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

PE18-012

GM

3-27-2019

Q3

[redacted]

Service Request Activities – UCC PAR

Report Date: Thursday, March 29, 2018

[redacted]

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 2
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	[redacted]	Zip	[redacted] State [redacted]	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Nam	[redacted]	First Name	[redacted]	Involved Dlr	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	03/28/2018 08:37:50
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						
Customer Description	Do not reopen after 14 days						

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 sz06yl

Service Request Activities – UCC PAR

Incident Loc

Component

Vehicle Loc

Emergency Svc Names

Incident Desc

Damage Desc

Add'l Info

Maint Loc

PAR Detail

Collision

Non Collision

Property Damage

Thermal Event

Spec Equip

Vehicle Speed

Weather Condition

Prop Owner

Property Type

Last Service Date

Loc Last Service

Property Location

Prop Est Repair Cost

Veh Est Repair Cost

Spec Equip Installer

Prop Damage Description

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, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name [redacted] First Name Account BAC Code

Comments

Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation
Last Name [redacted]	First Name		Account		BAC Code		

Comments
Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS
[redacted]			Account		BAC Code		

Comments
 Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name First Name [redacted]

Account BAC Code

Comments

Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG [redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name First Name [redacted]

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call Customer	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name [redacted] First Name Account BAC Code

Comments
Spoke w/ Customer [redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file. Mr [redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted]. I don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/26/2018 13:23:31	Dealer Update Case
Last Name [redacted]		First Name	Account		BAC Code		

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC
Last Name [redacted]		First Name	Account		BAC Code		

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted] Spring TX.
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

[redacted]

7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (If applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5G[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTU2NEC5GG[redacted], Mileage 40000
Last Name [redacted]	First Name		Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

[redacted]

[SR[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound		Done	03/27/2018 18:18:44	follow up w/ the customer

Service Request Activities – UCC PAR

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

Comments
[redacted]pased on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update Involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name Account BAC Code

Comments
AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name Account BAC Code

Comments
Dear [redacted],

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

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

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

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

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

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

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case
Last Name [redacted]	First Name		Account		BAC Code		

Comments
AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case
Last Name [redacted]	First Name		Account		BAC Code		

Comments
see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case
Last Name [redacted]	First Name		Account		BAC Code		

Comments
REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound		Done	03/09/2018 17:29:24
Last Name [redacted]		First Name [redacted]	Account		BAC Code	Customer Assistance Alert – Action Required: Case # [redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR
[redacted]			Account		BAC Code		

Comments
1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
-If yes, when was it at the dealer? 2/2/18

Generated by sz06yl

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dir		Done	03/23/2018 10:22:17	Follow up with CEM
[redacted]			Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 16:44:44	Vehicle Issue
Last Name [redacted]	First Name		Account		BAC Code		

Comments
Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name	First Name	Customer Account	BAC Code
[redacted]			

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Yeak/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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		First Name	[redacted]	Involved Dlr	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						

Customer Description

CONTACT ESIS FOR ALL UPDATES
PATRICK ROCHE
313-665-2064
PATRICK.ROCHE@GM.COM

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Incident Loc

Incident Desc

Component

Damage Desc

Vehicle Loc

Add'l Info

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
Apr 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possessio[redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name [redacted] First Name

Account

BAC Code

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account BAC Code

Comments

Continued documentation:

Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments

☐ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted] Spring TX.
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC
Last Name [redacted]		First Name	Account		BAC Code		

Comments

Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC
Last Name [redacted]		First Name	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call Customer Account	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name [redacted] First Name

BAC Code

Comments

Spoke w/ Customer [redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file, [redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] I don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up Account		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted]

BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review Account	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted]

BAC Code

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the Incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case [redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000
Last Name [redacted]		First Name	Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer
Last Name		First Name	Account		BAC Code		

[redacted]

Comments

[redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (include: City, State & Street/Intersection):
Date of the incident:
Update involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name [redacted] First Name

Account

BAC Code

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name

Account BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

lilly.cac.atx.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted]GMC Request for your Contact

Last Name [redacted] First Name

Account BAC Code

Comments

Dea[redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number:[redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
lilly.cac.atx.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound	Done	03/09/2018 17:29:24	
Last Name [redacted]	First Name		Account	BAC Code		Customer Assistance Alert – Action Required: Case #[redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted], Mileage 40000

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR
Last Name [redacted]	First Name		Account		BAC Code		

Comments
1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
-If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue
[redacted]			Customer Account		BAC Code		

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Yeak/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

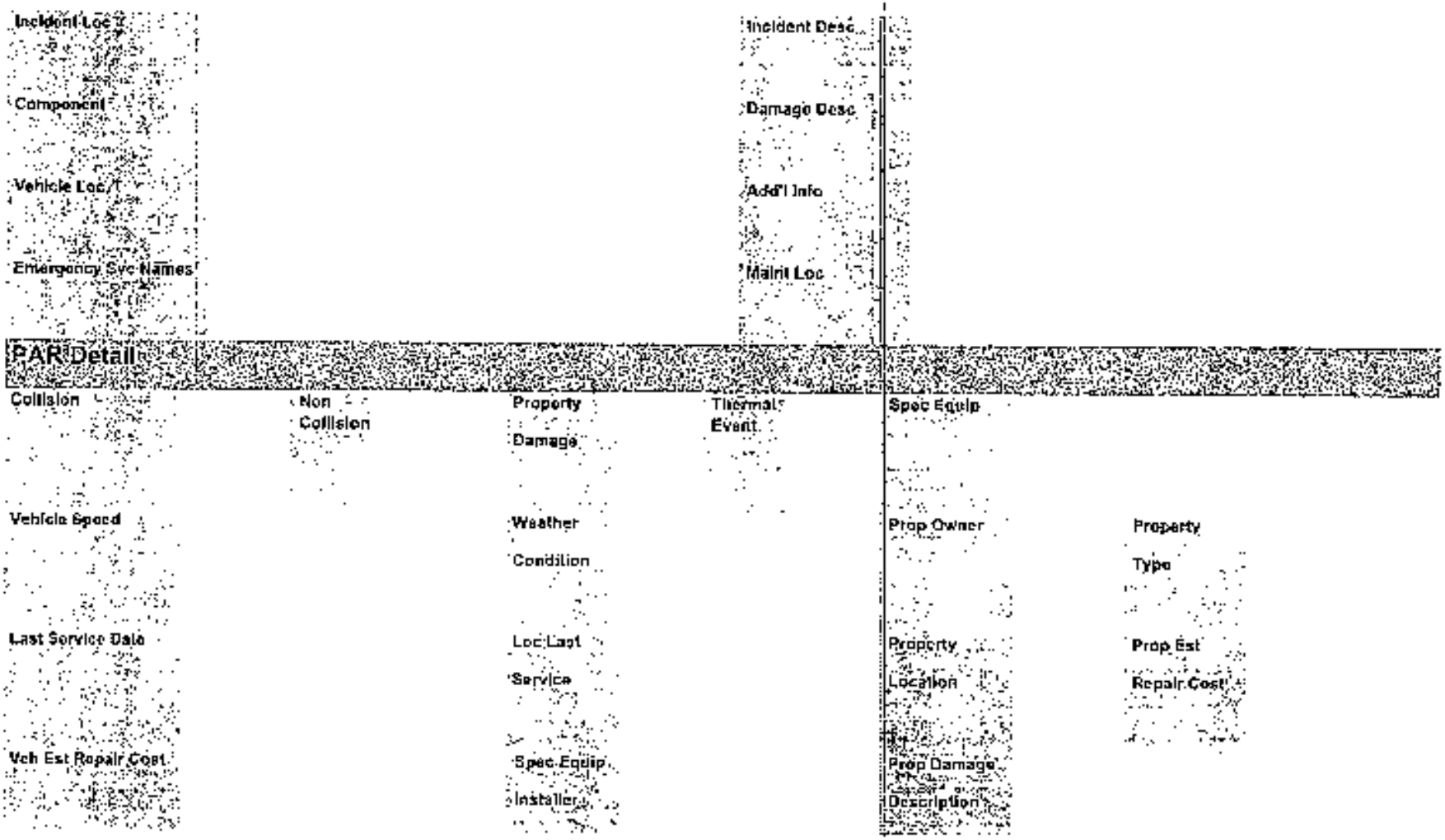
SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered		BRC Type	N/A
Account		Site/BAC		GW SubType			Business Unit	CCC - CAC Tier 2
Address	[redacted]			Approval	Not Initiated		Area	Complaint Vehicle - Operable
City	[redacted]	Zip	[redacted]	State	[redacted]	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Wiesner Buick GMC		Safety	Yes
Daytime #		Evening #		Source	Phone		Updated	03/29/2018 14:57:32
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium	License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open		Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied		Closed	
Cust Concern	Vehicle Issue							
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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


Incident Loc
Component
Vehicle Loc
Emergency Svc Names
Incident Desc
Damage Desc
Add'l Info
Maint Loc
PAR Detail
Collision
Non Collision
Property Damage
Thermal Event
Spec Equip
Vehicle Speed
Last Service Date
Veh Est Repair Cost
Weather
Condition
Loc Last Service
Spec Equip Installer
Prop Owner
Property Location
Prop Damage Description
Property Type
Prop Est Repair Cost

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, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name [redacted] First Name

Account

BAC Code

Comments

Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account BAC Code

Comments

Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments

= Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments -

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call Customer	Made Contact	Done	03/27/2018 18:18:09	[redacted]

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

Comments:

Spoke w/ Customer [redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file [redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up Account		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name Account BAC Code

Comments
_ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000

Last Name [redacted] First Name

Account

BAC Code

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR:[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound		Done	03/27/2018 18:18:44	follow up w/ the customer

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

Comments

[redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name	First Name	Account	BAC Code
[redacted]			

Comments:

Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] Account BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

lilly.cac.atx.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name Account BAC Code

Comments

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call Customer	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name Account BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] Account BAC Code

Comments
AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name [redacted] Account BAC Code

Comments
see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] Account BAC Code

Comments

The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] Account BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound		Done	03/09/2018 17:29:24

Last Name	First Name	Account	BAC Code	
[redacted]				Customer Assistance Alert – Action Required: Case #[redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   -If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call Customer	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] Account BAC Code

Comm[redacted]
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Yeak/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM						

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 sz06yl

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 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name First Name Account BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name First Name Account BAC Code

[redacted]

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account BAC Code

Comments
Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possessio[redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name [redacted] First Name

Customer Account

BAC Code

Comments

Spoke w/ Customer Robert -

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file. Mr[redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property[redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] don't know the gas stations address?

Adviser States:
Date of the Inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up Account		Done BAC Code	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review Account	PAC/ESIS	Done BAC Code	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted] Spring TX.
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case # [redacted] 3GTU2NEC5GG[redacted] Mileage 40000
Last Name [redacted]	First Name		Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer
Last Name	First Name		Account		BAC Code		

[redacted]

Comments
[redacted]based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update Involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name [redacted] First Name

Account BAC Code

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name Account BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name Account BAC Code

Comments

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name First Name [redacted]

Account

BAC Code

Comments

see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound	Done	03/09/2018 17:29:24	

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

Customer Assistance Alert – Action Required: Case # [redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR

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

Comments
1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   •If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Yeak/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
HD1	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC6GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfier		
Cust Concern	Vehicle Issue						
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM						

[redacted]

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
Apr 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

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

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account BAC Code

Comments

Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments

Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

☐ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call Customer	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name [redacted] First Name

Account

BAC Code

Comments
Spoke w/ Customer [redacted].

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file [redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name

Account

BAC Code

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000
Last Name [redacted]	First Name		Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer
Last Name	First Name		Account		BAC Code		

[redacted]

Comments

[redacted]based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name [redacted] First Name

Account

BAC Code

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name

Account BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

lilly.cac.atx.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted]GMC Request for your Contact

Last Name [redacted] First Name

Account BAC Code

Comments

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name

Customer Account

BAC Code

Comments

This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at 1-866-790-5700 my extension is 5915350

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound	Done	03/09/2018 17:29:24	
Last Name [redacted]	First Name		Account	BAC Code		Customer Assistance Alert – Action Required: Case #[redacted] Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR
Last Name [redacted]	First Name		Account		BAC Code		

Comments
1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   -If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Year/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments -

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM						

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 sz06yl

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		Explain Other	
Description			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

❑ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possessior[redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name [redacted] First Name

Account

BAC Code

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account

BAC Code

Comments

Continued documentation:

Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

(1 Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.

1 Best time to call customer? Anytime.

2 Did anyone seek professional medical attention? No, no medical Attention.

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

1 Has the vehicle been repaired?: No, the vehicle is not repaired.

2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.

4 Description of any damage to personal or private property, other than vehicle? No.

5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name	First Name	Customer Account	BAC Code
[redacted]			

Comments
Spoke w/ Customer [redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file [redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name

Account BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name

Account BAC Code

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the Incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case [redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000
Last Name [redacted]		First Name	Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer
Last Name		First Name	Account		BAC Code		

[redacted]

Comments
[redacted]ased on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update Involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name Account BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name Account BAC Code

Comments

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name Customer Account BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-709-5709 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments

The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name Account BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound	Done	03/09/2018 17:29:24	

Last Name [redacted] First Name

Account BAC Code

Customer Assistance Alert – Action Required: Case # [redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR

Last Name [redacted] First Name

Account BAC Code

Comments

1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   - If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC: [redacted]

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Year/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

PippaCAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC5GG[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM						

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Incident Loc

Incident Desc

Component

Damage Desc

Vehicle Loc

Add'l Info

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
Apr 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

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

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation
Last Name [redacted]	First Name		Account		BAC Code		

Comments
Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS
Last Name [redacted]	First Name		Account		BAC Code		

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name [redacted] First Name Customer Account BAC Code

Comments
Spoke w/ Customer [redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file, [redacted], based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property [redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted]. I don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name

Account BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name

Account BAC Code

Comments
0 Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possessio[redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case #[redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000
Last Name [redacted]		First Name	Account		BAC Code		

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer
Last Name		First Name	Account		BAC Code		

[redacted]

Comments

[redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update Involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name First Name Account BAC Code

[redacted]

Comments

Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name

Account BAC Code

Comments
AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name

Account BAC Code

Comments
Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number [redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments

REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name [redacted] First Name

Account

BAC Code

Comments
The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound		Done	03/09/2018 17:29:24

Last Name	First Name	Account	BAC Code	
[redacted]				Customer Assistance Alert – Action Required: Case #[redacted] [Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   -If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account

BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day,

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Year/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
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	Wiesner Buick GMC	Safety	Yes
Daytime #		Evening #		Source	Phone	Updated	04/02/2018 14:58:30
Serial/VIN #	3GTU2NEC5G[redacted]	Mileage	40000	Priority	Medium License #	Owner	TZ9FDY
Model	Sierra 1500	Model Year	2016	Status	Open	Opened	Mar 9, 2018 5:21 PM
Make	GMC	Warranty Start	12/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Issue						
Customer Description	CONTACT ESIS FOR ALL UPDATES PATRICK ROCHE 313-665-2064 PATRICK.ROCHE@GM.COM						

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 sz06yl

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 Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:57 PM	TZ9FDY	TZ9FDY	Scheduled Follow up		Scheduled Alarm		follow up on escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 2, 2018 2:54 PM	DZF5MB	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name [redacted] First Name

Account

BAC Code

Comments

] Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.

3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:36 AM	WZ0GQ7	TZ9FDY	Notify CRM		In Progress		See BRC Workflow Activity

Last Name [redacted] First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:32 AM	WZ0GQ7	WZ0GQ7	BRC PAR	Workflow-Non PAC	Done	03/28/2018 08:36:37	SR was escalated to ESIS due to 3rd party property damage. (Customer hit another car).

Last Name [redacted] First Name

Account

BAC Code

Comments
Case was improperly escalated to PAC. Case should have gone to ESIS due to 3rd party property damage. Case has been redirected to ESIS. Please review DOC ID: SS2779 for determining a PAC or ESIS case. (Stated damage to third party personal property, regardless of dollar amount or whether or not the party has come forward).

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.

Kimberly Smartt/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2018 8:30 AM	WZ0GQ7	WZ0GQ7	Escalation		Done	03/28/2018 08:31:31	Escalation Continued Documentation

Last Name [redacted] First Name

Account BAC Code

Comments
Continued documentation:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:43 PM	TZ9FDY	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/30/2018 12:29:36	Escalation to ESIS

Last Name [redacted] First Name

Account BAC Code

Comments
□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:40 PM	TZ9FDY	TZ9FDY	Escalation	CAC to PAC	Done	03/27/2018 18:43:28	Escalation to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

□ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]
7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place: ?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 6:19 PM	DZF5MB	BRCPARQ	Escalation		Done	03/28/2018 08:32:05	CAC to PAC

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2018 5:59 PM	TZ9FDY	TZ9FDY	Outbound Call	Made Contact	Done	03/27/2018 18:18:09	[redacted]

Last Name	First Name	Customer Account	BAC Code
[redacted]			

Comments
Spoke w/ Custome[redacted]

Adviser States: (Disclaimer) I'm calling in regards to the case you have open on file. Mr.[redacted] based on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue.

Customer States: That is fine.

Adviser States: Great, I will just need to ask you some basic questions. When is the best time to call you?

Customer States: Anytime.

Adviser States: Did anyone seek professional medical attention?

Customer States: No.

Adviser States: Is the vehicle in you possession/ where is it currently located?

Customer States: The vehicle is located on my property[redacted]

Adviser States: Has the vehicle been repaired?

Customer states: No.

Adviser States: Was insurance claim filed?

Customer States: Yes, they stated it was a faulty fuel pump.

Adviser States: Description of any damage to personal or private property, other than vehicle?

Customer states: No damages to any other property.

Adviser States: Description of the situation and the customer's allegation of vehicle part?

Customer States: Front driver side fender softball size dent.

Adviser States: Accident Location?

Customer States: My property & another time at the shells gas station [redacted] don't know the gas stations address?

Adviser States:
Date of the inc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 26, 2018 1:23 PM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/26/2018 13:23:31	Dealer Update Case

Last Name [redacted] First Name

Account BAC Code

Comments
WAITING FOR INFORMATION ON HOW TO PROCEED.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 5:41 PM	TZ9FDY	DZF5MB	Manager Review	PAC/ESIS	Done	03/27/2018 18:19:45	Review for PAC

Last Name [redacted] First Name

Account BAC Code

Comments
☐ Why are you Escalating this to PAC or ESIS? (basis for escalation to) Car Accident occured.
1 Best time to call customer? Anytime.
2 Did anyone seek professional medical attention? No, no medical Attention.
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Yes the vehicle is currently in owner possession [redacted]
1 Has the vehicle been repaired?: No, the vehicle is not repaired.
2 Was insurance claim filed?: Yes a claim was filed.
3 Has the insurance company investigated the vehicle? It was a faulty pump.
4 Description of any damage to personal or private property, other than vehicle? No.
5 Description of the situation and the customer's allegation of vehicle part: Front driver side fender softball size dent.
6 Accident Location (Include: City, State & Street/Intersection): The shells gas station, and another indedent on the property [redacted]

7 Date of the incident: "Week before I took it in to get service".
8 Update Involved dealer on Case level (if applicable): Wiesner Buick
9 Update Current Mileage on Case: 49,000 as of now.
10 Year, Make, Model: 2016 GMC Sierra 1500
11 VIN: 3GTU2NEC5GG[redacted]
12 Did you confirm/update Contact Record associated to case?: Yes
13 Include the Date the interaction took place:

OTS approved:
Marta/TeamLead/Atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:12 AM	SADMIN	SADMIN	Email - Outbound		Done	03/23/2018 11:12:58	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GTU2NEC5GG[redacted] Mileage 40000

Last Name [redacted] First Name

Account

BAC Code

Comments
This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Looking into escalating this case higher, Sorry for the late response.

Lilly

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	TZ9FDY	Scheduled Outbound Call Cust		Done	03/27/2018 18:18:44	follow up w/ the customer

Last Name First Name

Account

BAC Code

[redacted]

Comments

[redacted]ased on the nature of your claim, I will need to get your case to our Product Assistance Central Claims team for handling. This team is trained in handling these types of concerns and will be in the best position to work closely with you to try and resolve the issue. See DOC ID: SS2776 for escalation process.

Questions that need to be asked:

Best time to call customer? (include time zone. i.e: 9am eastern)
Did anyone seek professional medical attention?
If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)
Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):
Has the vehicle been repaired?:
Was insurance claim filed?:
Has the insurance company investigated the vehicle?
Description of any damage to personal or private property, other than vehicle?
Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection):
Date of the incident:
Update Involved dealer on Case level (if applicable):
Update Current Mileage on Case:
Year, Make, Model:
VIN:
Did you confirm/update Contact Record associated to case?: Yes/No
Include the Date the interaction took place:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:11 AM	TZ9FDY	JSMITH2027	Dealer Notification	Action Required	Done	03/27/2018 18:44:31	Vehicle Issues

Last Name [redacted] First Name

Account BAC Code

Comments
Looking into escalating this case higher, Sorry for the late response.

Lilly

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:08 AM	TZ9FDY	TZ9FDY	Milestone	Action Plan Received	Done	03/23/2018 11:11:07	action plan received

Last Name [redacted] First Name

Account

BAC Code

Comments

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 11:04 AM	TZ9FDY	TZ9FDY	Email - Outbound		Done	03/23/2018 11:05:39	[redacted] GMC Request for your Contact

Last Name [redacted] First Name

Account

BAC Code

Comments

Dea[redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
GMC Customer Assistance Center
Service Request Number[redacted]
Phone Number: 1-866-790-5600
Extension: 5915350
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2018 10:22 AM	TZ9FDY	TZ9FDY	Outbound Call	Left Message	Done	03/23/2018 11:04:44	[redacted]

Last Name [redacted] First Name Customer Account BAC Code

Comments
This is lilly calling from Gm customer assistance I am the senior advisor on your case I just wanted to update you on some new information you can give me a call back at
1-866-790-5700 my extension is 5915350
[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2018 4:37 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/20/2018 16:38:34	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
Please advise on how to handle case?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2018 3:41 PM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/16/2018 15:42:10	Dealer Update Case

Last Name [redacted] First Name Account BAC Code

Comments
My response to GM customer care was how do you want me to proceed with this case.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2018 11:35 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/13/2018 11:42:54	Dealer Update Case

Last Name First Name Account BAC Code

[redacted]

AT TIME OF VISIT CUSTOMER COMPLAINED OF NOISE FROM SUSPENSION AREA, AS WELL AS BREAK PEDAL STICKING. CUSTOMERS VEHICLE REPAIRS WERE COVERED BY EXTENDED WARRANTY, AND NO ASSISTANCE WAS REQUESTED IN REPAIRING VEHICLE DAMAGE TO THE VEHICLE AT THE TIME OF DROP OFF. CUSTOMER DID NOT REQUEST TO SPEAK TO A MANAGER ABOUT HIS CONCERNS WITH THE VEHICLE DAMAGES BEING COVERED. VEHICLE HAS SINCE BEEN IN FOR ANOTHER REPAIR FOR THE SEAT ACTUATOR. NO MENTION OF DAMAGE REPAIRS AT THIS VISIT AS WELL. HOW SHOULD WE PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:22 AM	JSMITH2027	JSMITH2027	Follow-Up		Done	03/12/2018 12:22:34	Dealer Update Case

Last Name First Name Account BAC Code

[redacted]

Comments
see attachment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 11:29 AM	HKEENAN1	HKEENAN1	Follow-Up		Done	03/12/2018 11:32:44	Dealer Update Case

Last Name First Name Account BAC Code

[redacted]

Comments
REVIEWED RO AND VACUUM PUMP WAS REPLACED UNDER EXTENDED WARRANTY. CUSTOMER MENTIONED HE HIT SOMETHING, BUT DID NOT ASK FOR ASSISTANCE WITH THAT AT THE TIME. SINCE CUSTOMER IS ALLEGING THE DAMAGE WAS DUE TO PRODUCT LIABILITY, HOW WOULD YOU LIKE US TO PROCEED?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2018 12:30 AM	PZH0VP	PZH0VP	Follow-Up		Done	03/12/2018 00:31:29	Dealer Update Case

Last Name First Name Account BAC Code

[redacted]

Comments

The customer is alleging product liability. This case should be escalated to the product liability team.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:32 PM	YZLZ7M	TZ9FDY	Ownership Changed		Done	03/09/2018 17:32:50	Service Request Ownership has changed FROM: XZL3T3 TO: TZ9FDY

Last Name First Name Account BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:31 PM	YZLZ7M	TZ9FDY	Notify CRM		Done	03/27/2018 18:44:37	new sr assigned

Last Name First Name Account BAC Code

[redacted]

Comments

Confidential Comments

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

Mar 9, 2018 5:29 PM	SADMIN	SADMIN	Email - Outbound		Done	03/09/2018 17:29:24

Last Name [redacted] First Name

Account

BAC Code

Customer Assistance Alert – Action Required: Case [redacted] (Action.Last Name], VIN 3GTU2NEC5GG[redacted] Mileage 40000

Comments

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TIER2Q	Notify CRM		Done	03/09/2018 17:31:22	Please Assume SR

Last Name [redacted] First Name

Account

BAC Code

Comments

1. Why are you transferring to Tier2? Defective Part

2. Has the vehicle been to the dealer in the last 60 days? Y
   -If yes, when was it at the dealer? 2/2/18

3. Is the vehicle out of all warranties (B2B, PT, Parts)? N

4. Is the warranty beyond the CAC qualifying warranty filter of 2 yr or 24k mi? N

5. Is the customer requesting cost assistance? Y

6. Best contact number type & time to call: Anytime EST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:28 PM	XZL3T3	TZ9FDY	Scheduled Outbound Call Dlr		Done	03/23/2018 10:22:17	Follow up with CEM

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:24 PM	XZL3T3	GDUNCAN20	Dealer Notification	Action Required	Done	03/27/2018 18:44:44	Vehicle Issue

Last Name [redacted] First Name

Account BAC Code

Comments

Please review the case, and share your action plan and any customer/vehicle specific details with me by the end of the next business day.

You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern:

Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectations set to customer:

I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

There is an expectation that the customer will receive follow up from you within 2 business days from today.

---

1. Best time to call customer: Anytime EST
2. When was the vehicle diagnosed by a GM dealer? 2/2/18
3. What was the diagnosis/status of repair(s)? Repaired
4. How many times has the vehicle been into the dealer for this concern? 1st time
5. Has the customer paid for any repairs/s

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2018 5:22 PM	XZL3T3	XZL3T3	Inbound Call	Complex Request	Done	03/27/2018 18:44:40	Vehicle Issue

Last Name [redacted] First Name

Customer Account

BAC Code

Comments
Name: [redacted]
Phone Number: [redacted]
Address: [redacted]
Email: [redacted]
BTTC:

VIN: 3GTU2NEC5GG[redacted]
Mileage: 40000
Yeak/Make/Model: 2016 GMC Sierra

Reason:
Customer is calling because they are having an issue with the vehicle. The other day his wife was driving and the brakes went out and hit the car in front of her, he thought it is his wife's error however last week he was backing up to hook the boat, he pressed the brake and just completely went out and hit the trailer so there are damages and dents in the vehicle. He took it to the dealer to have it checked was advised vacuum pump went out and is defective. His concern is he wants to know on how to get the dents fixed since it was caused by a defective part.

Expectation Set:
I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern.

Pippa/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Detroit, MI

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2016 GMC SIERRA K1500 SLT
VIN: 3GTU2NEC5GG[redacted]
CREW PICKUP
5.3L V8 F OHV 16V
GASOLINE
REAR WHEEL DRIVE W/ 4X4
Standard Equipment | Safety Options

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

- No accidents reported to CARFAX
- No other damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **2** Service history records
- Personal vehicle
- **44,390** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/29/18 at 9:40:31 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	2 yrs. 1 mo.
Owned in the following states/provinces	Texas
Estimated miles driven per year	23,312/yr
Last reported odometer reading	44,390

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

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported

[redacted]

Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	✓ No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2016
Type:	Personal
Where:	Texas
Est. miles/year:	23,312/yr
Est. length owned:	2/3/16 - present (2 yrs, 1 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
12/05/2015		Dealer Inventory	Vehicle offered for sale
12/31/2015	21	Warrantech Automotive, Inc. Spring, TX warrantech.com	Service contract issued
02/03/2016		Texas Motor Vehicle Dept. Spring, TX Title #[redacted]	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as White
03/03/2017	24,223	Munday Chevrolet Houston, TX 281-397-8600 mundaychevy.com/	Maintenance inspection completed Drivability/performance checked Airbag computer/module reprogrammed Transfer module/computer reprogrammed
12/29/2017		Randall Reeds Planet Ford Humble, TX 281-446-9171 planetford59.com	Emissions or safety inspection performed
12/29/2017	44,390	Texas Inspection Station Spring, TX	Passed emissions inspection
02/02/2018		Texas Motor Vehicle Dept. Spring, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as White

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

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

CARFAX Glossary

View Full Glossary

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

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

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

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[redacted]

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/29/18 9:40:31 AM (EDT)

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	3GTU2NEC5GG[redacted]
User	Adam Briscoe
Case Number	GM#[redacted]
EDR Data Imaging Date	04/03/2018
Crash Date	03/09/2018
Filename	3GTU2NEC5GG[redacted]_ACM_[redacted].CDRX
Saved on	Tuesday, April 3 2018 at 09:50:24
Imaged with CDR version	Crash Data Retrieval Tool 17.6.1
Imaged with Software Licensed to (Company Name)	Briscoe Investigations
Reported with CDR version	Crash Data Retrieval Tool 17.6.1
Reported with Software Licensed to (Company Name)	Briscoe Investigations
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

29334 Legends Green Drive, Spring, TX
Mileage 50412
Key on, lamp illuminates, then off
DLC
SV Power

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. The SDM will only record Maximum SDM Recorded Vehicle Velocity Change for the first 300 milliseconds of the event.

-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 ± 50 g.
-Due to a CDR Tool data imaging issue, all CDR files imaged from SDM-30 Delphi airbag control modules (ACM) using version 17.6 software are invalid and the ACM must be re-imaged using CDR version 17.6.1 and later software.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

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

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

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

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

01050_SDM30-delphi_r015

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)	3GTU2NEC5GG[redacted]
Ignition Cycle, Download (Ignition Cycles at Investigation)	5119
End Model Part Number	00CF6F22
System Type	N/A
Software Module Identifier 1	00CE44D6
Software Module Identifier 2	05051752
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, LineID	K
Manufacturing Traceability Data, ShiftID	3
Manufacturing Traceability Data, Year	15
Manufacturing Traceability Data, DayOfTheYear	306
Manufacturing Traceability Data, Serial/Lot/BatchNumber	3M1TT1S00
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	P7425B381
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	P64258A43
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	A26B8E907
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	AC5DBF007
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	A8443F707
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	8678
ESS # 6 Traceability Data, Supplier Code	D
ESS # 6 Traceability Data, Traceability Number	A8CA4EF07
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 F0 00 FC C4 7C 04

DPID $15
01 02 03 04 05 06 07

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

DPID $17
27 27 27 27 27 27 00

DPID $32
FA AC 13 FF 00 00 00

DPID $35
78 00 00 00 00 00 00

DID $01
41 55 38 36 37 37 44 50 37 34 32 35 42 33 38 31

DID $03
41 54 38 36 37 37 44 50 36 34 32 35 38 41 34 33

DID $05
41 48 38 36 37 36 44 41 32 36 42 38 45 39 30 37

DID $07
41 4A 38 36 37 36 44 41 43 35 44 42 46 30 30 37

DID $09
44 41 38 36 37 38 44 41 38 34 34 33 46 37 30 37

DID $0B
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DID $0D
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DID $0F
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DID $30
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33 47 54 55 32 4E 45 43 35 47 47 31 33 39 38 37 39

DID $9A
0B 11

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4B 33 31 35 33 30 36 33 4D 31 54 54 31 53 30 30

DID $C1
00 CE 44 D6

DID $C2
05 05 17 52

DID $C3
01 62 1D 42
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DID $CB
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DID $31

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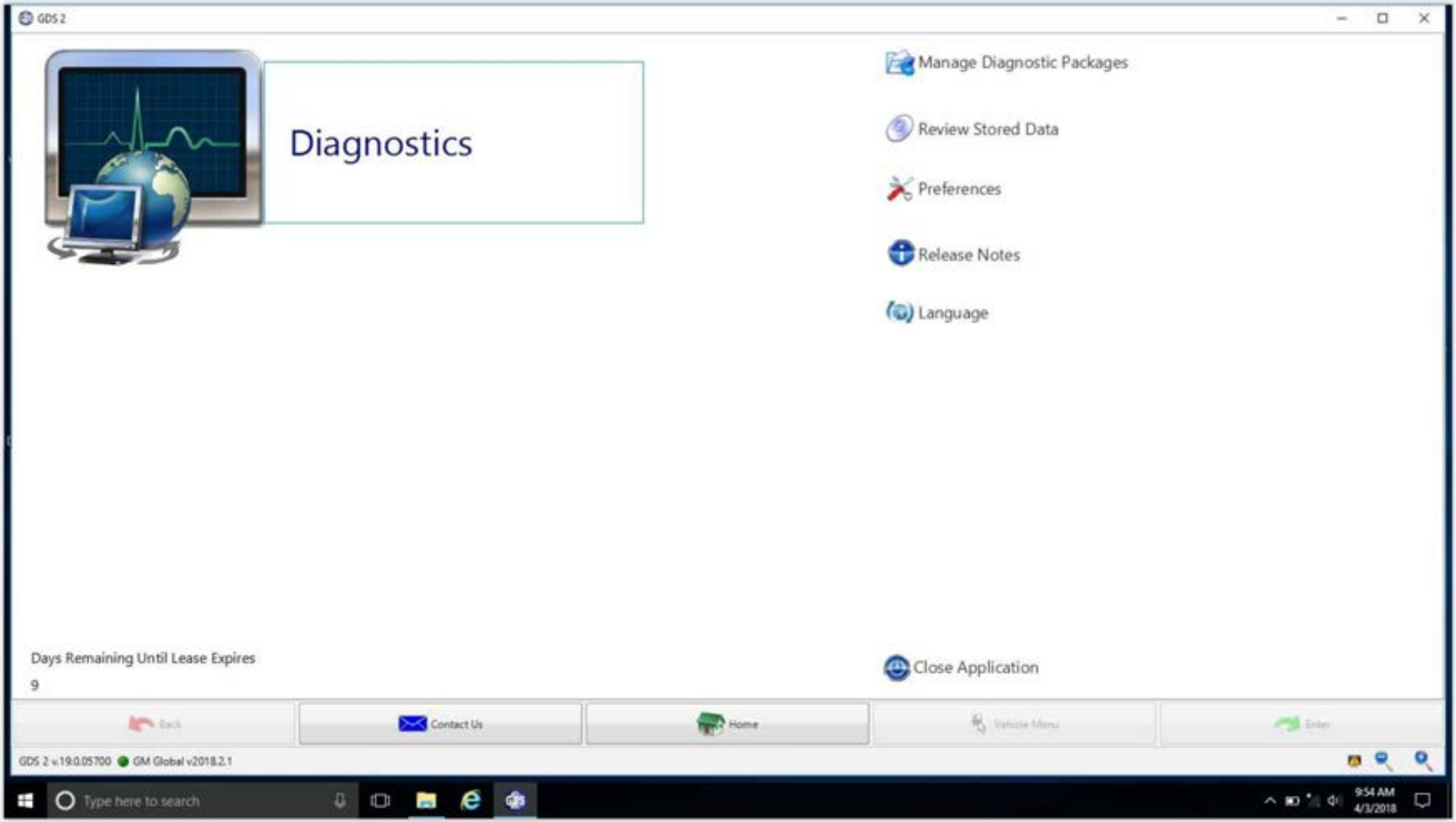

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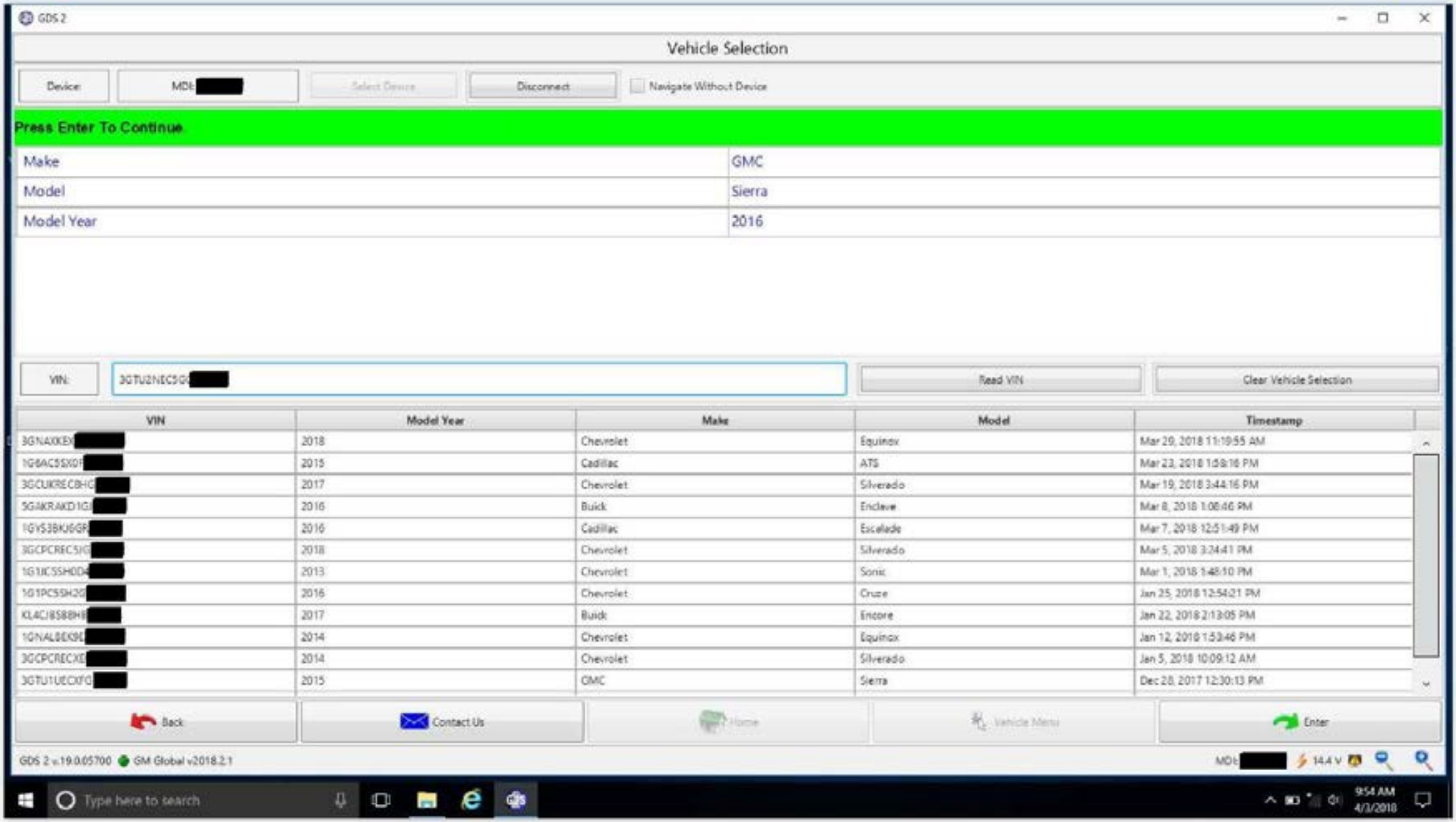
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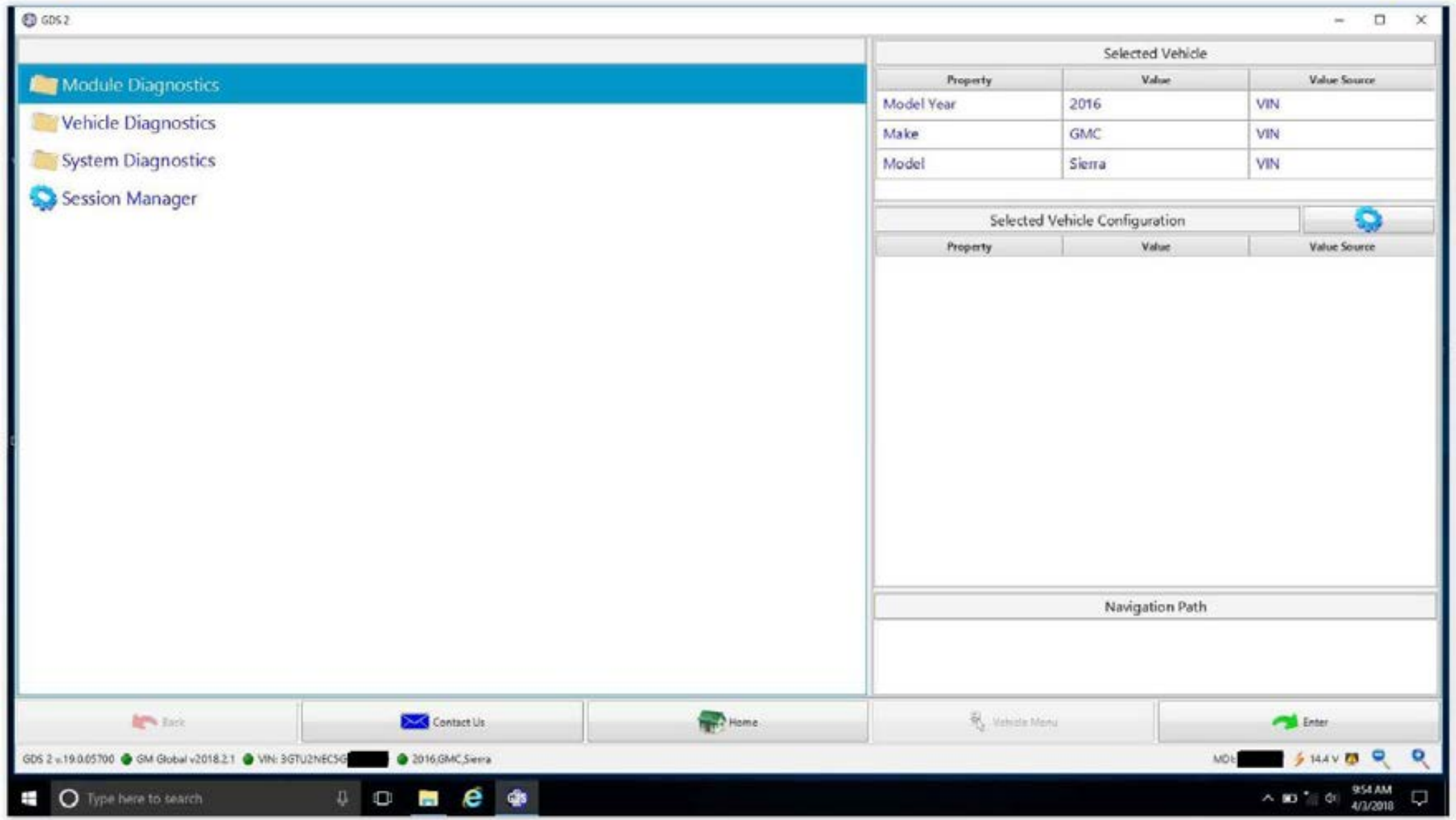
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GDS 2 v.19.0.05700
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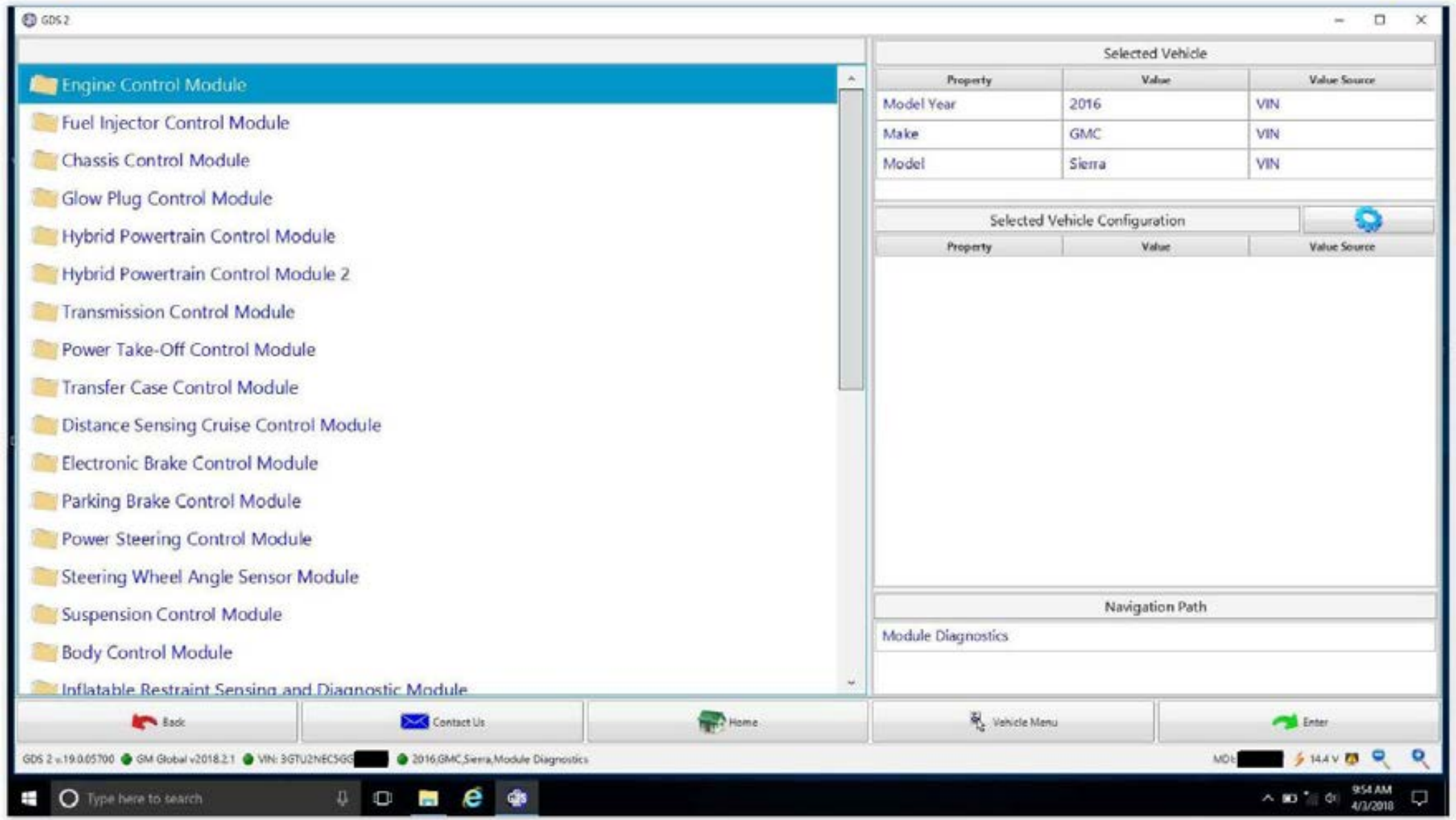
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Transfer Case Control Module
Distance Sensing Cruise Control Module
Electronic Brake Control Module
Parking Brake Control Module
Power Steering Control Module
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Suspension Control Module
Body Control Module
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Value Source
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2016
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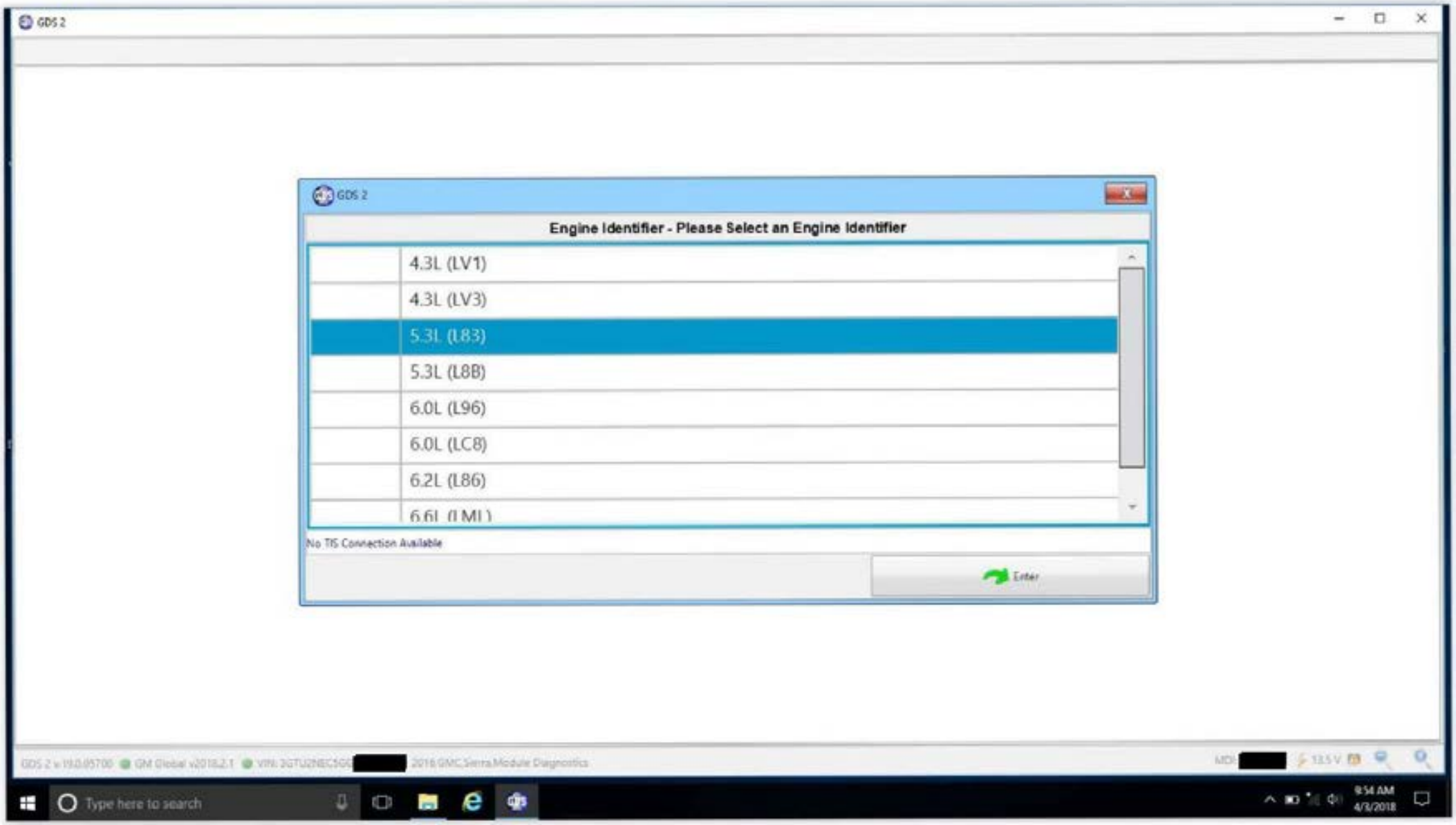
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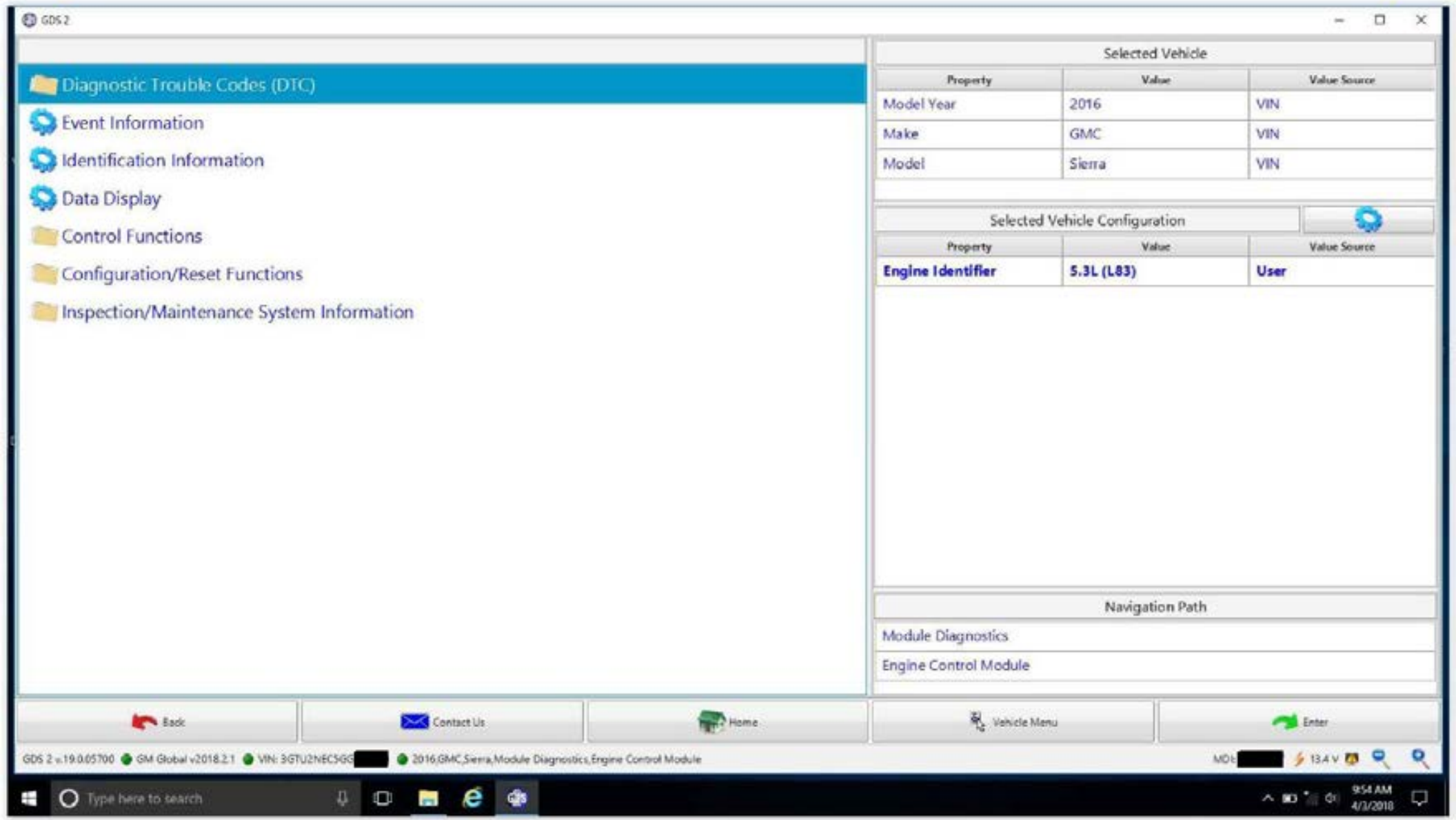
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Configuration/Reset Functions
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Model
Sierra
VIN
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Value
Value Source
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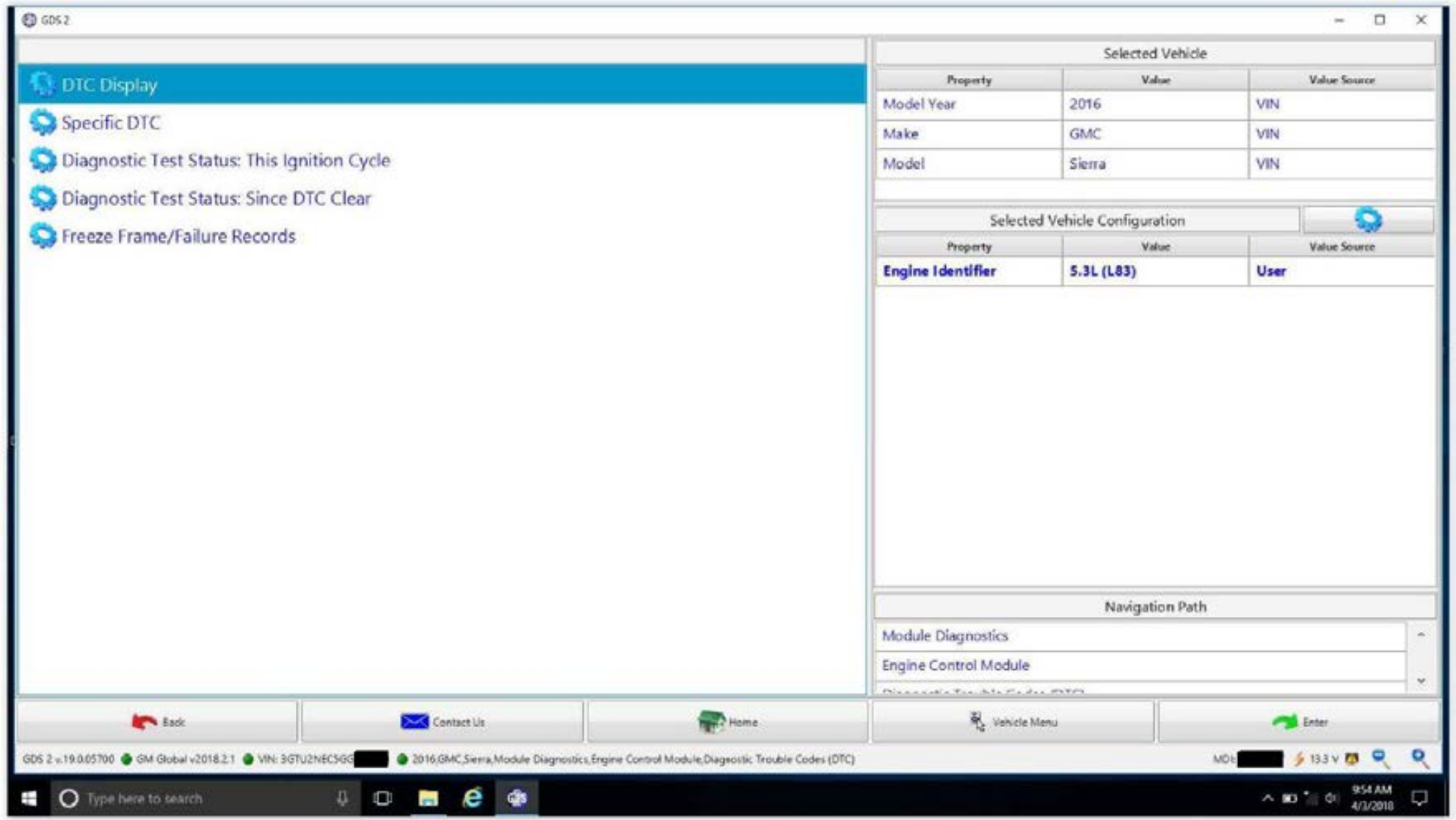
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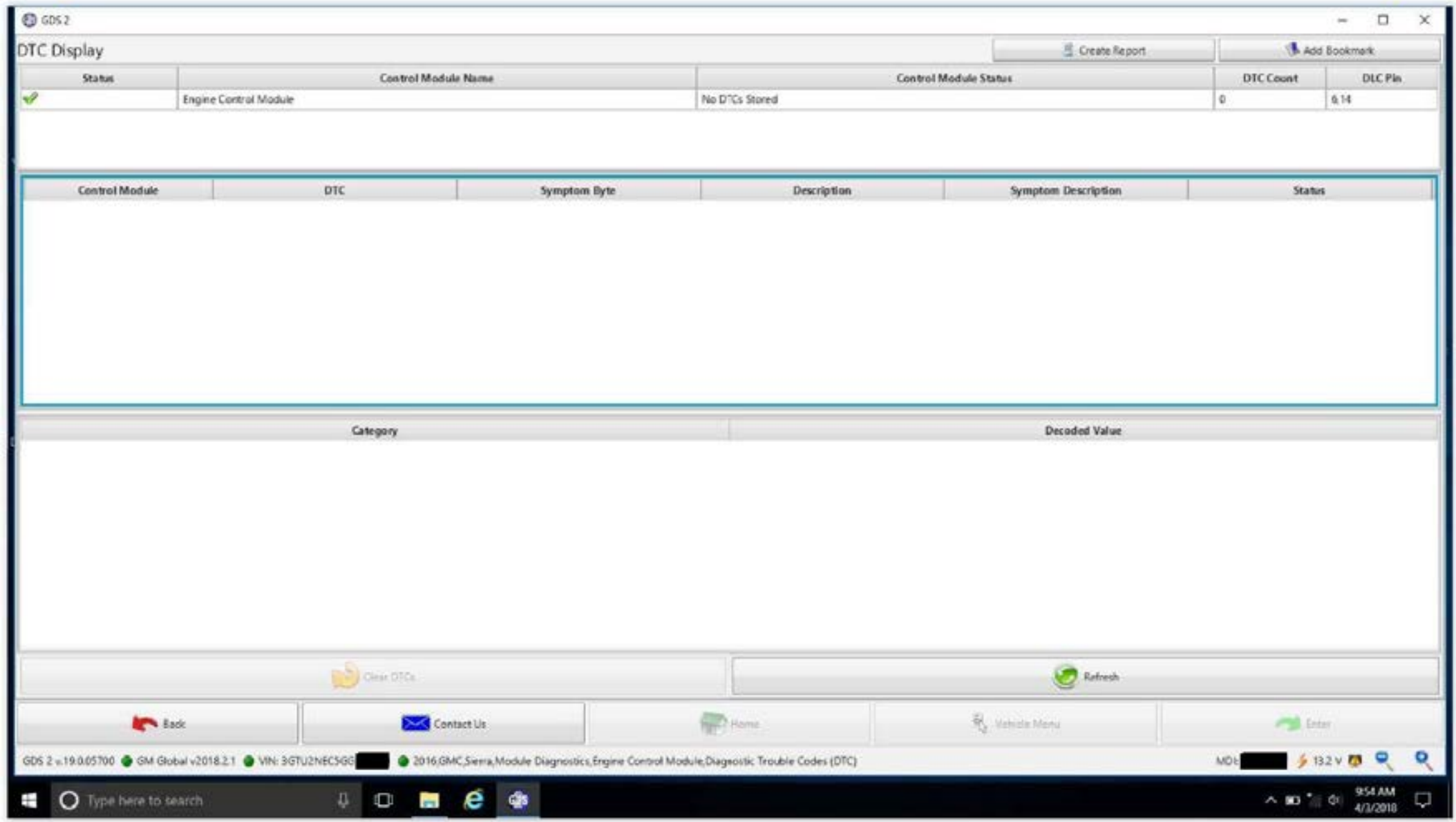
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Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Engine Control Module,Diagnostic Trouble Codes (DTC)
13.2 V
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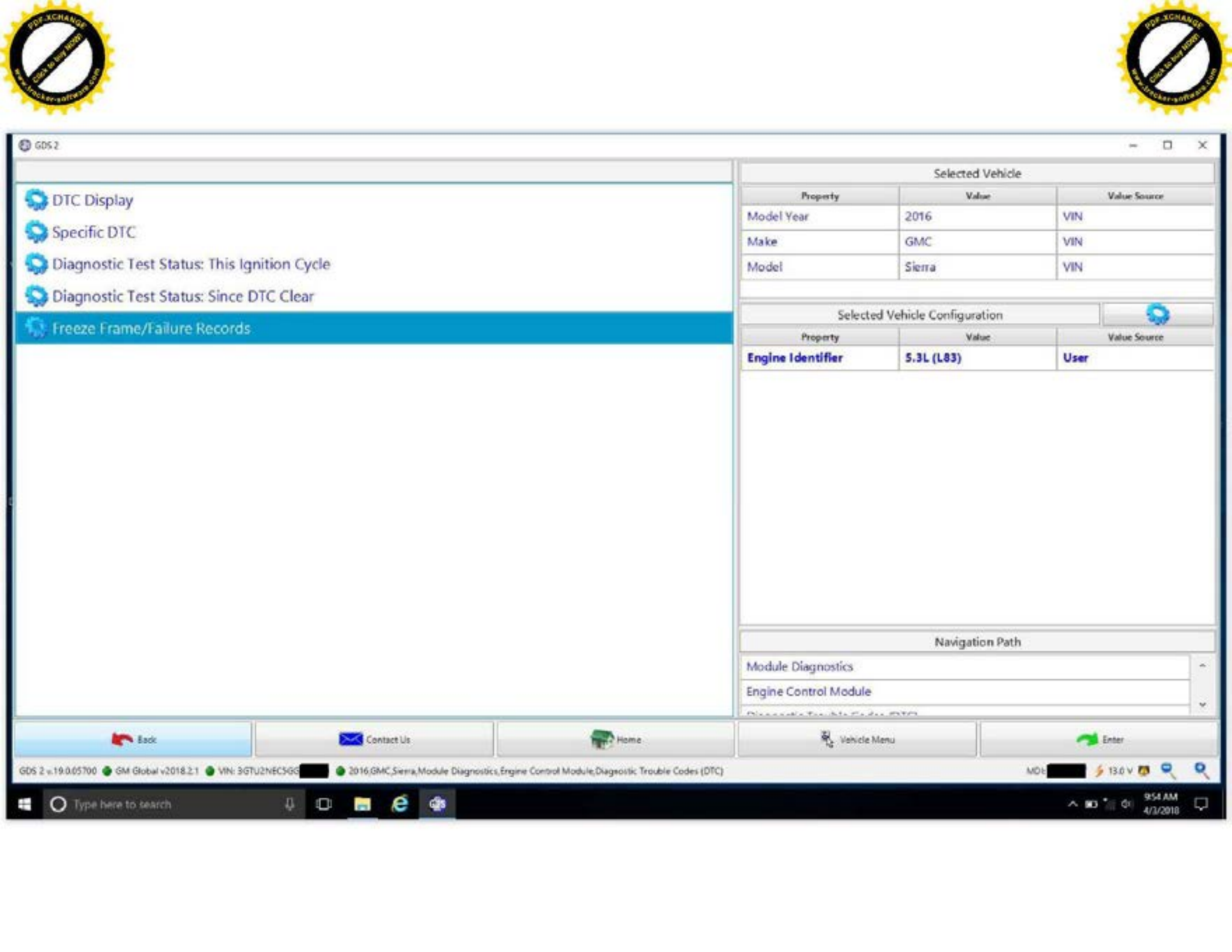
GDS 2
DTC Display
Specific DTC
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
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Navigation Path
Module Diagnostics
Engine Control Module
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Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Engine Control Module,Diagnostic Trouble Codes (DTC)
13.0 V
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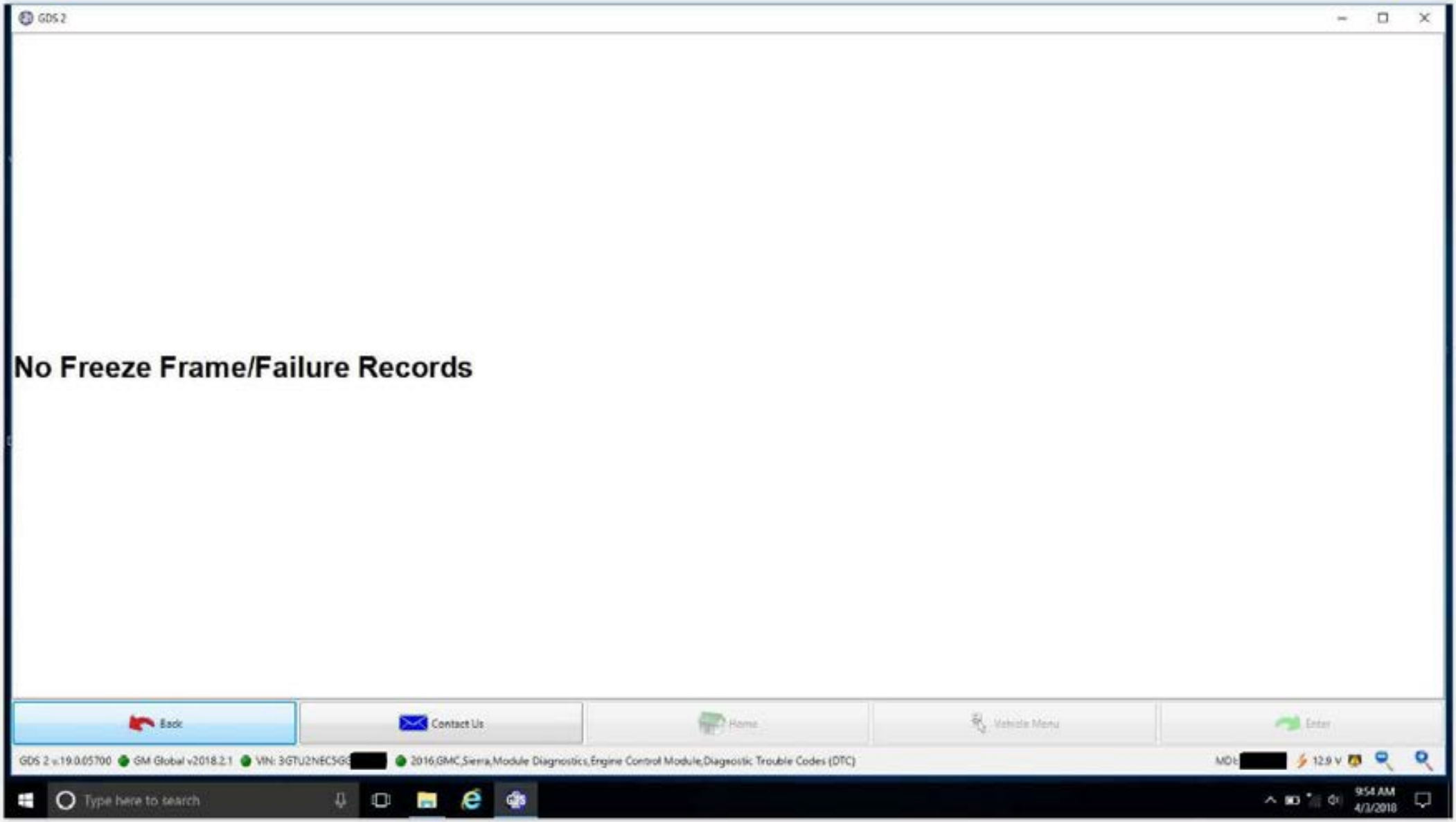
4/3/2018


GDS 2
No Freeze Frame/Failure Records
Back
Contact Us
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Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG[redacted]
2016,GMC,Sierra,Module Diagnostics,Engine Control Module,Diagnostic Trouble Codes (DTC)
MID:[redacted]
12.9 V
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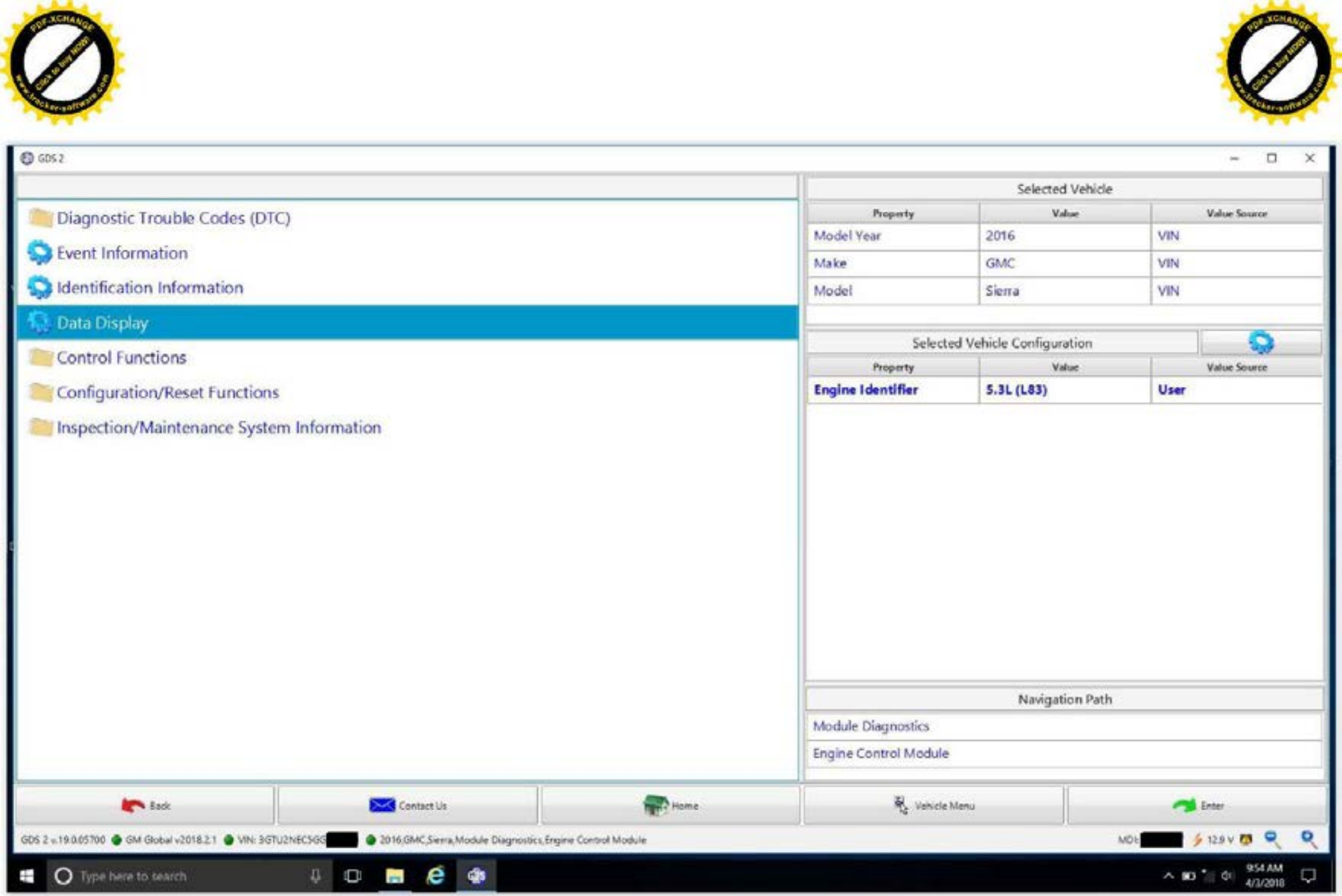
GDS 2
Diagnostic Trouble Codes (DTC)
Event Information
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Inspection/Maintenance System Information
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
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GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Engine Control Module
12.9 V
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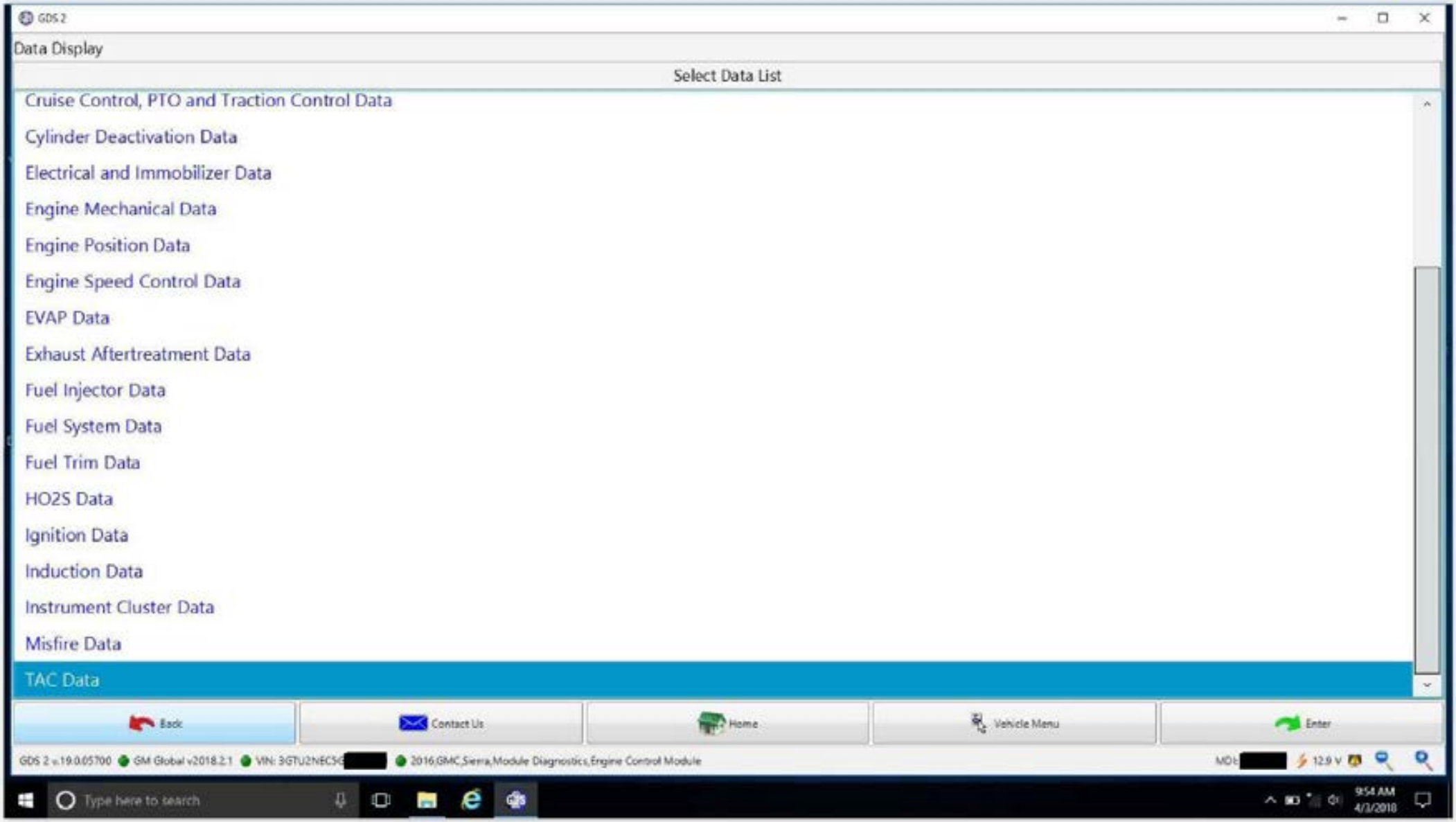
GDS 2
Data Display
Select Data List
Cruise Control, PTO and Traction Control Data
Cylinder Deactivation Data
Electrical and Immobilizer Data
Engine Mechanical Data
Engine Position Data
Engine Speed Control Data
EVAP Data
Exhaust Aftertreatment Data
Fuel Injector Data
Fuel System Data
Fuel Trim Data
HO2S Data
Ignition Data
Induction Data
Instrument Cluster Data
Misfire Data
TAC Data
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2016,GMC,Sierra,Module Diagnostics,Engine Control Module
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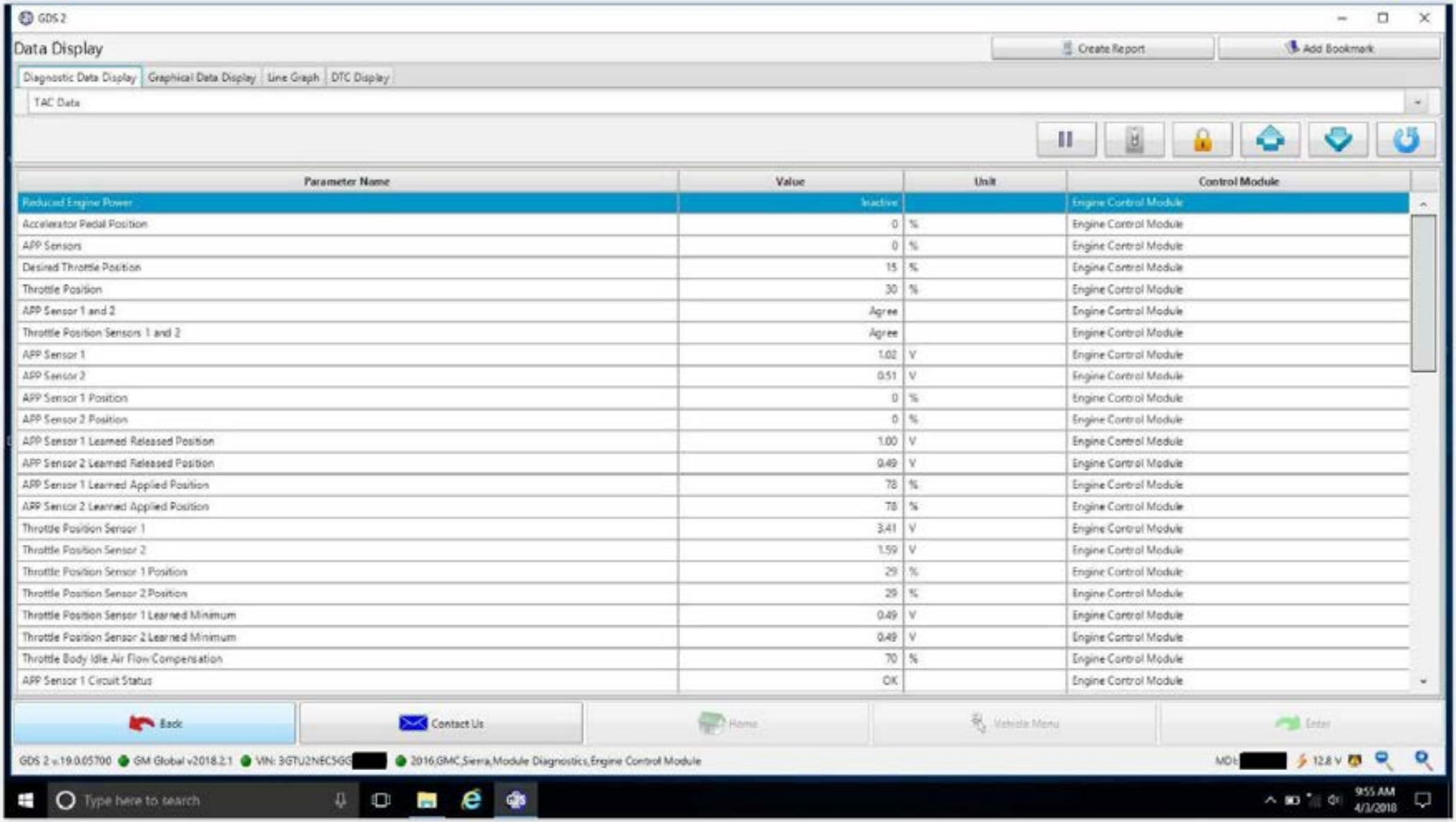
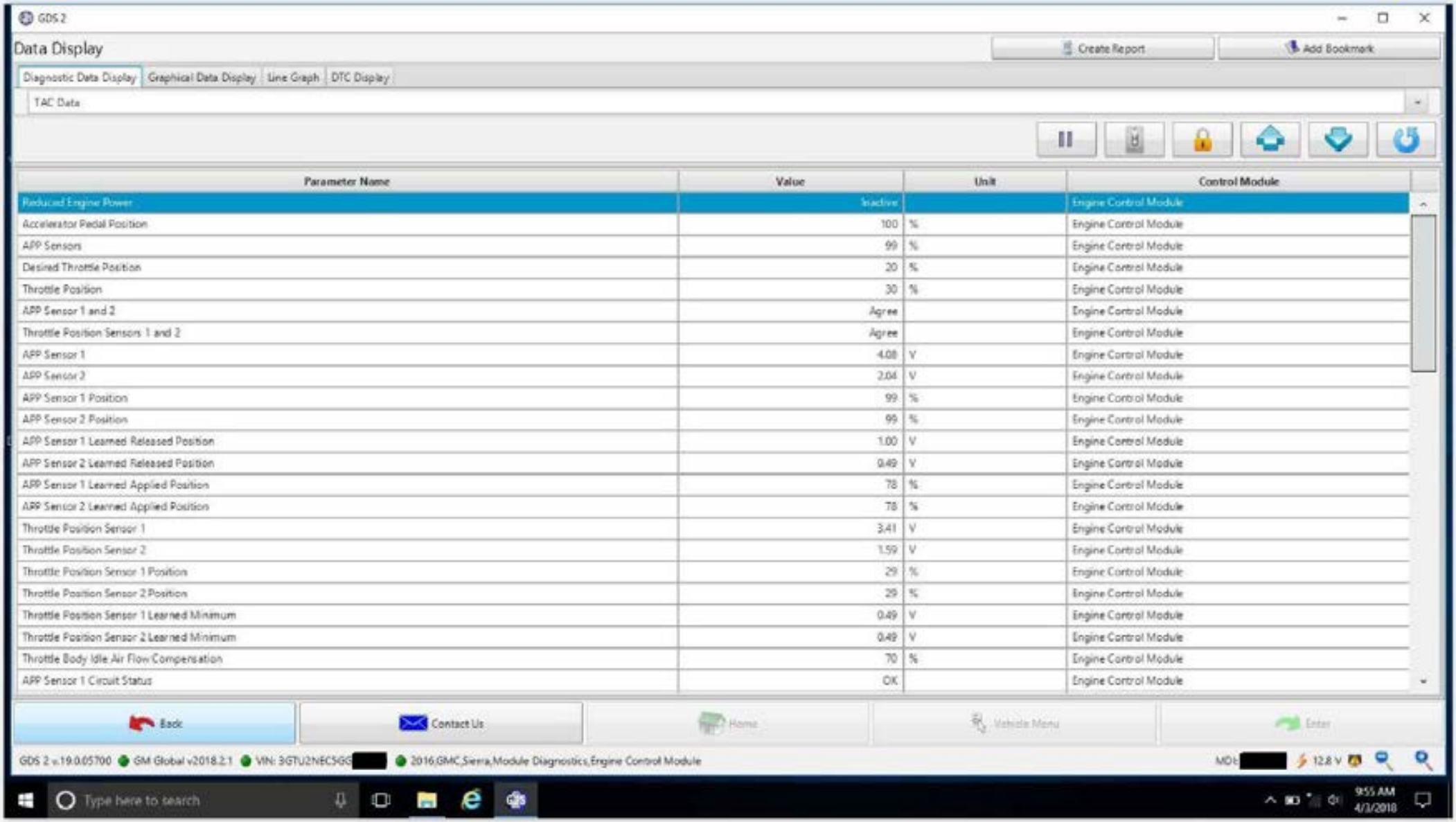


Parameter Name	Value	Unit	Control Module
Reduced Engine Power	Inactive		Engine Control Module
Accelerator Pedal Position	0	%	Engine Control Module
APP Sensors	0	%	Engine Control Module
Desired Throttle Position	15	%	Engine Control Module
Throttle Position	30	%	Engine Control Module
APP Sensor 1 and 2	Agree		Engine Control Module
Throttle Position Sensors 1 and 2	Agree		Engine Control Module
APP Sensor 1	1.02	V	Engine Control Module
APP Sensor 2	0.51	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	1.00	V	Engine Control Module
APP Sensor 2 Learned Released Position	0.49	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	3.41	V	Engine Control Module
Throttle Position Sensor 2	1.59	V	Engine Control Module
Throttle Position Sensor 1 Position	29	%	Engine Control Module
Throttle Position Sensor 2 Position	29	%	Engine Control Module
Throttle Position Sensor 1 Learned Minimum	0.49	V	Engine Control Module
Throttle Position Sensor 2 Learned Minimum	0.49	V	Engine Control Module
Throttle Body Idle Air Flow Compensation	70	%	Engine Control Module
APP Sensor 1 Circuit Status	OK		Engine Control Module


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
20
%
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
4.08
V
Engine Control Module
APP Sensor 2
2.04
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
1.00
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.49
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
3.41
V
Engine Control Module
Throttle Position Sensor 2
1.59
V
Engine Control Module
Throttle Position Sensor 1 Position
29
%
Engine Control Module
Throttle Position Sensor 2 Position
29
%
Engine Control Module
Throttle Position Sensor 1 Learned Minimum
0.49
V
Engine Control Module
Throttle Position Sensor 2 Learned Minimum
0.49
V
Engine Control Module
Throttle Body Idle Air Flow Compensation
70
%
Engine Control Module
APP Sensor 1 Circuit Status
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VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Engine Control Module
MDI:
12.8 V
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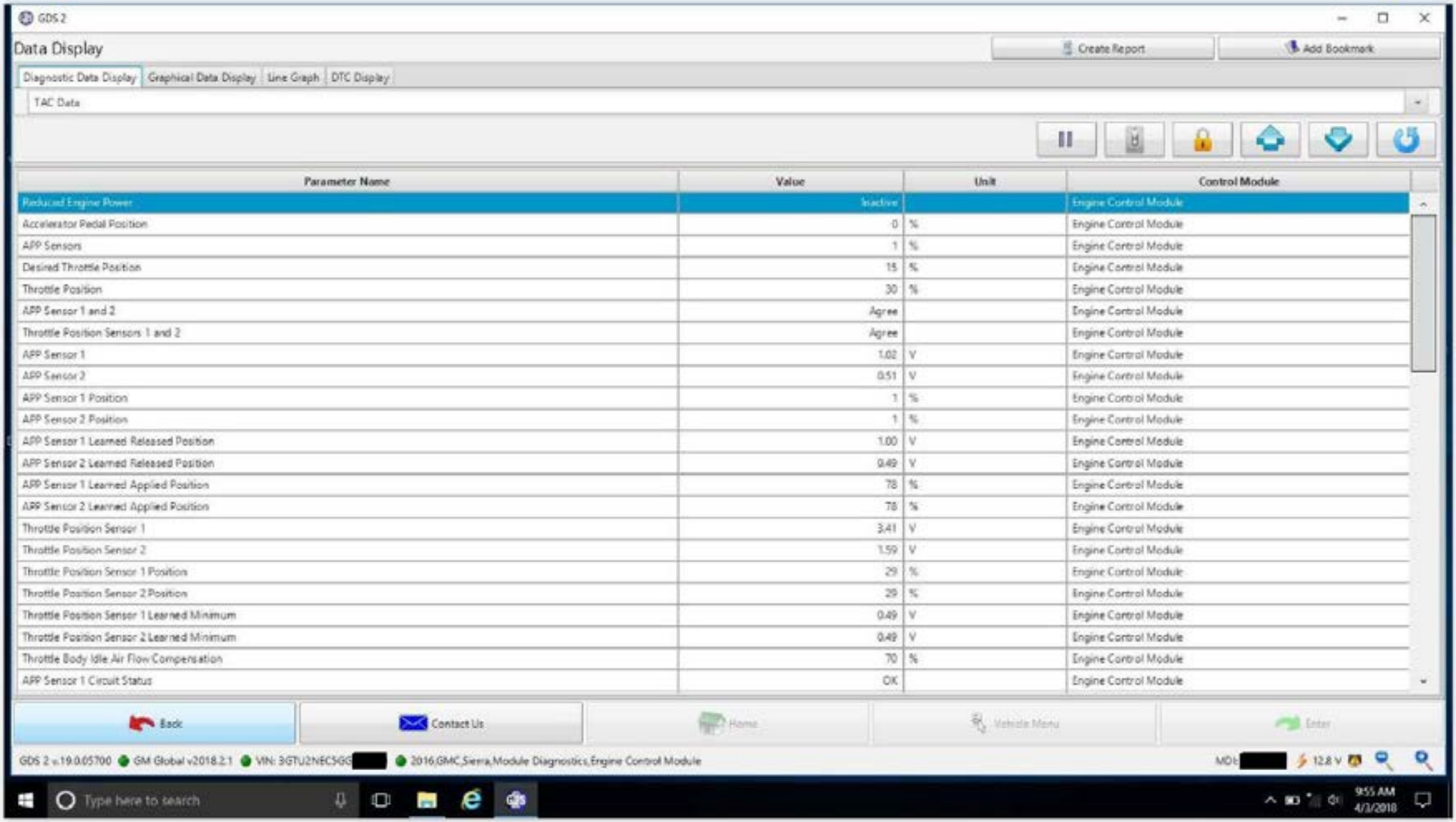
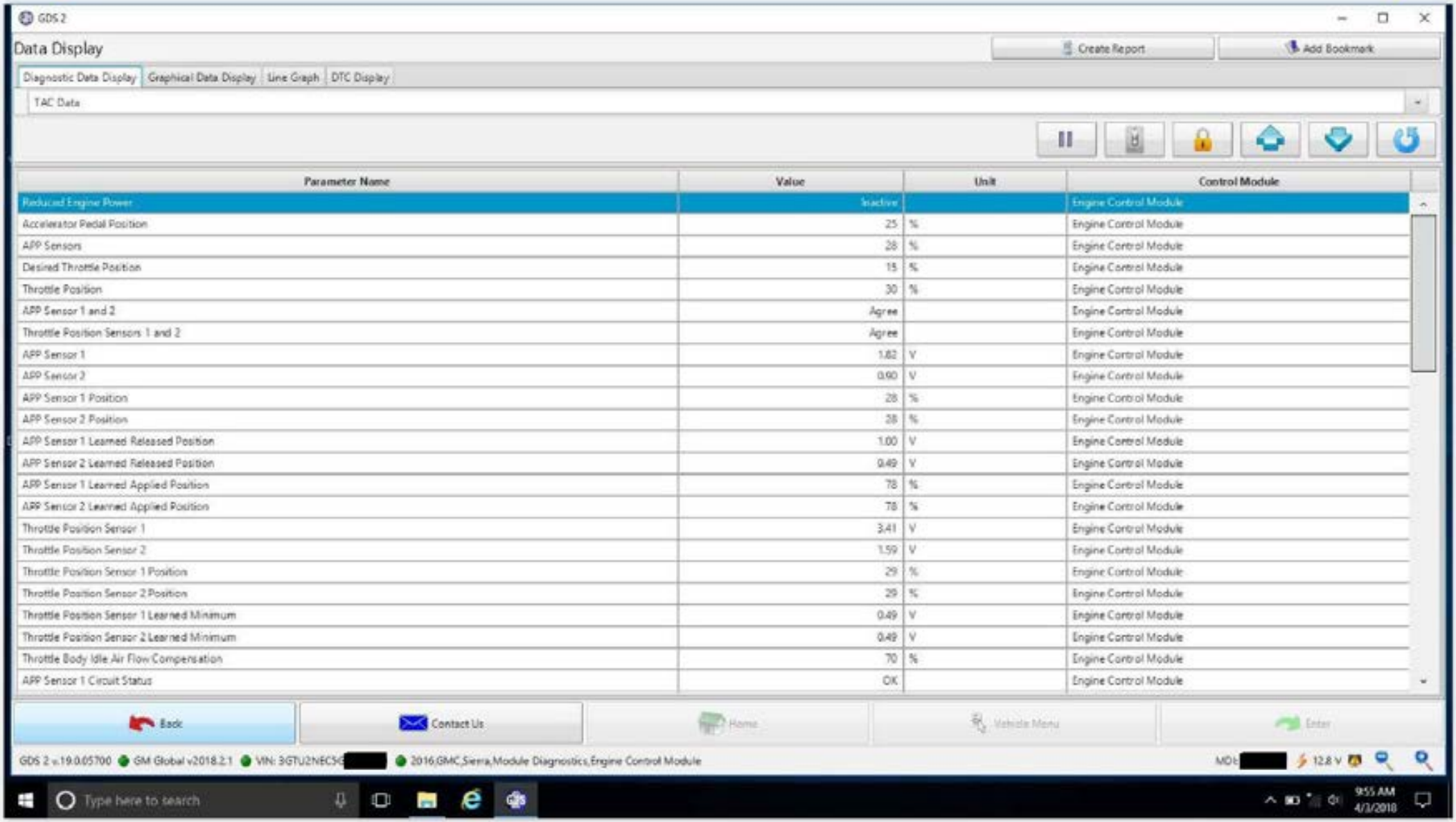


Parameter Name	Value	Unit	Control Module
Reduced Engine Power	Inactive		Engine Control Module
Accelerator Pedal Position	0	%	Engine Control Module
APP Sensors	1	%	Engine Control Module
Desired Throttle Position	15	%	Engine Control Module
Throttle Position	30	%	Engine Control Module
APP Sensor 1 and 2	Agree		Engine Control Module
Throttle Position Sensors 1 and 2	Agree		Engine Control Module
APP Sensor 1	1.02	V	Engine Control Module
APP Sensor 2	0.51	V	Engine Control Module
APP Sensor 1 Position	1	%	Engine Control Module
APP Sensor 2 Position	1	%	Engine Control Module
APP Sensor 1 Learned Released Position	1.00	V	Engine Control Module
APP Sensor 2 Learned Released Position	0.49	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	3.41	V	Engine Control Module
Throttle Position Sensor 2	1.59	V	Engine Control Module
Throttle Position Sensor 1 Position	29	%	Engine Control Module
Throttle Position Sensor 2 Position	29	%	Engine Control Module
Throttle Position Sensor 1 Learned Minimum	0.49	V	Engine Control Module
Throttle Position Sensor 2 Learned Minimum	0.49	V	Engine Control Module
Throttle Body Idle Air Flow Compensation	70	%	Engine Control Module
APP Sensor 1 Circuit Status	OK		Engine Control Module


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
25
%
Engine Control Module
APP Sensors
28
%
Engine Control Module
Desired Throttle Position
15
%
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
1.82
V
Engine Control Module
APP Sensor 2
0.90
V
Engine Control Module
APP Sensor 1 Position
28
%
Engine Control Module
APP Sensor 2 Position
28
%
Engine Control Module
APP Sensor 1 Learned Released Position
1.00
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.49
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
3.41
V
Engine Control Module
Throttle Position Sensor 2
1.59
V
Engine Control Module
Throttle Position Sensor 1 Position
29
%
Engine Control Module
Throttle Position Sensor 2 Position
29
%
Engine Control Module
Throttle Position Sensor 1 Learned Minimum
0.49
V
Engine Control Module
Throttle Position Sensor 2 Learned Minimum
0.49
V
Engine Control Module
Throttle Body Idle Air Flow Compensation
70
%
Engine Control Module
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2016,GMC,Sierra,Module Diagnostics,Engine Control Module
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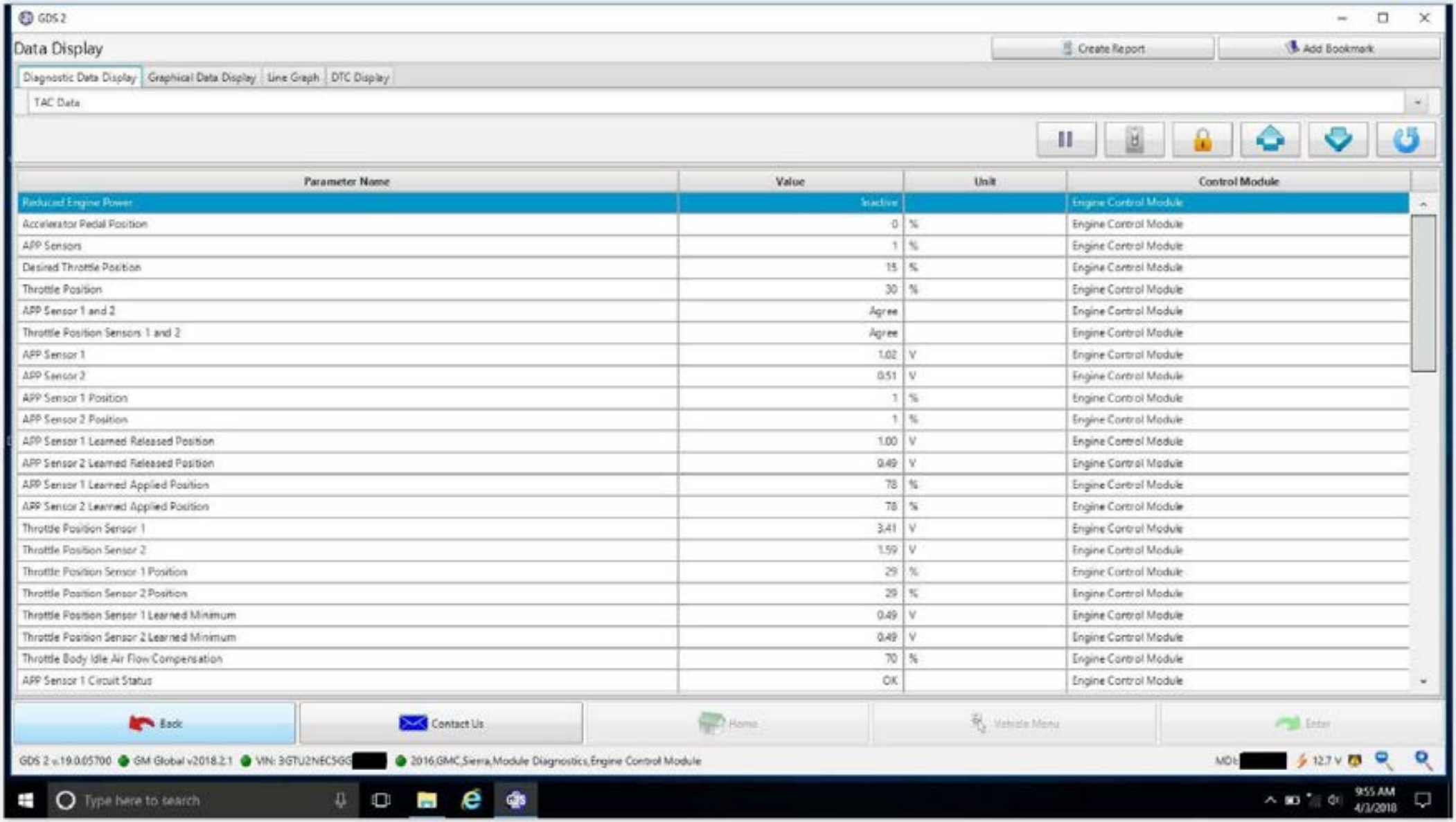
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Control Module
Reduced Engine Power
Inactive
Engine Control Module
Accelerator Pedal Position
0
%
Engine Control Module
APP Sensors
1
%
Engine Control Module
Desired Throttle Position
15
%
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
1.02
V
Engine Control Module
APP Sensor 2
0.51
V
Engine Control Module
APP Sensor 1 Position
1
%
Engine Control Module
APP Sensor 2 Position
1
%
Engine Control Module
APP Sensor 1 Learned Released Position
1.00
V
Engine Control Module
APP Sensor 2 Learned Released Position
0.49
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
3.41
V
Engine Control Module
Throttle Position Sensor 2
1.59
V
Engine Control Module
Throttle Position Sensor 1 Position
29
%
Engine Control Module
Throttle Position Sensor 2 Position
29
%
Engine Control Module
Throttle Position Sensor 1 Learned Minimum
0.49
V
Engine Control Module
Throttle Position Sensor 2 Learned Minimum
0.49
V
Engine Control Module
Throttle Body Idle Air Flow Compensation
70
%
Engine Control Module
APP Sensor 1 Circuit Status
OK
Engine Control Module
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GM Global v2018.2.1
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2016,GMC,Sierra,Module Diagnostics,Engine Control Module
MDI
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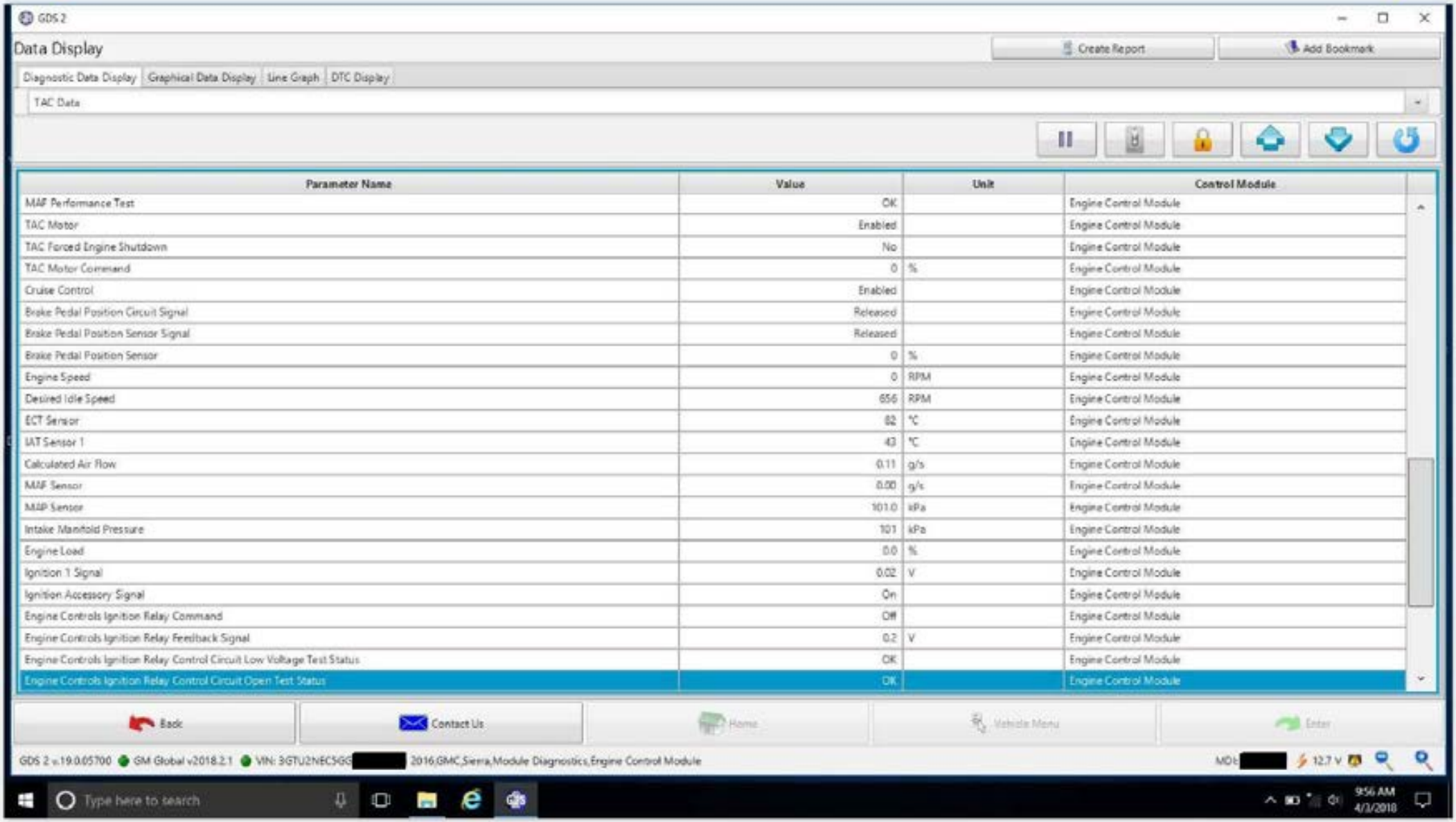

Parameter Name	Value	Unit	Control Module
MAP Performance Test	OK		Engine Control Module
TAC Motor	Enabled		Engine Control Module
TAC Forced Engine Shutdown	No		Engine Control Module
TAC Motor Command	0	%	Engine Control Module
Cruise Control	Enabled		Engine Control Module
Brake Pedal Position Circuit Signal	Released		Engine Control Module
Brake Pedal Position Sensor Signal	Released		Engine Control Module
Brake Pedal Position Sensor	0	%	Engine Control Module
Engine Speed	0	RPM	Engine Control Module
Desired Idle Speed	656	RPM	Engine Control Module
ECT Sensor	82	°C	Engine Control Module
IAT Sensor 1	43	°C	Engine Control Module
Calculated Air Flow	0.11	g/s	Engine Control Module
MAF Sensor	0.00	g/s	Engine Control Module
MAP Sensor	101.0	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	0.2	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

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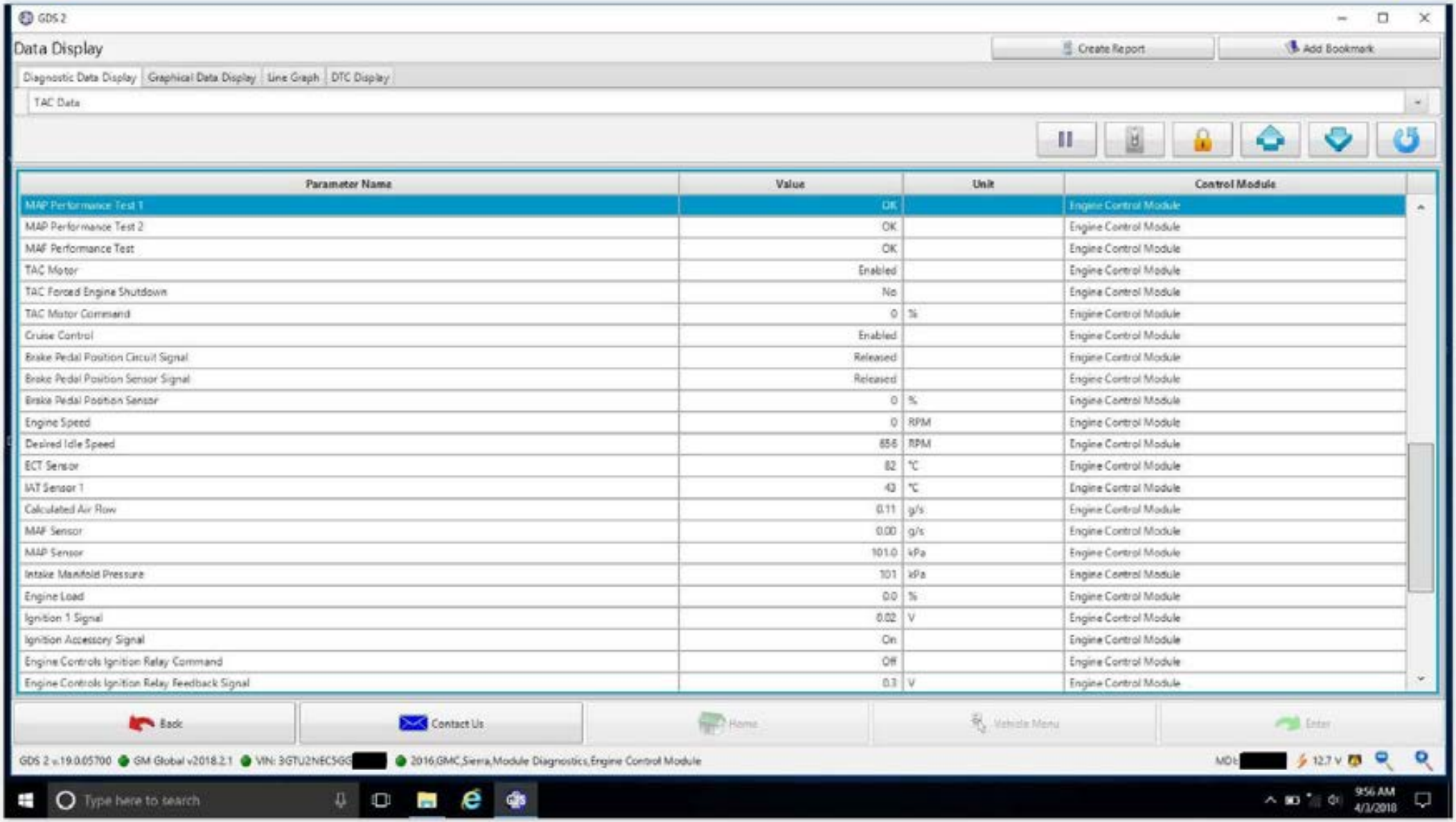

Parameter Name	Value	Unit	Control Module
MAP Performance Test 1	OK		Engine Control Module
MAP Performance Test 2	OK		Engine Control Module
MAF Performance Test	OK		Engine Control Module
TAC Motor	Enabled		Engine Control Module
TAC Forced Engine Shutdown	No		Engine Control Module
TAC Motor Command	0	%	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	0	RPM	Engine Control Module
Desired Idle Speed	656	RPM	Engine Control Module
ECT Sensor	82	°C	Engine Control Module
IAT Sensor 1	43	°C	Engine Control Module
Calculated Air Flow	0.11	g/s	Engine Control Module
MAF Sensor	0.00	g/s	Engine Control Module
MAP Sensor	101.0	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

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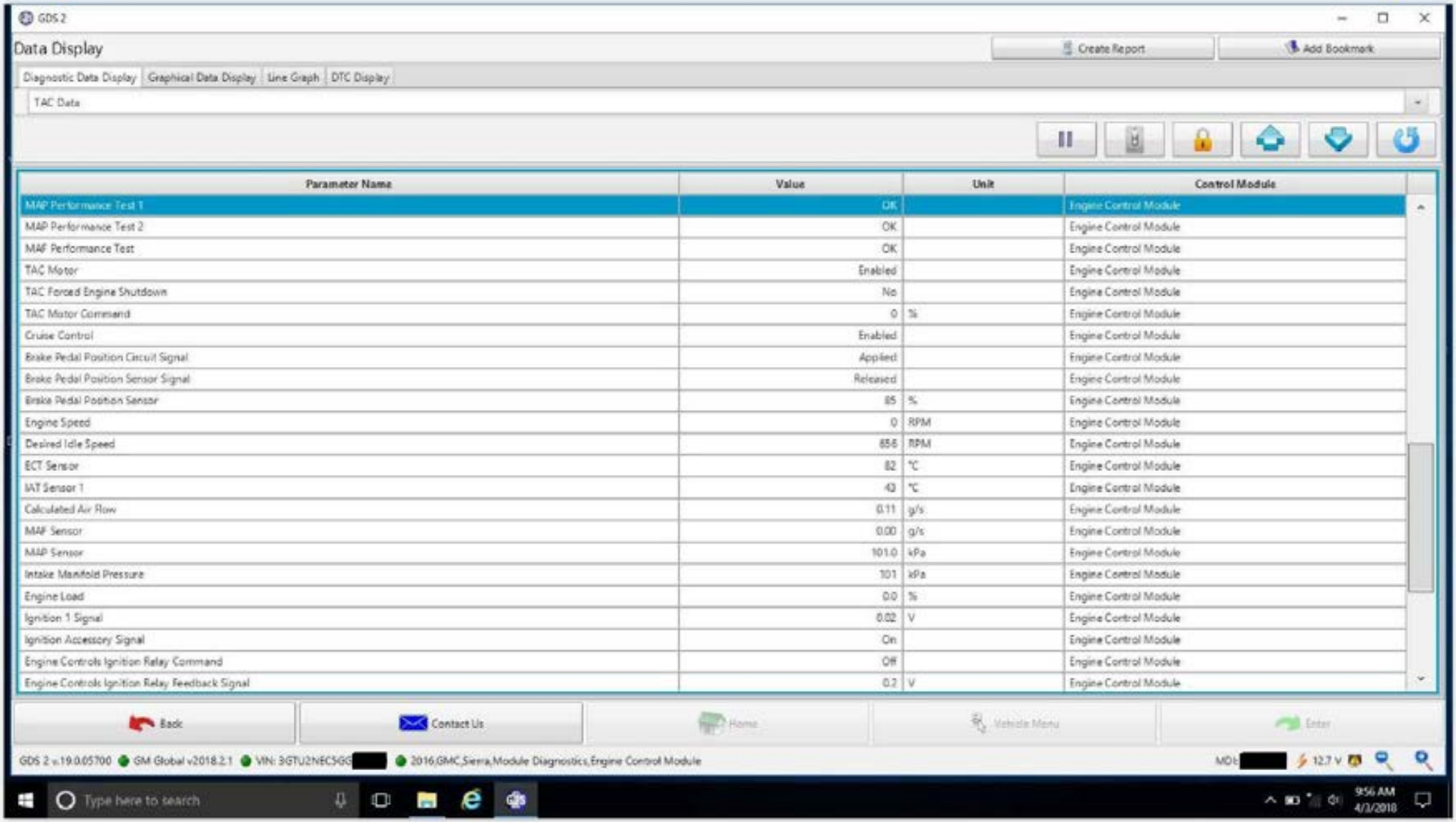

Parameter Name	Value	Unit	Control Module
MAP Performance Test 1	OK		Engine Control Module
MAP Performance Test 2	OK		Engine Control Module
MAF Performance Test	OK		Engine Control Module
TAC Motor	Enabled		Engine Control Module
TAC Forced Engine Shutdown	No		Engine Control Module
TAC Motor Command	0	%	Engine Control Module
Cruise Control	Enabled		Engine Control Module
Brake Pedal Position Circuit Signal	Applied		Engine Control Module
Brake Pedal Position Sensor Signal	Released		Engine Control Module
Brake Pedal Position Sensor	85	%	Engine Control Module
Engine Speed	0	RPM	Engine Control Module
Desired Idle Speed	656	RPM	Engine Control Module
ECT Sensor	82	°C	Engine Control Module
IAT Sensor 1	43	°C	Engine Control Module
Calculated Air Flow	0.11	g/s	Engine Control Module
MAF Sensor	0.00	g/s	Engine Control Module
MAP Sensor	101.0	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	0.2	V	Engine Control Module

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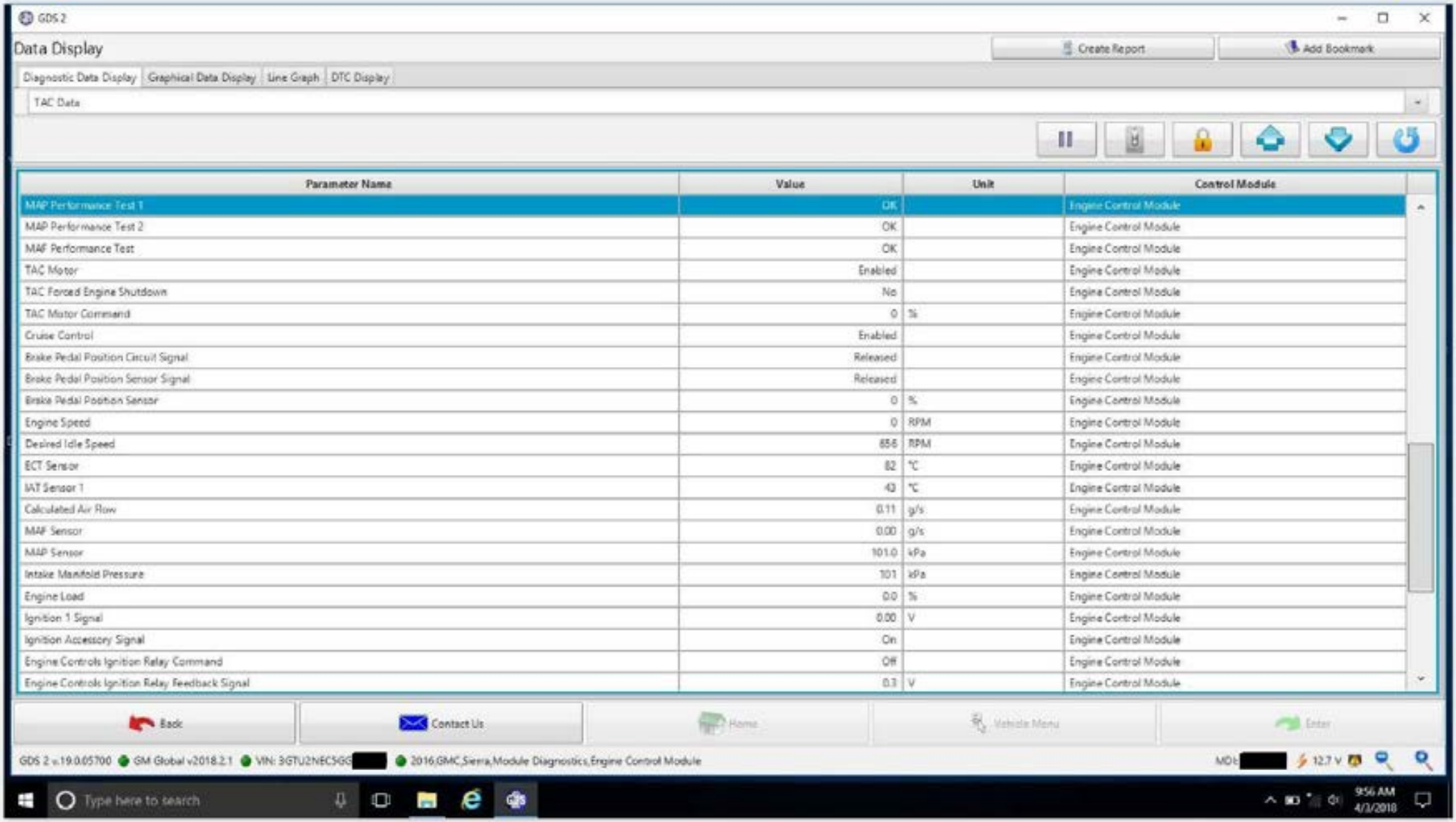
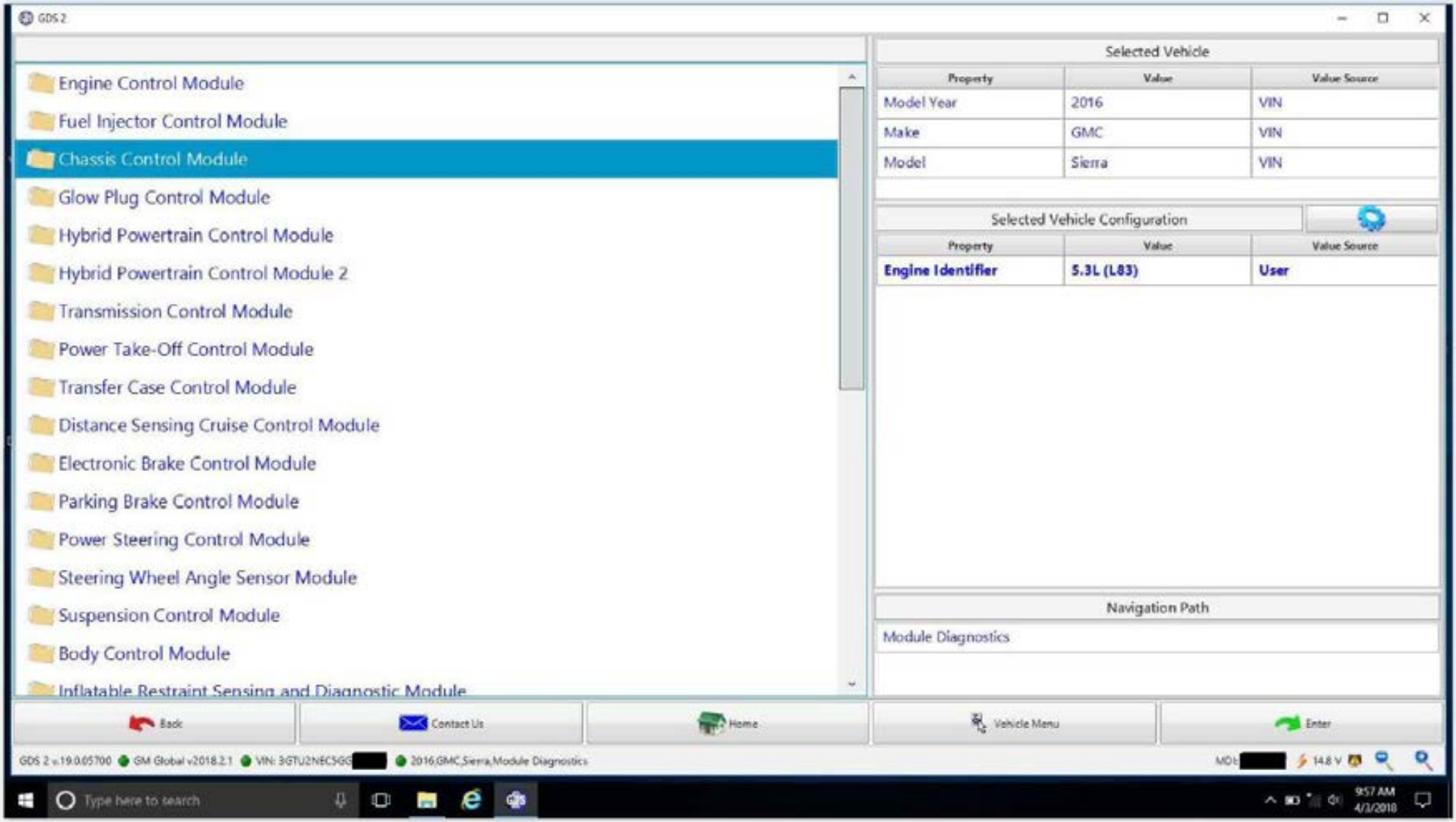


Parameter Name	Value	Unit	Control Module
MAP Performance Test 1	OK		Engine Control Module
MAP Performance Test 2	OK		Engine Control Module
MAF Performance Test	OK		Engine Control Module
TAC Motor	Enabled		Engine Control Module
TAC Forced Engine Shutdown	No		Engine Control Module
TAC Motor Command	0	%	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	0	RPM	Engine Control Module
Desired Idle Speed	656	RPM	Engine Control Module
ECT Sensor	82	°C	Engine Control Module
IAT Sensor 1	43	°C	Engine Control Module
Calculated Air Flow	0.11	g/s	Engine Control Module
MAF Sensor	0.00	g/s	Engine Control Module
MAP Sensor	101.0	kPa	Engine Control Module
Intake Manifold Pressure	101	kPa	Engine Control Module
Engine Load	0.0	%	Engine Control Module
Ignition 1 Signal	0.00	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


GDS 2
Engine Control Module
Fuel Injector Control Module
Chassis Control Module
Glow Plug Control Module
Hybrid Powertrain Control Module
Hybrid Powertrain Control Module 2
Transmission Control Module
Power Take-Off Control Module
Transfer Case Control Module
Distance Sensing Cruise Control Module
Electronic Brake Control Module
Parking Brake Control Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
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Value Source
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Enter
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VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics
MDI:
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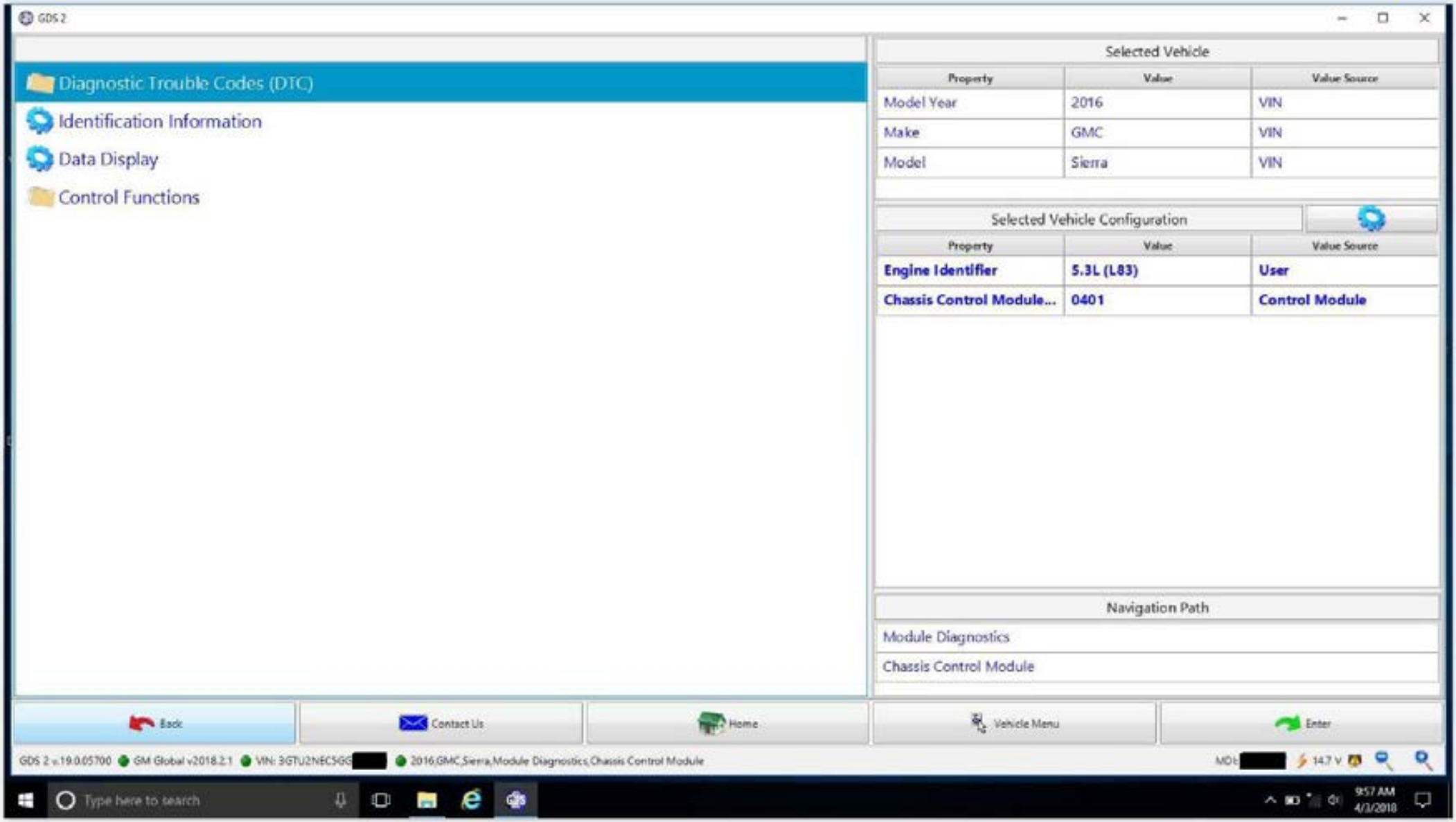

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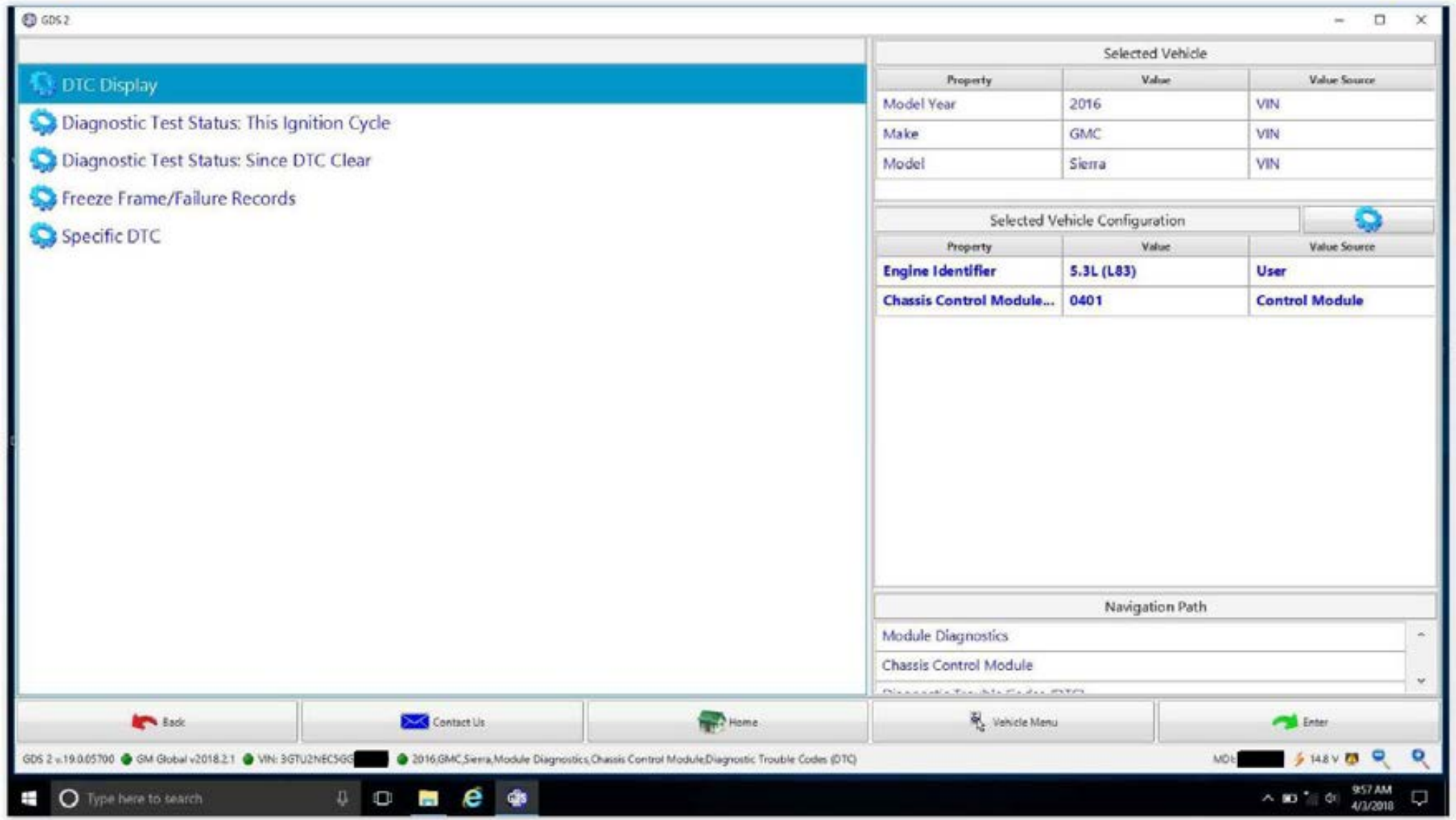
GDS 2
DTC Display
Diagnostic Test Status: This Ignition Cycle
Diagnostic Test Status: Since DTC Clear
Freeze Frame/Failure Records
Specific DTC
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
User
Chassis Control Module...
0401
Control Module
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Module Diagnostics
Chassis Control Module
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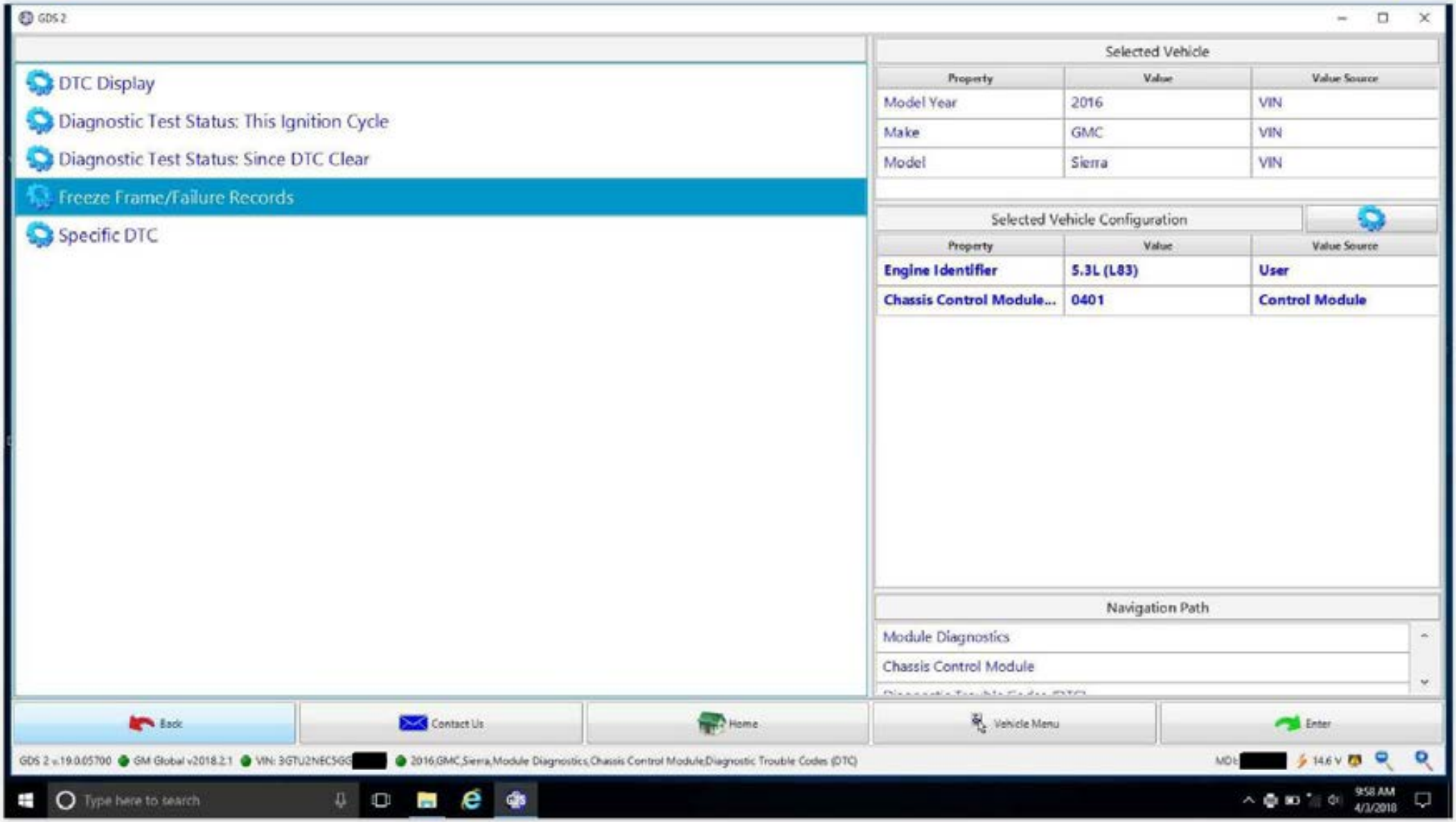
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Chassis Control Module,Diagnostic Trouble Codes (DTC)
14.8 V
Type here to search
9:57 AM
4/3/2018


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
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
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0401
Control Module
Navigation Path
Module Diagnostics
Chassis Control Module
Back
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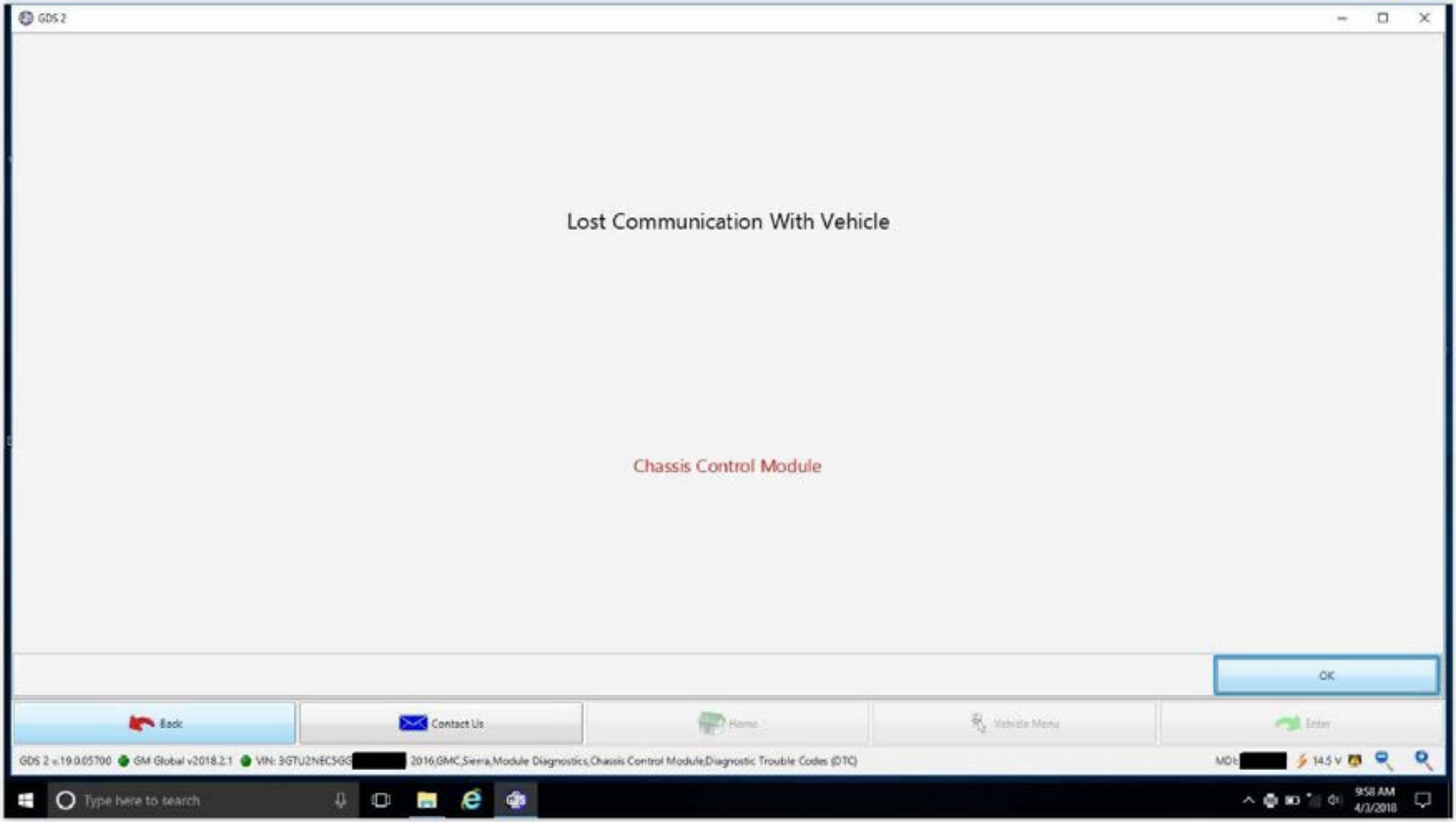
Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Chassis Control Module,Diagnostic Trouble Codes (DTC)
14.6 V
Type here to search
9:58 AM
4/3/2018


GDS 2
Lost Communication With Vehicle
Chassis Control Module
OK
Back
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Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG[redacted]
2016,GMC,Sierra,Module Diagnostics,Chassis Control Module,Diagnostic Trouble Codes (DTC)
MID:[redacted]
14.5 V
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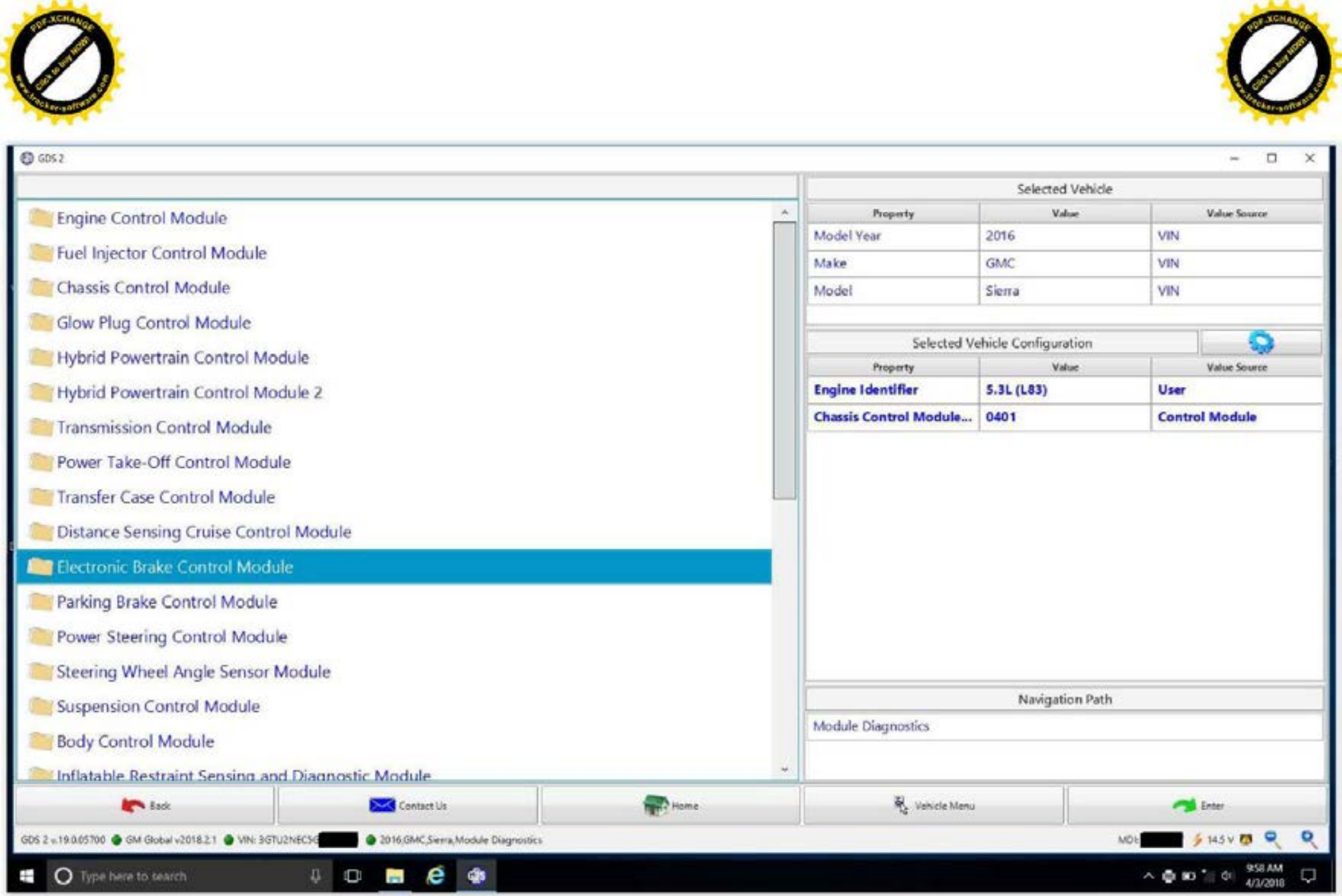
4/3/2018


GDS 2
Engine Control Module
Fuel Injector Control Module
Chassis Control Module
Glow Plug Control Module
Hybrid Powertrain Control Module
Hybrid Powertrain Control Module 2
Transmission Control Module
Power Take-Off Control Module
Transfer Case Control Module
Distance Sensing Cruise Control Module
Electronic Brake Control Module
Parking Brake Control Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
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Sierra
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Module Diagnostics
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GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G
2016,GMC,Sierra,Module Diagnostics
14.5 V
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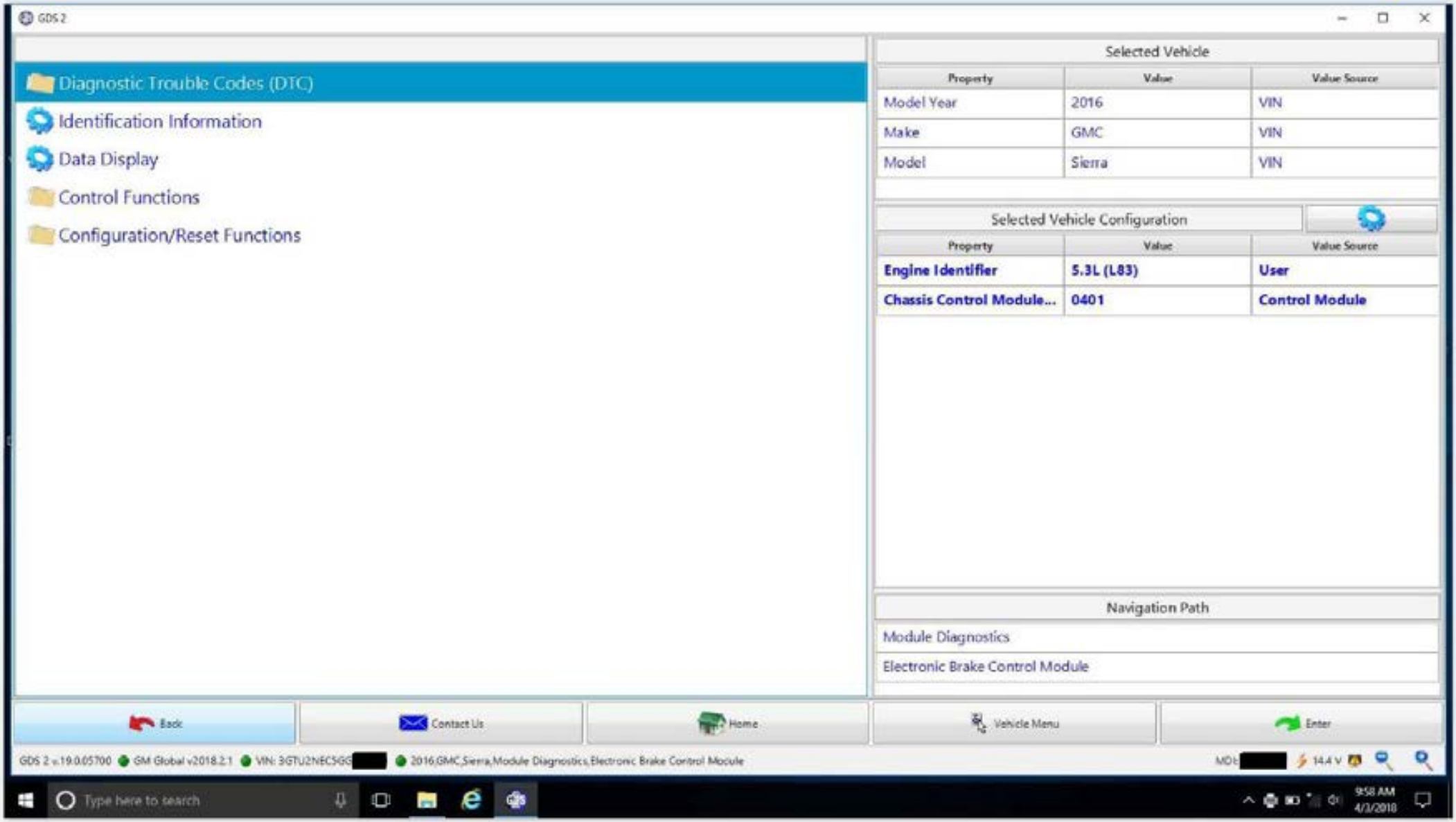

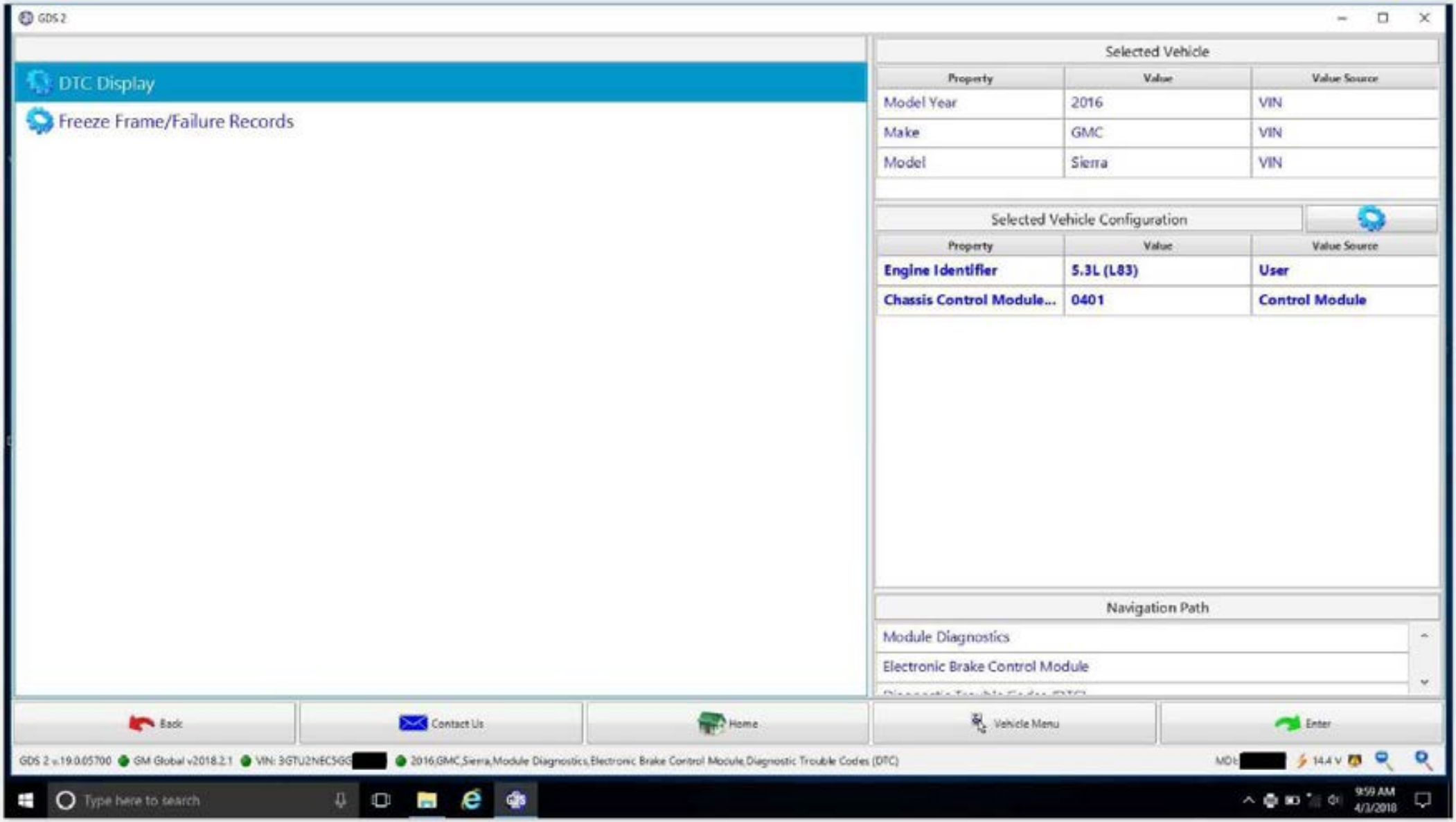
GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
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GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module,Diagnostic Trouble Codes (DTC)
14.4 V
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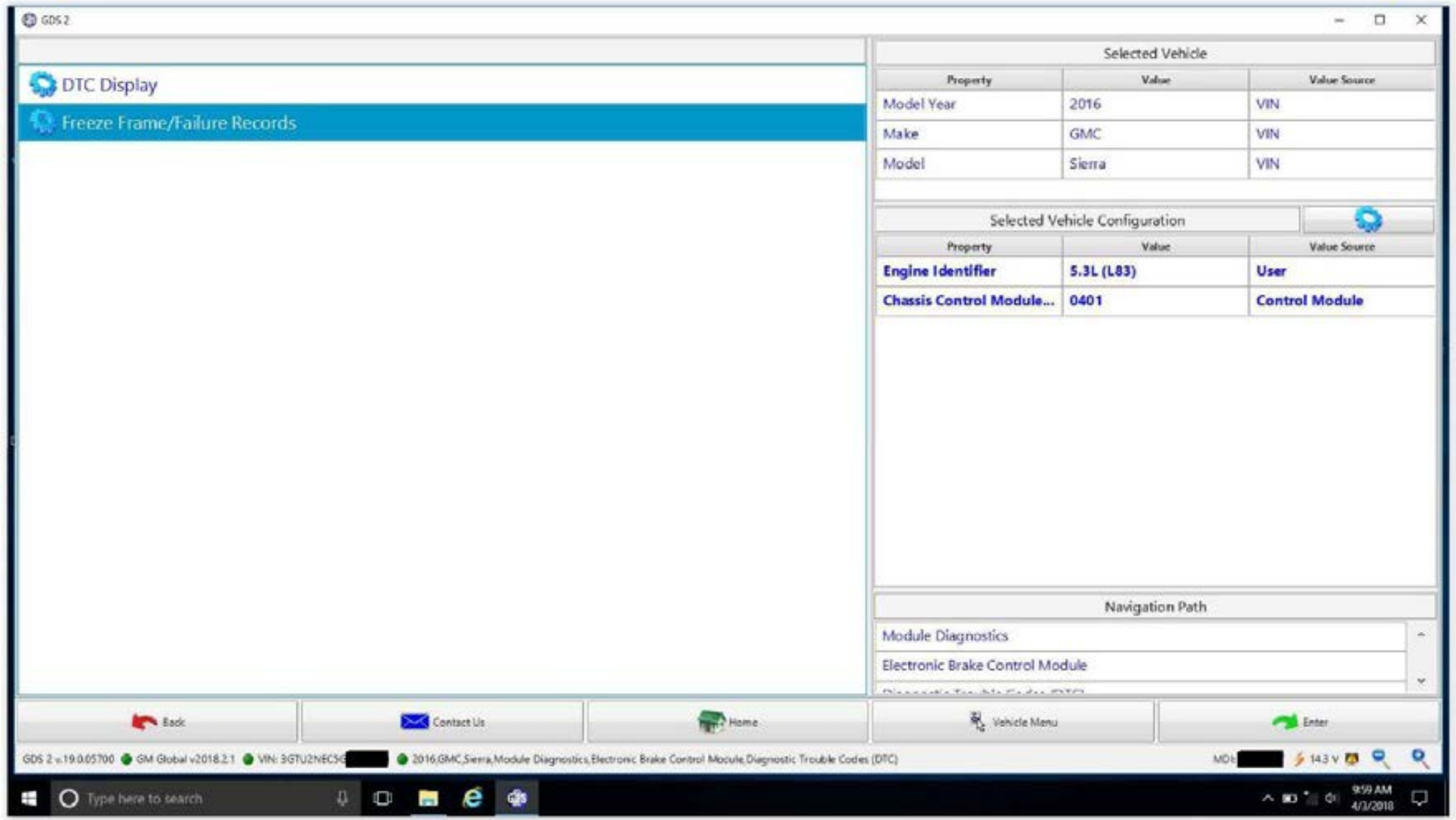
GDS 2
DTC Display
Freeze Frame/Failure Records
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
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GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G
2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module,Diagnostic Trouble Codes (DTC)
14.3 V
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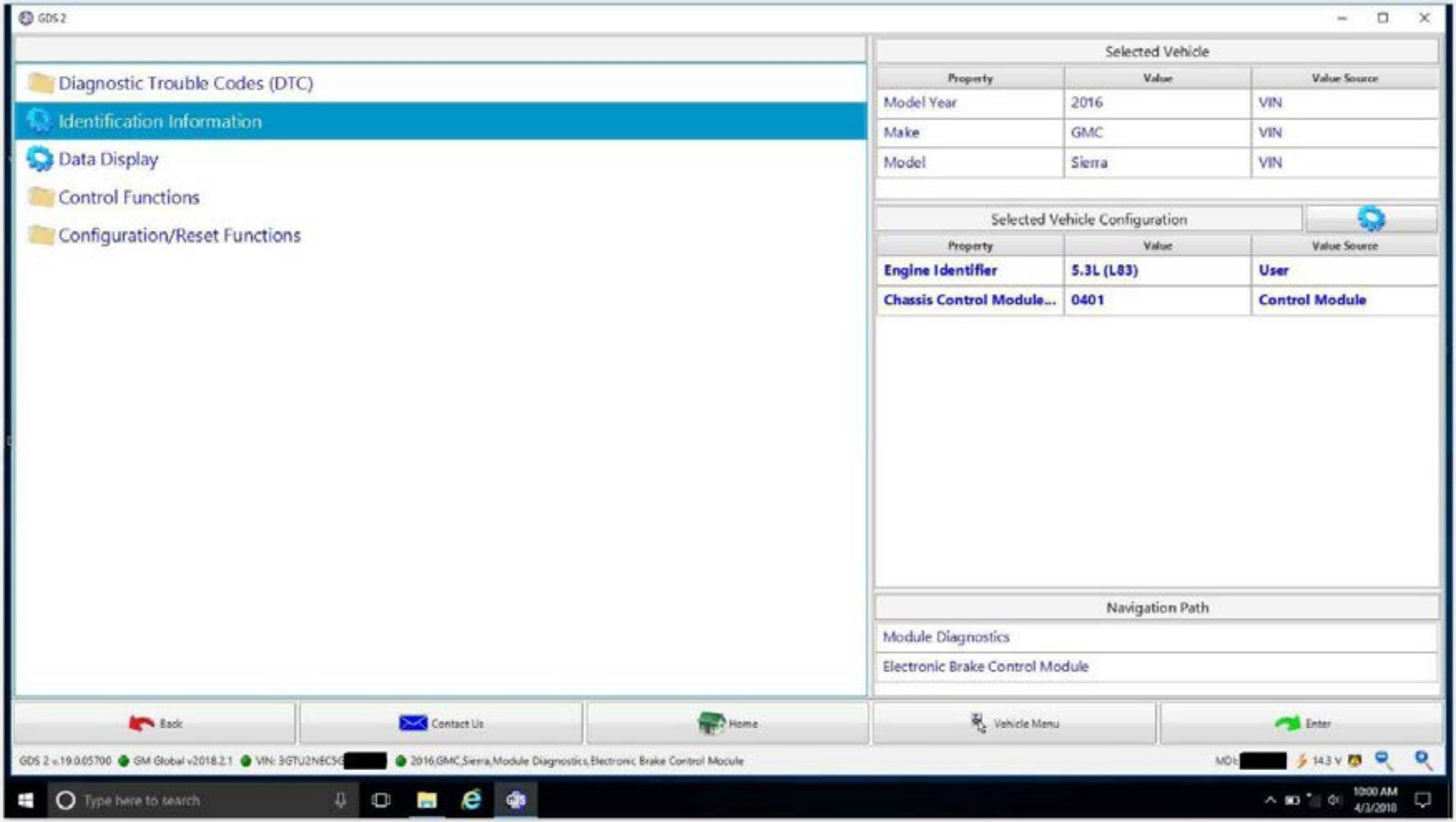

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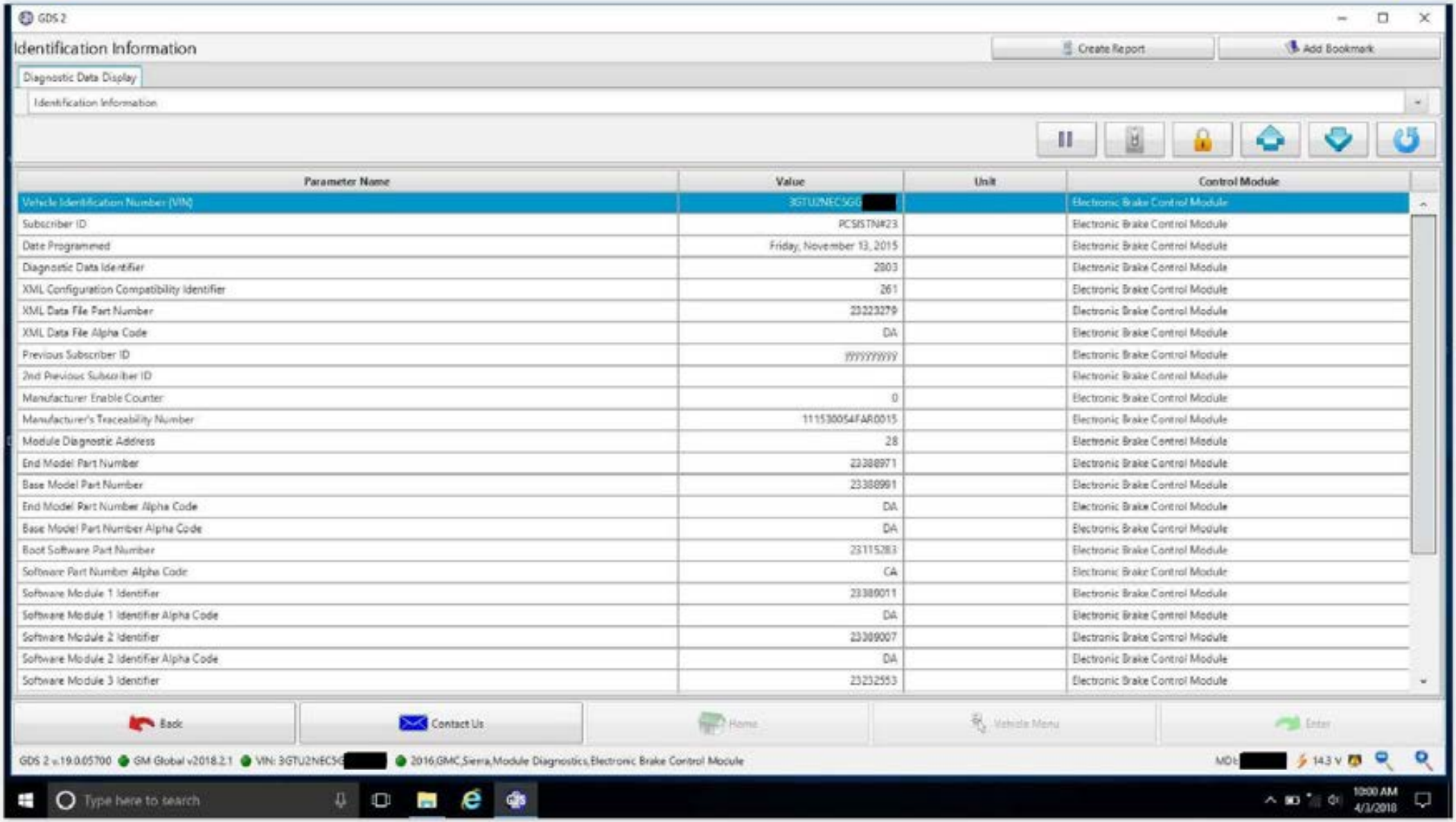
GDS 2
Identification Information
Create Report
Add Bookmark
Diagnostic Data Display
Identification Information
Parameter Name
Value
Unit
Control Module
Vehicle Identification Number (VIN)
3GTU2NEC5G[redacted]
Electronic Brake Control Module
Subscriber ID
PCSISTN#23
Date Programmed
Friday, November 13, 2015
Diagnostic Data Identifier
2003
XML Configuration Compatibility Identifier
261
XML Data File Part Number
23223279
XML Data File Alpha Code
DA
Previous Subscriber ID
FFFFFFFFFF
2nd Previous Subscriber ID
Manufacturer Enable Counter
0
Manufacturer's Traceability Number
111530054FAR0015
Module Diagnostic Address
28
End Model Part Number
23388971
Base Model Part Number
23388991
End Model Part Number Alpha Code
DA
Base Model Part Number Alpha Code
DA
Boot Software Part Number
23115283
Software Part Number Alpha Code
CA
Software Module 1 Identifier
23389011
Software Module 1 Identifier Alpha Code
DA
Software Module 2 Identifier
23389007
Software Module 2 Identifier Alpha Code
DA
Software Module 3 Identifier
23232553
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GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G[redacted]
2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module
MDI: [redacted]
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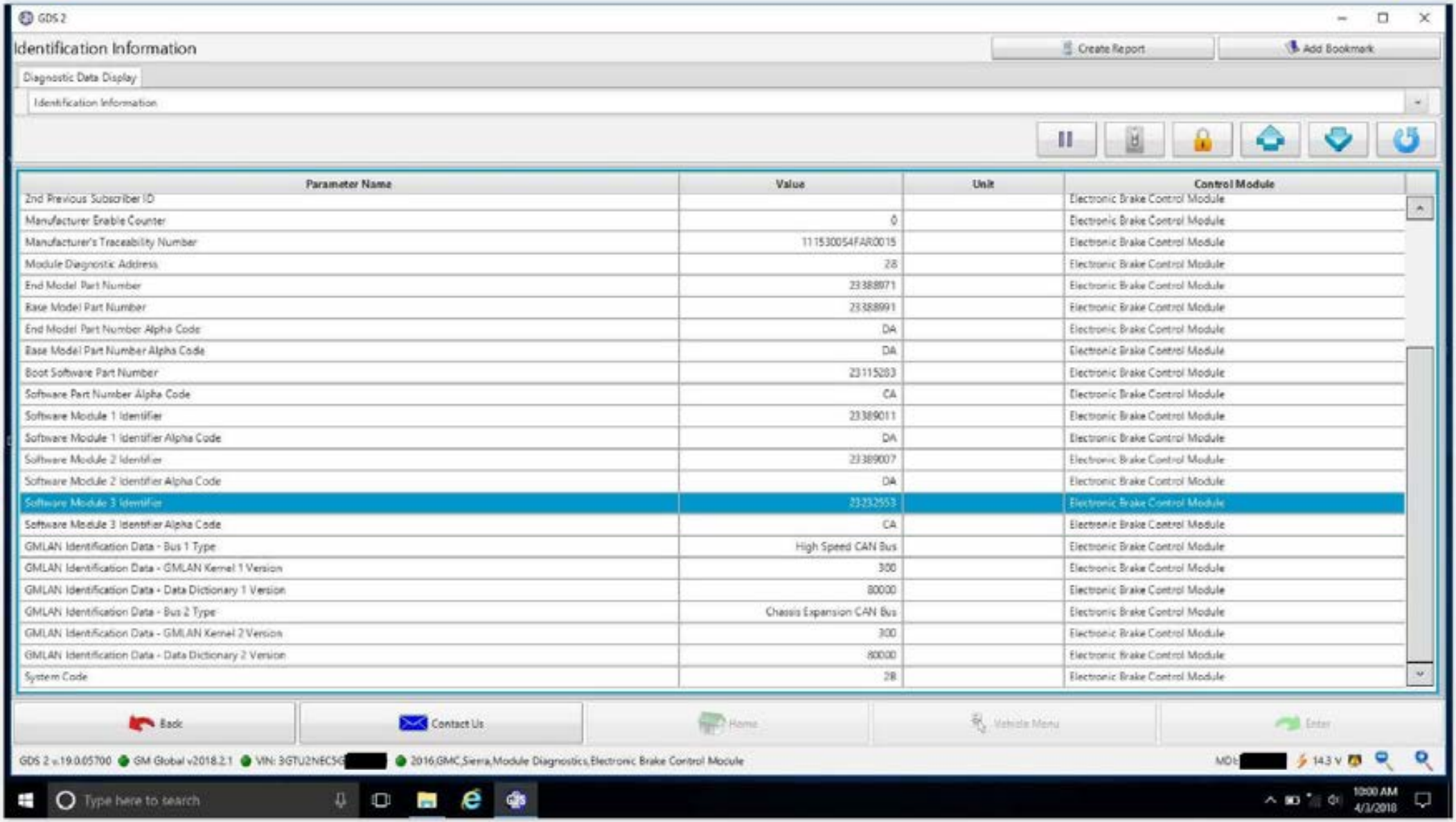

Parameter Name	Value	Unit	Control Module
2nd Previous Subscriber ID			Electronic Brake Control Module
Manufacturer Enable Counter	0		Electronic Brake Control Module
Manufacturer's Traceability Number	111530054FAR0015		Electronic Brake Control Module
Module Diagnostic Address	28		Electronic Brake Control Module
End Model Part Number	23388971		Electronic Brake Control Module
Base Model Part Number	23388991		Electronic Brake Control Module
End Model Part Number Alpha Code	DA		Electronic Brake Control Module
Base Model Part Number Alpha Code	DA		Electronic Brake Control Module
Boot Software Part Number	23115283		Electronic Brake Control Module
Software Part Number Alpha Code	CA		Electronic Brake Control Module
Software Module 1 Identifier	23389011		Electronic Brake Control Module
Software Module 1 Identifier Alpha Code	DA		Electronic Brake Control Module
Software Module 2 Identifier	23389007		Electronic Brake Control Module
Software Module 2 Identifier Alpha Code	DA		Electronic Brake Control Module
Software Module 3 Identifier	23232553		Electronic Brake Control Module
Software Module 3 Identifier Alpha Code	CA		Electronic Brake Control Module
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus		Electronic Brake Control Module
GMLAN Identification Data - GMLAN Kernel 1 Version	300		Electronic Brake Control Module
GMLAN Identification Data - Data Dictionary 1 Version	80000		Electronic Brake Control Module
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus		Electronic Brake Control Module
GMLAN Identification Data - GMLAN Kernel 2 Version	300		Electronic Brake Control Module
GMLAN Identification Data - Data Dictionary 2 Version	80000		Electronic Brake Control Module
System Code	28		Electronic Brake Control Module

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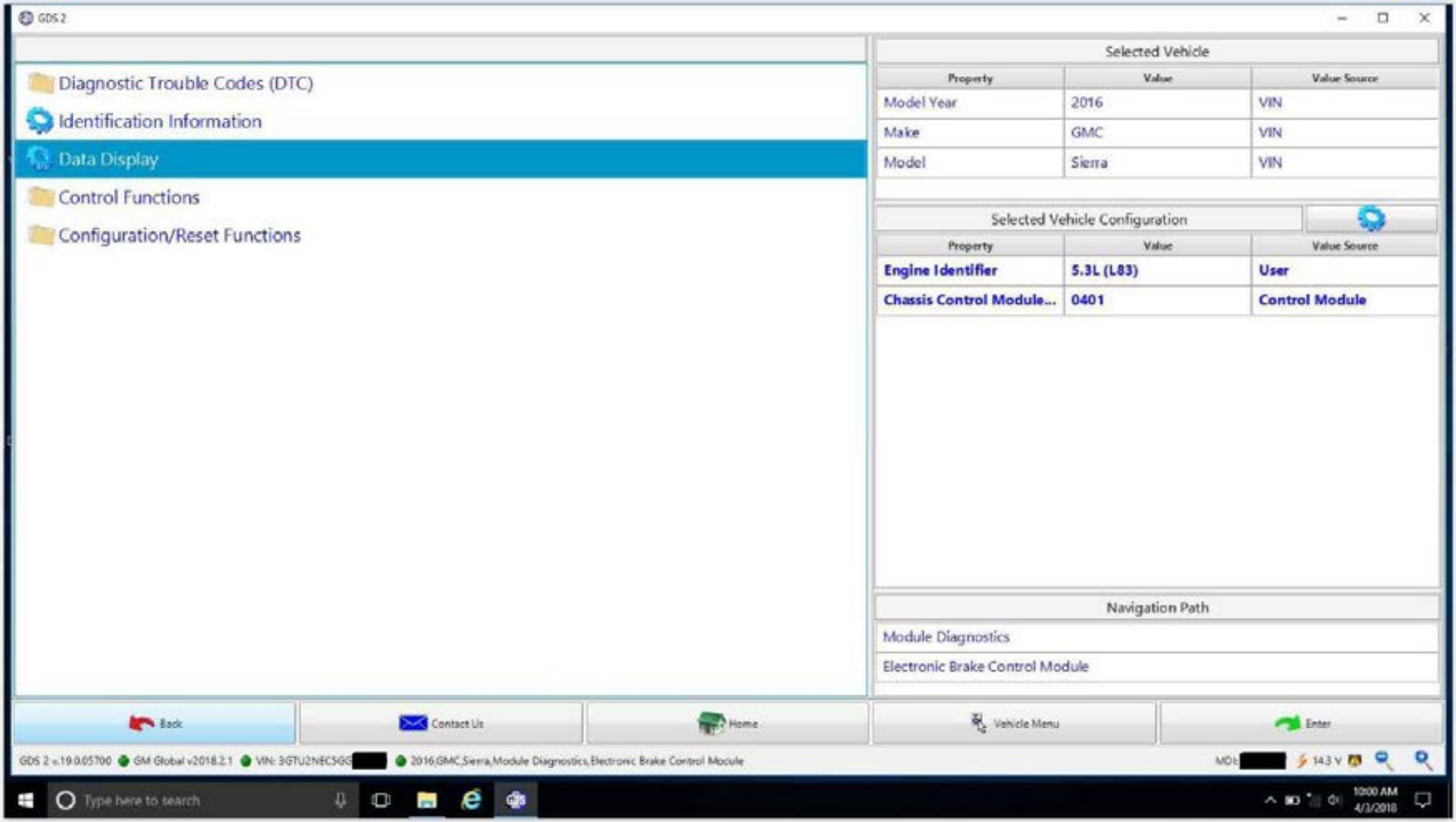

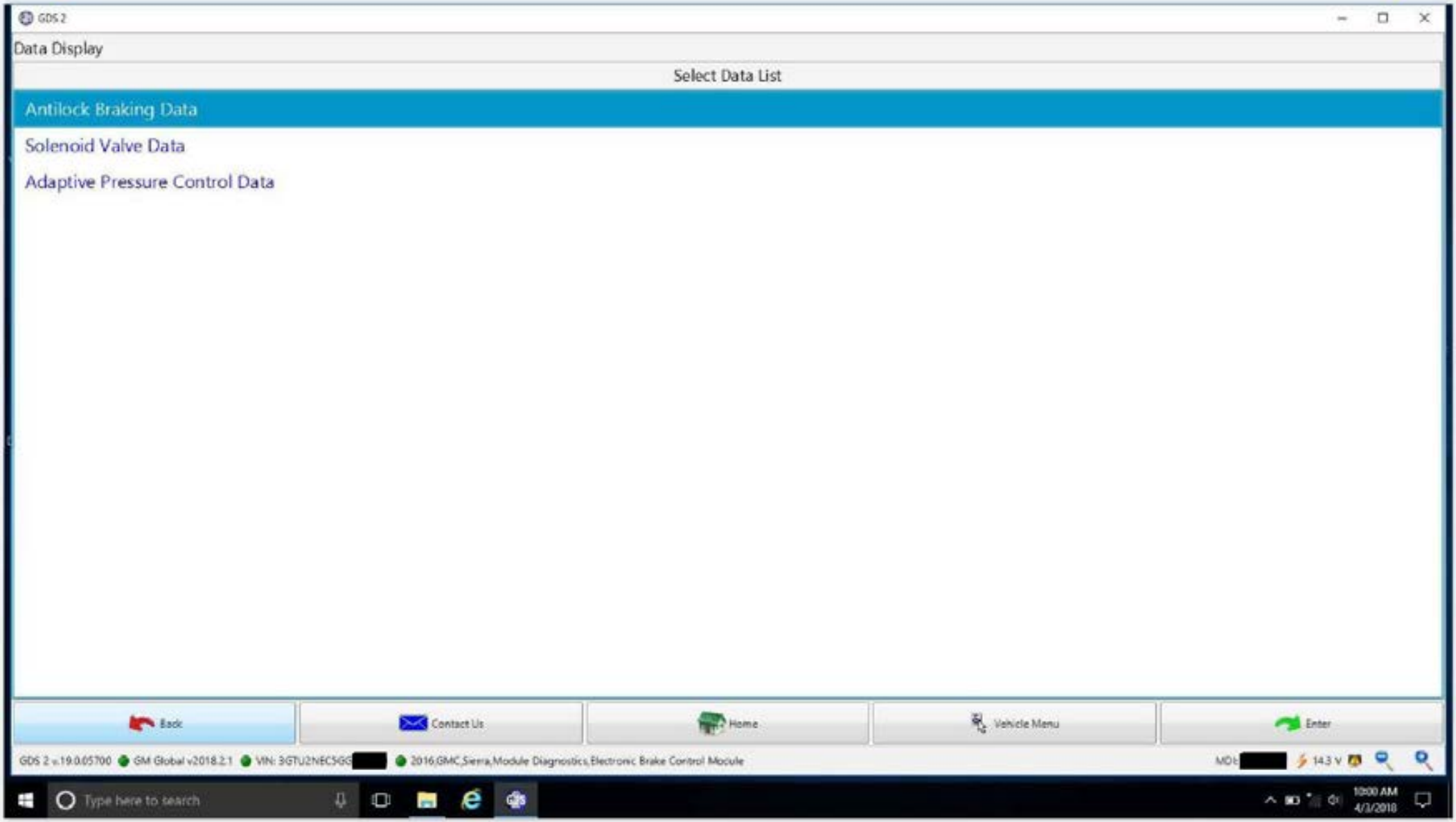
GDS 2
Data Display
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Solenoid Valve Data
Adaptive Pressure Control Data
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GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module
14.3 V
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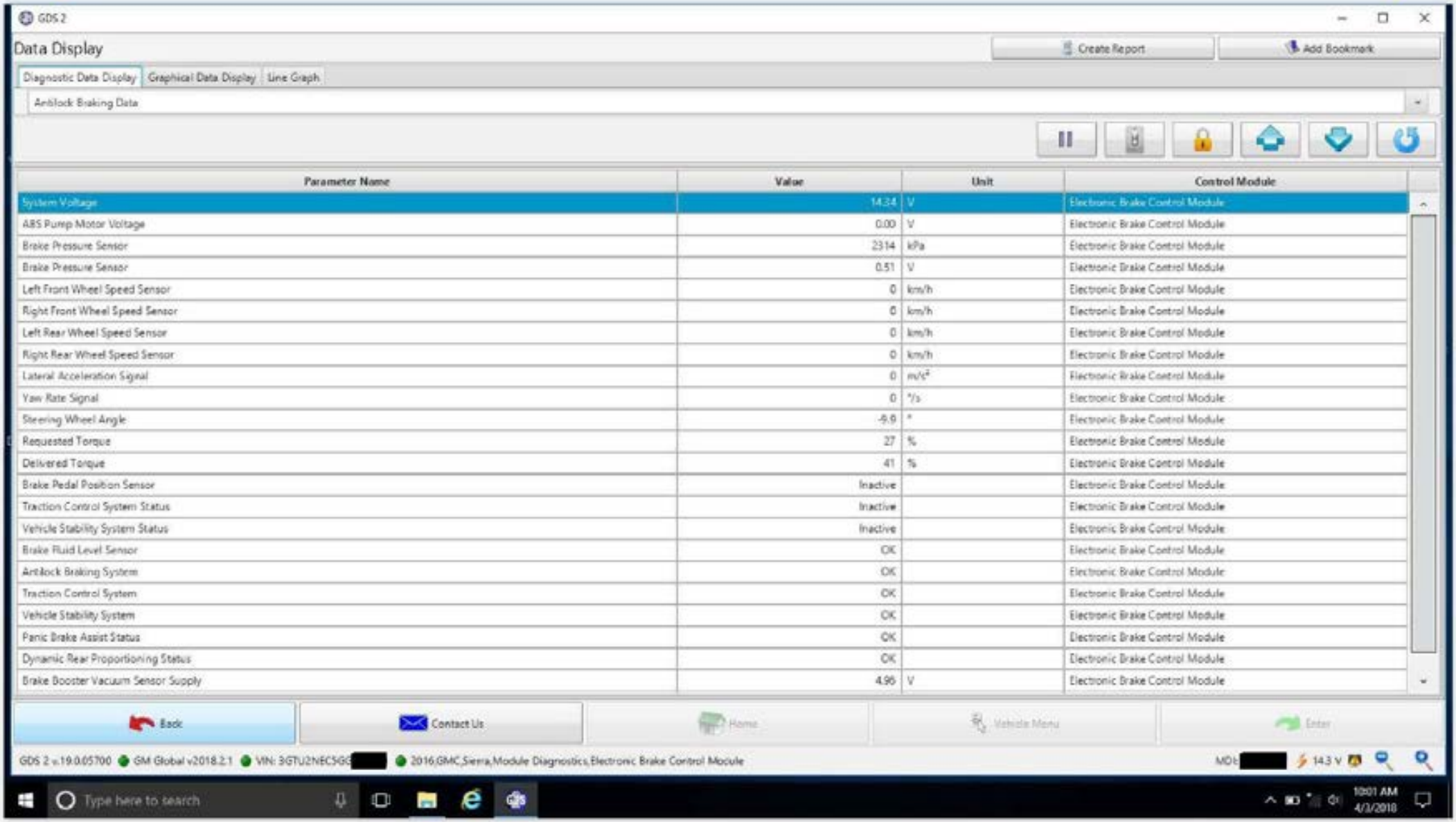

Parameter Name	Value	Unit	Control Module
System Voltage	14.34	V	Electronic Brake Control Module
ABS Pump Motor Voltage	0.00	V	Electronic Brake Control Module
Brake Pressure Sensor	2314	kPa	Electronic Brake Control Module
Brake Pressure Sensor	0.51	V	Electronic Brake Control Module
Left Front Wheel Speed 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	-9.9	°	Electronic Brake Control Module
Requested Torque	27	%	Electronic Brake Control Module
Delivered Torque	41	%	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	4.96	V	Electronic Brake Control Module

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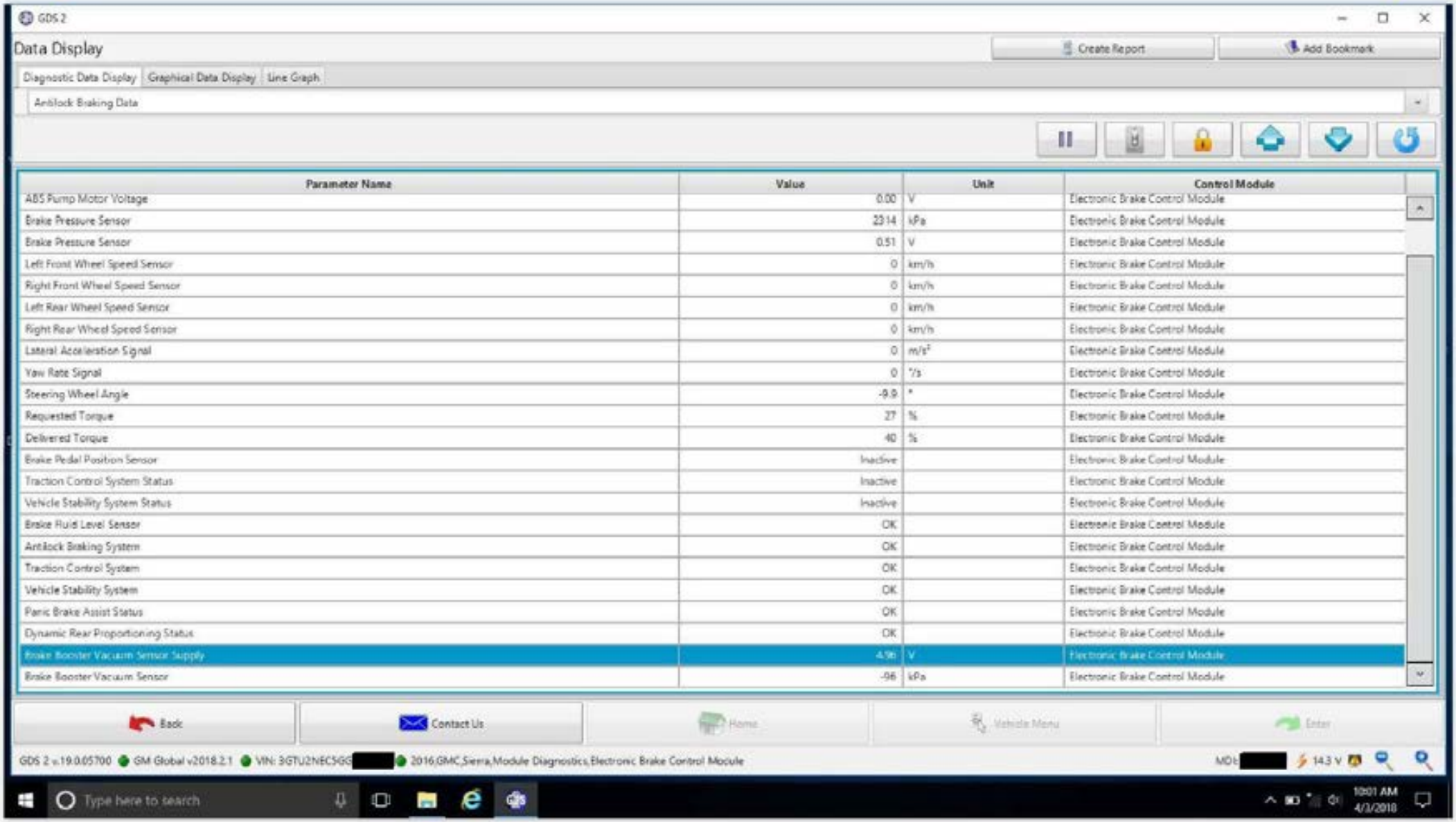
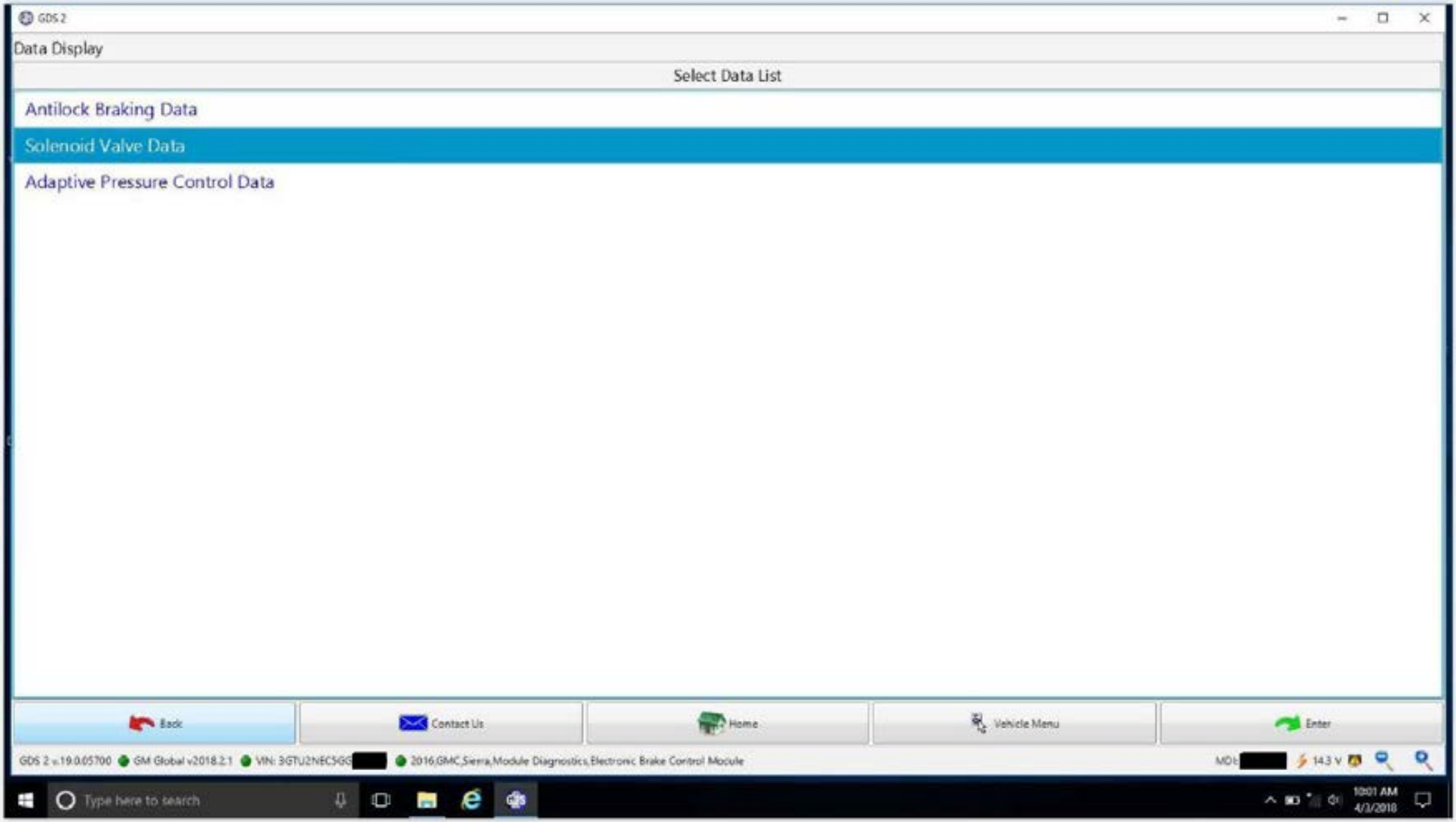


Parameter Name	Value	Unit	Control Module
ABS Pump Motor Voltage	0.00	V	Electronic Brake Control Module
Brake Pressure Sensor	2314	kPa	Electronic Brake Control Module
Brake Pressure Sensor	0.51	V	Electronic Brake Control Module
Left Front Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Right 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	-9.9	°	Electronic Brake Control Module
Requested Torque	27	%	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	4.96	V	Electronic Brake Control Module
Brake Booster Vacuum Sensor	-96	kPa	Electronic Brake Control Module


GDS 2
Data Display
Select Data List
Antilock Braking Data
Solenoid Valve Data
Adaptive Pressure Control Data
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GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module
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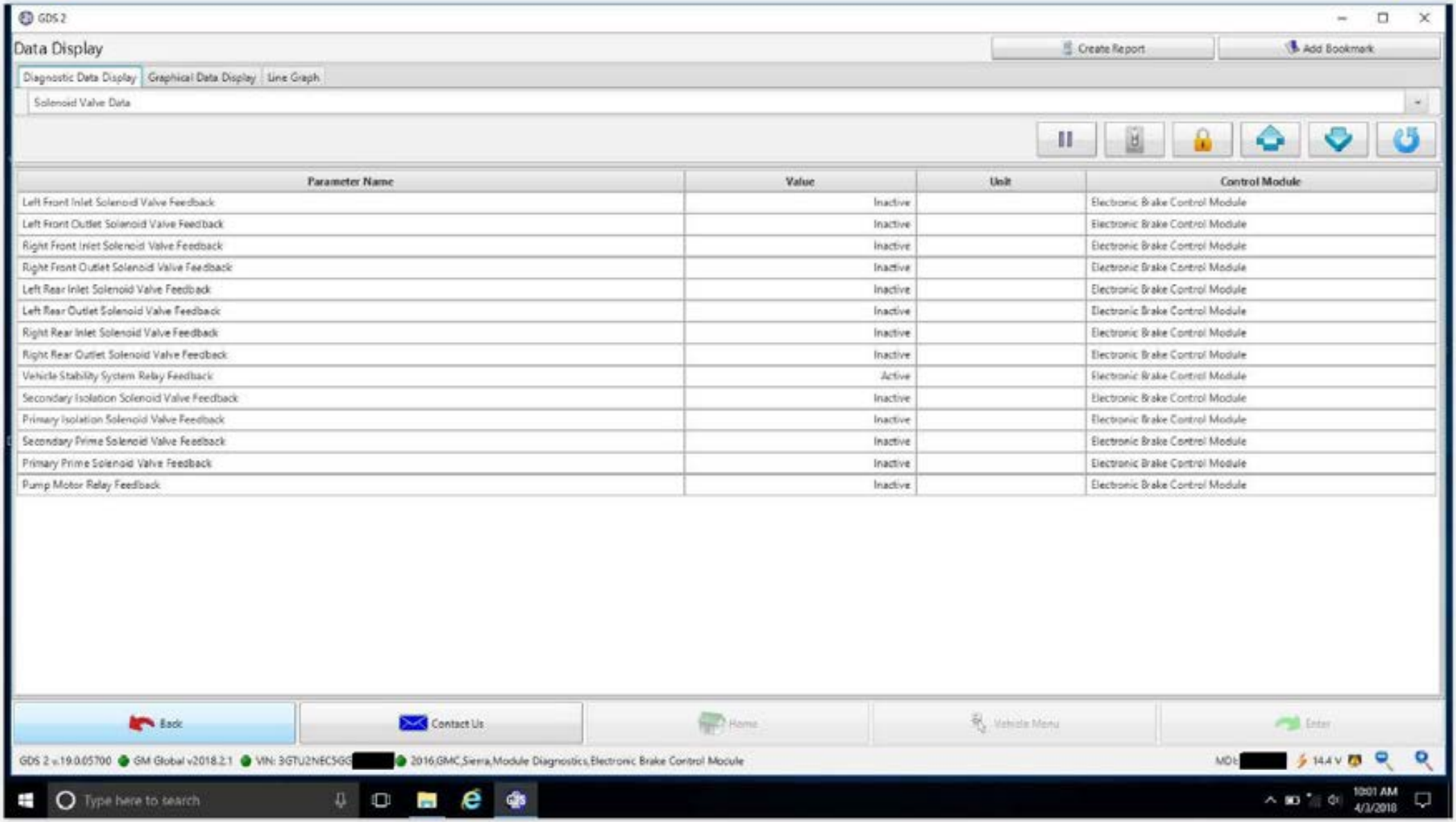

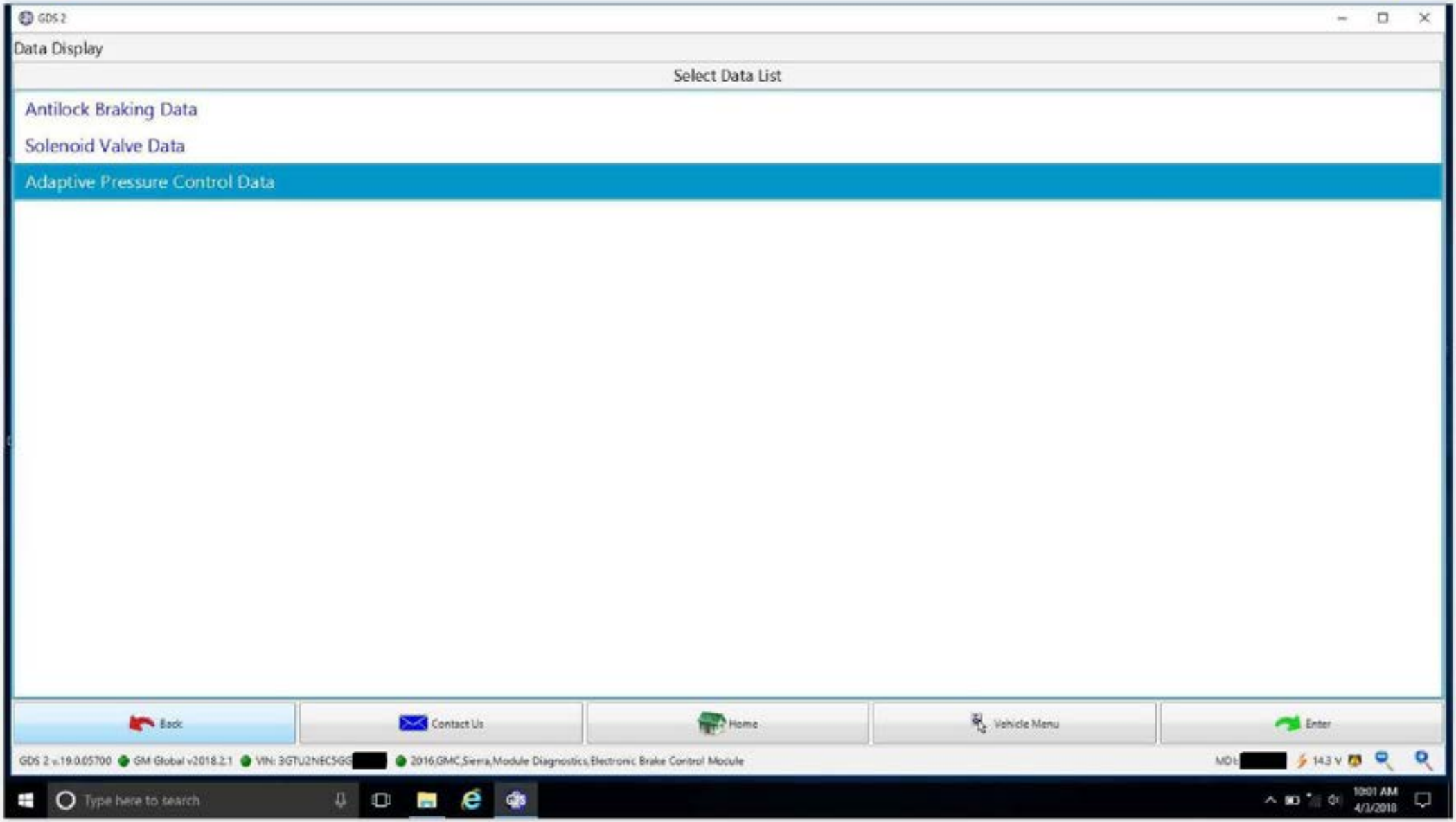
GDS 2
Data Display
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Solenoid Valve Data
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2016,GMC,Sierra,Module Diagnostics,Electronic Brake Control Module
MDI:
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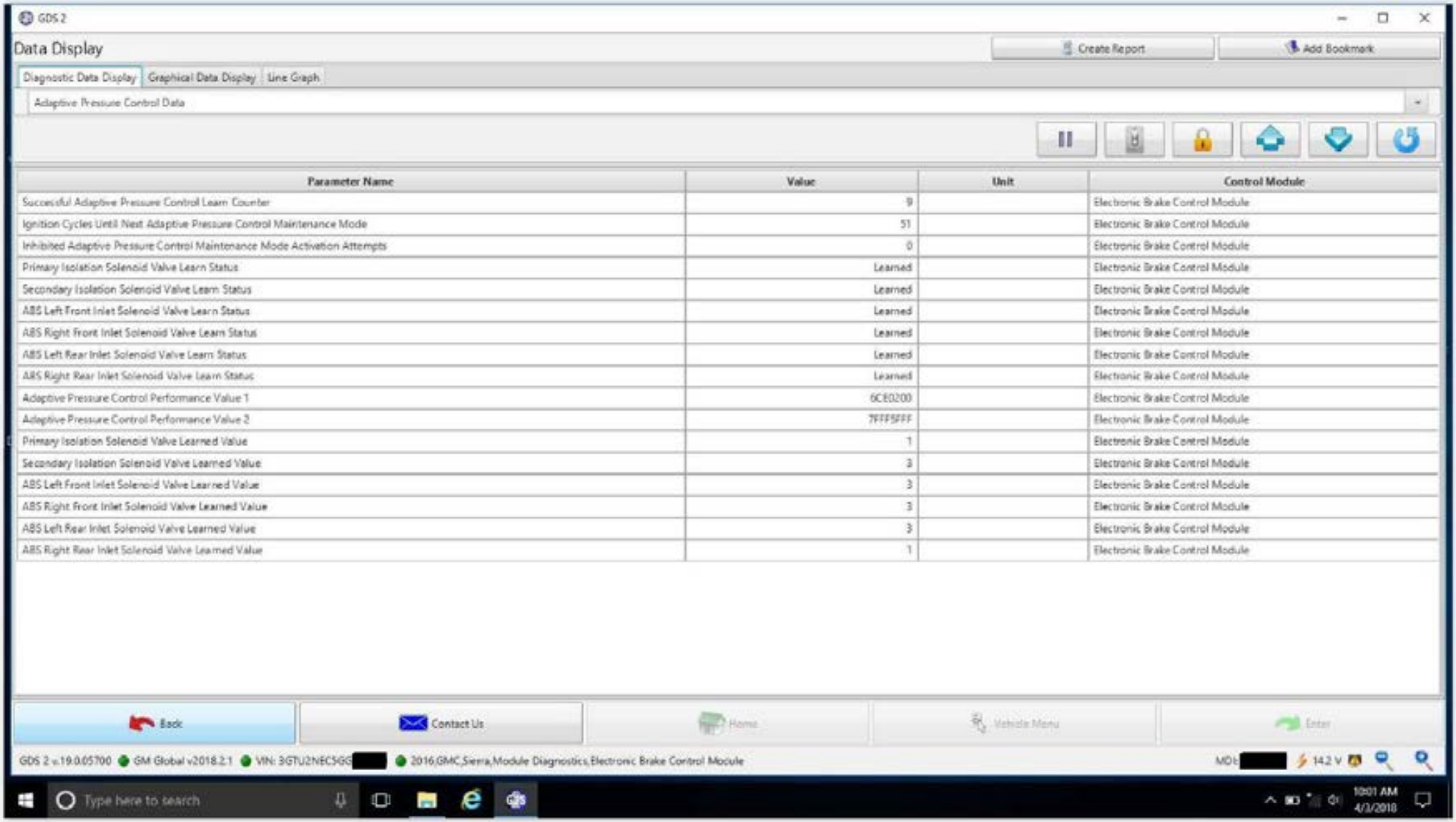
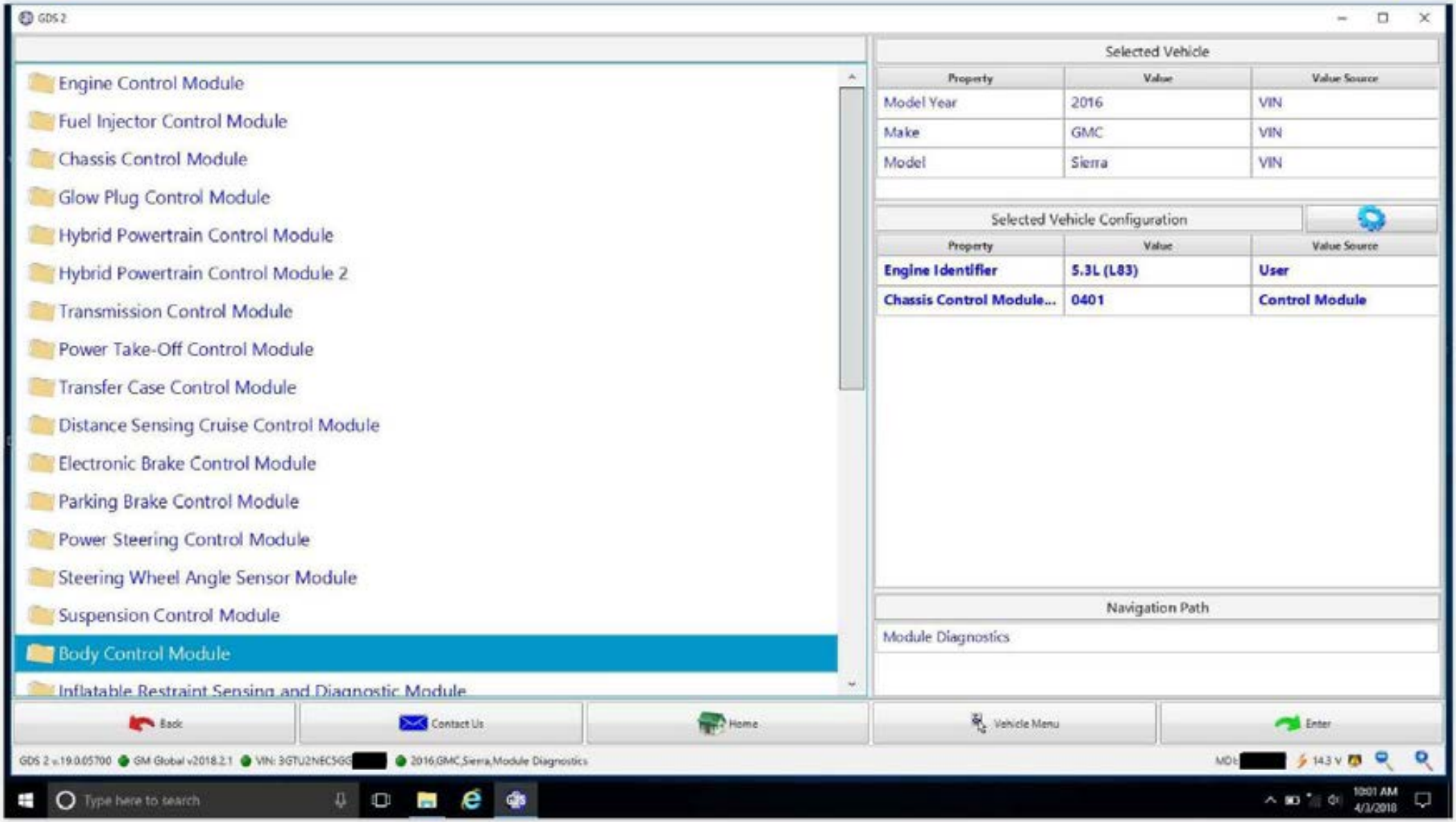


Parameter Name	Value	Unit	Control Module
Successful Adaptive Pressure Control Learn Counter	9		Electronic Brake Control Module
Ignition Cycles Until Next Adaptive Pressure Control Maintenance Mode	51		Electronic Brake Control Module
Inhibited Adaptive Pressure Control Maintenance Mode Activation Attempts	0		Electronic Brake Control Module
Primary Isolation Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
Secondary Isolation Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
ABS Left Front Inlet Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
ABS Right Front Inlet Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
ABS Left Rear Inlet Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
ABS Right Rear Inlet Solenoid Valve Learn Status	Learned		Electronic Brake Control Module
Adaptive Pressure Control Performance Value 1	6CE0200		Electronic Brake Control Module
Adaptive Pressure Control Performance Value 2	7FFF5FFF		Electronic Brake Control Module
Primary Isolation Solenoid Valve Learned Value	1		Electronic Brake Control Module
Secondary Isolation Solenoid Valve Learned Value	3		Electronic Brake Control Module
ABS Left Front Inlet Solenoid Valve Learned Value	3		Electronic Brake Control Module
ABS Right Front Inlet Solenoid Valve Learned Value	3		Electronic Brake Control Module
ABS Left Rear Inlet Solenoid Valve Learned Value	3		Electronic Brake Control Module
ABS Right Rear Inlet Solenoid Valve Learned Value	1		Electronic Brake Control Module


GDS 2
Engine Control Module
Fuel Injector Control Module
Chassis Control Module
Glow Plug Control Module
Hybrid Powertrain Control Module
Hybrid Powertrain Control Module 2
Transmission Control Module
Power Take-Off Control Module
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Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
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VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics
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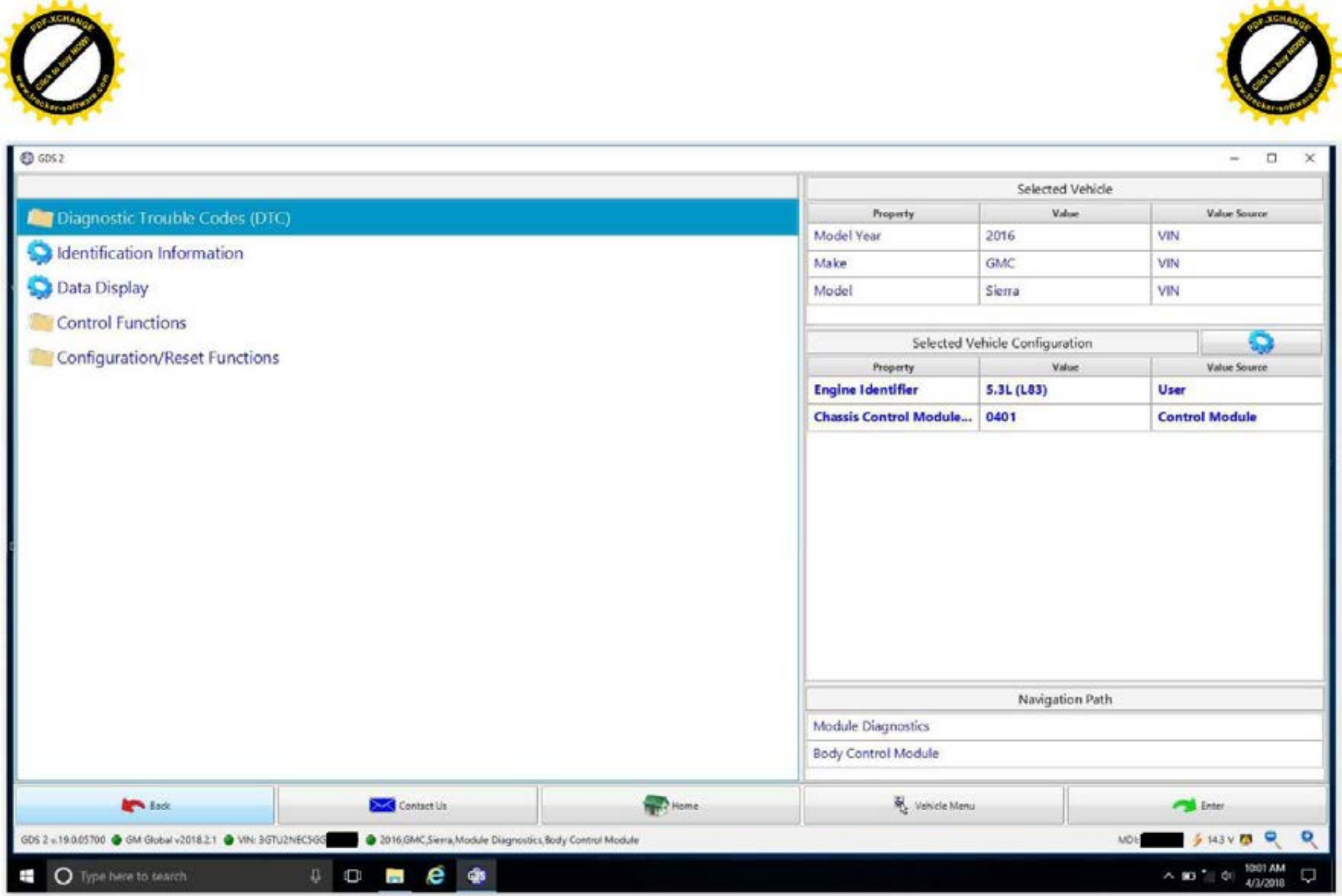
GDS 2
Diagnostic Trouble Codes (DTC)
Identification Information
Data Display
Control Functions
Configuration/Reset Functions
Selected Vehicle
Property
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2016,GMC,Sierra,Module Diagnostics,Body Control Module
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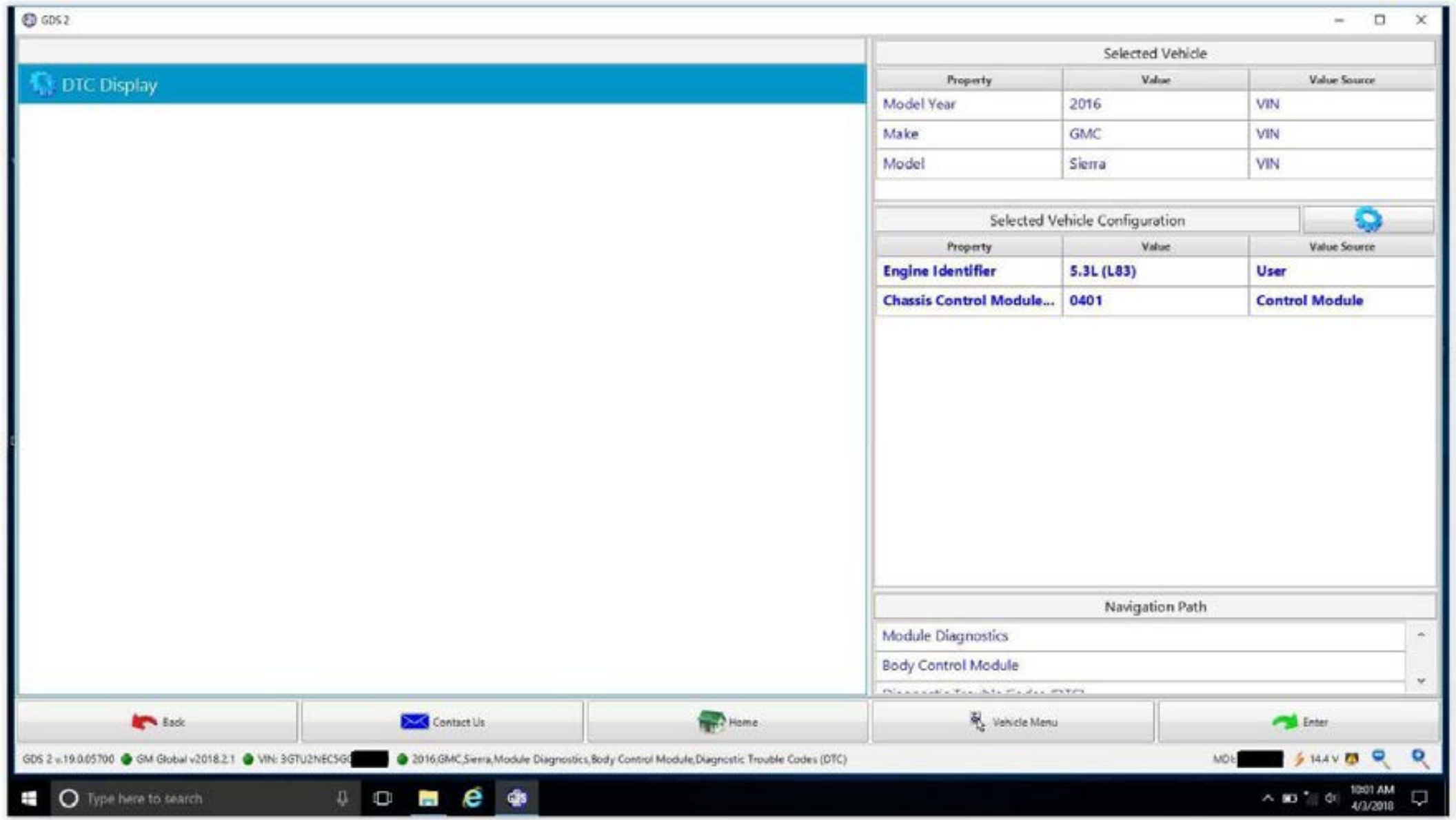
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MDI:
14.4 V
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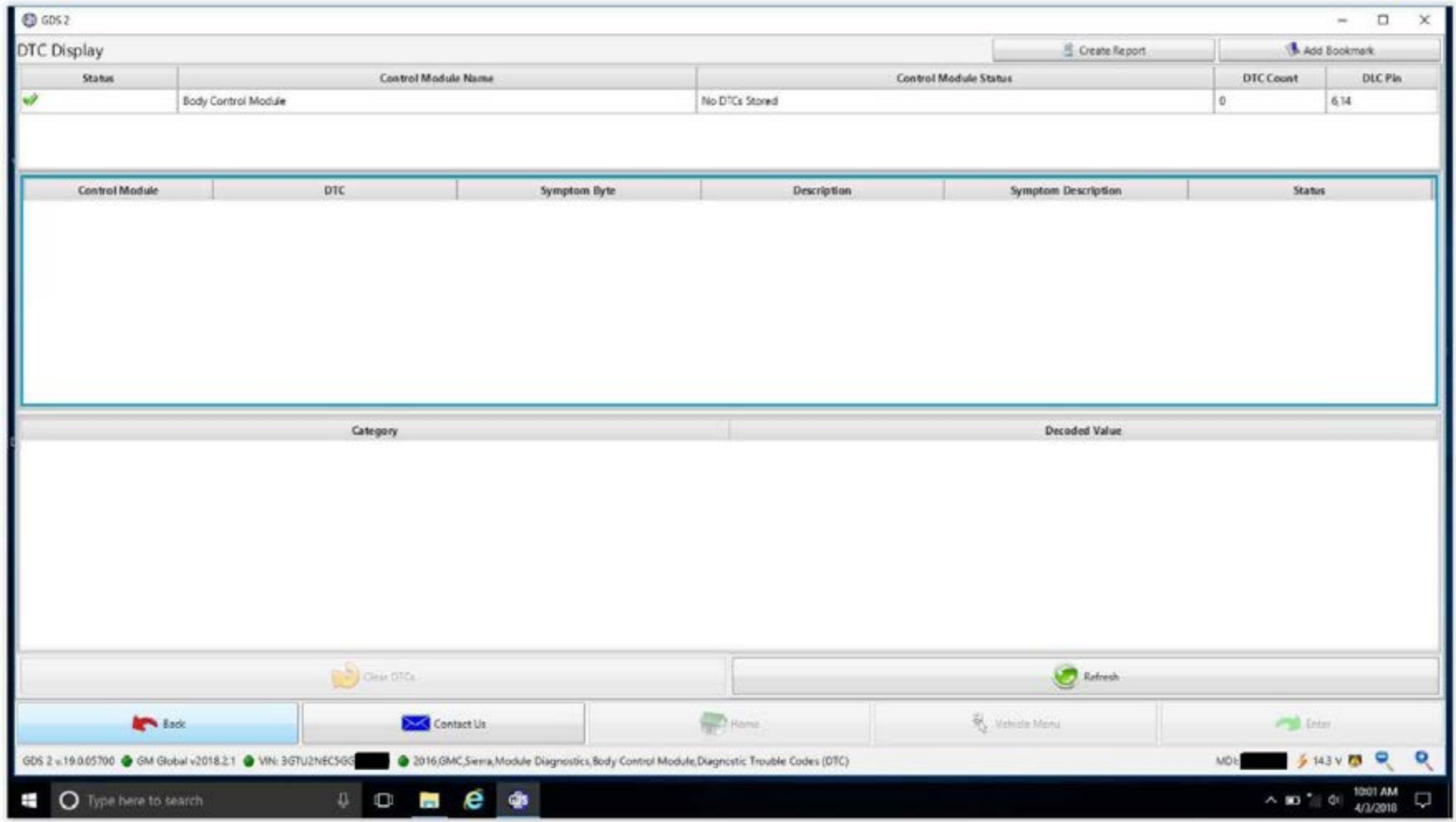
GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Body Control Module
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0
6,14
Control Module
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GM Global v2018.2.1
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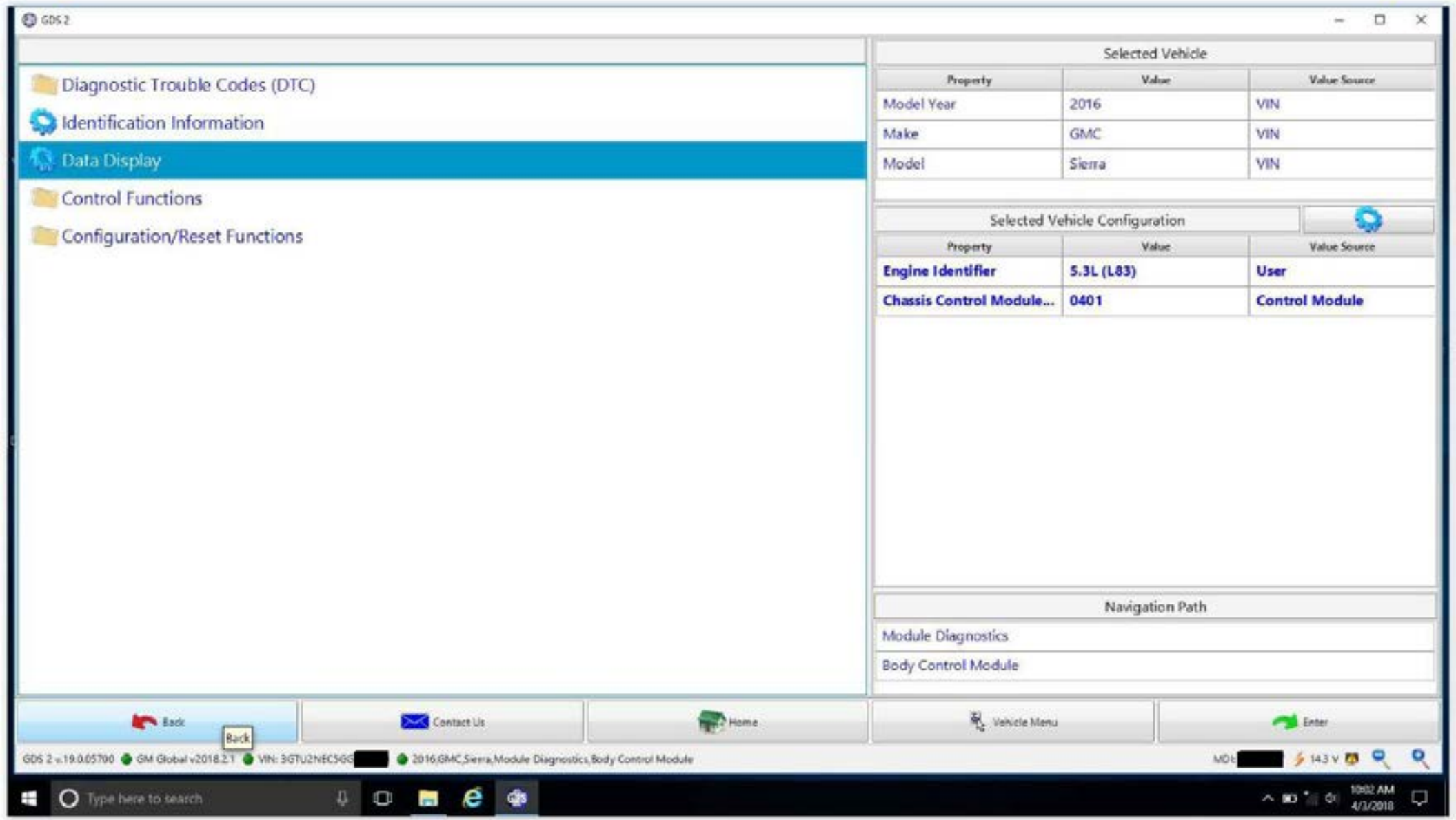
4/3/2018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2016,GMC,Sierra,Module Diagnostics,Body Control Module
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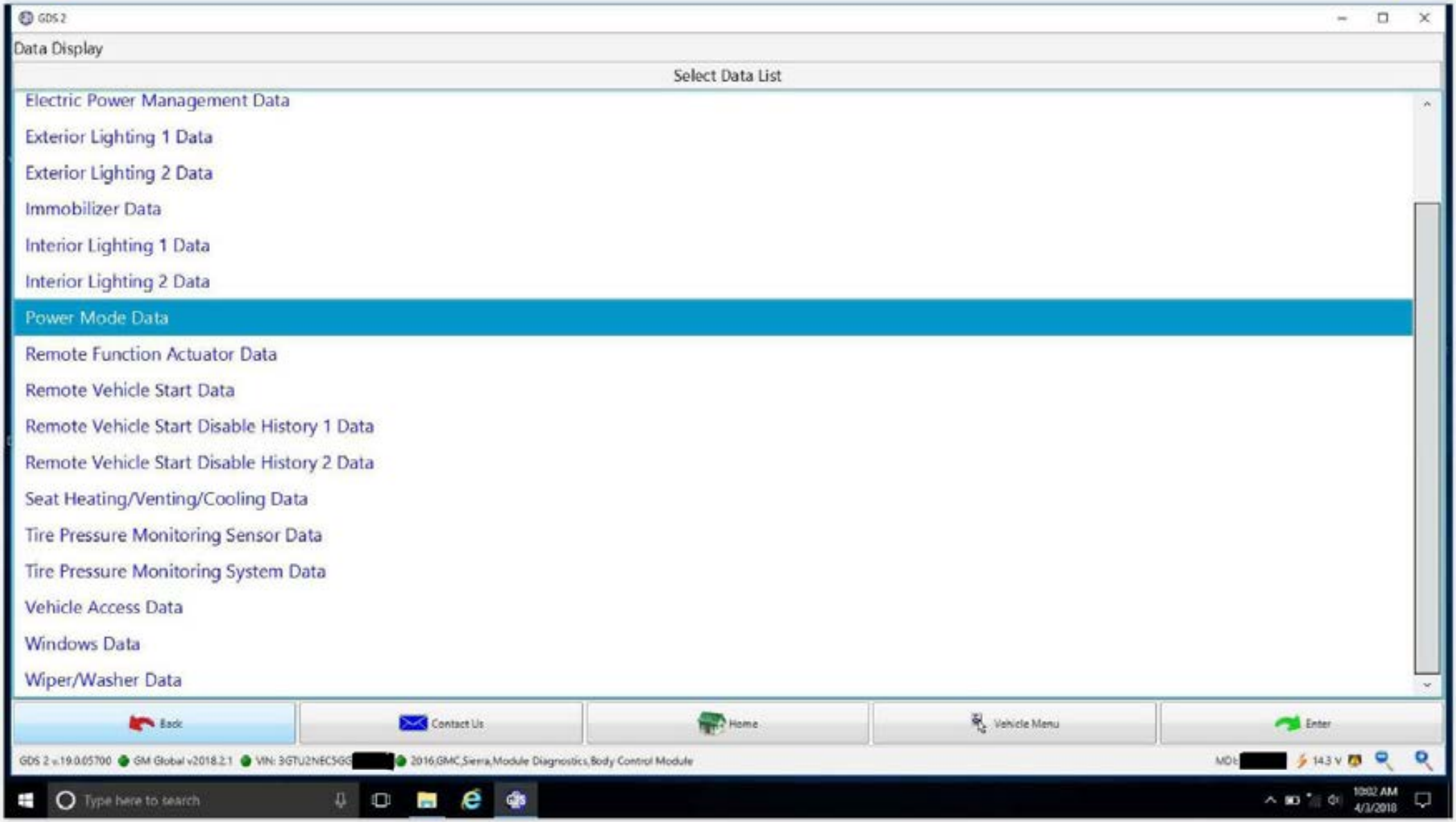
GDS 2
Data Display
Select Data List
Electric Power Management Data
Exterior Lighting 1 Data
Exterior Lighting 2 Data
Immobilizer Data
Interior Lighting 1 Data
Interior Lighting 2 Data
Power Mode Data
Remote Function Actuator Data
Remote Vehicle Start Data
Remote Vehicle Start Disable History 1 Data
Remote Vehicle Start Disable History 2 Data
Seat Heating/Venting/Cooling Data
Tire Pressure Monitoring Sensor Data
Tire Pressure Monitoring System Data
Vehicle Access Data
Windows Data
Wiper/Washer Data
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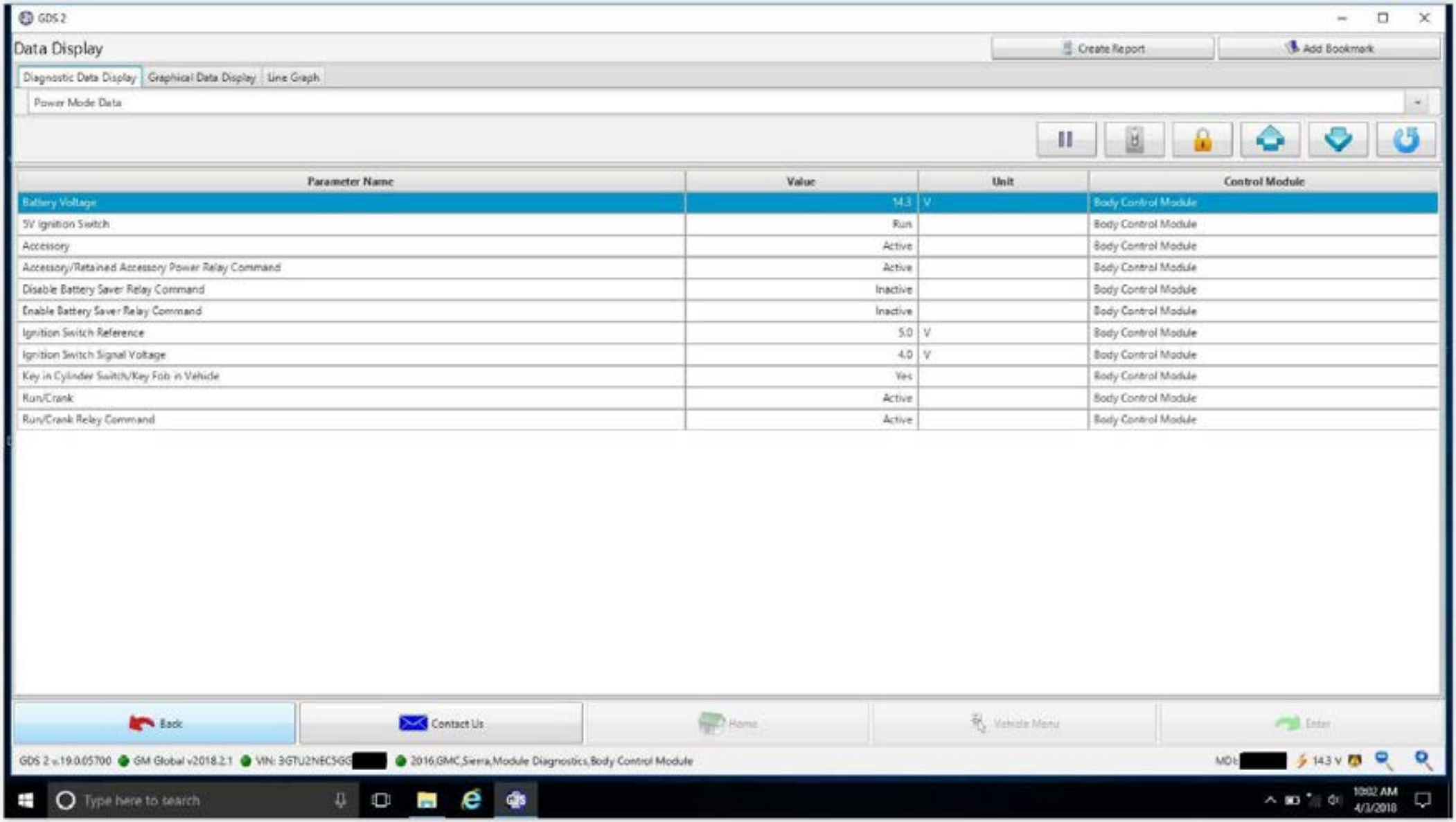
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Power Mode Data
Parameter Name
Value
Unit
Control Module
Battery Voltage 14.3 V Body Control Module
5V Ignition Switch Run Body Control Module
Accessory Active Body Control Module
Accessory/Retained Accessory Power Relay Command Active Body Control Module
Disable Battery Saver Relay Command Inactive Body Control Module
Enable Battery Saver Relay Command Inactive Body Control Module
Ignition Switch Reference 5.0 V Body Control Module
Ignition Switch Signal Voltage 4.0 V Body Control Module
Key in Cylinder Switch/Key Fob in Vehicle Yes Body Control Module
Run/Crank Active Body Control Module
Run/Crank Relay Command Active Body Control Module
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VIN: 3GTU2NEC5GG[redacted]
2016,GMC,Sierra,Module Diagnostics,Body Control Module
MDI [redacted]
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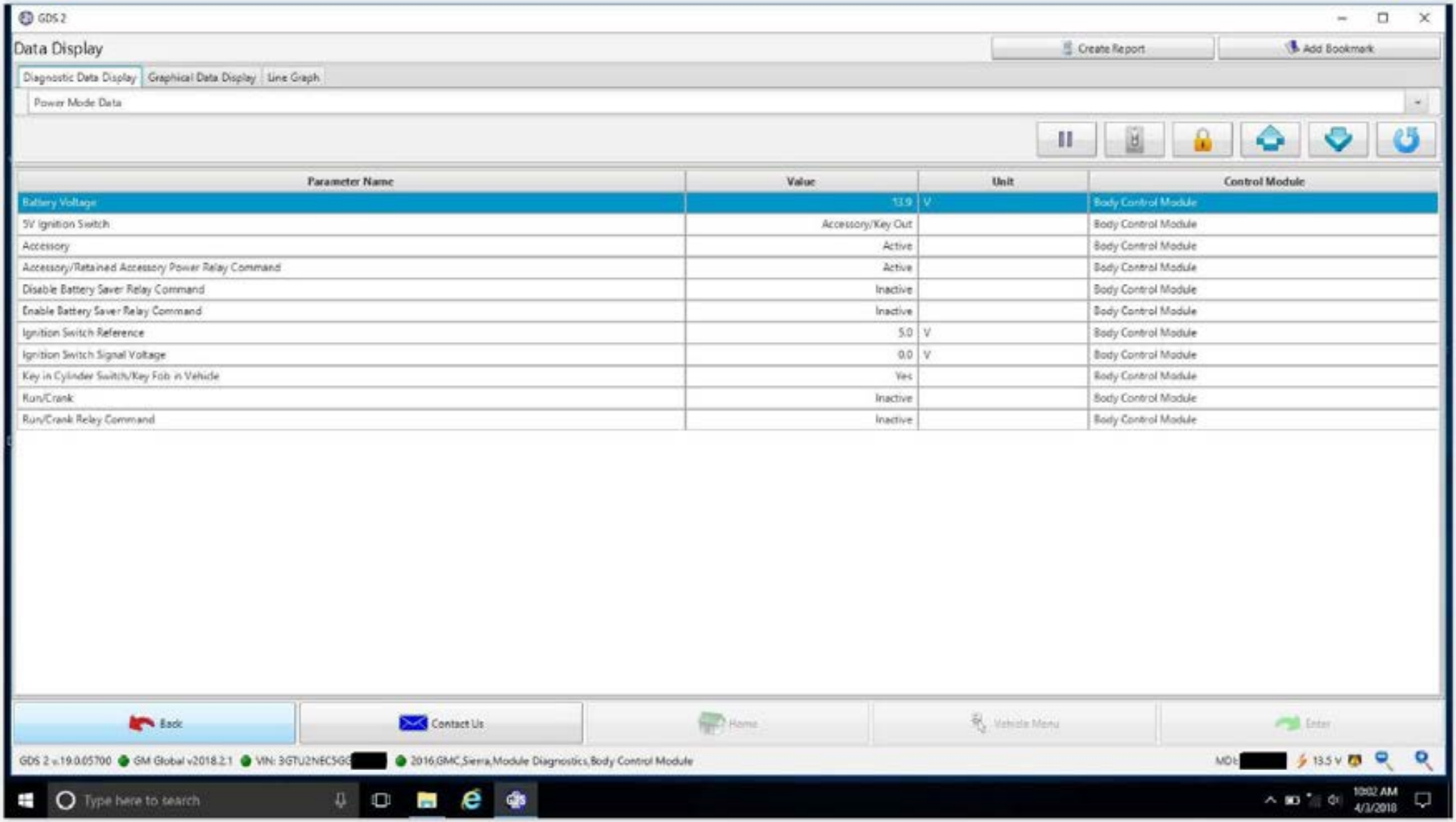

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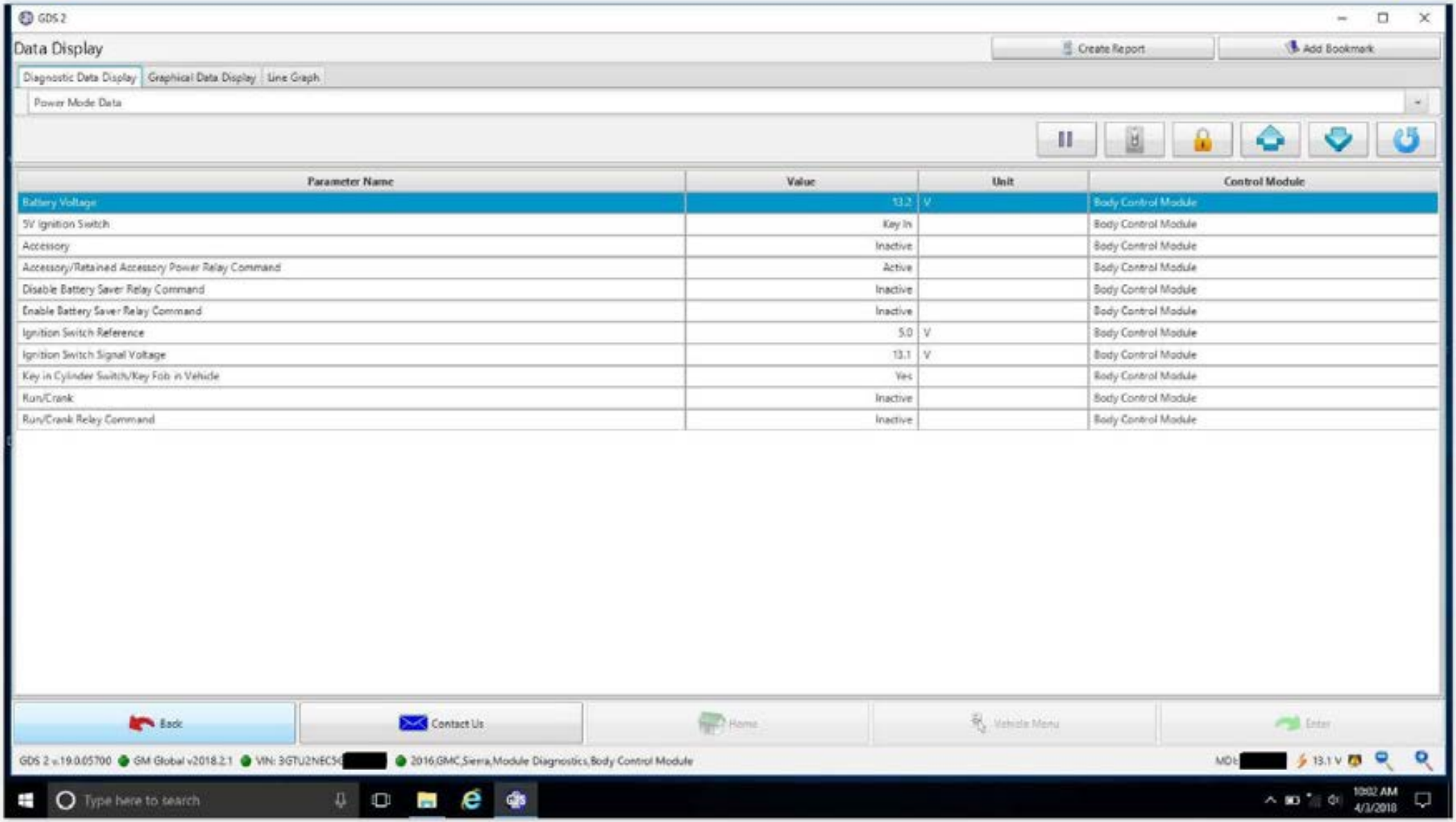
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Power Mode Data
Parameter Name
Value
Unit
Control Module
Battery Voltage 13.2 V Body Control Module
5V Ignition Switch Key In Body Control Module
Accessory Inactive Body Control Module
Accessory/Retained Accessory Power Relay Command Active Body Control Module
Disable Battery Saver Relay Command Inactive Body Control Module
Enable Battery Saver Relay Command Inactive Body Control Module
Ignition Switch Reference 5.0 V Body Control Module
Ignition Switch Signal Voltage 13.1 V Body Control Module
Key in Cylinder Switch/Key Fob in Vehicle Yes Body Control Module
Run/Crank Inactive Body Control Module
Run/Crank Relay Command Inactive Body Control Module
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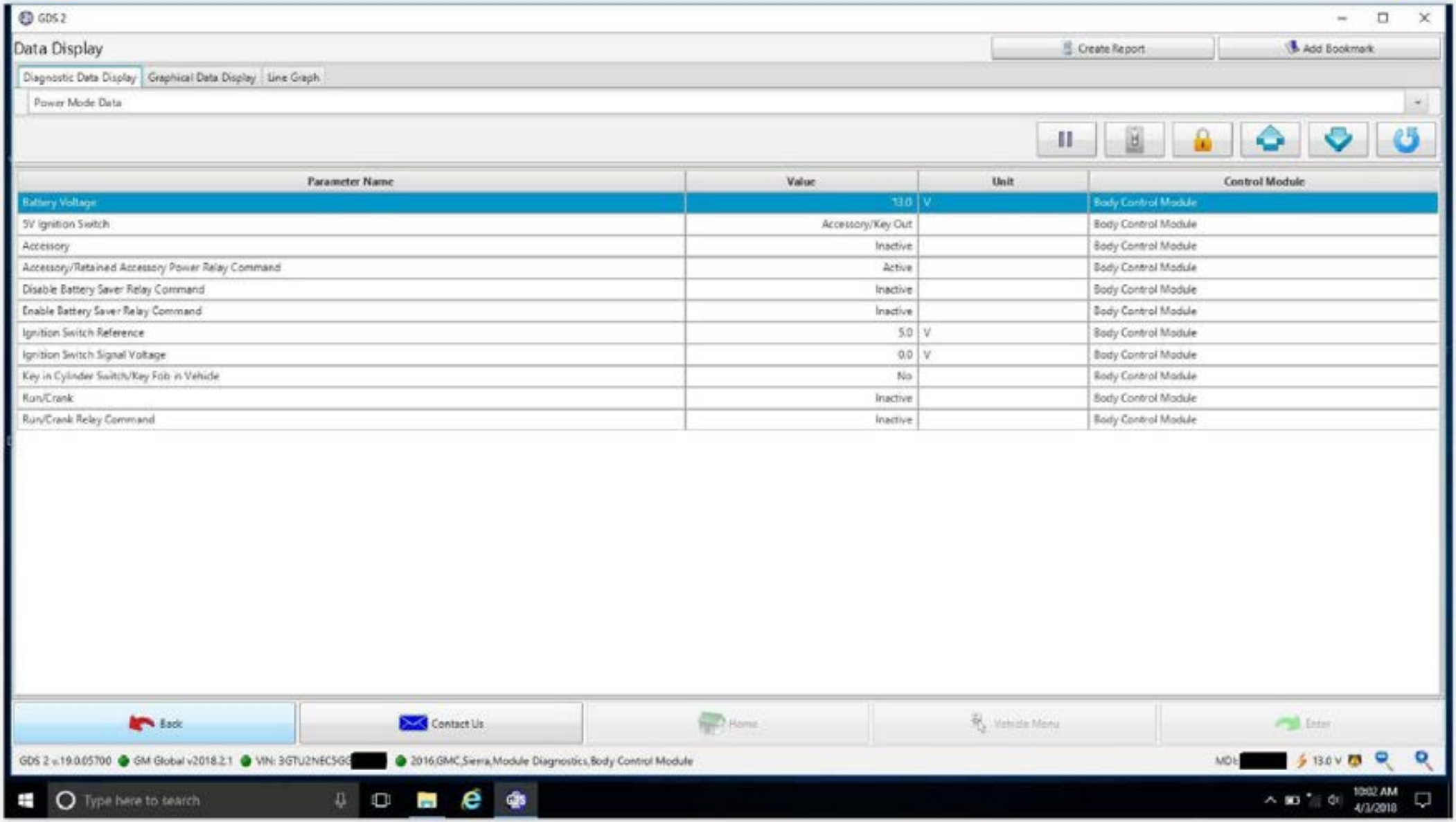

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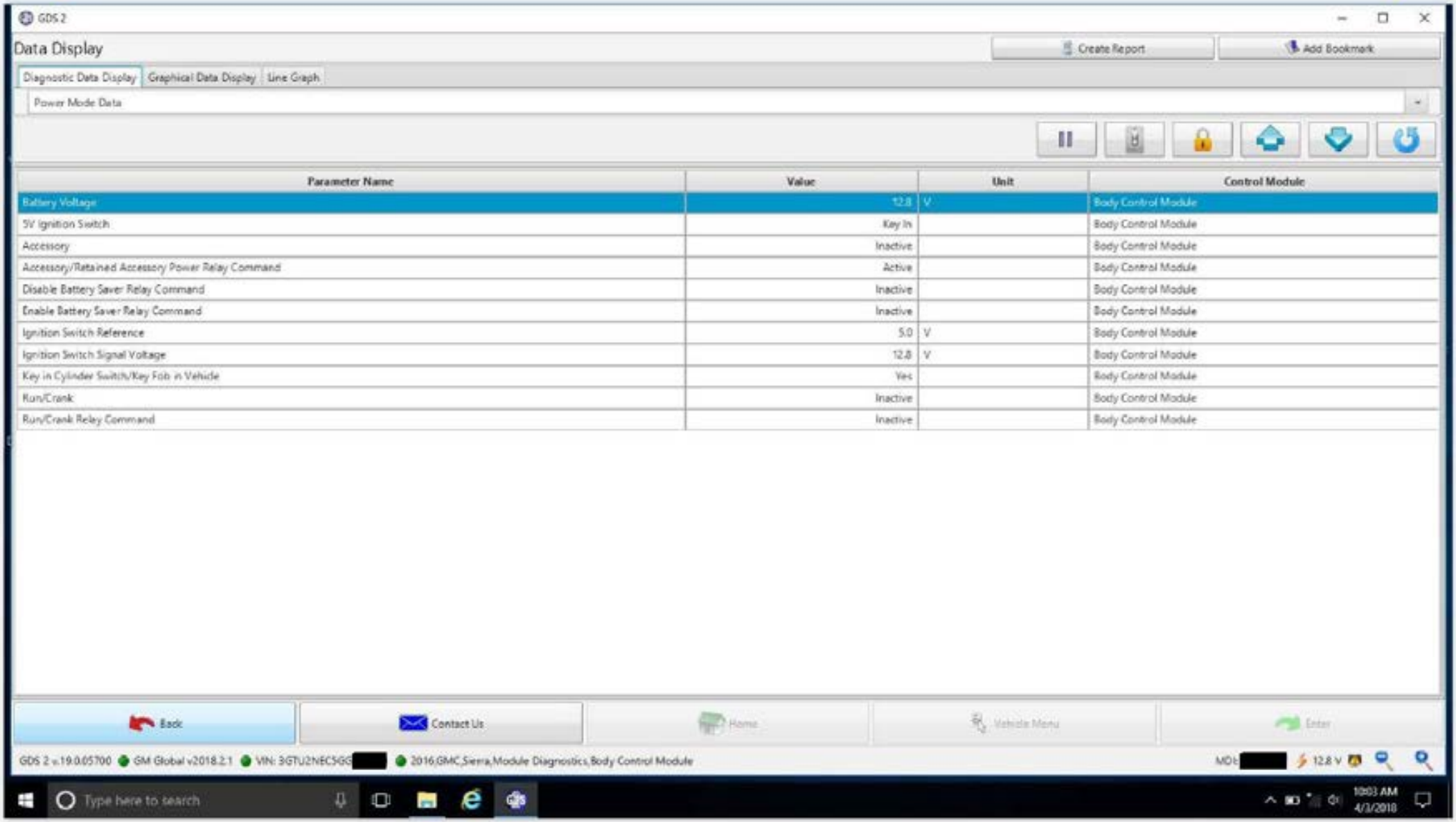

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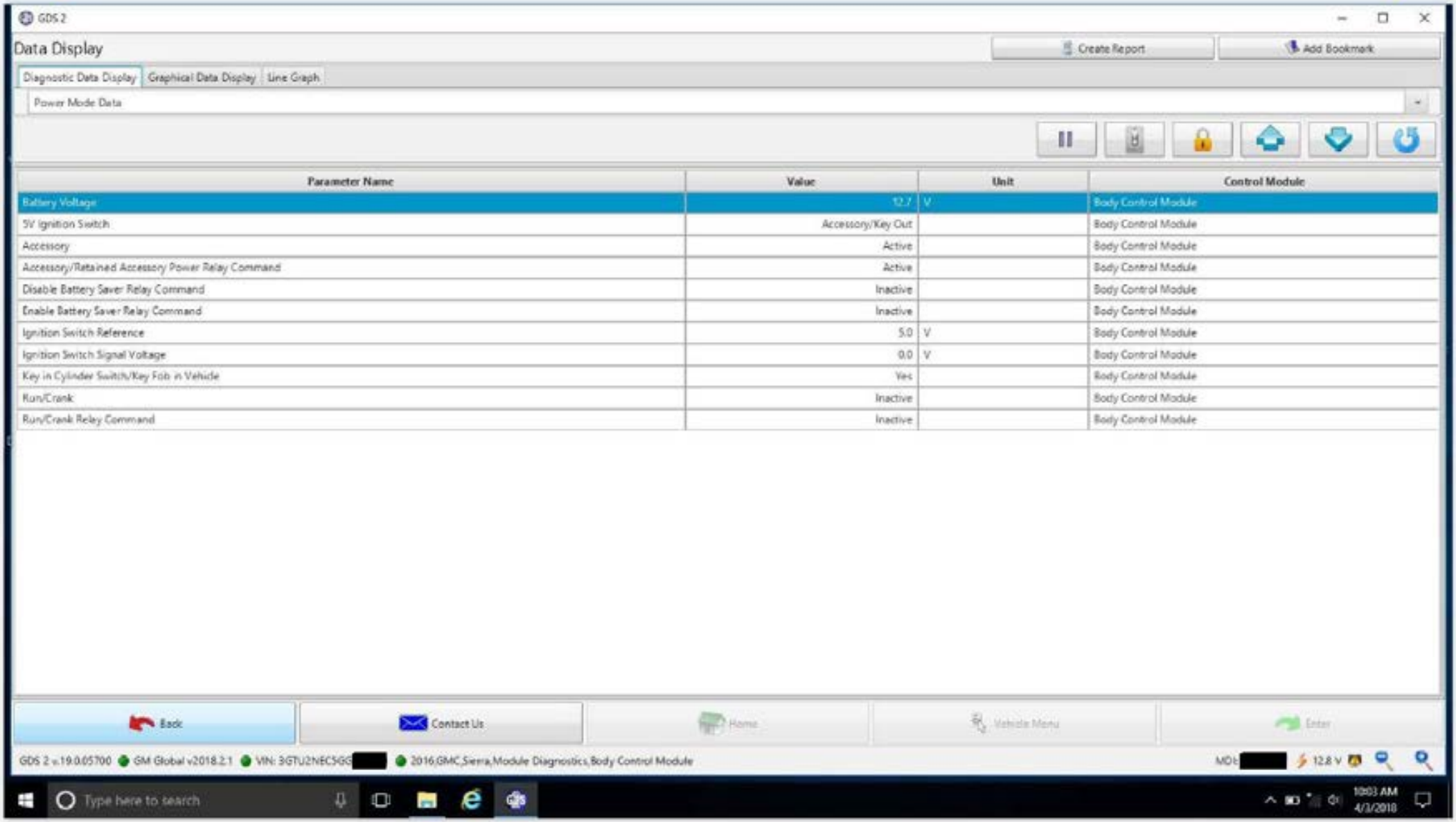

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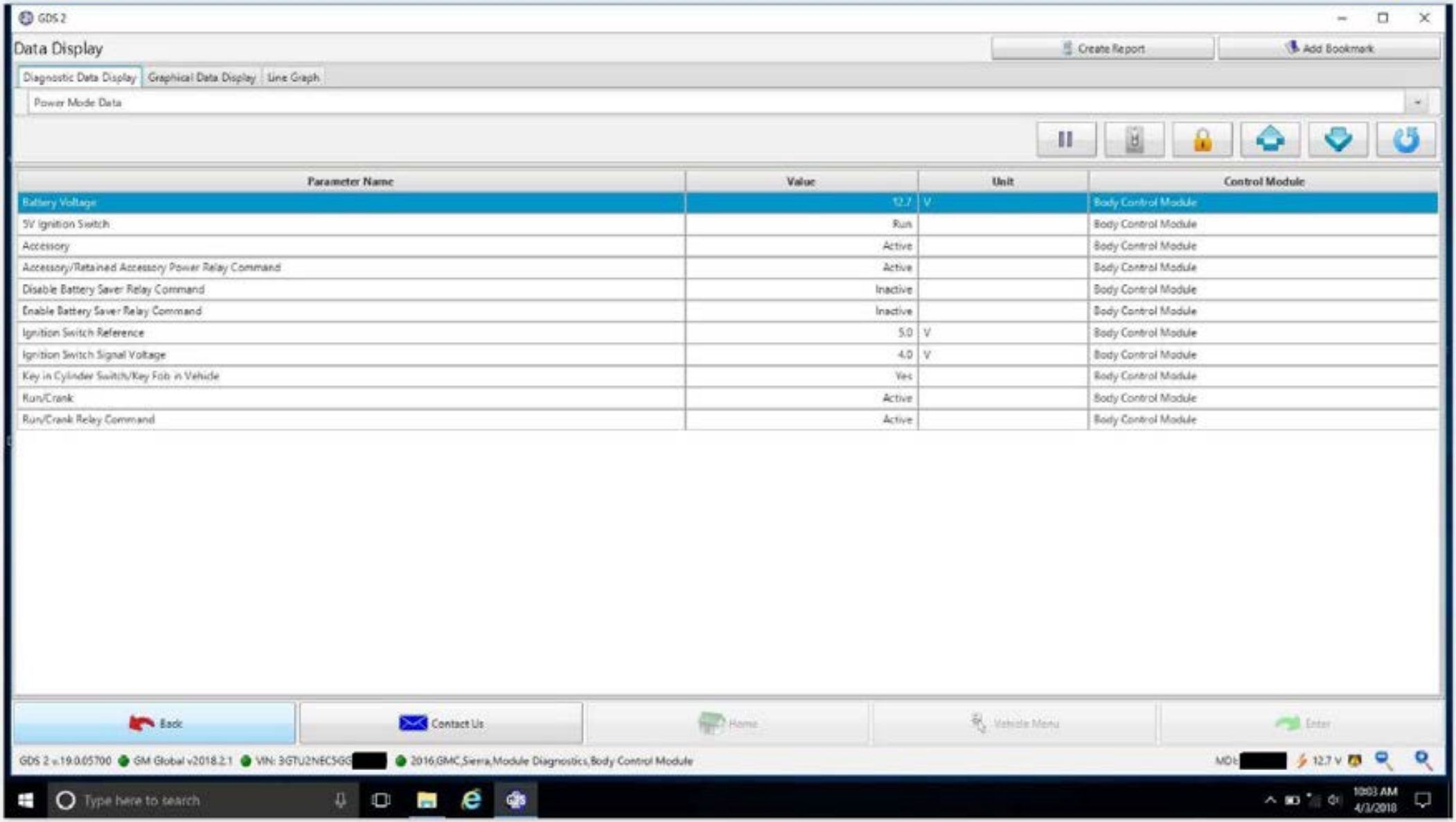
GDS 2
Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Power Mode Data
Parameter Name
Value
Unit
Control Module
Battery Voltage 12.7 V Body Control Module
5V Ignition Switch Run Body Control Module
Accessory Active Body Control Module
Accessory/Retained Accessory Power Relay Command Active Body Control Module
Disable Battery Saver Relay Command Inactive Body Control Module
Enable Battery Saver Relay Command Inactive Body Control Module
Ignition Switch Reference 5.0 V Body Control Module
Ignition Switch Signal Voltage 4.0 V Body Control Module
Key in Cylinder Switch/Key Fob in Vehicle Yes Body Control Module
Run/Crank Active Body Control Module
Run/Crank Relay Command Active Body Control Module
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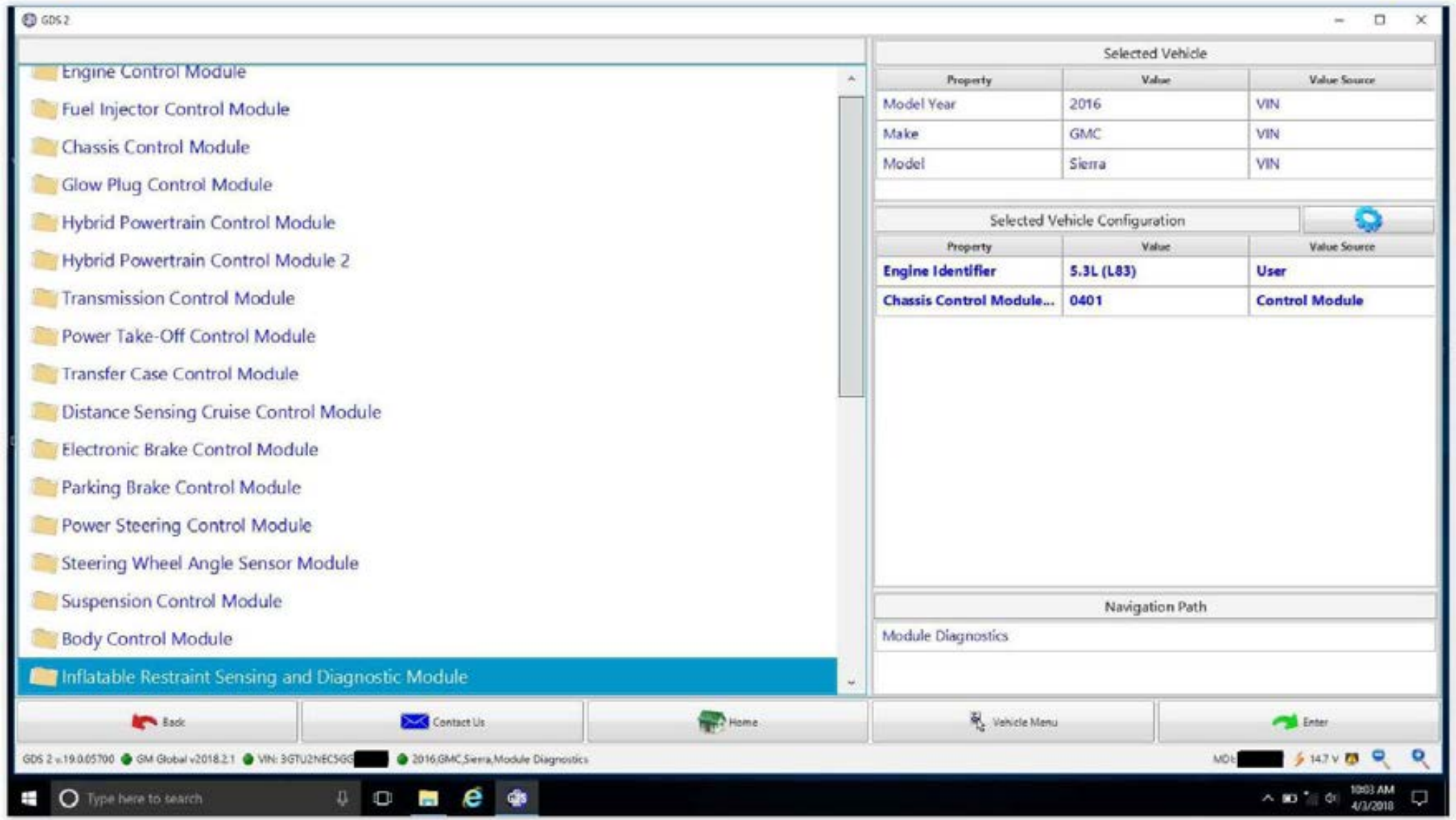
GDS 2
Engine Control Module
Fuel Injector Control Module
Chassis Control Module
Glow Plug Control Module
Hybrid Powertrain Control Module
Hybrid Powertrain Control Module 2
Transmission Control Module
Power Take-Off Control Module
Transfer Case Control Module
Distance Sensing Cruise Control Module
Electronic Brake Control Module
Parking Brake Control Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
User
Chassis Control Module...
0401
Control Module
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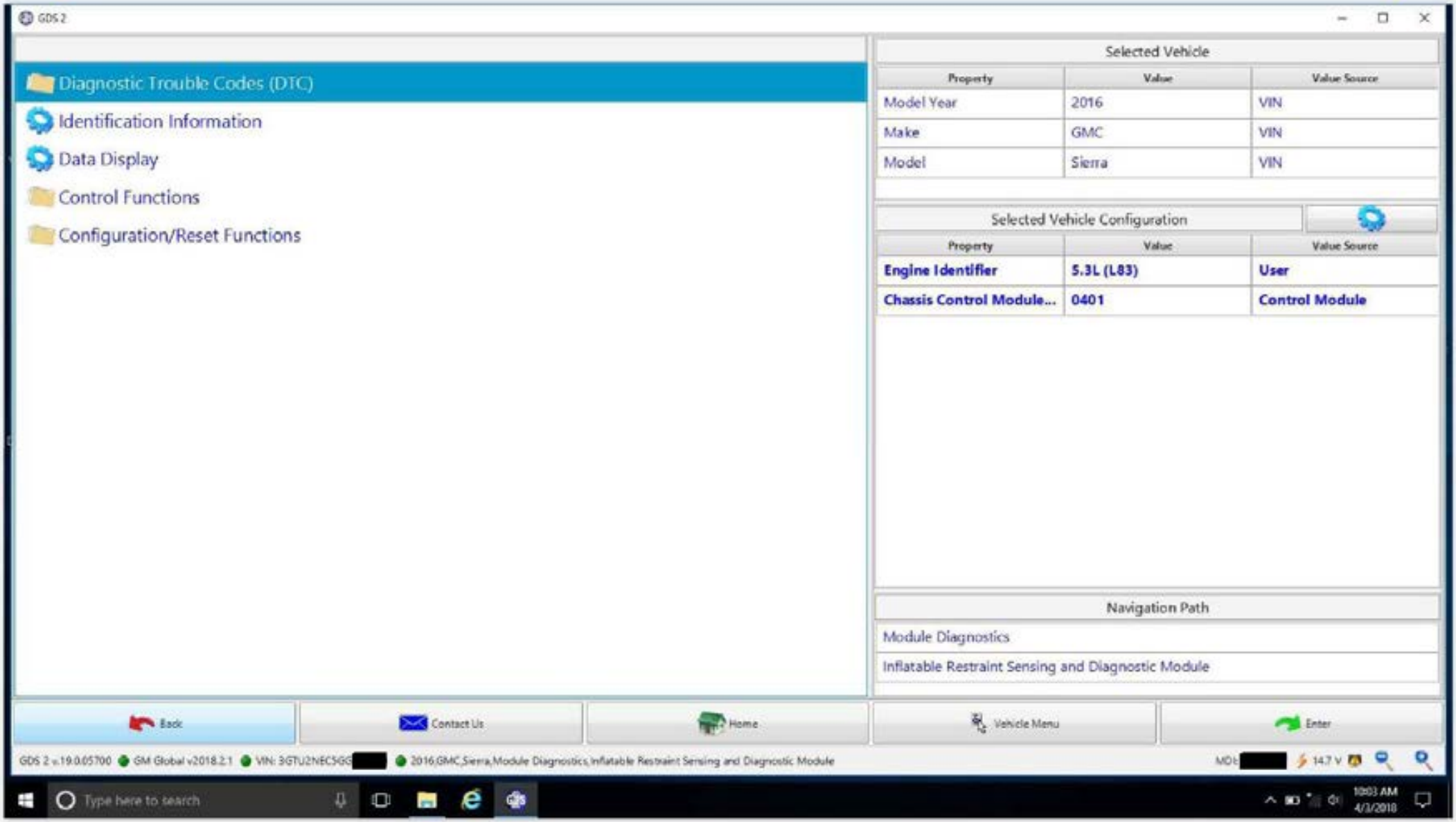

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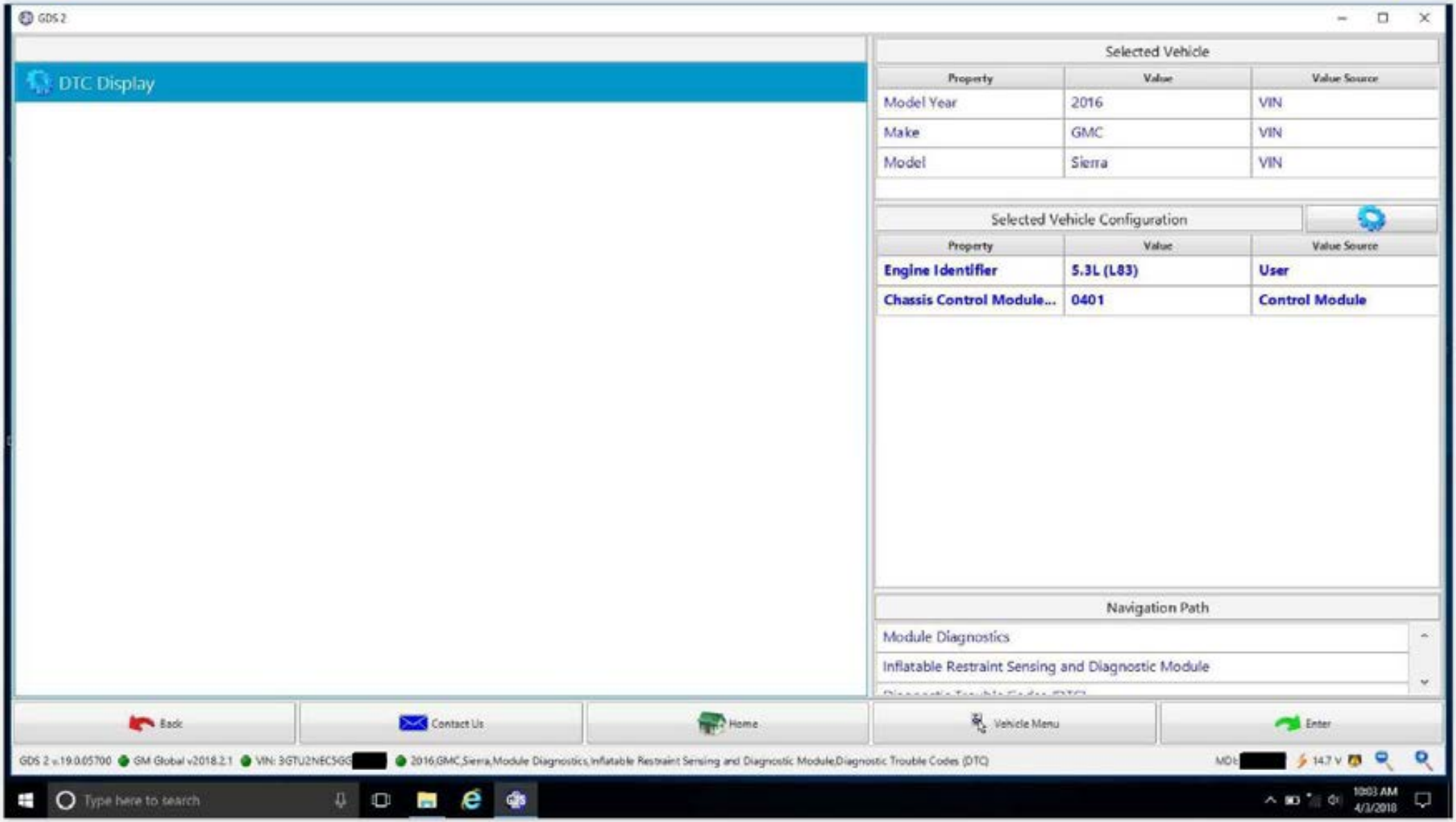
GDS 2
DTC Display
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module,Diagnostic Trouble Codes (DTC)
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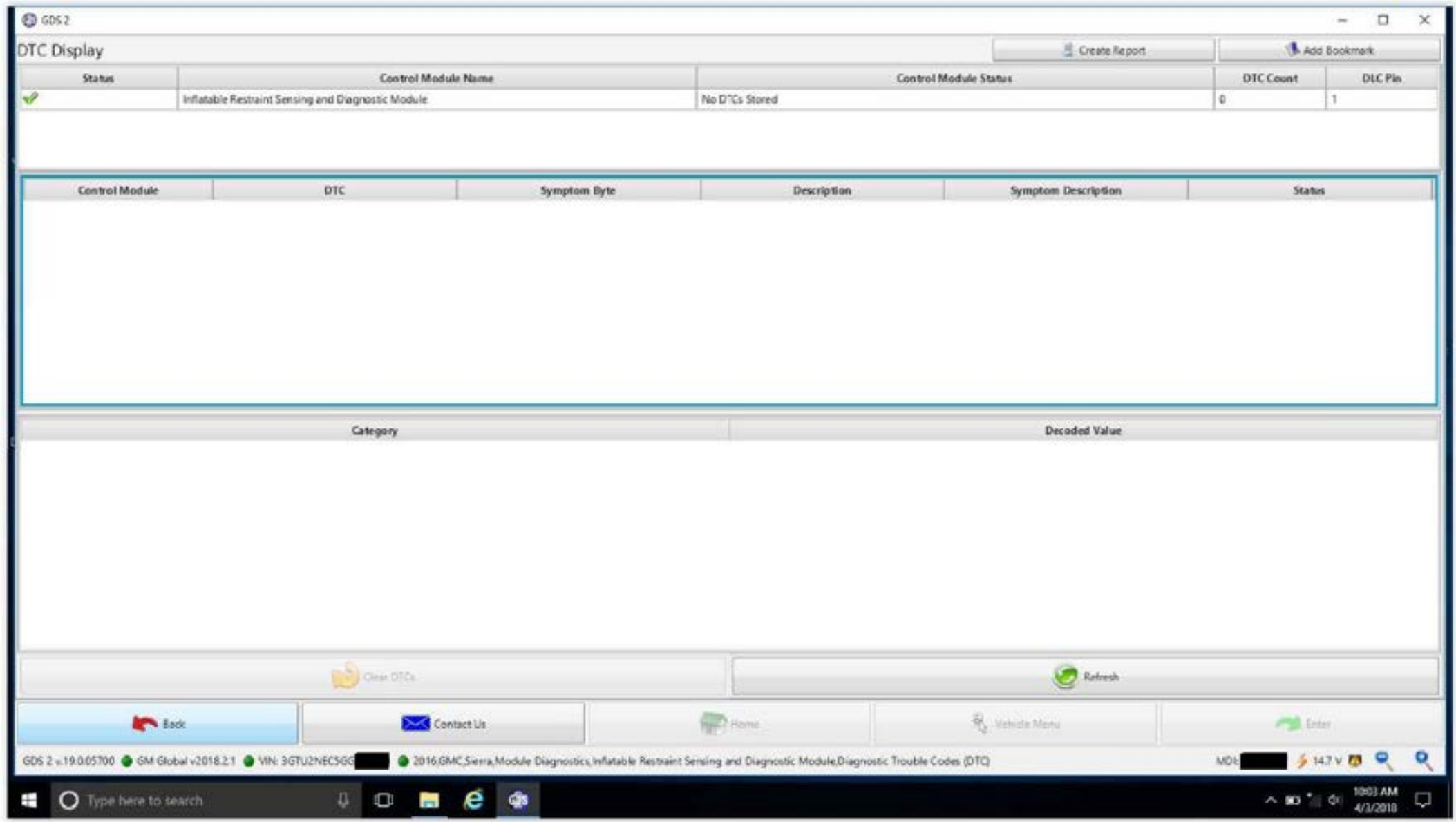
GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Inflatable Restraint Sensing and Diagnostic Module
No DTCs Stored
0
1
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Category
Decoded Value
Clear DTCs
Refresh
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module,Diagnostic Trouble Codes (DTC)
MDI
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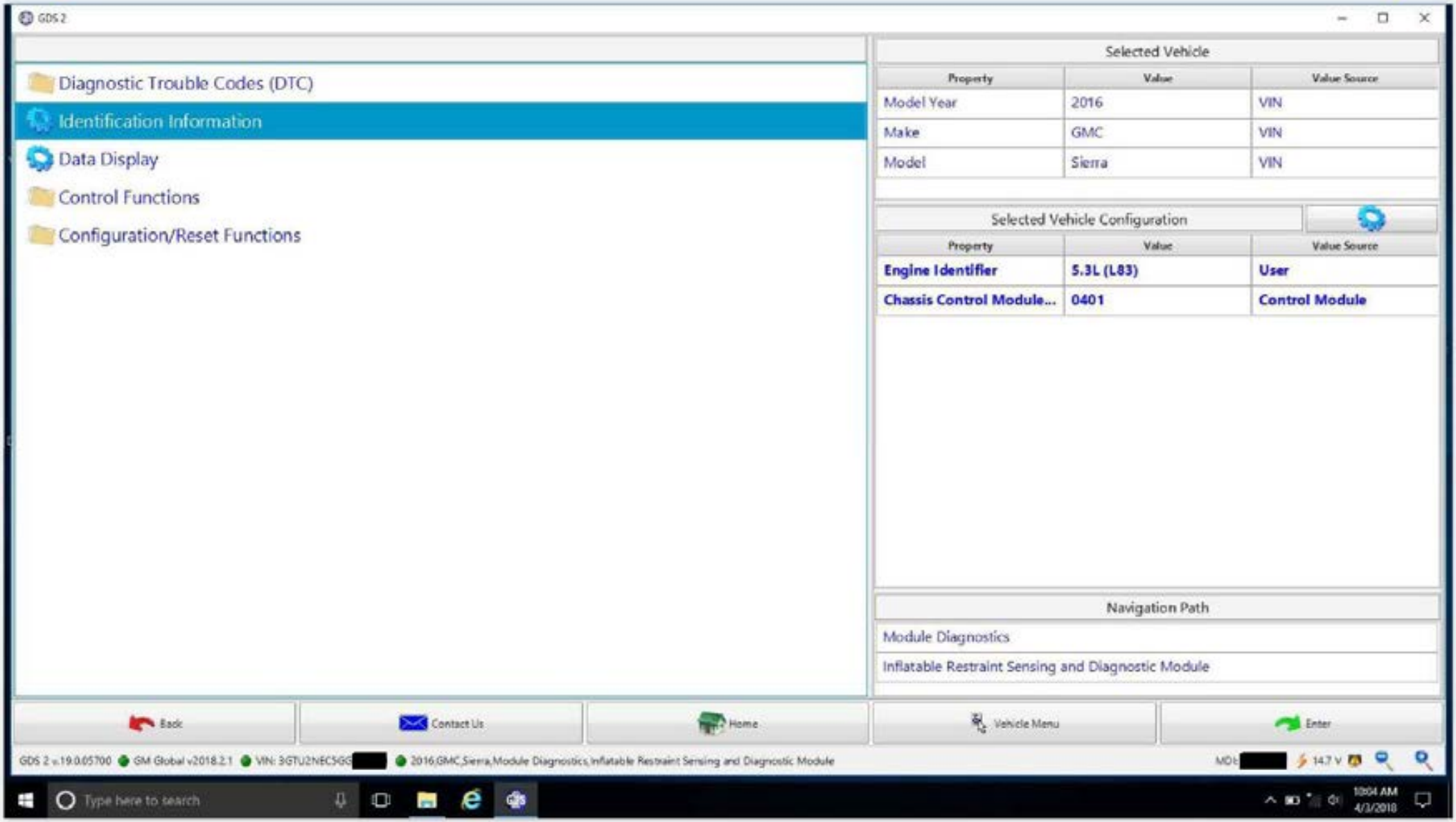

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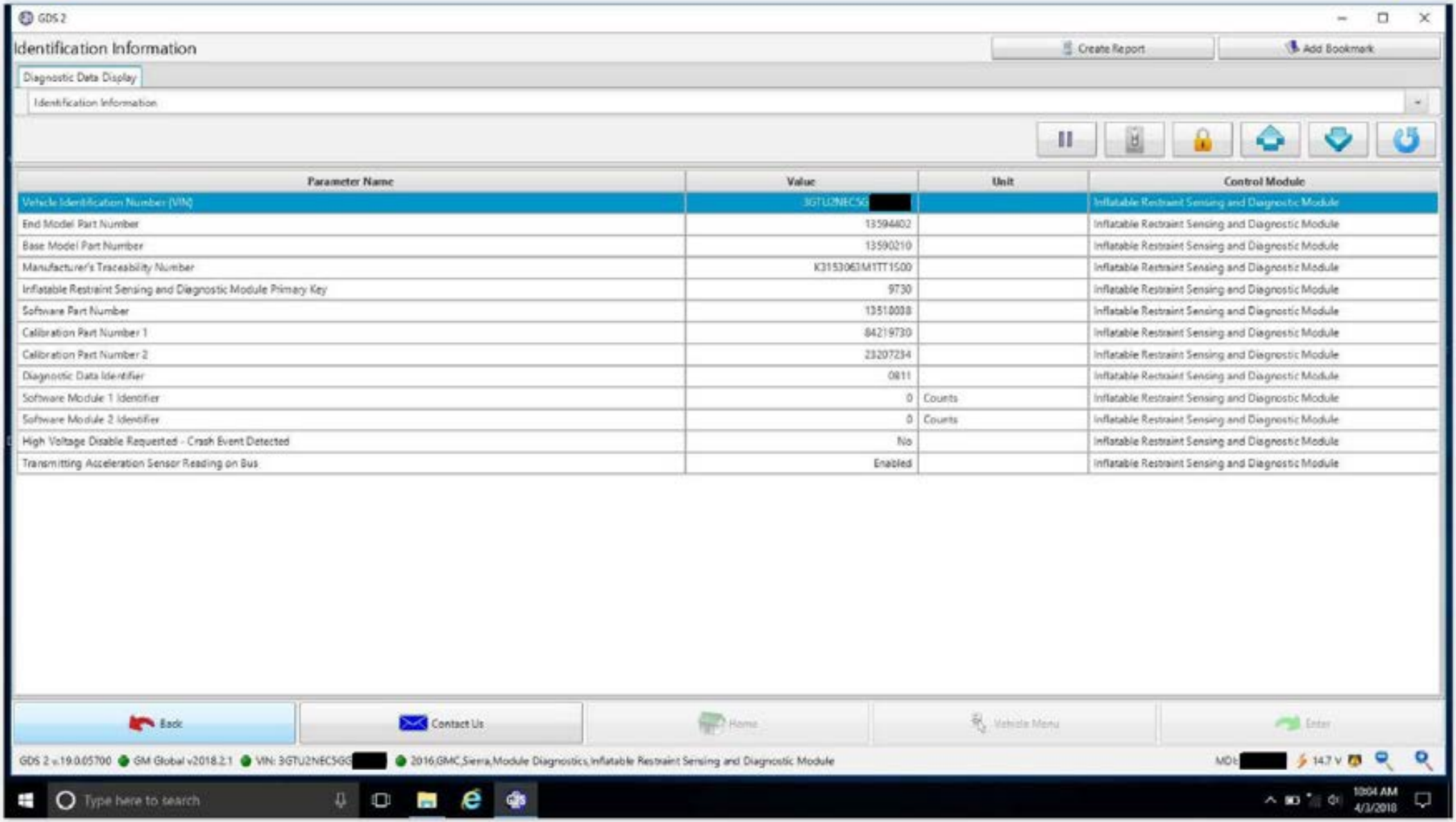

Parameter Name	Value	Unit	Control Module
Vehicle Identification Number (VIN)	3GTU2NEC5G[redacted]		Inflatable Restraint Sensing and Diagnostic Module
End Model Part Number	13594402		Inflatable Restraint Sensing and Diagnostic Module
Base Model Part Number	13590210		Inflatable Restraint Sensing and Diagnostic Module
Manufacturer's Traceability Number	K3153061M1TT1500		Inflatable Restraint Sensing and Diagnostic Module
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9730		Inflatable Restraint Sensing and Diagnostic Module
Software Part Number	13518038		Inflatable Restraint Sensing and Diagnostic Module
Calibration Part Number 1	84219730		Inflatable Restraint Sensing and Diagnostic Module
Calibration Part Number 2	23207234		Inflatable Restraint Sensing and Diagnostic Module
Diagnostic Data Identifier	0811		Inflatable Restraint Sensing and Diagnostic Module
Software Module 1 Identifier	0	Counts	Inflatable Restraint Sensing and Diagnostic Module
Software Module 2 Identifier	0	Counts	Inflatable Restraint Sensing and Diagnostic Module
High Voltage Disable Requested - Crash Event Detected	No		Inflatable Restraint Sensing and Diagnostic Module
Transmitting Acceleration Sensor Reading on Bus	Enabled		Inflatable Restraint Sensing and Diagnostic Module

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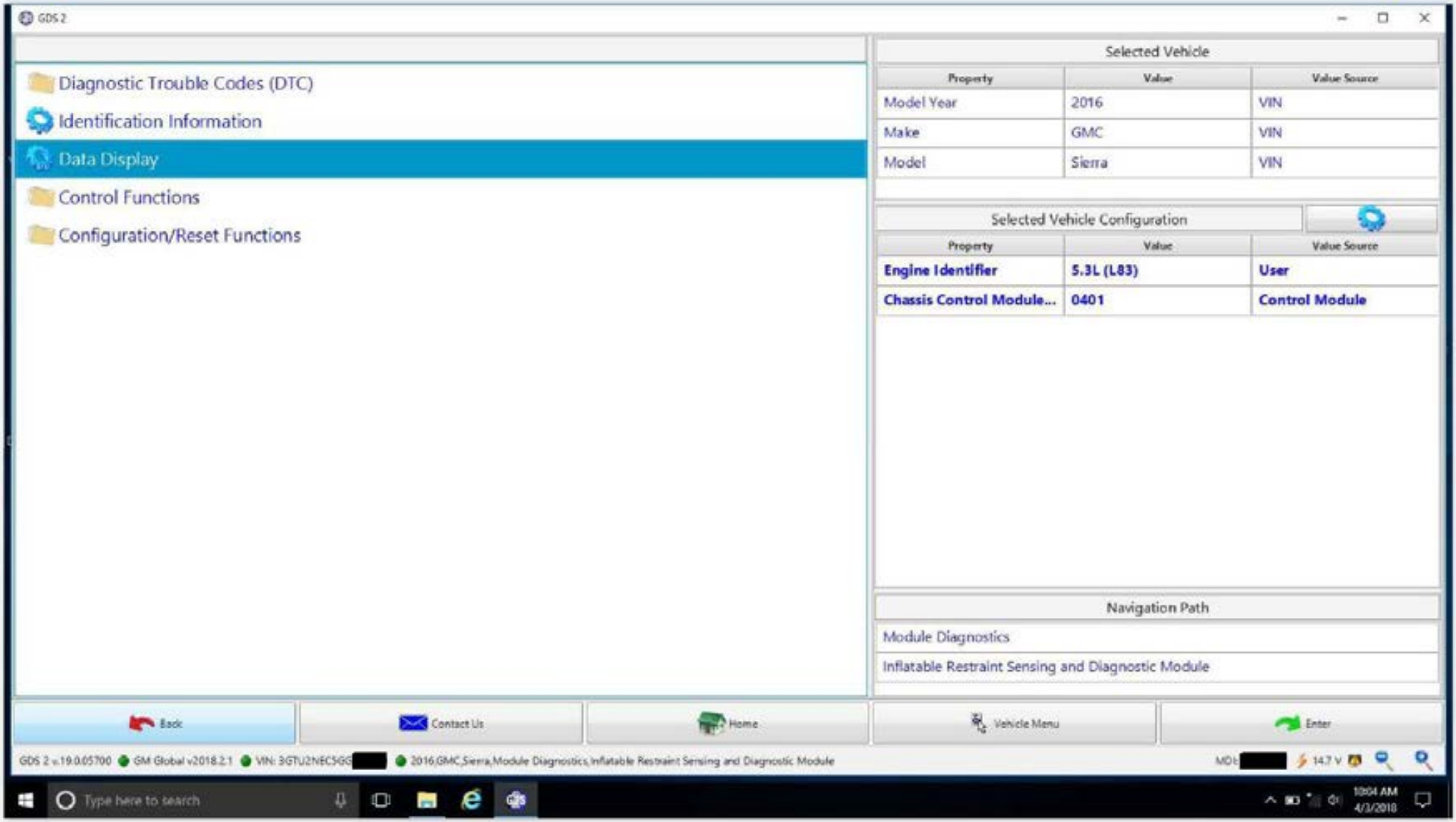

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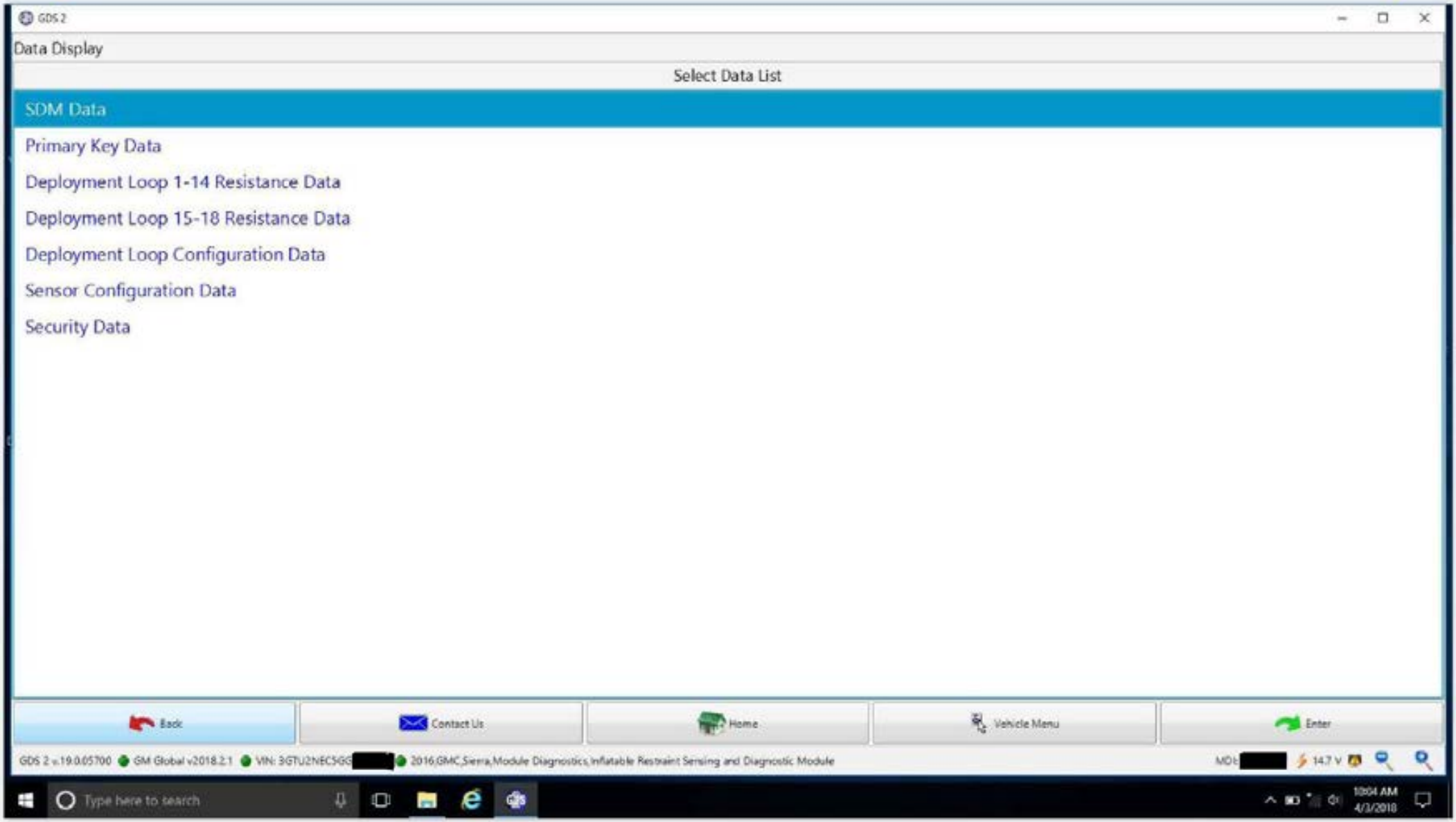
GDS 2
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Deployment Loop 15-18 Resistance Data
Deployment Loop Configuration Data
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Security Data
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module
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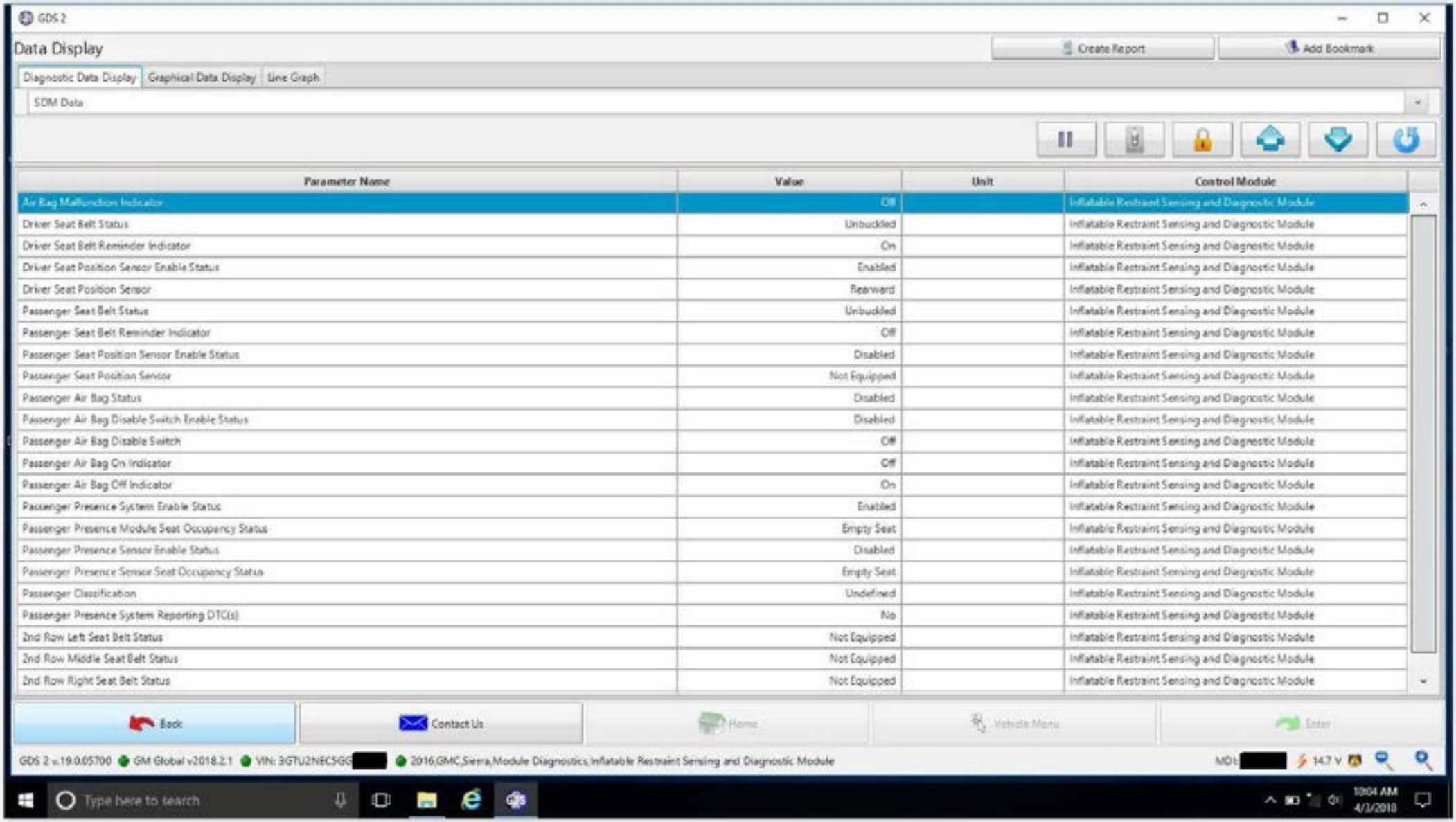

Parameter Name	Value	Unit	Control Module
Air Bag Malfunction Indicator	Off		Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Belt Status	Unbuckled		Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Belt Reminder Indicator	On		Inflatable Restraint Sensing and Diagnostic Module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

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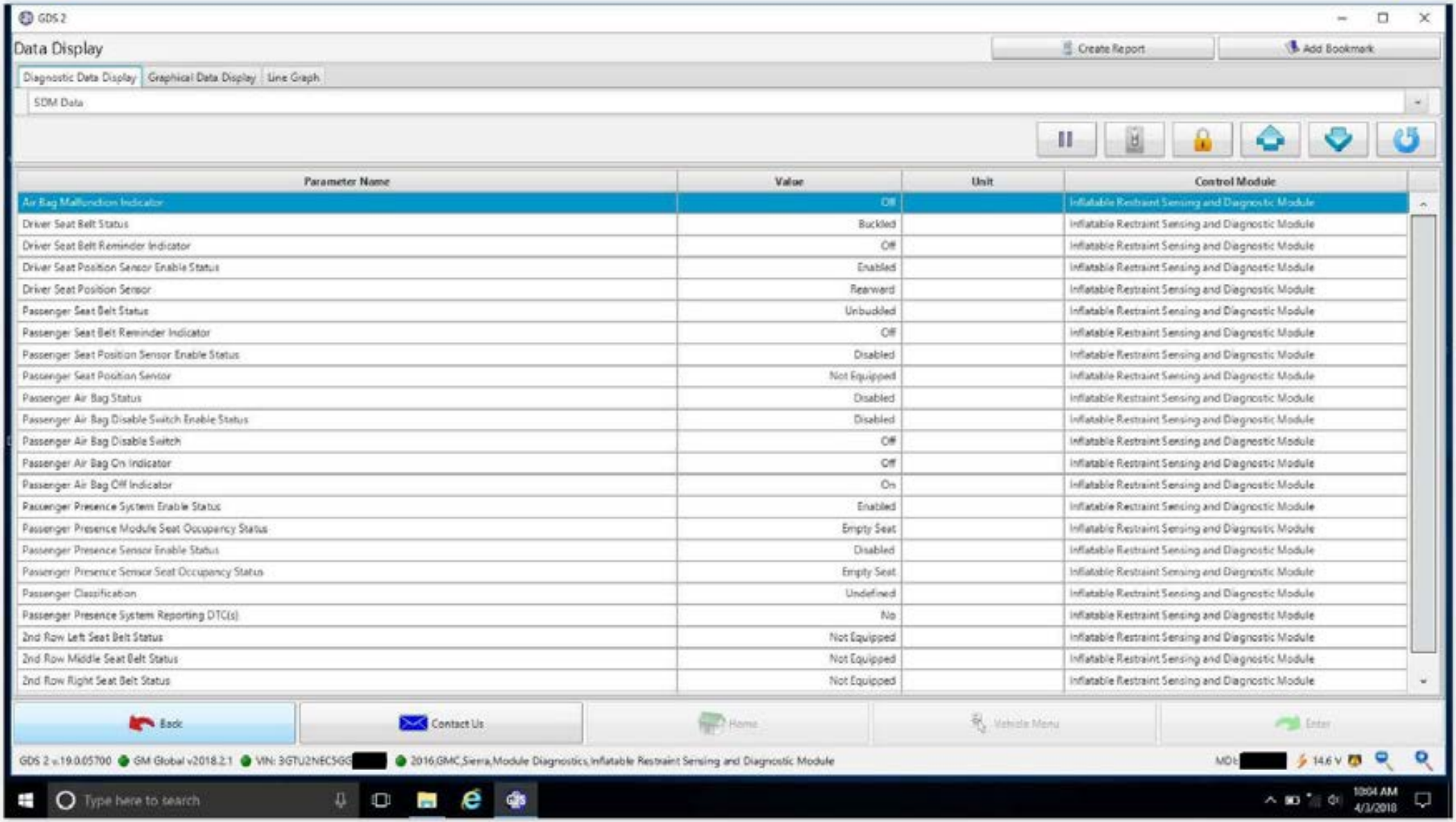

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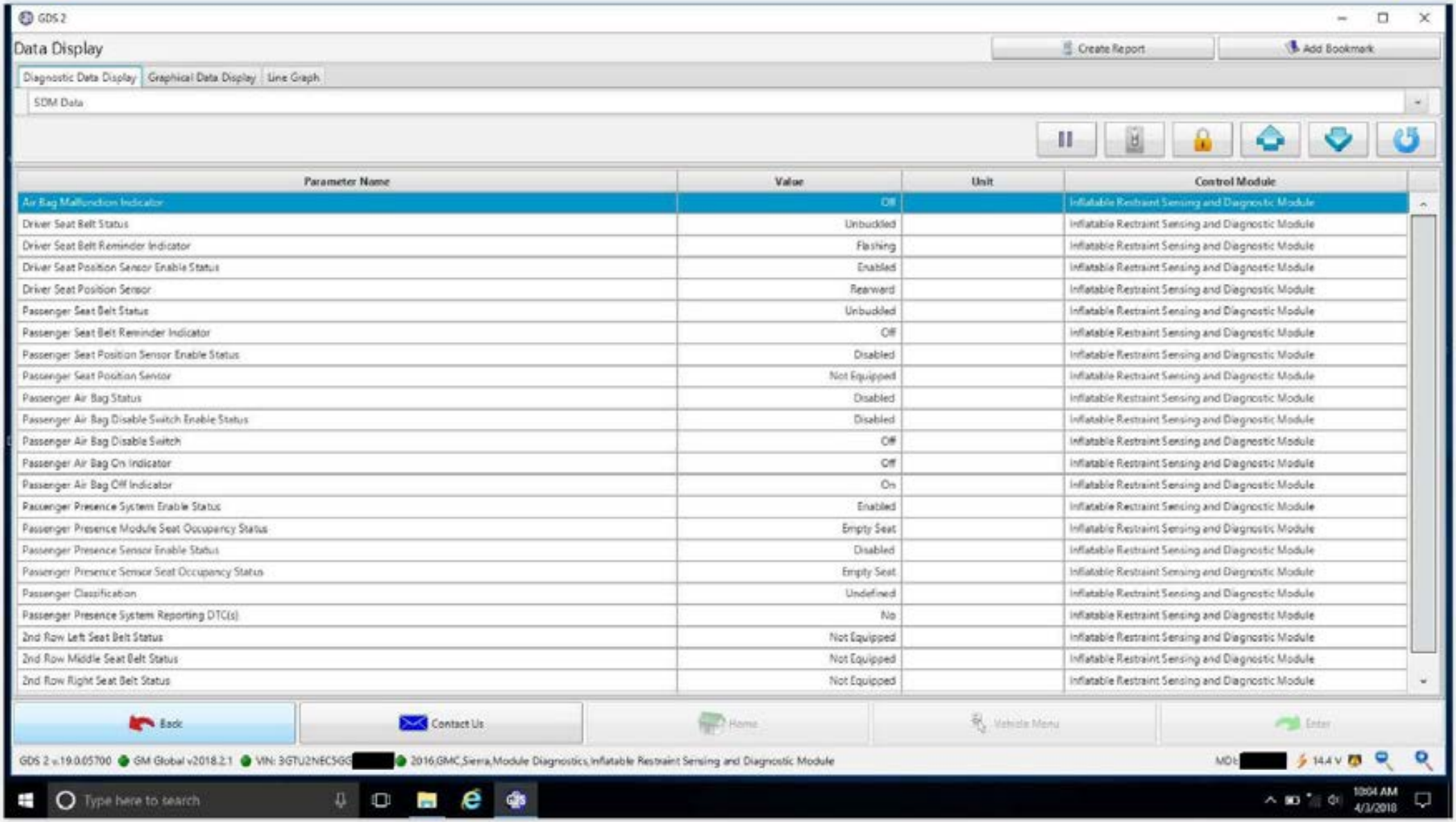
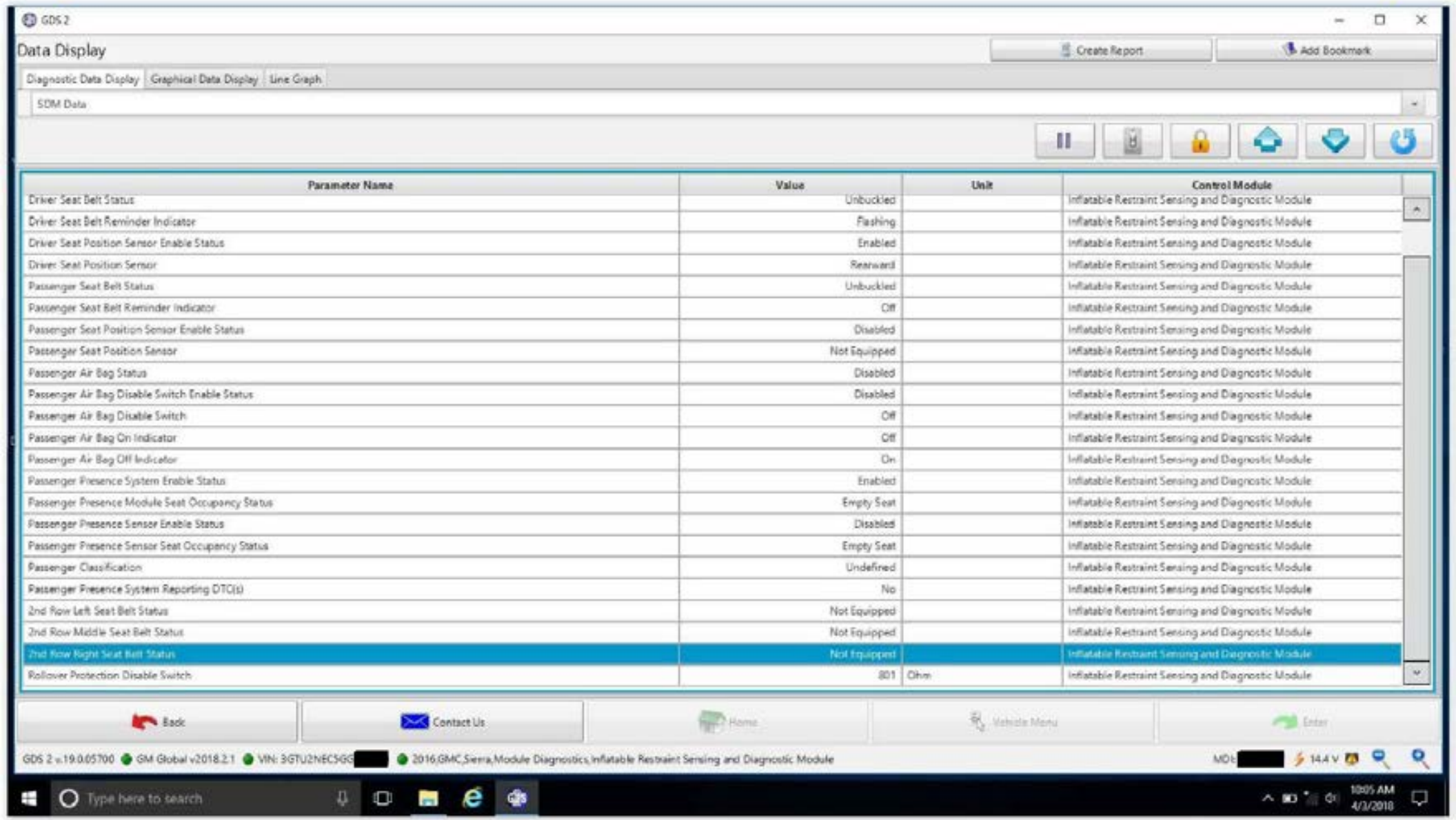


Parameter Name	Value	Unit	Control Module
Air Bag Malfunction Indicator	Off		Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Belt Status	Unbuckled		Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Belt Reminder Indicator	Flashing		Inflatable Restraint Sensing and Diagnostic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


GDS 2
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Diagnostic Data Display
Graphical Data Display
Line Graph
SDM Data
Parameter Name
Value
Unit
Control Module
Driver Seat Belt Status
Unbuckled
Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Belt Reminder Indicator
Flashing
Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Position Sensor Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic Module
Driver Seat Position Sensor
Rearward
Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Belt Status
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Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Belt Reminder Indicator
Off
Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Position Sensor Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Position Sensor
Not Equipped
Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Status
Disabled
Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disable Switch Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disable Switch
Off
Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag On Indicator
Off
Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Off Indicator
On
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence System Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module Seat Occupancy Status
Empty Seat
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Sensor Enable Status
Disabled
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Sensor Seat Occupancy Status
Empty Seat
Inflatable Restraint Sensing and Diagnostic Module
Passenger Classification
Undefined
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence System Reporting DTC(s)
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Inflatable Restraint Sensing and Diagnostic Module
2nd Row Left Seat Belt Status
Not Equipped
Inflatable Restraint Sensing and Diagnostic Module
2nd Row Middle Seat Belt Status
Not Equipped
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module
MID:
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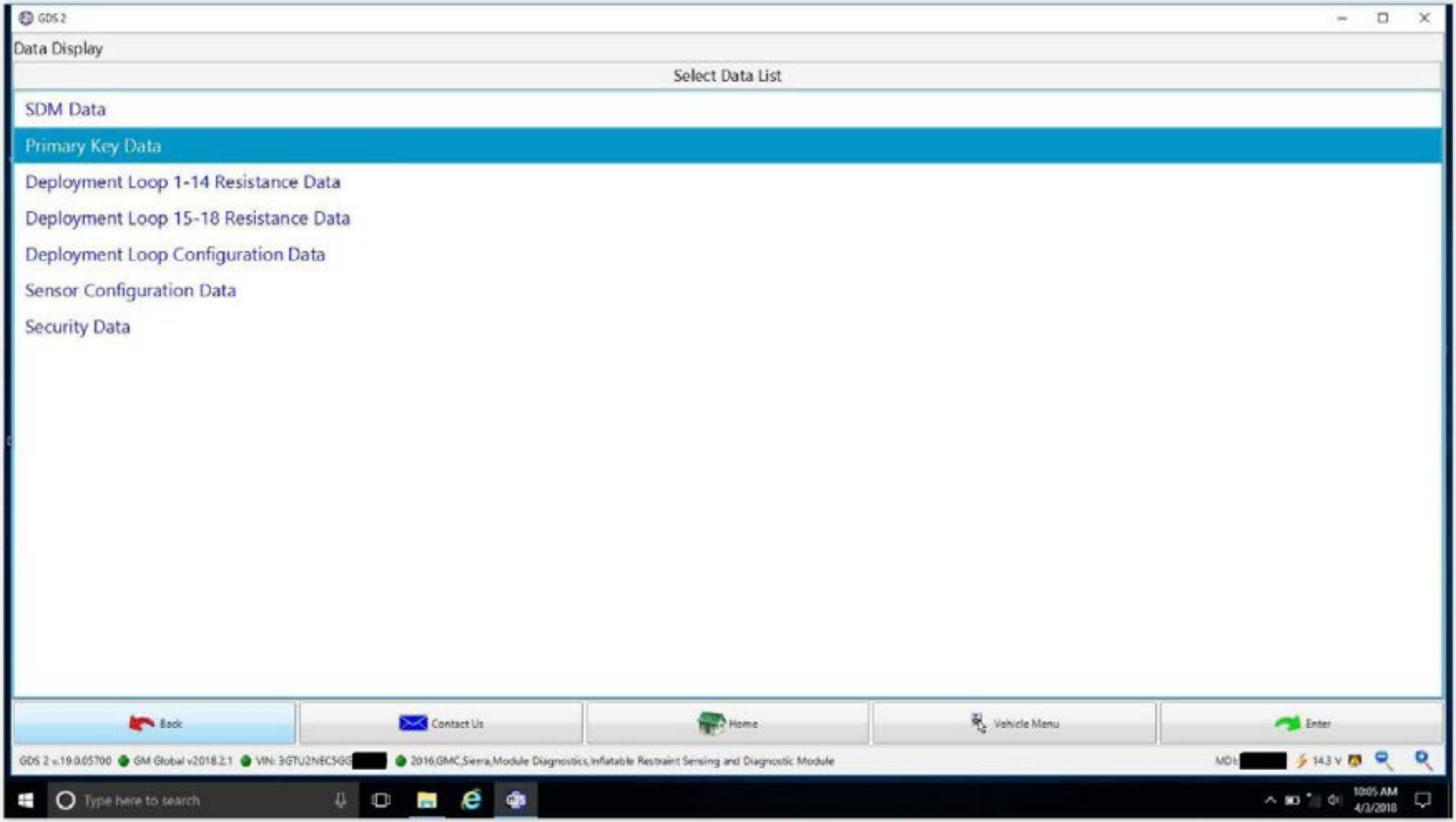
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Deployment Loop 15-18 Resistance Data
Deployment Loop Configuration Data
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module
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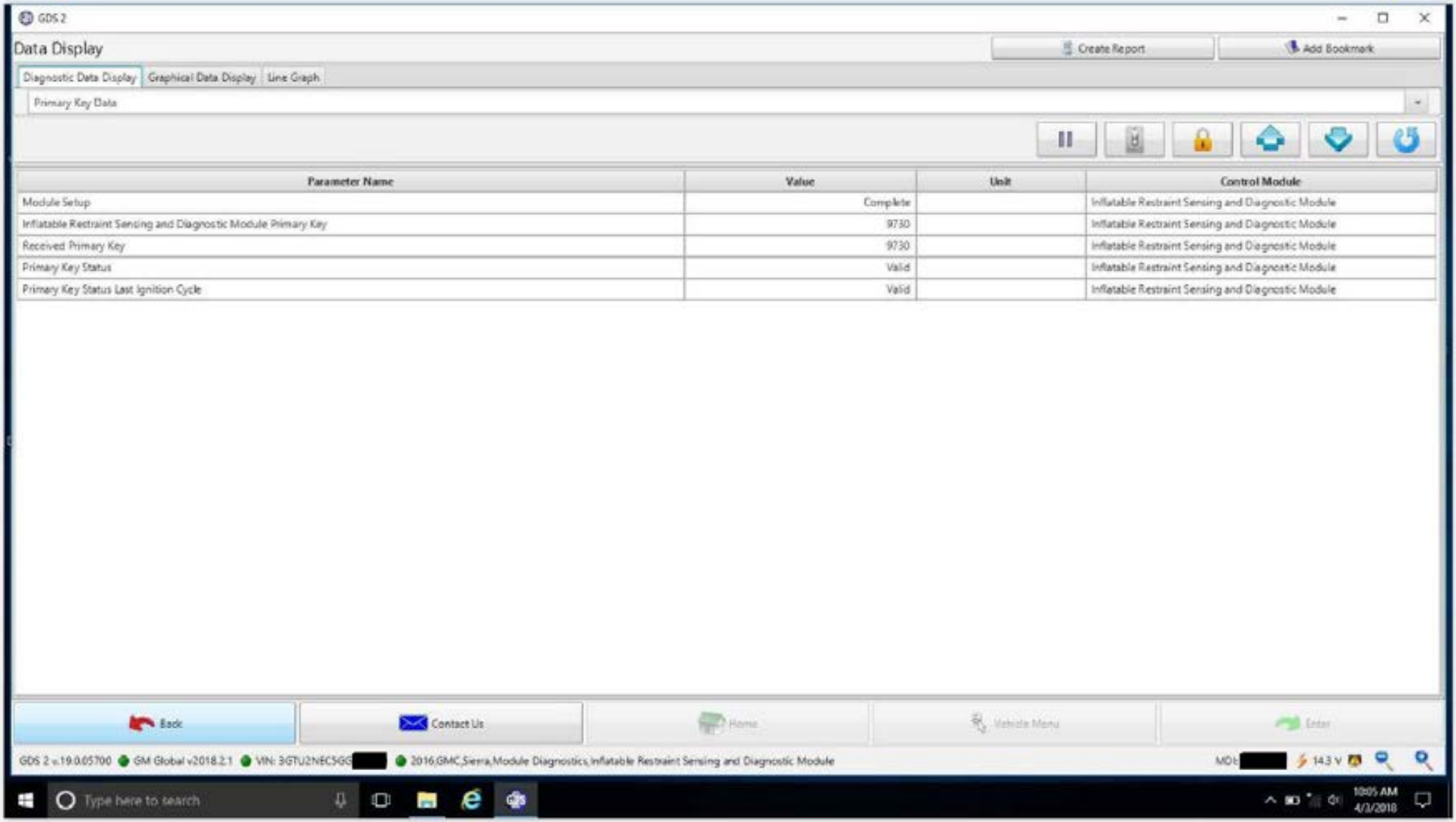
GDS 2
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Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
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Inflatable Restraint Sensing and Diagnostic Module
Inflatable Restraint Sensing and Diagnostic Module Primary Key
9730
Inflatable Restraint Sensing and Diagnostic Module
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9730
Inflatable Restraint Sensing and Diagnostic Module
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2016,GMC,Sierra,Module Diagnostics,Inflatable Restraint Sensing and Diagnostic Module
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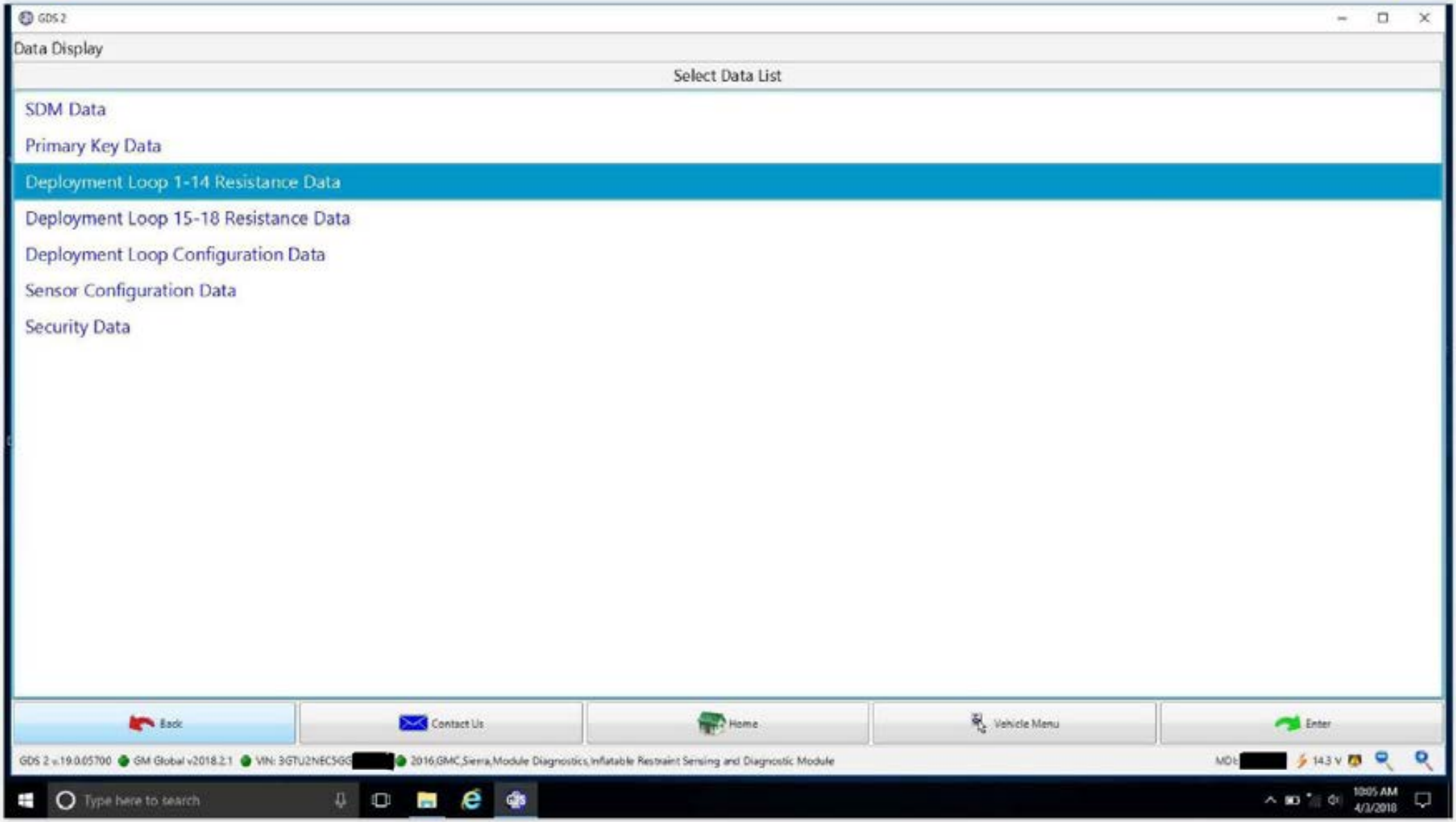
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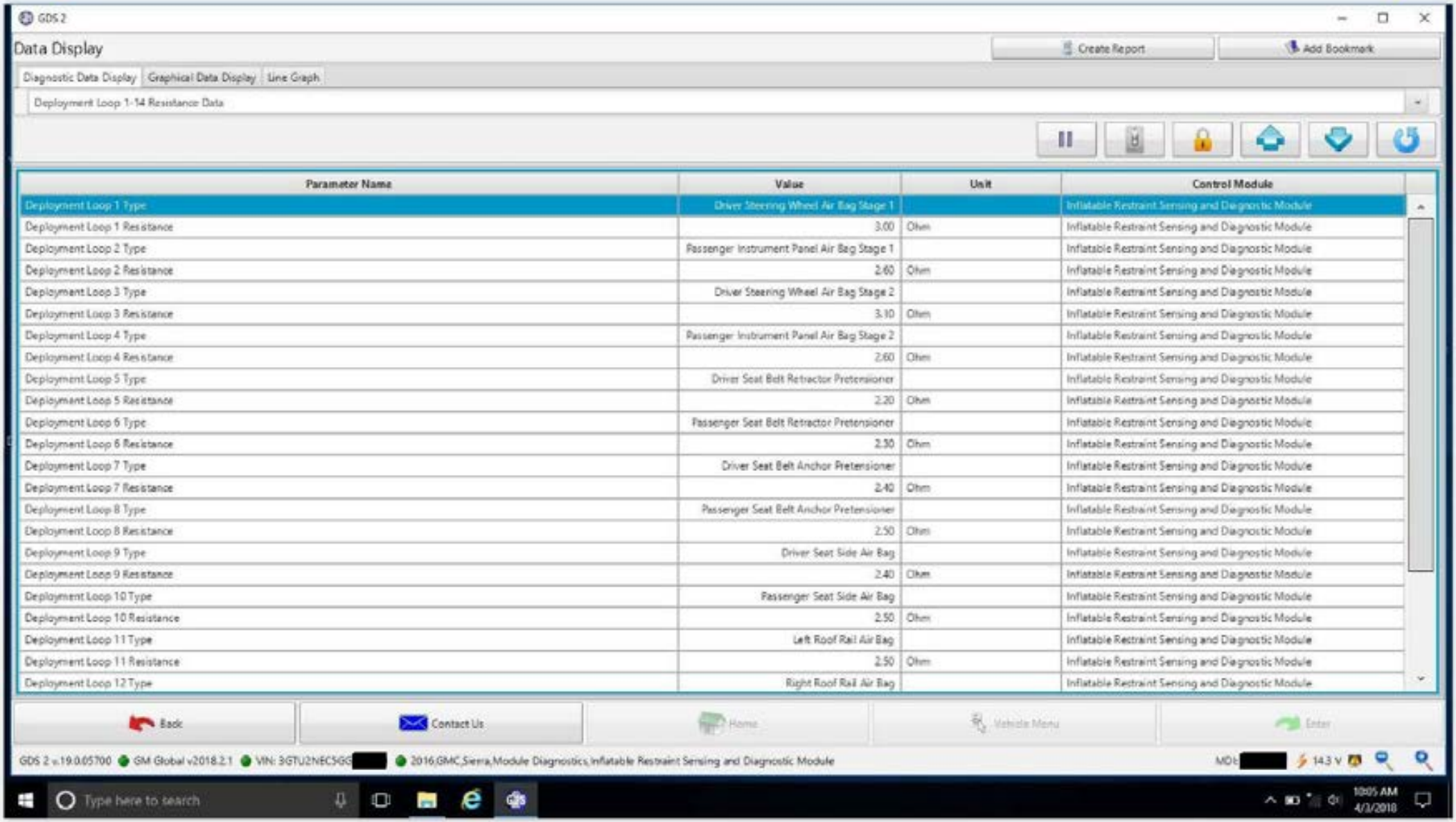
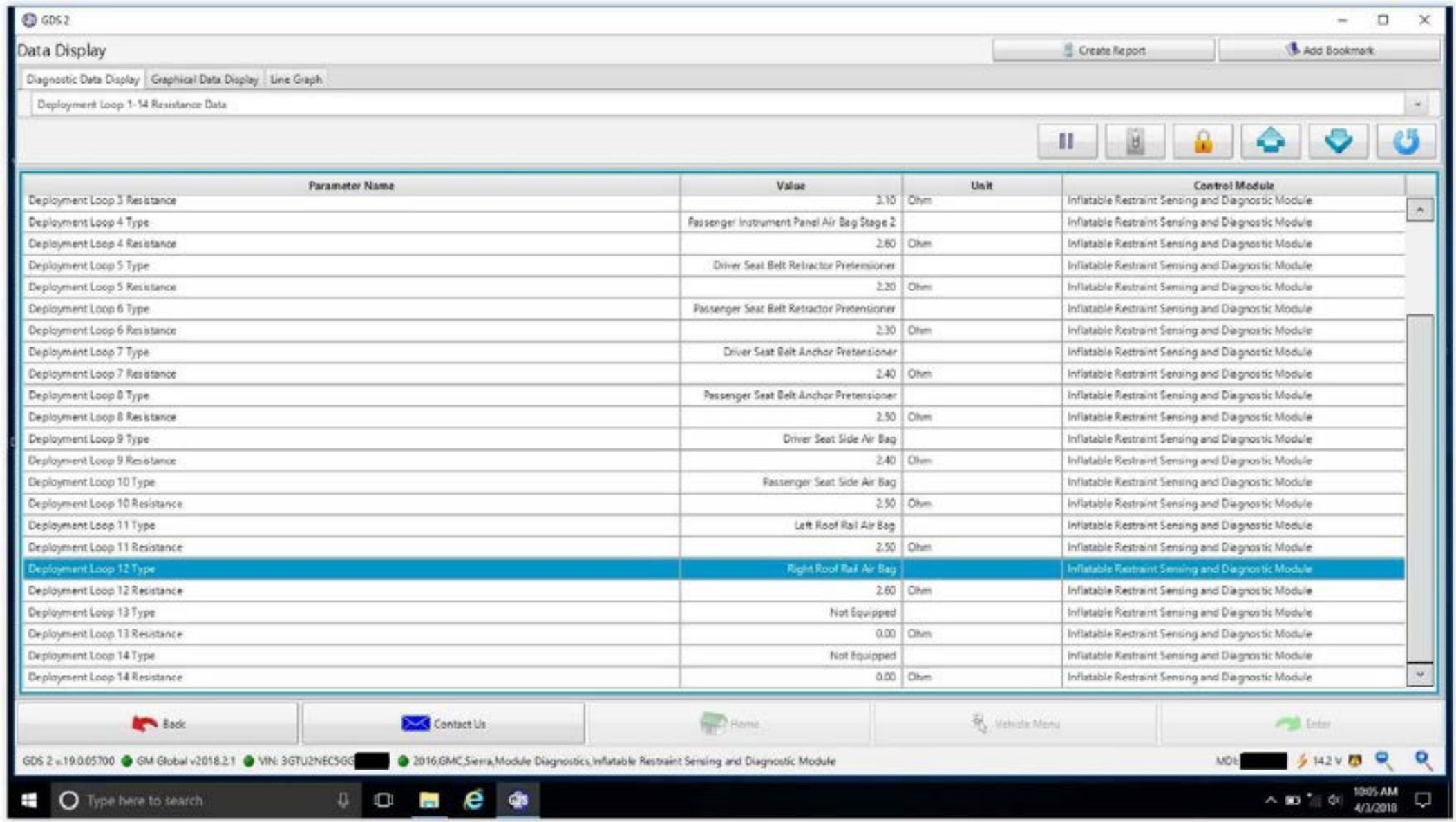


Parameter Name	Value	Unit	Control Module
Deployment Loop 1 Type	Driver Steering Wheel Air Bag Stage 1		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 1 Resistance	3.00	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 2 Type	Passenger Instrument Panel Air Bag Stage 1		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 2 Resistance	2.60	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 3 Type	Driver Steering Wheel Air Bag Stage 2		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 3 Resistance	3.10	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 4 Type	Passenger Instrument Panel Air Bag Stage 2		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 4 Resistance	2.60	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 5 Type	Driver Seat Belt Retractor Pretensioner		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 5 Resistance	2.20	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 6 Type	Passenger Seat Belt Retractor Pretensioner		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 6 Resistance	2.30	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 7 Type	Driver Seat Belt Anchor Pretensioner		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 7 Resistance	2.40	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 8 Type	Passenger Seat Belt Anchor Pretensioner		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 8 Resistance	2.50	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Type	Driver Seat Side Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Resistance	2.40	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Type	Passenger Seat Side Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Resistance	2.50	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Type	Left Roof Rail Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Resistance	2.50	Ohm	Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Type	Right Roof Rail Air Bag		Inflatable Restraint Sensing and Diagnostic Module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Data Display
Create Report
Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Deployment Loop 1-14 Resistance Data
Parameter Name
Value
Unit
Control Module
Deployment Loop 3 Resistance 3.10 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 4 Type Passenger Instrument Panel Air Bag Stage 2 Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 4 Resistance 2.60 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 5 Type Driver Seat Belt Retractor Pretensioner Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 5 Resistance 2.20 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 6 Type Passenger Seat Belt Retractor Pretensioner Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 6 Resistance 2.30 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 7 Type Driver Seat Belt Anchor Pretensioner Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 7 Resistance 2.40 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 8 Type Passenger Seat Belt Anchor Pretensioner Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 8 Resistance 2.50 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Type Driver Seat Side Air Bag Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Resistance 2.40 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Type Passenger Seat Side Air Bag Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Resistance 2.50 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Type Left Roof Rail Air Bag Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Resistance 2.50 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Type Right Roof Rail Air Bag Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Resistance 2.60 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 13 Type Not Equipped Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 13 Resistance 0.00 Ohm Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 14 Type Not Equipped Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 14 Resistance 0.00 Ohm Inflatable Restraint Sensing and Diagnostic Module
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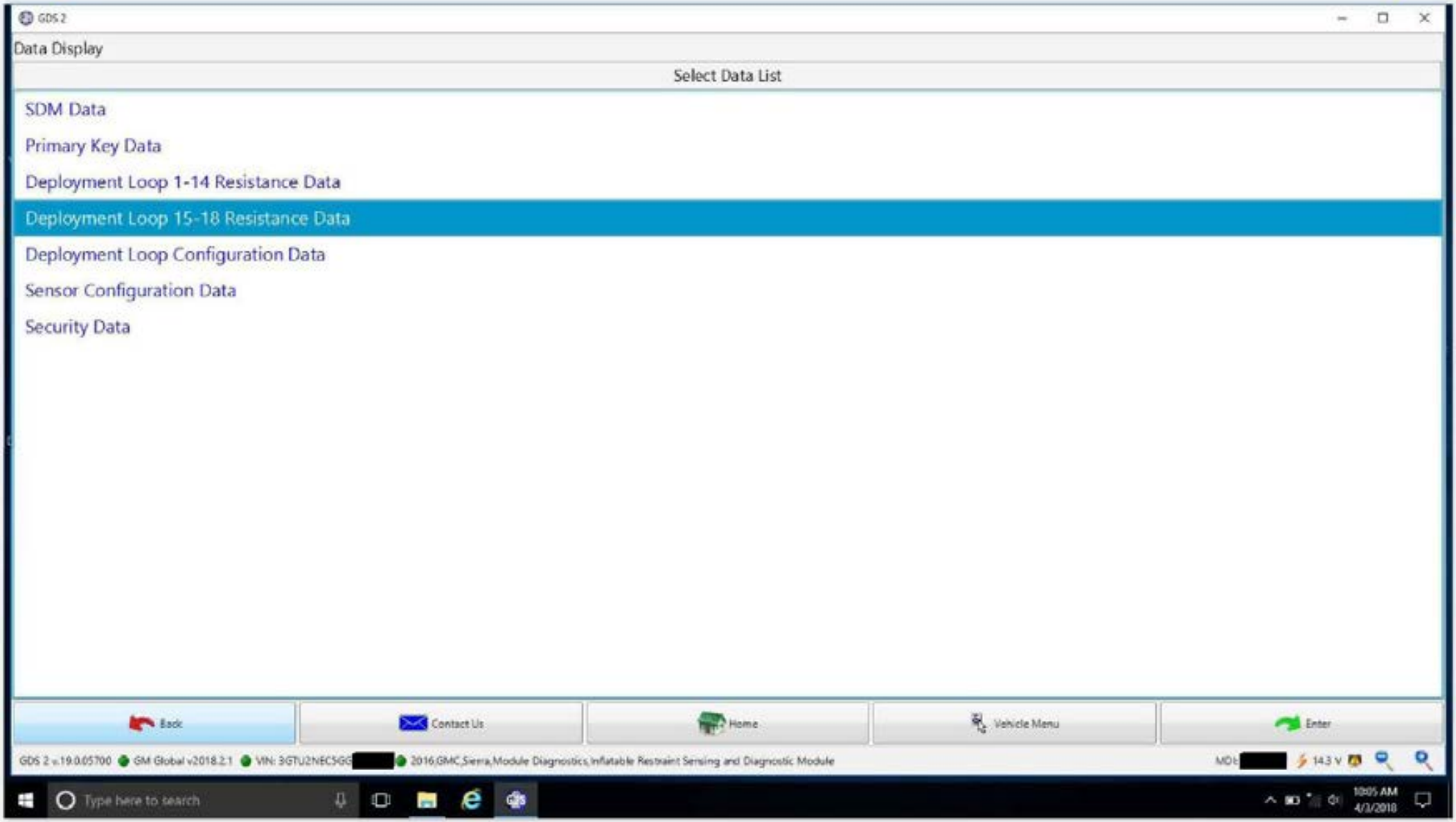
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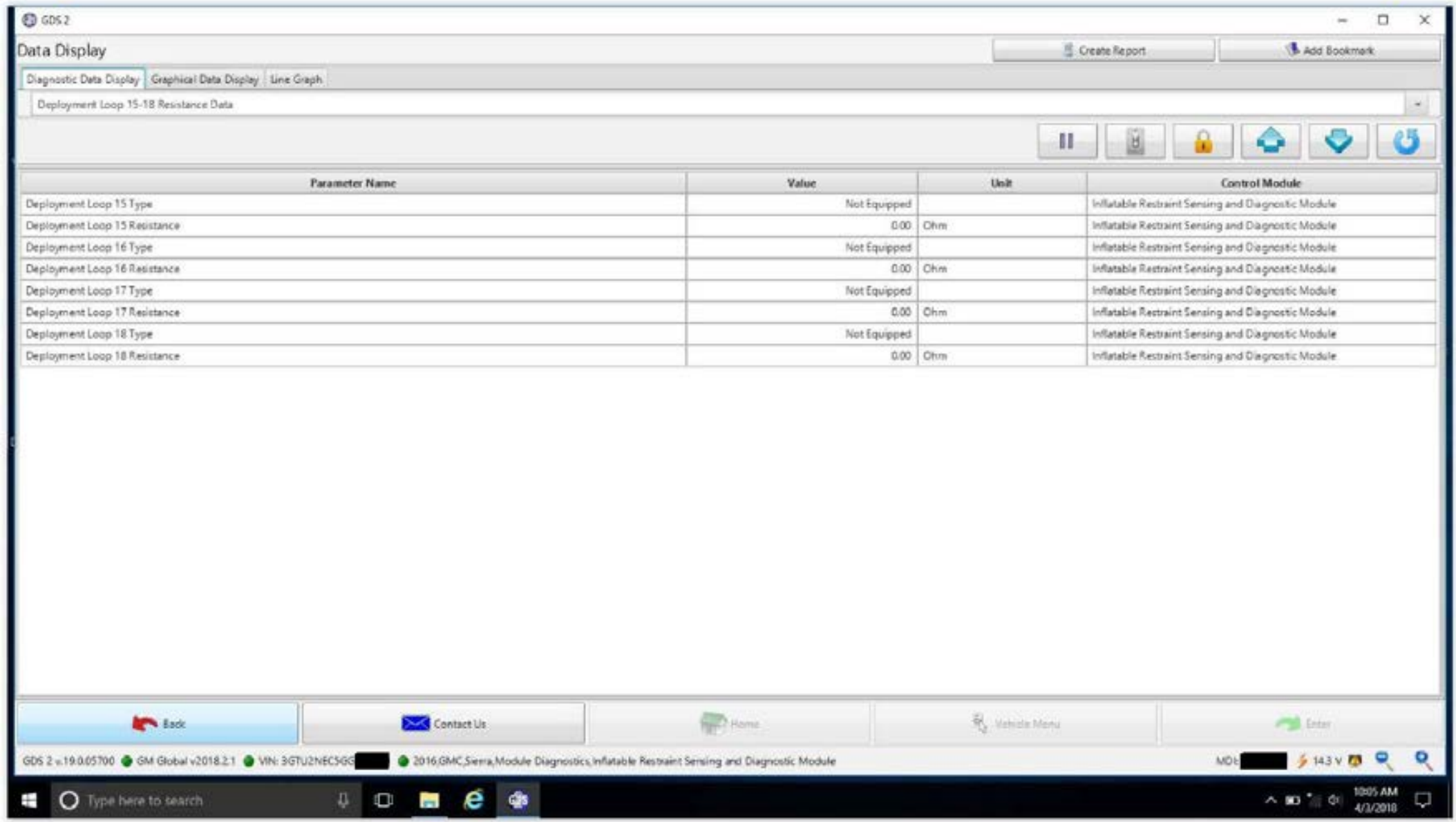
GDS 2
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Line Graph
Deployment Loop 15-18 Resistance Data
Parameter Name
Value
Unit
Control Module
Deployment Loop 15 Type
Not Equipped
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 15 Resistance
0.00
Ohm
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 16 Type
Not Equipped
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 16 Resistance
0.00
Ohm
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 17 Type
Not Equipped
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 17 Resistance
0.00
Ohm
Inflatable Restraint Sensing and Diagnostic Module
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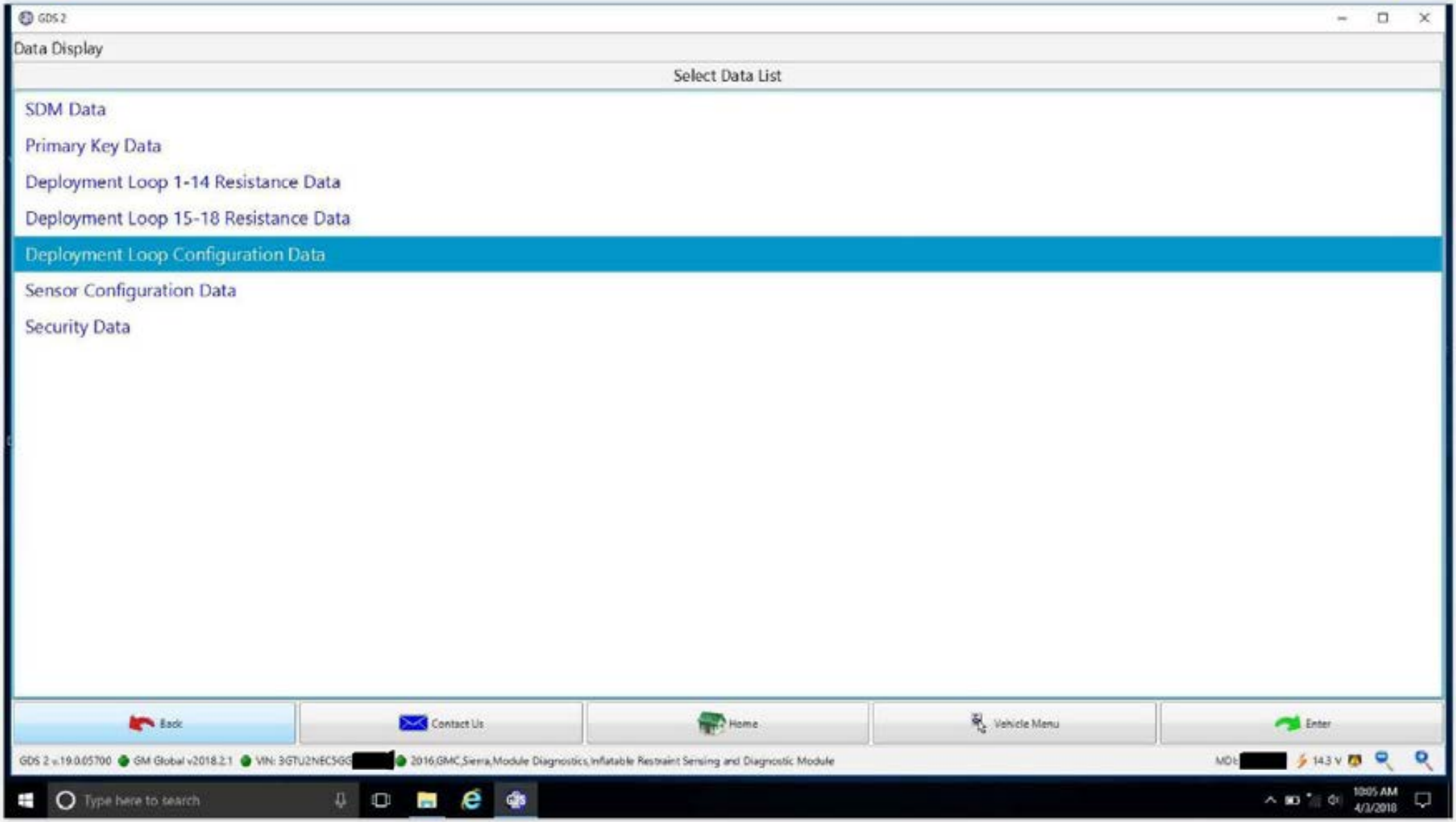
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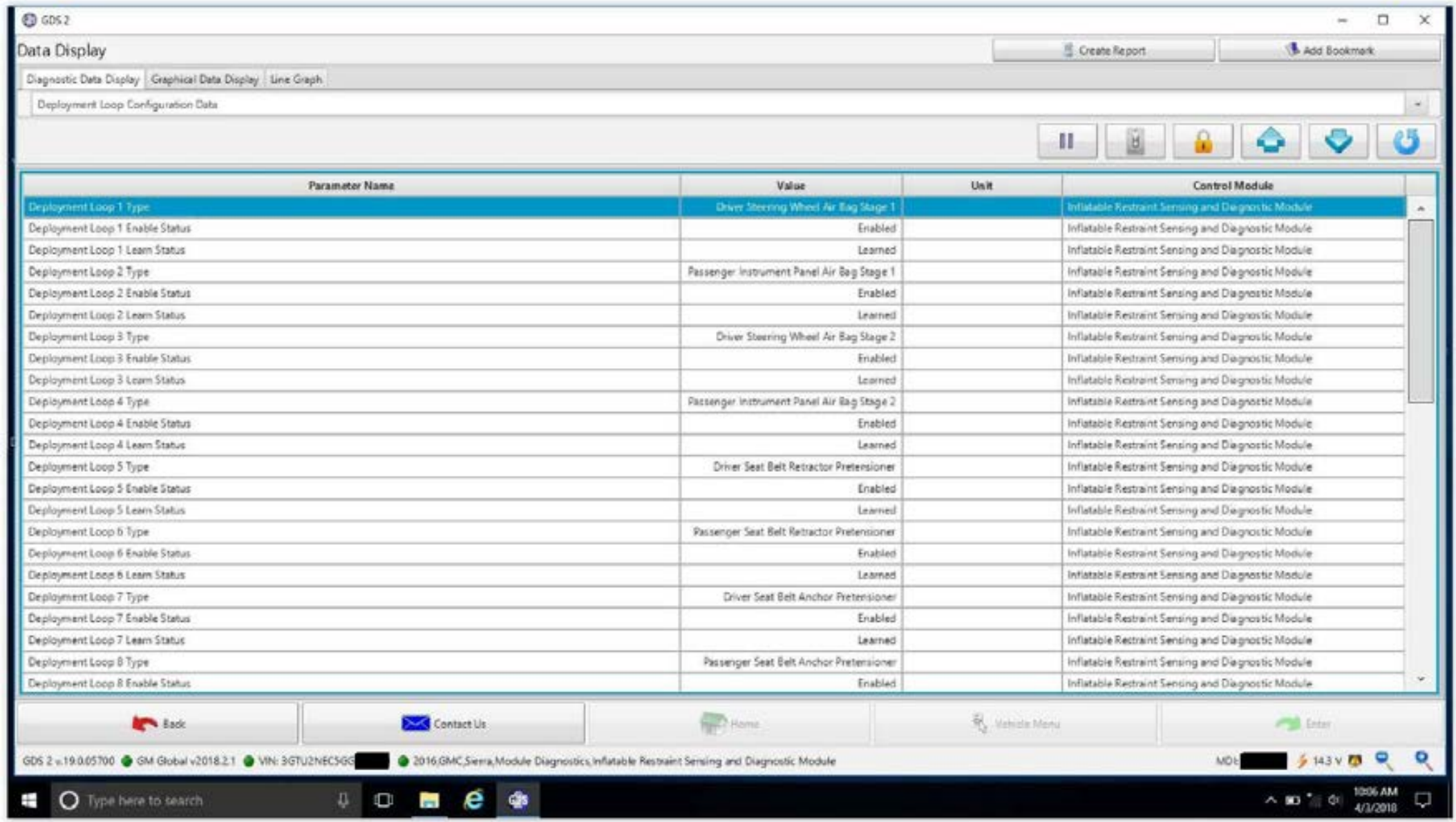
GDS 2
Data Display
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Add Bookmark
Diagnostic Data Display
Graphical Data Display
Line Graph
Deployment Loop Configuration Data
Parameter Name
Value
Unit
Control Module
Deployment Loop 1 Type
Driver Steering Wheel Air Bag Stage 1
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 1 Enable Status
Enabled
Deployment Loop 1 Learn Status
Learned
Deployment Loop 2 Type
Passenger Instrument Panel Air Bag Stage 1
Deployment Loop 2 Enable Status
Deployment Loop 2 Learn Status
Deployment Loop 3 Type
Driver Steering Wheel Air Bag Stage 2
Deployment Loop 3 Enable Status
Deployment Loop 3 Learn Status
Deployment Loop 4 Type
Passenger Instrument Panel Air Bag Stage 2
Deployment Loop 4 Enable Status
Deployment Loop 4 Learn Status
Deployment Loop 5 Type
Driver Seat Belt Retractor Pretensioner
Deployment Loop 5 Enable Status
Deployment Loop 5 Learn Status
Deployment Loop 6 Type
Passenger Seat Belt Retractor Pretensioner
Deployment Loop 6 Enable Status
Deployment Loop 6 Learn Status
Deployment Loop 7 Type
Driver Seat Belt Anchor Pretensioner
Deployment Loop 7 Enable Status
Deployment Loop 7 Learn Status
Deployment Loop 8 Type
Passenger Seat Belt Anchor Pretensioner
Deployment Loop 8 Enable Status
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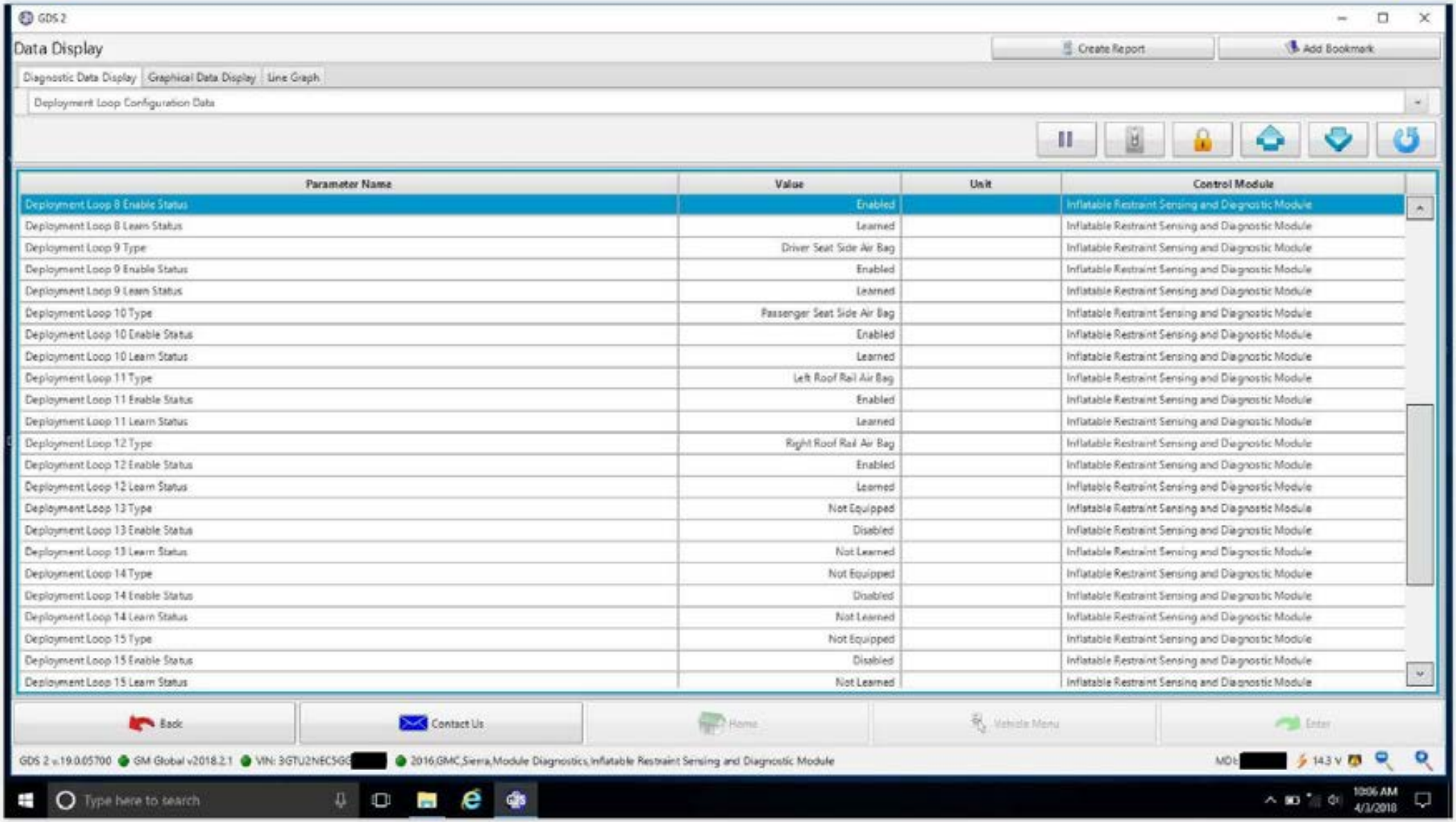

Parameter Name	Value	Unit	Control Module
Deployment Loop 8 Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 8 Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Type	Driver Seat Side Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 9 Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Type	Passenger Seat Side Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 10 Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Type	Left Roof Rail Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Type	Right Roof Rail Air Bag		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 12 Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 13 Type	Not Equipped		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 13 Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 13 Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 14 Type	Not Equipped		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 14 Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 14 Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 15 Type	Not Equipped		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 15 Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 15 Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module

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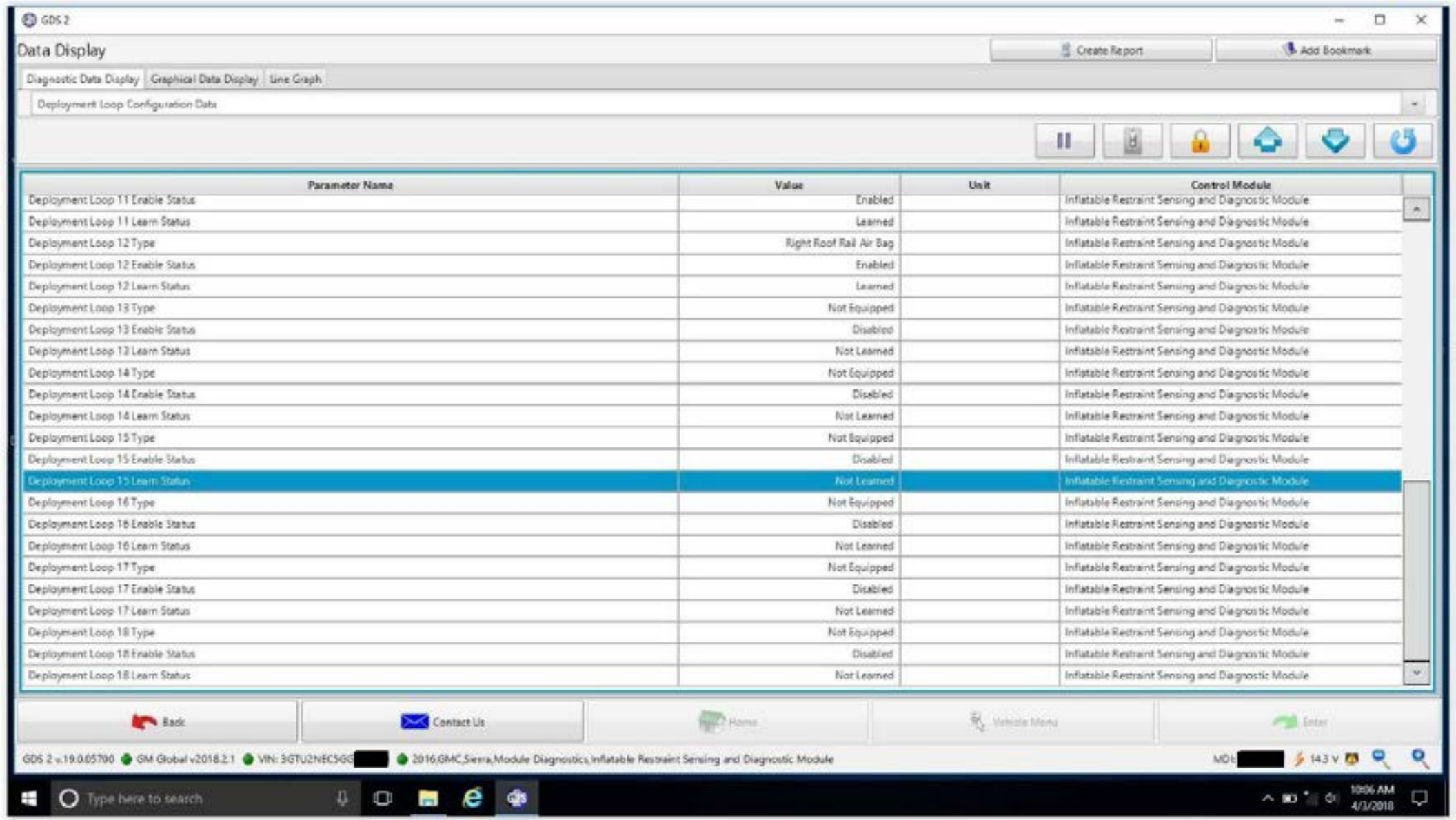
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Parameter Name
Value
Unit
Control Module
Deployment Loop 11 Enable Status
Enabled
Inflatable Restraint Sensing and Diagnostic Module
Deployment Loop 11 Learn Status
Learned
Deployment Loop 12 Type
Right Roof Rail Air Bag
Deployment Loop 12 Enable Status
Deployment Loop 12 Learn Status
Deployment Loop 13 Type
Not Equipped
Deployment Loop 13 Enable Status
Disabled
Deployment Loop 13 Learn Status
Not Learned
Deployment Loop 14 Type
Deployment Loop 14 Enable Status
Deployment Loop 14 Learn Status
Deployment Loop 15 Type
Deployment Loop 15 Enable Status
Deployment Loop 15 Learn Status
Deployment Loop 16 Type
Deployment Loop 16 Enable Status
Deployment Loop 16 Learn Status
Deployment Loop 17 Type
Deployment Loop 17 Enable Status
Deployment Loop 17 Learn Status
Deployment Loop 18 Type
Deployment Loop 18 Enable Status
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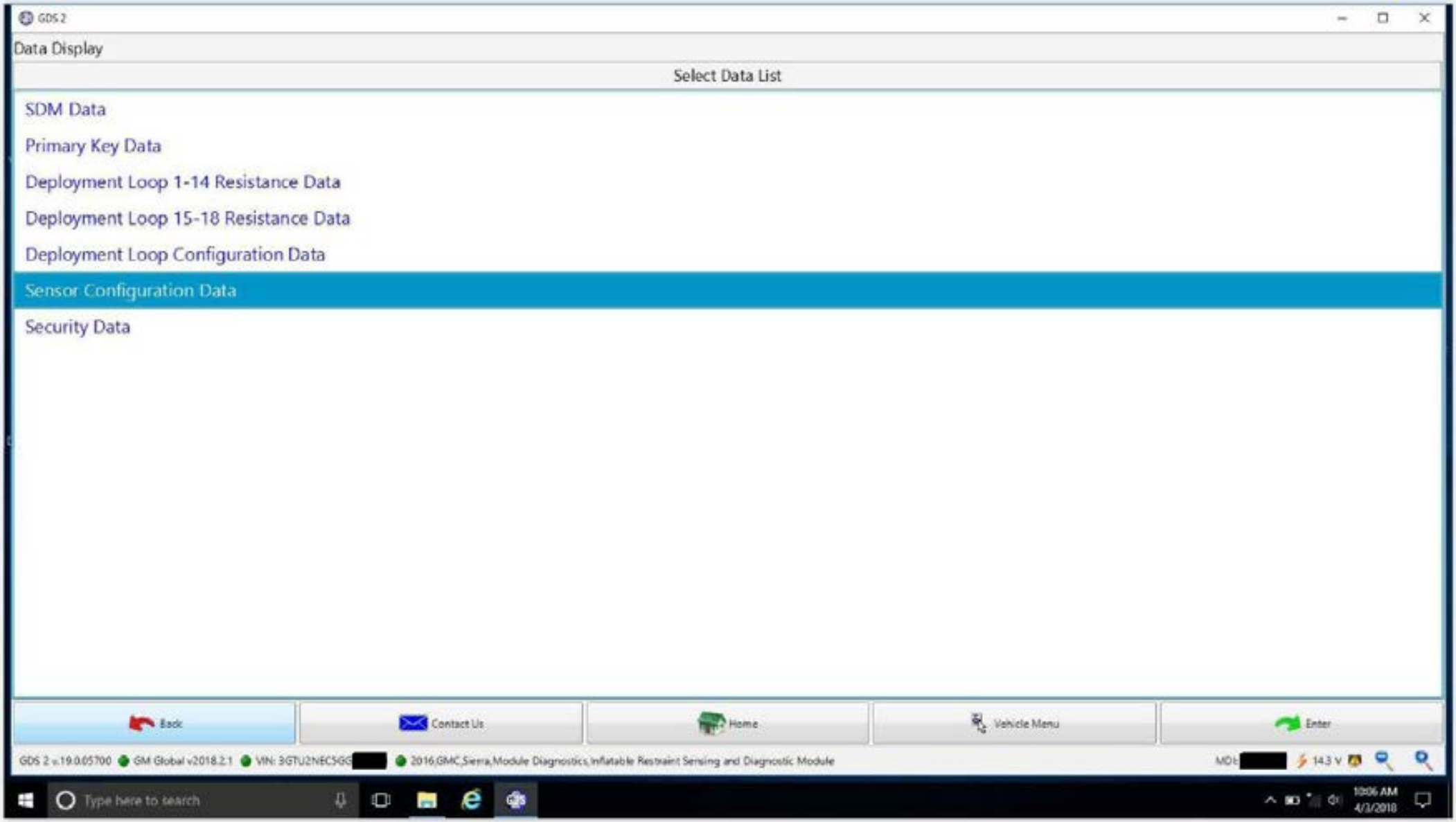
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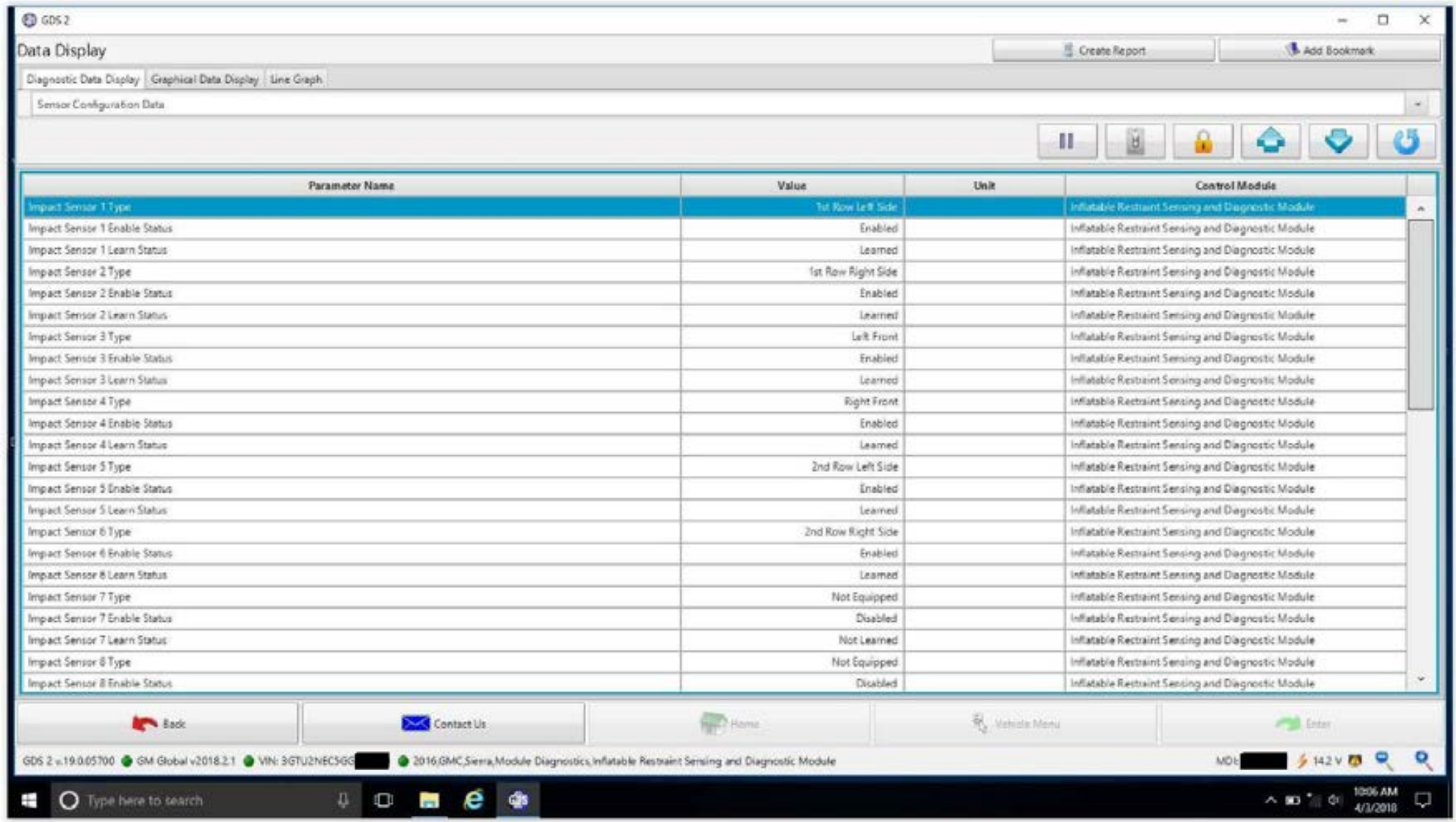
GDS 2
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Graphical Data Display
Line Graph
Sensor Configuration Data
Parameter Name
Value
Unit
Control Module
Impact Sensor 1 Type
1st Row Left Side
Inflatable Restraint Sensing and Diagnostic Module
Impact Sensor 1 Enable Status
Enabled
Impact Sensor 1 Learn Status
Learned
Impact Sensor 2 Type
1st Row Right Side
Impact Sensor 2 Enable Status
Enabled
Impact Sensor 2 Learn Status
Learned
Impact Sensor 3 Type
Left Front
Impact Sensor 3 Enable Status
Enabled
Impact Sensor 3 Learn Status
Learned
Impact Sensor 4 Type
Right Front
Impact Sensor 4 Enable Status
Enabled
Impact Sensor 4 Learn Status
Learned
Impact Sensor 5 Type
2nd Row Left Side
Impact Sensor 5 Enable Status
Enabled
Impact Sensor 5 Learn Status
Learned
Impact Sensor 6 Type
2nd Row Right Side
Impact Sensor 6 Enable Status
Enabled
Impact Sensor 8 Learn Status
Learned
Impact Sensor 7 Type
Not Equipped
Impact Sensor 7 Enable Status
Disabled
Impact Sensor 7 Learn Status
Not Learned
Impact Sensor 8 Type
Not Equipped
Impact Sensor 8 Enable Status
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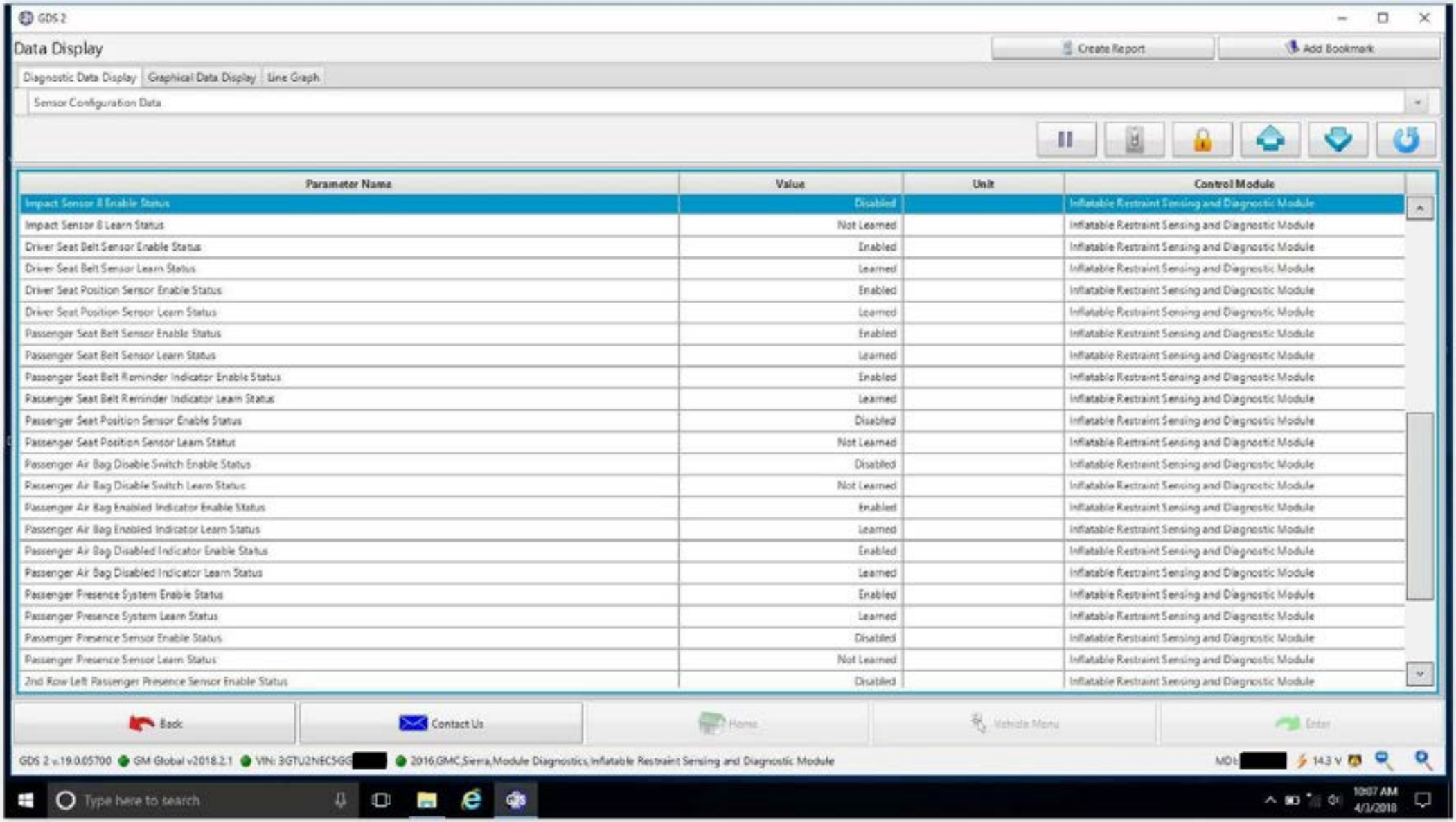

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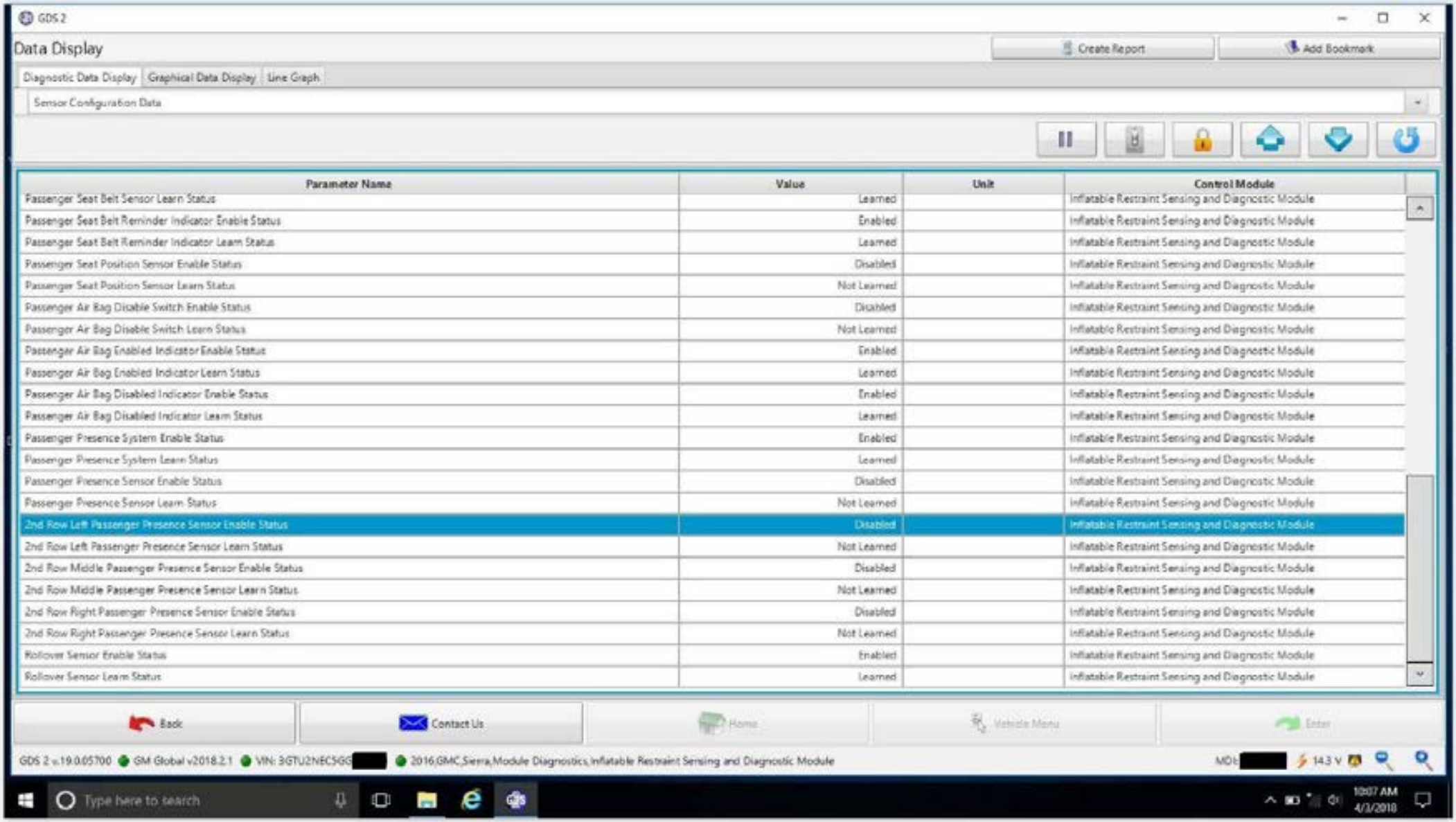
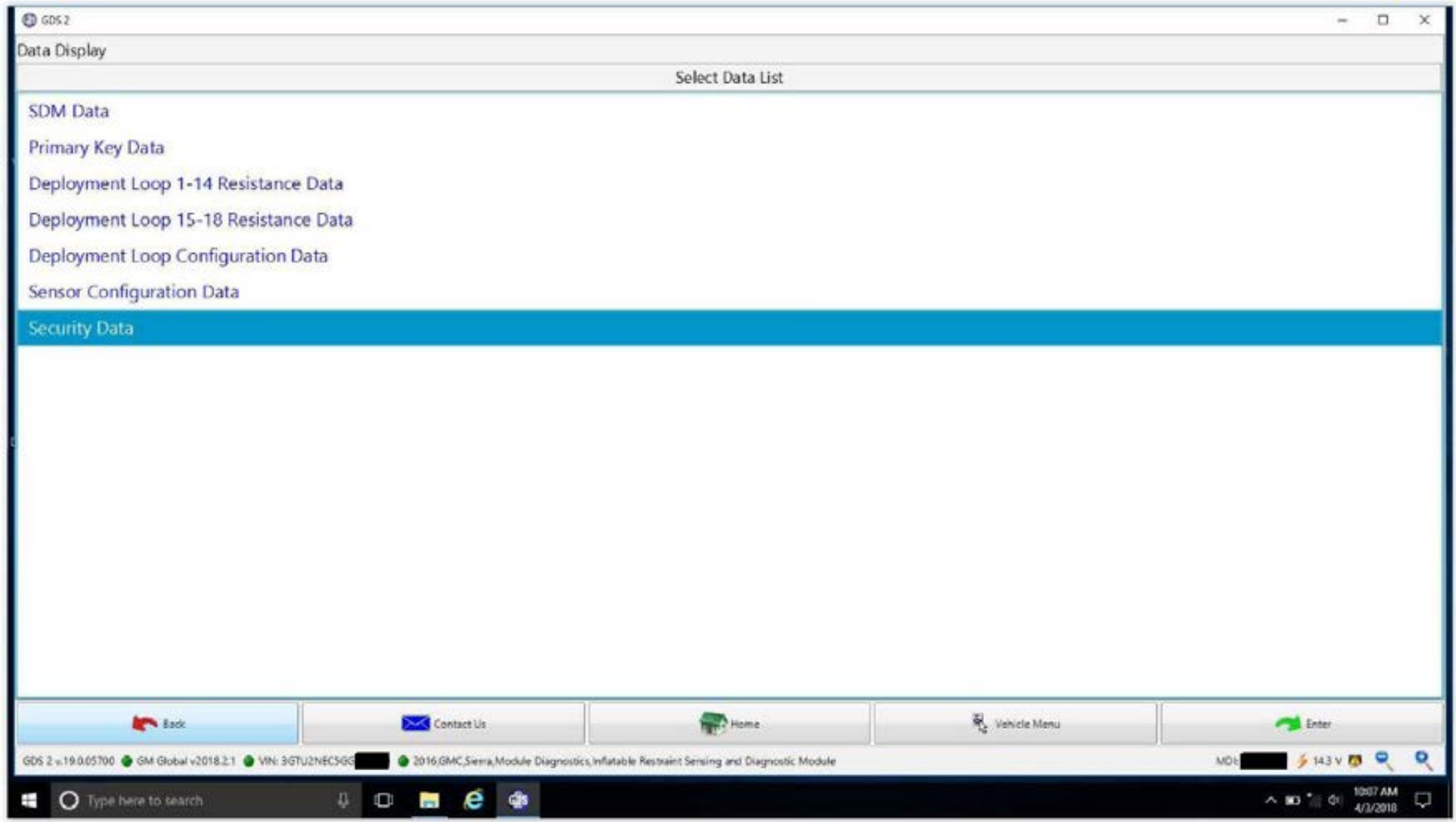


Parameter Name	Value	Unit	Control Module
Passenger Seat Belt Sensor Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Belt Reminder Indicator Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Belt Reminder Indicator Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Position Sensor Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Seat Position Sensor Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disable Switch Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disable Switch Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Enabled Indicator Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Enabled Indicator Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disabled Indicator Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Air Bag Disabled Indicator Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence System Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence System Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Sensor Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Sensor Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Left Passenger Presence Sensor Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Left Passenger Presence Sensor Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Middle Passenger Presence Sensor Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Middle Passenger Presence Sensor Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Right Passenger Presence Sensor Enable Status	Disabled		Inflatable Restraint Sensing and Diagnostic Module
2nd Row Right Passenger Presence Sensor Learn Status	Not Learned		Inflatable Restraint Sensing and Diagnostic Module
Rollover Sensor Enable Status	Enabled		Inflatable Restraint Sensing and Diagnostic Module
Rollover Sensor Learn Status	Learned		Inflatable Restraint Sensing and Diagnostic Module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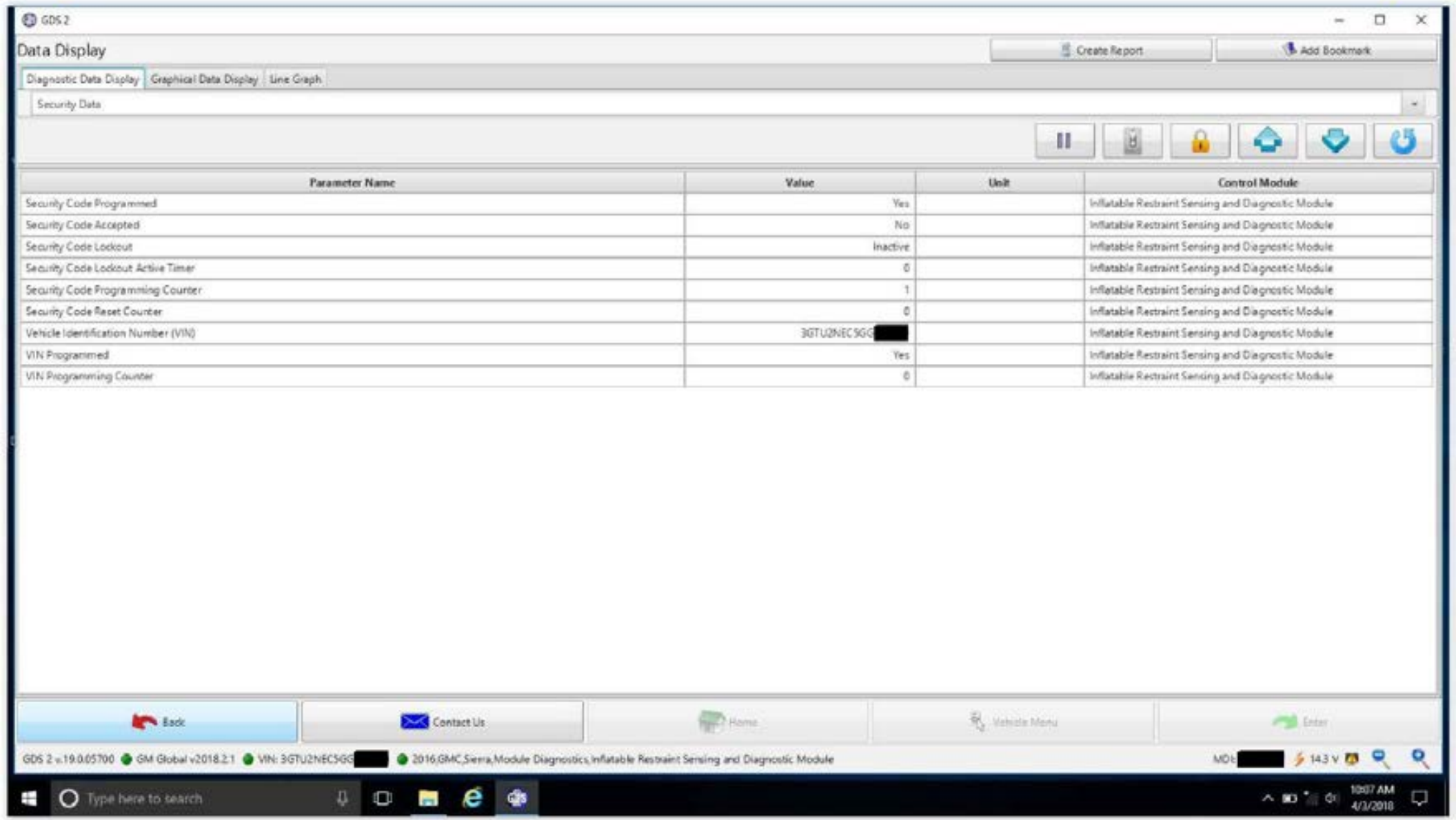
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Parameter Name
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Unit
Control Module
Security Code Programmed
Yes
Inflatable Restraint Sensing and Diagnostic Module
Security Code Accepted
No
Inflatable Restraint Sensing and Diagnostic Module
Security Code Lockout
Inactive
Inflatable Restraint Sensing and Diagnostic Module
Security Code Lockout Active Timer
0
Inflatable Restraint Sensing and Diagnostic Module
Security Code Programming Counter
1
Inflatable Restraint Sensing and Diagnostic Module
Security Code Reset Counter
0
Inflatable Restraint Sensing and Diagnostic Module
Vehicle Identification Number (VIN)
3GTU2NEC5GG
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VIN Programmed
Yes
Inflatable Restraint Sensing and Diagnostic Module
VIN Programming Counter
0
Inflatable Restraint Sensing and Diagnostic Module
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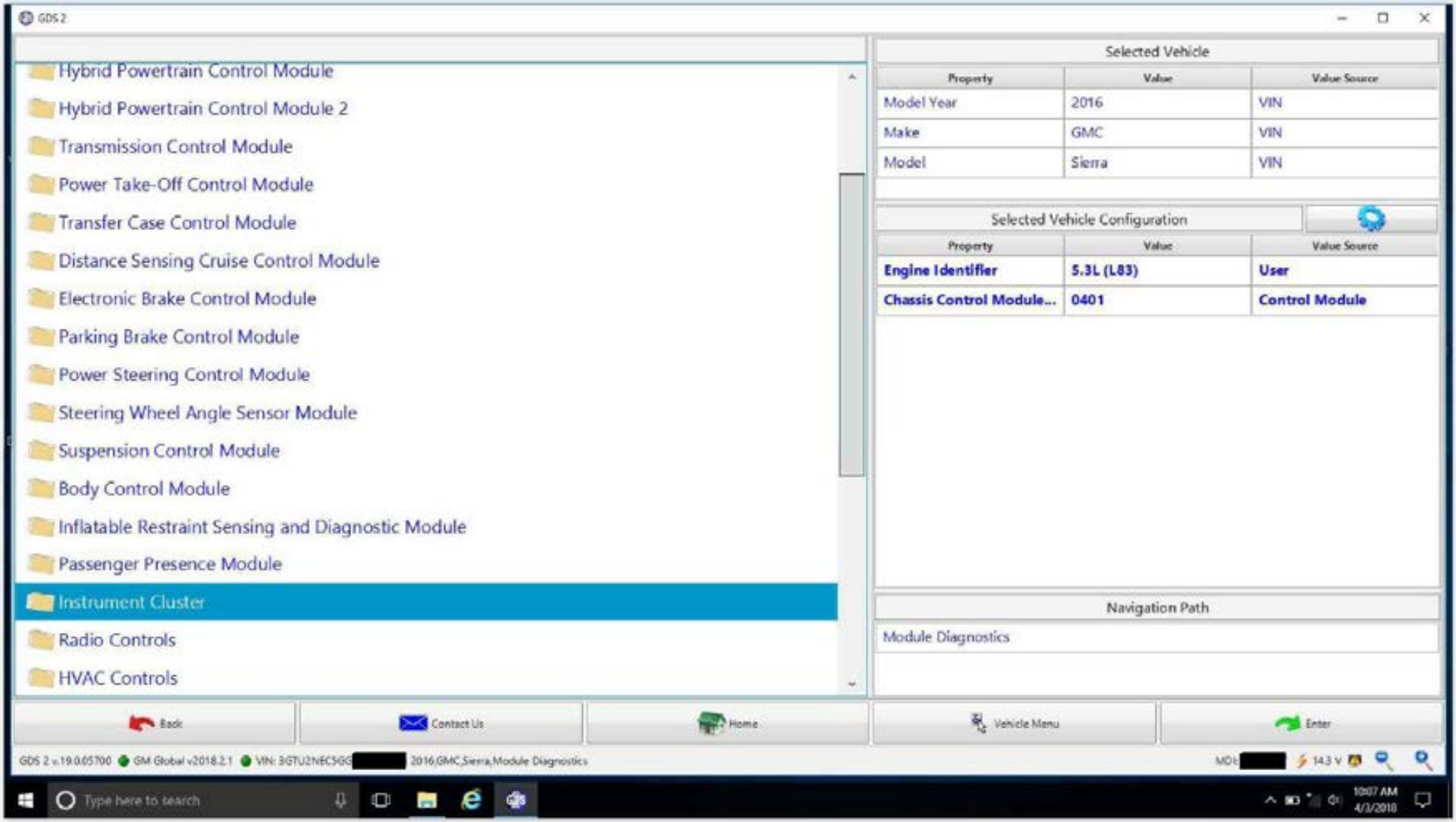
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Hybrid Powertrain Control Module 2
Transmission Control Module
Power Take-Off Control Module
Transfer Case Control Module
Distance Sensing Cruise Control Module
Electronic Brake Control Module
Parking Brake Control Module
Power Steering Control Module
Steering Wheel Angle Sensor Module
Suspension Control Module
Body Control Module
Inflatable Restraint Sensing and Diagnostic Module
Passenger Presence Module
Instrument Cluster
Radio Controls
HVAC Controls
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Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
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Value
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Engine Identifier
5.3L (L83)
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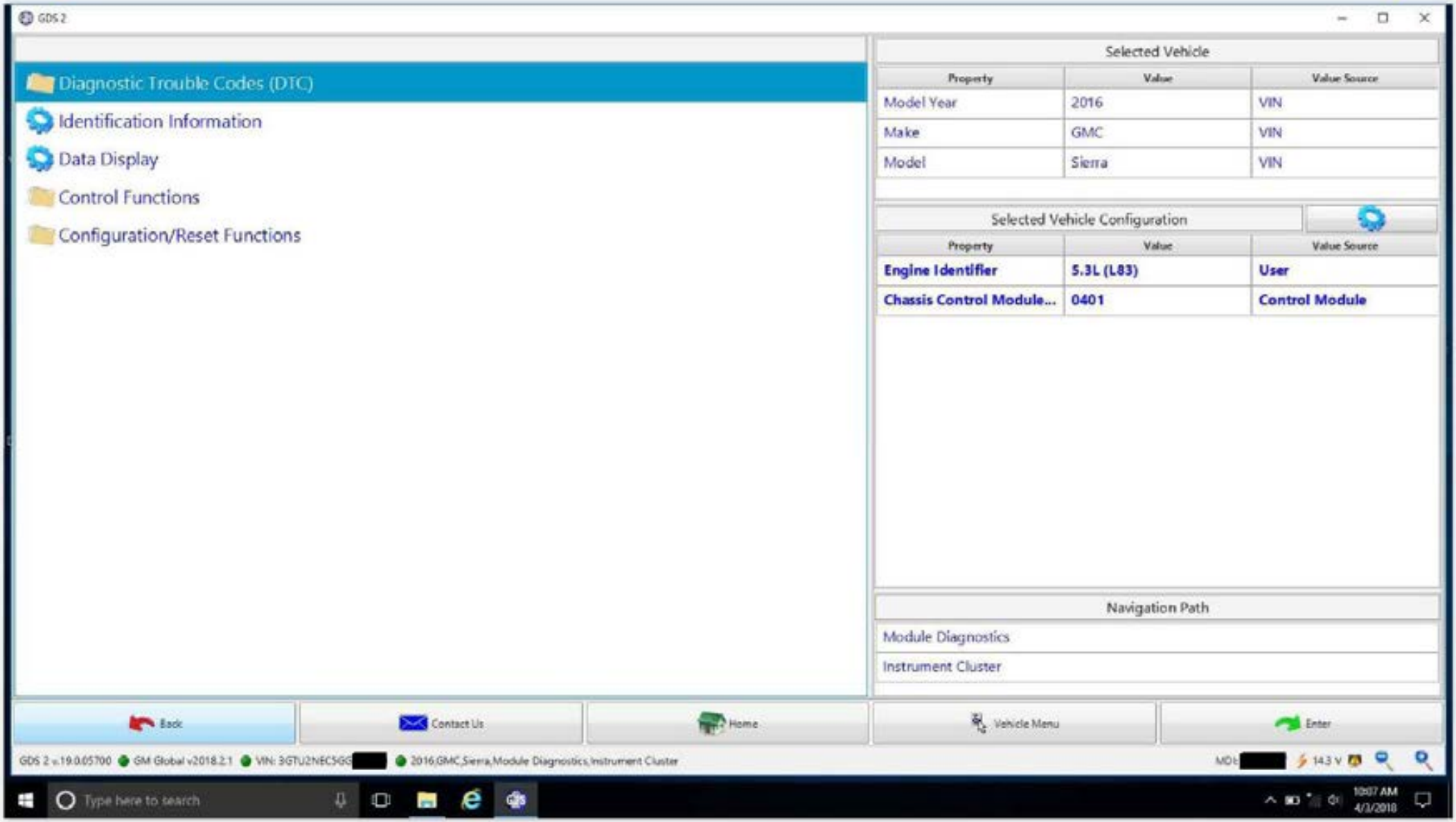

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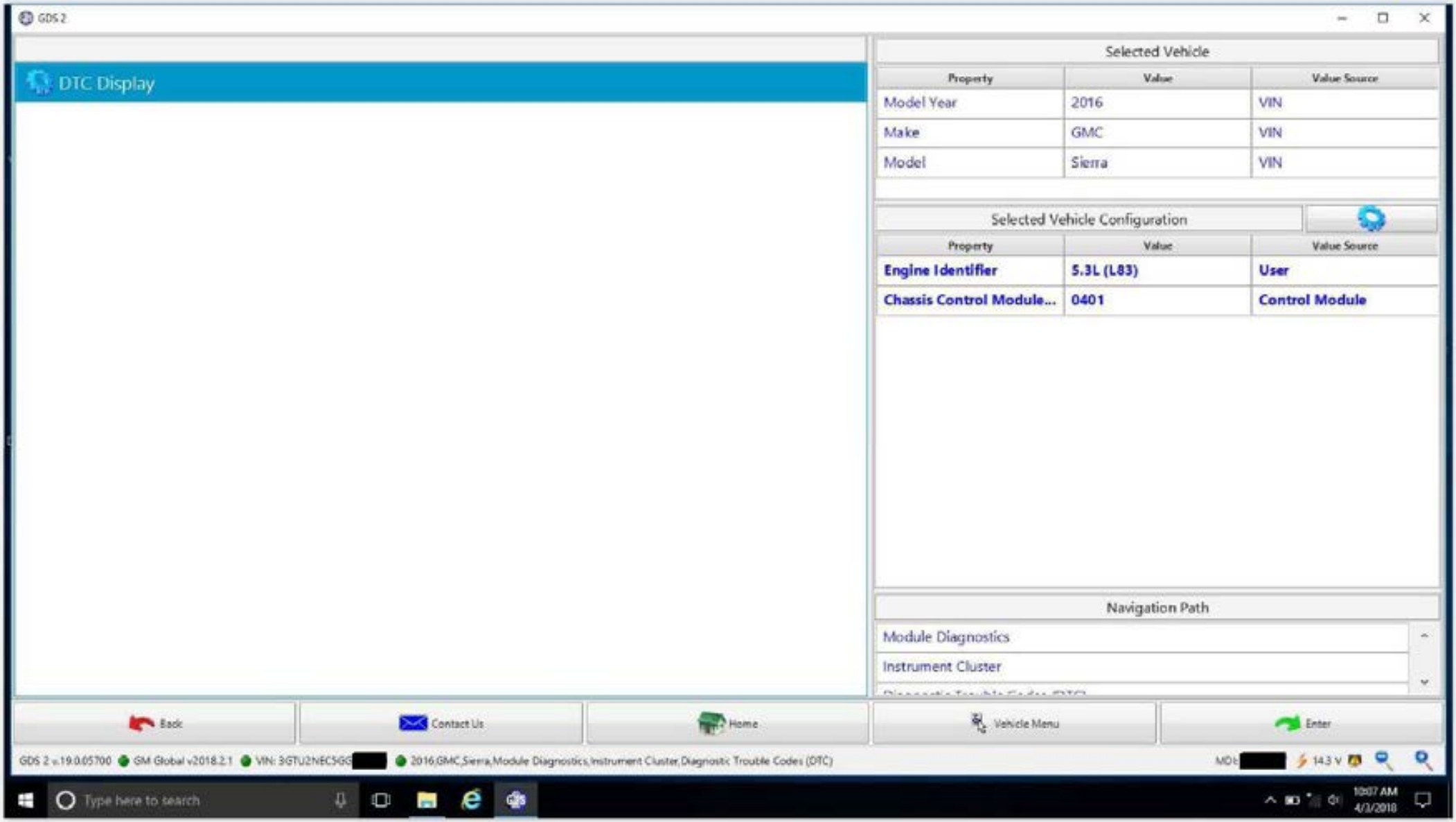

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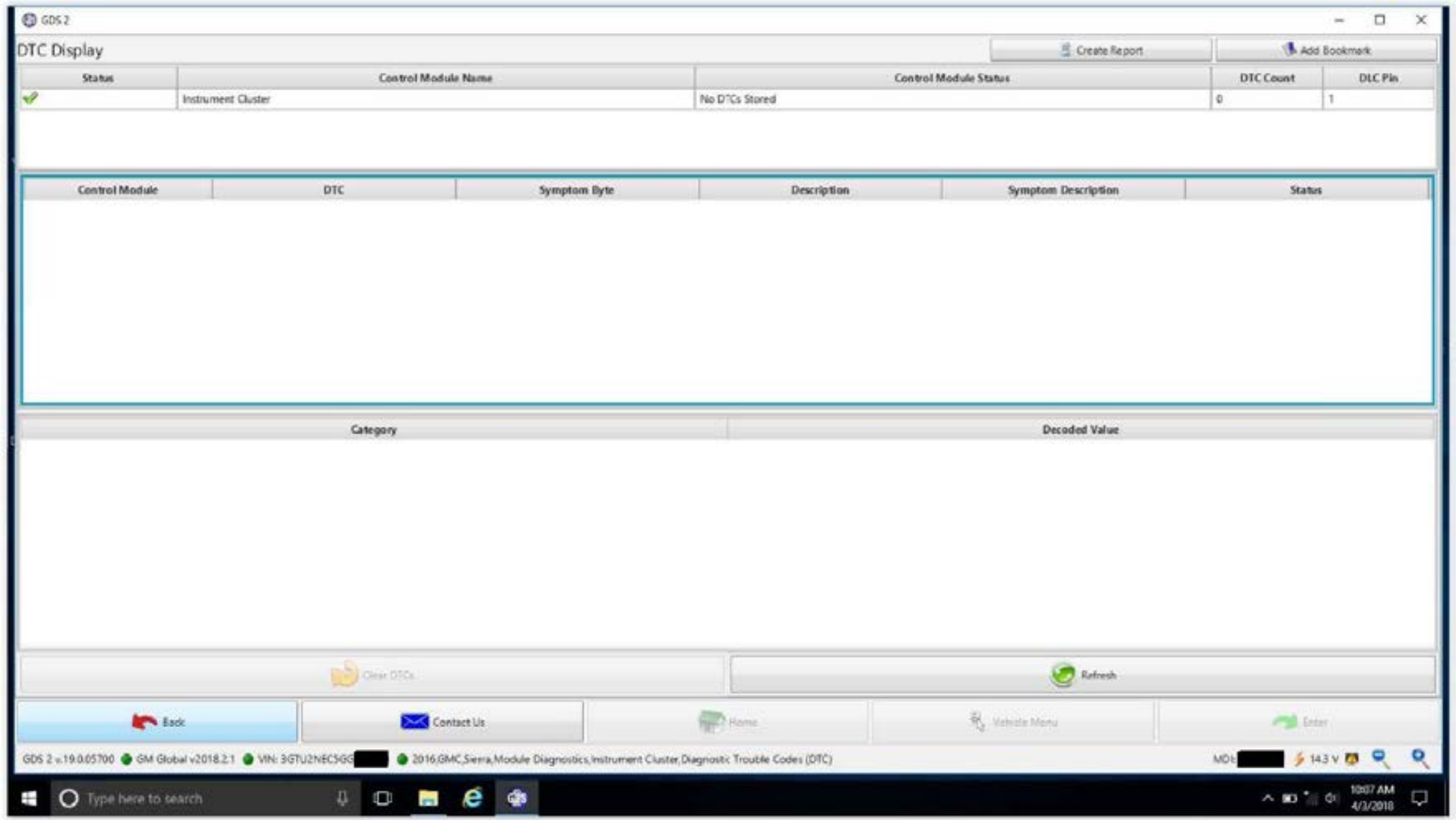
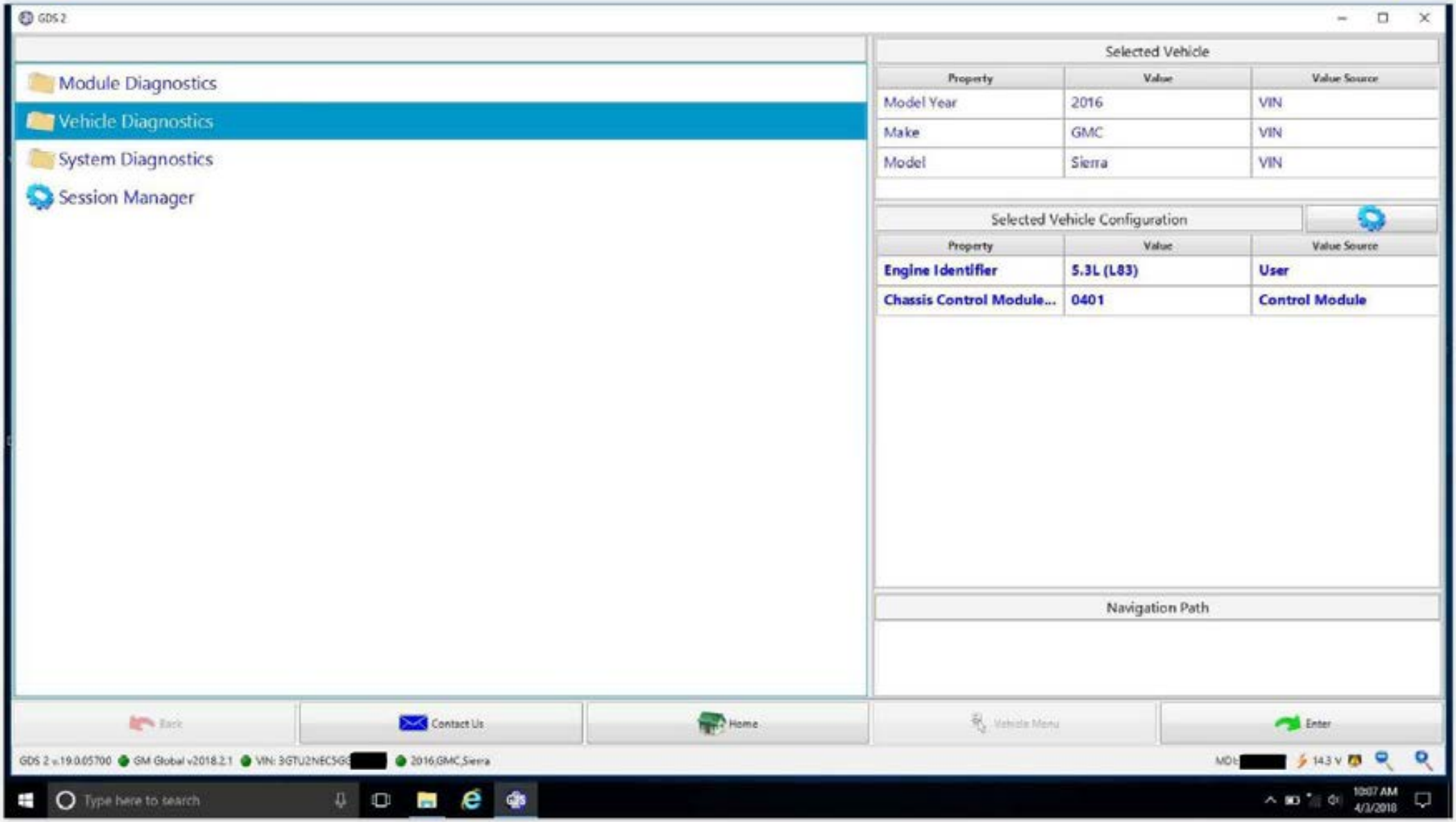
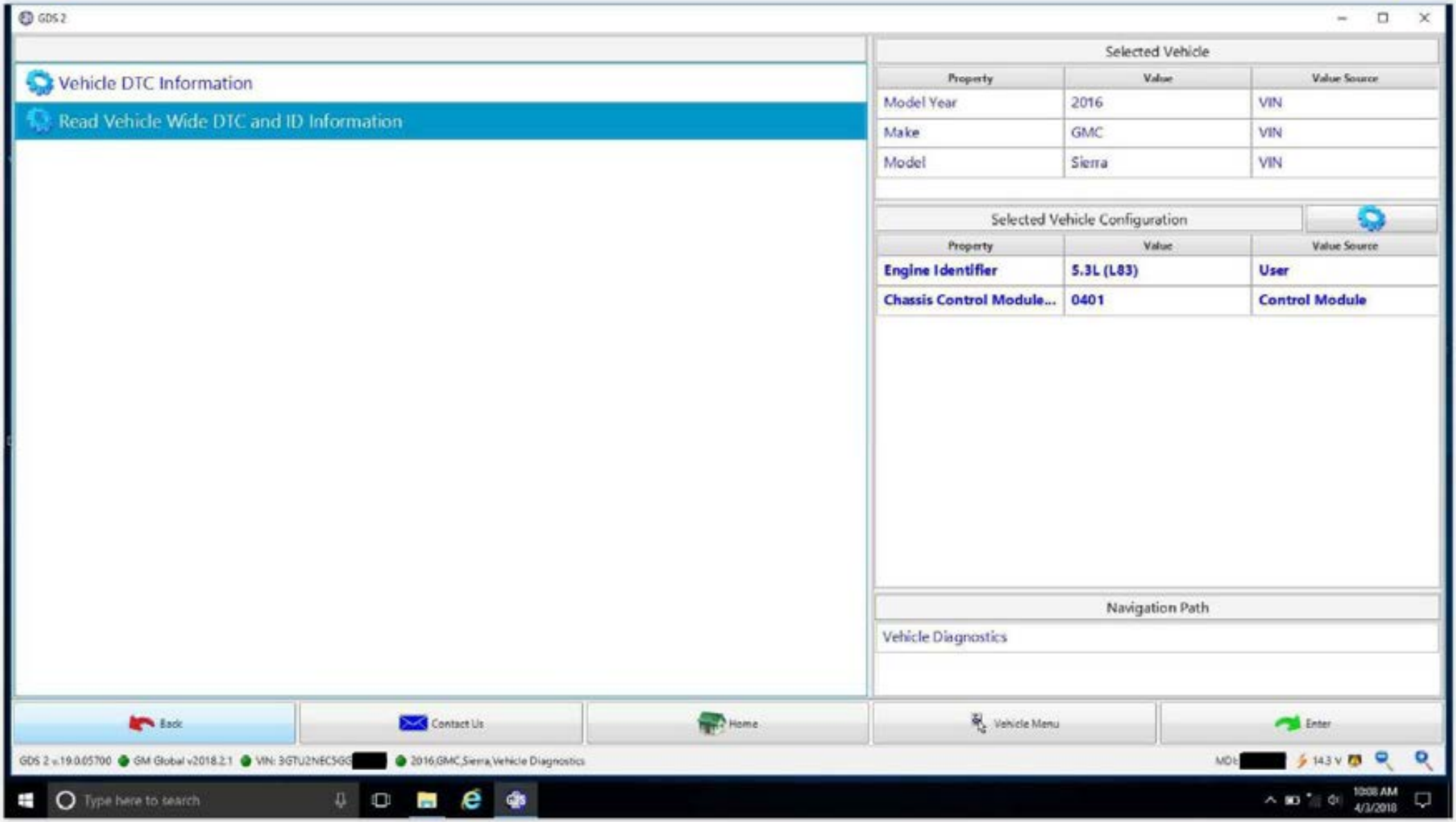
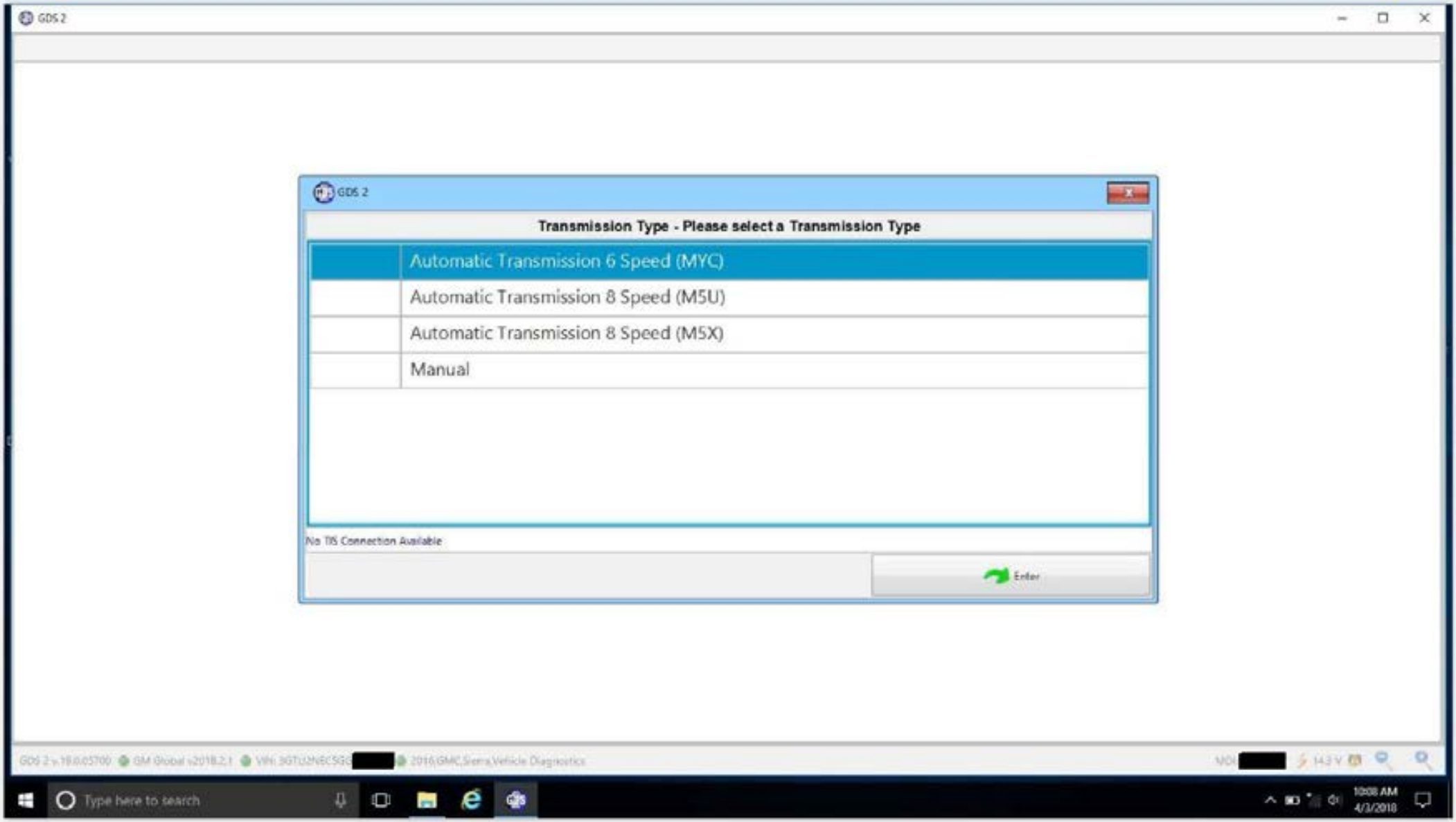

GDS 2
DTC Display
Create Report
Add Bookmark
Status
Control Module Name
Control Module Status
DTC Count
DLC Pin
Instrument Cluster
No DTCs Stored
0
1
Control Module
DTC
Symptom Byte
Description
Symptom Description
Status
Category
Decoded Value
Clear DTCs
Refresh
Back
Contact Us
Home
Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Module Diagnostics,Instrument Cluster,Diagnostic Trouble Codes (DTC)
MDI
14.3 V
Type here to search
10:07 AM
4/3/2018


GDS 2
Module Diagnostics
Vehicle Diagnostics
System Diagnostics
Session Manager
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
User
Chassis Control Module...
0401
Control Module
Navigation Path
Back
Contact Us
Home
Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G[redacted]
2016 GMC Sierra
MDI [redacted]
14.3 V
Type here to search
10:07 AM
4/3/2018


GDS 2
Vehicle DTC Information
Read Vehicle Wide DTC and ID Information
Selected Vehicle
Property
Value
Value Source
Model Year
2016
VIN
Make
GMC
VIN
Model
Sierra
VIN
Selected Vehicle Configuration
Property
Value
Value Source
Engine Identifier
5.3L (L83)
User
Chassis Control Module...
0401
Control Module
Navigation Path
Vehicle Diagnostics
Back
Contact Us
Home
Vehicle Menu
Enter
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016,GMC,Sierra,Vehicle Diagnostics
MDI:
14.3 V
Type here to search
10:08 AM
4/3/2018


GDS 2
GDS 2
Transmission Type - Please select a Transmission Type
Automatic Transmission 6 Speed (MYC)
Automatic Transmission 8 Speed (M5U)
Automatic Transmission 8 Speed (M5X)
Manual
No TIS Connection Available
Enter
Type here to search
10:08 AM
4/3/2018

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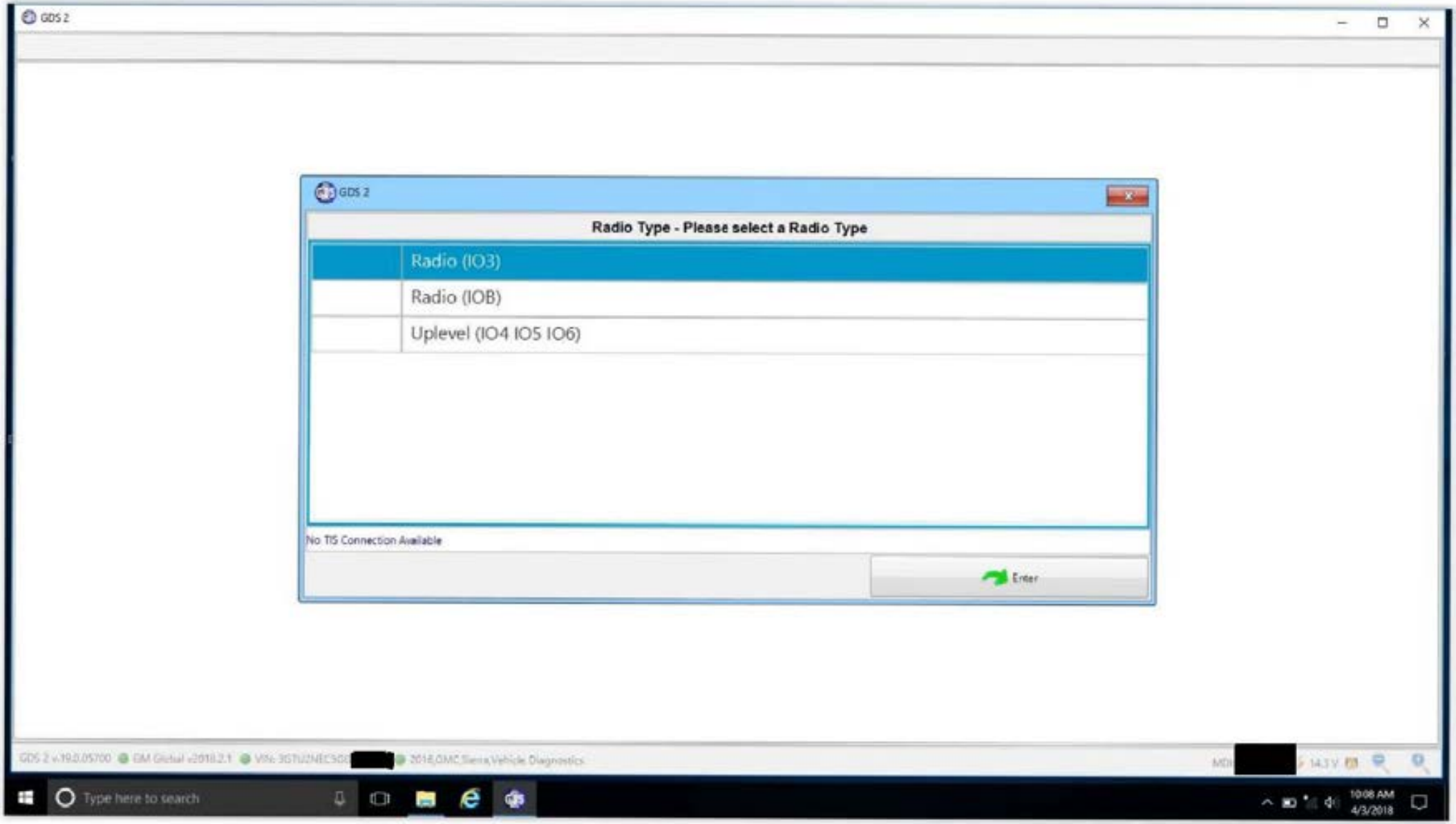

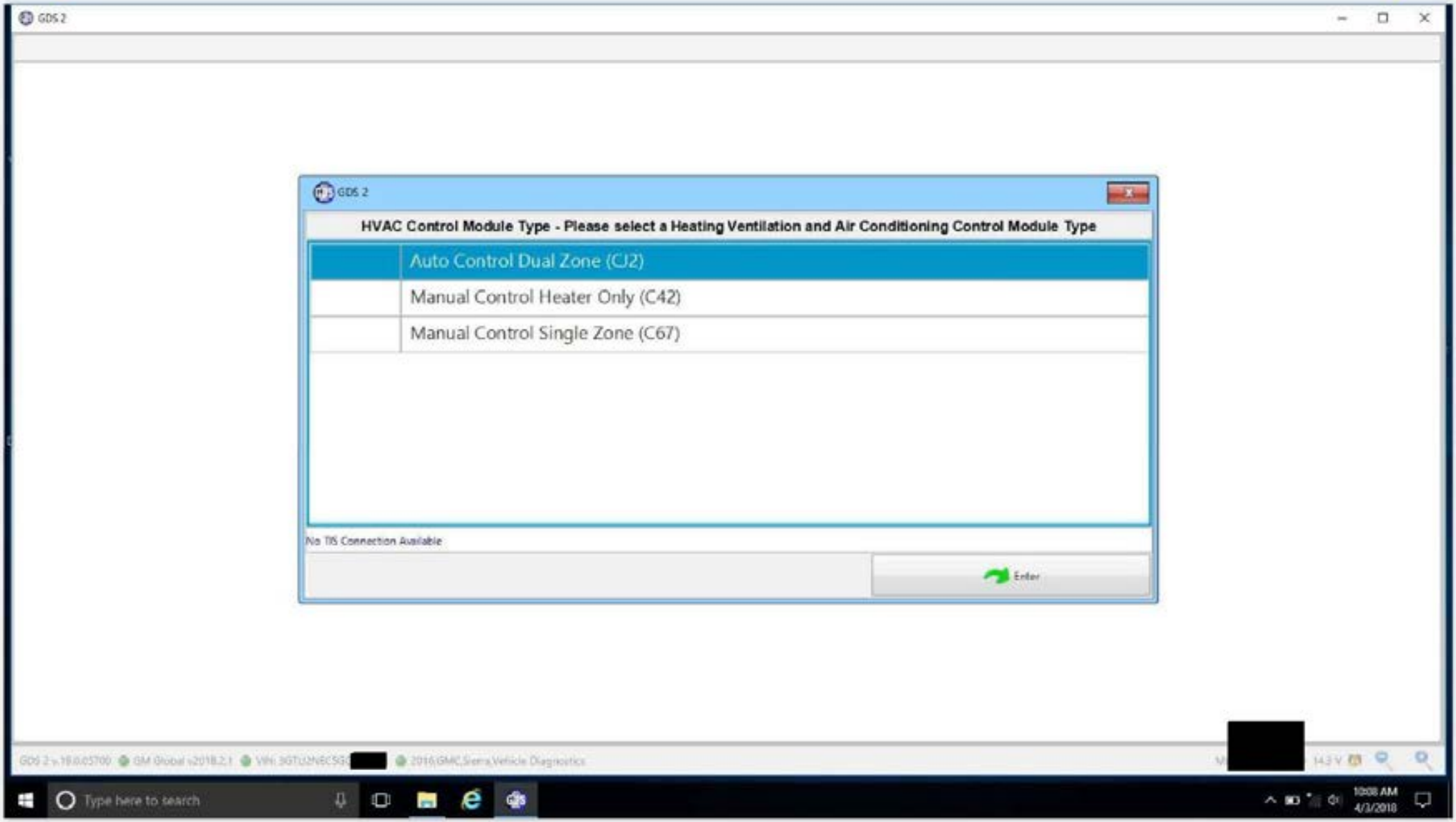
GDS 2
GDS 2
HVAC Control Module Type - Please select a Heating Ventilation and Air Conditioning Control Module Type
Auto Control Dual Zone (CJ2)
Manual Control Heater Only (C42)
Manual Control Single Zone (C67)
No TIS Connection Available
Enter
Type here to search

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Report Creation Date	2018-04-03 09:58:06 CST

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016
Chassis Control Module Version	0401
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2018-04-03 09:54:36
Test Start Time	2018-04-03 09:57:56 CST

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

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Chassis Control Module	U0073	00	Control Module Communication High Speed CAN Bus Off	- - -	Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed and Failed
						History

DTC History Status	
MIL Status	Not Requested

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Report Creation Date	2018-04-03 09:59:10 CST

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016
Chassis Control Module Version	0401
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2018-04-03 09:54:36
Test Start Time	2018-04-03 09:59:02 CST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Electronic Brake Control Module	DTCs Stored	6	6,14

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Electronic Brake Control Module	U0073	00	Control Module Communication Bus A Off	- - -	History	
					This Ignition Cycle	Not Run
					DTC Current Status	Not Current
					DTC History Status	History

					MIL Status	Not Requested
					History	
					This Ignition Cycle	Not Run
Electronic Brake Control Module	U0077	00	Control Module Communication Chassis Expansion CAN Bus Off	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					History	
					This Ignition Cycle	Not Run
Electronic Brake Control Module	U0100	00	Lost Communication with Engine Control Module	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					History	
					This Ignition Cycle	Passed
Electronic Brake Control Module	C0242	00	Powertrain Control Module Indicated Traction Control	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
Electronic Brake Control Module	U0126	00	Lost Communication with Steering Wheel Angle Sensor Module	- - -	History	
					This Ignition Cycle	Passed
					DTC Current Status	Not Current

					DTC History Status	History
					MIL Status	Not Requested
					History	
					This Ignition Cycle	Passed
Electronic Brake Control Module	U0140	00	Lost Communication with Body Control Module	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested

Global Diagnostic System 2

Freeze Frame/Failure Records

Overview

Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Report Creation Date	2018-04-03 09:59:49 CST

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016
Chassis Control Module Version	0401
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2018-04-03 09:54:36
Test Start Time	2018-04-03 09:59:43 CST

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Freeze Frame	U0073	00	Control Module Communication Bus A Off	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	3	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status		Inactive	

	Electronic Brake Control Module		
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	11	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 1	U0077	00	Control Module Communication Chassis Expansion CAN Bus Off	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	3	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System		Inactive	

	Electronic Brake Control Module		
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	11	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 2	U0140	00	Lost Communication with Body Control Module	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	7	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	

Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 3	U0100	00	Lost Communication with Engine Control Module	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	2	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h

Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 4	P0000	00	Unknown DTC	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle		0	°

	Electronic Brake Control Module		
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 5	U0100	00	Lost Communication with Engine Control Module	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	9	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa

Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 6	U0100	00	Lost Communication with Engine Control Module	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	5	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g

Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 7	U0126	00	Lost Communication with Steering Wheel Angle Sensor Module	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	2	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate		0	°/s

			Electronic Brake Control Module		

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 8	P0000	00	Unknown DTC	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	255	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	6	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description

Failure Record 9 C0242 00 Powertrain Control Module - - -
Indicated Traction Control

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	0	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	1	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	
Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	km/h
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

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GDS 2

Data Display

Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	
Battery Voltage	14.3	V
5V Ignition Switch	Run	
Accessory	Active	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	4.0	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Active	
Run/Crank Relay Command	Active	

60
70
80
50
MPH
40
30
20

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Data Display

Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	Unit
Battery Voltage	13.5	V
SV Ignition Switch	Accessory/Key Out	
Accessory	Active	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	0.0	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Inactive	
Run/Crank Relay Command	Inactive	

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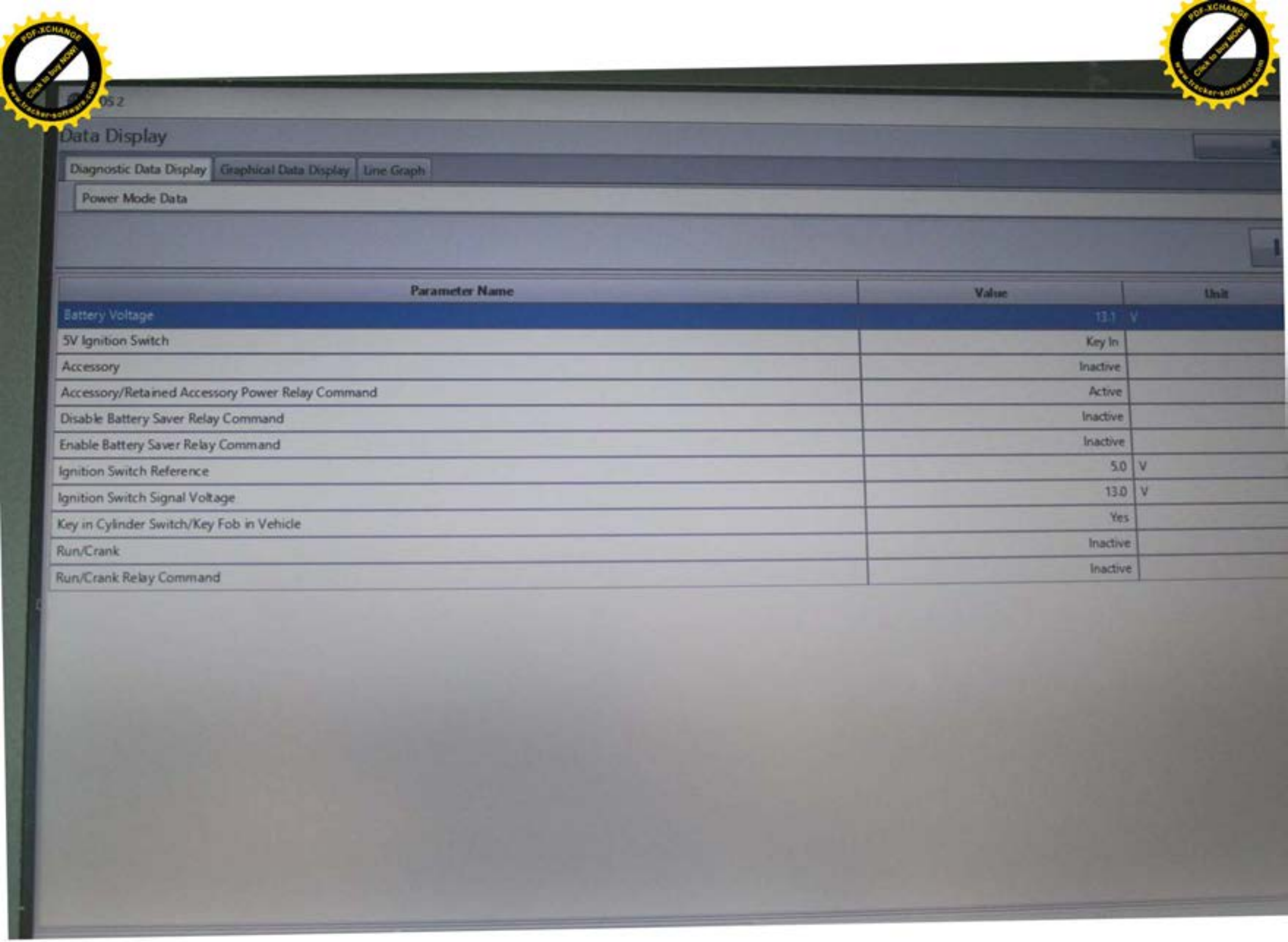

OS 2

Data Display

Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	Unit
Battery Voltage	13.1	V
5V Ignition Switch	Key In	
Accessory	Inactive	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	13.0	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Inactive	
Run/Crank Relay Command	Inactive	

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GDS 2

Data Display

Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	Un
Battery Voltage	12.9	V
5V Ignition Switch	Accessory/Key Out	
Accessory	Inactive	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	0.0	V
Key in Cylinder Switch/Key Fob in Vehicle	No	
Run/Crank	Inactive	
Run/Crank Relay Command	Inactive	

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Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	Unit
Battery Voltage	12.8	V
5V Ignition Switch	Key In	
Accessory	Inactive	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	12.8	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Inactive	
Run/Crank Relay Command	Inactive	

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Data Display

Diagnostic Data Display | Graphical Data Display | Line Graph

Power Mode Data

Parameter Name	Value	Unit
Battery Voltage	12.7	V
5V Ignition Switch	Accessory/Key Out	
Accessory	Active	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	0.0	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Inactive	
Run/Crank Relay Command	Inactive	

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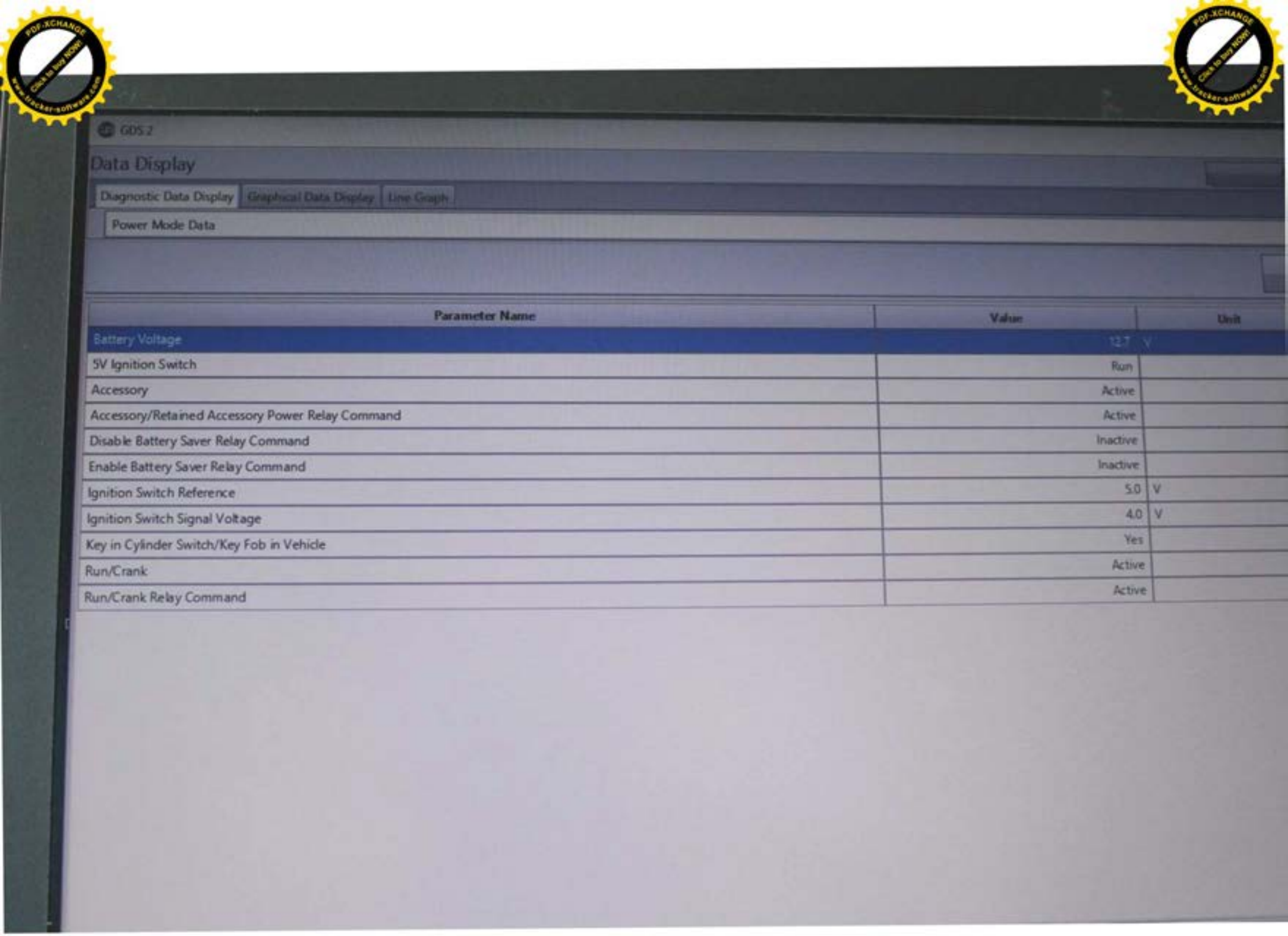

Parameter Name	Value	Unit
Battery Voltage	12.7	V
5V Ignition Switch	Run	
Accessory	Active	
Accessory/Retained Accessory Power Relay Command	Active	
Disable Battery Saver Relay Command	Inactive	
Enable Battery Saver Relay Command	Inactive	
Ignition Switch Reference	5.0	V
Ignition Switch Signal Voltage	4.0	V
Key in Cylinder Switch/Key Fob in Vehicle	Yes	
Run/Crank	Active	
Run/Crank Relay Command	Active	

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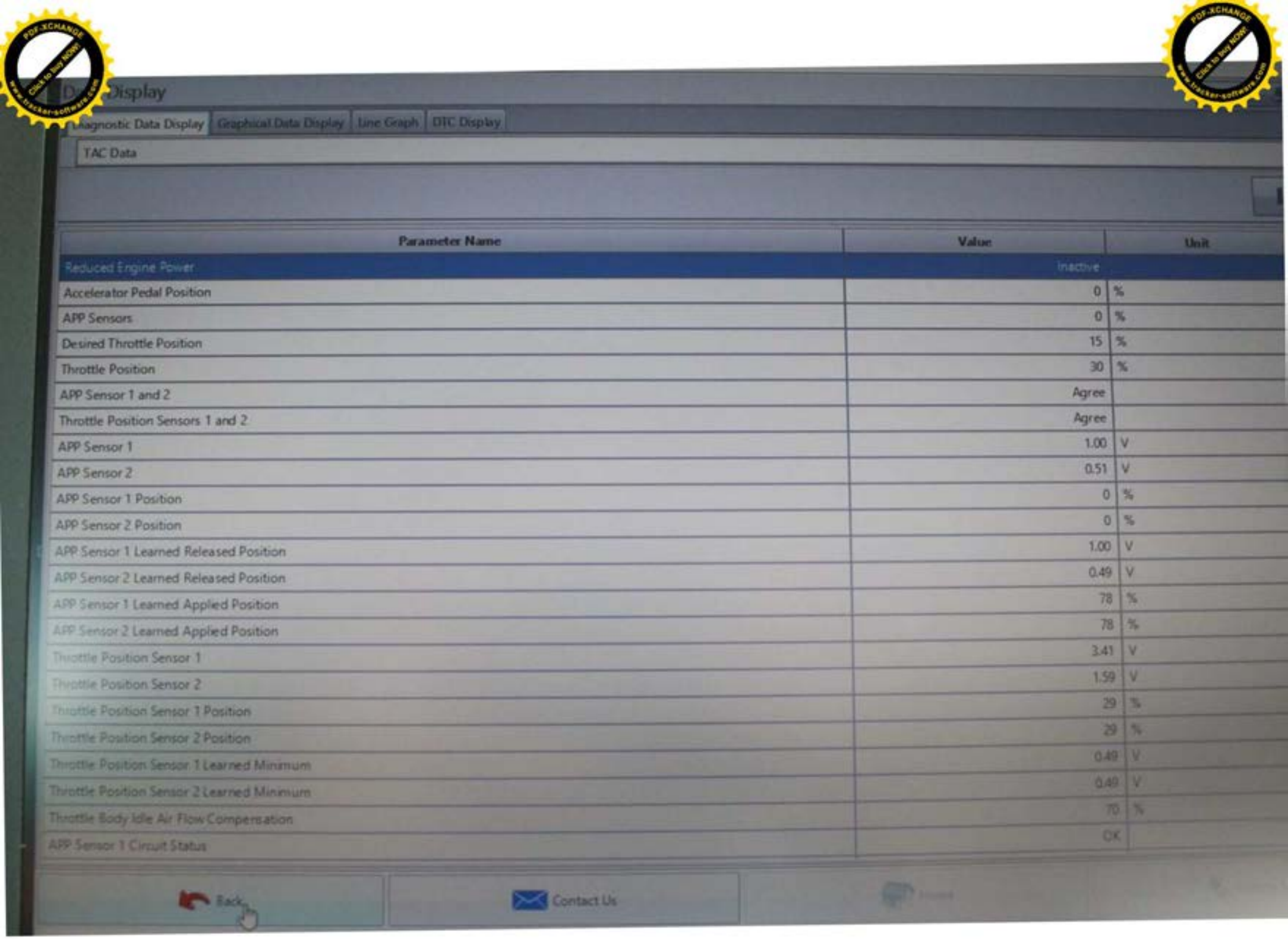
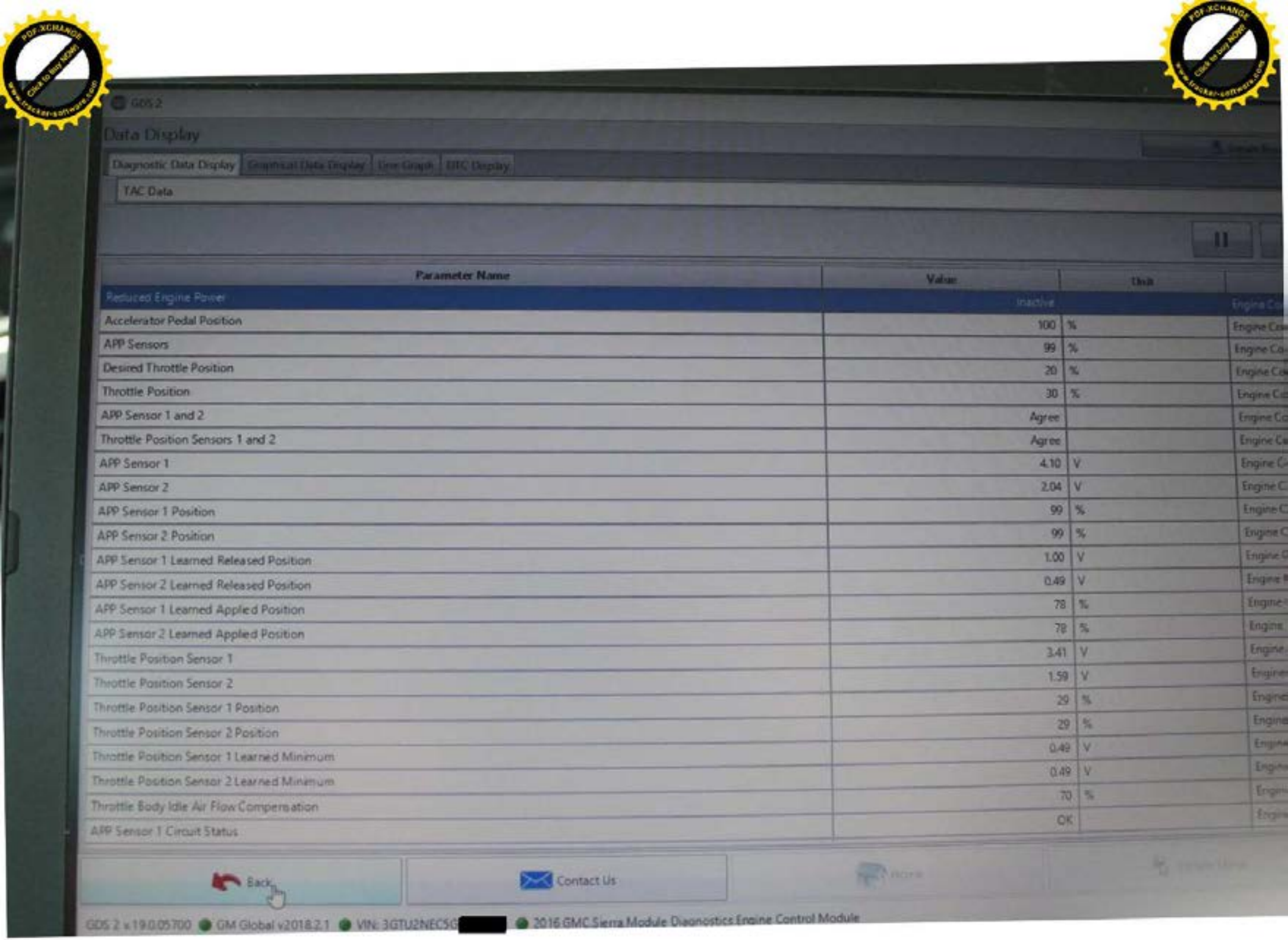
MPH


Display
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position
0
%
APP Sensors
0
%
Desired Throttle Position
15
%
Throttle Position
30
%
APP Sensor 1 and 2
Agree
Throttle Position Sensors 1 and 2
Agree
APP Sensor 1
1.00
V
APP Sensor 2
0.51
V
APP Sensor 1 Position
0
%
APP Sensor 2 Position
0
%
APP Sensor 1 Learned Released Position
1.00
V
APP Sensor 2 Learned Released Position
0.49
V
APP Sensor 1 Learned Applied Position
78
%
APP Sensor 2 Learned Applied Position
78
%
Throttle Position Sensor 1
3.41
V
Throttle Position Sensor 2
1.59
V
Throttle Position Sensor 1 Position
29
%
Throttle Position Sensor 2 Position
29
%
Throttle Position Sensor 1 Learned Minimum
0.49
V
Throttle Position Sensor 2 Learned Minimum
0.49
V
Throttle Body Idle Air Flow Compensation
70
%
APP Sensor 1 Circuit Status
OK
Back
Contact Us


GDS 2
Data Display
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position
100
%
APP Sensors
99
%
Desired Throttle Position
20
%
Throttle Position
30
%
APP Sensor 1 and 2
Agree
Throttle Position Sensors 1 and 2
Agree
APP Sensor 1
4.10
V
APP Sensor 2
2.04
V
APP Sensor 1 Position
99
%
APP Sensor 2 Position
99
%
APP Sensor 1 Learned Released Position
1.00
V
APP Sensor 2 Learned Released Position
0.49
V
APP Sensor 1 Learned Applied Position
78
%
APP Sensor 2 Learned Applied Position
78
%
Throttle Position Sensor 1
3.41
V
Throttle Position Sensor 2
1.59
V
Throttle Position Sensor 1 Position
29
%
Throttle Position Sensor 2 Position
29
%
Throttle Position Sensor 1 Learned Minimum
0.49
V
Throttle Position Sensor 2 Learned Minimum
0.49
V
Throttle Body Idle Air Flow Compensation
70
%
APP Sensor 1 Circuit Status
OK
Back
Contact Us
GDS 2 x19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G
2016 GMC Sierra Module Diagnostics Engine Control Module

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Display

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

TAC Data

Parameter Name	Value	Unit	
Reduced Engine Power	Inactive		
Accelerator Pedal Position	0	%	
APP Sensors	0	%	
Desired Throttle Position	15	%	
Throttle Position	30	%	
APP Sensor 1 and 2	Agree		
Throttle Position Sensors 1 and 2	Agree		
APP Sensor 1	1.02	V	
APP Sensor 2	0.51	V	
APP Sensor 1 Position	0	%	
APP Sensor 2 Position	0	%	
APP Sensor 1 Learned Released Position	1.00	V	
APP Sensor 2 Learned Released Position	0.49	V	
APP Sensor 1 Learned Applied Position	78	%	
APP Sensor 2 Learned Applied Position	78	%	
Throttle Position Sensor 1	3.41	V	
Throttle Position Sensor 2	1.59	V	
Throttle Position Sensor 1 Position	29	%	
Throttle Position Sensor 2 Position	29	%	
Throttle Position Sensor 1 Learned Minimum	0.49	V	
Throttle Position Sensor 2 Learned Minimum	0.49	V	
Throttle Body Idle Air Flow Compensation	70	%	
APP Sensor 1 Circuit Status	OK		

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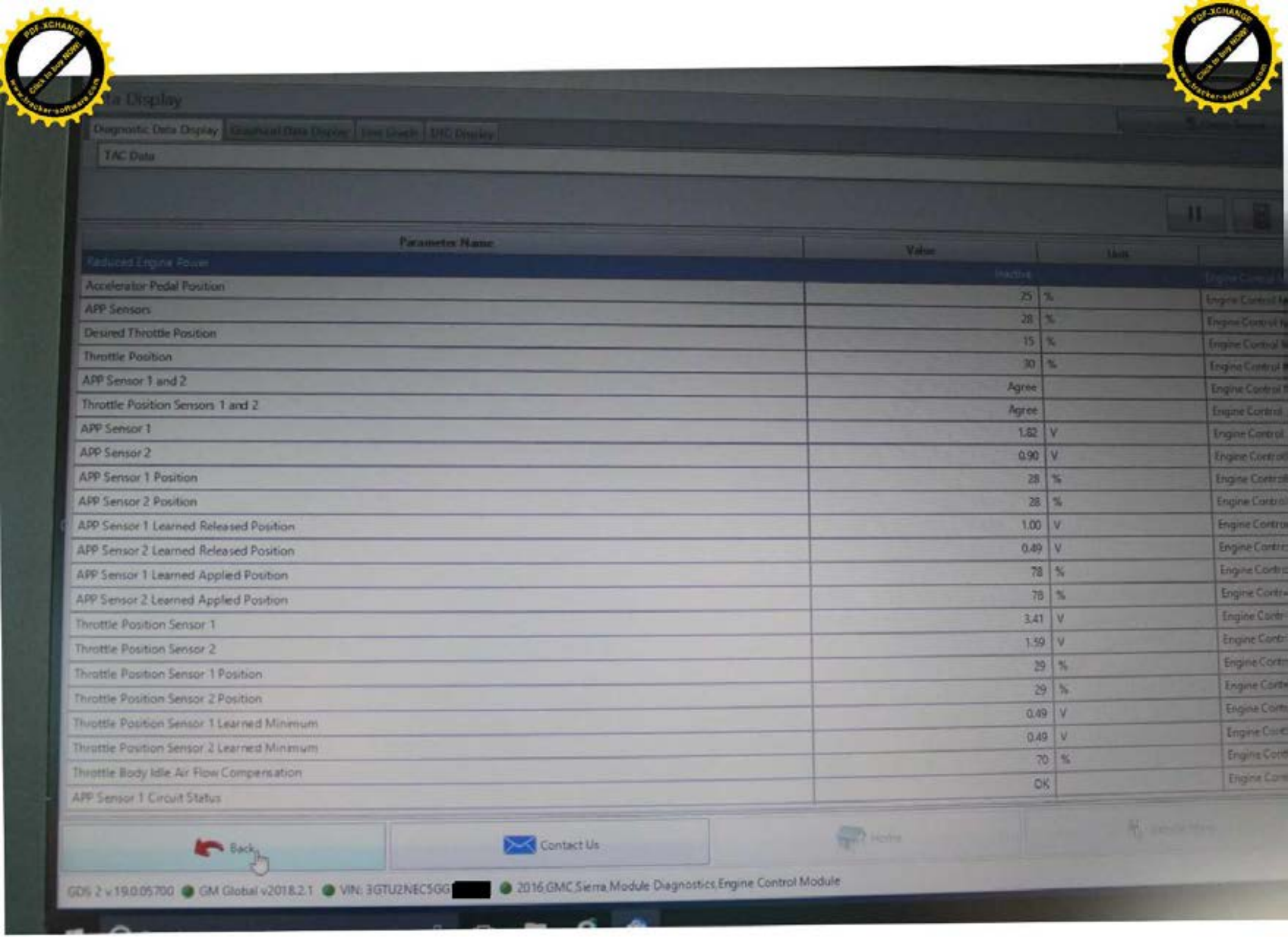
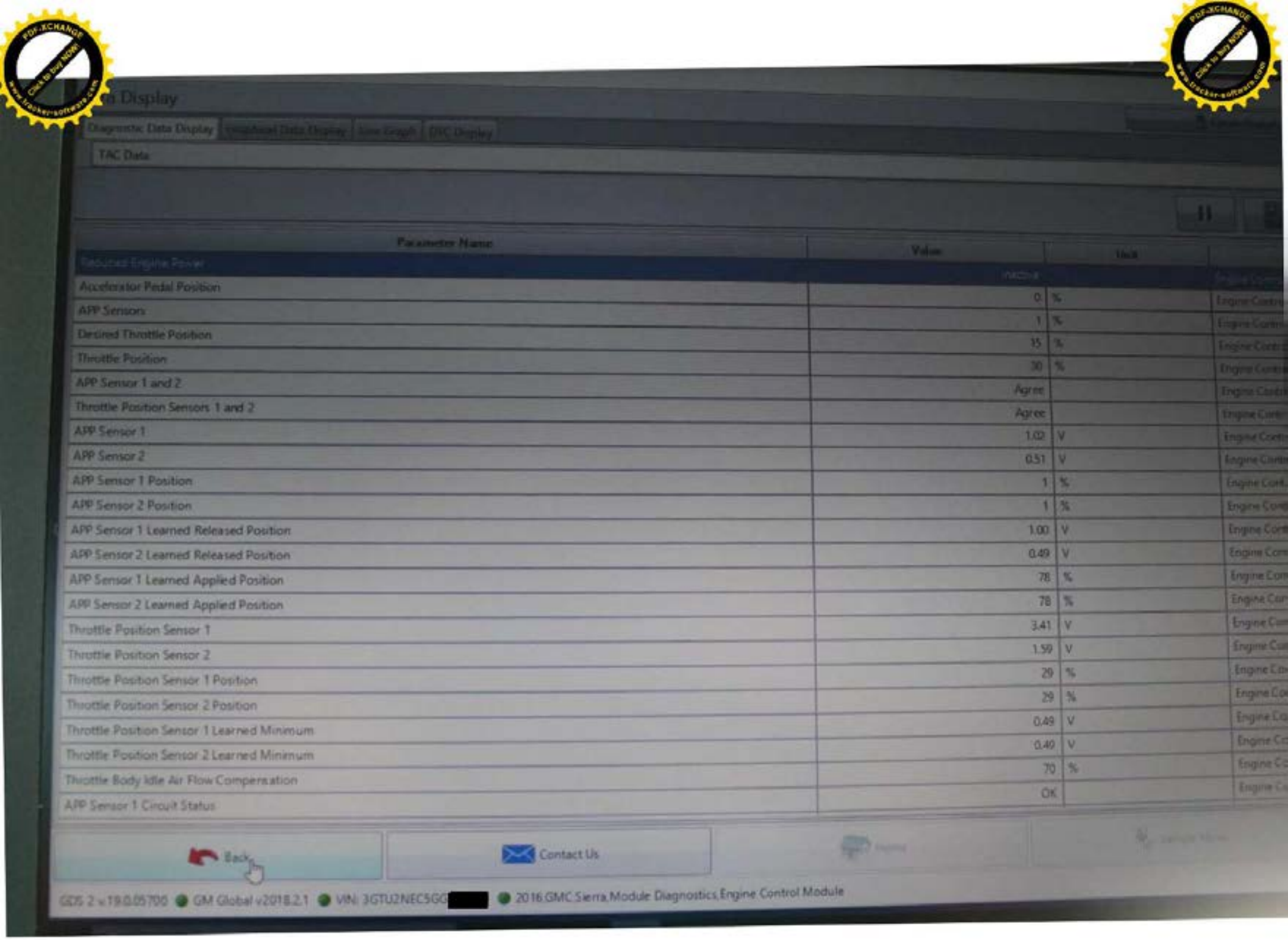
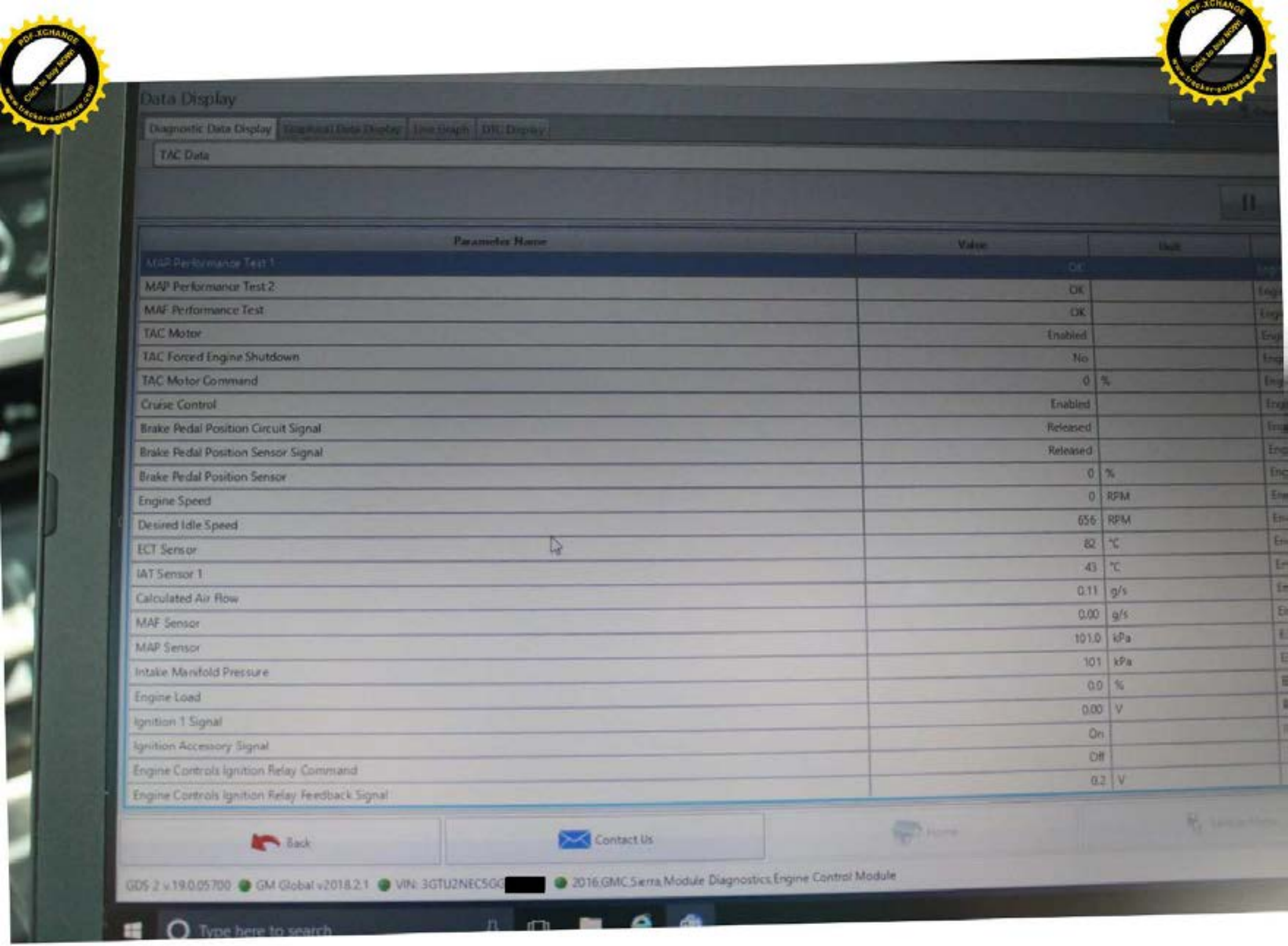
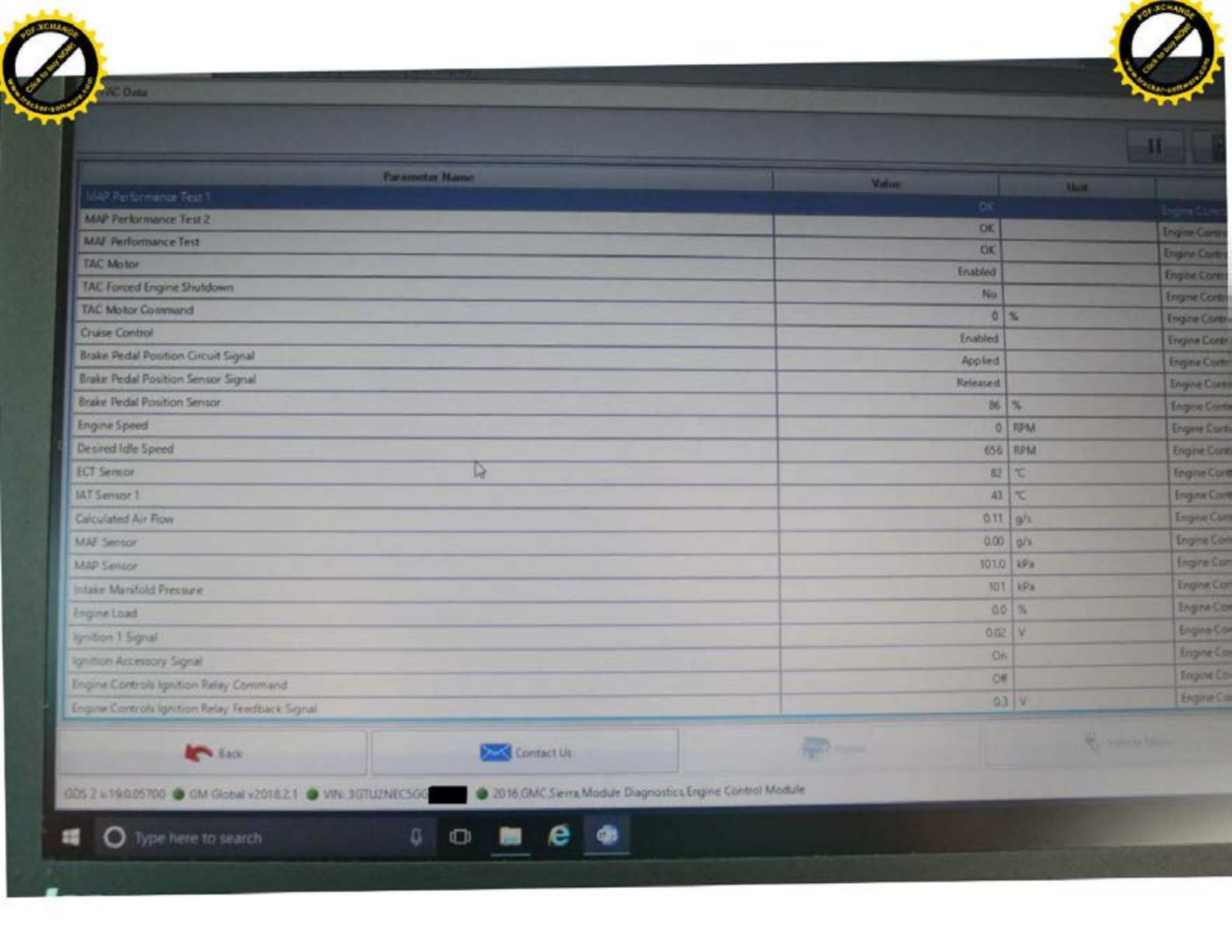
GDS 2 v.19.0.05700 | GM Global v2018.2.1 | VIN: 3GTU2NEC5G[redacted] | 2016 GMC Sierra Module Diagnostics Engine Control Module


Display
Diagnostic Data Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
Inactive
Accelerator Pedal Position 25 %
APP Sensors 28 %
Desired Throttle Position 15 %
Throttle Position 30 %
APP Sensor 1 and 2 Agree
Throttle Position Sensors 1 and 2 Agree
APP Sensor 1 1.82 V
APP Sensor 2 0.90 V
APP Sensor 1 Position 28 %
APP Sensor 2 Position 28 %
APP Sensor 1 Learned Released Position 1.00 V
APP Sensor 2 Learned Released Position 0.49 V
APP Sensor 1 Learned Applied Position 78 %
APP Sensor 2 Learned Applied Position 78 %
Throttle Position Sensor 1 3.41 V
Throttle Position Sensor 2 1.59 V
Throttle Position Sensor 1 Position 29 %
Throttle Position Sensor 2 Position 29 %
Throttle Position Sensor 1 Learned Minimum 0.49 V
Throttle Position Sensor 2 Learned Minimum 0.49 V
Throttle Body Idle Air Flow Compensation 70 %
APP Sensor 1 Circuit Status OK
Back
Contact Us
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016 GMC Sierra Module Diagnostics Engine Control Module


n Display
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
Reduced Engine Power
INACTIVE
Accelerator Pedal Position 0 %
APP Sensors 1 %
Desired Throttle Position 15 %
Throttle Position 30 %
APP Sensor 1 and 2 Agree
Throttle Position Sensors 1 and 2 Agree
APP Sensor 1 1.02 V
APP Sensor 2 0.51 V
APP Sensor 1 Position 1 %
APP Sensor 2 Position 1 %
APP Sensor 1 Learned Released Position 1.00 V
APP Sensor 2 Learned Released Position 0.49 V
APP Sensor 1 Learned Applied Position 78 %
APP Sensor 2 Learned Applied Position 78 %
Throttle Position Sensor 1 3.41 V
Throttle Position Sensor 2 1.59 V
Throttle Position Sensor 1 Position 29 %
Throttle Position Sensor 2 Position 29 %
Throttle Position Sensor 1 Learned Minimum 0.49 V
Throttle Position Sensor 2 Learned Minimum 0.49 V
Throttle Body Idle Air Flow Compensation 70 %
APP Sensor 1 Circuit Status OK
Back
Contact Us
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016 GMC Sierra,Module Diagnostics,Engine Control Module


Data Display
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
MAP Performance Test 1
OK
MAP Performance Test 2
OK
MAF Performance Test
OK
TAC Motor
Enabled
TAC Forced Engine Shutdown
No
TAC Motor Command
0
%
Cruise Control
Enabled
Brake Pedal Position Circuit Signal
Released
Brake Pedal Position Sensor Signal
Released
Brake Pedal Position Sensor
0
%
Engine Speed
0
RPM
Desired Idle Speed
656
RPM
ECT Sensor
82
°C
IAT Sensor 1
43
°C
Calculated Air Flow
0.11
g/s
MAF Sensor
0.00
g/s
MAP Sensor
101.0
kPa
Intake Manifold Pressure
101
kPa
Engine Load
0.0
%
Ignition 1 Signal
0.00
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
Off
Engine Controls Ignition Relay Feedback Signal
0.2
V
Back
Contact Us
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016 GMC Sierra Module Diagnostics Engine Control Module
Type here to search


/AC Data
Parameter Name
Value
Unit
MAP Performance Test 1
OK
MAP Performance Test 2
OK
MAF Performance Test
OK
TAC Motor
Enabled
TAC Forced Engine Shutdown
No
TAC Motor Command
0
%
Cruise Control
Enabled
Brake Pedal Position Circuit Signal
Applied
Brake Pedal Position Sensor Signal
Released
Brake Pedal Position Sensor
86
%
Engine Speed
0
RPM
Desired Idle Speed
656
RPM
ECT Sensor
82
°C
IAT Sensor 1
43
°C
Calculated Air Flow
0.11
g/s
MAF Sensor
0.00
g/s
MAP Sensor
101.0
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
Back
Contact Us
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5GG
2016 GMC Sierra Module Diagnostics Engine Control Module
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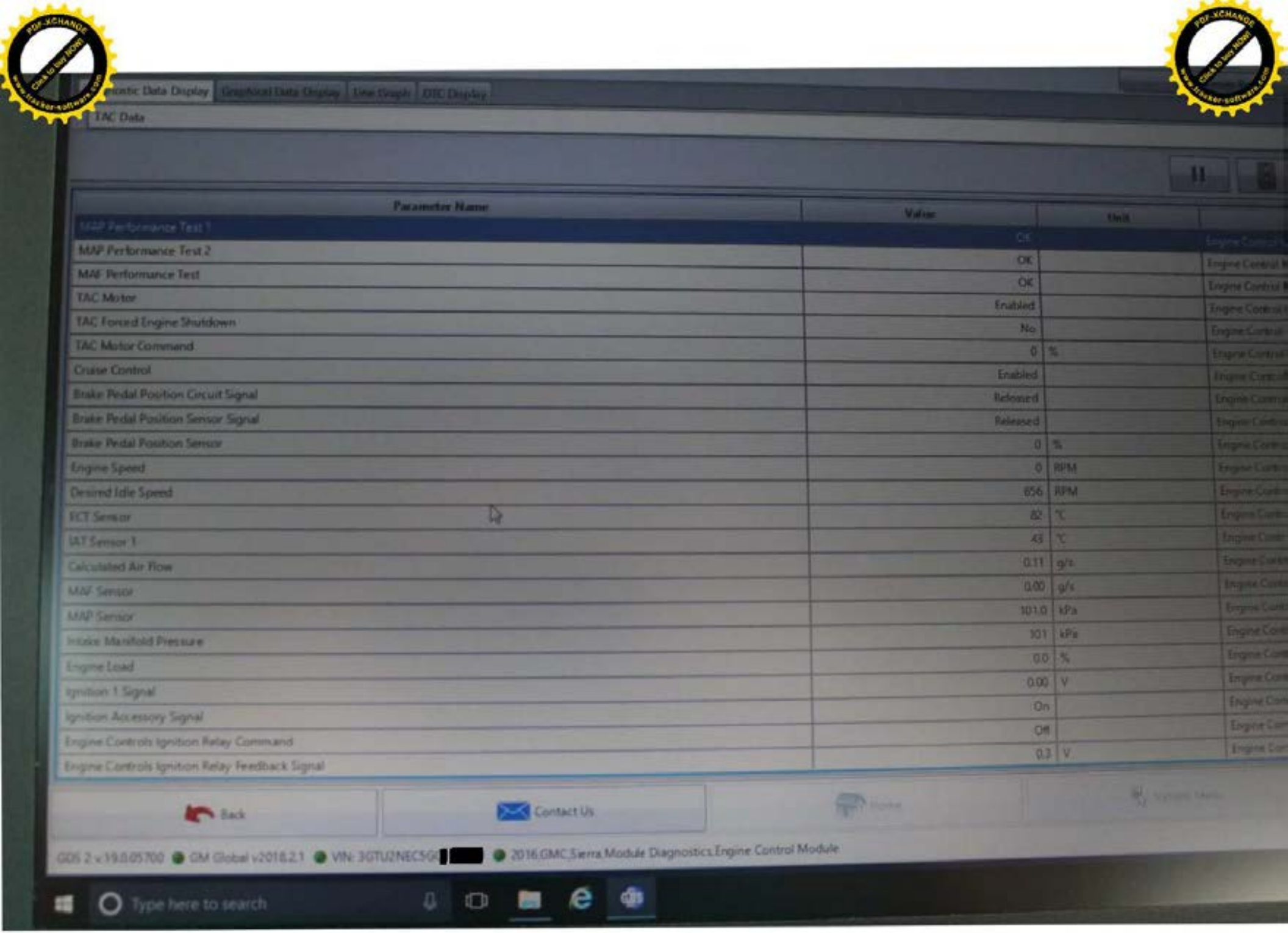
Diagnostic Data Display
Graphical Data Display
Line Graph
DTC Display
TAC Data
Parameter Name
Value
Unit
MAP Performance Test 1
OK
MAP Performance Test 2
OK
MAF Performance Test
OK
TAC Motor
Enabled
TAC Forced Engine Shutdown
No
TAC Motor Command
0
%
Cruise Control
Enabled
Brake Pedal Position Circuit Signal
Released
Brake Pedal Position Sensor Signal
Released
Brake Pedal Position Sensor
0
%
Engine Speed
0
RPM
Desired Idle Speed
656
RPM
ECT Sensor
62
°C
IAT Sensor 1
43
°C
Calculated Air Flow
0.11
g/s
MAF Sensor
0.00
g/s
MAP Sensor
101.0
kPa
Intake Manifold Pressure
101
kPa
Engine Load
0.0
%
Ignition 1 Signal
0.00
V
Ignition Accessory Signal
On
Engine Controls Ignition Relay Command
Off
Engine Controls Ignition Relay Feedback Signal
0.3
V
Back
Contact Us
GDS 2 v.19.0.05700
GM Global v2018.2.1
VIN: 3GTU2NEC5G
2016.GMC.Sierra.Module Diagnostics.Engine Control Module
Type here to search

Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Report Creation Date	2018-04-03 10:08:34 CST

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016
Chassis Control Module Version	0401
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Radio (IO3)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 6 Speed (MYC)
Seat Memory Control Module Version	0509
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [redacted]
Vehicle Session Creation Date	2018-04-03 09:54:36
Test Start Time	2018-04-03 10:08:29 CST

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
End Model Part Number	12673195

Base Model Part Number	12672527
Software Module 1 Identifier	12672612
Software Module 2 Identifier	12665281
Software Module 3 Identifier	12665605
Software Module 4 Identifier	12664742
Software Module 5 Identifier	12672876
Software Module 6 Identifier	12674687
Software Module 7 Identifier	12653630
Software Module 8 Identifier	12659034

No DTCs Stored

Chassis Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	
Subscriber ID	
Date Programmed	20151113
Diagnostic Data Identifier	0401
Base Model Part Number	84012573
End Model Part Number	84012572
Software Module 1 Identifier	23197444
Software Module 2 Identifier	23438991
Software Module 3 Identifier	23438994
Software Module 4 Identifier	23439008
Software Module 5 Identifier	23439011
System Code	04

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				Passed and Failed	
				This Ignition Cycle	Passed
				Last Test	Passed
U0073	00	Control Module Communication High Speed CAN Bus Off	- - -	Since DTC Clear	Passed and Failed
				DTC History Status	History
				MIL Status	Not Requested

Transmission Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Date Programmed	20180301
Diagnostic Data Identifier	0
End Model Part Number	24280475
Base Model Part Number	24276293
Software Module 1 Identifier	24283067
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24286551
Software Module 2 Identifier Alpha Code	AB
Software Module 3 Identifier	24286552
Software Module 3 Identifier Alpha Code	AB
Software Module 4 Identifier	24286553
Software Module 4 Identifier Alpha Code	AB
System Code	0

No DTCs Stored

Transfer Case Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Diagnostic Data Identifier	0306
Software Part Number	84219970
Calibration Part Number	84220005
End Model Part Number	23285501
Base Model Part Number	23287057
Hardware Version	A1ÿÿÿ

No DTCs Stored

Distance Sensing Cruise Control Module

No Communication

Electronic Brake Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Subscriber ID	PCSISTN#23
Date Programmed	Friday, November 13, 2015
Diagnostic Data Identifier	2B03

XML Configuration Compatibility Identifier	261
XML Data File Part Number	23223279
XML Data File Alpha Code	DA
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1115300S4FAR0015
Module Diagnostic Address	28
End Model Part Number	23388971
Base Model Part Number	23388991
End Model Part Number Alpha Code	DA
Base Model Part Number Alpha Code	DA
Boot Software Part Number	23115283
Software Part Number Alpha Code	CA
Software Module 1 Identifier	23389011
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23389007
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23232553
Software Module 3 Identifier Alpha Code	CA
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

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
U0073	00		- - -	History

		Control Module Communication Bus A Off		This Ignition Cycle	Not Run
				DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested
				History	
U0077	00	Control Module Communication Chassis Expansion CAN Bus Off	- - -	This Ignition Cycle	Not Run
				DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested
				History	
U0100	00	Lost Communication with Engine Control Module	- - -	This Ignition Cycle	Not Run
				DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested
C0242	00	Powertrain Control Module Indicated Traction Control	- - -	History	
				This Ignition Cycle	Passed
				DTC Current Status	Not Current
				DTC History Status	History

U0126	00	Lost Communication with Steering Wheel Angle Sensor Module	- - -	MIL Status	Not Requested
				History	
				This Ignition Cycle	Passed
				DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested
				History	
				This Ignition Cycle	Passed
U0140	00	Lost Communication with Body Control Module	- - -	DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested

Parking Brake Control Module

No Communication

Power Steering Control Module

Identification Information	Value
System Identification	NEXTR0300
System Name or Engine Type	RACK-EPS
Subscriber ID	PCSISTN#23
Date Programmed	Friday, November 13, 2015
Diagnostic Data Identifier	901
Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	B115303052892407
Software Module 1 Identifier	23373707
Software Module 2 Identifier	23373720

Software Module 3 Identifier	23341136
End Model Part Number	23373708
Base Model Part Number	23335625
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	23341132

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
U0415	71	Invalid Data Received From Electronic Brake Control Module	Invalid Data	History	
				This Ignition Cycle	Passed
				Last Test	Passed
				Since DTC Clear	Passed
				DTC History Status	History
				MIL Status	Not Requested
U0073	00	Control Module Communication High Speed CAN Bus Off	- - -	History	
				This Ignition Cycle	Passed
				Last Test	Passed
				Since DTC Clear	Passed
				DTC History Status	History
				MIL Status	Not Requested

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	2215290529007320
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

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
				This Ignition Cycle	Passed
				Last Test	Passed
U0073	00	CAN Bus Communication	- - -	Since DTC Clear	Passed
				DTC History Status	History
				MIL Status	Not Requested

Suspension Control Module

No Communication

Body Control Module

Identification Information	Value
End Model Part Number	13510531
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13510534
Calibration Part Number 2	84029835
Calibration Part Number 3	84047907
Calibration Part Number 4	23295288
Calibration Part Number 5	23220194
Calibration Part Number 6	23268639
Calibration Part Number 7	23268749
Calibration Part Number 8	84029842
Calibration Part Number 9	23224156
Calibration Part Number 10	23224029
Calibration Part Number 11	84029860
Calibration Part Number 12	23268666
Calibration Part Number 13	13338869
Calibration Part Number 14	23193183
Calibration Part Number 15	13505711
Calibration Part Number 16	13505709

Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13505708
Calibration Part Number 20	84029864
Diagnostic Data Identifier	403
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Odometer	81132

No DTCs Stored

Inflatable Restraint Sensing and Diagnostic Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
End Model Part Number	13594402
Base Model Part Number	13590210
Manufacturer's Traceability Number	K3153063M1TT1S00
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9730
Software Part Number	13518038
Calibration Part Number 1	84219730
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	BR3680S2955F3VWF
Software Part Number	23133762
Calibration Part Number 1	23133683

No DTCs Stored

Instrument Cluster

Identification Information	Value

Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Odometer	81132
Subscriber ID	PCSISTN#23
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Date Programmed	Friday, November 13, 2015
Diagnostic Data Identifier	1084
XML Configuration Compatibility Identifier	16
XML Data File Part Number	84022193
XML Data File Alpha Code	EZ
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23391341
Base Model Part Number	22761824
Software Module 1 Identifier	23391329
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	84022189
Software Module 6 Identifier	23429803
Software Module 7 Identifier	23429807
Software Module 8 Identifier	23429811
Software Module 9 Identifier	23429817
Software Module 10 Identifier	23429819
Software Module 12 Identifier	23391330
Software Module 13 Identifier	23429823
Software Module 14 Identifier	23429824
Software Module 15 Identifier	23349023
Software Module 16 Identifier	0
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	301
GMLAN Identification Data - Data Dictionary 1 Version	80407
System Code	10
Calibration Part Number 12	
Manufacturer's Traceability Number	2115309AH6N1A3R0
Steering Wheel Control Switches Part Number	23262277
Head-Up Display Part Number	

No DTCs Stored

Radio Controls

Identification Information	Value
Boot Software Part Number	23118301
Calibration Part Number 1	23118295
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23485742
Base Model Part Number	23485742

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
B1325	03	Control Module Power Circuit	Low Voltage	DTC Current Status	Not Current
				DTC History Status	History

HVAC Controls

Identification Information	Value
Boot Software Part Number	22884779
Calibration Part Number 1	22884774
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23486616
Base Model Part Number	23486616

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
B1325	03	Control Module Power Circuit	Low Voltage	DTC Current Status	Not Current
				DTC History Status	History

Radio

Identification Information	Value
End Model Part Number	23402903
Boot Software Part Number	287454020

Software Module 1 Identifier	23402911
Software Module 2 Identifier	23406046
Software Module 3 Identifier	23345988
Software Module 4 Identifier	23345995
Software Module 5 Identifier	23177596
Software Module 6 Identifier	23345468
Software Module 7 Identifier	23354439
Software Module 8 Identifier	23177619
Software Module 9 Identifier	23177622
Software Module 10 Identifier	23177634
Software Module 11 Identifier	23177638
Digital Radio Receiver ID	G5M3H3H2
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GTU2NEC5GG[redacted]
Diagnostic Data Identifier	B02
Manufacturer's Traceability Number	M115314MMB082640

No DTCs Stored

Amplifier

Identification Information	Value
Calibration Part Number 1	23318506
Calibration Part Number 10	23364889
End Model Part Number	23364898
Diagnostic Data Identifier	FFFF

No DTCs Stored

Media Disc Player

No Communication

Human Machine Interface Control Module

Identification Information	Value
End Model Part Number	23415899
Boot Software Part Number	23415881
Calibration Part Number 1	23415881
Calibration Part Number 2	23402917
Calibration Part Number 3	23458625

Calibration Part Number 4	23458626
Calibration Part Number 5	23458589
Calibration Part Number 6	23458627
Calibration Part Number 7	23396315
Calibration Part Number 8	23458606
Calibration Part Number 9	23458601
Calibration Part Number 10	23491692
Calibration Part Number 11	23459929
Calibration Part Number 12	23346621
Calibration Part Number 13	23199293
Calibration Part Number 14	23199237
Calibration Part Number 15	23199236
Calibration Part Number 16	0
Calibration Part Number 17	10000002
Calibration Part Number 18	16007370
Calibration Part Number 19	16007362
Control Module Production Date	16.10.2015
Software Freeze Date	17.06.2015
VIN Digits 2-17	GTU2NEC5GG[redacted]
Diagnostic Data Identifier	709
Manufacturer Enable Counter	0
Hardware Version	PP 2.00

No DTCs Stored

Telematics Communication Interface Control Module

Identification Information	**Value**
Bluetooth	Disabled
End Model Part Number	23399199
Firmware Over-the-Air Version	7868
GSM Network Code	28672
Manufacturer	LG
Manufacturer's Traceability Number	[redacted]
Mobile Directory Number	
Mobile Identification Number	
Mobile Equipment Identifier	
Module Generation Identifier	10
Off-Board Navigation	Enabled
OnStar Customer Identifier	111746015
Option Configuration	On

Preferred Roaming List Version Number	90F5A0D6
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	354235
Software Module 1 Identifier Alpha Code	5B5
Integrated Circuit Card Identifier	8901170227103786110
Utility File Part Number	23406250

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
U0073	00	CAN Bus Communication	- - -	DTC Current Status	Not Current
				DTC History Status	History

HVAC Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Date Programmed	Friday, November 13, 2015
Diagnostic Data Identifier	50A
End Model Part Number	13506229
Base Model Part Number	13506229
Software Module 1 Identifier	13506225
Software Module 2 Identifier	23179902
Software Module 3 Identifier	23179889

No DTCs Stored

Seat Memory Control Module - Driver

Identification Information	Value
Diagnostic Data Identifier	0509
Module Diagnostic Address	A8
End Model Part Number	13599321
End Model Part Number Alpha Code	RC
Base Model Part Number	13592435
Base Model Part Number Alpha Code	RB
Software Part Number	13599323
Software Part Number Alpha Code	RE
Software Module 2 Identifier	23393437
Software Module 2 Identifier Alpha Code	AC
Subscriber ID	

No DTCs Stored

Assist Step Control Module

No Communication

Parking Assist Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Diagnostic Data Identifier	b01
Subscriber ID	PCSISTN#23
Date Programmed	Friday, November 13, 2015
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	9215311000002411
Software Part Number	23410248
Calibration Part Number 2	23506300
End Model Part Number	23410251
Base Model Part Number	23181791
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
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - Data Dictionary 1 Version	080302
GMLAN Identification Data - GMLAN Kernel 1 Version	911
GMLAN Identification Data - Bus 2 Type	
GMLAN Identification Data - GMLAN Kernel 2 Version	
GMLAN Identification Data - Data Dictionary 2 Version	

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
U0422	00	Invalid Data Received From Body Control Module	- - -	DTC Current Status	Not Current
				DTC History Status	History

Frontview Camera Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GTU2NEC5GG[redacted]
Subscriber ID	166652569
Diagnostic Data Identifier	301
Module Diagnostic Address	BC
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	2117111VUH4L00AM
Software Module 1 Identifier	84183373
Software Module 2 Identifier	84153877
Software Module 3 Identifier	23201028
End Model Part Number	84227380
Base Model Part Number	23119793
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
Software Module 3 Identifier Alpha Code	EA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AH
GMLAN Identification Data - Bus 2 Type	High Speed CAN Bus
GMLAN Identification Data - Data Dictionary 2 Version	08002E
GMLAN Identification Data - GMLAN Kernel 2 Version	0301

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
				This Ignition Cycle	Passed
				Last Test	Passed
U0100	00	Lost Communication with Engine Control Module	- - -	Since DTC Clear	Passed
				DTC History Status	History
				MIL Status	Not Requested
U0131	00	Lost Communication with Power Steering Control Module	- - -	History	
				This Ignition Cycle	Passed
				Last Test	Passed
				Since DTC Clear	Passed

				DTC History Status	History
				MIL Status	Not Requested
				History	
				This Ignition Cycle	Passed
				Last Test	Passed
U0131	72	Lost Communication with Power Steering Control Module	Message Counter Incorrect	Since DTC Clear	Passed
				DTC History Status	History
				MIL Status	Not Requested

Milstead Collision LLC

1602 Rayford Road, Spring, TX 77386
Phone: (281) 363-1101
FAX: (281) 367-6422

Workfile ID: c610b0ed
Federal ID:
Resale Number: [redacted]

Preliminary Estimate

Customer: [redacted]

Written By: MIKE HERRMANN

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner: [redacted]

Inspection Location:
Milstead Collision LLC
1602 Rayford Road
Spring, TX 77386
Repair Facility
(281) 363-1101 Business

Insurance Company:

VEHICLE

2016 GMC Sierra 1500 SLT Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Flex Fuel Direct Injection WHITE

VIN: 3GTU2NEC5GG[redacted]
License:
State:

Interior Color:
Exterior Color: WHITE
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Power Adjustable Pedals

DECOR
Dual Mirrors
Body Side Moldings
Privacy Glass

CONVENIENCE
Air Conditioning
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction

SEATS
Reclining/Lounge Seats
Leather Seats
Heated Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps
Signal Integrated Mirrors

TRUCK
Rear Step Bumper
Trailer Hitch
Trailering Package
Power Trunk/Gate Release

Preliminary Estimate

Customer: [redacted]

2016 GMC Sierra 1500 SLT Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Flex Fuel Direct Injection WHITE

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**GRILLE**							
2		R&I	R&I grille assy				0.2	
3	**FRONT LAMPS**							
4		R&I	LT Headlamp assy w/LED				0.3	
5	**FENDER**							
6	*	Rpr	LT Fender				8.0	2.0
7			Add for Clear Coat					0.8
8		R&I	LT Wheel opng mldg 2nd design				0.3	
9		Repl	LT Nameplate "Z71 4x4"	23172678	1	58.62	0.2	
10	**FRONT DOOR**							
11	*	Rpr	LT Outer panel double & crew cab				8.0	2.4
12			Overlap Major Non-Adj. Panel					-0.2
13			Add for Clear Coat					0.4
14		Repl	LT Body side mldg double & crew cab chrome	22775442	1	76.00	0.3	
15		Repl	LT Nameplate "SIERRA"	15129653	1	60.00	0.2	
16		R&I	LT R&I mirror				0.3	
17		R&I	LT Handle, outside chrome				0.3	
18		R&I	LT R&I trim panel				0.4	
19		R&I	LT Water deflector				0.2	
20	**REAR BUMPER**							
21		Repl	Rear bumper chrome w/park assist	23108141	1	708.05	3.5	
22			Add for park sensor				0.7	
23	#		Body Pull		1		2.0	
			Note: 2.0 PULL ON THE LEFT FRONT DOOR.					
24	#		Corrosion Protection		1	10.00		
25	#		Cover Car		1	5.00 X		
26	#		Hazardous Waste Removal		1	3.00		
				SUBTOTALS		**920.67**	**24.9**	**5.4**

Customer: [redacted]

2016 GMC Sierra 1500 SLT Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Flex Fuel Direct Injection WHITE

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				915.67
Body Labor	24.9 hrs	@	$ 48.00 /hr	1,195.20
Paint Labor	5.4 hrs	@	$ 48.00 /hr	259.20
Paint Supplies	5.4 hrs	@	$ 36.00 /hr	194.40
Miscellaneous				5.00
Subtotal				2,569.47
Sales Tax	$ 1,110.07	@	7.2500 %	80.48
Grand Total				**2,649.95**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**2,649.95**

MyPriceLink Estimate ID: 413449504721739776

Customer: [redacted]

2016 GMC Sierra 1500 SLT Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Flex Fuel Direct Injection WHITE

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GH14, CCC Data Date 4/9/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Wiesner
FOUNDATION OF EXPERIENCE
EST. 1972

WIESNER BUICK GMC
1645 I-45 North P.O. Box 2348
CONROE, TEXAS 77305
936-523-6339 • Toll Free 877-993-3270

BUICK GMC

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: Anthony Imperato 4185	TAG NO. [redacted]	INVOICE DATE: 03/09/18	[redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 48,764	COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES: 21	
	VEHICLE I.D. NO.: 3 G T U 2 N E C 5 G G [redacted]		SELLING DEALER NO.: 99999	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE: 03/01/18		
	COMMENTS			MO: 48802	

COMMENTS----------
DEDUCTIBLE: $100.00

TOTALS----------

THANK YOU AND PLEASE COME BACK

****
*
AMT.PAID.$.....CASH.....CHECK#.....
*
AMEX.$.....DISC.$.....MC/VISA.$.....DEBIT.$.....
*
EXT.WARR.$.....CO NAME.....ACCT.#.....
*
OTHER CHARGE.$.....ACCT#.....
*
CASHIER INITIALS.....DATE.....
****

* ASTERISK INDICATES A PART WITH A LIFE TIME WARRANTY
PLEASE ASK FOR DETAILS - THANK YOU

TOTAL LABOR....	1192.86
TOTAL PARTS....	1506.28
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	124.27
TOTAL INVOICE $	**2823.41**

_____
CUSTOMER SIGNATURE

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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

Reynolds and Reynolds ERA/ES1610

Wiesner
FOUNDATION OF EXPERIENCE
EST. 1972
WIESNER BUICK GMC
1645 I-45 North P.O. Box 2348
CONROE, TEXAS 77305
936-523-6339 • Toll Free 877-993-3270

BUICK GMC

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR Anthony Imperato 4185	TAG NO [redacted]	INVOICE DATE 03/09/18
[redacted]	LABOR RATE [redacted]	MILEAGE 48,764	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE
	VEHICLE ID NO 3GTU2NEC5GG[redacted]		DEALER ALER NO 9999
	F T E NO	P O [redacted]	P O DATE 03/01/18
	COMMENTS		

DELIVERY MILES 21

PRODUCTION DATE

MO: 48802

LABOR & PARTS----------

J# 1 03BUZ-01 STEERING/SUSPENSION TECH(S):2508 0.00

THE CUSTOMER STATES HE HEARS A CREAKING NOISE COMING FROM
THE LEFT FRONT WHEEL WHILE DRIVING AT VERY SLOW SPEEDS WITH
THE WINDOW DOWN PLEASE ADVISE.
ROAD TEST, WAS UNABLE TO VERIFY NOISE FROM FRONT.
HEARD NOISE FROM REAR LEAF SPRINGS
LUBE REAR LEAF SPRING PADS

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 02BUZ-1 Transmission Diagnos TECH(S):2464 89.95

THE CUSTOMER STATES WHILE DRIVING THE VEHICLE AT VERY SLOW
SPEEDS WHILE NOT APPLYING THE THROTTLE AS THE VEHICLE GAINS
SPEED THE TRANSMISSION SHIFTS VERY HARD INTO SECOND GEAR AND
WILL LUNGE THE TRUCK FORWARD. ALSO STATES WHEN SLOWING DOWN
THE TRANSMISSION WILL SHIFT HARD INTO FIRST GEAR PLEASE
ADVISE.
NO CODES STORED, FOUND UPDATE IN TCM.
PROGRAMMED TCM AND PERFORMED FAST LEARN ADAPT. TEST DROVE
VEHICLE AND MONITORED SHIFTS, VEHICLE SHIFTING TO FACTORY
SPECS. FIRST 1-2 SHIFT OF THE DAY AFTER VEHICLE SITTING,
AT LIGHT THROTTLE NORMAL TO BE HARSH. IF LETTING FOOT OFF
GAS PEDAL DURING THE MIDDLE OF SHIFT, CHANGES INPUTS TO
MODULE AND TCM GETS CONFUSED ON WHAT GEAR TO GO INTO, CAN
CAUSE A HARD SHIFT.

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 89.95

J# 3 08BUZ *LINE TECH(S):2688 0.00

THE CUSTOMER STATES WHETHER THE ENGINE IS COLD OR HOT HE CAN
HEAR AN AUDIBLE TICKING NOISE WHILE THE ENGINE IS RUNNING
PLEASE ADVISE.
UNABLE TO VERIFY ANY ABNORMAL NOISE CONCERNS AT THIS TIME.
LISTENED TO VEH WITH SHOP FOREMAN AND HEARD NO ABNORMAL
NOISES AT THIS TIME. NORMAL HIGH PRESSURE FUEL PUMP CLICKING
WAS ALL THAT WAS HEARD AT THIS TIME.

PARTS------QTY---FP-NUMBER--------------DESCRIPTION--------------------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 01BUZ *DRIVEABILITY TECH(S):2832 0.00

THE CUSTOMER STATES INTERMITTENTLY THE ENGINE WILL STUMBLE
ALMOST STALL WHILE AT IDLE. STATES THE ENGINE WILL RUN ROUGH
AS WELL WHEN THIS HAPPENS PLEASE ADVISE.
COULD NOT VERIFY CUSTOMER'S CONCERN

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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Wiesner
FOUNDATION OF EXPERIENCE
EST. 1973
WIESNER BUICK GMC
1645 I-45 North P.O. Box 2348
CONROE, TEXAS 77305
936-523-6339 • Toll Free 877-993-3270

BUICK GMC

CELL: [redacted]

CUSTOMER NO. [redacted]	ADV SOR: Anthony Imperato 4185	TAG NO. [redacted]	INVOICE DATE: 03/09/18	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	CRIMS NO. [redacted]	MILEAGE: 48,764	COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES: 21	
	VEHICLE I.D.NO.: 3 G T U 2 N E C 5 G G [redacted]		SELLING DEALER NO.: 9999	PRODUCTION DATE	
	F.T.E. NO.	P.O. [redacted]	R.O. DATE: 03/01/18		
	COMMENTS			MO: 48802	

CHECK DTC'S NONE FOUND. TEST DROVE VEHICLE WHILE MONITORING
ENGINE DATA, FUEL TRIM NORMAL, NO MISFIRES COUNTED, AND
NO DRIVEABILITY OR STALLING ISSUES FOUND.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 06BUZ2 AIR CONDITIONING TECH(S):4146 530.36

THE CUSTOMER STATES THIS MORNING THE A/C COMPRESSOR LOCKED
UP THIS MORNING AND THREW THE DRIVE BELT. STATES HE HEARD A
LOUD BELT SQUEAL AND HAD SMOKE COMING FROM UNDER THE HOOD
PLEASE ADVISE.
VERIFIED CUSTOMER CONCERN, VERIFIED COMPRESSOR BELT WAS
BROKEN, TOOK WRENCH TO TRY TO MOVE COMPRESSOR AND WOULD NOT
MOVE, COMPRESSOR LOCKED UP. FOUND SEALS IN COMPRESSOR NOT
SEALING AND SEALS WERE LEAKING.
REPLACED COMPRESSOR AND NEW SEALS ON LINES TO COMPRESSOR,
PUT DYE AND PEGOIL IN COMPRESSOR. CHARGED SYSTEM, INSTALLED
NEW BELT AND VERIFIED IT WAS BLOWING COLD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	84203715	*COMPRESSOR KIT 9.1	424.00	424.00
JOB # 5	1	52474373	SEAL 9.222	7.28	7.28
JOB # 5	1	13579646	SEAL 9.222	15.83	15.83
JOB # 5	1	88901445	LUBRICANT 8.800	36.26	36.26
JOB # 5	4	X12356150	R134A/LB	10.00	40.00
JOB # 5	1	12658178	BELT KIT 1.066	75.71	75.71
			JOB # 5 TOTAL PARTS		599.08
			JOB # 5 TOTAL LABOR & PARTS		1129.44

J# 6 05BUZ *ELECTRICAL TECH(S):4146 258.38

THE CUSTOMER STATES HE SEES A MESSAGE THAT STATES SERVICE
FRONT CAMERA PLEASE ADVISE.
VERIFIED CUSTOMER, USED SCAN TOOL AND SAW FRONT VIEW CAMERA
HAD LOST ALL PROGRAM. TRIED TO RELEARN CAMERAN AND CAMERA
WOULD NOT LEARN. VERIFIED POWER AND GROUND AND FOUND CAMERA
IS OUT OF BALANCE AND RECOMMEND REPLACE
INSTALLED AND LEARNED NEW CAMERA

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	84227380	CAMERA 9.715	573.49	573.49
			JOB # 6 TOTAL PARTS		573.49
			JOB # 6 TOTAL LABOR & PARTS		831.87

J# 7 03BUZ-02 STEERING/SUSPENSION TECH(S):2508 299.17

THE CUSTOMER STATES WHILE DRIVING IF HE PUMPS THE BRAKE
PEDAL IT WILL BECOME VERY STIFF AND THE TRUCK AT THAT POINT
WILL NOT STOP PLEASE ADVISE.
VACUUM PUMP HAS LOW VACUUM
REPLACE VACUUM PUMP

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Reynolds and Reynolds (DMS/STD) 4P

Wiesner
FOUNDATION OF EXPERIENCE
EST. 1973
WIESNER BUICK GMC
1645 I-45 North P.O. Box 2348
CONROE, TEXAS 77305
936-523-6339 • Toll Free 877-993-3270

BUICK GMC

CELL [redacted]

CUSTOMER NO. [redacted]	ADV SOP: Anthony Imperato 4185	TAG NO. [redacted]	INVOICE DATE: 03/09/18	[redacted]
[redacted]	LABOR RATE	[redacted]	MILEAGE: 48,764	COLOR: SUMMIT WHT/
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES: 21
	VEHICLE ID NO: 3 G T U 2 N E C 5 G G [redacted]		SELLING DEALER NO.: 99999	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	P.O. DATE: 03/01/18	
	COMMENTS			MO: 48802

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	12669488	PUMP 3.280	242.13	242.13
			JOB # 7 TOTAL PARTS		242.13
			JOB # 7 TOTAL LABOR & PARTS		541.30

J# 8 05BUZ01 *MISC ELECTRICAL TECH(S):4146 0.00

THE CUSTOMER STATES HE IS SEEING A MESSAGE THAT STATES SERVICE PARKING SYSTEM PLEASE ADVISE.
VERIFIED THE CONCERN. TESTED AND FOUND THE DRIVERS SEAT BOTTOM PARKING SYSTEM ACTUATOR HAS A FAULT FOR A SHORT TO GROUND. CHECKED AND FOUND NO WIRING CONCERNS TO THE ACTUATOR. TESTED AND FOUND GOOD POWER AND GROUNDS. TESTED THE ACTUATOR WITH THE SCAN TOOL AND FOUND THE ACTUATOR DID NOT RESPOND PER SCAN TOOL COMMAND. RECOMMEND REPLACE THE DRIVERS SEAT BOTTOM ACTUATOR TO REPAIR THE CONCERN.
CUSTOMER TAKING THE VEHICLE. TO OPEN A NEW REPAIR ORDER WITH CUSTOMER CONCERN FOR REPAIR AT FUTURE SCHEDULED DATE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 8 TOTAL PARTS		0.00
			JOB # 8 TOTAL LABOR & PARTS		0.00

J# 9 17BUZ0-20 LOF AND ROTATE 0-20 TECH(S):2721 15.00

Customer Requests A GM Mobil 1 Synthetic Lube, Oil & Filter Maxinum Car Care Protection (Essential For Warranty Validati on)
- replace engine oil with GM approved Mobil 1 Synthetic Oil & GM Filter
- lubricate door hinges & hood latch
- check & top off fluids in engine area
- check tire pressure & adjust to specs
- reset oil life monitoring systen
- Wiesner GMC "Customer Care Car Wash"

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 9	1	19303975	FILTER 1.836	5.66	5.66
JOB # 9	8	19264761	OIL 8.800	10.74	85.92
			JOB # 9 TOTAL PARTS		91.58
			JOB # 9 TOTAL LABOR & PARTS		106.58

COMMENTS
FIRST GUARD
PARTS: $1414.70
LABOR: $1087.91
TAX: $116.72
AUTH#18030601020
DEDUCTIBLE: $100.00

CUSTOMER PAYS FOR:
OIL CHANGE: $106.58
TAX: $7.55
LINE 2 DIAG: $89.950

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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

Reynolds and Reynolds (ProDOS)

Session Inactivity

→ Investigate Vehicle History

→ Investigate Vehicle History

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: 3GTU2NEC5GG[redacted] Model: TK15543-2016 SIERRA 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N152028770	28770	4WD IPS Drift DTC C0398 - 4HI Lock-Up - Expires with Base Warranty	01/06/2017	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017

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: **G5M3H3H2** | XM Status: **Active**
OnStar Vehicle Diagnostics: **Y** | DMN Enabled: **N**

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	GMC Scheduled Maintenance-2 visits	03/18/2016	12/31/2015	21 MI	12/31/2017	24,021 MI
	Powertrain Limited Warranty	03/18/2016	12/31/2015	21 MI	12/31/2020	60,021 MI
	Emission Select Component Ltd Wty	03/18/2016	12/31/2015	21 MI	12/31/2023	80,021 MI
	Corrosion Limited Warranty	03/18/2016	12/31/2015	21 MI	12/31/2021	100,021 MI
	Bumper to Bumper Limited Warranty	03/18/2016	12/31/2015	21 MI	12/31/2018	36,021 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/28/2017	[redacted]	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	24,223 MI
02/28/2017	[redacted]	ZFAT----Field Action Recall		9102844 - FA28770-Transfer Case Control Module Reprogramming with SPS	24,223 MI
12/07/2015	[redacted]	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
11/16/2015	[redacted]	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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Session Inactivity

Global Warranty

Patrick Roche

March 29, 2018

Logout

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

INTERFACE WITH CUSTOMER

→ Investigate Vehicle History

→ Investigate Vehicle History

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: 3GTU2NEC5GG[redacted] Model: TK15543-2016 SIERRA 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Build

Model: TK15543-2016 SIERRA 1500 4WD CREW CAB

Order Number: [redacted]

Gross Vehicle Weight: 3,269

Build Date: 11/13/2015

Build Plant: G

Option Codes

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

1SZ - OPTION PACKAGE DISCOUNT

4AA - INTERIOR TRIM

4SA - 4SA PACKAGE

6F1 - COMPONENT

7F1 - COMPONENT

8X2 - COMPONENT

9X2 - COMPONENT

A31 - POWER WINDOWS, DRIVER EXPRESS

A45 - DRIVER SEAT, MEMORY ADJUST

A48 - POWER SLIDING REAR WINDOW

A68 - SEAT 60/40 REAR FOLDING BENCH

A91 - REMOTE LOCKING TAILGATE

AKO - GLASS, DEEP-TINTED

AL0 - AIRBAG SENSING SYSTEM, PASSENGER

AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS CENTER CONSOLE, FLOOR W/ USB PORTS AND WIRELESS CHARGING

AQQ - REMOTE KEYLESS ENTRY

AU3 - POWER DOOR LOCKS

AXK - VEH TYPE - TRUCK

AY0 - AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN

B1J - WHEELHOUSE LINERS, REAR

B30 - COLOR KEYED CARPET

B32 - FLOOR MATS, FRONT

B33 - FLOOR MATS, REAR

B85 - BODY SIDE MOLDING, CHROME

BTV - REMOTE VEHICLE START

BVQ - 6" CHROME ASSIST STEPS

BWN - CORNERSTEP, REAR BUMPER

C49 - ELECTRIC REAR WINDOW DEFOGGER

C5Z - GVW RATING - 7,200 LBS

CGN - SPRAY-ON BED LINER

CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL

CTD - MOVABLE UPPER TIE DOWNS (4)

D07 - CENTER CONSOLE, FLOOR

DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING

DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED

DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL

DNS - EQUIPMENT SUPPLIER INSTALLED

DP9 - MIRROR CAPS, CHROME

E20 - DOOR HANDLES, CHROME

E63 - PICK UP BOX

EF7 - COUNTRY CODE, U.S.A.

FE9 - 50-STATE EMISSIONS

FHO - VEHICLE FUEL GASOLINE E10

G80 - AUTO LOCKING REAR DIFFERENTIAL

GAZ - SUMMIT WHITE

GU6 - REAR AXLE, 3.42 RATIO

H3B - JET BLACK

I16 -

IO6 - GMC INTELLILINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION.

JD9 - ANTILOCK BRAKES, 4 WHEEL DISC

JF4 - POWER ADJUSTABLE PEDALS

JHD - HILL DESCENT CONTROL

JL1 - TRAILER BRAKE CONTROLLER

K34 - CRUISE CONTROL

K47 - HIGH CAPACITY AIR CLEANERY

K4C - WIRELESS CHARGING

KB6 - HEATED & VENTED SEATS DRIVER & FRONT PASSENGER

KC4 - ENGINE OIL COOLING SYSTEM

KG4 - ALTERNATOR, 150 AMPS

KI4 - POWER OUTLET, 110-VOLT AC

KNP - HD AUX TRANS. COOLING SYSTEM

L83 - ENGINE, 5.3L V8 ECOTEC3

M5U - TRANSMISSION, 8 SPD AUTOMATIC

MAH - MARKETING AREA NORTH AMERICA

MSL - SILAO, MEXICO ASSEMBLY PLANT

N37 - STEERING COLUMN, TILT & TELESCOPING

NP5 - LEATHER WRAP STEERING WHEEL

NQH - TRANSFER CASE 2-SPEED

NT7 - EMISSION SYSTEM FEDERAL TIER 2

NZP - 20" CHROME CLAD WHEELS

NZZ - UNDERBODY SHIELD, TRANS CASE

PDP - HIGH PERFORMANCE LED HEADLAMPS (REPLACES STD.HEADLAMPS)

PDT - SLT CREW CAB PREMIUM PLUS PACKAGE * 6" CHROME ASSIST STEPS * 20" CHROME CLAD WHEELS * SPRAY-ON BED LINER * POWER SLIDING REAR WINDOW * HIGH PERFORMANCE LED HEADLAMPS * GMC INTELLILINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION. * BOSE AUDIO SYSTEM * HEATED STEERING WHEEL *ENHANCED DRIVER ALERT PACKAGE: FRONT AND REAR PARK ASSIST ACTIVE SAFETY LANE KEEP ASSIST INTELLIBEAM HEADLAMPS FORWARD COLLISION ALERT SAFETY ALERT SEAT * SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS, AND WIRELESS CHARGING * HEATED & VENTED SEATS DRIVER & FRONT PASSENGER

PPA - EZ LIFT AND LOWER TAILGATE

R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM

RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL

RC7 - TIRES, ALL TERRAIN

S2B - SPARE WHEEL, 17" ALUMINUM

SAF - SPARE TIRE LOCK

SFE - WHEEL LOCKS (DEALER INSTALLED)

SLM - STOCK ORDERS

SLT - SALES PACKAGE

T3U - LED FRONT FOG LAMPS

TG5 - SINGLE-SLOT CD/MP3 PLAYER

TQ5 - INTELLIBEAM HEADLAMPS

U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS

U2L - HD RADIO

U73 - ANTENNA - FIXED MAST

UD5 - FRONT AND REAR PARK ASSIST

UDD - DRIVER INFO - COLOR DISPLAY

UE1 - ONSTAR(R) INCLUDES 5 YR BASIC PLAN PLUS 6 MTH SERVICE W/ AUTOMATIC CRASH RESPONSE, NAVIGATION & MORE. INCL: 4G LTE WI-FI(R) HOTSPOT W/ LIMITED DATA TRIAL & MORE (SUBJECT TO TERMS SEE ONSTAR.COM)

UEU - FORWARD COLLISION ALERT

UF2 - LED LIGHTING, CARGO BOX

UG1 - UNIVERSAL HOME REMOTE

UHX - ACTIVE SAFETY LANE KEEP ASSIST

UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)

UK3 - STEERING WHEEL AUDIO CONTROLS

UMN - SPEEDOMETER

UQA - BOSE AUDIO SYSTEM

UTJ - THEFT DETERRENT SYSTEM

UVC - REAR VISION CAMERA SYSTEM

UVD - HEATED STEERING WHEEL

V22 - CHROME GRILLE SURROUND

V46 - FRONT BUMPER, CHROME

V76 - BLACK RECOVERY HOOKS, FRONT

V8D - VEHICLE STATEMENT US

VHM - VEHICLE HEALTH MANAGEMENT

VJH - REAR BUMPER, CHROME

VK3 - FRONT LICENSE PLATE MOUNT
VT7 - OWNERS MANUAL ENGLISH
VRK - COMPONENT
VV4 - 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)
WMG -
XL7 - FREQUENCY RATING 315 MH
Y86 - ENHANCED DRIVER ALERT PACKAGE:
YE9 - SLE/SLT DECOR
YM8 - LPO PROCESSING OPTION
Z71 - OFF-ROAD SUSPENSION PACKAGE * HILL DESCENT CONTROL * UNDERBODY SHIELD * Z71 BADGE * MONOTUBE RANCHO SHOCKS
Z82 - TRAILERING EQUIPMENT PACKAGE
Z88 - GMC TRUCK NAMEPLATE
ZY1 - SOLID PAINT

Added Option Codes

#BI -

Global Warranty Management: Site Map
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Session Inactivity

→ Investigate Vehicle History

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: 3GTU2NEC5GG[redacted] Model: TK15543-2016 SIERRA 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: N/A
Time Scanned: N/A
Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: N/A
Time Scanned: N/A
Scan Station:

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 11/13/2015
Time Scanned: 16:25:00
Scan Station: DT

Component Code: 87-BODY CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 11/13/2015
Time Scanned: 16:25:00
Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: N/A
Time Scanned: N/A
Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: N/A
Time Scanned: N/A
Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT
Traceability: A26B8E907
Source Plant: D-ALLIED SIGNAL BSRD
Part / Number Broadcast: 8676
Date Scanned: 11/13/2015
Time Scanned: 16:25:00
Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT
Traceability: AC5DBF007
Source Plant: D-ALLIED SIGNAL BSRD
Part / Number Broadcast: 8676
Date Scanned: 11/13/2015
Time Scanned: 16:25:00
Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: N/A
Time Scanned: N/A
Scan Station: 05

Component Code: AS-SENSING DIAGNOSTIC MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 11/13/2015
Time Scanned: 16:25:00
Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:

Date Scanned: 11/13/2015 Time Scanned: 16:25:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 11/13/2015 Time Scanned: 16:25:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM
Traceability: 0200523
Source Plant: -
Part / Number Broadcast: 2ZZ
Date Scanned: 11/04/2015 Time Scanned: 05:31:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Traceability: 4635317
Source Plant: -
Part / Number Broadcast: 2PP
Date Scanned: 11/12/2015 Time Scanned: 21:48:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Traceability: 4634356
Source Plant: -
Part / Number Broadcast: 2GA
Date Scanned: 11/13/2015 Time Scanned: 09:35:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Session Inactivity

→ Investigate Vehicle History

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

Vehicle Information

VIN: 3GTU2NEC5GG[redacted] Model: TK15543-2016 SIERRA 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

View Vehicle Transaction History Detail
View Vehicle Delivery Information

Job Card Date: **02/28/2017** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: [redacted]
MUNDAY CHEVROLET
17800 NORTH FREEWAY
HOUSTON TX 77090-4908
2813978600

Odometer Reading: **24,223 MI**
Authorization Code:

Process Date:
03/07/2017
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-

Job Card Line #: **4** Transaction Adjustment: Cause Code: -

Labour Op **9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations**

Causal Part Number

Line Total: **USD 32.54**

Job Card Date: **02/28/2017** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: [redacted]
MUNDAY CHEVROLET
17800 NORTH FREEWAY
HOUSTON TX 77090-4908
2813978600

Odometer Reading: **24,223 MI**
Authorization Code:

Process Date:
03/07/2017
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-

Job Card Line #: **3** Transaction Adjustment: Cause Code: -

Labour Op **9102844-FA28770-Transfer Case Control Module Reprogramming with SPS**

Causal Part Number

Line Total: **USD 43.38**

Job Card Date: **12/07/2015** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: [redacted]
WIESNER BUICK GMC
1645 I-45 N
CONROE TX 77304-2143
9367568161

Odometer Reading: **3 MI**
Authorization Code:

Process Date:
12/09/2015
Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 4 Transaction Adjustment: Cause Code: -
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number
Line Total: USD 91.00

Job Card Date: 11/16/2015 Job Card Number: [redacted] Transaction Detail

Repair Service Agent: [redacted] Odometer Reading: 1 MI
WIESNER BUICK GMC Authorization Code:
1645 I-45 N
CONROE TX 77304-2143
9367568161

Process Date:
11/16/2015
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number
Line Total: USD 131.44

Global Warranty Management: Site Map
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Session Inactivity

→ Investigate Vehicle History

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

Vehicle Information

VIN: 3GTU2NEC5GG[redacted] Model: TK15543-2016 SIERRA 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

---

Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Invoice Information

Invoicing Service Agent: [redacted]
WIESNER BUICK GMC
1645 I-45 N
CONROE TX 77304-2143 9367568161

Invoice Date: 11/16/2015

Ship to Information

Ship to Service Agent: [redacted]
WIESNER BUICK GMC
1645 I-45 N
CONROE TX 77304-2143 9367568161

Ship to Date: N/A

Delivery Information

Delivery Service Agent: [redacted]
WIESNER BUICK GMC
1645 I-45 N
CONROE TX 77304-2143 9367568161

Delivery Date: 12/31/2015
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 21

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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