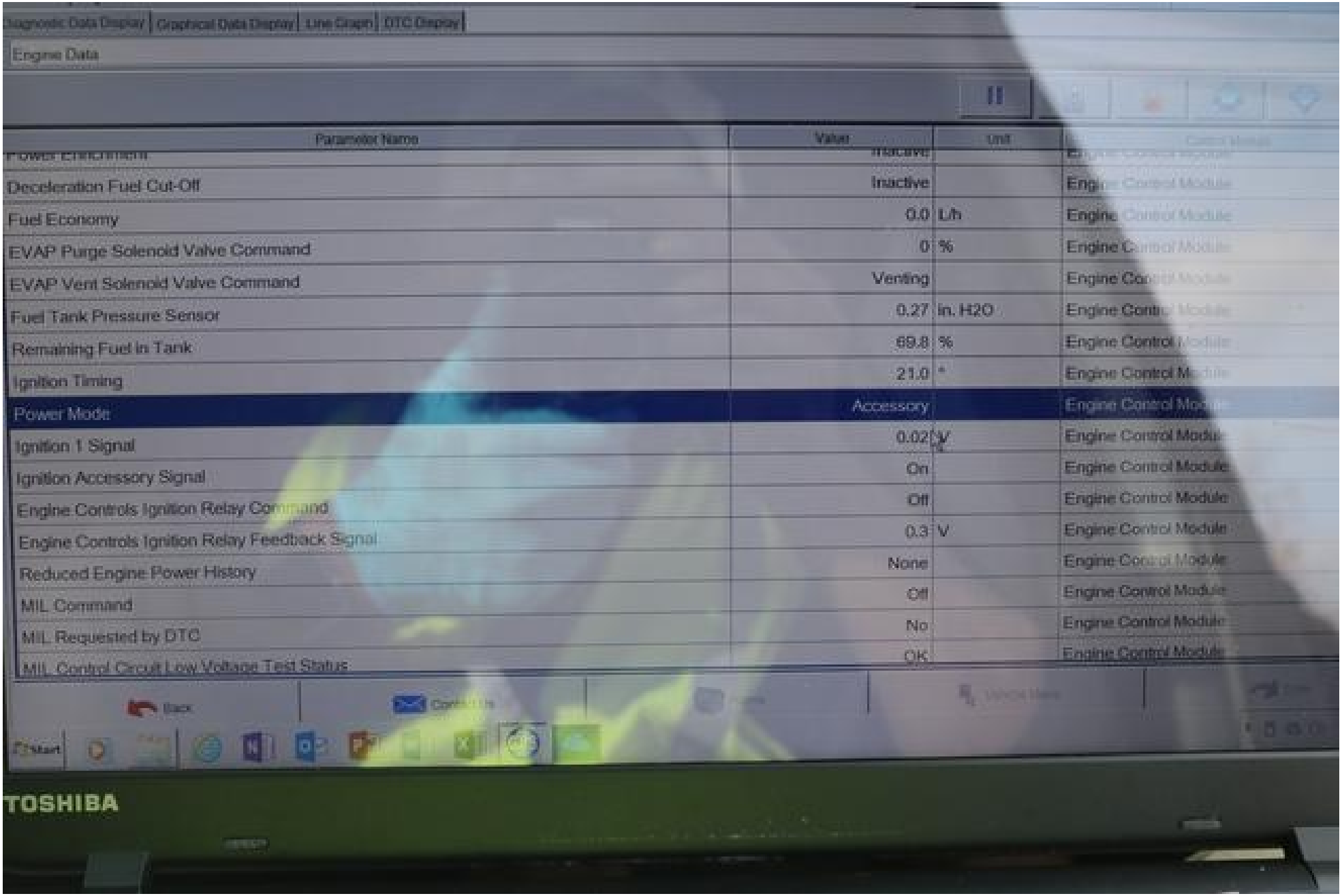
ENGINE
START/STOP

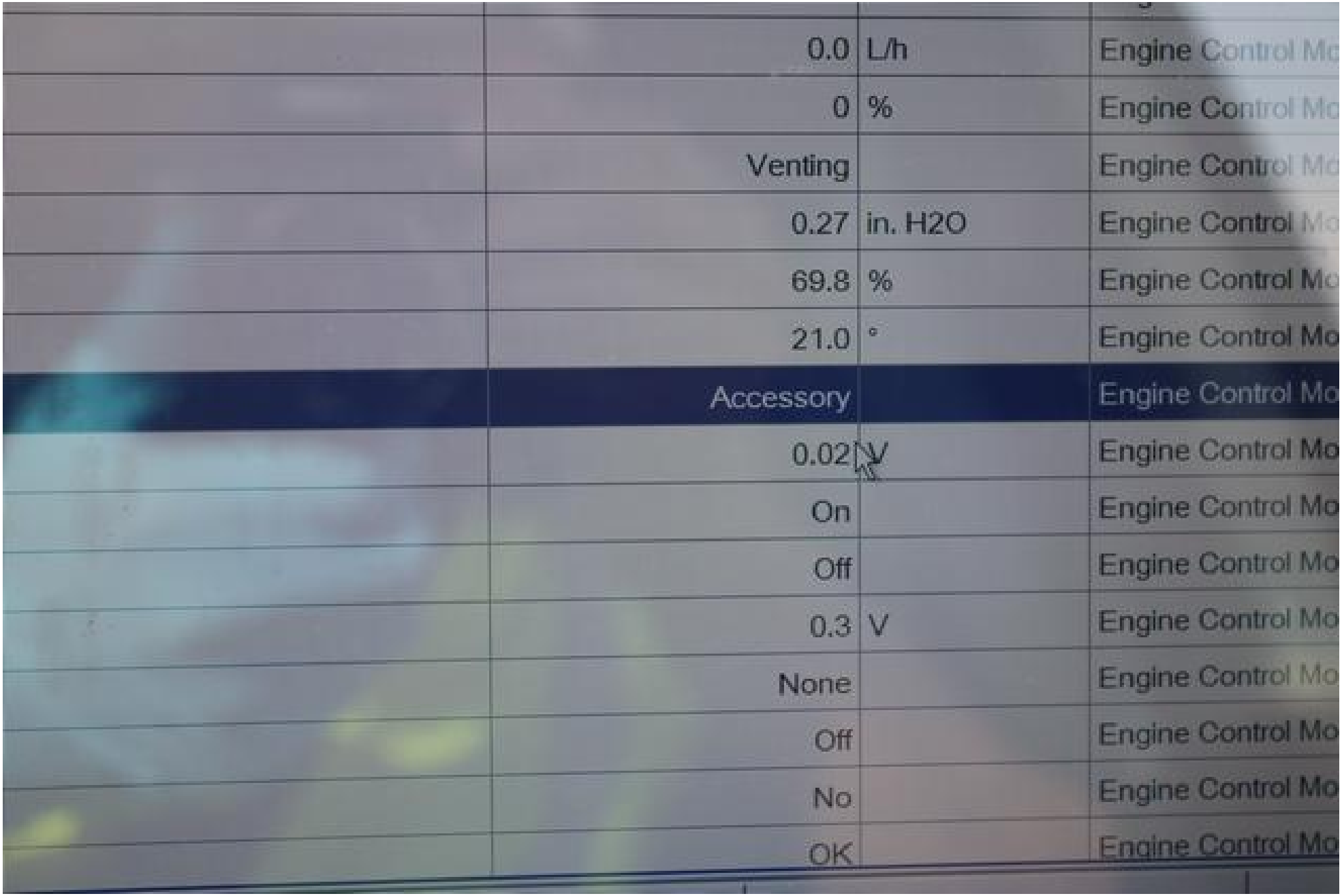

Data Display
Diagnostic Data Display
Graphical Data Display
Live Graph
DTC Display
Engine Data
Parameter Name
Value
Unit
Deceleration Fuel Cut-Off
Inactive
Fuel Economy
0.0
L/h
EVAP Purge Solenoid Valve Command
0
%
EVAP Vent Solenoid Valve Command
Venting
Fuel Tank Pressure Sensor
0.06
in. H2O
Remaining Fuel in Tank
69.8
%
Ignition Timing
21.0
°
Power Mode
Off
Ignition 1 Signal
0.02
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
Off
Engine Controls Ignition Relay Feedback Signal
0.4
V
Reduced Engine Power History
None
MIL Command
Off
MIL Requested by DTC
No
MIL Control Circuit Low Voltage Test Status
OK
Engine Control Module
Back
Contact Us
Start
TOSHIBA



0.0	L/h	Engine Control Modu
0	%	Engine Control Modu
Venting		Engine Control Modu
0.13	in. H2O	Engine Control Modu
69.8	%	Engine Control Modu
21.0	°	Engine Control Modu
Off		Engine Control Modu
0.02	V	Engine Control Modu
On		Engine Control Modu
Off		Engine Control Modu
0.3	V	Engine Control Modu
None		Engine Control Modu
Off		Engine Control Modu
No		Engine Control Modu

ENGINE
START/STOP

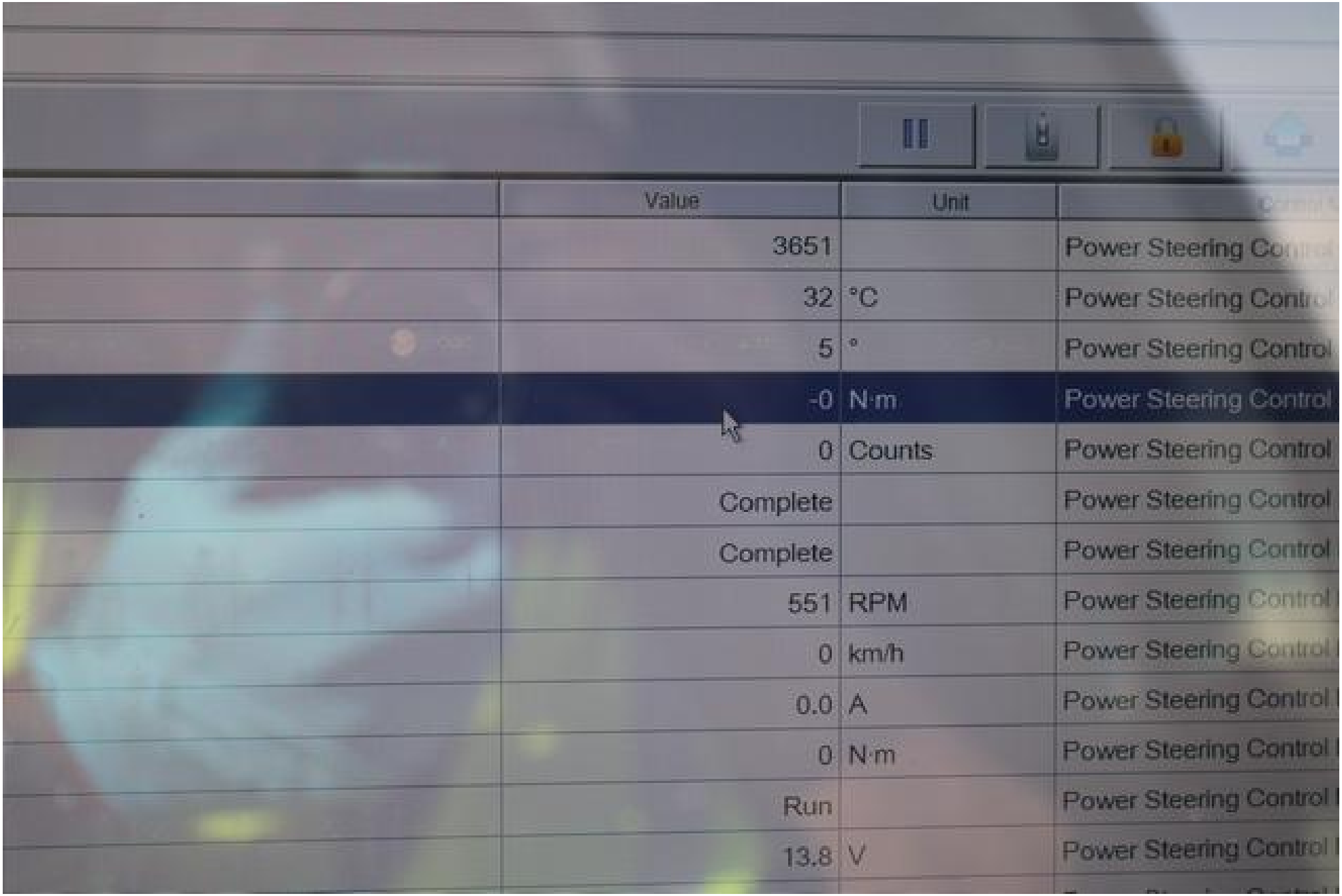

Diagnostic Data Display | Graphical Data Display | Line Graph | DTC Display
Engine Data
Parameter Name | Value | Unit
Deceleration Fuel Cut-Off | Inactive
Fuel Economy | 0.0 | L/h
EVAP Purge Solenoid Valve Command | 0 | %
EVAP Vent Solenoid Valve Command | Venting
Fuel Tank Pressure Sensor | 0.27 | in. H2O
Remaining Fuel in Tank | 69.8 | %
Ignition Timing | 21.0 | °
Power Mode | Accessory
Ignition 1 Signal | 0.02 | V
Ignition Accessory Signal | On
Engine Controls Ignition Relay Command | Off
Engine Controls Ignition Relay Feedback Signal | 0.3 | V
Reduced Engine Power History | None
MIL Command | Off
MIL Requested by DTC | No
MIL Control Circuit Low Voltage Test Status | OK
Back
TOSHIBA



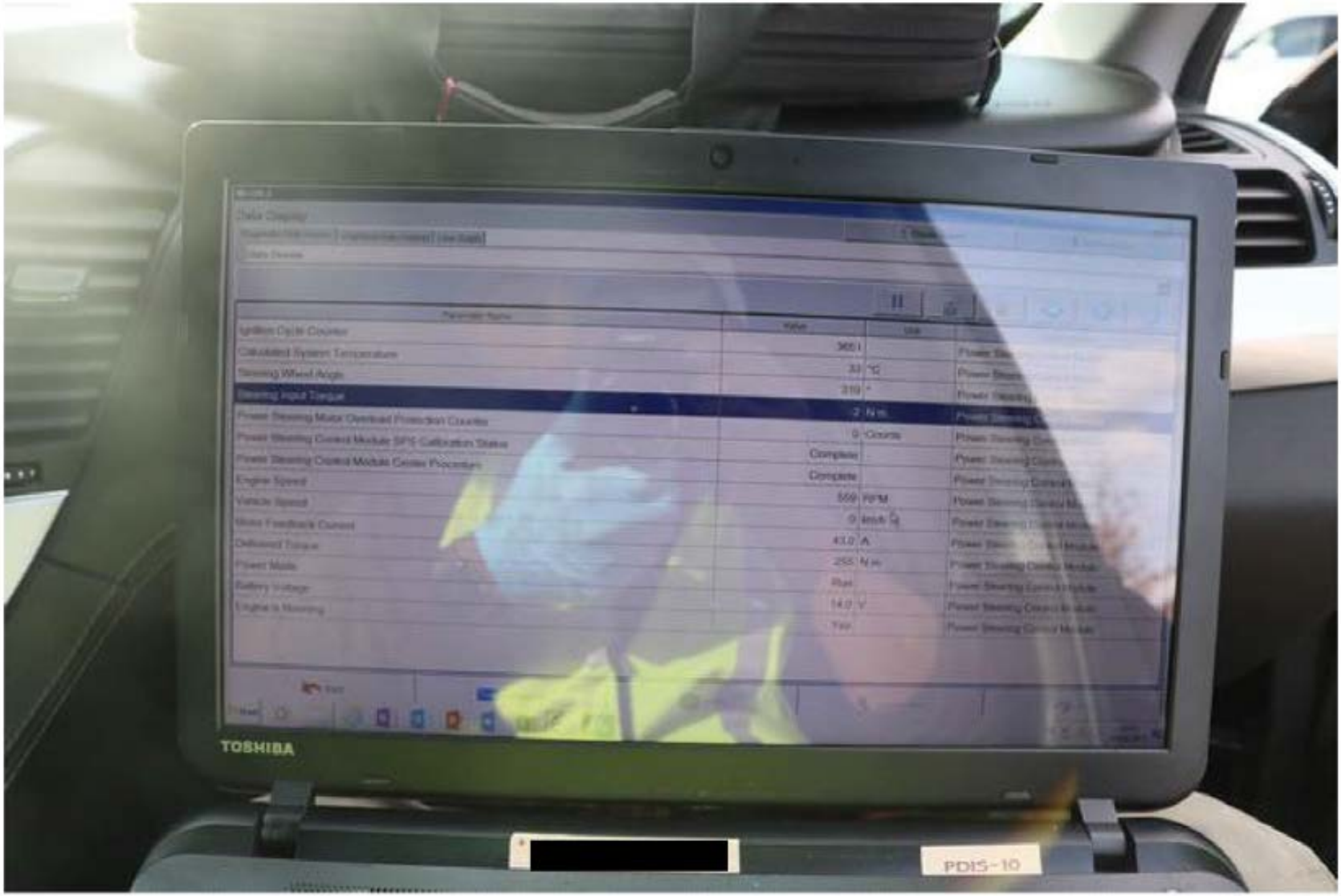
	0.0	L/h	Engine Control Mo
	0	%	Engine Control Mo
	Venting		Engine Control Mo
	0.27	in. H2O	Engine Control Mo
	69.8	%	Engine Control Mo
	21.0	°	Engine Control Mo
	Accessory		Engine Control Mo
	0.02	V	Engine Control Mo
	On		Engine Control Mo
	Off		Engine Control Mo
	0.3	V	Engine Control Mo
	None		Engine Control Mo
	Off		Engine Control Mo
	No		Engine Control Mo
	OK		Engine Control Mo

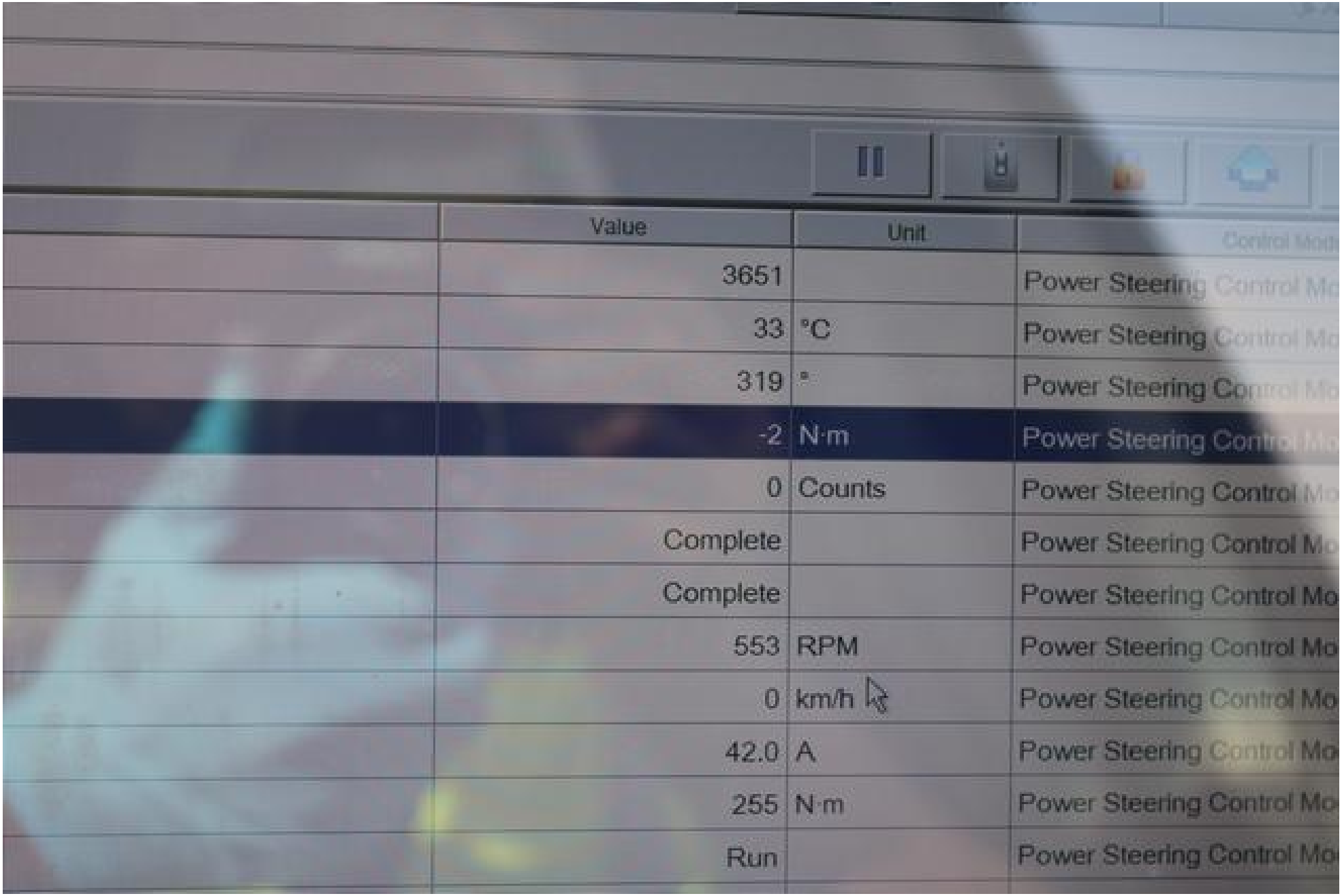
ENGINE
START/STOP

TOSHIBA
[redacted]
PDIS-10

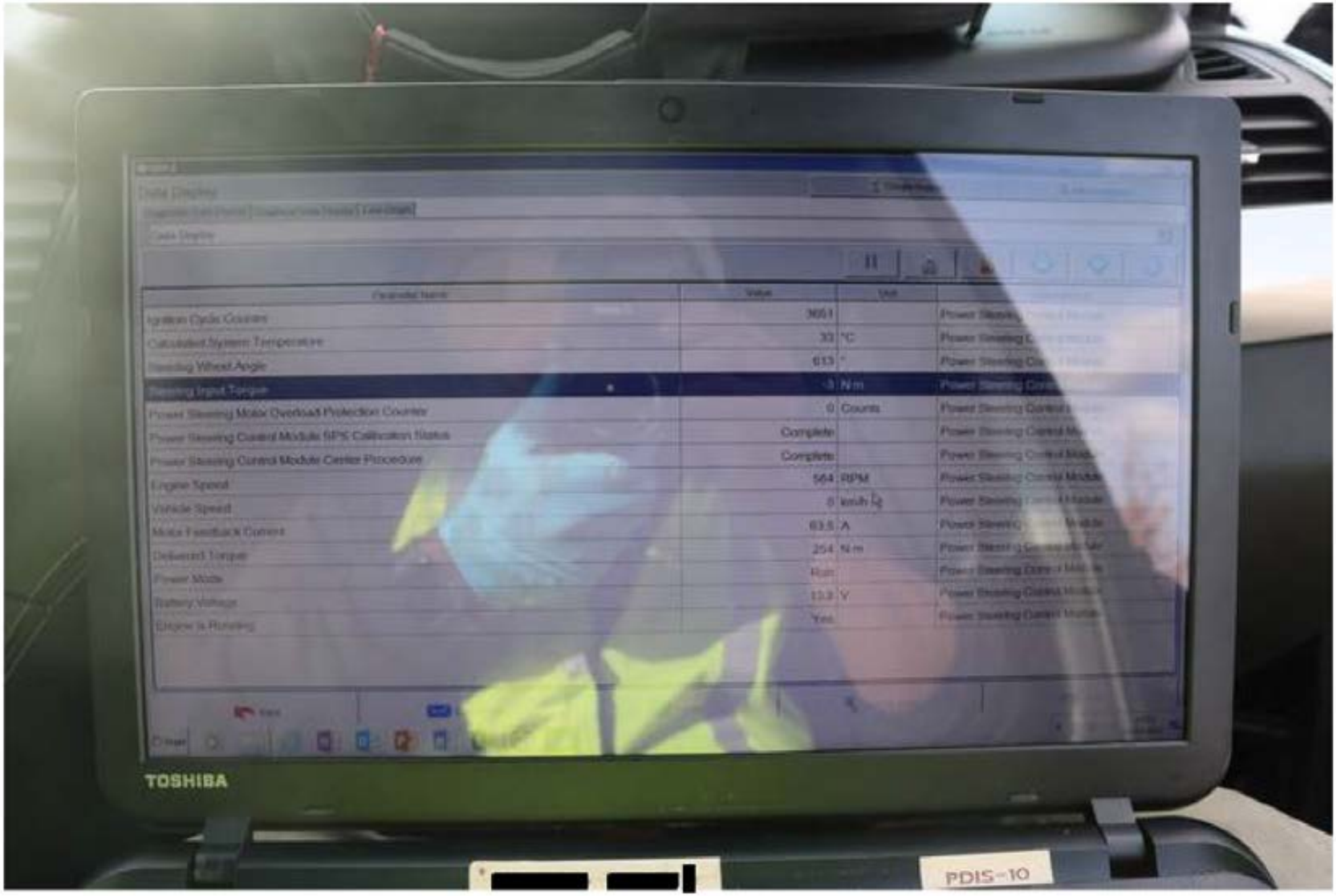


	Value	Unit	
	3651		Power Steering Co
	32	°C	Power Steering Contr
	5	°	Power Steering Control
	-0	N·m	Power Steering Control
	0	Counts	Power Steering Control
	Complete		Power Steering Control
	Complete		Power Steering Control
	551	RPM	Power Steering Control
	0	km/h	Power Steering Control
	0.0	A	Power Steering Control
	0	N·m	Power Steering Control
	Run		Power Steering Control
	13.8	V	Power Steering Control


TOSHIBA
PDIS-10

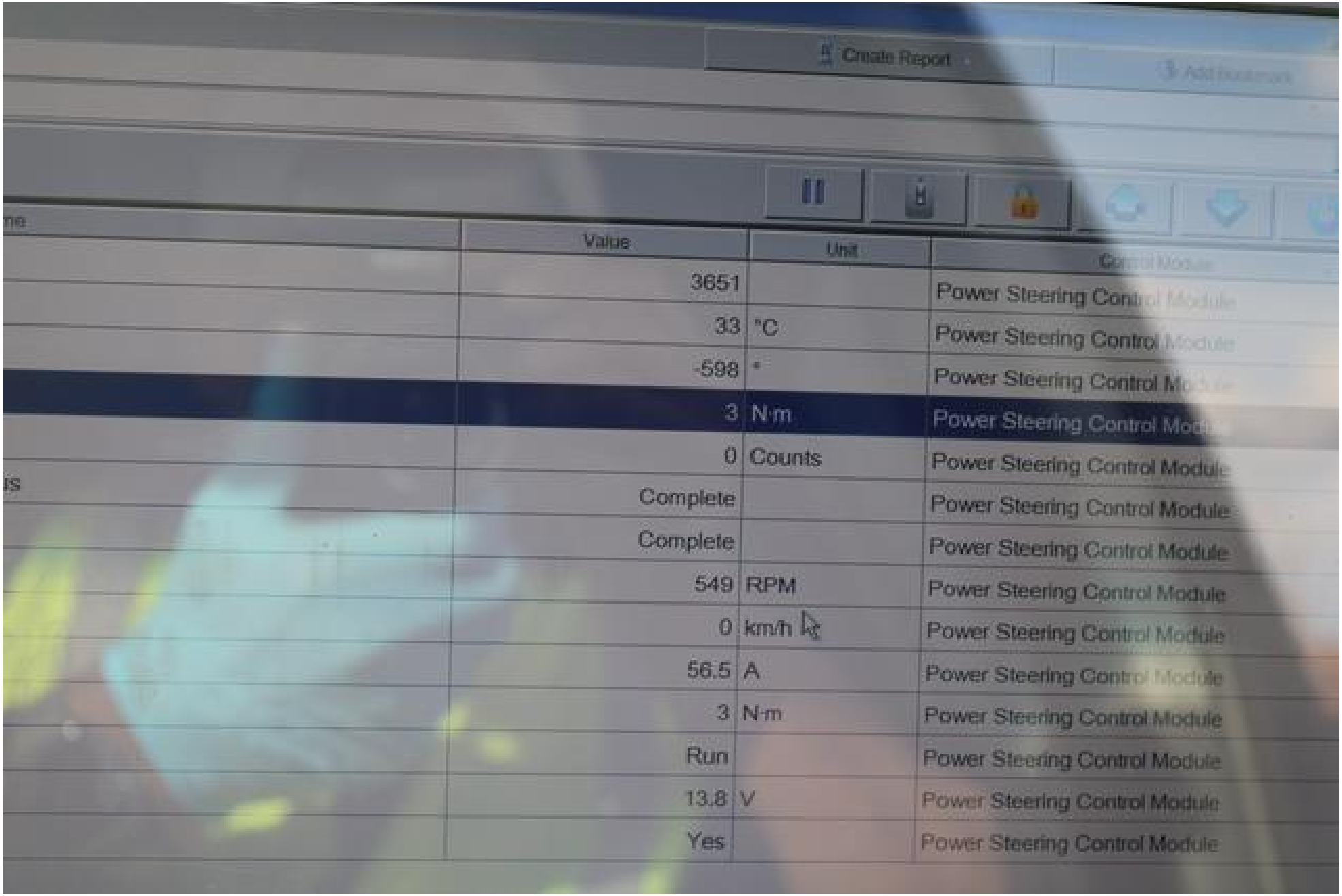


	Value	Unit	
	3651		Power Steering
	33	°C	Power Steering
	319	°	Power Steering
	-2	N·m	Power Steering
	0	Counts	Power Steering Control
	Complete		Power Steering Control
	Complete		Power Steering Control
	553	RPM	Power Steering Control
	0	km/h	Power Steering Control
	42.0	A	Power Steering Control
	255	N·m	Power Steering Control
	Run		Power Steering Control


TOSHIBA
PDIS-10

TOSHIBA
PDIS-10

TOSHIBA
PDIS-10


Create Report
Value
Unit
3651
33 °C
-598 °
3 N·m
0 Counts
Complete
Complete
549 RPM
0 km/h
56.5 A
3 N·m
Run
13.8 V
Yes
Power Steering Control Module

SUBURBAN

SUBURBAN

SXA
22283446
14149087

MAJOR WORLD CHEVROLET

39-10C 43rd Street
LONG ISLAND CITY, NY 11101
Phone: (718) 784-5242

N.Y.S. MV R/S Reg. No. R-7117191

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
1/23/17	[redacted]
R/O Close Date	**Status**
1/24/17	Reprint
Mileage In	**Mileage Out**
70519	70520
Service Advisor / Tag #	
JAVIER/[redacted]	

[redacted]

Work Phone: [redacted]
Home Phone: [redacted]

Vehicle Identification Number: 1GNSKKKC9FR[redacted]
Delivery Date: 7/19/14
In-Service Date: 7/19/14

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	SUBURBAN	SUBN	BK	[redacted]

15N106

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR Customer Reports: CHECK BRAKE PEDAL IS GETTING STIFF AND VERY HARD TO STOP VEHICLE		
Caused by		
CHECKED AND FOUND VEHICLE LACKING BRAKE ASSIST		
NEED TO REPLACE VACUUM PUMP		
Work performed by SANTOS(SAN)		280.00
Installed 12669488 :SL-N-PUMP (03280-CT)	1@242.13	242.13
REPLACED VACUUM PUMP RECHECKED ALL OK		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

LABOR	280.00
PARTS	242.13
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	46.34
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	568.47
Visa/MC 021464	350.00
Cash	218.47

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 ARKONA, Inc. - Dealership Application Group (800)845-1028

Warranty

Logout

January 30, 2017

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: 1GNSKKKC9FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Open
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Service Update Bulletins	N140450	14450	INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY *	07/29/2014	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
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: 10J883HR XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	07/31/2014	07/19/2014	8 MI	07/19/2022	80,008 MI
	Powertrain Limited Warranty	07/31/2014	07/19/2014	8 MI	07/19/2019	100,008 MI
	Corrosion Limited Warranty	07/31/2014	07/19/2014	8 MI	07/19/2020	100,008 MI
	Chevrolet 2 Year Scheduled Maintenance	07/31/2014	07/19/2014	8 MI	07/19/2016	24,008 MI
	Emission Limited Warranty	07/31/2014	07/19/2014	8 MI	07/19/2017	50,008 MI
	Bumper to Bumper Limited Warranty	07/31/2014	07/19/2014	8 MI	07/19/2017	36,008 MI
	Emission Select State Component Ltd Wty	07/31/2014	07/19/2014	8 MI	07/19/2021	70,008 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
12/19/2016	[redacted]	ZREG---- Regular Vehicle Transaction		8464810 - Torque Converter Replacement	69,850 MI
11/08/2016	[redacted]	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	66,540 MI
11/08/2016	[redacted]	ZREG---- Regular Vehicle Transaction		4067080 - Engine Mount Replacement - Left Side	66,540 MI
05/13/2016	[redacted]	ZREG---- Regular Vehicle Transaction		3040190 - Front Wheel Drive Shaft Replacement - Right Side	56,166 MI
09/02/2015	[redacted]	ZREG---- Regular Vehicle Transaction		8033641 - Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides	34,976 MI
07/20/2015	[redacted]	ZREG---- Regular Vehicle Transaction		0600056 - CARS/Business Resource Center	30,000 MI
03/30/2015	[redacted]	ZREG---- Regular Vehicle Transaction		4022330 - Fuel Injector Replacement	21,252 MI
03/25/2015	[redacted]	ZREG---- Regular Vehicle Transaction		4026010 - Heated Oxygen Sensor Replacement - Bank 2 Sensor 1	20,616 MI
03/16/2015	[redacted]	ZREG---- Regular Vehicle Transaction		4022330 - Fuel Injector Replacement	20,071 MI
03/09/2015	[redacted]	ZREG---- Regular Vehicle Transaction	Full Debit - Reversal	4022330 - Fuel Injector Replacement	19,313 MI
03/09/2015	[redacted]	ZREG---- Regular Vehicle Transaction		4022330 - Fuel Injector Replacement	19,313 MI
03/09/2015	[redacted]	ZREG---- Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	19,313 MI
01/12/2015	[redacted]	ZREG---- Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	15,262 MI
01/12/2015	[redacted]	ZREG---- Regular Vehicle Transaction		2810345 - Human Machine Interface Control Module Reprogramming with SPS	15,262 MI
12/04/2014	[redacted]	ZFAT----Field Action Recall		9100737 - N140450 - Replace Refrigerant Label and Recover/Recharge A/C System	12,351 MI

12/04/2014	[redacted]	ZREG---- Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	12,351 MI
10/21/2014	[redacted]	ZREG---- Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	8,026 MI
07/28/2014	[redacted]	ZREG---- Regular Vehicle Transaction	1041200 - Coat Hook Replacement	170 MI
06/11/2014	[redacted]	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Warranty

Logout

January 30, 2017

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: 1GNSKKKC9FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD
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: CK15906-2015 SUBURBAN 1500 4WD
Gross Vehicle Weight: 3,405

Order Number: [redacted]
Build Date: 06/09/2014
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.

1LZ - 1LZ PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM	6XF - COMPONENT FRT LH COMPUTER
7XF - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - POWER WINDOWS
A45 - DRIVER SEAT, MEMORY ADJUST	AG2 - SIX-WAY POWER PASSENGER SEAT
AKJ - WINDSHIELD STYLE SHADE BAND	AKK - WINDSHIELD, LAMINATED GLASS
AKO - GLASS, DEEP-TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS
ARL - PLANT CODE-ARLINGTON, TX	AS8 - SEATS, 3RD ROW 60/40 SPLIT - BENCH, POWER FOLD
ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY	ATN - SEATS, 2ND ROW BUCKET, POWER
AU3 - POWER DOOR LOCK SYSTEM	AXP - VEHICLE TYPE VEHICLE TYPE - NOT REQUIRED
AYQ - AIRBAGS	B30 - COLOR KEYED CARPET
B58 - FLOOR MATS, CARPETED, FRT/RR	B86 - BODYSIDE MOLDINGS, BODY
BRS - RUNNING BOARDS, POWER RETRACTABLE	BTM - KEYLESS START
BTV - REMOTE VEHICLE START	C25 - IMTERMITTENT FRONT WIPERS
C49 - REAR WINDOW DEFROSTER	C6H - GVW RATING 7, 500 LBS
CE1 - WINDSHIELD WIPERS, RAIN SENSING	CF5 - POWER SUNROOF
CJ4 - CLIMATE CONTROL, TRI-ZONE AUTOMATIC	D07 - CENTER CONSOLE, FLOOR
DCP - PROCESSING DIRECTIONS & CONNECTIONS SERVICE PACKAGE	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G80 - AUTO LOCKING REAR DIFFERENTIAL
GBA - BLACK	GU4 - REAR AXLE 3.08 RATIO
H2X - JET BLACK	I15 - ENGINEERING YEAR 2015
IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	K34 - CRUISE CONTROL
KA6 - HEATED 2ND ROW SEATS	KB6 - HEATED & COOLED SEATS DRIVER &

	FRONT PASSENGER
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - HD AUX TRANS. COOLING SYS
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MYC - TRANSMISSION, 6 SPD AUTOMATIC	N38 - STEERING COLUMN, POWER TILT & TELESCOPIC
NE1 - 50-STATE EMISSIONS	NP0 - TRANSFER CASE SINGLE SPEED
NP5 - LEATHER WRAP STEERING WHEEL	NU5 - EMISSION SYSTEM CALIFORNIA
QST - TIRES, ALL-SEASON, BLACKWALL	R6X - OPD CONTENT NOT DESIRED
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RUF - WHEEL, 17" STEEL SPARE	SAF - SPARE TIRE LOCK
SGF - WHEELS, 22" ALUMINUM	SLM - STOCK ORDERS
T3U - FRONT FOG LAMPS	T4F - HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL
TB5 - REAR LIFTGATE, POWER	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U77 - ANTENNA RR WINDOW, RADIO
UD5 - FRONT AND REAR PARK ASSIST	UDD - DRIVER INFO - COLOR DISPLAY
UE1 - ONSTAR	UEU - FORWARD COLLISION ALERT
UFG - REAR CROSS TRAFFIC ALERT	UFL - LANE DEPARTURE WARNING
UG1 - UNIVERSAL HOME REMOTE	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UK3 - STEERING WHEEL AUDIO CONTROLS	UKC - SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT
UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER	UQS - AUDIO SYSTEM,11 SPEAKER BOSE CENTERPOINT SURROUND SOUND
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA
UVD - HEATED STEERING WHEEL	V54 - LUGGAGE RACK - SIDE RAILS
V8D - VEHICLE STATEMENT	VK3 - FRONT LICENSE PLATE BRACKET
VQQ - ROOF RACK CROSS RAILS (DEALER INSTALLED)	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VZ3 - MERCURY DISPOSAL LABEL
WMF - VIN MODEL YEAR 2015	X88 - CHEVROLET CONVERSION
XL7 - FREQUENCY RATING 315 MH	Y65 - SAFETY ALERT SEAT
Y91 - UP LEVEL TRIM	YM8 - LPO PROCESSING OPTION
Z82 - TRAILERING EQUIPMENT	Z85 - SUSPENSION PACKAGE, MAGNETIC RIDE CONTROL
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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[redacted]

Warranty

Logout

January 30, 2017

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: 1GNSKKKC9FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD
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: 0151956
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast:
Date Scanned: 06/09/2014 Time Scanned: 13:39:00 Scan Station:

Component Code: 87-BODY CONTROL MODULE Traceability: 141492865
Source Plant: G- Part / Number Broadcast: 5966
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: 89-RADIO/RADIO AMPLIFIER Traceability: NL4093390
Source Plant: E- Part / Number Broadcast: 2804
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: 99-SPEAKER AMPLIFIER Traceability: 029951152
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS Part / Number Broadcast: 3707
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: A85FB3303
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A7A302103
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE Traceability: P6014F4A2
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE Traceability: P601493A2
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR Traceability: 1004061LB
Source Plant: S- Part / Number Broadcast: 3680
Date Scanned: 06/09/2014 Time Scanned: 17:43:00 Scan Station: 03

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1060119
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 05/31/2014 Time Scanned: 01:31:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 06/07/2014
Traceability: 0529155
Part / Number Broadcast: 1GG
Time Scanned: 17:12:00 Scan Station:

Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 06/06/2014
Traceability: 0530093
Part / Number Broadcast: 1HH
Time Scanned: 21:18:00 Scan Station:

Component Code: CN-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 06/09/2014
Traceability: 0531358
Part / Number Broadcast: 1EE
Time Scanned: 03:42:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 06/09/2014
Traceability: 0498702
Part / Number Broadcast: 1AZ
Time Scanned: 08:16:00 Scan Station:

Component Code: DA----
Source Plant: D-
Date Scanned: 06/09/2014
Traceability: AF3233D03
Part / Number Broadcast: 8678
Time Scanned: 17:43:00 Scan Station: 03

Component Code: DB----
Source Plant: D-
Date Scanned: 06/09/2014
Traceability: AA23C3D03
Part / Number Broadcast: 8678
Time Scanned: 17:43:00 Scan Station: 03

Component Code: DV----
Source Plant: Q-
Date Scanned: 06/09/2014
Traceability: 214313614
Part / Number Broadcast: 0598
Time Scanned: 17:43:00 Scan Station: 03

Component Code: KA-
Source Plant: 4-
Date Scanned: 06/09/2014
Traceability: 415500851
Part / Number Broadcast: 7860
Time Scanned: 17:43:00 Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Warranty

Logout

January 30, 2017

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: 1GNSKKKC9FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 1 Open

REQUEST ANOTHER VIN

Job Card Date: 12/19/2016 **Job Card Number: [redacted]**

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 69,850 MI
Authorization Code: P

Process Date:
01/12/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0342-Transmission - Transmission Shifting

Job Card Line #: 1 Transaction Adjustment: Cause Code: 3017-Rotating Part - Broken

Labour Op 8464810-Torque Converter Replacement

Causal Part Number 0000000000024247371-CONVERTER ASM-TORQ (300MM)

→See other Parts and/or Net Items

Job Card Date: 11/08/2016 **Job Card Number: [redacted]**

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 66,540 MI
Authorization Code:

Process Date:
12/02/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
0090-No Customer Complaint - Other Issues

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 9102276-16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w

Causal Part Number

[redacted]

Job Card Date: 11/08/2016 Job Card Number: [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 66,540 MI
Authorization Code:

Process Date:
12/02/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0323-Engine/Fuel/Exhaust - Engine Noise

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 4067080-Engine Mount Replacement - Left Side

Causal Part Number 0000000000084086741-MOUNT ASM-ENG

→See other Parts and/or Net Items

Job Card Date: 05/13/2016 Job Card Number: [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 56,168 MI
Authorization Code:

Process Date:
05/31/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0327-Engine/Fuel/Exhaust - Fluid Leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 3017-Rotating Part - Broken

Labour Op 3040190-Front Wheel Drive Shaft Replacement - Right Side

Causal Part Number 0000000000022791460-SHAFT ASM-FRT WHL DRV

→See other Parts and/or Net Items

Job Card Date: 09/02/2015 Job Card Number: [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 34,976 MI
Authorization Code:

Process Date:
09/16/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 8033641-Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides

Causal Part Number 0000000000023151123-ABSORBER ASM-FRT SHK

→See other Parts and/or Net Items

Job Card Date: 07/20/2015 Job Card Number: [redacted]

Repair Service Agent: [redacted]
CUSTOMER AND RELATIONSHIP SERVICES
100 RENAISSANCE CTR/MC 482-A09-B24
DETROIT MI 48265-1000

Odometer Reading: 30,000 MI
Authorization Code:

Process Date:
07/28/2015

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: 9099-Other - Not Duplicated

Labour Op 0600056-CARS/Business Resource Center

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/30/2015 Job Card Number: [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 21,252 MI
Authorization Code: R

Process Date:
04/27/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6023-Module/Component - Foreign Material

Labour Op 4022330-Fuel Injector Replacement

Causal Part Number 000000000012656932-INJECTOR ASM-DIR FUEL (NOMINAL FLOW)

→See other Parts and/or Net Items

Job Card Date: 03/25/2015 Job Card Number: [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 20,616 MI
Authorization Code:

Process Date:
04/16/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 1 Transaction Adjustment: Cause Code: 7081-Wiring/Electrical/Sensors -

[redacted]

Registers Incorrectly

Labour Op 4026010-Heated Oxygen Sensor Replacement - Bank 2 Sensor 1
Causal Part Number 000000000012659516-SENSOR ASM-HTD OXY(PRE-CATALYST BANK 1 S
→See other Parts and/or Net Items

Job Card Date: 03/16/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 20,071 MI
Authorization Code: R

Process Date:
04/22/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0329-Engine/Fuel/Exhaust - SES/Check-Engine/MIL
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 4022330-Fuel Injector Replacement
Causal Part Number 000000000012656932-INJECTOR ASM-DIR FUEL (NOMINAL FLOW)
→See other Parts and/or Net Items

Job Card Date: 03/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 19,313 MI
Authorization Code:

Process Date:
06/10/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance
Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6061-Module/Component - Leaks

Labour Op 4022330-Fuel Injector Replacement
Causal Part Number 000000000012656932-INJECTOR ASM-DIR FUEL (NOMINAL FLOW)
→See other Parts and/or Net Items

Job Card Date: 03/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 19,313 MI
Authorization Code: PR

Process Date:
05/11/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 4022330-Fuel Injector Replacement

Causal Part Number 0000000000012656932-INJECTOR ASM-DIR FUEL (NOMINAL FLOW)

→See other Parts and/or Net Items

Job Card Date: 03/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 19,313 MI
Authorization Code:

Process Date:
04/02/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/12/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 15,262 MI
Authorization Code:

Process Date:
02/04/2015

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: 9090-Other - Field Action / Tech Bulletin

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/12/2015 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

Odometer Reading: 15,262 MI

[redacted]

MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Authorization Code:

Process Date:
02/04/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0223-Audio/Entertainment/Navigation - Communication

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 2810345-Human Machine Interface Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 12/04/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

Odometer Reading: 12,351 MI

MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Authorization Code:

Process Date:
12/31/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

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

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 9100737-N140450 - Replace Refrigerant Label and Recover/Recharge A/C System

Causal Part Number 0000000000023256364-LABEL-A/C REFRIG WRNG

→See other Parts and/or Net Items

Job Card Date: 12/04/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]

Odometer Reading: 12,351 MI

MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Authorization Code:

Process Date:
12/31/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/21/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 8,026 MI
Authorization Code:

Process Date:
11/06/2014
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: **Cause Code: 9090-Other - Field Action / Tech Bulletin**

Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
—See other Parts and/or Net Items

Job Card Date: 07/28/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 170 MI
Authorization Code:

Process Date:
08/13/2014
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0829-Interior - Trim/Hardware
Job Card Line #: 1 Transaction Adjustment: **Cause Code: 2017-Surface (interior) - Broken**
Labour Op 1041200-Coat Hook Replacement
Causal Part Number 000000000022934047-HOOK ASM-COAT
—See other Parts and/or Net Items

Job Card Date: 06/11/2014 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020
7189373700

Odometer Reading: 1 MI
Authorization Code:

Process Date:
06/11/2014
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 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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[redacted]

Warranty

Logout

January 30, 2017

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: 1GNSKKKC9FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 1 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 286536
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020 7189373700

Invoice Date: 06/09/2014

Ship to Information

Ship to Service Agent: 286536
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020 7189373700

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 286536
MAJORWORLD
43-40 NORTHERN BLVD
LONG ISLAND CITY NY 11101-1020 7189373700

Delivery Date: 07/19/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 8

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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