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

PE18-012

GM

3-27-2019

Q3

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2016 CHEVROLET C1500 SUBURBAN LS
VIN: 1GNSCGKC0GR[redacted]
4 DOOR WAGON/SPORT UTILITY
5.3L V8 DIR OHV 16V
GASOLINE
REAR WHEEL DRIVE
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
- Personal vehicle
- Last owned in California
- 24 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 8/14/17 at 11:07:13 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	9 months
Owned in the following states/provinces	California
Estimated miles driven per year	—
Last reported odometer reading	24

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**

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

Manufacturer Recall

No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.

No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2016
Type:	Personal
Where:	California
Est. length owned:	10/26/16 - present (9 months)

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
09/14/2016		Dealer Inventory	Vehicle offered for sale
10/05/2016	3	Dealer Inventory	Vehicle offered for sale
10/26/2016	24	California Motor Vehicle Dept. Anaheim, CA	Odometer reading reported
11/14/2016		California Motor Vehicle Dept. Anaheim, CA	Title issued or updated First owner reported Titled or registered as personal vehicle
02/09/2017		California Motor Vehicle Dept. Anaheim, CA	Title issued or updated Loan or lien reported

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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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.
8/14/17 11:07:13 AM (EDT)

[redacted]

Logout

September 18, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

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

Vehicle Information

VIN: 1GNSCGKC0GR[redacted] Model: CC15906-2016 SUBURBAN 1500 2WD

Service Contract: No Branded Ti le: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Required Field Actions

Open Field Action Details are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: R7QGM38P XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Chevrolet Scheduled Maintenance-2 visits	11/03/2016	10/26/2016	24 MI	10/26/2018	24,024 MI
	Powertrain Limited Warranty	11/03/2016	10/26/2016	24 MI	10/26/2021	60,024 MI
	Bumper to Bumper Limited Warranty	11/03/2016	10/26/2016	24 MI	10/26/2019	36,024 MI
	Corrosion Limited Warranty	11/03/2016	10/26/2016	24 MI	10/26/2022	100,024 MI

Emission Limited Warranty	11/03/2016	10/26/2016	24 MI	10/26/2019	50,024 MI
Emission Select Component Ltd Wty	11/03/2016	10/26/2016	24 MI	10/26/2024	80,024 MI
Emission Select State Component Ltd Wty	11/03/2016	10/26/2016	24 MI	10/26/2023	70,024 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/29/2017	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	7,208 MI
09/30/2016	[redacted]	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	6 MI
09/14/2016	[redacted]	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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September 18, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including op ion 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: 1GNSCGKC0GR[redacted] Model: CC15906-2016 SUBURBAN 1500 2WD

Service Contract: No Branded Ti le: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Vehicle Build

Model: CC15906-2016 SUBURBAN 1500 2WD

Gross Vehicle Weight: 3,314

Order Number: [redacted]

Build Date: 09/10/2016

Build Plant: R

Option Codes

*IVH is not he 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 informa ion please refer to the original vehicle invoice or window sticker.

1LS - 1LS PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM	6SP - COMPONENT FRT LH COMPUTER
7SP - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - WINDOWS, POWER
A95 - SEATS, FRONT BUCKET, CLOTH	AG2 - SIX-WAY POWER PASSENGER SEAT
AKJ - WINDSHIELD STYLE SHADE BAND	AKK - WINDSHIELD, LAMINATED GLASS
AKO - GLASS, DEEP-TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AP9 - CARGO NET
AQQ - REMOTE KEYLESS ENTRY	ARL - PLANT CODE-ARLINGTON, TX
ARN - AIRBORNE	AT6 - SEATS, SECOND ROW 60/40 SPLIT FOLDING BENCH
AU3 - POWER DOOR LOCK SYSTEM	AVV - PROCESSING OPTION
AXP - VEHICLE TYPE VEHICLE TYPE - NOT REQUIRED	AYQ - AIRBAGS
B30 - COLOR KEYED CARPET	B58 - FLOOR MATS, CARPETED, FRT/RR
BTV - REMOTE VEHICLE START	BVE - RUNNING BOARDS, ASSIST STEPS
C25 - IMTERMITTENT FRONT WIPERS	C49 - REAR WINDOW DEFROSTER
C6A - GVW RATING - 7,300 LBS	CE1 - WINDSHIELD WIPERS, RAIN SENSING
CJ4 - CLIMATE CONTROL, TRI-ZONE AUTOMATIC	D07 - CENTER CONSOLE, FLOOR
DL8 - POWER HEATED OUTSIDE MIRRORS	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G1E - SIREN RED TINTCOAT
G80 - AUTO LOCKING REAR DIFFERENTIAL	GU4 - REAR AXLE 3.08 RATIO
H0U - JET BLACK	I16 -
IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
K34 - CRUISE CONTROL	KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS	KI4 - POWER OUTLET, 110-VOLT AC
KNP - HD AUX TRANS. COOLING SYS	L83 - ENGINE, 5.3L V8 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N33 - STEERING COLUMN, TILT	NP5 - LEATHER WRAP STEERING WHEEL
NUF - EMISSION SYSTEM CALIFORNIA	PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM
R7J - G80 IDENTIFIER	R9N - FORCE ON ALL VEHICLES FOR PRICING OF

	INTERIOR TRIM
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RKX - TIRES, ALL SEASON
RUF - WHEEL, 17" STEEL SPARE	S6N - HITCH RECEIVER COVER (DEALER INSTALLED)
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
TB4 - REAR LIFTGATE, MANUAL	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U2L - HD RADIO
U77 - ANTENNA RR WINDOW, RADIO	UD7 - REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER	UQ3 - ENHANCED AUDIO SPEAKERS
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V54 - LUGGAGE RACK - SIDE RAILS	V8D - VEHICLE STATEMENT
VHM - VEHICLE HEALTH MANAGEMENT	VK3 - FRONT LICENSE PLATE BRACKET
VQZ - POLISHED EXHAUST TIP (DEALER INSTALLED)	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VV4 - 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)
WMG -	X88 - CHEVROLET CONVERSION
XL7 - FREQUENCY RATING 315 MH	YF5 - 50-STATE EMISSIONS
YM8 - LPO PROCESSING OPTION	Z82 - TRAILERING EQUIPMENT
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

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September 18, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

VIN: 1GNSCGKC0GR[redacted] Model: CC15906-2016 SUBURBAN 1500 2WD
Service Contract: No Branded Ti le: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER V N

Vehicle Component

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: A113B240C
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 09/10/2016 Time Scanned: 17:22:00 Scan Station: 05

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A5833240C
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 09/10/2016 Time Scanned: 17:22:00 Scan Station: 05

Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE Traceability: P20260410
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 09/10/2016 Time Scanned: 17:22:00 Scan Station: 05

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE Traceability: P1816C4C0
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 09/10/2016 Time Scanned: 17:22:00 Scan Station: 05

Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR Traceability: 208613VPA
Source Plant: S- Part / Number Broadcast: 3681
Date Scanned: 09/10/2016 Time Scanned: 17:22:00 Scan Station: 05

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 3061491
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 08/29/2016 Time Scanned: 01:30:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 1277932
Source Plant: - Part / Number Broadcast: 1GG
Date Scanned: 09/09/2016 Time Scanned: 16:18:00 Scan Station:

Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS Traceability: 1281964
Source Plant: - Part / Number Broadcast: 1HH
Date Scanned: 09/09/2016 Time Scanned: 07:29:00 Scan Station:

Component Code: CN-SEQ NUM (FLEX) GEN ASM Traceability: 1280699
Source Plant: - Part / Number Broadcast: 1EE
Date Scanned: 09/10/2016 Time Scanned: 03:43:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 1247246

Source Plant: -
Part / Number Broadcast: 1AZ
Date Scanned: 09/10/2016
Time Scanned: 07:41:00 Scan Station:

Component Code: DA----
Traceability: A6866BD0B
Source Plant: D-
Part / Number Broadcast: 8678
Date Scanned: 09/10/2016
Time Scanned: 17:22:00 Scan Station: 05

Component Code: DB----
Traceability: AFDDBC70B
Source Plant: D-
Part / Number Broadcast: 8678
Date Scanned: 09/10/2016
Time Scanned: 17:22:00 Scan Station: 05

Component Code: DV----
Traceability: 349921516
Source Plant: Q-
Part / Number Broadcast: 0598
Date Scanned: 09/10/2016
Time Scanned: 17:22:00 Scan Station: 05

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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September 18, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

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

Vehicle Information

VIN: 1GNSCGKC0GR[redacted] Model: CC15906-2016 SUBURBAN 1500 2WD
Service Contract: No Branded Ti le: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER V N

Job Card Date: 04/29/2017 **Job Card Number:** [redacted]

Repair Service Agent: 114564
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: 7,208 MI
Authorization Code:

Process Date:
05/03/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 8 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See o her Parts and/or Net Items

Job Card Date: 09/30/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114562
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594
5629252500

Odometer Reading: 6 MI
Authorization Code:

Process Date:
10/04/2016
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Job Card Date: 09/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114562
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594
5629252500

Odometer Reading: 1 MI
Authorization Code:

Process Date:
09/14/2016
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Global Warranty Management: Site Map
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September 18, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

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

For this vehicle:

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

Vehicle Information

VIN: 1GNSCGKC0GR[redacted] Model: CC15906-2016 SUBURBAN 1500 2WD

Service Contract: No Branded Ti le: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Invoice Information

Invoicing Service Agent: 114562
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594 5629252500

Invoice Date: 09/12/2016

Ship to Information

Ship to Service Agent: 114562
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594 5629252500

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114564
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578 7149731711

. Delivery Date: 10/26/2016
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 24

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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PE18-012

GM

3-27-2019

Q3

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TEXAS
TEXARKANA DIVISION

[redacted], ON BEHALF OF HIMSELF AND ALL OTHERS SIMILARLY SITUATED, ***Plaintiff*** **v.** **GENERAL MOTORS LLC** ***Defendants***	**Civil Action No. [redacted]**

PLAINTIFF'S SECOND AMENDED CLASS ACTION COMPLAINT

COMES NOW, [redacted] Plaintiff, on behalf of himself and all others similarly situated, and for his Second Amended Class Action Complaint against GENERAL MOTORS LLC (hereinafter Defendant GM or GM) respectfully alleges the following:

PARTIES

1. Plaintiff is a citizen of Bowie County, Texas, and pursuant to FED. R. CIV. P. Rule 23(b)(2) and (b)(3), Plaintiff seeks certification of the following Classes:

A. The "Texas Purchase Class" or the "Purchase Class Members" include:

All consumer residents in Texas who own, owned, lease, or leased a 2015-2016 Cadillac Escalade, 2014-2016 Chevrolet Silverado 1500, 2015-2016 Chevrolet Suburban, 2015-2106 Chevrolet Tahoe, 2014-2016 GMC Sierra 1500, or 2015-2016 Yukon

Excluded from the Texas Purchase Class are the following individuals or entities:

i. Individuals or entities, if any, who timely opt out of this proceeding using the correct protocol for opting out that will be formally established by the Court;

ii. Any and all federal, state, or local governments, including, but not limited to, their departments, agencies, divisions, bureaus, boards, sections, groups, counsels, and/or subdivisions;

iii. Any currently sitting federal judge or magistrate in the current style and/or any persons within the third degree of consanguinity to such judge or justice;

iv. Any person who has given notice to the Defendant by service of civil suit and alleged he or she has suffered personal injury; and

v. Any person seeking punitive and/or exemplary damages.

B. The "Texas Repair Class" or "Repair Class Members" include:

All consumer residents in Texas who own, owned, lease, or leased a 2015-2016 Cadillac Escalade, 2014-2016 Chevrolet Silverado 1500, 2015-2016 Chevrolet Suburban, 2015-2106 Chevrolet Tahoe, 2014-2016 GMC Sierra 1500, or 2015-2016 Yukon, and to which repairs were made pursuant to Service Bulletin No. PIT5361 and subsequent versions.

Excluded from the Texas Repair Class are the following individuals or entities:

i. Individuals or entities, if any, who timely opt out of this proceeding using the correct protocol for opting out that will be formally established by the Court;

ii. Any and all federal, state, or local governments, including, but not limited to, their departments, agencies, divisions, bureaus, boards, sections, groups, counsels, and/or subdivisions;

iii. Any currently sitting federal judge or magistrate in the current style and/or any persons within the third degree of consanguinity to such judge or justice;

iv. Any person who has given notice to the Defendant by service of civil suit and alleged he or she has suffered personal injury; and

v. Any person seeking punitive and/or exemplary damages.

Throughout these pleadings and due to the common allegations related to them, the two Classes may be referred to as the "Texas Classes" or the "Classes" or "Class Members" unless specifically alleged otherwise. The "Class Defect" and "Class Vehicles" are applicable to both Classes.

2. Pursuant to Rule 15(c)(1)(C), Defendant GENERAL MOTORS LLC is the proper party defendant, and it is a foreign limited liability company whose principal place of business is in the State of Michigan. Defendant GM has been served and has appeared. Defendant GM manufactured, distributed, sold, serviced and/or warranted the vehicles made the subject of this litigation, hereinafter referred to as the "Class Vehicles" for both Classes, which include: 2015-2016 Cadillac Escalade; 2014-2016 Chevrolet Silverado 1500; 2015-2016 Chevrolet Suburban; 2015-2016 Chevrolet Tahoe; 2014-2016 GMC Sierra 1500; and 2015-2016 Yukon. GM distributed, sold, serviced and/or warranted, directly or indirectly, hundreds, if not thousands, of Class Vehicles to Plaintiff and the Class Members with the understanding and expectation that those vehicles would be sold in, operate in, and be fit for their intended purpose and as warranted in Texas.

JURISDICTION AND VENUE

3. Pursuant to 28 U.S.C. § 1332, this Court has original jurisdiction over the Plaintiff's and the Class Members' claims in that diversity of citizenship exists and Plaintiff seeks to represent Classes of persons in a matter in controversy which exceeds the sum or value of $5,000,000, exclusive of interest and costs.

4. This Court has general and specific jurisdiction over the Defendant, in that Defendant GM has sufficient minimum contacts with Texas and within the Eastern District of Texas to establish Defendant's presence in Texas, and certain material acts upon which this suit is based occurred within the Eastern District of Texas, to include but not limited to: (1) the sale of the Defendant's defective product to the Plaintiff, (2) one of the failed repairs, and (3) an occurrence of failure after the warranty failed its essential purpose.

5. Venue is proper in the Eastern District of Texas pursuant to 28 U.S.C. 1391(b)(1-3) and (c) in that: (1) Defendant GM resides in the Eastern District of Texas because it is subject to personal jurisdiction within the Eastern District of Texas; (2) a substantial part of the events or omissions giving rise to the claims asserted herein occurred in this judicial district; and (3) Defendant may be found in this district.

FACTUAL NATURE OF THE SUIT

A. Plaintiff Purchases A Class Vehicle.

6. On or about December 18, 2014, Plaintiff purchased a new 2015 Chevrolet Suburban which was delivered to Plaintiff in Bowie County, Texas. Plaintiff executed all sales documents in Bowie County, Texas.

7. In early January of 2017, Plaintiff and his wife noticed the brakes on the Suburban were not functioning properly. More specifically, the brakes would seemingly function without incident the first three to four times when they were applied or tapped, but thereafter the brakes would become hard and resist depression or require an increased effort to depress the brake pedal.

8. In January of 2017, Plaintiff contacted the dealership from which he purchased the Suburban and informed the dealership of the very serious braking failure issue.

B. Defendant GM Knowingly Sold Dangerously Defective Vehicles to Consumers.

9. The dealership was familiar with the problem because in February of 2015, Defendant GM had issued a service bulletin #PIT5361B which affected the Class Vehicles as of that date to include 2015 Cadillac Escalade; 2014 Chevrolet Silverado 1500; 2015 Chevrolet Suburban; 2015 Chevrolet Tahoe; 2014-2015 GMC Sierra 1500; and 2015 Yukon. *See* Exhibit A. GM expressly acknowledged that "a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal" (hereinafter the "Class Defect"). As

evidence of the "Class Defect," Defendant GM notified its dealers, "While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line." The service bulletin was "intended for use by professional technicians…written to inform these technicians of conditions that may occur on some vehicles." *See* Exhibit A. The service bulletin was not, however, written or intended for the consuming public, including Plaintiff and any Class Members.

10. Since the release of the Class Vehicles (the earliest of which was Spring 2013), Defendant GM has received warranty returns, customer complaints, and NHTSA VOQs (National Highway Traffic Safety Administration "Vehicle Owner Questionnaires") relating to the defect. As a result, GM investigated the defect, developed a countermeasure (attempted fix), and then cascaded the countermeasure into the field through their dealerships in the form of a service bulletin effective February 2015. The service bulletin requires extensive repair to include the replacement of the Vacuum Pump, Vacuum Line Between the booster and the pump, Brake Booster, and Master Cylinder. The service campaign process does not happen overnight, especially for a repair as extensive as the February 2015 service campaign; and it takes many months to identify the problem, attempt to fix it, and implement the fix in the field. Therefore, before December 18, 2014, (the purchase of Plaintiff's Class Vehicle), GM knew their Class Vehicles suffered from the Class Defect, but GM concealed the defect from unwitting consumers who unknowingly purchased Class Vehicles with a hidden defect.

11. Ultimately, Defendant GM would issue a series of service bulletins only to its dealers regarding the brake defect, with the latest bulletin dated March 15, 2017, and which included the following Class Vehicles and year models: 2015-2016 Cadillac Escalade; 2014-2016 Chevrolet Silverado 1500; 2015-2016 Chevrolet Suburban; 2015-2016 Chevrolet Tahoe; 2014-

2016 GMC Sierra 1500; and 2015-2016 Yukon. *See* Exhibit A. As part of GM's overall strategy to engage in material omission and deception upon Plaintiff and the Class Members, these bulletins contain false, misleading, or deceptive information about the potential for curing the defects because the purported repairs do not fix the defect and the statements are designed to mislead dealers and technicians who repair Class Vehicles.

12. Defendant had knowledge of the Class Defect prior to the sale of the Class Vehicle to Plaintiff. Further, Defendant GM took no action to alert Plaintiff or the Class Members of the defect in the Class Vehicles prior to their purchase or after their purchase.

13. Defendant GM was already aware of the defect prior to December of 2014, and yet it never informed Plaintiff or Class Members of the serious nature of the defect. As of February 10, 2016, GM had verified at least some 19 affected vehicle models where the "CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP." *See* Exhibit B. The 19 affected vehicles are the Class Vehicles which GM continued to sell without disclosure to the Class Members even after this admission.

14. Disturbingly, the number of customer complaints echoed what GM already knew about its defective brake system: the need for increased effort to depress brake pedal, high occurrences in stop and go traffic, high occurrences of failure at lower speeds, brake booster issue, replacement of brake booster, replacement of master cylinder, safety issue, etc. *See* Exhibit C.

15. Further, Defendant GM knowingly sold thousands of Class Vehicles to unsuspecting Class Members to whom GM said nothing about the braking defect after its knowledge of the Class Defect.

C. <u>The Defendant's Braking Defect Cannot Be Remedied And Is Dangerous</u>.

16. On or about January 31, 2017, the dealership picked up Plaintiff's vehicle in Texas and took it back to the dealership for repairs. The dealership informed Plaintiff that it had performed the repairs pursuant to Defendant GM's service bulletin and under warranty. The Suburban was delivered back to Plaintiff in Bowie County, Texas on February 4, 2017.

17. On February 28, 2017, Plaintiff's wife, [redacted] was driving the Suburban when the identical hard brake problem presented and the brake would not depress. A catastrophic failure of the brake occurred—after the purported fix—which caused the Plaintiff's Suburban driven by Mrs. [redacted] to crash with another vehicle.

18. On the same day, Plaintiff notified the dealership of the brake failure and the resulting accident. Plaintiff further informed the dealership of his apprehension of ever operating the vehicle again, and he made a demand that Defendant GM should be responsible for the vehicle. The dealership notified Defendant GM in writing of the brake failure, the accident, and Plaintiff's request that GM take responsibility for the vehicle. *See* Exhibit D. On or about March 8 and 9, 2017, Defendant GM notified the dealership that it should, "STOP ALL WORK ON THE VEHICLE!," take no further action, ask for the "product allegation department," that GM had opened a case/claim file, and GM would assume the handling of Plaintiff's problem and concerns. *See* Exhibit D.

19. On or about March 13, 2017, Plaintiff's wife was contacted by a representative of Defendant GM who requested Defendant GM be allowed to inspect the vehicle and indicated to

Plaintiff's wife that no work was to be performed on the vehicle. Defendant GM's inspection of the vehicle occurred on or about March 14, 2017, at an auto-repair facility in Texarkana, Texas, and lasted all day.

20. On or about March 22, 2017, Plaintiff's wife inquired of Defendant GM's representative, Pam Brown, about the status of the claim and about what Plaintiff and his wife were supposed to do with an inoperable car and the resulting lack of transportation with a substitute vehicle. Defendant GM's representative, Pam Brown, stated to Plaintiff's wife, "It is really not our problem."

21. On or about April 29, 2017, Plaintiff contacted the dealership and informed the dealership that Defendant GM was doing nothing to resolve the issue of Plaintiff's wrecked vehicle and resulting lack of transportation for his family due to brake failure. On or about May 1, 2017, multiple representatives from the dealership attempted to make contact with GM. *See* Exhibit D. They were unsuccessful. *Id.*

22. On May 2, 2017, Defendant GM contacted the dealership and instructed the dealership to obtain the vehicle and repair the brakes according to the Service Bulletin. *See* Exhibit D. The dealership personnel responded that they had previously performed the repairs according to the Service Bulletin in February 2017 and that they believed Defendant GM should send a field engineer to come and inspect the Suburban's brakes. *Id.* Defendant GM informed the dealership that ***it had already sent a field engineer to inspect Plaintiff's brakes***, and that Defendant GM had already determined the ***brakes failed during the inspection***. *Id.* The dealership informed GM they would not perform any additional warranty repairs on Plaintiff's Suburban. *Id.*

23. On or about May 2, 2017, and without Plaintiff's knowledge, Plaintiff learned that Defendant GM had directed that Plaintiff's Suburban be sent to a second dealership in Bowie County, Texarkana, Texas, to perform the brake repairs. Those repairs were performed pursuant to the Service Bulletin and under warranty. However, Plaintiff was very concerned about the safety of the brakes and the vehicle.

24. On May 4, 2017, the first dealership formally notified Defendant GM in writing through legal counsel that it would forbear from performing any further repairs to Plaintiff's vehicle. The dealership further demanded that Defendant GM expeditiously resolve Plaintiff's problems with the Suburban.

25. On June 15, 2017, GM completely denied Plaintiff's claims and attempts to engage in a dialogue with GM. However, in its denial of all responsibility, Defendant GM continued with its "not our problem" philosophy and actually issued a warning to Plaintiff stating, "Please note that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in ***their immediate post-incident condition for as long as there is intent to pursue a claim and/or cause of action.***" GM sent this warning even though it had already inspected the Suburban and found the brake to be defective, and GM knew the vehicle had subsequently been repaired again by the second dealership. Yet, Defendant GM literally warned Plaintiff to do nothing with the Suburban.

26. On June 16, 2017, Plaintiff attempted to back the Suburban and a boat trailer on a boat ramp to launch his boat. In the process, the Suburban's brakes failed again, and Plaintiff repeatedly pumped on the brake in an effort to avoid having the vehicle go into the lake. Finally, the vehicle stopped. This brake failure occurred even after Defendant GM had the vehicle repaired a second time pursuant to its Service Bulletin and warranty.

27. Currently, Plaintiff's unsafe Suburban sits at his home, and because Defendant GM cannot or will not repair it, it is wholly unusable and without value.

CLASS ALLEGATIONS

28. This action has been brought and may be properly maintained and certified as a Class Action because as to *each* of the proposed classes:

(a) The questions and issues of law or fact are of a common or general interest, affecting Class of individuals and the public at large;

(b) The Classes consists of a sufficiently large group of individuals, believed to exceed 100's if not 1,000's of members, and they are so large that it is impractical to join all members of the Classes before the Court as individual plaintiffs. The identity of Class members is readily ascertainable from various sources including GM's ownership records, GM's repair records, government ownership records, and/or via simple notice by publication;

(c) The questions of law or fact common to the Classes are substantially similar and predominate over those questions affecting only specific members of the Classes;

(d) Each Class is united by a community of interests in obtaining appropriate equitable relief including injunctive relief, recall of Class Vehicles, restitution, damages, and other available relief designed to redress the wrongful conduct of Defendant GM;

(e) Plaintiff is a member of each Class and his claims are typical of each Class;

(f) Plaintiff will fairly and adequately represent the claims of each Class, and protect the interests of each Class without exercising personal interest or otherwise acting in a manner inconsistent with the best interests of the Classes generally;

(g) Plaintiff retained attorneys experienced in the litigation of class and representative claims and in the area of consumer protection litigation who have agreed to and will responsibly and vigorously advocate on behalf of the Classes as a whole;

(h) Without class certification, the prosecution of separate consumer actions by individual members of the Classes would be impracticable and financially difficult, and create a risk of repetitive, inconsistent and varying adjudications. This would have the effect of establishing incompatible standards of conduct for GM, discouraging the prosecution of meritorious but small claims, and/or result in adjudications which would be dispositive of the interests of other Class Members

not parties to the adjudication, or otherwise substantially impair the ability of Class Members to protect their rights and interests;

(i) Defendant GM acted or refused to act on grounds generally applicable to the Classes, thereby making the award of equitable relief and/or restitution appropriate to the Classes as a whole;

(j) The class action procedure is superior to other methods of adjudication, and specifically designed to result in the fair, uniform and efficient adjudication of the claims presented by this complaint. This class action will facilitate judicial economy and preclude the undue financial, administrative and procedural burdens which would necessarily result from a multiplicity of individual actions.

29. Because the damages suffered by each Class Member within the two classes are relatively small ***compared to*** the expense and burden of prosecuting this compelling case against a well-financed, multibillion dollar corporation, this class action is the only way each Class Member can redress the harm that Defendant GM caused.

30. Should individual Class Members be required to bring separate actions, Texas' courts would face a multitude of lawsuits that would burden the court system and create a risk of inconsistent rulings and contradictory judgments. In contrast to proceeding on a case-by-case basis, in which inconsistent results will magnify the delay and expense to all parties and the court system, this class action presents far fewer management difficulties while providing unitary adjudication, economies of scale, and comprehensive supervision by a single court.

CAUSES OF ACTION

FIRST COUNT FOR RELIEF
(Breach of Express Warranty—Texas Purchase Class)

31. Plaintiff, individually and for the Texas Purchase Class, hereby incorporates each and every allegation as though fully set forth herein.

32. For each Class Vehicle sold by Defendant GM, an express written warranty was issued that provided for the inclusion of operational "4-Wheel Antilock Disc Brakes" in the

standard vehicle price, among other written warranties. *See* Exhibit E (the window sticker from the purchase of Plaintiff's vehicle). The window sticker to all of Defendant GM's Class Vehicles are "applied pursuant to Federal law" and cannot be "removed prior to delivery to the ultimate purchaser." *See* Exhibit E. Defendant GM's statements are an affirmation of fact or promise that all the Class Vehicles will include as standard equipment and "at no extra charge" the operational 4-wheel antilock disc brakes. *See* Exhibit E. Further, Defendant GM's representations amount to a description of the operational "4-Wheel Antilock Disc Brakes." Defendant GM's representations made in Exhibit E or similarly made in other "Standard Equipment" statements were meant by Defendant GM to induce Plaintiff and Texas Purchase Class Members to purchase defective vehicles and form the basis of each and every bargain—as they are uniformly given and uniformly include the described 4-wheel antilock disc brakes. Defendant GM's representations contained in Exhibit E formed the basis of the bargain by Plaintiff for the purchase of the vehicle.

33. The defects manifested off the assembly and existed at the moment of purchase of the Class Vehicles. Accordingly, Plaintiff asserts the defects complained of herein occurred within the original warranty period. Because of Defendant's fraudulent concealment of the defect, Defendant is *estopped* from asserting the defense of statute of limitations as to breach of warranty because (a) Defendant's actions of affirmative fraud, deception, or concealment (intentional or unintentional) of fact caused Plaintiff and the Texas Purchase Class Members to relax their vigilance or deviate from inquiry; (b) Plaintiff and the Texas Purchase Class Members were unaware of the defects; (c) Plaintiff and the Texas Purchase Class Members were unable to undertake any action to accomplish the benefit of the warranty; and (d) Texas Business & Commerce Code §2.725(4)(d) provides that § 2.725 "does not alter the law on tolling of the statute of limitations."

34. Further as to Plaintiff and at the time Plaintiff tendered the vehicle to the Defendant's dealership for repair of the Class Defect, Plaintiff's vehicle was *covered by warranty* and repaired under warranty with "NO CHARGE TO CUSTOMER." *See* Exhibit F. Defendant GM's labor operation code #2480118 was used for the repair of Plaintiff's vehicle which represents GM's affirmative statement, "Warranty Information. For vehicles repaired under warranty[.]" *See* Exhibit F. Following the first failed repair, Defendant GM directed that Plaintiff's vehicle be taken to a second dealership wherein Plaintiff's vehicle was purportedly repaired again *under warranty*. *See* Exhibit G. Both repairs failed, leaving Plaintiff with an unsafe and essentially inoperable vehicle.

35. Defendant GM breached its express warranty to Plaintiff and the Texas Purchase Class because of the existence of the Class Defect in the Class Vehicles.

36. GM has knowingly sold to Plaintiff and Texas Purchase Class Members the Class Vehicles with the defective braking system and of which GM was aware of the *irreparable* defect present in the Class Vehicles, creating a serious safety risk for the driver, the Class Vehicles' occupants, other drivers, and pedestrians.

37. The warranty and warranted repairs offered by Defendant GM to Plaintiff and the Texas Purchase Class Members fail in their essential purpose because they do not repair the vehicle in a safe condition, as Plaintiff's vehicle was purportedly repaired pursuant to the Service Bulletin and failed both times.

38. Without limitation, GM's intentional delay and concealment of information regarding the brake defect from its dealers, prospective Class Vehicle purchasers, Texas Purchase Class Members, and Plaintiff, and its inability to remedy the defect through the Service Bulletins, all have caused any exclusive or limited remedy in the warranty to fail its essential purpose.

39. Any purported limitations of express warranties or remedies would be unconscionable because of Defendant's knowledge regarding the defects in Class Vehicles, Defendant's omission to the Texas Purchase Class Members about the defects and/or Defendant's intentional concealment of the defect, and the failure of GM to provide an adequate remedy.

40. Defendant GM breached its express warranties by offering for sale and selling defective vehicles that were by design and construction defective and unsafe, and by purportedly repairing the Class Defect with failed measures, thereby subjecting the occupants of the Class Vehicles purchased or leased to damages and risks of loss and injury.

41. Defendant GM's breach of its express warranties proximately caused the Texas Purchase Class to suffer damages in excess of $5,000,000.

42. Pursuant to Texas Civil Practice & Remedies Code §§ 38.001 and 38.002, Plaintiff is entitled to attorneys' fees on behalf of himself and for the Texas Class in that this matter involves an oral or written contract, Plaintiff and the Texas Classes are represented by Counsel or Counsel is being sought to represent the Texas Classes, a claim was presented to GM, and GM has failed to pay the just amount owed within thirty (30) days after the claim was presented.

43. Plaintiff, the Texas Purchase Class seek full compensatory damages allowable by law, attorney's fees, costs, and appropriate equitable relief including injunctive relief, a declaratory judgment, a court order enjoining Defendant GM's wrongful acts and practices, restitution, the repair of all Class Vehicles, replacement of all Class Vehicles, the refund of money paid to own or lease all Class Vehicles, and any other relief to which Plaintiffs and the Texas Classes may be entitled. Plaintiff does not seek punitive damages on behalf of himself or the classes he seeks to represent.

SECOND COUNT FOR RELIEF
(Breach of Implied Warranty—Texas Purchase Class)

44. Plaintiff, individually and for the Texas Purchase Class, hereby incorporates each and every allegation as though fully set forth herein.

45. Defendant GM impliedly warranted that the Class Vehicles, which it designed, manufactured, sold, or leased to Plaintiff and members of the Texas Class, were merchantable, fit and safe for their ordinary use, not otherwise injurious to consumers, and would come with adequate safety warnings.

46. Because the Class Vehicles are equipped with the defective braking system, the vehicle purchased or leased and used by Plaintiff and the Texas Purchase Class members is unsafe, unfit for use when sold, threatens injury to its occupants or others, and is not merchantable. Defendant GM breached the implied warranty of merchantability in the sale or lease of the Class Vehicles to Plaintiff and members of the Texas Class in that the vehicles were not fit for their ordinary purpose and not merchantable.

47. The defects manifested off the assembly, and existed at the moment of purchase of the Class Vehicles. Accordingly, Plaintiff asserts the defects complained of herein occurred within the original warranty period. Because of Defendant's fraudulent concealment of the defect, Defendant is *estopped* from asserting the defense of statute of limitations as to breach of warranty because (a) Defendant's actions of affirmative fraud, deception, or concealment (intentional or unintentional) of fact caused Plaintiff and the Class Members to relax their vigilance or deviate from inquiry; (b) Plaintiff and the Class Members were unaware of the defects; (c) Plaintiff and the Class Members were unable to undertake any action to accomplish the benefit of the warranty; and (d) Texas Business & Commerce Code §2.725(4)(d) provides that § 2.725 "does not alter the law on tolling of the statute of limitations."

48. Further as to Plaintiff and at the time Plaintiff tendered the vehicle to the Defendant's dealership for repair of the Class Defect, Plaintiff's vehicle was *covered by warranty* and repaired *under warranty* with "NO CHARGE TO CUSTOMER." *See* Exhibit F. Defendant GM's labor operation code #2480118 was used for the repair of Plaintiff's vehicle which represents GM's affirmative statement, "Warranty Information. For vehicles repaired under warranty[.]" *See* Exhibit F. Following the first failed repair, Defendant GM directed that Plaintiff's vehicle be taken to a second dealership wherein Plaintiff's vehicle was purportedly repaired again *under warranty*. *See* Exhibit G. Both repairs failed, leaving Plaintiff with an unsafe and essentially inoperable vehicle.

49. Defendant GM breached its implied warranty because of the existence of the Class Defect.

50. GM has knowingly sold to Plaintiff and Texas Class Members the Class Vehicles of which it was aware of an irreparable defect present in the Class Vehicles, creating a serious safety risk for the driver, the Class Vehicles' occupants, other drivers, and pedestrians.

51. The warranty and warranted repairs offered by Defendant GM to Plaintiff and the Class Members fail in their essential purpose because they do not repair the vehicle in a safe condition, as Plaintiff's vehicle was purportedly repaired pursuant to the warranted repair Service Bulletin and failed both times.

52. Without limitation, GM's intentional delay and concealment of information regarding the brake defect from its dealers, prospective Class Vehicle purchasers, Texas Repair Class Members, and Plaintiff, and its inability to remedy the defect through the Service Bulletins, all have caused any exclusive or limited remedy in the warranty to fail its essential purpose.

53. Defendant GM breached its implied warranties by offering for sale and selling defective vehicles that were by design and construction defective and unsafe, and by purportedly repairing the Class Defect with failed measures, thereby subjecting the occupants of the Class Vehicles purchased or leased to damages and risks of loss and injury

54. As a direct and proximate result of Defendant GM's breach of the implied warranty of merchantability and fitness for a particular purpose, Plaintiffs and members of the Texas Purchase Class suffered damages in excess of $5,000,000.

55. Any purported limitations of warranties or remedies would be unconscionable because of Defendant's knowledge regarding the defects in Class Vehicles, Defendant's omission to Plaintiff and Texas Purchase Class Members about the defects and/or Defendant's intentional concealment of the defect, and the failure of GM to provide an adequate remedy.

56. Plaintiff and the Texas Purchase Class seek full compensatory damages allowable by law, attorney's fees, costs, and appropriate equitable relief including injunctive relief, a declaratory judgment, a court order enjoining Defendant GM's wrongful acts and practices, restitution, the repair of all Class Vehicles, replacement of all Class Vehicles, the refund of money paid to own or lease all Class Vehicles, and any other relief to which Plaintiffs and the Texas Purchase Class may be entitled. Plaintiff does not seek punitive damages on behalf of himself or the class he seeks to represent.

THIRD COUNT FOR RELIEF
(Violations of the Texas Deceptive Trade Practices Act—Texas Purchase Class)

57. Plaintiff, individually and for the Texas Purchase Class, hereby incorporates each and every allegation as though fully set forth herein.

58. There are two types of actionable conduct in this Count which include (1) false, misleading, or deceptive statements or (2) false, misleading, or deceptive conduct. Number one

is the representations made by Defendant GM that its vehicles were/are sold with operable 4-Wheel Antilock Brakes. This was made to Plaintiff and the Texas Purchase Class Members prior to the date(s) of sale. Number two is the material omission that Defendant GM was aware of the Class Defect and failed to notify Plaintiff and purchasers of the Class Vehicles prior to their purchases.

59. Defendant GM sold and continues to sell, and leased and continues to lease, Class Vehicles notwithstanding its awareness of the defective braking system and of the danger posed by the defect. In doing so, Defendant GM makes false claims about its vehicles being defect free or omits material information about the known defect in the Class Vehicles. Defendant GM has furthered its scheme of unconscionable and deceptive acts of material omission by making false, deceptive, and misleading statements in its service bulletins about possible cures for the known defect. In addition, Defendant GM has withheld and continues to withhold material information from its dealers and Purchasers about the extent of the Class Defect and the unsafe nature and potential tragic consequences of its Class Defect. Defendant GM's acts constitute an unconscionable act or course of action; and a false, misleading, or deceptive act or practice in violation of Texas Business & Commerce Code § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

60. In reality, the Class Defect cannot be repaired to ensure the safe operation of the Class Vehicles, and Plaintiff and the Texas Purchase Class have been harmed.

61. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Purchase Class are entitled to relief in the form of an award of economic damages found by the trier of fact, and which should be trebled based upon the Defendant's actions which were committed knowingly.

62. Pursuant to Texas Business & Commerce Code § 17.50(b)(2) and due to GM's continued sale of these vehicles, continued repairs, and failure to make truthful disclosures, Plaintiff and the Texas Classes are entitled to relief in the form of an order enjoining Defendant's deceptive acts.

63. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Purchase Class are entitled to relief in the form of an order restoring the Plaintiff and the Texas Purchase Class members to their money which was acquired in violation of § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

64. Pursuant to Texas Business & Commerce Code § 17.50(d), Plaintiff and the Texas Purchase Class are entitled to and award of court cost and reasonable attorneys' fees.

65. Pursuant to Texas Business & Commerce Code § 17.505, Defendant GM received notice of Plaintiff's complaint and request for remediation of the Class Defect as follows:

a. On or about March 8, 2017, Defendant GM's dealership notified GM Customer Assistance Center about the claim made by Plaintiff regarding the necessary repair to his vehicle, and this claim with Defendant GM was acknowledged as being opened as of March 9, 2017. *See* Exhibit D. The Claim was closed by Defendant GM on June 15, 2017, without any assistance to Plaintiff. *See* Exhibit H.

b. On or about June 13, 2017, demand was made upon Defendant GM for the (1) replacement of Plaintiff's Class Vehicle and (2) reimbursement for the cost of Plaintiff's replacement vehicle, the purchase of which was necessary because Plaintiff's Class Vehicle was inoperable due to safety concerns. This

claim was acknowledged and denied by Defendant GM on June 15, 2017. *See* Exhibit H.

FOURTH COUNT FOR RELIEF
(Violations of the Texas Deceptive Trade Practices Act—Texas Repair Class)

66. Plaintiff, individually and for the Texas Repair Class, hereby incorporates each and every allegation as though fully set forth herein.

67. When Plaintiff and members of the Texas Repair Class presented their defective Class Vehicles to Defendant GM's dealerships, Defendant GM falsely (1) informed its dealers and thus Plaintiff and the Texas Repair Class that the Class Defect was repairable, and the Class Vehicles were repaired based upon the false premise, and/or (2) omitted to its dealers and thus Plaintiff and the Texas Repair Class certain material facts about the existence of the Class Defect, the limited nature or failure of the proposed repairs to cure the Class Defect, and the continued existence of safety issues from the Class Defect even after purported repairs, and the Class Vehicles were repaired based upon these material omissions. In addition, Defendant GM has withheld and continues to withhold material information from its dealers and Texas Repair Class Members about the extent of the Class Defect and the unsafe nature and potential tragic consequences of its Class Defect. These statements and omissions were false, misleading, or deceptive and in violation of Texas Business & Commerce Code § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

68. In reality, the Class Defect cannot be repaired to ensure the safe operation of the Class Vehicles, and Plaintiff and the Texas Repair Class Members have been harmed.

69. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Repair Class are entitled to relief in the form of an award of economic damages found by

the trier of fact, and which should be trebled based upon the Defendant's actions which were committed knowingly.

70. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Repair Class are entitled to relief in the form of an award of economic damages found by the trier of fact, and which should be trebled based upon the Defendant's actions which were committed knowingly.

71. Pursuant to Texas Business & Commerce Code § 17.50(b)(2) and due to GM's continued statements and omission related to purported repairs, and its failure to make truthful disclosures, Plaintiff and the Texas Repair Class are entitled to relief in the form of an order enjoining Defendant's deceptive acts.

72. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Repair Class are entitled to relief in the form of an order restoring the Plaintiff and the Texas Repair Class members to their money, if any, which was acquired in violation of § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

73. Pursuant to Texas Business & Commerce Code § 17.50(d), Plaintiff and the Texas Repair Class are entitled to and award of court cost and reasonable attorneys' fees.

74. Pursuant to Texas Business & Commerce Code § 17.505, Defendant GM received notice of Plaintiff's complaint and request for remediation of the Class Defect.

JURY DEMAND

75. Plaintiff demands a jury trial on all issues so properly triable.

PRAYER

76. WHEREFORE, PREMISES CONSIDERED, Plaintiff and Class Members within their respective Classes respectfully pray that the Court:

(a) For each of the proposed Classes, certify this action as a class action as permitted by FED. R. CIV. P. Rule 23(b)(2) and (b)(3), appoint Plaintiff as class representative, and appoint Plaintiff's counsel as class counsel;

(c) Direct that notice be issued to the Class Members;

(b) Conduct a trial on the merits and, thereafter, enter judgment against GM in favor of Plaintiff and Class Members consistent with the damages amounts, restitution and/or other relief requested herein or for which Plaintiff and the Class may prove themselves entitled.

Respectfully submitted,

By: /s/ *James C. Wyly*

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ATTORNEYS FOR PLAINTIFF

CERTIFICATE OF SERVICE

I hereby certify that on March 27, 2018, I electronically filed the foregoing with the Clerk of the Court by using the CM/ECF system. I further certify that I mailed the foregoing document and the notice of electronic filing by first-class mail to any non-CM/ECF participants.

[redacted]
James C. Wyly

SB-10057667-3895

Service Bulletin

File in Section: -
Bulletin No.: PIT5361
Date: February, 2015

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

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

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/ o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

excel sheet

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Bulletin No.: PIT5361B
Date: Jun-2016

Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

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

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

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

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

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder
5. Vacuum Pump Belt

Parts Information

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

12658179	BELT - VAC PUMP	1
12658178	BELT - A/C COMPRESSOR	1

Warranty Information

For vehicles repaired under warranty use:

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

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

C0299

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

Document ID: 4748532

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

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The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Warning: In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

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

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

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1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

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

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
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Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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United States Department of Transportation

NHTSA

Look up another vehicle | Year Make Model or VIN | go | VEHICLE COMPARISON TOOL Compare safety information

2015
CHEVROLET SUBURBAN 1500
SUV RWD

7 RECALLS

INVESTIGATIONS 0

COMPLAINTS 96

★★★★★

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

COMPLAINTS RECALLS INVESTIGATIONS **MANUFACTURER COMMUNICATIONS**

914 Manufacturer Communications
for 2015 CHEVROLET SUBURBAN 1500

FILTER MANUFACTURER COMMUNICATIONS BY AFFECTED COMPONENTS

All (914) AIR BAGS (2) BACK OVER PREVENTION (4) ELECTRICAL SYSTEM (271) ELECTRONIC STABILITY CONTROL (2) ENGINE (96)
ENGINE AND ENGINE COOLING (48) EQUIPMENT (346) EQUIPMENT ADAPTIVE (64) EXTERIOR LIGHTING (4)
FORWARD COLLISION AVOIDANCE (1) FUEL SYSTEM, DIESEL (1) FUEL SYSTEM, GASOLINE (26) FUEL SYSTEM, OTHER (16)
FUEL/PROPULSION SYSTEM (1) INTERIOR LIGHTING (1) LANE DEPARTURE (3) LATCHES/LOCKS/LINKAGES (5) PARKING BRAKE (4)
POWER TRAIN (56) SEAT BELTS (3) SEATS (23) **SERVICE BRAKES (10)** SERVICE BRAKES, AIR (4) SERVICE BRAKES, ELECTRIC (2)
SERVICE BRAKES, HYDRAULIC (10) STEERING (24) STRUCTURE (44) SUSPENSION (31) TIRES (15) TRACTION CONTROL SYSTEM (1)
TRAILER HITCHES (2) VEHICLE SPEED CONTROL (3) VISIBILITY (26) WHEELS (14)

March 14, 2017 MANUFACTURER COMMUNICATION NUMBER: PIT5509B
Components: ELECTRICAL SYSTEM, SERVICE BRAKES

June 27, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361B
Components: SERVICE BRAKES

NHTSA ID Number: 10081053

Manufacturer Communication Number: PIT5361B

Summary

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

14 Affected Products

Vehicles

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2015-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016

1 Associated Document ▲

Service Bulletin Document

SB-10081053-2280.pdf 95.829KB

Request Research (Services fees apply)

February 15, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5377D

Components: SERVICE BRAKES

February 10, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361A

Components: SERVICE BRAKES

NHTSA ID Number: 10096208

Manufacturer Communication Number: PIT5361A

Summary

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

19 Affected Products ▲

Vehicles

MAKE	MODEL	YEAR

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016
CADILLAC	ESCALADE ESV	2015-2016
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2014-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016
GMC	YUKON XL	2015-2016

Request Research (Services fees apply)

November 10, 2015 MANUFACTURER COMMUNICATION NUMBER: PIT5241C

Components: SERVICE BRAKES, ELECTRICAL SYSTEM

← prev Page 1 of 2 next →

Recently Searched

2015
CHEVROLET SUBURBAN 1500
SUV RWD

United States Department of Transportation

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2015 CADILLAC ESCALADE ESV

SUV AWD

EVOX IMAGES

5 RECALLS

INVESTIGATIONS 0

COMPLAINTS 16

Not been rated

OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

16 Complaints
for 2015 CADILLAC ESCALADE ESV

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (16) ELECTRICAL SYSTEM (1) ENGINE (1) ENGINE AND ENGINE COOLING (1) EXTERIOR LIGHTING (1) FUEL/PROPULSION SYSTEM (1) POWER TRAIN (2) SERVICE BRAKES (4) STRUCTURE (1) SUSPENSION (1) UNKNOWN OR OTHER (6) VEHICLE SPEED CONTROL (2) VISIBILITY/WIPER (1)

August 18, 2016 NHTSA ID NUMBER: 10896962

Components: SERVICE BRAKES

NHTSA ID Number: 10896962

Incident Date August 2, 2016

Consumer Location HARRIMAN, NY

Vehicle Identification Number 1GYS4SKJ4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKES COMPLETELY FAILED. I PULLED INTO TRAIN PARKING SPOT AND THE CARS WOULD NOT STOP. I HAD TO KEEP PUMPING THE BRAKES AND EVENTUALLY IT JUST STOPPED. I TRIED IT GAIN AND THE BRAKES WERE HARD AND COULDN'T PUSH THEM DOWN. I AM SO LUCKY THAT I WAS NOT ON A HIGHWAY GOING FAST WITH MY KIDS IN THE CAR.

ADILLAC SAID I NEEDED THE HYDRO BOOST REPLACED.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

Request Research (Services fees apply)

July 29, 2016 NHTSA ID NUMBER: 10891627

Components: SERVICE BRAKES

NHTSA ID Number: 10891627

Incident Date June 18, 2016

Consumer Location PHOENIX, AZ

Vehicle Identification Number 1GYS4PKJ8FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

AT 15000 MILES AND ORIGINAL OWNER WHILE TOWING OUR BRAKES COMPLETELY GAVE OUT. NO WARNING SIGN, NO LEAKAGE, ONLY 1 SYMPTOM A FEW MONTHS PRIOR WHERE THE BRAKE PEDDLE WAS MUSHY. DEALERSHIP SAID IT WAS FINE. EVERYTHING WORKED FINE DRIVING IT THROUGHOUT DAY. STOPPED FOR DINNER JUST BEFORE WE ENTERED MOUNTAIN PASS. GOT IN SUV TO LEAVE FOR HOME AND HAD NO BRAKES AT ALL. EMERGENCY BRAKE WON'T EVEN KICK IN TO BE USED FOR EMERGENCIES. THE VEHICLE GAVE NO WARNING SIGNS, ENGINE OR BRAKE LIGHT WARNINGS. NO CHANGES IN BRAKE PRESSURE, NO LEAKS UNDER VEHICLE OR ON ENGINE. IT WAS AN INSTANT GIVE OUT OF BRAKES AND COULD HAVE HAPPENED WHILE DRIVING. FORTUNATELY THEY DID NOT GIVE OUT WHILE MOVING MORE THAN 3 MPH SO WE ARE STILL ALIVE. DEALERSHIP AND GM BOTH SAID IT WAS NORMAL FOR BRAKES TO GIVE OUT AND NOT HAVE ANY BRAKES WHEN THE BRAKE MASTER CYLINDER GIVES OUT. THIS IS NOT NORMAL! THEY REPLACED THE MASTER CYLINDER AND ALL WORKS FINE NOW. HOWEVER I FEEL THIS IS A MAJOR VEHICLE SAFETY ISSUE IN THAT FOR A VEHICLE TO COMPLETELY LOSE ALL OF IT'S BRAKING ABILITY BUT NOT BE PREWARNED THAT THERE IS A PROBLEM IS EXTREMELY DANGEROUS. IF WE DIDN'T STOP FOR DINNER THE BRAKES WOULD HAVE GIVEN OUT IN THE MOUNTAIN PASS AND ME AND MY FAMILY WOULD MORE THAN LIKELY BE DEAD AT THE BOTTOM OF A MOUNTAIN CLIFF! WE ARE EXTREMELY AFRAID TO DRIVE THIS VEHICLE NOW AND GM HAS NO INTEREST IN BUYING IT BACK OR HELPING US GET OUT OF IT. THEY JUST SAID "JUST WAIT TO SEE IF IT HAPPENS AGAIN" WHICH TO ME, MEANS, WAIT UNTIL YOU CAUSE A FATALITY. THEY ALSO SAID THIS ISN'T HAPPENING TO OTHER GM VEHICLES.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

March 31, 2016 NHTSA ID NUMBER: 10852756

Components: SERVICE BRAKES

NHTSA ID Number: 10852756

Incident Date November 13, 2015

Consumer Location ANAHEIM, CA

Vehicle Identification Number 1GYS4NKJ7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

THE VEHICLE HAD VIRTUALLY NO BRAKES TO STOP IT AND 11,215 MILES. GENERAL MOTORS ALREADY HAD SERVICE WARNINGS OUT TO DEALERS DATED 7/17/2015, GM DOCUMENT ID #4242788. THEY SAY THEY REPLACED PADS AND ROTORS. AT 23,589 MILES THE VEHICLE NEEDED BRAKES AGAIN. SERVICE MANAGER TELLS US THAT THIS IS A KNOWN PROBLEM AT GENERAL MOTORS. THEY HAVE EVEN ISSUED A NEW WARNING FOR 2016 MODELS. I CONSIDER THE VEHICLE TO BE UNSAFE TO DRIVE IN THAT THE BRAKES CAN GO OUT WITHOUT ANY WARNING.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

November 23, 2015 NHTSA ID NUMBER: 10795343

Components: SERVICE BRAKES, SUSPENSION, POWER TRAIN

Recently Searched

2015
CADILLAC ESCALADE ESV
SUV AWD

Not been rated
OVERALL SAFETY RATING

2016

United States Department of Transportation

NHTSA

Look up another vehicle | Year Make Model or VIN | go | VEHICLE COMPARISON TOOL Compare safety information

2015
CHEVROLET SUBURBAN 1500
SUV RWD

7 RECALLS

INVESTIGATIONS 0

COMPLAINTS 96

★★★★★

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

October 1, 2017 NHTSA ID NUMBER: 11030722

Components: SERVICE BRAKES

NHTSA ID Number: 11030722

Incident Date June 29, 2017

Consumer Location LAC DU FLAMBEAU, WI

Vehicle Identification Number 1GNSKKKC7FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	3
DEATHS	0

WHILE DRIVING ON I90 IN STOP AND GO TRAFFIC, THE CAR IN FRONT OF ME STOPPED. I APPLIED MY BRAKES AND THE PEDAL WAS HARD AND WOULD NOT DEPRESS. AS A RESULT MY CAR WOULD NOT STOP AND I HIT THE CAR IN FRONT OF ME IN THE REAR END. MY AIR BAGS WENT OFF. I RECEIVED AN AIR BAG BURN. THE CAR IN FRONT OF ME STRUCK THE CAR IN FRONT OF HIM. BOTH OTHER DRIVERS CLAIM THEY WERE INJURED. MY CAR COST $15,300 TO REPAIR. CHEVROLET IS AWARE OF THIS PROBLEM, ISSUING PRELIMINARY SERVICE BULLETIN PIT5361 IN 2015, ADDENDUM B IN 2016 AND ADDENDUM B IN 2017. THE PROBLEM IS A FAULTY VACUUM PUMP, MASTER CYLINDER, BRAKE BOOSTER, VACUUM LINE, AND VACUUM PUMP BELT. I WAS NEVER INFORMED OF THIS PROBLEM. I HAVE BEEN DRIVING 50 YEARS AND THIS IS MY FIRST CHARGEABLE ACCIDENT.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

September 26, 2017 NHTSA ID NUMBER: 11030016

Components: SERVICE BRAKES

NHTSA ID Number: 11030016

Incident Date September 26, 2017

Consumer Location LLANO, TX

Vehicle Identification Number 1GNSCKKC7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE EXITING THE PARKING LOT AT 5 MPH, THE BRAKES FAILED TO WORK WITHOUT WARNING. THE CONTACT HAD TO CHANGE THE GEAR TO PARK IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER (BOB PRICE CHEVROLET BUICK GMC, 1225 S STATE HWY 16, FREDERICKSBURG, TX 78624) WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER AND THE BRAKE PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 51,800.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

August 28, 2017 NHTSA ID NUMBER: 11020065

Components: SERVICE BRAKES

NHTSA ID Number: 11020065

Incident Date August 18, 2017

Consumer Location CENTERVILLE, MA

Vehicle Identification Number 1GNSKKKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0

THE BRAKES ON MY 2015 CHEVY SUBURBAN ARE LOCKING WHEN DRIVING A LOW SPEED. THE PROBLEM STARTED ALL OF THE SUDDEN WHILE DRIVING UNDER DRY ROAD CONDITIONS ON A CITY STREET. IF YOU PRESS ON THE BRAKE PEDAL , IT DOES NOT MOVE AND THE CAR DOES NOT STOPPED. I ALMOST HIT A FAMILY OF 4 THAT WAS

DEATHS	0

CROSSING IN FRONT OF ME. THE CAR HAS BEEN AT DICK BEARD CHEVROLET IN HYANNIS, MA AND THEY ARE SAYING THAT THERE IS NO ISSUE WITH THE BRAKES AND AVOIDING SOLVING THE PROBLEM. I'VE CALLED CHEVROLET 4 TIMES AND THEY ARE NOT CALLING ME BACK. THE CAR IS NOT SAFE TO DRIVE AT ALL.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

June 17, 2017 NHTSA ID NUMBER: 10995718

Components: SERVICE BRAKES

NHTSA ID Number: 10995718

Incident Date June 17, 2017

Consumer Location MCQUEENEY, TX

Vehicle Identification Number 1GNSCJKC3FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKE BOOSTER WENT OUT WHILE DRIVING WITH MY CHILDREN IN THE CAR!

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

June 14, 2017 NHTSA ID NUMBER: 10995134

Components: SERVICE BRAKES

NHTSA ID Number: 10995134

Incident Date October 14, 2016

Consumer Location GAINESVILLE, FL

Vehicle Identification Number 1GNSCJKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKES STOPPED WORKING . FIRST TIME IT HAPPENED I THOUGHT IT WAS MY IMAGINATION AS I WAS IN A PARKING LOT GOING EXTREMELY SLOW. NEXT DAY IT HAPPENED WHEN BACKING OUT OF MY DRIVEWAY. HAD TO PRESS BRAKES EXTREMELY HARD AND IT ROLLED TO A STOP AS IT HIT CURB ON OTHER SIDE OF ROAD. TOOK IT TO DEALER AND THEY REPLACE THE VACUUM BOOSTER WHICH HAD FAILED AT APROX. 50,000 MILES. NOT COVERED UNDER WARRANTY. EVERY OTHER PART OF BRAKES BESIDES NORMAL WEAR AND TEAR IS COVERED. I WAS LUCKY IT HAPPENED IN MY DRIVEWAY AND NOT WHILE DRIVING AT HIGHER SPEEDS IN TRAFFIC.

I HAVE ADDITIONAL COMPLAINTS ABOUT THIS VEHICHLE. THE CLIPS HOLDING DRIVERS SEAT HAD TO BE REPLACED AT 40,000 MILES BECAUSE SEAT WAS SLIDING FROM SIDE TO SIDE. THEY ARE ALL READY LOOSE AGAIN AT 60,000 MILES ALTHOUGH NOT AS BAD AS FIRST TIME. MY AC CONDENSER WENT OUT AT 62,000 MILES. IT HAS BEEN ON NATIONAL BACKORDER FOR 7 WEEKS AND I AM STILL WAITING. THE CAR SHAKES ON THE INTERSTATE AT APROX 70 -75 MILES PER HOUR. THE DEALERSHIP HAS BALANCED THE TIRES AND THIS HAS NOT FIXED PROBLEM. AFTER DRIVING ON INTERSTATE AT HIGH SPEEDS FOR EXTENDED PERIOD OF TIME, WHEN STOPPING THE CAR IDLES VERY ROUGH AND HAS EVEN CUT OFF. THE DEALERSHIP RAN A FUEL INDUCTION SERVICE. WILL SEE IF IT WORKS WHEN I GET IT BACK AFTER THEY REPLACE AC CONDENSER. THE CAR SHIFTS HORRIBLY, ESPECIALLY WHEN GOING SLOW. WAS TOLD THAT IS A PROBLEM WITH THE FUEL EFFICIENT SHIFTING AND THERE IS NO REPAIR...JUST TO MANUALLY SHIFT. ALSO, THE HOOD OF THE CAR HAS TINY RUST SPOTS COMING THROUGH THE PAINT ALL OVER IT.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

← prev Page 1 of 4 next →

Recently Searched

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

April 10, 2017 NHTSA ID NUMBER: 10971549

Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10971549

Incident Date April 8, 2017

Consumer Location LORTON, VA

Vehicle Identification Number 1GNSKJKCXFR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I WAS ON SLOPE HILL. MY BRAKES ARE NOT RESPONDING. I PUT IN NEW BRAKES 2 MONTHS AGO AND BRAKES NOT RESPONDING? MY CAR ALMOST WENT DOWN THE HILL. I CALLED ROADSIDE ASSISTANCE AND HAD THEM TOWED MY CAR TO DEALERSHIP. THEY FOUND THE ISSUE VACUUM PUMP BROKE. ALSO MY TRANSMISSION HAVING ISSUE SINCE 2 MONTHS. THEY STILL HAVEN'T FOUND ISSUES. I CAN'T CONTROL MY SPEED AND ENGINE GIVES A KICK WHEN ENTERING HIGHWAY. THEY WON'T REPAIR THIS ISSUE BECAUSE THEIR "MECHANICS" CANNOT FIND THE ISSUE. THIS IS THIS WORST VEHICLE TO DRIVE ANDUNSAFE FOR DRIVERS AND PASSENGERS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

February 28, 2017 NHTSA ID NUMBER: 10957711

Components: SERVICE BRAKES

NHTSA ID Number: 10957711

Incident Date February 28, 2017

Consumer Location TEXARKANA, TX

Vehicle Identification Number 1GNSCKKC8FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	2
DEATHS	0

WHILE DRIVING HER VEHICLE TODAY MY WIFE DEPRESSED HER BRAKE TO STOP AND SHE SAID THE BRAKE FELT LIKE PUSHING ON A RUBBER TIRE. THE CAR WOULD NOT STOP CAUSING HER TO RUN A STOP SIGN AND HIT ANOTHER VEHICLE. WE HAD THE SAME PROBLEM LAST MONTH AND THE VEHICLE WAS TAKEN TO THE CHEVROLET DEALERSHIP AND "REPAIRED" ACCORDING TO THE CURRENT SAFETY BULLETIN ISSUED BY CHEVROLET. THIS COLLISION CAUSED THE OTHER PERSON TO GO TO THE HOSPITAL VIA EMS AND MY WIFE WAS TAKEN BY POV TO ER FOR EVALUATION. OBVIOUSLY WHATEVER "FIX" WAS DONE BY THE DEALERSHIP WAS NOT THE CAUSE OF THE PROBLEM. I WAS TOLD THE VACUUM ASSIST PUMP AND HOSES WERE REPLACED, BUT THE VEHICLE STILL HAD THE SAME ISSUE.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

February 23, 2017 NHTSA ID NUMBER: 10956664

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, SUSPENSION

NHTSA ID Number: 10956664

Incident Date January 15, 2016

Consumer Location COVINA, CA

Vehicle Identification Number 1GNSCKKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

CAR ONLY HAS 60,000 MILES BRAKE BOOSTER IS GOING OUT AND CHEVY KNOWS THERE IS A PROBLEM BUT HAVE NOT RECALLED. ALSO FRONT SHOCKS ARE GOING OUT DUE TO MAGNETIC RIDE SYSTEM LOTS OF PEOPLE HAVE THE SAME PROBLEM CHEVY ONCE AGAIN HAS NOT RECALLED!

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

November 28, 2016 NHTSA ID NUMBER: 10928435

Components: SERVICE BRAKES

NHTSA ID Number: 10928435

Incident Date November 28, 2016

Consumer Location HARVEY, LA

Vehicle Identification Number IGNSCIKC6FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I HAVE A 2015 CHEVY. SUBURBAN LT THE BRAKE PEDAL IS HARD TO PRESS AND THE CAR CONTINUE TO ROLL EVEN AFTER I APPLY THE BRAKE DESPITE THE ROTOR AND ALL THE PADS HAVE BEEN REPLACED.....THIS IS VERY DANGEROUS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

October 3, 2016 NHTSA ID NUMBER: 10911185

Components: SERVICE BRAKES

NHTSA ID Number: 10911185

Incident Date October 1, 2016

Consumer Location BOCA RATON, FL

Vehicle Identification Number 1GNSCJKC8FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE DRIVING AT 60 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE HESITATED TO REDUCE IN SPEED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER FAILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 67,000.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

← prev Page 2 of 4 next →

Recently Searched

2015
CHEVROLET SUBURBAN 1500
SUV RWD

★★★★☆
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

September 8, 2016 NHTSA ID NUMBER: 10904757

Components: SERVICE BRAKES

NHTSA ID Number: 10904757

Incident Date September 7, 2016

Consumer Location BROCKTON, MA

Vehicle Identification Number 1GNSKHKC7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I AM WRITING ABOUT MY 2015 CHEVY SUBURBAN. I OWN A LIMOUSINE SERVICE AND USE THE SUBURBAN IN MY FLEET. YESTERDAY A DRIVER, WITH PASSENGERS, HAD A TOTAL FAILURE OF THE POWER BRAKING SYSTEM. IT IS AT A LOCAL REPAIR SHOP NOW, AND I AM BEING TOLD THE AIR PUMP HAD BROKEN APART, INSIDE, SNAPPED THE FAN BELT RESULTING IN NO VACUUM GETTING TO THE POWER BRAKE SYSTEM. MY DRIVER WAS BARELY ABLE TO STOP THE VEHICLE BEFORE REAR ENDING ANOTHER CAR ON THE HIGHWAY. THE VEHICLE HAS 54,000 MILES AND I AM BEING TOLD IS OUT OF THE BUMPER TO BUMPER WARRANTY. THERE ARE ALSO NO OPEN RECALLS. I AM REPORTING THIS ISSUE TO THE NHTSA AND THE MASSACHUSETTS ATTORNEY GENERAL'S OFFICE, AS I BELIEVE THIS IS AN IMMEDIATE DANGER TO THE GENERAL MOTORING PUBLIC. I JUST CONTACTED CHEVROLET BY PHONE AND EMAIL. THE REPRESENTATIVE ON THE PHONE SAID ALL SHE COULD TELL ME IS THAT IT'S OUT OF WARRANTY, THERE WERE NO RECALLS, AND I AM BASICALLY ON MY OWN TO REPAIR. I HOPE YOU ARE ABLE TO INVESTIGATE THIS SITUATION, IDENTIFY THE CAUSE OF THIS FAILURE, AND COME UP WITH A REMEDY FOR THE SAFETY OF EVERYONE.

1 Affected Product

Request Research (Services fees apply)

September 8, 2016 NHTSA ID NUMBER: 10904602

Components: EXTERIOR LIGHTING, AIR BAGS, SERVICE BRAKES

July 24, 2016 NHTSA ID NUMBER: 10888039

Components: ELECTRICAL SYSTEM, ENGINE, SERVICE BRAKES

March 15, 2016 NHTSA ID NUMBER: 10849844

Components: POWER TRAIN, SERVICE BRAKES, ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 10849844

Incident Date July 18, 2015

Consumer Location Unknown

Vehicle Identification Number 1GNSCJKC9FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE ATTEMPTING TO BRAKE THE VEHICLE, THE BRAKES MADE AN ABNORMAL LOUD NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKES AND ROTORS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE CONTACT STATED THAT THE BRAKES AND ROTORS HAD BEEN REPLACED A TOTAL OF THREE TIMES SINCE THE PURCHASE OF THE VEHICLE. ALSO, WHILE ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATED AND SLOWED DOWN. THE VEHICLE WAS TAKEN TO THE DEALER. THE CONTACT WAS INFORMED THAT THE VEHICLE HAD NOT FAILED AND THAT WAS HOW IT WAS CALIBRATED. THE CONTACT ALSO STATED THAT THE LIFTGATE FAILED TO OPEN AUTOMATICALLY AND HAD TO BE MANUALLY OPERATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 43,000.

1 Affected Product

Request Research (Services fees apply)

January 4, 2016 NHTSA ID NUMBER: 10817620

Components: STEERING, SERVICE BRAKES

NHTSA ID Number: 10817620

Incident Date December 12, 2015

Consumer Location SEAFORD, NY

Vehicle Identification Number 1GNSCJKC9FR****

Summary of Complaint

CRASH	Yes
FIRE	No

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE MAKING A LEFT TURN AT 20 MPH, THE BRAKE PEDAL WAS DEPRESSED AND

INJURIES	1
DEATHS	0

FAILED TO RESPOND AS THE VEHICLE ACCELERATED WITHOUT WARNING. IN ADDITION, THE CONTACT STATED THAT THE POWER STEERING FAILED. AS A RESULT, THE CONTACT CRASHED INTO ANOTHER VEHICLE. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED HEAD, NECK, BACK AND WRIST INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 46,000.

1 Affected Product

Request Research (Services fees apply)

← prev Page 3 of 4 next →

Recently Searched

2015
GMC YUKON DENALI XL 1500
SUV 4WD

★★★★☆
OVERALL SAFETY RATING

2015
CHEVROLET SUBURBAN 1500
SUV RWD

★★★★☆
OVERALL SAFETY RATING

United States Department of Transportation

NHTSA

Look up another vehicle | Year Make Model or VIN | go | VEHICLE COMPARISON TOOL Compare safety information

2015 CHEVROLET TAHOE

SUV 4WD

EVOX IMAGES

10 RECALLS

INVESTIGATIONS 0

COMPLAINTS 133

★★★★★

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

133 Complaints
for 2015 CHEVROLET TAHOE

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (133) AIR BAGS (5) ELECTRICAL SYSTEM (29) ELECTRONIC STABILITY CONTROL (4) ENGINE (10) ENGINE AND ENGINE COOLING (1) EQUIPMENT (2) EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (11) FUEL/PROPULSION SYSTEM (3) INTERIOR LIGHTING (2) POWER TRAIN (11) SEAT BELTS (7) SEATS (5) SERVICE BRAKES (11) STEERING (14) STRUCTURE (11) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (28) VEHICLE SPEED CONTROL (3) VISIBILITY (2) VISIBILITY/WIPER (3) WHEELS (2)

October 5, 2017 NHTSA ID NUMBER: 11031984

Components: SERVICE BRAKES

NHTSA ID Number: 11031984

Incident Date October 4, 2017

Consumer Location MACOMB, MI

Vehicle Identification Number 1GNSKBKC3FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	0
DEATHS	0

HARD BRAKE PEDAL, INCREASED EFFORT IS NEEDED TO DEPRESS BRAKE PEDAL. MOST COMMONLY AT SPEEDS <35 MPH. OFTEN VEHICLE DOES NOT WANT TO STOP. VEHICLE WAS IN MODERATE MORNING RUSH HOUR TRAFFIC. VEHICLE IN FRONT STOPPED QUICKLY FROM 40 MPH. TRIED PRESSING BRAKE PEDAL ON 2015 TAHOE TO STOP, PEDAL WAS EXTREMELY HARD AND VEHICLE WOULD NOT STOP.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

Request Research (Services fees apply)

September 25, 2017 NHTSA ID NUMBER: 11025403

Components: SERVICE BRAKES

NHTSA ID Number: 11025403

Incident Date September 22, 2017

Consumer Location TIFTON, GA

Vehicle Identification Number 1GNSCBKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

AS I WAS SITTING IN THE VEHICLE IN PARK, I PLACED MY FOOT ON THE BRAKE AND NOTICED THAT THE BRAKE ASSIST HAD ACTIVATED WHILE IN PARK. I WAS UNABLE TO PUSH THE PETAL DOWN. I WAS ABLE TO MOVE THE SHIFTER INTO DRIVE WITH MY FOOT ON THE BRAKE, BUT THE VEHICLE IMMEDIATELY PLUNGED FORWARD. AS I CONTINUED TO TRY AND DEPRESS THE BRAKE PETAL, THE VEHICLE FINALLY SLOWED TO A STOP. BEFORE I COULD GET OFF THE ROAD AND OUT OF TRAFFIC, THE BRAKE ASSIST CONTINUED TO BE LOCKED UP AND THERE WAS NO BRAKES IF I SHIFTED INTO REVERSE. I WAS EXTREMELY CONCERNED FOR MINE AND MY CHILDREN'S SAFETY AS THIS COULD HAVE CAUSED A VERY SERIOUS ACCIDENT. THE BRAKES DID NOT STOP THE VEHICLE AND WERE DEFECTIVE DUE TO THE VACUUM PUMP "GOING OUT". THE VEHICLE IS ONLY 2 YEARS OLD AND HAS 49K MILES.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

September 11, 2017 NHTSA ID NUMBER: 11022709

Components: SERVICE BRAKES

NHTSA ID Number: 11022709

Incident Date September 10, 2017

Consumer Location MONSEY, NY

Vehicle Identification Number 1GNSK2EC4FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	0
DEATHS	0

WHEN APPLYING THE BRAKES MY CAR DOESN'T STOP 100% OF THE TIME. 1 TIME DURING HIGHWAY SLOW MOVING TRAFFIC, 3 TIMES BACKING OUT OF MY DRIVEWAY (FLAT SURFACE), 4 TIMES WHEN ON INCLINE/DECLINE OF ROAD. WHEN APPLYING BRAKES, HORRIBLE CHATTERING VIBRATION COMES FROM LEFT FRONT TIRE AREA, CHATTER VIBRATION IS FELT IN BRAKE PEDAL. NO MATTER HOW HARD I APPLY THE BRAKE THE CAR KEEPS GOING - IT WILL FINALLY STOP, BUT I ALMOST HIT THE CAR IN FRONT OF ME AT THE ONE HIGHWAY OCCURRENCE, 2 TIMES CAR FINALLY STOPPED

JUST BEFORE GOING OVER EDGE OF PROPERTY WHEN PULLING FORWARD & BACKWARD TO TURN AROUND IN TIGHT AREA. IN EACH INSTANCE I AM MOVING AT A VERY SLOW SPEED. I CONTACTED DEALERSHIP, THEY TOLD ME I WASN'T THE ONLY ONE CALLING ABOUT THIS HAPPENING BUT SINCE I'M OVER 36,000 WARRANTY THEY WILL CHARGE ME TO CK IT OUT,

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE POLICE PURSUIT	2015

Request Research (Services fees apply)

September 5, 2017 NHTSA ID NUMBER: 11021419

Components: SERVICE BRAKES

NHTSA ID Number: 11021419

Incident Date September 4, 2017

Consumer Location WILLIAMSPORT, PA

Vehicle Identification Number 1GNSKBKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

WHILE DRIVING ON THE ROAD IN TRAFFIC I WENT TO PRESS ON THE BRAKES AND NOTICED THEY HAD BECOME STIFF AND HAD TO PRESS THEM AS HARD AS POSSIBLE TO SLOWLY STOP WHILE TRYING TO AVOID HITTING ANOTHER VEHICLE IN TRAFFIC. NO WARNING LIGHTS WERE ON IN THE DASH UNTIL I PULLED OVER AND RESTARTED VEHICLE A COUPLE OF TIMES. THEN I GOT THE ACTIVE BRAKE ASSIST SERVICE LIGHT ON. I HAD THE VEHICLE TOWED TO THE NEAREST CHEVROLET SERVICE CENTER DUE TO THE VEHICLE NOT SAFE TO DRIVE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

Request Research (Services fees apply)

August 29, 2017 NHTSA ID NUMBER: 11020372

Components: SERVICE BRAKES

NHTSA ID Number: 11020372

Incident Date August 13, 2017

Consumer Location CARMEL, IN

Vehicle Identification Number 1GNSKCKC1FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE DRIVING AT 5 MPH, THE BRAKE PEDAL WAS APPLIED BUT FAILED TO RESPOND WITHOUT WARNING. THE VEHICLE WAS TOWED TO A LOCAL DEALER: COUGHLIN FORD OF CIRCLEVILLE LOCATED AT 24001 US HIGHWAY 23 S CIRCLEVILLE OH 49113 WHERE IT WAS DIAGNOSED THAT THE BRAKE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS THEN TOWED TO HARE CHEVROLET LOCATED AT 2001 STONY CREED RD NOBLESVILLE IN 46060 WHERE IT WAS DIAGNOSED THAT THE VACUUM PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE # [redacted] BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 31,000.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

← prev Page 1 of 3 next →

Recently Searched

2015
CHEVROLET TAHOE
SUV 4WD

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

133 Complaints
for 2015 CHEVROLET TAHOE

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (133) AIR BAGS (5) ELECTRICAL SYSTEM (29) ELECTRONIC STABILITY CONTROL (4) ENGINE (10) ENGINE AND ENGINE COOLING (1) EQUIPMENT (2) EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (11) FUEL/PROPULSION SYSTEM (3) INTERIOR LIGHTING (2) POWER TRAIN (11) SEAT BELTS (7) SEATS (5) SERVICE BRAKES (11) STEERING (14) STRUCTURE (11) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (28) VEHICLE SPEED CONTROL (3) VISIBILITY (2) VISIBILITY/WIPER (3) WHEELS (2)

May 4, 2015 NHTSA ID NUMBER: 10714400

Components: SERVICE BRAKES

NHTSA ID Number: 10714400

Incident Date January 15, 2015

Consumer Location HOLLY SPRINGS, NC

Vehicle Identification Number 1GNSCBKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET TAHOE. WHILE DRIVING AT 45 MPH, THE SERVICE BRAKE ASSIST WAS DISPLAYED ACROSS THE MESSAGE BOARD. IN ADDITION, THE CONTACT STATED THAT THE BRAKE PEDAL WAS DEPRESSED AND IT TOOK A GREATER AMOUNT OF TIME FOR THE VEHICLE TO COME TO A COMPLETE STOP. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 16,562. UPDATED 6/18/15*CN UPDATED 10/12/2017*CN

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

1 Associated Document

EVOQ Document

United States Department of Transportation

NHTSA

Look up another vehicle Year Make Model or VIN go VEHICLE COMPARISON TOOL Compare safety information

2016 CHEVROLET SUBURBAN 1500

SUV 4WD

4EVOX IMAGES

4 RECALLS

INVESTIGATIONS 0

COMPLAINTS 23

★★★★☆

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

23 Complaints
for 2016 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (23) ELECTRICAL SYSTEM (2) ENGINE (3) FUEL/PROPULSION SYSTEM (1) POWER TRAIN (2) SEAT BELTS (1) SEATS (1)
SERVICE BRAKES (2) STEERING (1) STRUCTURE (4) SUSPENSION (3) TIRES (1) UNKNOWN OR OTHER (8)
VEHICLE SPEED CONTROL (4) VISIBILITY (1) VISIBILITY/WIPER (1) WHEELS (3)

April 4, 2017 NHTSA ID NUMBER: 10970605
Components: SERVICE BRAKES, ELECTRICAL SYSTEM, VEHICLE SPEED CONTROL

March 13, 2017 NHTSA ID NUMBER: 10965728
Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10965728

Incident Date March 13, 2017

Consumer Location LAND O' LAKES, FL

Vehicle Identification Number 1GNSCJKC3GR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2016 CHEVROLET SUBURBAN. WHILE DRIVING 30 MPH, THE VEHICLE FAILED TO ACCELERATE. ALSO, THE BRAKES FAILED TO RESPOND WHEN THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE STALLED. THE FAILURE RECURRED TWO MORE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 14,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2016

Request Research (Services fees apply)

United States Department of Transportation

NHTSA

Look up another vehicle | Year Make Model or VIN | go | VEHICLE COMPARISON TOOL Compare safety information

2014 CHEVROLET SILVERADO 1500

PU/RC RWD

17 RECALLS

INVESTIGATIONS 0

COMPLAINTS 452

★★★★★

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6)
EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1)
POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109)
STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7)
VISIBILITY/WIPER (8) WHEELS (20)

October 16, 2017 NHTSA ID NUMBER: 11033883

Components: SERVICE BRAKES

NHTSA ID Number: 11033883

Incident Date October 2, 2017

Consumer Location LA VERNIA, TX

Vehicle Identification Number 3GCPCTEC9EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

PER ATTACHED WORK ORDERS, MY BRAKES WERE GOING TO THE FLOOR IN REVERSE ONLY. THEY REPLACED MASTER CYLINDER AND SAID ALL FIXED. SEVERAL WEEKS LATER HAPPENED AGAIN SO NOW REPLACED VACUUM & BOOSTER PUMP. THAT WAS 2 WEEKS AGO. STILL WORKING AND FILED COMPLAINT WITH GM BUT THEY SAID NOTHING THEY COULD DO. THESE HAVE NO MOVING OR MECHANICAL PARTS AND SHOULD PROBABLY NEVER WEAR OUT. PRIOR TO ALL THIS I WAS GETTING A REPORT TO SERVICE ELECTRONIC TRAILER BRAKES BUT HAD NOT HOOKED UP A TRAILER? WHEN FIRST POINTED THIS OUT THEY SAID COULD NOT FIND ANYTHING. SECOND TIME THEY REPLACED ELECTRONIC SWITCH AS "BAD". PERSONALLY I FEEL IT HAD NOTHING TO DO WITH ALL THE PARTS REPLACED AND FEEL STRONGLY THAT THIS IS ELECTRONIC AND RELATED TO THE ABS BRAKING SYSTEM ELECTRONICS OR MOTHER BOARD. VEHICLE WAS IN REVERSE MOVING SLOWLY. DAMAGED REAR BUMPER LAST FAIL DUE TO UNABLE TO STOP VEHICLE. IF SOMEONE WAS BEHIND ME DIRECTING ME THERE IS A GOOD CHANCE THEY COULD HAVE BEEN CRUSHED OR INJURED SERIOUSLY. I FEEL THIS IS A RECALL WAITING TO HAPPEN.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

September 11, 2017 NHTSA ID NUMBER: 11022580

Components: ELECTRICAL SYSTEM, SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

August 12, 2017 NHTSA ID NUMBER: 11014788

Components: SERVICE BRAKES, UNKNOWN OR OTHER

July 18, 2017 NHTSA ID NUMBER: 11006271

Components: SERVICE BRAKES

NHTSA ID Number: 11006271

Incident Date July 18, 2017

Consumer Location KYLE, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

WHILE DRIVING MY 2014 SILVERADO MY BRAKES BECAME HARD TO USE. I HAD TO PUSH HARD WITH BOTH GET TO GET THEM TO WORK. THEN I DROVE THE REST OF THE WAY AND THEY WHERE FINE UNTIL I TRIED TO PARK AND IT HAPPENED AGAIN. I FOUND ON A FORUM THAT THIS IS A VACCUME PUMP ISSUE THAT IS COMMON IN THIS YEAR.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

June 26, 2017 NHTSA ID NUMBER: 11001423

Components: SERVICE BRAKES

NHTSA ID Number: 11001423

Incident Date March 4, 2017

Consumer Location COLUMBUS GROVE, OH

Vehicle Identification Number 3GCUKREC4EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

VERY VERY HARD BRAKE PEDDLE AT LOW SPEEDS. I HAVE BEEN TOLD THE VACUUM PUMP NEEDS REPLACED. THE VEHICLE HAD LESS THAN 50,000 MILES.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

← prev Page 1 of 6 next →

Recently Searched

2014
CHEVROLET SILVERADO 1500
PU/RC RWD

★★★★★
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6)
EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1)
POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109)
STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7)
VISIBILITY/WIPER (8) WHEELS (20)

June 21, 2017 NHTSA ID NUMBER: 11000538

Components: SERVICE BRAKES

NHTSA ID Number: 11000538

Incident Date May 2, 2017

Consumer Location ROSHARON, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKE PEDAL IS HARD TO PRESS IN MAKING VEHICLE HARD TO STOP

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

June 4, 2017 NHTSA ID NUMBER: 10993037

Components: SERVICE BRAKES, UNKNOWN OR OTHER

May 25, 2017 NHTSA ID NUMBER: 10991595

Components: SERVICE BRAKES

NHTSA ID Number: 10991595

Incident Date May 21, 2017

Consumer Location ALEXANDRIA, VA

Vehicle Identification Number 3GCUKREC7EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

NO POWER BRAKES. AT LOW SPEEDS VACUUM PUMP DOES NOT PROVIDE ENOUGH VACUUM FOR BRAKES TO WORK. VERY HARD BRAKE PEDAL FEELS LIKE YOU HAVE NO BRAKES. THERE IS A SERVICE BULLETIN PIT5361B WHEN I SPOKE TO CHEVROLET CUSTOMER SERVICE THEY TOLD ME MY TRUCK WASN'T COVERED UNDER THIS BUT IT CLEARLY IS. THIS IS VERY UNSAFE AND MIGHT CAUSE MANY ACCIDENTS OR DEATHS

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

May 10, 2017 NHTSA ID NUMBER: 10984684

Components: SERVICE BRAKES

NHTSA ID Number: 10984684

Incident Date May 8, 2017

Consumer Location RICHARDSON, TX

Vehicle Identification Number 1GCRCREH3EZ****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

MY TRUCK HAS 43K MILES ON IT. DRIVING IT THE OTHER DAY ON A CITY STREET, I HEARD A SQUEALING SOUND, AND THEN THE BRAKES FAILED. I HAD TO PUSH DOWN REALLY HARD TO AVOID REAR ENDING A CAR IN FRONT OF ME ON MY WAY HOME. WHEN I GOT HOME I COULD SEE THAT THE BELT POWERING THE VACUUM ASSIST PUMP FOR THE BRAKES HAD SNAPPED. SO I WENT TO AUTOZONE AND PURCHASED ANOTHER ONE. PUT IT ONE AND STARTED THE TRUCK. THE SQUEALING WAS QUITE

LOUD BECAUSE THE BELT WAS TURNING, BUT NOT THE VACUUM PUMP. SO I REMOVED THE PUMP AND DISCOVERED LARGE AMOUNTS OF METAL SHARDS IN THE OIL, WHICH NOW MEANS I CAN'T DRIVE THE TRUCK WITHOUT RISKING TAKING OUT MY ENGINE. THIS SHOULD NOT BE HAPPENING ON A 3 YEAR OLD VEHICLE.

1 Affected Product

Request Research (Services fees apply)

April 27, 2017 NHTSA ID NUMBER: 10981050

Components: SERVICE BRAKES

← prev Page 2 of 6 next →

Recently Searched

2014
CHEVROLET SILVERADO 1500
PU/RC RWD

★★★★★
OVERALL SAFETY RATING

2016
CADILLAC ESCALADE
SUV RWD

Not been rated
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6)
EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1)
POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109)
STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7)
VISIBILITY/WIPER (8) WHEELS (20)

January 17, 2017 NHTSA ID NUMBER: 10945715

Components: SERVICE BRAKES, STEERING

NHTSA ID Number: 10945715

Incident Date January 16, 2017

Consumer Location MURFREESBORO, TN

Vehicle Identification Number 3GCUKREH6EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2014 CHEVROLET SILVERADO 1500. WHILE DRIVING 20 MPH, THE POWER STEERING SEIZED WITHOUT WARNING. IN ADDITION, THE BRAKES LOCKED UP WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

January 11, 2017 NHTSA ID NUMBER: 10944290

Components: SERVICE BRAKES

NHTSA ID Number: 10944290

Incident Date December 28, 2016

Consumer Location SPARTA, NJ

Vehicle Identification Number 3GCUKREC9EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I WAS TRAVELING ON A HIGHWAY DOING 55 MPH. I SAY THE LIGHT TURN RED AND APPLIED MY BRAKES. THERE WERE NO BRAKES AS THE PEDAL WENT TO THE FLOOR. FORTUNATELY WE WERE ABLE TO ROLL TO A STOP WITHOUT CRASHING INTO THE CAR IN FRONT. I WAS TOWED TO MY DEALER WHERE THEY DIAGNOSED IT AS A BRAKE BOOSTER FAILURE. THIS IS JUST NOT RIGHT AND SEEMS TOO DANGEROUS FOR SUCH A NEW VEHICLE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

August 11, 2016 NHTSA ID NUMBER: 10895114
Components: SERVICE BRAKES

April 18, 2016 NHTSA ID NUMBER: 10860090
Components: SEAT BELTS, SERVICE BRAKES, SUSPENSION

January 20, 2016 NHTSA ID NUMBER: 10821233
Components: SERVICE BRAKES

← prev Page 3 of 6 next →

Recently Searched

2014

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

March 10, 2015 NHTSA ID NUMBER: 10693235
Components: STRUCTURE, SERVICE BRAKES

January 16, 2015 NHTSA ID NUMBER: 10673007
Components: SERVICE BRAKES, VEHICLE SPEED CONTROL, AIR BAGS

NHTSA ID Number: 10673007

Incident Date January 14, 2015

Consumer Location FORT SMITH, AR

Vehicle Identification Number 1GCRCREC8EZ****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	1
DEATHS	0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. AFTER COLLIDING WITH THE VEHICLE MY 2014 CHEVY SHUT OFF BY ITSELF. I HAD THE BRAKE STILL DEPRESSED & PUT THE TRUCK INTO PARK. *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

Request Research (Services fees apply)

January 16, 2015 NHTSA ID NUMBER: 10672998

Components: AIR BAGS, VEHICLE SPEED CONTROL, SERVICE BRAKES

NHTSA ID Number: 10672998

Incident Date January 14, 2015

Consumer Location FORT SMITH, AR

Vehicle Identification Number 1GCRCREC8EZ****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	1
DEATHS	0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

Request Research (Services fees apply)

November 20, 2014 NHTSA ID NUMBER: 10659651

Components: ELECTRICAL SYSTEM, SERVICE BRAKES

August 13, 2014 NHTSA ID NUMBER: 10622123

Components: POWER TRAIN, STEERING, SERVICE BRAKES

STONE & SAWYER, PLLC

ATTORNEYS AT LAW
315 EAST MAIN
EL DORADO, AR 71730
(870) 862-5565 Phone
(870) 863-5889 Fax

Phillip A. Stone
R. Jeffrey Sawyer

writer's direct e-mail
jsawyer@southarklaw.com

May 4, 2017

SENT VIA ELECTRONIC MAIL ONLY
General Motors
Customer Assistance Center
Attention: Ms. Pam Brown
gmcacupdate@gm.com

RE: Teague Auto Group, Inc.
Case Numbers: [redacted]

Dear Ms. Brown,

Please be advised that this firm represents Teague Auto Group, Inc. (hereafter, "Teague"). The above case numbers involve a 2015 Chevrolet Suburban (hereafter, the "Vehicle") purchased by Dr. [redacted] from Teague.

On February 1, 2017, the wife of Dr. [redacted] brought the Vehicle to Teague with complaints of the brake pedal becoming hard after being used multiple times. The issue presented by Mrs. [redacted] was consistent with GM Bulletin # PIT5361B (hereafter, the "Bulletin"). Teague repaired the Vehicle in accordance with the Bulletin on February 3, 2017. On February 4, 2017, Teague caused the Vehicle to be personally delivered to Mrs. [redacted] in Texarkana, Texas, which is approximately ninety (90) miles from Teague's location in El Dorado, Arkansas.

On March 3, 2017, a representative of Teague, Mark Trosclair, was contacted by Dr. [redacted] to advise that Mrs. [redacted] was involved in a car accident. Dr. [redacted] indicated that the accident was caused by the Vehicle failing to brake. On March 8, 2017, Mark Trosclair contacted Tremell Walker, Teague's GM Representative, via email and advised GM of the accident. That same day, Mr. Tremell directed Teague, via email, to "STOP ALL WORK ON THE VEHICLE!" Mr. Walker went on to say in his email that Teague "can't do anything else with that vehicle". Teague was advised to contact the GM Customer Assistance Center and that the situation would be handled from there. A copy of said email is attached hereto as Exhibit A. Teague contacted the GM Customer Assistance Center the same day and opened a case.

On March 9, 2017, Mr. Trosclair contacted Dr. [redacted] to advise that a case was opened with GM, and that he should contact the GM Customer Assistance Center for further direction.

Believing that GM would make good on the case that was opened, Teague took no further action regarding this matter until Mrs. [redacted] contacted a representative of Teague, Garrott Smith, on April 29, 2017. Mrs. [redacted] advised Mr. Smith that she had not been able to speak with anyone at the GM Customer Assistance Center and desired for Teague to repair the Vehicle. On May 1, 2017, three (3) different representatives from Teague, Mark Trosclair, Billy Deaton, and John Lemke, all attempted to contact you at the GM Customer Assistance Center regarding this issue. On May 2, 2017, you returned the telephone calls, and spoke with John Lemke, General Manager of Teague. In that telephone conversation, you instructed Mr. Lemke to obtain the Vehicle and make repairs pursuant to the Bulletin. Mr. Lemke told you that repairs had previously been made by Teague pursuant to the Bulletin on February 3, 2017, and suggested a field engineer from GM inspect the Vehicle. You advised that a GM field engineer had inspected the Vehicle in Texarkana and that the Vehicle's brakes failed during the inspection. Mr. Lemke then advised you that Teague would not make any further repairs to the Vehicle.

Please accept this correspondence as notice that Teague will not perform further work on the Vehicle pursuant to GM's email correspondence of March 8, 2017. Teague complied with GM's request of March 8, 2017, to forbear from any further repairs to the Vehicle and relied upon GM's assurances that the Customer Assistance Center would handle the issue moving forward. Much to Teague's surprise, almost eight weeks after Teague advised GM's Customer Assistance Center of this problem, GM had not contacted Dr. and Mrs. [redacted] failed to return the customers' calls, and had done nothing to repair the Vehicle or resolve this issue. Teague is disappointed with the customer service Dr. and Mrs. [redacted] have received from GM. GM should make it a top priority to promptly rectify this problem as Teague was led to believe you would do. Kindly confirm receipt of this correspondence, and advise as to the steps GM is taking to expeditiously resolve this situation in a manner that Dr. and Mrs. [redacted] along with all our customers, expect and deserve.

Sincerely,

[redacted]

R. Jeffrey Sawyer

RJS/ac

cc: Teague Auto Group, Inc.

[redacted]

Texarkana, TX [redacted]

From: Tremell Walker
Sent: Wednesday, March 08, 2017 4:09 PM
To: Mark Trosclair
Subject: RE: [EXTERNAL] VEHICLE DAMAGE

STOP ALL WORK ON THE VEHICLE!
You can't do anything else with that vehicle and must call CAC. Ask for the product allegation department and they should handle it from there once you explain to them the issue.

From: Mark Trosclair [mailto:marktrosclair@teagueautogroup.com]
Sent: Wednesday, March 8, 2017 2:30 PM
To: Tremell Walker <tremell.walker@gm.com>
Subject: [EXTERNAL] VEHICLE DAMAGE
Importance: High

Tremell, We have a customer with a 2015 Suburban, he has had several issues. The last concern was brakes not stopping the vehicle. We found oil in the booster and replaced the booster, vac. pump and hose per the service bulletin and verified the repair. Now his wife has crashed into another vehicle and stated the braking system was the cause. His insurance has been contacted. At this point I would open a consumer affairs case were it a Ford vehicle. Does GM have such a program ? Does this vehicle qualify for trade assistance? vin # 1GNSCKKC8FR[redacted] mileage 42521. Mr. [redacted] insurance is covering the repairs, but he is very apprehensive about operating the vehicle again and thinks GM should be responsible for the vehicle and its issues. Mark

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Case [redacted] Document 19-5 Filed 03/27/18 Page 1 of 2 PageID #: 325

CHEVROLET

2015 SUBURBAN 2WD 1/2 TON LTZ

STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

- 5 YEAR / 100,000 MILE POWERTRAIN LIMITED WARRANTY
- SCHEDULED MAINTENANCE 2YR/24,000 MILES OIL & FILTER 4 WHEEL TIRE ROTATION SEE WWW.CHEVY.COM OR DEALER FOR DETAILS

MECHANICAL

- 5.3L V8 ECOTEC3 ENGINE
- 6 SPD AUTOMATIC TRANSMISSION
- FULLY AUTOMATIC LOCKING REAR DIFFERENTIAL
- REAR AXLE 3.08 RATIO
- FRONT AND REAR PARK ASSIST
- ENGINE OIL COOLING SYSTEM
- TRAILERING EQUIPMENT
- 4-WHEEL ANTILOCK DISC BRAKES

SAFETY & SECURITY

- FORWARD COLLISION ALERT
- SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT
- REAR CROSS TRAFFIC ALERT
- LANE DEPARTURE WARNING & SAFETY ALERT SEAT
- REAR VISION CAMERA
- TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
- AIR BAGS, FRONTAL AND SIDE-IMPACT, FOR DRIVER AND FRONT PASSENGER, DRIVER INBOARD SEAT MOUNTED, SIDE-IMPACT AND & HEAD CURTAIN SIDE-IMPACT FOR ALL ROWS IN OUTBOARD SEAT POSITIONS

EXTERIOR

- HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL
- FRONT FOG LAMPS
- RAIN SENSING WINDSHIELD WIPERS
- POWER HEATED OUTSIDE MIRROR, W/ TURN SIGNAL
- BODYSIDE MOLDINGS, BODY COLOR
- LUGGAGE RACK SIDE RAILS
- ASSIST STEPS
- PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY
- 20" POLISHED ALUMINUM WHEELS*
- 17" STEEL SPARE WHEEL
- POWER HANDSFREE LIFTGATE W/ PROGRAMMABLE HEIGHT

INTERIOR

- LEATHER APPOINTED FRONT BUCKET SEATS
- MEMORY SETTINGS, DRIVER SEAT, PEDALS, COLUMN, AND MIRRORS
- HEATED & COOLED SEATS DRIVER & FRONT PASSENGER
- DRIVER AND FRONT PASSENGER PWR SEAT ADJUSTER
- 2ND ROW BUCKET SEATS,POWER

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy

18 MPG

combined city/hwy

16 city

23 highway

Standard SUVs range from 13 to 26 MPG. The best vehicle rates 119 MPGe.

5.6 gallons per 100 miles

You spend $3,500 more in fuel costs over 5 years compared to the average new vehicle.

GAO

Annual fuel cost $2,900

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

4

1 — 10 Best

Smog Rating (tailpipe only)

6

1 — 10 Best

This vehicle emits 481 grams CO_2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and costs $11,000 to fuel over 5 years. Cost estimates [illegible] based on 15,000 miles per year at $3.50 per gallon. MPGe is miles per gasoline gallon equivalent. [illegible]missions are a significant cause of climate change and smog.

[illegible]nomy.gov

[illegible]rtphone [illegible]ode™

G

Overall V[illegible]
Based on the
Should ONLY

Frontal Crash
Based on th[illegible]
Should ONL[illegible]

Side Crash
Based on th

Rollover
Based on th

Star rating Sour

EXTERIOR: WHITE DIAMOND TRICOAT
INTERIOR: COCOA/DUNE

ENGINE, 5.3L V8 ECOTEC3
TRANSMISSION, 6 SPD AUTOMATIC

Visit us at www.chevy.com

RELEASE
- HEATED 2ND ROW SEATS
- SEATS, 3RD ROW 60/40 SPLIT-
- NCH, POWER FOLD FLAT
- REMOTE VEHICLE START
- OWER ADJUSTABLE PEDALS
- UTO DIMMING INSIDE
- EARVIEW MIRROR
- OWER TILT & TELESCOPING
STEERING COLUMN
- EATHER WRAP STEERING WHEEL
- EATED STEERING WHEEL
- TEERING WHEEL CONTROLS
- I-ZONE AUTOMATIC HVAC
- D SPEAKER BOSE CENTERPOINT
SURROUND SOUND AUDIO SYSTEM
- 10-VOLT AC POWER OUTLET
- IRELESS CHARGING
- NIVERSAL HOME REMOTE

ONNECTIVITY FEATURES
- ONSTAR(R) 4G LTE WI-FI(R)
HOTSPOT W/ 3GB/3MO DATA TRIAL
- 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM)
- CHEVROLET MYLINK WITH 8" DIAGONAL TOUCH SCREEN AND NAVIGATION

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE	**$63,035.00**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

22" WHEEL, SILVER W/BLACK INSERTS (DEALER INSTALLED/ REPLACES FACTORY OR OPTIONAL WHEELS)	2,995.00
SUN, ENTERTAINMENT, DESTINATION PACKAGE:	2,810.00
• POWER SUNROOF	
• REAR SEAT ENTERTAINMENT	
• ADD'L 9 MONTHS XM RADIO	
RUNNING BOARDS, POWER RETRACTABLE	1,745.00
WHITE DIAMOND TRICOAT	995.00
MAX TRAILERING PACKAGE:	300.00
• REAR AXLE, 3.42 RATIO	
• TRAILER BRAKE CONTROLLER	
TOTAL OPTIONS	$8,845.00
TOTAL VEHICLE & OPTIONS	$71,880.00
DESTINATION CHARGE	1,195.00
TOTAL BEFORE SAVINGS	$73,075.00
SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE DISCOUNT	-500.00
TOTAL VEHICLE PRICE*	**$72,575.00**

NMENT 5-STAR SAFETY RATINGS

Score ★★★★
ratings of frontal, side and rollover.
ared to other vehicles of similar size and weight.

Driver	★★★★
Passenger	★★★★

n a frontal impact.
to other vehicles of similar size and weight.

Front seat	★★★★★
Rear seat	★★★★★

n a side impact.

★★★

over in a single-vehicle crash.

rom 1 to 5 stars (★★★★★) with 5 being the highest.
onal Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 60%
MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 28%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
ARLINGTON, TX U.S.A.
COUNTRY OF ORIGIN:
ENGINE: UNITED STATES
TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law. Do not remove prior to delivery to the ultimate purchaser. "Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

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GMLBL_PROD_0032 - 8/10/2014

ORDER NO RZMW0C SALES CODE E
SALES MODEL CODE CC15906
DEALER NO 24968
FINAL ASSEMBLY:
ARLINGTON, TX U.S.A.
VIN 1GNSCKKC8FR[redacted]

DEALER TO WHOM DELIVERED
JULIAN FOY MOTORS, INC.
PO BOX 69
MANY, LA 71449-0069

Equipped with the safety and connectivity of OnStar®
Visit **onstar.com** for details.

[redacted]

TEAGUE CHEVROLET TOYOTA

1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900

[redacted]

CELL: [redacted]

SELLER NO. [redacted]	ADVISOR NATASHA 970	TAG NO. [redacted]	INVOICE DATE 02/28/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 49,266	COLOR WHITE DIAMO	STOCK NO. [redacted]
EXARKANA, TX [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES 165	
[redacted]	VEHICLE I.D. NO. 1GNSCKKC8FR [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.E.E. NO.	P.O. NO.	R.O. DATE 02/01/17	REPRINT# 2	
[redacted]	COMMENTS			MO: 49266	

B# 1 CHARGES

BOR

1 40CVZ BRAKES UNITS: 3.90 TECH(S): 414 927 351.00

C/S AFTER ABOUT 4 TO 5 TIMES OF BRAKES BEING USED, BRAKES GET EXTREMELY HARD TO PRESS
REPLACED PUMP, PIPE AND BRAKE BOOSTER
BULLETIN #P115361B OP CODE 2480118

RTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12669488	PUMP 3.280	242.13	242.13	242.13
	1	23135228	PIPE 4.930	73.24	73.24	73.24
	1	23135220	BOOSTER 4.805	158.91	158.91	158.91
					TOTAL - PARTS	474.28

B# 1 TOTALS

LABOR	351.00
PARTS	474.28

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 825.28

B# 2 CHARGES

BOR

2 10CVZ13 DRIVEABILITY RECALL UNITS: 0.30 TECH(S): 414 WARRANTY

RECALL-16007
COMPLETED RECALL

SC	CODE	DESCRIPTION	CONTROL NO	
	RC	RENTAL CAR IN-HOUSE		WARRANTY
			TOTAL - MISC	0.00

B# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

B# 3 CHARGES

BOR

3+10CVZ06 CHECK ENGINE LIGHT UNITS: TECH(S): 927 INTERNAL

PICK UP AND DELIVERY SERVICES
COMPLETE REPAIR AND RETURN VEHICLE TO CUSTOMER 02-06-2017

RTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	23421539	CABLE 2.341			INTERNAL
					TOTAL - PARTS	0.00

BLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	21707	0206	02/06/17	PIACKU AND DELIVERY	INTERNAL
				TOTAL - SUBLET	0.00

B# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

MMENTS
TOS APPROVAL FOR $775.28

DISCLAIMER OF WARRANTIES

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

TEAGUE CHEVROLET TOYOTA

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TEAGUE CHEVROLET TOYOTA

1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900

[redacted]

CELL: [redacted]

STOCK NO [redacted]	ADVISOR NATASHA 970	TAG NO [redacted]	INVOICE DATE 02/28/17	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 49,266	COLOR WHITE DIAMO	STOCK NO [redacted]
EXARKANA, TX [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES 165	
igep628@aol.com	VEHICLE I.D. NO. 1GNSCKKC8FR [redacted]		SELLING DEALER NO	PRODUCTION DATE	
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/01/17	REPRINT# 2	
	COMMENTS			MO: 49266	

MENTS

ROVAL # 2247760
ALER PAYS DEDUCTABLE
CHARGE TO CUSTOMER

TALS

TOTAL LABOR....		351.00
TOTAL PARTS....		474.28
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		0.00
TOTAL MISC DISC		0.00
TOTAL TAX.....		0.00
TOTAL INVOICE $		**825.28**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

UR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
OUR REWARD !!!!!
ANK YOU FOR YOUR BUSINESS!!!!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service.

Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

TEAGUE CHEVROLET TOYOTA

SERVICE FILE COPY

[END OF INVOICE] 02:49pm

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ORR Automotive

4502 Guss Orr Drive
Texarkana, Texas 75503
PH: (903) 794-6600
Toll Free: (800) 283-5501
www.orrchevrolet.net

CUSTOMER NO [redacted]
TEXARKANA, TX [redacted]
RESIDENCE PHONE [redacted]

ADVISOR: MICHAEL HILLIS 1497
END NO [redacted]
MILEAGE: 51,909 /LTZ
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD
VEHICLE I.D. NO: 1GNSCKKC8FR [redacted]
INVOICE DATE: CELL [redacted]
COLOR
DELIVERY DATE
DELIVERY MILES
SELLING DEALER NO
PRODUCTION DATE
R.O. DATE: 05/02/17
COMMENTS

LABOR & PARTS----------

J# 1 20CVZ *MISC BRAKE CONCERN UNITS: 2.00 TECH(S):178 WARRANTY

TOWED IN. HAS BEEN AT BODY SHOP. CUSTOMER STATES THAT THE BRAKES ARE OUT AND WANTS WHOLE SYSTEM CHECKED
FOUND POWER BRAKE SYSTEM INOP. REMOVED MASTER CYLINDER AND FOUND ORING SEAL MISSING BETWEEN MASTER CYLINDER AND POWER BRAKE BOOSTER.
REPLACED ORING SEAL AND PERORMED VISUAL INSPECTION ON ALL BRAKE COMPONENTS, INCLUDING HOSES,PIPES,PADS AND CALIPERS.
NO OTHER PROBLEMS FOUND. TEST DROVE AND PERFORM SEVERAL NORMAL AND EMERGENCY STOPS. CHECKED FOR PROPER OPERATION OF ABS SYSTEM UNDER EMERGENCY STOPPING CONDITIONS. ALL SYSTEM WORKING PROPERLY. FRONT AND REAR PADS BOTH AT 6MM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15787976	SEAL 4.651		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 04CVZ VEHICLE INSPECTION UNITS: TECH(S):178 INTERNAL

PERFORM ORR CHEVROLET WORLD CLASS VEHICLE INSPECTION.
GM 27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS----------
DELETED OPERATION(S)----------
09CVZ-SRSLT S.R.S. LIGHT

TOTALS----------

THANK YOU FOR YOUR BUSINESS!!

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERIVICE VISIT PLEASE CONTACT ME PERSONALLY.
ALLEN GARNER, ORR CHEVY SERVICE DIRECTOR 903-794-5500
OR ON MY CELL 903-244-7119

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE / APPLIES FOR CUSTOMER PAY REPAIRS.

********** PRE-INVOICE **********

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 08:40am

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, ORR CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ORR CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An expressmechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
CUSTOMER'S SIGNATURE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

99-09371 American Solutions For Business

ESIS®

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

313-665-3414 *tel*
313-432-2873 *fax*

Pamela Brown
Claim Administrator

June 15, 2017

[redacted]
Texarkana, TX [redacted]

RE: Claimant: [redacted]
Our File No.:
Our Client: General Motors LLC
Date/Event: 2/28/17
Vehicle: 2015 Chevrolet Suburban
VIN: 1GNSCKKC8FR[redacted]

Dear [redacted]

This will confirm that we have completed our review of your claim regarding alleged defects to the 2015 Chevrolet Suburban. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Please note that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as there is intent to pursue a claim and/or cause of action.

Sincerely,

[redacted]
Claim Administrator

The State of Texas

Service of Process
P.O. Box 12079
Austin, Texas 78711-2079

Phone: 512-463-5560
Fax: 512-463-0873
TTY (800) 735-2989
www.sos.state.tx.us

Secretary of State

December 8, 2017

General Motors Company
P.O. Box 9025
c/o MC 482-C14-C66
Detroit, MI 48202-9025

2018-286391-1
Include reference number in all correspondence

RE: [redacted] et al VS General Motors Company
United States District Court Eastern District of Texas
Cause No: [redacted]

Dear Sir/Madam,

Pursuant to the Laws of Texas, we forward herewith by CERTIFIED MAIL, return receipt requested, a copy of process received by the Secretary of State of the State of Texas on December 5, 2017.

CERTIFIED MAIL #[redacted]

Refer correspondence to:

James C. Wyly
Wyly - Rommel, PLLC
4004 Texas Boulevard
Texarkana, TX 75503

Sincerely,

[redacted]

Venita Okpegbue
Team Leader, Service of Process
GF/lc
Enclosure

AO 440 (Rev. 06/12) Summons in a Civil Action

UNITED STATES DISTRICT COURT

for the

Eastern District of Texas

[redacted] ON BEHALF OF HIMSELF AND ALL OTHERS SIMILARLY SITUATED

Plaintiff(s)

v.

GENERAL MOTORS COMPANY

Defendant(s)

Civil Action No. [redacted]

SUMMONS IN A CIVIL ACTION

To: *(Defendant's name and address)* General Motors Company
c/o Texas Secretary of State
Service of Process
P.O. Box 12079
Austin, TX 78711-2079

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are: James C. Wyly
Wyly-Rommel, PLLC
4004 Texas Boulevard
Texarkana, TX 75503

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

CLERK OF COURT

Date: **11/30/17**

[redacted]

Signature of Clerk or Deputy Clerk

RECEIVED
SECRETARY OF STATE
DEC 0 5 2017
Service of Process

[redacted]

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TEXAS
TEXARKANA DIVISION

[redacted] ON BEHALF OF HIMSELF AND ALL OTHERS SIMILARLY SITUATED, ***Plaintiff*** **v.** **GENERAL MOTORS COMPANY** ***Defendants***	**Civil Action No. _____**

CLASS ACTION COMPLAINT

COMES NOW, [redacted], Plaintiff, on behalf of himself and all others similarly situated, and for his Class Action Complaint against GENERAL MOTORS COMPANY (hereinafter Defendant GM or GM) respectfully alleges the following:

PARTIES

1. Plaintiff is a citizen of Bowie County, Texas, and pursuant to FED. R. CIV. P. Rule 23(b)(2) and (b)(3), Plaintiff seeks certification of the following Classes:

The "Texas Class" for Counts One through Four (hereinafter "the Class Members" or "the Class" or the "Texas Class"):

All consumer residents in Texas who own, owned, lease, or leased a 2015-2016 Cadillac Escalade, 2014-2016 Chevrolet Silverado 1500, 2015-2016 Chevrolet Suburban, 2015-2106 Chevrolet Tahoe, 2014-2016 GMC Sierra 1500, or 2015-2016 Yukon

Excluded from the Class are the following individuals or entities:

a. Individuals or entities, if any, who timely opt out of this proceeding using the correct protocol for opting out that will be formally established by the Court;

b. Any and all federal, state, or local governments, including, but not limited to, their departments, agencies, divisions, bureaus, boards, sections, groups, counsels, and/or subdivisions;

c. Any currently sitting federal judge or magistrate in the current style and/or any persons within the third degree of consanguinity to such judge or justice;

d. Any person who has given notice to the Defendant by service of civil suit and alleged he or she has suffered personal injury; and

e. Any person seeking punitive and/or exemplary damages.

The "Nationwide Class" for Count Five (hereinafter "the Class Members" or "the Class" or the "Nationwide Class"):

All consumer residents of the United States who own, owned, lease, or leased a 2015-2016 Cadillac Escalade, 2014-2016 Chevrolet Silverado 1500, 2015-2016 Chevrolet Suburban, 2015-2106 Chevrolet Tahoe, 2014-2016 GMC Sierra 1500, or 2015-2016 Yukon.

Excluded from the Class are the following individuals or entities:

a. Individuals or entities, if any, who timely opt out of this proceeding using the correct protocol for opting out that will be formally established by the Court;

b. Any and all federal, state, or local governments, including, but not limited to, their departments, agencies, divisions, bureaus, boards, sections, groups, counsels, and/or subdivisions;

c. Any currently sitting federal judge or magistrate in the current style and/or any persons within the third degree of consanguinity to such judge or justice;

d. Any person who has given notice to the Defendant by service of civil suit and alleged he or she has suffered personal injury; and

e. Any person seeking punitive and/or exemplary damages.

2. Defendant GENERAL MOTORS COMPANY is a foreign corporation whose principal place of business is in Detroit, Michigan. Defendant GM may be served through its registered agent for service: CT Corporation, 350 N. St. Paul St., Ste. 2900, Dallas, Texas 75201-0000. Defendant GM manufactured, distributed, sold, serviced and/or warranted the vehicles made the subject of this litigation, hereinafter referred to as the "Class Vehicles" for both Classes, which include: 2015-2016 Cadillac Escalade; 2014-2016 Chevrolet Silverado 1500; 2015-2016 Chevrolet Suburban; 2015-2016 Chevrolet Tahoe; 2014-2016 GMC Sierra 1500; and 2015-2016 Yukon. GM distributed, sold, serviced and/or warranted, directly or indirectly, hundreds, if not thousands, of Class Vehicles to Plaintiff and the Class Members with the understanding and expectation that those vehicles would be sold in, operate in, and be fit for their intended purpose and as warranted in Texas.

JURISDICTION AND VENUE

3. Pursuant to 28 U.S.C. § 1332, this Court has original jurisdiction over the Plaintiff's and the Class Members' claims in that diversity of citizenship exists and Plaintiff seeks to represent a class of persons in a matter in controversy which exceeds the sum or value of $5,000,000, exclusive of interest and costs.

4. This Court has general and specific jurisdiction over the Defendant, in that Defendant GM has sufficient minimum contacts with Texas and within the Eastern District of Texas to establish Defendant's presence in Texas, and certain material acts upon which this suit is based occurred within the Eastern District of Texas, to include but not limited to: (1) the sale of the Defendant's defective product to the Plaintiff, (2) one of the failed repairs, and (3) an occurrence of failure after the warranty failed its essential purpose.

5. Venue is proper in the Eastern District of Texas pursuant to 28 U.S.C. 1391(b)(1-3) and (c) in that: (1) Defendant GM resides in the Eastern District of Texas because it is subject to personal jurisdiction within the Eastern District of Texas; (2) a substantial part of the events or omissions giving rise to the claims asserted herein occurred in this judicial district; and (3) Defendant may be found in this district.

FACTUAL NATURE OF THE SUIT

A. Plaintiff Purchases A Class Vehicle.

6. On or about December 18, 2014, Plaintiff purchased a new 2015 Chevrolet Suburban which was delivered to Plaintiff in Bowie County, Texas. Plaintiff executed all sales documents in Bowie County, Texas.

7. In early January of 2017, Plaintiff and his wife noticed the brakes on the Suburban were not functioning properly. More specifically, the brakes would seemingly function without incident the first three to four times when they were applied or tapped, but thereafter the brakes would become hard and resist depression or require an increased effort to depress the brake pedal but with no stopping ability.

8. In January of 2017, Plaintiff contacted the dealership from which he purchased the Suburban and informed the dealership of the very serious braking failure issue.

B. Defendant GM Knowingly Sold Dangerously Defective Vehicles to Consumers.

9. The dealership was familiar with the problem because in February of 2015, Defendant GM had issued a service bulletin #PIT5361B which affected the Class Vehicles as of that date to include 2015 Cadillac Escalade; 2014 Chevrolet Silverado 1500; 2015 Chevrolet Suburban; 2015 Chevrolet Tahoe; 2014-2015 GMC Sierra 1500; and 2015 Yukon. *See* Exhibit A. GM expressly acknowledged that "a customer may comment on a hard brake pedal or that

increased effort is needed to depress the brake pedal." As evidence of the defect, Defendant GM notified its dealers, "While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line."

10. Ultimately, Defendant GM would issue a series of service bulletins to its dealers regarding the brake defect, with the latest bulletin dated March 15, 2017, and it included the following Class Vehicles and year models: 2015-2016 Cadillac Escalade; 2014-2016 Chevrolet Silverado 1500; 2015-2016 Chevrolet Suburban; 2015-2016 Chevrolet Tahoe; 2014-2016 GMC Sierra 1500; and 2015-2016 Yukon. *See* Exhibit A. As part of GM's overall strategy to engage in material omission and deception upon Plaintiff and the Class members, these bulletins contain false, misleading, or deceptive information about the potential for curing the defects because the purported repairs do not fix the defect and the statements are designed to mislead dealers and Class Vehicle owners.

11. Accordingly, Defendant GM was already aware of the defect prior to February of 2015, and yet it never informed Plaintiff or Class Members who had already purchased or leased a Class Vehicle. As of February 10, 2016, GM had verified some 19 affected vehicle models where the "CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP." *See* Exhibit B. The 19 affected vehicles are the Class Vehicles which GM continued to sell without disclosure to the Class Members even after this admission.

12. Disturbingly, the number of customer complaints echoed what GM already knew about its defective brake system: the need for increased effort to depress brake pedal, high occurrences in stop and go traffic, high occurrences of failure at lower speeds, brake booster issue, replacement of brake booster, replacement of master cylinder, safety issue, etc. *See* Exhibit C.

13. Further, Defendant GM knowingly sold thousands of Class Vehicles following February 2015 to unsuspecting Class Members to whom GM said nothing about the braking defect.

C. <u>The Defendant's Braking Defect Cannot Be Remedied And Is Dangerous</u>.

14. On or about January 31, 2017, the dealership picked up Plaintiff's vehicle in Texas and took it back to the dealership for repairs. The dealership informed Plaintiff that it had performed the repairs pursuant to Defendant GM's service bulletin. The Suburban was delivered back to Plaintiff in Bowie County, Texas on February 4, 2017.

15. On February 28, 2017, Plaintiff's wife, [redacted] was driving the Suburban when the identical hard brake problem presented and the brake would not depress. A catastrophic failure of the brake occurred—after the purported fix—which caused the Plaintiff's Suburban driven by Mrs. [redacted] to crash with another vehicle.

16. On the same day, Plaintiff notified the dealership of the brake failure and the resulting accident. Plaintiff further informed the dealership of his apprehension of ever operating the vehicle again, and he made a demand that Defendant GM should be responsible for the vehicle. The dealership notified Defendant GM in writing of the brake failure, the accident, and Plaintiff's request that GM take responsibility for the vehicle. *See* Exhibit D. On or about March 8 and 9, 2017, Defendant GM notified the dealership that it should, "STOP ALL WORK ON THE VEHICLE!," take no further action, ask for the "product allegation department," that GM had

opened a case/claim file, and GM would assume the handling of Plaintiff's problem and concerns. *See* Exhibit D.

17. On or about March 13, 2017, Plaintiff's wife was contacted by a representative of Defendant GM who requested Defendant GM be allowed to inspect the vehicle and indicated to Plaintiff's wife that no work was to be performed on the vehicle. Defendant GM's inspection of the vehicle occurred on or about March 14, 2017, at an auto-repair facility in Texarkana, Texas, and lasted all day.

18. On or about March 22, 2017, Plaintiff's wife inquired of Defendant GM's representative, Pam Brown, about the status of the claim and about what Plaintiff and his wife were supposed to do with an inoperable car and the resulting lack of transportation with a substitute vehicle. Defendant GM's representative, Pam Brown, stated to Plaintiff's wife, "It is really not our problem."

19. On or about April 29, 2017, Plaintiff contacted the dealership and informed the dealership that Defendant GM was doing nothing to resolve the issue of Plaintiff's wrecked vehicle and resulting lack of transportation for his family due to brake failure. On or about May 1, 2017, multiple representatives from the dealership attempted to make contact with GM. *See* Exhibit D. They were unsuccessful. *Id.*

20. On May 2, 2017, Defendant GM contacted the dealership and instructed the dealership to obtain the vehicle and repair the brakes according to the Service Bulletin. *See* Exhibit D. The dealership personnel responded that they had previously performed the repairs according to the Service Bulletin in February 2017 and that they believed Defendant GM should send a field engineer to come and inspect the Suburban's brakes. *Id.* Defendant GM informed the dealership that ***it had already sent a field engineer to inspect Plaintiff's brakes***, and that Defendant GM had

already determined the ***brakes failed during the inspection***. *Id.* The dealership informed GM they would not perform any additional warranty repairs on Plaintiff's Suburban. *Id.*

21. On or about May 2, 2017, and without Plaintiff's knowledge, Plaintiff learned that Defendant GM had directed that Plaintiff's Suburban be sent to a second dealership in Bowie County, Texarkana, Texas, to perform the brake repairs. Those repairs were purportedly performed pursuant to the Service Bulletin. However, Plaintiff was very concerned about the safety of the brakes and the vehicle.

22. On May 4, 2017, the first dealership formally notified Defendant GM in writing through legal counsel that it would forbear from performing any further repairs to Plaintiff's vehicle. The dealership further demanded that Defendant GM expeditiously resolve Plaintiff's problems with the Suburban.

23. On June 15, 2017, GM completely denied Plaintiff's claims and attempts to engage in a dialogue with GM. However, in its denial of all responsibility, Defendant GM continued with its "not our problem" philosophy and actually issued a warning to Plaintiff stating, "Please note that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in ***their immediate post-incident condition for as long as there is intent to pursue a claim and/or cause of action.***" GM sent this warning even though it had already inspected the Suburban and found the brake to be defective, and GM knew the vehicle had subsequently been repaired again by the second dealership. Yet, Defendant GM literally warned Plaintiff to do nothing with the Suburban.

24. On June 16, 2017, Plaintiff attempted to back the Suburban and a boat trailer on a boat ramp to launch his boat. In the process, the Suburban's brakes failed again, and Plaintiff repeatedly pumped on the brake in an effort to avoid having the vehicle go into the lake. Finally,

the vehicle stopped. This brake failure occurred even after Defendant GM had the vehicle repaired a second time pursuant to its Service Bulletin and warranty.

25. Currently, Plaintiff's unsafe Suburban sits at his home, and because Defendant GM cannot or will not repair it, it is wholly unusable and without value.

CLASS ALLEGATIONS

26. This action has been brought and may be properly maintained and certified as a Class Action because as to *each* of the proposed classes:

(a) The questions and issues of law or fact are of a common or general interest, affecting Class of individuals and the public at large;

(b) The Class consists of a sufficiently large group of individuals, believed to exceed 1,000 members, and is so large that it is impractical to join all members of the Class before the Court as individual plaintiffs. The identity of Class members is readily ascertainable from various sources including GM's ownership records, government ownership records, and/or via simple notice by publication;

(c) The questions of law or fact common to the Class are substantially similar and predominate over those questions affecting only specific members of the Class;

(d) The Class is united by a community of interest in obtaining appropriate equitable relief including injunctive relief, recall of Class Vehicles, restitution, damages, and other available relief designed to redress the wrongful conduct of Defendant GM;

(e) Plaintiff is a member of the Class and his claims are typical of the Class;

(f) Plaintiff will fairly and adequately represent the claims of the Class, and protect the interests of the Class without exercising personal interest or otherwise acting in a manner inconsistent with the best interests of the Class generally;

(g) Plaintiff retained attorneys experienced in the litigation of class and representative claims and in the area of consumer protection litigation who have agreed to and will responsibly and vigorously advocate on behalf of the Class as a whole;

(h) Without class certification, the prosecution of separate consumer actions by individual members of the Class would be impracticable and financially difficult, and create a risk of repetitive, inconsistent and varying adjudications. This would have the effect of establishing incompatible standards of conduct for GM,

discouraging the prosecution of meritorious but small claims, and/or result in adjudications which would be dispositive of the interests of other Class members not parties to the adjudication, or otherwise substantially impair the ability of Class members to protect their rights and interests;

(i) Defendant GM acted or refused to act on grounds generally applicable to the Class, thereby making the award of equitable relief and/or restitution appropriate to the Class as a whole;

(j) The class action procedure is superior to other methods of adjudication, and specifically designed to result in the fair, uniform and efficient adjudication of the claims presented by this complaint. This class action will facilitate judicial economy and preclude the undue financial, administrative and procedural burdens which would necessarily result from a multiplicity of individual actions.

27. Because the damages suffered by each Class member within the two classes are relatively small *compared to* the expense and burden of prosecuting this compelling case against a well-financed, multibillion dollar corporation, this class action is the only way each Class member can redress the harm that Defendant GM caused.

28. Should individual Class members be required to bring separate actions, Texas' courts or courts around the nation would face a multitude of lawsuits that would burden the court system and create a risk of inconsistent rulings and contradictory judgments. In contrast to proceeding on a case-by-case basis, in which inconsistent results will magnify the delay and expense to all parties and the court system, this class action presents far fewer management difficulties while providing unitary adjudication, economies of scale, and comprehensive supervision by a single court.

CAUSES OF ACTION

FIRST COUNT FOR RELIEF
(Breach of Express Warranty)

29. Plaintiff, individually and for the Texas Class, hereby incorporates each and every allegation as though fully set forth herein.

30. For each Class Vehicle sold by Defendant GM, an express written warranty was issued that provided for the inclusion of operational "4-Wheel Antilock Disc Brakes" in the standard vehicle price. *See* Exhibit E.

31. GM has knowingly sold to Plaintiff and Texas Class Members the Class Vehicles with the defective braking system and of which GM was aware of the *irreparable* defect present in the Class Vehicles, creating a serious safety risk for the driver, the Class Vehicles' occupants, other drivers, and pedestrians.

32. Defendant GM breached its express warranty by offering for sale and selling defective vehicles that were by design and construction defective and unsafe, thereby subjecting the occupants of the Class Vehicles purchased or leased to damages and risks of loss and injury.

33. Defendant GM's breach of its express warranties proximately caused the Texas Class to suffer damages in excess of $5,000,000.

34. Without limitation, GM's intentional delay and concealment of information regarding the brake defect from its dealers, prospective Class Vehicle purchasers, Texas Class Members, and Plaintiff, and its inability to remedy the defect through the Service Bulletins, all have caused any exclusive or limited remedy in the warranty to fail its essential purpose.

35. Any purported limitations of express warranties or remedies would be unconscionable because of Defendant's knowledge regarding the defects in Class Vehicles, Defendant's omission to the Texas Class Members about the defects and/or Defendant's intentional concealment of the defect, and the failure of GM to provide an adequate remedy.

36. Pursuant to Texas Civil Practice & Remedies Code §§ 38.001 and 38.002, Plaintiff is entitled to attorneys' fees on behalf of himself and for the Texas Class in that this matter involves an oral or written contract, Plaintiff and the Texas Class are represented by Counsel or

Counsel is being sought to represent the Texas Class, a claim was presented to GM, and GM has failed to pay the just amount owed within thirty (30) days after the claim was presented.

37. Plaintiff and the Texas Class seek full compensatory damages allowable by law, attorney's fees, costs, punitive damages, and appropriate equitable relief including injunctive relief, a declaratory judgment, a court order enjoining Defendant GM's wrongful acts and practices, restitution, the repair of all Class Vehicles, replacement of all Class Vehicles, the refund of money paid to own or lease all Class Vehicles, and any other relief to which Plaintiffs and the Texas Class may be entitled.

SECOND COUNT FOR RELIEF
(Breach of Implied Warranty)

38. Plaintiff, individually and for the Texas Class, hereby incorporates each and every allegation as though fully set forth herein.

39. Defendant GM impliedly warranted that the Class Vehicles, which it designed, manufactured, sold, or leased to Plaintiff and members of the Texas Class, were merchantable, fit and safe for their ordinary use, not otherwise injurious to consumers, and would come with adequate safety warnings.

40. Because the Class Vehicles are equipped with the defective braking system, the vehicle purchased or leased and used by Plaintiff and the Texas Class members is unsafe, unfit for use when sold, threatens injury to its occupants or others, and is not merchantable. Defendant GM breached the implied warranty of merchantability in the sale or lease of the Class Vehicles to Plaintiff and members of the Texas Class in that the vehicles were not fit for their ordinary purpose and not merchantable.

41. As a direct and proximate result of Defendant GM's breach of the implied warranty of merchantability and fitness for a particular purpose, Plaintiffs and members of the Texas Class suffered damages in excess of $5,000,000.

42. GM has knowingly sold to Plaintiff and Texas Class Members the Class Vehicles of which it was aware of an irreparable defect present in the Class Vehicles, creating a serious safety risk for the driver, the Class Vehicles' occupants, other drivers, and pedestrians.

43. Without limitation, GM's intentional delay and concealment of information regarding the brake defect from its dealers, prospective Class Vehicle purchasers, Texas Class Members, and Plaintiff, and its inability to remedy the defect through the Service Bulletins, all have caused any exclusive or limited remedy in the warranty to fail its essential purpose.

44. Any purported limitations of warranties or remedies would be unconscionable because of Defendant's knowledge regarding the defects in Class Vehicles, Defendant's omission to the Texas Class Members about the defects and/or Defendant's intentional concealment of the defect, and the failure of GM to provide an adequate remedy.

45. Plaintiff and the Texas Class seek full compensatory damages allowable by law, attorney's fees, costs, punitive damages, and appropriate equitable relief including injunctive relief, a declaratory judgment, a court order enjoining Defendant GM's wrongful acts and practices, restitution, the repair of all Class Vehicles, replacement of all Class Vehicles, the refund of money paid to own or lease all Class Vehicles, and any other relief to which Plaintiffs and the Texas Class may be entitled.

THIRD COUNT FOR RELIEF
(Violations of the Texas Deceptive Trade Practices Act Toward The Class)

46. Plaintiff, individually and for the Texas Class, hereby incorporates each and every allegation as though fully set forth herein.

47. Defendant GM sold and continues to sell, and leased and continues to lease Class Vehicles notwithstanding its awareness of the defective braking system and of the danger posed by the defect. In doing so, Defendant GM makes false claims about its vehicles being defect free or omits material information about the known defect in the Class Vehicles. Defendant GM has furthered its scheme of unconscionable and deceptive acts of material omission by making false, deceptive, and misleading statements in its service bulletins about possible cures for the known defect. Defendant GM's acts constitute an unconscionable act or course of action; and a false, misleading, or deceptive act or practice in violation of Texas Business & Commerce Code § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

48. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Class are entitled to relief in the form of an award of economic damages found by the trier of fact, and which should be trebled based upon the Defendant's actions which were committed knowingly.

49. Pursuant to Texas Business & Commerce Code § 17.50(b)(2) and due to GM's continued sale of these vehicles and failure to make truthful disclosures, Plaintiff and the Texas Class are entitled to relief in the form of an order enjoining Defendant's deceptive acts.

50. Pursuant to Texas Business & Commerce Code § 17.50(b)(1), Plaintiff and the Texas Class are entitled to relief in the form of an order restoring the Plaintiff and the Texas Class members to their money which was acquired in violation of § 17.46(a) & (b)(2), (5), (7), (9), (13) & (24).

51. Pursuant to Texas Business & Commerce Code § 17.50(d), Plaintiff and the Texas Class are entitled to and award of court cost and reasonable attorneys' fees.

59. Defendant GM is a "supplier" and "warrantor" within the meaning of the Magnuson-Moss Act, 15 U.S.C. § 2301(4) and (5).

60. The Class Vehicles at issue are "consumer products" within the meaning of the Magnuson-Moss Act, 15 U.S.C. § 2301(6).

61. Defendant GM's written and implied warranties relate to the future performance of its vehicles because it promised that the brakes of the Class Vehicles would perform adequately for a specified period of time or mileage, whichever came first.

62. Defendant GM has breached and continues to breach its written and implied warranties of future performance, thereby damaging Plaintiff and similarly situated National Class Members, when their Class Vehicles fail to perform as represented due to an undisclosed brake defect. Defendant GM fails to fully cover or pay for necessary inspections, repairs and/or vehicle replacements for Plaintiffs and the Class.

63. Without limitation, GM's intentional delay and concealment of information regarding the brake defect from its dealers, prospective Class Vehicle purchasers, National Class Members, and Plaintiff, and its inability to remedy the defect through the Service Bulletins, all have caused any exclusive or limited remedy in the warranty to fail its essential purpose.

64. Any purported limitations of warranties or remedies would be unconscionable because of Defendant's knowledge regarding the defects in Class Vehicles, Defendant's omission to the National Class Members about the defects and/or Defendant's intentional concealment of the defect, and the failure of GM to provide an adequate remedy.

65. Plaintiffs, members of the National Class, and the public will suffer irreparable harm if Defendant GM is not ordered to properly repair all of the Class Vehicle immediately, offer rescission to the National Class by repurchasing their Class Vehicles for their full cost, reimburse

the lessees of the Class Vehicles the monies they have paid toward their leases, recall all defective vehicles that are equipped with the defective brakes, and cease and desist from marketing, advertising, selling, and leasing the Class Vehicles.

66. Defendant GM is under a continuing duty to inform its customers of the nature and existence of potential defects in the vehicles sold.

67. Such irreparable harm includes but is not limited to likely injuries as a result of the defects to the Class Vehicles.

68. Plaintiff and the National Class seek full compensatory damages allowable by law, attorney's fees, costs, punitive damages, and appropriate equitable relief including injunctive relief, a declaratory judgment, a court order enjoining Defendant GM's wrongful acts and practices, restitution, the repair of all Class Vehicles, replacement of all Class Vehicles, the refund of money paid to own or lease all Class Vehicles, and any other relief to which Plaintiff and the National Class may be entitled

JURY DEMAND

69. Plaintiff demands a jury trial on all issues so properly triable.

PRAYER

70. WHEREFORE, PREMISES CONSIDERED, Plaintiff and Class Members within their respective Classes respectfully pray that the Court:

(a) For each of the proposed Classes, certify this action as a class action as permitted by FED. R. CIV. P. Rule 23(b)(2) and (b)(3), appoint Plaintiff as class representative, and appoint Plaintiff's counsel as class counsel;

(c) Direct that notice be issued to the Class Members;

(b) Conduct a trial on the merits and, thereafter, enter judgment against GM in favor of Plaintiff and Class Members consistent with the damages amounts, restitution and/or other relief requested herein or for which Plaintiff and the Class may prove themselves entitled.

Respectfully submitted,

By: */s/ James C. Wyly*

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ATTORNEYS FOR PLAINTIFF

[redacted]

EXHIBIT A

Service Bulletin

File In Section: -
Bulletin No.: PIT5361
Date: February, 2015

PRELIMINARY INFORMATION

Subject: **Diagnostic Tip - Additional Brake Pedal Effort**

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

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/ o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

excel sheet

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Bulletin No.: PIT5361B
Date: Jun-2016

Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

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

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

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

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

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder
5. Vacuum Pump Belt

Parts Information

Part Number	Description	Qty
12666488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

12658179	BELT - VAC PUMP	1
12658176	BELT - A/C COMPRESSOR	1

Warranty Information

For vehicles repaired under warranty use:

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

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

C0299

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

Document ID: 4748532

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

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The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Warning

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

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

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

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1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

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

Warranty Information

For vehicles repaired under warranty use:

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

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

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United States Department of Transportation

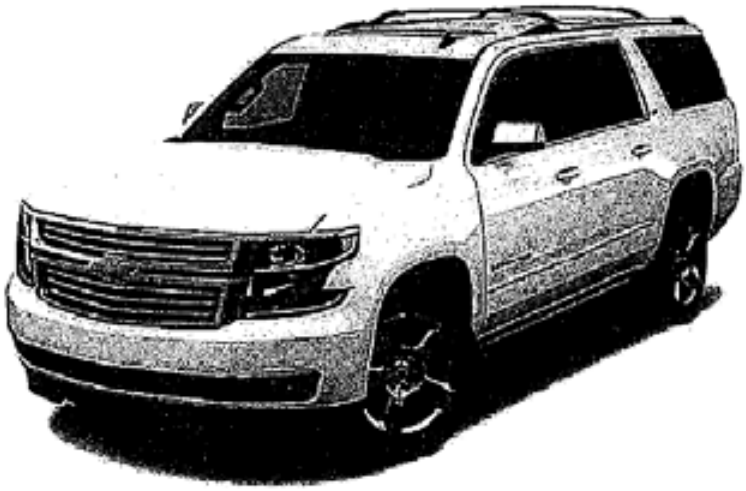
NHTSA

Look up another vehicle Year Make Model or VIN

VEHICLE COMPARISON TOOL
Compare safety information

EXHIBIT B

2015
CHEVROLET SUBURBAN 1500
SUV RWD



7	INVESTIGATIONS 0
RECALLS	COMPLAINTS 96

☆☆☆☆☆
OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

914 Manufacturer Communications
for 2015 CHEVROLET SUBURBAN 1500

FILTER MANUFACTURER COMMUNICATIONS BY AFFECTED COMPONENTS

All (914) AIR BAGS (2) BACK OVER PREVENTION (4) ELECTRICAL SYSTEM (271) ELECTRONIC STABILITY CONTROL (2) ENGINE (96)
ENGINE AND ENGINE COOLING (48) EQUIPMENT (346) EQUIPMENT ADAPTIVE (64) EXTERIOR LIGHTING (4)
FORWARD COLLISION AVOIDANCE (1) FUEL SYSTEM, DIESEL (1) FUEL SYSTEM, GASOLINE (26) FUEL SYSTEM, OTHER (16)
FUEL/PROPULSION SYSTEM (1) INTERIOR LIGHTING (1) LANE DEPARTURE (3) LATCHES/LOCKS/LINKAGES (5) PARKING BRAKE (4)
POWER TRAIN (56) SEAT BELTS (3) SEATS (23) SERVICE BRAKES (10) SERVICE BRAKES, AIR (4) SERVICE BRAKES, ELECTRIC (2)
SERVICE BRAKES, HYDRAULIC (10) STEERING (24) STRUCTURE (44) SUSPENSION (31) TIRES (15) TRACTION CONTROL SYSTEM (1)
TRAILER HITCHES (2) VEHICLE SPEED CONTROL (3) VISIBILITY (26) WHEELS (14)

March 14, 2017 MANUFACTURER COMMUNICATION NUMBER: PIT5509B
Components: ELECTRICAL SYSTEM, SERVICE BRAKES

June 27, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361B
Components: SERVICE BRAKES

NHTSA ID Number: 10081053

Manufacturer Communication Number: PIT5361B

Summary

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

14 Affected Products ▲

Vehicles

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2015-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016

1 Associated Document

Service Bulletin Document

SB-10081053-2280.pdf 95.829KB

Request Research (Services fees apply)

February 15, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5377D

Components: SERVICE BRAKES

February 10, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361A

Components: SERVICE BRAKES

NHTSA ID Number: 10096208

Manufacturer Communication Number: PIT5361A

Summary

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

19 Affected Products

Vehicles

MAKE	MODEL	YEAR

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016
CADILLAC	ESCALADE ESV	2015-2016
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2014-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016
GMC	YUKON XL	2015-2016

☐ **Request Research** (Services fees apply)

November 10, 2015 **MANUFACTURER COMMUNICATION NUMBER: PITS241C**

Components: SERVICE BRAKES, ELECTRICAL SYSTEM

← prev Page 1 of 2 next →

Recently Searched

2015
CHEVROLET SUBURBAN 1500
SUV RWD

United States Department of Transportation

NHTSA

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VEHICLE COMPARISON TOOL
Compare safety information

2015
CADILLAC ESCALADE ESV
SUV AWD

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5	INVESTIGATIONS 0
RECALLS	COMPLAINTS 16

Not been rated

OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

16 Complaints
for 2015 CADILLAC ESCALADE ESV

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (16) ELECTRICAL SYSTEM (1) ENGINE (1) ENGINE AND ENGINE COOLING (1) EXTERIOR LIGHTING (1) FUEL/PROPULSION SYSTEM (1) POWER TRAIN (2) SERVICE BRAKES (1) STRUCTURE (1) SUSPENSION (1) UNKNOWN OR OTHER (6) VEHICLE SPEED CONTROL (2) VISIBILITY/WIPER (1)

August 18, 2016 NHTSA ID NUMBER: 10896962

Components: SERVICE BRAKES

NHTSA ID Number: 10896962

Incident Date August 2, 2016

Consumer Location HARRIMAN, NY

Vehicle Identification Number 1GYS4SKJ4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKES COMPLETELY FAILED. I PULLED INTO TRAIN PARKING SPOT AND THE CARS WOULD NOT STOP. I HAD TO KEEP PUMPING THE BRAKES AND EVENTUALLY IT JUST STOPPED. I TRIED IT GAIN AND THE BRAKES WERE HARD AND COULDN'T PUSH THEM DOWN. I AM SO LUCKY THAT I WAS NOT ON A HIGHWAY GOING FAST WITH MY KIDS IN THE CAR.

ADILLAC SAID I NEEDED THE HYDRO BOOST REPLACED.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

Request Research (Services fees apply)

July 29, 2016 NHTSA ID NUMBER: 10891627

Components: SERVICE BRAKES

NHTSA ID Number: 10891627

Incident Date June 18, 2016

Consumer Location PHOENIX, AZ

Vehicle Identification Number 1GYS4PKJ8FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

AT 15000 MILES AND ORIGINAL OWNER WHILE TOWING OUR BRAKES COMPLETELY GAVE OUT. NO WARNING SIGN, NO LEAKAGE, ONLY 1 SYMPTOM A FEW MONTHS PRIOR WHERE THE BRAKE PEDDLE WAS MUSHY. DEALERSHIP SAID IT WAS FINE. EVERYTHING WORKED FINE DRIVING IT THROUGHOUT DAY. STOPPED FOR DINNER JUST BEFORE WE ENTERED MOUNTAIN PASS. GOT IN SUV TO LEAVE FOR HOME AND HAD NO BRAKES AT ALL. EMERGENCY BRAKE WON'T EVEN KICK IN TO BE USED FOR EMERGENCIES. THE VEHICLE GAVE NO WARNING SIGNS, ENGINE OR BRAKE LIGHT WARNINGS. NO CHANGES IN BRAKE PRESSURE, NO LEAKS UNDER VEHICLE OR ON ENGINE. IT WAS AN INSTANT GIVE OUT OF BRAKES AND COULD HAVE HAPPENED WHILE DRIVING. FORTUNATELY THEY DID NOT GIVE OUT WHILE MOVING MORE THAN 3 MPH SO WE ARE STILL ALIVE. DEALERSHIP AND GM BOTH SAID IT WAS NORMAL FOR BRAKES TO GIVE OUT AND NOT HAVE ANY BRAKES WHEN THE BRAKE MASTER CYLINDER GIVES OUT. THIS IS NOT NORMAL! THEY REPLACED THE MASTER CYLINDER AND ALL WORKS FINE NOW. HOWEVER I FEEL THIS IS A MAJOR VEHICLE SAFETY ISSUE IN THAT FOR A VEHICLE TO COMPLETELY LOSE ALL OF IT'S BRAKING ABILITY BUT NOT BE PREWARNED THAT THERE IS A PROBLEM IS EXTREMELY DANGEROUS. IF WE DIDN'T STOP FOR DINNER THE BRAKES WOULD HAVE GIVEN OUT IN THE MOUNTAIN PASS AND ME AND MY FAMILY WOULD MORE THAN LIKELY BE DEAD AT THE BOTTOM OF A MOUNTAIN CLIFF! WE ARE EXTREMELY AFRAID TO DRIVE THIS VEHICLE NOW AND GM HAS NO INTEREST IN BUYING IT BACK OR HELPING US GET OUT OF IT. THEY JUST SAID "JUST WAIT TO SEE IF IT HAPPENS AGAIN" WHICH TO ME, MEANS, WAIT UNTIL YOU CAUSE A FATALITY. THEY ALSO SAID THIS ISN'T HAPPENING TO OTHER GM VEHICLES.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

March 31, 2016 **NHTSA ID NUMBER: 10852756**

Components: SERVICE BRAKES

NHTSA ID Number: 10852756

Incident Date November 13, 2015

Consumer Location ANAHEIM, CA

Vehicle Identification Number 1GYS4NKJ7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

THE VEHICLE HAD VIRTUALLY NO BRAKES TO STOP IT AND 11,215 MILES. GENERAL MOTORS ALREADY HAD SERVICE WARNINGS OUT TO DEALERS DATED 7/17/2015, GM DOCUMENT ID #4242788. THEY SAY THEY REPLACED PADS AND ROTORS. AT 23,589 MILES THE VEHICLE NEEDED BRAKES AGAIN. SERVICE MANAGER TELLS US THAT THIS IS A KNOWN PROBLEM AT GENERAL MOTORS. THEY HAVE EVEN ISSUED A NEW WARNING FOR 2016 MODELS. I CONSIDER THE VEHICLE TO BE UNSAFE TO DRIVE IN THAT THE BRAKES CAN GO OUT WITHOUT ANY WARNING.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

November 23, 2015 **NHTSA ID NUMBER: 10795343**

Components: SERVICE BRAKES, SUSPENSION, POWER TRAIN

Recently Searched

2015
CADILLAC ESCALADE ESV
SUV AWD

Not been rated
OVERALL SAFETY RATING

2016

United States Department of Transportation

NHTSA

Look up another vehicle Year Make Model or VIN

go VEHICLE COMPARISON TOOL
Compare safety information

2015
CHEVROLET SUBURBAN 1500
SUV RWD

7
RECALLS

INVESTIGATIONS 0
COMPLAINTS 96

☆☆☆☆☆
OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (36) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

October 1, 2017 NHTSA ID NUMBER: 11030722

Components: SERVICE BRAKES

NHTSA ID Number: 11030722

Incident Date June 29, 2017

Consumer Location LAC DU FLAMBEAU, WI

Vehicle Identification Number 1GNSKKKC7FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	3
DEATHS	0

WHILE DRIVING ON I90 IN STOP AND GO TRAFFIC, THE CAR IN FRONT OF ME STOPPED. I APPLIED MY BRAKES AND THE PEDAL WAS HARD AND WOULD NOT DEPRESS. AS A RESULT MY CAR WOULD NOT STOP AND I HIT THE CAR IN FRONT OF ME IN THE REAR END. MY AIR BAGS WENT OFF. I RECEIVED AN AIR BAG BURN. THE CAR IN FRONT OF ME STRUCK THE CAR IN FRONT OF HIM. BOTH OTHER DRIVERS CLAIM THEY WERE INJURED. MY CAR COST $15,300 TO REPAIR. CHEVROLET IS AWARE OF THIS PROBLEM, ISSUING PRELIMINARY SERVICE BULLETIN PIT5361 IN 2015, ADDENDUM B IN 2016 AND ADDENDUM B IN 2017. THE PROBLEM IS A FAULTY VACUUM PUMP, MASTER CYLINDER, BRAKE BOOSTER, VACUUM LINE, AND VACUUM PUMP BELT. I WAS NEVER INFORMED OF THIS PROBLEM. I HAVE BEEN DRIVING 50 YEARS AND THIS IS MY FIRST CHARGEABLE ACCIDENT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

September 26, 2017 NHTSA ID NUMBER: 11030016

Components: SERVICE BRAKES

NHTSA ID Number: 11030016

Incident Date September 26, 2017

Consumer Location LLANO, TX

Vehicle Identification Number 1GNSCKKC7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE EXITING THE PARKING LOT AT 5 MPH, THE BRAKES FAILED TO WORK WITHOUT WARNING. THE CONTACT HAD TO CHANGE THE GEAR TO PARK IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER (BOB PRICE CHEVROLET BUICK GMC, 1225 S STATE HWY 16, FREDERICKSBURG, TX 78624) WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER AND THE BRAKE PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 51,800.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

August 28, 2017 NHTSA ID NUMBER: 11020065

Components: SERVICE BRAKES

NHTSA ID Number: 11020065

Incident Date August 18, 2017

Consumer Location CENTERVILLE, MA

Vehicle Identification Number 1GNSKKKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0

THE BRAKES ON MY 2015 CHEVY SUBURBAN ARE LOCKING WHEN DRIVING A LOW SPEED. THE PROBLEM STARTED ALL OF THE SUDDEN WHILE DRIVING UNDER DRY ROAD CONDITIONS ON A CITY STREET. IF YOU PRESS ON THE BRAKE PEDAL, IT DOES NOT MOVE AND THE CAR DOES NOT STOPPED. I ALMOST HIT A FAMILY OF 4 THAT WAS

DEATHS	0	CROSSING IN FRONT OF ME. THE CAR HAS BEEN AT DICK BEARD CHEVROLET IN HYANNIS, MA AND THEY ARE SAYING THAT THERE IS NO ISSUE WITH THE BRAKES AND AVOIDING SOLVING THE PROBLEM. I'VE CALLED CHEVROLET 4 TIMES AND THEY ARE NOT CALLING ME BACK. THE CAR IS NOT SAFE TO DRIVE AT ALL.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

June 17, 2017 **NHTSA ID NUMBER: 10995718**

Components: SERVICE BRAKES

NHTSA ID Number: 10995718

Incident Date June 17, 2017

Consumer Location MCQUEENEY, TX

Vehicle Identification Number 1GNSCJKC3FR****

Summary of Complaint

CRASH	No	BRAKE BOOSTER WENT OUT WHILE DRIVING WITH MY CHILDREN IN THE CAR!
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

June 14, 2017 **NHTSA ID NUMBER: 10995134**

Components: SERVICE BRAKES

NHTSA ID Number: 10995134

Incident Date October 14, 2016

Consumer Location GAINESVILLE, FL

Vehicle Identification Number 1GNSCJKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

BRAKES STOPPED WORKING . FIRST TIME IT HAPPENED I THOUGHT IT WAS MY IMAGINATION AS I WAS IN A PARKING LOT GOING EXTREMELY SLOW. NEXT DAY IT HAPPENED WHEN BACKING OUT OF MY DRIVEWAY. HAD TO PRESS BRAKES EXTREMELY HARD AND IT ROLLED TO A STOP AS IT HIT CURB ON OTHER SIDE OF ROAD. TOOK IT TO DEALER AND THEY REPLACE THE VACUUM BOOSTER WHICH HAD FAILED AT APROX. 50,000 MILES. NOT COVERED UNDER WARRANTY. EVERY OTHER PART OF BRAKES BESIDES NORMAL WEAR AND TEAR IS COVERED. I WAS LUCKY IT HAPPENED IN MY DRIVEWAY AND NOT WHILE DRIVING AT HIGHER SPEEDS IN TRAFFIC.

I HAVE ADDITIONAL COMPLAINTS ABOUT THIS VEHICHLE. THE CLIPS HOLDING DRIVERS SEAT HAD TO BE REPLACED AT 40,000 MILES BECAUSE SEAT WAS SLIDING FROM SIDE TO SIDE. THEY ARE ALL READY LOOSE AGAIN AT 60,000 MILES ALTHOUGH NOT AS BAD AS FIRST TIME. MY AC CONDENSER WENT OUT AT 62,000 MILES. IT HAS BEEN ON NATIONAL BACKORDER FOR 7 WEEKS AND I AM STILL WAITING. THE CAR SHAKES ON THE INTERSTATE AT APROX 70 -75 MILES PER HOUR. THE DEALERSHIP HAS BALANCED THE TIRES AND THIS HAS NOT FIXED PROBLEM. AFTER DRIVING ON INTERSTATE AT HIGH SPEEDS FOR EXTENDED PERIOD OF TIME, WHEN STOPPING THE CAR IDLES VERY ROUGH AND HAS EVEN CUT OFF. THE DEALERSHIP RAN A FUEL INDUCTION SERVICE. WILL SEE IF IT WORKS WHEN I GET IT BACK AFTER THEY REPLACE AC CONDENSER. THE CAR SHIFTS HORRIBLY, ESPECIALLY WHEN GOING SLOW. WAS TOLD THAT IS A PROBLEM WITH THE FUEL EFFICIENT SHIFTING AND THERE IS NO REPAIR...JUST TO MANUALLY SHIFT. ALSO, THE HOOD OF THE CAR HAS TINY RUST SPOTS COMING THROUGH THE PAINT ALL OVER IT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

April 10, 2017 NHTSA ID NUMBER: 10971549

Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10971549

Incident Date April 8, 2017

Consumer Location LORTON, VA

Vehicle Identification Number 1GNSKJKCXFR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I WAS ON SLOPE HILL. MY BRAKES ARE NOT RESPONDING. I PUT IN NEW BRAKES 2 MONTHS AGO AND BRAKES NOT RESPONDING? MY CAR ALMOST WENT DOWN THE HILL. I CALLED ROADSIDE ASSISTANCE AND HAD THEM TOWED MY CAR TO DEALERSHIP. THEY FOUND THE ISSUE VACUUM PUMP BROKE. ALSO MY TRANSMISSION HAVING ISSUE SINCE 2 MONTHS. THEY STILL HAVEN'T FOUND ISSUES. I CAN'T CONTROL MY SPEED AND ENGINE GIVES A KICK WHEN ENTERING HIGHWAY. THEY WON'T REPAIR THIS ISSUE BECAUSE THEIR "MECHANICS" CANNOT FIND THE ISSUE. THIS IS THIS WORST VEHICLE TO DRIVE ANDUNSAFE FOR DRIVERS AND PASSENGERS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

Request Research (Services fees apply)

February 28, 2017 NHTSA ID NUMBER: 10957711

Components: SERVICE BRAKES

NHTSA ID Number: 10957711

Incident Date February 28, 2017

Consumer Location TEXARKANA, TX

Vehicle Identification Number 1GNSCKKC8FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	2
DEATHS	0

WHILE DRIVING HER VEHICLE TODAY MY WIFE DEPRESSED HER BRAKE TO STOP AND SHE SAID THE BRAKE FELT LIKE PUSHING ON A RUBBER TIRE. THE CAR WOULD NOT STOP CAUSING HER TO RUN A STOP SIGN AND HIT ANOTHER VEHICLE. WE HAD THE SAME PROBLEM LAST MONTH AND THE VEHICLE WAS TAKEN TO THE CHEVROLET DEALERSHIP AND "REPAIRED" ACCORDING TO THE CURRENT SAFETY BULLETIN ISSUED BY CHEVROLET. THIS COLLISION CAUSED THE OTHER PERSON TO GO TO THE HOSPITAL VIA EMS AND MY WIFE WAS TAKEN BY POV TO ER FOR EVALUATION. OBVIOUSLY WHATEVER "FIX" WAS DONE BY THE DEALERSHIP WAS NOT THE CAUSE OF THE PROBLEM. I WAS TOLD THE VACUUM ASSIST PUMP AND HOSES WERE REPLACED, BUT THE VEHICLE STILL HAD THE SAME ISSUE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

February 23, 2017 NHTSA ID NUMBER: 10956664

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, SUSPENSION

NHTSA ID Number: 10956664

Incident Date January 15, 2016

Consumer Location COVINA, CA

Vehicle Identification Number 1GNSCKKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

CAR ONLY HAS 60,000 MILES BRAKE BOOSTER IS GOING OUT AND CHEVY KNOWS THERE IS A PROBLEM BUT HAVE NOT RECALLED. ALSO FRONT SHOCKS ARE GOING OUT DUE TO MAGNETIC RIDE SYSTEM LOTS OF PEOPLE HAVE THE SAME PROBLEM CHEVY ONCE AGAIN HAS NOT RECALLED!

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

November 28, 2016 NHTSA ID NUMBER: 10928435

Components: SERVICE BRAKES

NHTSA ID Number: 10928435

Incident Date November 28, 2016

Consumer Location HARVEY, LA

Vehicle Identification Number IGNSCIKC6FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I HAVE A 2015 CHEVY. SUBURBAN LT. THE BRAKE PEDAL IS HARD TO PRESS AND THE CAR CONTINUE TO ROLL EVEN AFTER I APPLY THE BRAKE DESPITE THE ROTOR AND ALL THE PADS HAVE BEEN REPLACED.....THIS IS VERY DANGEROUS.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

October 3, 2016 NHTSA ID NUMBER: 10911185

Components: SERVICE BRAKES

NHTSA ID Number: 10911185

Incident Date October 1, 2016

Consumer Location BOCA RATON, FL

Vehicle Identification Number 1GNSCJKC8FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE DRIVING AT 60 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE HESITATED TO REDUCE IN SPEED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER FAILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 67,000.

1 Affected Product -

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

← prev Page 2 of 4 next →

Recently Searched

2015
CHEVROLET SUBURBAN 1500
SUV RWD

☆☆☆☆☆
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

96 Complaints
for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

September 8, 2016 NHTSA ID NUMBER: 10904757

Components: SERVICE BRAKES

NHTSA ID Number: 10904757

Incident Date September 7, 2016

Consumer Location BROCKTON, MA

Vehicle Identification Number 1GNSKHKC7FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

I AM WRITING ABOUT MY 2015 CHEVY SUBURBAN. I OWN A LIMOUSINE SERVICE AND USE THE SUBURBAN IN MY FLEET. YESTERDAY A DRIVER, WITH PASSENGERS, HAD A TOTAL FAILURE OF THE POWER BRAKING SYSTEM. IT IS AT A LOCAL REPAIR SHOP NOW, AND I AM BEING TOLD THE AIR PUMP HAD BROKEN APART, INSIDE, SNAPPED THE FAN BELT RESULTING IN NO VACUUM GETTING TO THE POWER BRAKE SYSTEM. MY DRIVER WAS BARELY ABLE TO STOP THE VEHICLE BEFORE REAR ENDING ANOTHER CAR ON THE HIGHWAY. THE VEHICLE HAS 54,000 MILES AND I AM BEING TOLD IS OUT OF THE BUMPER TO BUMPER WARRANTY. THERE ARE ALSO NO OPEN RECALLS. I AM REPORTING THIS ISSUE TO THE NHTSA AND THE MASSACHUSETTS ATTORNEY GENERAL'S OFFICE, AS I BELIEVE THIS IS AN IMMEDIATE DANGER TO THE GENERAL MOTORING PUBLIC. I JUST CONTACTED CHEVROLET BY PHONE AND EMAIL. THE REPRESENTATIVE ON THE PHONE SAID ALL SHE COULD TELL ME IS THAT IT'S OUT OF WARRANTY, THERE WERE NO RECALLS, AND I AM BASICALLY ON MY OWN TO REPAIR. I HOPE YOU ARE ABLE TO INVESTIGATE THIS SITUATION, IDENTIFY THE CAUSE OF THIS FAILURE, AND COME UP WITH A REMEDY FOR THE SAFETY OF EVERYONE.

1 Affected Product

Request Research (Services fees apply)

September 8, 2016 NHTSA ID NUMBER: 10904602

Components: EXTERIOR LIGHTING, AIR BAGS, SERVICE BRAKES

July 24, 2016 NHTSA ID NUMBER: 10888039

Components: ELECTRICAL SYSTEM, ENGINE, SERVICE BRAKES

March 15, 2016 NHTSA ID NUMBER: 10849844

Components: POWER TRAIN, SERVICE BRAKES, ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 10849844

Incident Date July 18, 2015

Consumer Location Unknown

Vehicle Identification Number 1GNSCJKC9FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE ATTEMPTING TO BRAKE THE VEHICLE, THE BRAKES MADE AN ABNORMAL LOUD NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKES AND ROTORS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE CONTACT STATED THAT THE BRAKES AND ROTORS HAD BEEN REPLACED A TOTAL OF THREE TIMES SINCE THE PURCHASE OF THE VEHICLE. ALSO, WHILE ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATED AND SLOWED DOWN. THE VEHICLE WAS TAKEN TO THE DEALER. THE CONTACT WAS INFORMED THAT THE VEHICLE HAD NOT FAILED AND THAT WAS HOW IT WAS CALIBRATED. THE CONTACT ALSO STATED THAT THE LIFTGATE FAILED TO OPEN AUTOMATICALLY AND HAD TO BE MANUALLY OPERATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 43,000.

1 Affected Product

☐ **Request Research** (Services fees apply)

January 4, 2016 NHTSA ID NUMBER: 10817620

Components: STEERING, SERVICE BRAKES

NHTSA ID Number: 10817620

Incident Date December 12, 2015

Consumer Location SEAFORD, NY

Vehicle Identification Number 1GNSCJKC9FR****

Summary of Complaint

CRASH	Yes
FIRE	No

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE MAKING A LEFT TURN AT 20 MPH, THE BRAKE PEDAL WAS DEPRESSED AND

INJURIES	1	FAILED TO RESPOND AS THE VEHICLE ACCELERATED WITHOUT WARNING. IN ADDITION, THE CONTACT STATED THAT THE POWER STEERING FAILED. AS A RESULT, THE CONTACT CRASHED INTO ANOTHER VEHICLE. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED HEAD, NECK, BACK AND WRIST INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 46,000.
DEATHS	0	

1 Affected Product ▾

☐ **Request Research** (Services fees apply)

← prev Page 3 of 4 next →

Recently Searched

2015
GMC YUKON DENALI XL 1500
SUV 4WD

☆☆☆☆☆
OVERALL SAFETY RATING

2015
CHEVROLET SUBURBAN 1500
SUV RWD

☆☆☆☆☆
OVERALL SAFETY RATING

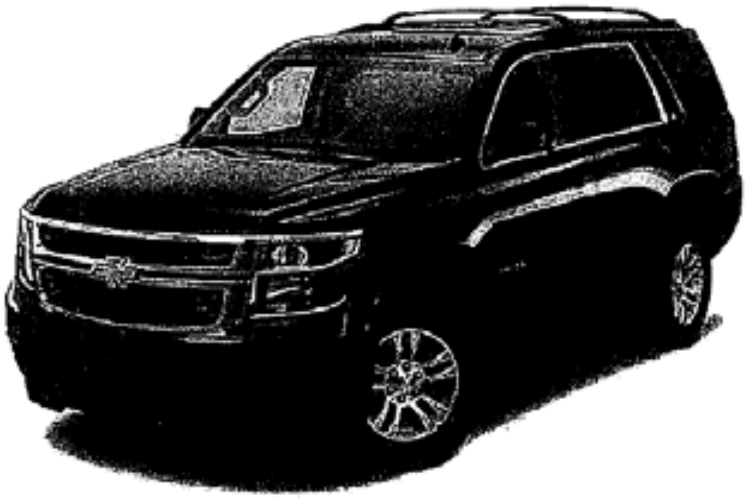
United States Department of Transportation

NHTSA

Look up another vehicle Year Make Model or VIN

VEHICLE COMPARISON TOOL
Compare safety information

2015
CHEVROLET TAHOE
SUV 4WD



10
RECALLS

INVESTIGATIONS 0
COMPLAINTS 193

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OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

133 Complaints
for 2015 CHEVROLET TAHOE

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (133) AIR BAGS (5) ELECTRICAL SYSTEM (29) ELECTRONIC STABILITY CONTROL (4) ENGINE (10) ENGINE AND ENGINE COOLING (1)
EQUIPMENT (2) EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (11) FUEL/PROPULSION SYSTEM (3) INTERIOR LIGHTING (2)
POWER TRAIN (11) SEAT BELTS (7) SEATS (5) SERVICE BRAKES (11) STEERING (14) STRUCTURE (11) SUSPENSION (6) TIRES (1)
UNKNOWN OR OTHER (28) VEHICLE SPEED CONTROL (3) VISIBILITY (2) VISIBILITY/WIPER (3) WHEELS (2)

October 5, 2017 NHTSA ID NUMBER: 11031984
Components: SERVICE BRAKES

NHTSA ID Number: 11031984

Incident Date October 4, 2017

Consumer Location MACOMB, MI

Vehicle Identification Number 1GNSKBKC3FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	0
DEATHS	0

HARD BRAKE PEDAL, INCREASED EFFORT IS NEEDED TO DEPRESS BRAKE PEDAL. MOST COMMONLY AT SPEEDS <35 MPH. OFTEN VEHICLE DOES NOT WANT TO STOP. VEHICLE WAS IN MODERATE MORNING RUSH HOUR TRAFFIC. VEHICLE IN FRONT STOPPED QUICKLY FROM 40 MPH. TRIED PRESSING BRAKE PEDAL ON 2015 TAHOE TO STOP, PEDAL WAS EXTREMELY HARD AND VEHICLE WOULD NOT STOP.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

September 25, 2017 NHTSA ID NUMBER: 11025403
Components: SERVICE BRAKES

NHTSA ID Number: 11025403

Incident Date September 22, 2017

Consumer Location TIFTON, GA

Vehicle Identification Number 1GNSCBKC4FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

AS I WAS SITTING IN THE VEHICLE IN PARK, I PLACED MY FOOT ON THE BRAKE AND NOTICED THAT THE BRAKE ASSIST HAD ACTIVATED WHILE IN PARK. I WAS UNABLE TO PUSH THE PETAL DOWN. I WAS ABLE TO MOVE THE SHIFTER INTO DRIVE WITH MY FOOT ON THE BRAKE, BUT THE VEHICLE IMMEDIATELY PLUNGED FORWARD. AS I CONTINUED TO TRY AND DEPRESS THE BRAKE PETAL, THE VEHICLE FINALLY SLOWED TO A STOP. BEFORE I COULD GET OFF THE ROAD AND OUT OF TRAFFIC, THE BRAKE ASSIST CONTINUED TO BE LOCKED UP AND THERE WAS NO BRAKES IF I SHIFTED INTO REVERSE. I WAS EXTREMELY CONCERNED FOR MINE AND MY CHILDREN'S SAFETY AS THIS COULD HAVE CAUSED A VERY SERIOUS ACCIDENT. THE BRAKES DID NOT STOP THE VEHICLE AND WERE DEFECTIVE DUE TO THE VACUUM PUMP "GOING OUT". THE VEHICLE IS ONLY 2 YEARS OLD AND HAS 49K MILES.

1 Affected Product -

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

September 11, 2017 **NHTSA ID NUMBER: 11022709**

Components: SERVICE BRAKES

NHTSA ID Number: 11022709

Incident Date September 10, 2017

Consumer Location MONSEY, NY

Vehicle Identification Number 1GNSK2EC4FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	0
DEATHS	0

WHEN APPLYING THE BRAKES MY CAR DOESN'T STOP 100% OF THE TIME. 1 TIME DURING HIGHWAY SLOW MOVING TRAFFIC, 3 TIMES BACKING OUT OF MY DRIVEWAY (FLAT SURFACE), 4 TIMES WHEN ON INCLINE/DECLINE OF ROAD. WHEN APPLYING BRAKES, HORRIBLE CHATTERING VIBRATION COMES FROM LEFT FRONT TIRE AREA, CHATTER VIBRATION IS FELT IN BRAKE PEDAL. NO MATTER HOW HARD I APPLY THE BRAKE THE CAR KEEPS GOING - IT WILL FINALLY STOP, BUT I ALMOST HIT THE CAR IN FRONT OF ME AT THE ONE HIGHWAY OCCURRENCE, 2 TIMES CAR FINALLY STOPPED

JUST BEFORE GOING OVER EDGE OF PROPERTY WHEN PULLING FORWARD & BACKWARD TO TURN AROUND IN TIGHT AREA. IN EACH INSTANCE I AM MOVING AT A VERY SLOW SPEED. I CONTACTED DEALERSHIP, THEY TOLD ME I WASN'T THE ONLY ONE CALLING ABOUT THIS HAPPENING BUT SINCE I'M OVER 36,000 WARRANTY THEY WILL CHARGE ME TO CK IT OUT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE POLICE PURSUIT	2015

☐ **Request Research** (Services fees apply)

September 5, 2017 **NHTSA ID NUMBER: 11021419**

Components: SERVICE BRAKES

NHTSA ID Number: 11021419

Incident Date September 4, 2017

Consumer Location WILLIAMSPORT, PA

Vehicle Identification Number 1GNSKBKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

WHILE DRIVING ON THE ROAD IN TRAFFIC I WENT TO PRESS ON THE BRAKES AND NOTICED THEY HAD BECOME STIFF AND HAD TO PRESS THEM AS HARD AS POSSIBLE TO SLOWLY STOP WHILE TRYING TO AVOID HITTING ANOTHER VEHICLE IN TRAFFIC. NO WARNING LIGHTS WERE ON IN THE DASH UNTIL I PULLED OVER AND RESTARTED VEHICLE A COUPLE OF TIMES. THEN I GOT THE ACTIVE BRAKE ASSIST SERVICE LIGHT ON. I HAD THE VEHICLE TOWED TO THE NEAREST CHEVROLET SERVICE CENTER DUE TO THE VEHICLE NOT SAFE TO DRIVE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

August 29, 2017 **NHTSA ID NUMBER: 11020372**

Components: SERVICE BRAKES

NHTSA ID Number: 11020372

Incident Date August 13, 2017

Consumer Location CARMEL, IN

Vehicle Identification Number 1GNSKCKC1FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE DRIVING AT 5 MPH, THE BRAKE PEDAL WAS APPLIED BUT FAILED TO RESPOND WITHOUT WARNING. THE VEHICLE WAS TOWED TO A LOCAL DEALER; COUGHLIN FORD OF CIRCLEVILLE LOCATED AT 24001 US HIGHWAY 23 S CIRCLEVILLE OH 49113 WHERE IT WAS DIAGNOSED THAT THE BRAKE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS THEN TOWED TO HARE CHEVROLET LOCATED AT 2001 STONY CREED RD NOBLESVILLE IN 46060 WHERE IT WAS DIAGNOSED THAT THE VACUUM PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE # [redacted] BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 31,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)

← prev Page 1 of 3 next →

Recently Searched

2015
CHEVROLET TAHOE
SUV 4WD

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

133 Complaints
for 2015 CHEVROLET TAHOE

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (133) AIR BAGS (5) ELECTRICAL SYSTEM (29) ELECTRONIC STABILITY CONTROL (4) ENGINE (10) ENGINE AND ENGINE COOLING (1) EQUIPMENT (2) EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (11) FUEL/PROPULSION SYSTEM (3) INTERIOR LIGHTING (2) POWER TRAIN (11) SEAT BELTS (7) SEATS (5) SERVICE BRAKES (11) STEERING (14) STRUCTURE (11) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (28) VEHICLE SPEED CONTROL (3) VISIBILITY (2) VISIBILITY/WIPER (3) WHEELS (2)

May 4, 2015 NHTSA ID NUMBER: 10714400
Components: SERVICE BRAKES

NHTSA ID Number: 10714400

Incident Date January 15, 2015

Consumer Location HOLLY SPRINGS, NC

Vehicle Identification Number 1GNSCBKC0FR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2015 CHEVROLET TAHOE. WHILE DRIVING AT 45 MPH, THE SERVICE BRAKE ASSIST WAS DISPLAYED ACROSS THE MESSAGE BOARD. IN ADDITION, THE CONTACT STATED THAT THE BRAKE PEDAL WAS DEPRESSED AND IT TOOK A GREATER AMOUNT OF TIME FOR THE VEHICLE TO COME TO A COMPLETE STOP. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 16,562. UPDATED 6/18/15*CN UPDATED 10/12/2017*CN

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

1 Associated Document

EVOQ Document

United States Department of Transportation

NHTSA

Look up another vehicle Year Make Model or VIN

go VEHICLE COMPARISON TOOL
Compare safety information

2016
CHEVROLET SUBURBAN 1500
SUV 4WD

4
RECALLS

INVESTIGATIONS 0
COMPLAINTS 23

★★★★★
OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

23 Complaints
for 2016 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (23) ELECTRICAL SYSTEM (2) ENGINE (3) FUEL/PROPULSION SYSTEM (1) POWER TRAIN (2) SEAT BELTS (1) SEATS (1)
SERVICE BRAKES (21) STEERING (1) STRUCTURE (4) SUSPENSION (3) TIRES (1) UNKNOWN OR OTHER (8)
VEHICLE SPEED CONTROL (4) VISIBILITY (1) VISIBILITY/WIPER (1) WHEELS (3)

April 4, 2017 NHTSA ID NUMBER: 10970605
Components: SERVICE BRAKES, ELECTRICAL SYSTEM, VEHICLE SPEED CONTROL

March 13, 2017 NHTSA ID NUMBER: 10965728
Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10965728

Incident Date March 13, 2017

Consumer Location LAND O' LAKES, FL

Vehicle Identification Number 1GNSCJKC3GR****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2016 CHEVROLET SUBURBAN. WHILE DRIVING 30 MPH, THE VEHICLE FAILED TO ACCELERATE. ALSO, THE BRAKES FAILED TO RESPOND WHEN THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE STALLED. THE FAILURE RECURRED TWO MORE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 14,000.

1 Affected Product +

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2016

☐ **Request Research** (Services fees apply)

United States Department of Transportation

NHTSA

Look up another vehicle Year Make Model or VIN

go VEHICLE COMPARISON TOOL
Compare safety information

2014
CHEVROLET SILVERADO 1500
PU/RC RWD

4DMOXIMAGES

17	INVESTIGATIONS	0
RECALLS	COMPLAINTS	452

☆☆☆☆☆
OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (241) SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

October 16, 2017 NHTSA ID NUMBER: 11033883

Components: SERVICE BRAKES

NHTSA ID Number: 11033883

Incident Date October 2, 2017

Consumer Location LA VERNIA, TX

Vehicle Identification Number 3GCPCTEC9EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

PER ATTACHED WORK ORDERS, MY BRAKES WERE GOING TO THE FLOOR IN REVERSE ONLY. THEY REPLACED MASTER CYLINDER AND SAID ALL FIXED. SEVERAL WEEKS LATER HAPPENED AGAIN SO NOW REPLACED VACUUM & BOOSTER PUMP. THAT WAS 2 WEEKS AGO. STILL WORKING AND FILED COMPLAINT WITH GM BUT THEY SAID NOTHING THEY COULD DO. THESE HAVE NO MOVING OR MECHANICAL PARTS AND SHOULD PROBABLY NEVER WEAR OUT. PRIOR TO ALL THIS I WAS GETTING A REPORT TO SERVICE ELECTRONIC TRAILER BRAKES BUT HAD NOT HOOKED UP A TRAILER? WHEN FIRST POINTED THIS OUT THEY SAID COULD NOT FIND ANYTHING. SECOND TIME THEY REPLACED ELECTRONIC SWITCH AS "BAD". PERSONALLY I FEEL IT HAD NOTHING TO DO WITH ALL THE PARTS REPLACED AND FEEL STRONGLY THAT THIS IS ELECTRONIC AND RELATED TO THE ABS BRAKING SYSTEM ELECTRONICS OR MOTHER BOARD. VEHICLE WAS IN REVERSE MOVING SLOWLY. DAMAGED REAR BUMPER LAST FAIL DUE TO UNABLE TO STOP VEHICLE. IF SOMEONE WAS BEHIND ME DIRECTING ME THERE IS A GOOD CHANCE THEY COULD HAVE BEEN CRUSHED OR INJURED SERIOUSLY. I FEEL THIS IS A RECALL WAITING TO HAPPEN.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ Request Research (Services fees apply)

September 11, 2017 NHTSA ID NUMBER: 11022580

Components: ELECTRICAL SYSTEM, SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

August 12, 2017 NHTSA ID NUMBER: 11014788

Components: SERVICE BRAKES, UNKNOWN OR OTHER

July 18, 2017 NHTSA ID NUMBER: 11006271

Components: SERVICE BRAKES

NHTSA ID Number: 11006271

Incident Date July 18, 2017

Consumer Location KYLE, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

WHILE DRIVING MY 2014 SILVERADO MY BRAKES BECAME HARD TO USE. I HAD TO PUSH HARD WITH BOTH GET TO GET THEM TO WORK. THEN I DROVE THE REST OF THE WAY AND THEY WHERE FINE UNTIL I TRIED TO PARK AND IT HAPPENED AGAIN. I FOUND ON A FORUM THAT THIS IS A VACCUME PUMP ISSUE THAT IS COMMON IN THIS YEAR.

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ Request Research (Services fees apply)

June 26, 2017 NHTSA ID NUMBER: 11001423

Components: SERVICE BRAKES

NHTSA ID Number: 11001423

Incident Date March 4, 2017

Consumer Location COLUMBUS GROVE, OH

Vehicle Identification Number 3GCUKREC4EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

VERY VERY HARD BRAKE PEDDLE AT LOW SPEEDS. I HAVE BEEN TOLD THE VACUUM PUMP NEEDS REPLACED. THE VEHICLE HAD LESS THAN 50,000 MILES.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ Request Research (Services fees apply)

← prev Page 1 of 6 next →

Recently Searched

2014
CHEVROLET SILVERADO 1500
PU/RC RWD

☆☆☆☆☆
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6)
EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1)
POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109)
STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7)
VISIBILITY/WIPER (8) WHEELS (20)

June 21, 2017 NHTSA ID NUMBER: 11000538

Components: SERVICE BRAKES

NHTSA ID Number: 11000538

Incident Date May 2, 2017

Consumer Location ROSHARON, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH	No	BRAKE PEDAL IS HARD TO PRESS IN MAKING VEHICLE HARD TO STOP
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

June 4, 2017 NHTSA ID NUMBER: 10993037

Components: SERVICE BRAKES, UNKNOWN OR OTHER

May 25, 2017 NHTSA ID NUMBER: 10991595

Components: SERVICE BRAKES

NHTSA ID Number: 10991595

Incident Date May 21, 2017

Consumer Location ALEXANDRIA, VA

Vehicle Identification Number 3GCUKREC7EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

NO POWER BRAKES. AT LOW SPEEDS VACUUM PUMP DOES NOT PROVIDE ENOUGH VACUUM FOR BRAKES TO WORK. VERY HARD BRAKE PEDAL FEELS LIKE YOU HAVE NO BRAKES. THERE IS A SERVICE BULLETIN PIT5361B WHEN I SPOKE TO CHEVROLET CUSTOMER SERVICE THEY TOLD ME MY TRUCK WASN'T COVERED UNDER THIS BUT IT CLEARLY IS. THIS IS VERY UNSAFE AND MIGHT CAUSE MANY ACCIDENTS OR DEATHS

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

May 10, 2017 NHTSA ID NUMBER: 10984684

Components: SERVICE BRAKES

NHTSA ID Number: 10984684

Incident Date May 8, 2017

Consumer Location RICHARDSON, TX

Vehicle Identification Number 1GCRCREH3EZ****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

MY TRUCK HAS 43K MILES ON IT. DRIVING IT THE OTHER DAY ON A CITY STREET, I HEARD A SQUEALING SOUND, AND THEN THE BRAKES FAILED. I HAD TO PUSH DOWN REALLY HARD TO AVOID REAR ENDING A CAR IN FRONT OF ME ON MY WAY HOME. WHEN I GOT HOME I COULD SEE THAT THE BELT POWERING THE VACUUM ASSIST PUMP FOR THE BRAKES HAD SNAPPED. SO I WENT TO AUTOZONE AND PURCHASED ANOTHER ONE. PUT IT ONE AND STARTED THE TRUCK. THE SQUEALING WAS QUITE

LOUD BECAUSE THE BELT WAS TURNING, BUT NOT THE VACUUM PUMP. SO I REMOVED THE PUMP AND DISCOVERED LARGE AMOUNTS OF METAL SHARDS IN THE OIL, WHICH NOW MEANS I CAN'T DRIVE THE TRUCK WITHOUT RISKING TAKING OUT MY ENGINE. THIS SHOULD NOT BE HAPPENING ON A 3 YEAR OLD VEHICLE.

1 Affected Product ▾

☐ **Request Research** (Services fees apply)

April 27, 2017 **NHTSA ID NUMBER: 10981050**

Components: SERVICE BRAKES

← prev Page 2 of 6 next →

Recently Searched

2014
CHEVROLET SILVERADO 1500
PU/RC RWD

☆☆☆☆☆
OVERALL SAFETY RATING

2016
CADILLAC ESCALADE
SUV RWD

Not been rated
OVERALL SAFETY RATING

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6)
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STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7)
VISIBILITY/WIPER (8) WHEELS (20)

January 17, 2017 NHTSA ID NUMBER: 10945715

Components: SERVICE BRAKES, STEERING

NHTSA ID Number: 10945715

Incident Date January 16, 2017

Consumer Location MURFREESBORO, TN

Vehicle Identification Number 3GCUKREH6EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

TL* THE CONTACT OWNS A 2014 CHEVROLET SILVERADO 1500. WHILE DRIVING 20 MPH, THE POWER STEERING SEIZED WITHOUT WARNING. IN ADDITION, THE BRAKES LOCKED UP WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

Request Research (Services fees apply)

January 11, 2017 NHTSA ID NUMBER: 10944290

Components: SERVICE BRAKES

NHTSA ID Number: 10944290

Incident Date December 28, 2016

Consumer Location SPARTA, NJ

Vehicle Identification Number 3GCUKREC9EG****

Summary of Complaint

CRASH	No	I WAS TRAVELING ON A HIGHWAY DOING 55 MPH. I SAY THE LIGHT TURN RED AND APPLIED MY BRAKES. THERE WERE NO BRAKES AS THE PEDAL WENT TO THE FLOOR. FORTUNATELY WE WERE ABLE TO ROLL TO A STOP WITHOUT CRASHING INTO THE CAR IN FRONT. I WAS TOWED TO MY DEALER WHERE THEY DIAGNOSED IT AS A BRAKE BOOSTER FAILURE. THIS IS JUST NOT RIGHT AND SEEMS TOO DANGEROUS FOR SUCH A NEW VEHICLE.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

August 11, 2016 **NHTSA ID NUMBER: 10895114**
Components: SERVICE BRAKES

April 18, 2016 **NHTSA ID NUMBER: 10860090**
Components: SEAT BELTS, SERVICE BRAKES, SUSPENSION

January 20, 2016 **NHTSA ID NUMBER: 10821233**
Components: SERVICE BRAKES

Recently Searched

2014

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

452 Complaints
for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (271) SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

March 10, 2015 NHTSA ID NUMBER: 10693235
Components: STRUCTURE, SERVICE BRAKES

January 16, 2015 NHTSA ID NUMBER: 10673007
Components: SERVICE BRAKES, VEHICLE SPEED CONTROL, AIR BAGS

NHTSA ID Number: 10673007

Incident Date January 14, 2015

Consumer Location FORT SMITH, AR

Vehicle Identification Number 1GCRCREC8EZ****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	1
DEATHS	0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. AFTER COLLIDING WITH THE VEHICLE MY 2014 CHEVY SHUT OFF BY ITSELF. I HAD THE BRAKE STILL DEPRESSED & PUT THE TRUCK INTO PARK. *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

☐ **Request Research** (Services fees apply)

January 16, 2015 **NHTSA ID NUMBER: 10672998**

Components: AIR BAGS, VEHICLE SPEED CONTROL, SERVICE BRAKES

NHTSA ID Number: 10672998

Incident Date January 14, 2015

Consumer Location FORT SMITH, AR

Vehicle Identification Number 1GCRCRECBEZ****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	1
DEATHS	0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. *TR

1 Affected Product ▲

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

☐ **Request Research** (Services fees apply)

November 20, 2014 **NHTSA ID NUMBER: 10659651**

Components: ELECTRICAL SYSTEM, SERVICE BRAKES

August 13, 2014 **NHTSA ID NUMBER: 10622123**

Components: POWER TRAIN, STEERING, SERVICE BRAKES

STONE & SAWYER, PLLC

ATTORNEYS AT LAW
315 EAST MAIN
EL DORADO, AR 71730
(870) 862-5565 Phone
(870) 863-5889 Fax

Phillip A. Stone
R. Jeffrey Sawyer

writer's direct e-mail
jsawyer@southarklaw.com

May 4, 2017

SENT VIA ELECTRONIC MAIL ONLY
General Motors
Customer Assistance Center
Attention: Ms. Pam Brown
gmcacupdate@gm.com

RE: Teague Auto Group, Inc.
Case Numbers: [redacted]

Dear Ms. Brown,

Please be advised that this firm represents Teague Auto Group, Inc. (hereafter, "Teague"). The above case numbers involve a 2015 Chevrolet Suburban (hereafter, the "Vehicle") purchased by Dr[redacted] from Teague.

On February 1, 2017, the wife of Dr. [redacted] brought the Vehicle to Teague with complaints of the brake pedal becoming hard after being used multiple times. The issue presented by Mrs. [redacted] was consistent with GM Bulletin # PIT5361B (hereafter, the "Bulletin"). Teague repaired the Vehicle in accordance with the Bulletin on February 3, 2017. On February 4, 2017, Teague caused the Vehicle to be personally delivered to Mrs. [redacted] in Texarkana, Texas, which is approximately ninety (90) miles from Teague's location in El Dorado, Arkansas.

On March 3, 2017, a representative of Teague, Mark Trosclair, was contacted by Dr. [redacted] to advise that Mrs. [redacted] was involved in a car accident. Dr. [redacted] indicated that the accident was caused by the Vehicle failing to brake. On March 8, 2017, Mark Trosclair contacted Tremell Walker, Teague's GM Representative, via email and advised GM of the accident. That same day, Mr. Tremell directed Teague, via email, to "STOP ALL WORK ON THE VEHICLE!" Mr. Walker went on to say in his email that Teague "can't do anything else with that vehicle". Teague was advised to contact the GM Customer Assistance Center and that the situation would be handled from there. A copy of said email is attached hereto as Exhibit A. Teague contacted the GM Customer Assistance Center the same day and opened a case.

On March 9, 2017, Mr. Trosclair contacted Dr. [redacted] to advise that a case was opened with GM, and that he should contact the GM Customer Assistance Center for further direction.

Believing that GM would make good on the case that was opened, Teague took no further action regarding this matter until Mrs. [redacted] contacted a representative of Teague, Garrott Smith, on April 29, 2017. Mrs. [redacted] advised Mr. Smith that she had not been able to speak with anyone at the GM Customer Assistance Center and desired for Teague to repair the Vehicle. On May 1, 2017, three (3) different representatives from Teague, Mark Trosclair, Billy Deaton, and John Lemke, all attempted to contact you at the GM Customer Assistance Center regarding this issue. On May 2, 2017, you returned the telephone calls, and spoke with John Lemke, General Manager of Teague. In that telephone conversation, you instructed Mr. Lemke to obtain the Vehicle and make repairs pursuant to the Bulletin. Mr. Lemke told you that repairs had previously been made by Teague pursuant to the Bulletin on February 3, 2017, and suggested a field engineer from GM inspect the Vehicle. You advised that a GM field engineer had inspected the Vehicle in Texarkana and that the Vehicle's brakes failed during the inspection. Mr. Lemke then advised you that Teague would not make any further repairs to the Vehicle.

Please accept this correspondence as notice that Teague will not perform further work on the Vehicle pursuant to GM's email correspondence of March 8, 2017. Teague complied with GM's request of March 8, 2017, to forbear from any further repairs to the Vehicle and relied upon GM's assurances that the Customer Assistance Center would handle the issue moving forward. Much to Teague's surprise, almost eight weeks after Teague advised GM's Customer Assistance Center of this problem, GM had not contacted Dr. and Mrs. [redacted] failed to return the customers' calls, and had done nothing to repair the Vehicle or resolve this issue. Teague is disappointed with the customer service Dr. and Mrs. [redacted] have received from GM. GM should make it a top priority to promptly rectify this problem as Teague was led to believe you would do. Kindly confirm receipt of this correspondence, and advise as to the steps GM is taking to expeditiously resolve this situation in a manner that Dr. and Mrs. [redacted] along with all our customers, expect and deserve.

Sincerely,

[redacted]

R. Jeffrey Sawyer

RJS/ac

cc: Teague Auto Group, Inc.

[redacted]

Texarkana, TX [redacted]

From: Tremell Walker
Sent: Wednesday, March 08, 2017 4:09 PM
To: Mark Trosclair
Subject: RE: [EXTERNAL] VEHICLE DAMAGE

STOP ALL WORK ON THE VEHICLE!
You can't do anything else with that vehicle and must call CAC. Ask for the product allegation department and they should handle it from there once you explain to them the issue.

From: Mark Trosclair [mailto:marktrosclair@teagueautogroup.com]
Sent: Wednesday, March 8, 2017 2:30 PM
To: Tremell Walker <tremell.walker@gm.com>
Subject: [EXTERNAL] VEHICLE DAMAGE
Importance: High

Tremell, We have a customer with a 2015 Suburban, he has had several issues. The last concern was brakes not stopping the vehicle. We found oil in the booster and replaced the booster, vac. pump and hose per the service bulletin and verified the repair. Now his wife has crashed into another vehicle and stated the braking system was the cause. His insurance has been contacted. At this point I would open a consumer affairs case were it a Ford vehicle. Does GM have such a program ? Does this vehicle qualify for trade assistance? vin # 1GNSCKKC8FR[redacted] mileage 42521. Mr.[redacted] insurance is covering the repairs, but he is very apprehensive about operating the vehicle again and thinks GM should be responsible for the vehicle and its issues. Mark

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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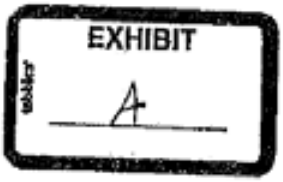

Case [redacted] Document 1-5 Filed 10/23/17 Page 1 of 2 PageID #: 65

CHEVROLET

2015 SUBURBAN 2WD 1/2 TON LTZ

STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE ON THIS STANDARD VEHICLE PRICE SHOWN

- 5 YEAR/ 100,000 MILE POWERTRAIN LIMITED WARRANTY
- SCHEDULED MAINTENANCE 2YR/24,000 MILES OIL & FILTER 4 WHEEL TIRE ROTATION SEE WWW.CHEVY.COM OR DEALER FOR DETAILS

MECHANICAL

- 5.3L V8 ECOTEC3 ENGINE
- 6 SPD AUTOMATIC TRANSMISSION
- FULLY AUTOMATIC LOCKING REAR DIFFERENTIAL
- REAR AXLE 3.08 RATIO
- FRONT AND REAR PARK ASSIST
- ENGINE OIL COOLING SYSTEM
- TRAILERING EQUIPMENT
- 4-WHEEL ANTI-LOCK DISC BRAKES

SAFETY & SECURITY

- FORWARD COLLISION ALERT
- SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT
- REAR CROSS TRAFFIC ALERT
- LANE DEPARTURE WARNING & SAFETY ALERT SEAT
- REAR VISION CAMERA
- TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
- AIR BAGS, FRONTAL AND SIDE-IMPACT, FOR DRIVER AND FRONT PASSENGER, DRIVER INBOARD SEAT MOUNTED, SIDE-IMPACT AND & HEAD CURTAIN SIDE-IMPACT FOR ALL ROWS IN OUTBOARD SEAT POSITIONS

EXTERIOR

- HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL
- FRONT FOG LAMPS
- RAIN SENSING WINDSHIELD WIPERS
- POWER HEATED OUTSIDE MIRROR, W/ TURN SIGNAL
- BODYSIDE MOLDINGS, BODY COLOR
- LUGGAGE RACK SIDE RAILS
- ASSIST STEPS
- PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY
- 20" POLISHED ALUMINUM WHEELS*
- 17" STEEL SPARE WHEEL
- POWER HANDSFREE LIFTGATE W/ PROGRAMMABLE HEIGHT

INTERIOR

- LEATHER APPOINTED FRONT BUCKET SEATS
- MEMORY SETTINGS, DRIVER SEAT, PEDALS, COLUMN, AND MIRRORS
- HEATED & COOLED SEATS DRIVER & FRONT PASSENGER
- DRIVER AND FRONT PASSENGER PWR SEAT ADJUSTER
- 2ND ROW BUCKET SEATS,POWER

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy

18 MPG

16 city 23 highway

combined city/hwy

5.6 gallons per 100 miles

Standard SUVs range from 13 to 28 MPG. The best vehicle rates 119 MPGe.

You spend $3,500 more in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost $2,900

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 4 (1 – 10, Best)

Smog Rating (tailpipe only) 6 (1 – 10, Best)

This vehicle emits 481 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and costs $11,000 to fuel over 5 years. Cost estimates based on 15,000 miles per year at $2.59 per gallon. MPGe is miles per gasoline gallon equivalent. [illegible] emissions are a significant cause of climate change and smog.

[illegible]nomy.gov

Overall V[illegible] Based on the Should ONLY

Frontal Crash Based on th Should ONLY

Side Crash Based on th

Rollover Based on th

Star rating Sour

EXTERIOR: WHITE DIAMOND TRICOAT **ENGINE, 5.3L V8 ECOTEC3**
INTERIOR: COCOA/DUNE **TRANSMISSION, 6 SPD AUTOMATIC**

Visit us at www.chevy.com

RELEASE
- HEATED 2ND ROW SEATS
- SEATS, 3RD ROW 60/40 SPLIT-BENCH, POWER FOLD FLAT
- REMOTE VEHICLE START
- POWER ADJUSTABLE PEDALS
- AUTO DIMMING INSIDE REARVIEW MIRROR
- POWER TILT & TELESCOPING STEERING COLUMN
- LEATHER WRAP STEERING WHEEL
- HEATED STEERING WHEEL
- STEERING WHEEL CONTROLS
- TRI-ZONE AUTOMATIC HVAC
- 10 SPEAKER BOSE CENTERPOINT SURROUND SOUND AUDIO SYSTEM
- 110-VOLT AC POWER OUTLET
- WIRELESS CHARGING
- UNIVERSAL HOME REMOTE

CONNECTIVITY FEATURES
- ONSTAR(R) 4G LTE WI-FI(R)
- HOTSPOT W/ 3GB/3MO DATA TRIAL

- 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (LIMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM)
- CHEVROLET MYLINK WITH 8" DIAGONAL TOUCH SCREEN AND NAVIGATION

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE	**$63,035.00**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

22" WHEEL, SILVER W/BLACK INSERTS (DEALER INSTALLED/ REPLACES FACTORY OR OPTIONAL WHEELS)	2,995.00
SUN, ENTERTAINMENT, DESTINATION PACKAGE:	2,810.00
• POWER SUNROOF	
• REAR SEAT ENTERTAINMENT	
• ADD'L 9 MONTHS XM RADIO	
RUNNING BOARDS, POWER RETRACTABLE	1,745.00
WHITE DIAMOND TRICOAT	995.00
MAX TRAILERING PACKAGE:	300.00
• REAR AXLE, 3.42 RATIO	
• TRAILER BRAKE CONTROLLER	
TOTAL OPTIONS	$8,845.00
TOTAL VEHICLE & OPTIONS	$71,880.00
DESTINATION CHARGE	1,195.00
TOTAL BEFORE SAVINGS	$73,075.00
SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE DISCOUNT	-500.00
TOTAL VEHICLE PRICE*	**$72,575.00**

NMENT 5-STAR SAFETY RATINGS

Score ★★★★
ratings of frontal, side and rollover.
ared to other vehicles of similar size and weight.

Driver ★★★★
Passenger ★★★★
in a frontal impact,
to other vehicles of similar size and weight.

Front seat ★★★★★
Rear seat ★★★★★
in a side impact.

★★★
driver in a single-vehicle crash.

from 1 to 5 stars (★★★★★) with 5 being the highest.
onal Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 60%
MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 28%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
ARLINGTON, TX U.S.A.
COUNTRY OF ORIGIN:
ENGINE: UNITED STATES
TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

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GMML_1100_0032 - 5/16/2014

ORDER NO R3VXGC SALES CODE
SALES MODEL CODE GC1006
DEALER NO 04668
FINAL ASSEMBLY:
ARLINGTON, TX U.S.A.
VIN 1GNSCKKC8FR[redacted]
DEALER TO WHOM DELIVERED
JULIAN FOY MOTORS, INC.
PO BOX 69
MANY, LA 71449-0069

Equipped with the safety and connectivity of OnStar†
Visit onstar.com for details.

tary of State
e of Process
ox 12079
, Texas 78711-2079

OFFICIAL BUSINESS
STATE OF TEXAS
PENALTY FOR PRIVATE USE

neopost
12/08/2017
US POSTAGE $008.(

ZIP 78
041L1128

CERTIFIED MAIL

Secretary of State
Service of Process
P.O. Box 12079
Austin, Texas 78711-2079

[redacted]

Return Receipt (Electronic)

JAN 04 2018

DEC 22 2017

C14

MC 1184-038-016

2018286391-1

General Motors Company
P.O. Box 9025
c/o MC 482-C14-C66
Detroit, MI 48202-9025

Columbus copy document requested by dz1f9b at 1:40:49 PM on 1/18/2018

2015 SUBURBAN 2WD 1/2 TON LTZ — GENERAL MOTORS LLC
GBN WHITE DIAMOND TRICOAT /V8G
H2Y COCOA/DUNE — RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCKK C8 FR[redacted] — VEHICLE INVOICE [redacted]
**********2520******13*24868S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15906 SUBURBAN 2WD 1/2 TON LTZ	63035.00	58622.56	INVOICE 10/14/14
BRS RUNNING BOARDS, POWER RETRACTABLE	1745.00	1535.60	SHIPPED 10/06/14
			EXP I/T 10/13/14
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 10/16/14
GBN WHITE DIAMOND TRICOAT	995.00	875.60	PRC EFF 10/06/14
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	WFP-F QTR OPT-1
NHT MAX TRAILERING PACKAGE:	300.00	264.00	BANK: ALLY - 084
* REAR AXLE, 3.42 RATIO			CHG-TO 24-868
* TRAILER BRAKE CONTROLLER			
PCJ SUN, ENTERTAINMENT, DESTINATIO PACKAGE:	2810.00	2472.80	SHIP WT: 5675
			HP: 45.7
* POWER SUNROOF			GVWR: 7300
* REAR SEAT ENTERTAINMENT			GAWR.FT: 3500
* ADD'L 9 MONTHS XM RADIO			GAWR.RR: 4200
RX1 22" WHEEL, SILVER W/BLACK INSERTS	2995.00	2635.60	EMPLOY: 64722.51
(DEALER INSTALLED/ REPLACES			SUPPLR: 67361.16
FACTORY OR OPTIONAL WHEELS)			NTR: 1/2
			EMPINC: 4112.55
VV4 ONSTAR(R) WI-FI	0.00	0.00	SUPINC: 1473.90
1SZ SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE DISCOUNT	500.00-	440.00-	

TOTAL MODEL & OPTIONS	71380.00	65966.16	ACT 237 65019.76
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2141.40
DEALER IMR CONTRIBUTION		713.80	ADV 261 713.80
TOTAL	72575.00	67874.96	PAY 310 67874.96

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 64788.03

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

JULIAN FOY MOTORS, INC.

REMIT TO ALLY NO. 084
VIN 1GNSCKKC8FR[redacted]
$ 67874.96 INV [redacted]
DUE 10/16/14 DEALER 24-868

Document requested by dcl96 at 1:42:52 PM on 1/18/2016

RCMPR01O VEHICLE DELIVERY/INCENTIVE HISTORY 02/13/16
PROCESSING SOURCE: CHEVROLET 08:36:25
PAGE: 1

VIN: 1GNSCKKC8 FR[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]

ODATE: 08/21/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 24013
DDATE: 12/18/14 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/18/14 ORDER BY:
CANC:
CANC DOE:
TRADE: 12/16/14 DLVY TO: [redacted]
TRD DOE: 12/16/14 [redacted]
SRVC IN: TEXARKANA AR [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
C4C	01	13 24868	[redacted]	12/09/14	144.24	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00043272679 AUTH PUR CD:
MISC DATE: 11/13/14 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 24013	[redacted]	12/30/14	73.67	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00043349225 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

Columbus.com document requested by d:1f9b at 1:43:20 PM on 1/18/2018

VIN: 1GNSCKKC8 FR[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13	24013	00043349225		12/30/14	FFC	73.67	
INCTV PAYMENT	13	24013	00043349225		12/30/14	FFC	73.67	
INCTV APPLICATN	13	24013	00043349225		12/19/14	FFC	73.67	
DELIVERY D.O.E.	13	24013			12/18/14		0.00	
DELIVERY TO CUS	13	24013			12/18/14		0.00	
DLR TRADE D.O.E	13	24013			12/16/14		0.00	
DEALER TRADE (P	13	24013			12/16/14		0.00	
INCENTIVE MEMO	13	24868	00043272679		12/09/14	C4C	144.24	
INCTV PAYMENT	13	24868	00043272679		12/09/14	C4C	144.24	
INCTV APPLICATN	13	24868	00043272679		11/22/14	C4C	144.24	
SETTLEMENT DATE	13	24868	1AD05598981		10/16/14		67,874.96	CR
ORIGINAL INVOIC	13	24868	1AD05598981		10/14/14		67,874.96	
COV/NVIS DATE	13	24868	1AD05598981		10/14/14		0.00	
BAILMENT RELEAS	13	24868	1AC38802582	B	10/14/14		67,874.96	CR
CATCH UP LABEL	13	24868			10/14/14		72,575.00	
EXPIRATION TRAN	13	24868	1AD05598981		10/13/14		0.00	
BAILMENT DATE	13	24868	1AD05274237	B	10/06/14		67,874.96	
SHIPMENT DATE	13	24868			10/06/14		0.00	
PRODUCTION (BUI	13	24868			10/06/14		0.00	
PREFERENCE TO P	13	24868			09/09/14		0.00	
GM ORDER ACCEPT	13	24868			08/21/14		0.00	
GM ORDER ACCEPT					08/21/14		0.00	

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: 1GNSCKKC8FR[redacted] Model: CC15906-2015 SUBURBAN 1500 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	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	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: 0C2Y83R1 XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Chevrolet 2 Year Scheduled Maintenance	12/07/2017	12/18/2014	165 MI	12/18/2016	24,165 MI
	Emission Select Component Ltd Wty	12/07/2017	12/18/2014	165 MI	12/18/2022	80,165 MI
	Powertrain Limited Warranty	12/07/2017	12/18/2014	165 MI	12/18/2019	100,165 MI
	Bumper to Bumper Limited Warranty	12/07/2017	12/18/2014	165 MI	12/18/2017	36,165 MI
	Corrosion Limited Warranty	12/07/2017	12/18/2014	165 MI	12/18/2020	100,165 MI
	Special Coverage 17336	12/07/2017	12/18/2014	165 MI	12/18/2019	60,165 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
02/01/2017	[redacted]	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	49,266 MI
03/03/2016	[redacted]	ZREG----Regular Vehicle Transaction		0600608 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC	25,941 MI
03/03/2016	[redacted]	ZREG----Regular Vehicle Transaction		3422790 - Communication Interface Module Replacement	25,941 MI
07/22/2015	[redacted]	ZREG----Regular Vehicle Transaction		7022920 - Front Seat Center Armrest Hinge Finish Cover Replacement	13,018 MI
02/06/2015	[redacted]	ZREG----Regular Vehicle Transaction		4041522 - Auxiliary Battery Charging and Testing	4,102 MI
12/30/2014	[redacted]	ZREG----Regular Vehicle Transaction		3421060 - Human Machine Interface Control Module Replacement	1,579 MI
12/30/2014	[redacted]	ZREG----Regular Vehicle Transaction		3422710 - High Frequency Antenna Replacement	1,579 MI
12/30/2014	[redacted]	ZREG----Regular Vehicle Transaction		0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	1,579 MI
11/12/2014	[redacted]	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
10/16/2014	[redacted]	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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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: 1GNSCKKC8FR[redacted]

Model: CC15906-2015 SUBURBAN 1500 2WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: CC15906-2015 SUBURBAN 1500 2WD

Order Number: [redacted]

Gross Vehicle Weight: 3,314

Build Date: 10/06/2014

Build Plant: R

Option Codes

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

1LZ - 1LZ PACKAGE

1SZ - OPTION PACKAGE DISCOUNT

4DP - INTERIOR TRIM

6H4 - COMPONENT FRT LH COMPUTER

7H3 - COMPONENT FRT RH COMPUTER

8X2 - COMPONENT RR LH NON-COMPUTER

9X2 - COMPONENT RR RH NON-COMPUTER

A31 - POWER WINDOWS

A45 - DRIVER SEAT, MEMORY ADJUST

AG2 - SIX-WAY POWER PASSENGER SEAT

AKJ - WINDSHIELD STYLE SHADE BAND

AKK - WINDSHIELD, LAMINATED GLASS

AKO - GLASS, DEEP-TINTED

AKX - WINDSHIELD TYPE SOLAR ABSORB

AL0 - AIRBAG SENSING SYSTEM, PASSENGER

AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS

AP9 - CARGO NET

ARL - PLANT CODE-ARLINGTON, TX

AS8 - SEATS, 3RD ROW 60/40 SPLIT - BENCH, POWER FOLD

ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY

ATN - SEATS, 2ND ROW BUCKET, POWER

AU3 - POWER DOOR LOCK SYSTEM

AVF - **UNIT BUILT AFTER OCT 6, 2014

AXP - VEHICLE TYPE VEHICLE TYPE - NOT REQUIRED

AYQ - AIRBAGS

B30 - COLOR KEYED CARPET

B58 - FLOOR MATS, CARPETED, FRT/RR

B86 - BODYSIDE MOLDINGS, BODY

BRS - RUNNING BOARDS, POWER RETRACTABLE

BTM - KEYLESS START

BTV - REMOTE VEHICLE START

C25 - IMTERMITTENT FRONT WIPERS

C49 - REAR WINDOW DEFROSTER

C6A - GVW RATING - 7,300 LBS

CE1 - WINDSHIELD WIPERS, RAIN SENSING

CF5 - POWER SUNROOF

CJ4 - CLIMATE CONTROL, TRI-ZONE AUTOMATIC

D07 - CENTER CONSOLE, FLOOR

DCP - PROCESSING DIRECTIONS & CONNECTIONS SERVICE PACKAGE

DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING

DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL

DNU - THIRD ROW DVD SCREEN

EF7 - COUNTRY CODE, U.S.A.

FE9 - 50-STATE EMISSIONS

FHO - VEHICLE FUEL GASOLINE E10

G80 - AUTO LOCKING REAR DIFFERENTIAL

GBN - WHITE DIAMOND TRICOAT

GU6 - REAR AXLE 3.42 RATIO

H2Y - COCOA/DUNE

I15 - ENGINEERING YEAR 2015

IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	JL1 - TRAILER BRAKE CONTROLLER
K34 - CRUISE CONTROL	K4C - WIRELESS CHARGING
KA6 - HEATED 2ND ROW SEATS	KB6 - HEATED & COOLED SEATS DRIVER & FRONT PASSENGER
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - HD AUX TRANS. COOLING SYS
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MYC - TRANSMISSION, 6 SPD AUTOMATIC	N38 - STEERING COLUMN, POWER TILT & TELESCOPIC
NHT - MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER	NP5 - LEATHER WRAP STEERING WHEEL
NT7 - EMISSION SYSTEM	PCJ - SUN, ENTERTAINMENT, DESTINATION PACKAGE: * POWER SUNROOF * ADD'L 9 MONTHS XM RADIO * CHEVROLET MYLINK AUDIO SYSTEM DIAGONAL COLOR TOUCH & NAVIGATION
QST - TIRES, ALL-SEASON, BLACKWALL	R7E - ID-LICENSE PLATE BRACKET CHARGE
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RBR - WHEELS, 22" STEEL
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RUF - WHEEL, 17" STEEL SPARE
RX1 - 22" WHEEL, SILVER W/BLACK INSERTS (DEALER INSTALLED/ REPLACES FACTORY OR OPTIONAL WHEELS)	SAF - SPARE TIRE LOCK
SLM - STOCK ORDERS	T3U - FRONT FOG LAMPS
T4F - HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL	TC2 - HANDS FREE LIFTGATE
U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U42 - REAR SEAT ENTERTAINMENT SYS. (DELETES SINGLE-SLOT CD/MP3)
U77 - ANTENNA RR WINDOW, RADIO	UD5 - FRONT AND REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UEU - FORWARD COLLISION ALERT	UFG - REAR CROSS TRAFFIC ALERT
UFL - LANE DEPARTURE WARNING	UG1 - UNIVERSAL HOME REMOTE
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UKC - SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT	UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER
UQS - AUDIO SYSTEM,11 SPEAKER BOSE CENTERPOINT SURROUND SOUND	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	UVD - HEATED STEERING WHEEL
V54 - LUGGAGE RACK - SIDE RAILS	V8D - VEHICLE STATEMENT
VFF - VIDEO FORMAT REGION 1, NTSC	VK3 - FRONT LICENSE PLATE BRACKET
VRK - VAA/COMPONENT REL ROOF TRIM	VT7 - OWNERS MANUAL ENGLISH
VV4 - ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	VZ3 - MERCURY DISPOSAL LABEL
WMF - VIN MODEL YEAR 2015	X88 - CHEVROLET CONVERSION
XL7 - FREQUENCY RATING 315 MH	Y65 - SAFETY ALERT SEAT
Y91 - UP LEVEL TRIM	YM8 - LPO PROCESSING OPTION
Z82 - TRAILERING EQUIPMENT	Z95 - SUSPENSION PACKAGE, MAGNETIC RIDE CONTROL
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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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: 1GNSCKKC8FR[redacted] Model: CC15906-2015 SUBURBAN 1500 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 61-TRANSMISSION Traceability: 0327247
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast:
Date Scanned: 10/06/2014 Time Scanned: 02:34:00 Scan Station:

Component Code: 99-SPEAKER AMPLIFIER Traceability: 018338260
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS Part / Number Broadcast: 5132
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: A0BD9EB03
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: ACED1EB03
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE Traceability: P70248E60
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE Traceability: P70246E60
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8677
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR Traceability: 25340AS2K
Source Plant: S- Part / Number Broadcast: 3680
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1920211
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 09/23/2014 Time Scanned: 01:30:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 0635390
Source Plant: - Part / Number Broadcast: 1GG
Date Scanned: 10/03/2014 Time Scanned: 10:32:00 Scan Station:

Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS Traceability: 0636772
Source Plant: - Part / Number Broadcast: 1HH
Date Scanned: 10/02/2014 Time Scanned: 17:06:00 Scan Station:

Component Code: CN-SEQ NUM (FLEX) GEN ASM Traceability: 0637462
Source Plant: - Part / Number Broadcast: 1EE
Date Scanned: 10/03/2014 Time Scanned: 17:15:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 0604768
Source Plant: - Part / Number Broadcast: 1AZ
Date Scanned: 10/04/2014 Time Scanned: 00:49:00 Scan Station:

Component Code: DA---- Traceability: A4E491304
Source Plant: D- Part / Number Broadcast: 8678
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: DB---- Traceability: AA304EB03
Source Plant: D- Part / Number Broadcast: 8678
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Component Code: DV---- Traceability: 157026114
Source Plant: Q- Part / Number Broadcast: 0598
Date Scanned: 10/06/2014 Time Scanned: 07:24:00 Scan Station: 01

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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View Vehicle Transaction History Detail

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

For this vehicle:

→ View Vehicle Summary
- → Service Contract
- → Branded Title
- → Warranty Block

→ View Vehicle Build

→ View Vehicle Component Summary

→ View Vehicle Transaction History Detail

→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GNSCKKC8FR[redacted] Model: CC15906-2015 SUBURBAN 1500 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 02/01/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114173

TEAGUE CHEVROLET TOYOTA, INC.
1830 W HILLSBORO
EL DORADO AR 71730-6900
8708622900

Odometer Reading: 49,266 MI

Authorization Code:

Process Date:
03/10/2017

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 40.30

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NS2				

Job Card Date: 03/03/2016 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 284487

INSTRUMENT SALES AND SERVICE
1612 HUTTON DRIVE STE 120
CARROLLTON TX 75006-6675

Odometer Reading: 25,941 MI

Authorization Code:

Process Date:
04/28/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600608-ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC

Causal Part Number 000000000023359998-MODULE ASM-COMN INTERFACE(W/M/TEL XCVR)E

→See other Parts and/or Net Items

Line Total: USD 220.43

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000023359998	MODULE ASM-COMN INTERFACE(W/M/TEL XCVR)E	No	

Net Item Code	Description
Z_NIF	

Job Card Date: 03/03/2016 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114271

ORR CHEVROLET
4502 GUSS ORR DRIVE
TEXARKANA TX 75503-2300
9037945500

Odometer Reading: 25,941 MI

Authorization Code:

Process Date:
04/22/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op 3422790-Communication Interface Module Replacement

Causal Part Number

Line Total: USD 151.44

Job Card Date: 07/22/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114271

ORR CHEVROLET
4502 GUSS ORR DRIVE
TEXARKANA TX 75503-2300
9037945500

Odometer Reading: 13,018 MI

Authorization Code:

Process Date:
07/27/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0828-Interior - Seats (Fit and Finish)

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 2031-Surface (interior) - Poor Fits

Labour Op 7022920-Front Seat Center Armrest Hinge Finish Cover Replacement

Causal Part Number 000000000023452123-COVER-R/SEAT BK A/RST OPG FIN

→See other Parts and/or Net Items

Line Total: USD 35.57

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000023452123	COVER-R/SEAT BK A/RST OPG FIN	No	

Net Item Code	Description

Job Card Date: 02/06/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 199963 Odometer Reading: 4,102 MI

CLASSIC BUICK, GMC, CADILLAC
4333 MALL DRIVE
TEXARKANA TX 75501-2600
9032234333

Authorization Code:

Process Date:
02/09/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 4041522-Auxiliary Battery Charging and Testing

Causal Part Number

Line Total: USD 21.47

Job Card Date: 12/30/2014 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114173 Odometer Reading: 1,579 MI

TEAGUE CHEVROLET TOYOTA, INC.
1830 W HILLSBORO
EL DORADO AR 71730-6900
8708622900

Authorization Code:

Process Date:
02/19/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 3421060-Human Machine Interface Control Module Replacement

Causal Part Number

Line Total: USD 96.30

Job Card Date: 12/30/2014 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114173 Odometer Reading: 1,579 MI

TEAGUE CHEVROLET TOYOTA, INC.
1830 W HILLSBORO
EL DORADO AR 71730-6900
8708622900

Authorization Code:

Process Date:
02/19/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:
0224-Audio/Entertainment/Navigation - Navigation

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 3422710-High Frequency Antenna Replacement

Causal Part Number 000000000023196170-ANTENNA ASM-M/TEL & VEH LOC ECCN=5A991

→See other Parts and/or Net Items Line Total: USD 232.98

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000023196170	ANTENNA ASM-M/TEL & VEH LOC ECCN=5A991	No	

Net Item Code	Description

Job Card Date: 12/30/2014 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 192110 Odometer Reading: 1,579 MI

SPECMO ENTERPRISES
1200 E. AVIS
MADISON HEIGHTS MI 48071-1507

Authorization Code:

Process Date:
01/15/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600368-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number 000000000023493430-MODULE ASM-HMI CONT ECCN=5A992

→See other Parts and/or Net Items Line Total: USD 458.31

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000023493430	MODULE ASM-HMI CONT ECCN=5A992	No	

Net Item Code	Description
Z_NIF	
Z_NIM	

Job Card Date: 11/12/2014 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114315 Odometer Reading: 2 MI

JULIAN FOY MOTORS, INC.
1095 SAN ANTONIO ST
MANY LA 71449-3144
3182562066

Authorization Code:

Process Date:
12/18/2014

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 127.38

Job Card Date: 10/16/2014 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114315
JULIAN FOY MOTORS, INC.
1095 SAN ANTONIO ST
MANY LA 71449-3144
3182562066

Odometer Reading: 1 MI
Authorization Code:

Process Date:
10/16/2014
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

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

Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Line Total: USD 118.89

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001325386163
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	49266	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114173 - TEAGUE CHEVROLET TOYOTA, INC.		114173

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	2	ZFAT - Field Action	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
02/01/2017	02/03/2017	03/10/2017	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation
9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Field Action Recall	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0983036308	755471602	0	90 - Field Actions
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	
2016007			

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	25.30	25.30	0.00	25.30
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	15.00	15.00	0.00	15.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	40.30	40.30	0.00	40.30

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, NC.
Service Advisor Number:	0983036308
Job Card Number:	[redacted]
Job Card Open Date:	02/01/2017
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	49266
Reference Number:	
Job Card Line:	2
Labour Operation Code:	9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations
Repair completion date:	02/03/2017
Transaction Type:	ZFAT - Field Action

Parts Return Status

Project ID

Request Nbr
001325386163

Complaint/Cause/Correction

Complaint

Cause

Correction

COMPLETED RECALL

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, NC.
Service Advisor Number:	0983036308
Job Card Number:	[redacted]
Job Card Open Date:	02/01/2017
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	49266
Reference Number:	
Job Card Line:	2
Labour Operation Code:	9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations
Repair completion date:	02/03/2017
Transaction Type:	ZFAT - Field Action

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	9102276		0.3	25.30	25.30	0.00	25.30

Requested Amount 25.30 **Paid Before Tax** 25.30

Taxes 0.00 **Total** 25.30

Parts

Causal Part **Original Install Date**

Original Install Distance 0 **Invoice Number**

Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00

Causal Part Text

Net Items

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental
Z_NS2 - Shuttle - two way	15.00	15.00	0.00	15.00	0			0	0	

Net Item Requested Amount 15.00 **Net Item Total Amount** 15.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001286615675
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	25941	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1001	284487 - NSTRUMENT SALES AND SERVICE		284487

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
03/03/2016	03/03/2016	04/28/2016	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023359998		

Labour Operation

0600608 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID		2919046	[redacted]
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0999999999	999999999	0	34-Driver Information and Entertainment
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
25776	441	0	0

Master Warranty

00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	30.96	30.96	0.00	30.96
Parts & Parts Handling	180.86	180.86	0.00	180.86
Net Items	8.61	8.61	0.00	8.61
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	220.43	220.43	0.00	220.43

Parts Return Status

Job Card Header

Repairing BAC:	284487 - INSTRUMENT SALES AND SERVICE
Service Advisor Number:	0999999999
Job Card Number:	[redacted]
Job Card Open Date:	03/03/2016
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	25941
Reference Number:	[redacted] [redacted]
Job Card Line:	1
Labour Operation Code:	0600608 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC
Repair completion date:	03/03/2016
Transaction Type:	ZREG - Regular Vehicle Transaction

Project ID

Request Nbr
001286615675

Complaint/Cause/Correction

Complaint 0290 - Audio/Entertainment/Navigation - Other issues

Broken

Cause 6017 - Module/Component - Broken

Broken

Correction

ESC Exchange

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(•) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR

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INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	284487 - INSTRUMENT SALES AND SERVICE
Service Advisor Number:	0999999999
Job Card Number:	[redacted]
Job Card Open Date:	03/03/2016
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	25941
Reference Number:	[redacted]
Job Card Line:	1
Labour Operation Code:	0600608 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC
Repair completion date:	03/03/2016
Transaction Type:	ZREG - Regular Vehicle Transaction

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	0600608		0.4	30.96	30.96	0.00	30.96

Requested Amount 30.96 **Paid Before Tax** 30.96
Taxes 0.00 **Total** 30.96

Parts

Causal Part 000000000023359998 **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Request Parts + Ha
1	X	000000000023359998	MODULE ASM-COMN NTERFACE(W/M/TEL XCVR)E	180 8

Part Requested Amount (without Handling) 180.86 **Paid Before Tax** 180.86
Causal Part Text

Net Items

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Renta
Z_NIF - Freight and Postage	8.61	8.61	0.00	8.61	0			0	0	

Net Item Requested Amount 8 61 **Net Item Total Amount** 8.61

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001285968633
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	25941	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114271 - ORR CHEVROLET		114271

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
03/03/2016	04/19/2016	04/22/2016	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023261702		

Labour Operation
3422790 - Communication Interface Module Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	6		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0546338586	340047148	6	34-Driver Information and Entertainment
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
25776	441	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	151.44	151.44	0.00	151.44
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	151.44	151.44	0.00	151.44

Parts Return Status

Job Card Header

Repairing BAC:	114271 - ORR CHEVROLET
Service Advisor Number:	0546338586
Job Card Number:	[redacted]
Job Card Open Date:	03/03/2016
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	25941
Reference Number:	
Job Card Line:	1
Labour Operation Code:	3422790 - Communication Interface Module Replacement
Repair completion date:	04/19/2016
Transaction Type:	ZREG - Regular Vehicle Transaction

Project ID

Request Nbr
001285968633

Complaint/Cause/Correction

Complaint 0590 - Features/Controls/Displays - Other issues

CUSTOMER STATES GPS AND ONSTAR DO NOT WORK IN VEHICLE

Cause 9094 - Other - Follow operation

FOUND CODE B101D. DOCUMENT ID NO.4485469 STATES TO REPLACE ONSTAR CONTROL MODULE

Correction

REPLACED COMMUNICATION INTERFACE MODULE AND PROGRAMMED AND SETUP WCC:817F7/97DB9 CASE NO.[redacted]

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(●) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID		12/30/2014	1GNSCKKC8FR
0	114315	001226841597	2	X	ACC/PAID		11/12/2014	1GNSCKKC8FR
0	114315	001217067844	2	X	ACC/PAID		10/16/2014	1GNSCKKC8FR
6	199963	001233213319	2	X	ACC/PAID		02/06/2015	1GNSCKKC8FR

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	114271 - ORR CHEVROLET
Service Advisor Number:	0546338586
Job Card Number:	[redacted]
Job Card Open Date:	03/03/2016
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	25941
Reference Number:	
Job Card Line:	1
Labour Operation Code:	3422790 - Communication Interface Module Replacement
Repair completion date:	04/19/2016
Transaction Type:	ZREG - Regular Vehicle Transaction

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Tota
Base Labour Hours	3422790		1.1	118 99	118.99	0.00	118.9
Diagnosis Time	Z_SLD		0.3	32.45	32.45	0.00	32.4

Requested Amount 151.44 **Paid Before Tax** 151.44
Taxes 0.00 **Total** 151.44

Parts

Causal Part 000000000023261702 **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001253769052
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	13018	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114271 - ORR CHEVROLET		114271

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
07/22/2015	07/23/2015	07/27/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023452123		

Labour Operation
7022920 - Front Seat Center Armrest Hinge Finish Cover Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0546338586	915573860	6	70-Seats
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
12853	216	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	21.11	21.11	0.00	21.11
Parts & Parts Handling	14.46	14.46	0.00	14.46
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	35.57	35.57	0.00	35.57

Parts Return Status

Project ID	Request Nbr

Job Card Header

Repairing BAC:	114271 - ORR CHEVROLET
Service Advisor Number:	0546338586
Job Card Number:	[redacted]
Job Card Open Date:	07/22/2015
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	13018
Reference Number:	
Job Card Line:	1
Labour Operation Code:	7022920 - Front Seat Center Armrest Hinge Finish Cover Replacement
Repair completion date:	07/23/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

001253769052

Complaint/Cause/Correction

Complaint 0828 - Interior - Seats (Fit and Finish)

CUSTOMER STATES LEFT MIDDLE SEAT ARMREST COVER WILL NOT STAY ON

Cause 2031 - Surface (interior) - Poor Fits

ARMREST COVER COME LOOSE

Correction

REPLACED ARMREST COVER

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	7022920		0.2	21.11	21.11	0.00	21.11

Requested Amount 21.11 **Paid Before Tax** 21.11
Taxes 0.00 **Total** 21.11

Parts

Causal Part 000000000023452123 **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts
1	X	000000000023452123	COVER-R/SEAT BK A/RST OPG FIN	14.46	10.33

Part Requested Amount (without Handling) 10.33 **Paid Before Tax** 14.46
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

Job Card Header

Repairing BAC:	114271 - ORR CHEVROLET
Service Advisor Number:	0546338586
Job Card Number:	[redacted]
Job Card Open Date:	07/22/2015
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	13018
Reference Number:	
Job Card Line:	1
Labour Operation Code:	7022920 - Front Seat Center Armrest Hinge Finish Cover Replacement
Repair completion date:	07/23/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

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INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001233213319
Non GM Vehicle Indicator	Delivery Type	Odometer	Assigned Warranty Start Date
	010	4102	12/16/2014
Business Unit	Repairing BAC		Submitting Service Agent
1000	199963 - CLASSIC BUICK, GMC, CAD LLAC		199963

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	Repair completion date	Process Date	Financial Year & Month
02/06/2015	02/09/2015	02/09/2015	
Serialized Part ID	Causal Part Number	Pre-Repair Approval Number	Add-on

Labour Operation
4041522 - Auxiliary Battery Charging and Testing

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	Version	Foreign Tourist VIN	Tourist/Transient
Warranty	2		X
Additional Credit	Full Debit	Partial Debit	Action Performed
Service Advisor	Technician	Flag Count	Repair Group
0468420950	60499689	6	40-Engine Propulsion
Number of TAC Cases	Number of CAC Cases	SA Installed Option Flag	Special Coverage
0	0		
Field Action	Deviation Debit Reason	Invoice Verification Number	

Warranty Information

Distance In service	Time In Service	Days out of Warranty	Distance out of Warranty
3937	50	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	21.47	21.47	0.00	21.47
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	21.47	21.47	0.00	21.47

Job Card Header

Repairing BAC:	199963 - CLASSIC BUICK, GMC, CADILLAC
Service Advisor Number:	0468420950
Job Card Number:	[redacted]
Job Card Open Date:	02/06/2015
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	4102
Reference Number:	
Job Card Line:	1
Labour Operation Code:	4041522 - Auxiliary Battery Charging and Testing
Repair completion date:	02/09/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

Parts Return Status

Project ID

Request Nbr
001233213319

Complaint/Cause/Correction

Complaint 0328 - Engine/Fuel/Exhaust - No Start

C/S VEHICLE WOULD NOT START - HAD TO JUMP START

Cause 9094 - Other - Follow operation

LOW CHARGE ON BATTERY

Correction

TESTED AND CHARGED BATTERY

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	199963 - CLASSIC BUICK, GMC, CADILLAC
Service Advisor Number:	0468420950
Job Card Number:	[redacted]
Job Card Open Date:	02/06/2015
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	4102
Reference Number:	
Job Card Line:	1
Labour Operation Code:	4041522 - Auxiliary Battery Charging and Testing
Repair completion date:	02/09/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	4041522		0.2	21.47	21.47	0.00	21.47

Requested Amount 21.47 **Paid Before Tax** 21.47
Taxes 0.00 **Total** 21.47

Parts

Causal Part
Original Install Date
Original Install Distance 0 **Invoice Number**
Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001234464213
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	1579	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114173 - TEAGUE CHEVROLET TOYOTA, NC.		114173

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	2	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/30/2014	02/19/2015	02/19/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
			X

Labour Operation
3421060 - Human Machine Interface Control Module Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0764019205	612528851	6	34-Driver Information and Entertainment
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
1414	12	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	96.30	96.30	0.00	96.30
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	96.30	96.30	0.00	96.30

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, INC.
Service Advisor Number:	0764019205
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	
Job Card Line:	2
Labour Operation Code:	3421060 - Human Machine Interface Control Module Replacement
Repair completion date:	02/19/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

Parts Return Status

Project ID

Request Nbr
001234464213

Complaint/Cause/Correction

Complaint 0290 - Audio/Entertainment/Navigation - Other issues

GPS SYSTEM NOT FUNCTIONING PROPERLY.

Cause 6579 - Module/Component - Shorted

DURING REPAIR ON JOB #1 FOUND HMI FAULTY.

Correction

REPLACED AND REPROGRAMMED HMI MODULE.

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(•) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	3421060		1.2	96.30	96.30	0.00	96.30

Requested Amount 96.30 **Paid Before Tax** 96.30
Taxes 0.00 **Total** 96.30

Parts

Causal Part **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, INC.
Service Advisor Number:	0764019205
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	
Job Card Line:	2
Labour Operation Code:	3421060 - Human Machine Interface Control Module Replacement
Repair completion date:	02/19/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001234464193
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	1579	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114173 - TEAGUE CHEVROLET TOYOTA, NC.		114173

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/30/2014	02/19/2015	02/19/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023196170		

Labour Operation
3422710 - High Frequency Antenna Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0764019205	612528851	6	34-Driver Information and Entertainment
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
1414	12	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	120.38	120.38	0.00	120.38
Parts & Parts Handling	112.60	112.60	0.00	112.60
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	232.98	232.98	0.00	232.98

Parts Return Status

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, INC.
Service Advisor Number:	0764019205
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	
Job Card Line:	1
Labour Operation Code:	3422710 - High Frequency Antenna Replacement
Repair completion date:	02/19/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

Project ID

Request Nbr
001234464193

Complaint/Cause/Correction

Complaint 0224 - Audio/Entertainment/Navigation - Navigation

CHECK GPS SYSTEM NOT FUNCTIONING PROPERLY

Cause 6579 - Module/Component - Shorted

HUMAN INTERFACE MODULE FAULTY

Correction

REPLACED AND PROGRAMMED MODULE REPLACED HIGH FREQUENCY ANTENNA

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(●) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR

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INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	3422710		1.2	96.30	96.30	0.00	96.30
Diagnosis Time	Z_SLD		0.3	24.08	24.08	0.00	24.08

Requested Amount 120.38 **Paid Before Tax** 120.38
Taxes 0.00 **Total** 120.38

Parts

Causal Part 000000000023196170 **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts + Handlin
1	X	000000000023196170	ANTENNA ASM-M/TEL & VEH LOC ECCN=5A991	112.60

Part Requested Amount (without Handling) 80.43 **Paid Before Tax** 112.60
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

Job Card Header

Repairing BAC:	114173 - TEAGUE CHEVROLET TOYOTA, INC.
Service Advisor Number:	0764019205
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	
Job Card Line:	1
Labour Operation Code:	3422710 - High Frequency Antenna Replacement
Repair completion date:	02/19/2015
Transaction Type:	ZREG - Regular Vehicle Transaction

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001230130668
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	1579	12/18/2014
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1001	192110 - SPECMO ENTERPRISES		192110

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
12/30/2014	12/30/2014	01/15/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**
	000000000023493430		

Labour Operation
0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID		0323020	[redacted]
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Warranty	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0999999999	999999999	0	34-Driver Information and Entertainment
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
1414	12	0	0

Master Warranty
00000000000000000390

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	23.36	23.36	0.00	23.36
Parts & Parts Handling	423.93	423.93	0.00	423.93
Net Items	11.02	11.02	0.00	11.02
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	458.31	458.31	0.00	458.31

Parts Return Status

Job Card Header

Repairing BAC:	192110 - SPECMO ENTERPRISES
Service Advisor Number:	0999999999
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	[redacted]
Job Card Line:	1
Labour Operation Code:	0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC
Repair completion date:	12/30/2014
Transaction Type:	ZREG - Regular Vehicle Transaction

Project ID

Request Nbr
001230130668

Complaint/Cause/Correction

Complaint 0290 - Audio/Entertainment/Navigation - Other issues

Broken

Cause 6017 - Module/Component - Broken

Broken

Correction

ESC Exchange

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

(•) VIN History (Only Past 2 Years)
( ) Transaction History
( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	0600368		0.3	23.36	23.36	0.00	23.36

Requested Amount 23.36 **Paid Before Tax** 23.36
Taxes 0.00 **Total** 23.36

Parts

Causal Part 000000000023493430 **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid F
1	X	000000000023493430	MODULE ASM-HMI CONT ECCN=5A992	423.93	423

Part Requested Amount (without Handling) 423.93 **Paid Before Tax** 423.93
Causal Part Text

Net Items

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Re
Z_NIF - Freight and Postage	9.52	9.52	0.00	9.52	0	1		0	0	
Z_N M - Miscellaneous	1.50	1.50	0.00	1.50	0	CD Return		0	0	

Net Item Requested Amount 11.02 **Net Item Total Amount** 11.02

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

Job Card Header

Repairing BAC:	192110 - SPECMO ENTERPRISES
Service Advisor Number:	0999999999
Job Card Number:	[redacted]
Job Card Open Date:	12/30/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1579
Reference Number:	[redacted]
Job Card Line:	1
Labour Operation Code:	0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC
Repair completion date:	12/30/2014
Transaction Type:	ZREG - Regular Vehicle Transaction

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001226841597
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
		2	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114315 - JULIAN FOY MOTORS, NC.		114315

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	2	ZPDI - Pre-Delivery Inspection	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
11/12/2014	11/28/2014	12/18/2014	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation
0590032 - PDI - Dealer Installed - Factory Invoiced Options

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Pre-Delivery Inspection	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0439506457	831264875	0	06-Non Warranty / Miscellaneous
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	127.38	127.38	0.00	127.38
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	127.38	127.38	0.00	127.38

Job Card Header

Repairing BAC:	114315 - JULIAN FOY MOTORS, NC.
Service Advisor Number:	0439506457
Job Card Number:	[redacted]
Job Card Open Date:	11/12/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	2
Reference Number:	
Job Card Line:	2
Labour Operation Code:	0590032 - PDI - Dealer Installed - Factory Invoiced Options
Repair completion date:	11/28/2014
Transaction Type:	ZPDI - Pre-Delivery Inspection

Parts Return Status

Project ID

Request Nbr
001226841597

Complaint/Cause/Correction

Complaint

Cause

Correction

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	114315 - JULIAN FOY MOTORS, NC.
Service Advisor Number:	0439506457
Job Card Number:	[redacted]
Job Card Open Date:	11/12/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	2
Reference Number:	
Job Card Line:	2
Labour Operation Code:	0590032 - PDI - Dealer Installed - Factory Invoiced Options
Repair completion date:	11/28/2014
Transaction Type:	ZPDI - Pre-Delivery Inspection

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Added Published	Z_SLT		1 5	127.38	127.38	0.00	127.38

Requested Amount 127.38 **Paid Before Tax** 127.38
Taxes 0.00 **Total** 127.38

Parts

Causal Part **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNSCKKC8FR[redacted]	CC15906		001217067844
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
		1	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114315 - JULIAN FOY MOTORS, NC.		114315

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
[redacted]	1	ZPDI - Pre-Delivery Inspection	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
10/16/2014	10/16/2014	10/16/2014	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation
0590072 - Pre-Delivery Inspection - Base Time

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PAID			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Pre-Delivery Inspection	2		
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0000009999	9999	0	06-Non Warranty / Miscellaneous
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	8.49	118.89	0.00	118.89
Parts & Parts Handling	0.00	0.00	0.00	0.00
Net Items	0.00	0.00	0.00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	8.49	118.89	0.00	118.89

Job Card Header

Repairing BAC:	114315 - JULIAN FOY MOTORS, INC.
Service Advisor Number:	0000009999
Job Card Number:	[redacted]
Job Card Open Date:	10/16/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1
Reference Number:	
Job Card Line:	1
Labour Operation Code:	0590072 - Pre-Delivery Inspection - Base Time
Repair completion date:	10/16/2014
Transaction Type:	ZPDI - Pre-Delivery Inspection

Parts Return Status

Project ID

Request Nbr
001217067844

Complaint/Cause/Correction

Complaint

Cause

Correction

Auto PDI

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
6	114271	001285968633	6	X	ACC/PAID	[redacted]	03/03/2016	1GNSCKKC8FR[redacted]
6	114173	001234464193	2	X	ACC/PAID	[redacted]	12/30/2014	1GNSCKKC8FR[redacted]
0	114315	001226841597	2	X	ACC/PAID	[redacted]	11/12/2014	1GNSCKKC8FR[redacted]
0	114315	001217067844	2	X	ACC/PAID	[redacted]	10/16/2014	1GNSCKKC8FR[redacted]
6	199963	001233213319	2	X	ACC/PAID	[redacted]	02/06/2015	1GNSCKKC8FR[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	114315 - JULIAN FOY MOTORS, INC.
Service Advisor Number:	0000009999
Job Card Number:	[redacted]
Job Card Open Date:	10/16/2014
VIN:	1GNSCKKC8FR[redacted]
Sales Model Code:	CC15906
Odometer:	1
Reference Number:	
Job Card Line:	1
Labour Operation Code:	0590072 - Pre-Delivery Inspection - Base Time
Repair completion date:	10/16/2014
Transaction Type:	ZPDI - Pre-Delivery Inspection

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Tota
Base Labour Hours	0590072		1.4	8.49	118.89	0.00	118.8

Requested Amount 8.49 **Paid Before Tax** 118.89
Taxes 0.00 **Total** 118.89

Parts

Causal Part **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

No rows were found.

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid

Part Requested Amount (without Handling) 0.00 **Paid Before Tax** 0.00
Causal Part Text
Auto PDI

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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View Vehicle Delivery Information

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

For this vehicle:

→ View Vehicle Summary
- → Service Contract
- → Branded Title
- → Warranty Block

→ View Vehicle Build

→ View Vehicle Component Summary

→ View Vehicle Transaction History Detail

→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GNSCKKC8FR[redacted] Model: CC15906-2015 SUBURBAN 1500 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 114315
JULIAN FOY MOTORS, INC.
1095 SAN ANTONIO ST
MANY LA 71449-3144 3182562066

Invoice Date: 10/14/2014

Ship to Information

Ship to Service Agent: 114315
JULIAN FOY MOTORS, INC.
1095 SAN ANTONIO ST
MANY LA 71449-3144 3182562066

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114173
TEAGUE CHEVROLET TOYOTA, INC.
1830 W HILLSBORO
EL DORADO AR 71730-6900 8708622900

. Delivery Date: 12/18/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 165

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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Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Texarkana	Zip	[redacted] State TX	UCC	Brakes - General	Sub-Area	Escalated to BRC
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	04/05/2017 19:56:49
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	QZQ44W
Model	Suburban	Model Year	2015	Status	Closed	Opened	Apr 5, 2017 1:57 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Dissatisfied	Closed	Apr 5, 2017 7:56 PM
Cust Concern	Central Claims Case/Seeking for loaner and Resolution						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

Service Request Activities – UCC PAR

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

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 5, 2017 7:56 PM	XZ80L6	QZQ44W	SR Closed - Dissatisfied		Done	04/05/2017 19:56:49	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 5, 2017 6:03 PM	QZQ44W	QZQ44W	Manager Review	Case Closure	Done	04/05/2017 19:56:38	For Closing

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

Comments

APPROVED

Kaye/SME/CACTier1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 5, 2017 3:47 PM	XZ80L6	XZ80L6	Outbound Call Customer	Made Contact	Done	04/05/2017 16:19:43	[redacted]

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

Comments

Customer called in because he has a case for the accident on his vehicle. He said that he was told that it is being investigated and there is still no resolution. He said that he doesn't want the vehicle back and not really confident with the vehicle. He said that the central claims dept are rude and condescending. He wants to talk to someone who can give me a resolution.

Expectation:
Informed the customer that the Central Claims dept is in the best position to provide the resolution on the case. He said that he will contact hos attorney instead.
Kaye/SME/CACTier1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 5, 2017 1:59 PM	QZQ44W	QZQ44W	Inbound Call Customer	Complex Request	Done	04/05/2017 19:23:53	Loaner Car Request

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

Comments

The Central Claim Investigation Department will be getting the car for investigation and it will take 90 Days. She wanted to have a Loaner car to be used and should be covered by GM.

Informed the customer to continue working with the Central Claims Department. Educate them that the process to department may differ. And since they we're already being assisted by the CC Department they should also follow or comply with their process and requirements. The customer asked for a Supervisor. De-escalated once.

Win/CAC/T1/Manila

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	No Symptom Indicated

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	Field Action	BRC Type	
Account		Site/BAC		GW SubType		Business Unit	DLR - VOC
Address				Approval	Not Initiated	Area	
City		Zip	State	UCC	Non Component Dealer	Sub-Area	
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Teague Chevrolet Toyota, Inc.	Safety	
Daytime #		Evening #	[redacted]	Source	Survey	Updated	03/24/2017 16:57:36
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	1	Priority	Critical License # CHEVROLET	Owner	BTHORNTON
Model	Suburban	Model Year	2015	Status	Closed	Opened	Mar 24, 2017 6:50 AM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Dissatisfied	Closed	Mar 24, 2017 4:56 PM
Cust Concern	.						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

Service Request Activities – UCC PAR

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

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered			BRC Type	N/A
Account		Site/BAC		GW SubType				Business Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated			Area	Complaint Vehicle - Veh Down
City	Texarkana	Zip	[redacted]	State	TX	UCC	Brakes - General		Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]			Involved Dlr			Safety	
Daytime #	[redacted]	Evening #	[redacted]			Source	Phone		Updated	03/13/2017 16:03:01
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	44000			Priority	Medium	License # CHEVROLET	Owner	TZ35GT
Model	Suburban	Model Year	2015			Status	Closed		Opened	Mar 9, 2017 12:32 AM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00			Sub Status	Satisfied		Closed	Mar 13, 2017 4:03 PM
Cust Concern	Vehicle Brake failure									
Customer Description	Please contact ESIS for all updates [redacted] (Wife)									

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
May 12, 2017 8:52 PM	WZRMX0	WZRMX0	Email - Outbound		Done	05/12/2017 20:53:28	[EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Last Name	First Name	Account	BAC Code

Comments

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: cac@chevrolet.com
Sent: 5/11/2017 01:47:51 PM
To: <GMCACUpdate@gm.com>
Subject: RE: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Dear Jeffrey,

Thank you for contacting the Chevrolet Customer Assistance Center. We have received your attachment to this e-mail for Pam Brown, the Claims Analyst who is assigned to this case.

You may also get in touch with Pam through her contact details down below:

ESIS File #: [redacted]
Claims Analyst: PAM BROWN
Direct Line: 313-665-3414
Email address: PAM.BROWN@GM.COM

Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. Please refer to the service request number when you reach our representative.

Thank you again for taking the time to contact Chevrolet.

Sincerely,

Carlo
Chevrolet Customer Assistance

[SR [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: GMCACUpdate@gm.com
Sent: 5/10/2017 08:38:19 AM
To: <cac@chevrolet.com>
Subject: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: JSawyer@southarklaw.com
Sent: 5/9/2017 03:52:22 PM

To: "gmcacupdate@gm.com" <gmcacupdate@gm.com>
Cc: Phillip Stone <PStone@southarklaw.com>; "tcot@ipa.net" <tcot@ipa.net>; John Lemke <johnlemke@teagueautogroup.com>
Subject: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2017 1:48 PM		WZRMX0	Email - Inbound		Done	05/12/2017 20:53:27	RE: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Last Name	First Name	Account	BAC Code

Comments

Dear Jeffrey,

Thank you for contacting the Chevrolet Customer Assistance Center. We have received your attachment to this e-mail for Pam Brown, the Claims Analyst who is assigned to this case.

You may also get in touch with Pam through her contact details down below:

ESIS File #: [redacted]
Claims Analyst: PAM BROWN
Direct Line: 313-665-3414
Email address: PAM.BROWN@GM.COM

Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. Please refer to the service request number when you reach our representative.

Thank you again for taking the time to contact Chevrolet.

Sincerely,

Carlo
Chevrolet Customer Assistance

[SR [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: GMCACUpdate@gm.com
Sent: 5/10/2017 08:38:19 AM
To: <cac@chevrolet.com>
Subject: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: JSawyer@southarklaw.com
Sent: 5/9/2017 03:52:22 PM
To: "gmcacupdate@gm.com" <gmcacupdate@gm.com>
Cc: Phillip Stone <PStone@southarklaw.com>; "tcot@ipa.net" <tcot@ipa.net>; John Lemke <johnlemke@teagueautogroup.com>
Subject: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Good Afternoon Ms. Brown,

Please see the attached correspondence. I look forward to hearing back from you regarding an amicable resolution to this matter.
...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2017 1:43 PM	HZN95L	HZN95L	Email - Outbound		Done	05/11/2017 13:47:51	RE: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Last Name	First Name	Account	BAC Code

Comments

Dear Jeffrey,

Thank you for contacting the Chevrolet Customer Assistance Center. We have received your attachment to this e-mail for Pam Brown, the Claims Analyst who is assigned to this case.

You may also get in touch with Pam through her contact details down below:

ESIS File #: [redacted]
Claims Analyst: PAM BROWN
Direct Line: 313-665-3414
Email address: PAM.BROWN@GM.COM

Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. Please refer to the service request number when you reach our representative.

Thank you again for taking the time to contact Chevrolet.

Sincerely,

Carlo
Chevrolet Customer Assistance

[SR [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: GMCACUpdate@gm.com
Sent: 5/10/2017 08:38:19 AM
To: <cac@chevrolet.com>
Subject: FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: JSawyer@southarklaw.com
Sent: 5/9/2017 03:52:22 PM
To: "gmcacupdate@gm.com" <gmcacupdate@gm.com>
Cc: Phillip Stone <PStone@southarklaw.com>; "tcot@ipa.net" <tcot@ipa.net>; John Lemke <johnlemke@teagueautogroup.com>
Subject: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Good Afternoon Ms. Brown,

Please see the attached correspondence. I look forward to hearing back from you regarding an amicable resolution to this matter.

R. Jeffrey Sawyer

Stone & Sawyer, PLLC

315 East Main S...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2017 8:38 AM		HZN95L	Email - Inbound		Done	05/11/2017 13:47:40	FW: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Last Name	First Name	Account	BAC Code

Comments

[THREAD ID:8-1CQLOIW]

-----Original Message-----

From: JSawyer@southarklaw.com
Sent: 5/9/2017 03:52:22 PM
To: "gmcacupdate@gm.com" <gmcacupdate@gm.com>
Cc: Phillip Stone <PStone@southarklaw.com>; "tcot@ipa.net" <tcot@ipa.net>; John Lemke <johnlemke@teagueautogroup.com>
Subject: [EXTERNAL] Teague Auto Group, Inc., Case Numbers [redacted]

Good Afternoon Ms. Brown,

Please see the attached correspondence. I look forward to hearing back from you regarding an amicable resolution to this matter.

R. Jeffrey Sawyer

Stone & Sawyer, PLLC

315 East Main Street

El Dorado, AR 71730

Phone: 870-862-5565

Fax: 870-863-5889

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2017 4:03 PM	TZ35GT	TZ35GT	SR Closed - Satisfied		Done	03/13/2017 16:03:01	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 4:07 PM	TZ35GT	TZ35GT	Scheduled Follow up		Done	03/13/2017 16:00:54	Check if picked up by ESIS

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

Comments

Please contact ESIS for all updates:

ESIS File #: [redacted]
Claims Analyst: PAM BROWN
Direct Line: 313-665-3414
Email address: PAM.BROWN@GM.COM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 4:07 PM	TZ35GT	ESISBIQU	Escalation	ESIS - CAC Third Party	Done	03/13/2017 14:52:12	ESIS Escalation - TP Damage

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

Comments

Best time to call customer? As soon possible.
Did anyone seek professional medical attention? : YesIf Yes: [redacted] Driver. Wen't to the hospital for minor bruises. Third Party Driver, [redacted] was rushed to the hospital in an ambulance. No information regarding his injuries.Is the vehicle in the owner's possession and where is it currently located? Owner still owns the vehicle. It's at a body shop in Arkansas.

- Has the vehicle been repaired?: No
- Was insurance claim filed?: No
- Description of damage to property, other than vehicle : Yes, customer hit a 1998 Chevrolet Silverado and the driver sustained injuriesDescription of the situation and the customer's allegation: Customer states she was driving the vehicle and the brakes didn't work causing her to hit another vehicle.Accident Location: 2nd St, Hope ARDate of the incident: 2/28/17 Involved dealer (if applicable): N/A Current Mileage: 50,000 MI Year, Make, Model: 2015 Chevrolet SuburbanVIN: 1GNSCKKC8FR[redacted] Email address : [redacted] Phone numbers: [redacted] Mailing address: [redacted] Texarkana TX [redacted]

Include the Date the interaction took place: 3/13/17
Patrick - CAC T1 / Redesign / MNL

[redacted] PAM BROWN

313-665-3414
PAM.BROWN@GM.COM

CONTACT ESIS FOR ALL UPDATES

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 4:05 PM	TZ35GT	FZ26C0	Manager Review	Case Assessment	Done	03/10/2017 16:10:59	ESIS Escalation - Third Party

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

Comments

Approved to Escalate to ESIS

Rose•MLA•CAC•T1•SME

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 3:57 PM	TZ35GT	TZ35GT	Inbound Call Customer	Complex Request	Done	03/10/2017 16:08:17	Brake Failure

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

Comments

Name: [redacted]
Phone: [redacted]
Address: [redacted]
Texarkana TX [redacted]
Email [redacted]

VIN: 1GNSCKKC8FR[redacted]
Mileage: 50,000 MI

Reason for calling:
-Customer states her brakes failed cuasing her to hit another vehicle. The driver of the other vehicle was injured and had to be rushed to the hospital with an ambulance.

Customer seeks compensation.

Expectations:
-Told customer that their case will be forward to Central claims and they would be contacted within 3 days.

Patrick - CAC T1 / Redesign / MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 3:52 PM	TZ35GT	TZ35GT	Ownership Changed		Done	03/10/2017 15:52:07	Service Request Ownership has changed FROM: SZ9S2H TO: TZ35GT

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2017 3:52 PM	TZ35GT	SZ9S2H	SR Opened		Done	03/10/2017 15:52:03	SR in Status of Closed has been Re-Opened by TZ35GT

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:59 AM	QZZH3X	SZ9S2H	SR Closed - Satisfied		Done	03/09/2017 12:59:36	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:44 AM	SZ9S2H	SZT91L	Manager Review	Case Review	Done	03/09/2017 12:59:24	Review to close

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

Comments

OTS Approved

Esmeralda.CAC.Spanish.FS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:39 AM	SZ9S2H	SZ9S2H	Inbound Call Customer	Complex Request	Done	03/09/2017 12:59:26	Vehicle Brake failure

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

Comments

Reason:
- The Customer Was involved in a collision, do to brake failure.
-Dealership called us to set up a profile for the customer, but will pass on the information to the customer.
Expectations:
-Customer will be contacting us about the case and escalating it to either PAC or ESIS depending on how the accident happen.
Resources:
-GMA
-GWM
David/ATX/Tier1

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

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	Texarkana	Zip	[redacted] State TX	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Teague Chevrolet Toyota, Inc.	Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	02/09/2017 13:06:02
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	44000	Priority	Medium License # CHEVROLET	Owner	SZVS9B
Model	Suburban	Model Year	2015	Status	Closed	Opened	Feb 1, 2017 4:15 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Satisfied	Closed	Feb 9, 2017 1:06 PM
Cust Concern	Brake Issue						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

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
Feb 9, 2017 1:06 PM	SZVS9B	SZVS9B	SR Closed - Satisfied		Done	02/09/2017 13:06:01	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 1:05 PM	SZVS9B	SZVS9B	Final Case Review	Agree with Dealer	Done	02/09/2017 13:05:53	Final Case Review

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

Comments

Confidential Comments

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

Feb 9, 2017 1:03 PM	SZVS9B	SZVS9B	SR Summary	SR Closure Review	Done	02/09/2017 13:05:35

Last Name	First Name	Account	BAC Code	Review to close sat
[redacted]	[redacted]			

Comments

Cust Concern: Brake Issue

Cust sks: Vehicle to operate as design/ Assistance for repairs

Resolution: The vehicle has been repaired and there was a bulletin and there was no cost to the customer. Customer is satisfied

Resources Used: CEM, GW, 360

Cust Status: Satisfied

Veh Status: Repaired

Mary/ATX/CAC/T2/Empowerment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:22 PM	SZVS9B	SZVS9B	Scheduled Outbound Call Cust		Done	02/09/2017 13:05:38	Close Case

Last Name	First Name	Account	BAC Code
[redacted]	John		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 11:38 AM	SZVS9B	SZVS9B	Milestone	Repairs Completed	Done	02/08/2017 11:42:12	Repairs Complete

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

Comments

The vehicle has been repaired .

Mary/ATX/CAC/T2/Empowerment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 11:38 AM	SZVS9B	SZVS9B	Outbound Call Customer	Left Message	Done	02/08/2017 11:44:39	[redacted] [redacted]

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

Comments

Adv sts: I am calling to let you know that i have reached out to the dealership and have been told that the vehicle has been repaired. I would like to offer you a ML if you can please give me a call back.

Mary/ATX/CAC/T2/Empowerment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 11:13 AM	SZVS9B	SZVS9B	Outbound Call Dealer	Made Contact	Done	02/08/2017 11:37:27	Service

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

Comments

Adv sts: I am calling to get a update on the customer. Oh ok so she had been back . Thank you i will update the case and close the case .

Dlr sts: Replaced a pump and booster there was a bulletin .

Mary/ATX/CAC/T2/Empowerment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 5:25 PM	SZVS9B	SZVS9B	Email -		Done	02/07/2017 17:26:19	CAC Information Request (24

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

Comments

Email ID# A03CACT2ET (Do not delete/alter this line)

To: [redacted]

CC:

I'm missing some information from you. Please reply within 1 business day.

Please provide: Good afternoon I am reaching out to see if there is any update on the customer . If you can please keep me up to date . Thank you

Customer: [redacted]
- Phone number: [redacted]
- Customer's concern: Brake Issue

Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 44000
- VIN: 1GNSCKKC8FR[redacted]

SR#: [redacted]
Involved Dealer: Teague Chevrolet Toyota, Inc.
BAC: 114173

Thank you!
Mary Alvarez
Chevrolet Customer Assistance
Phone Number: 1-866-790-5700
Extension Number: 5921467

[SR [redacted]

Confidential Comments

hr follow-up): [redacted]
[redacted]
1GNSCKKC8FR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2017 10:31 AM	SZVS9B	SZVS9B	Scheduled Outbound	Rescheduled - Rep	Done	02/07/2017 17:26:35	Update

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2017 10:31 AM	SZVS9B	SZVS9B	Case Assessment Attachment		Done	02/07/2017 17:26:22	Data Share Assessment Attachment

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2017 10:28 AM	SZVS9B	SZVS9B	Email - Outbound		Done	02/02/2017 10:31:16	New Case Notification, CAC SR Data Share, & Action Plan Request: [redacted] 1GNSCKKC8FR[redacted]

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

Comments

Email ID# A02CACT2ET (Do not delete/alter this line)

To: [redacted]

Cc:
Attachment: CAC SR Data Share

Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8am-5pm EST

Customer's concern: There is a repeat issue with the brakes. They were just fixed and now they are not working .
Customer is seeking for the vehicle to operate as design or a buy back

I set these expectations with the customer: I will send the case to the CEM and work with them to see what we need to and what our next step is

Customer: [redacted]
- Phone number: [redacted]
- Email: [redacted]

Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 44000
- VIN: 1GNSCKKC8FR[redacted]

SR#: [redacted]
Involved Dealer: Teague Chevrolet Toyota, Inc.
BAC: 114173

If you need anything from me, please let me know how I can help.

Thank you,
Mary Alvarez
Chevrolet Customer Assistance Center
Phone Number: 1-866-790-5700
Extension Number: 5921467

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2017 10:26 AM	SZVS9B	SZVS9B	Email - Outbound		Done	02/02/2017 10:27:59	Thank you for contacting Chevrolet, Case number 8-2713041692

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

Comments

Email ID# T2EM01CAC (Do not delete/alter this line)
==========

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

As we discussed, I will be sending your information to JOHN CLARK , who is the Customer Experience Manager at Teague Chverolet Toyota,INC . He will be your main point of contact, and can be reached at (870) 862-2900.

If at any point you need assistance beyond working with the CE Manager, I can be reached at the number listed below, or emailed at CustomerCare@Chevrolet.com (please reply with history to this email for fastest response). Either the CE Manager or I will contact you with an update or resolution as quickly as possible.
Thank you,
Mary
Chevrolet Customer Assistance
Phone Number: 1-866-790-5700
Extension Number: 5921467

==========
[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2017 10:21 AM	SZVS9B	SZVS9B	SR Data Share		Done	02/07/2017 17:26:25	SR Data Share

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

Comments
Brake Issues

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2017 4:16 PM	SZVS9B	SZVS9B	Inbound Call Customer	Complex Request	Done	02/01/2017 16:27:58	[redacted] [redacted]

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

Comments
Cust sts: My brakes almost went out . It is at the dealership now. I just had the brakes looked at and now i am having a issue again. This vehicle has had so many issues since we first bought it.

Cust sks: Buy Back

Adv sts: I am sorry i will need to work with the dealership to see what our next step is . I cannot guarantee anything since the vehicle is now out of warranty..

Mary/ATX/CAC/T2/Empowerment

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

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				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip	State	UCC	HVAC - A/C Compressor	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Orr Chevrolet	Safety	No
Daytime #	[redacted]	Evening #		Source	Phone	Updated	09/14/2016 12:32:47
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	38000	Priority	Dealer CCS Action Required / License # CHEVROLET	Owner	CZ7303
Model	Suburban	Model Year	2015	Status	Closed	Opened	Aug 31, 2016 2:31 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Unable to Contact	Closed	Sep 14, 2016 12:32 AM
Cust Concern	AC has a leak						
Customer Description	2015 Chevrolet Suburban						

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
Sep 14, 2016 12:32 AM	CZ7303	CZ7303	SR Closed - Unable to Contact		Done	09/14/2016 12:32:47	Service Request has been Closed Unable to Contact.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2016 12:31 AM	CZ7303	CZ7303	SR Summary		Done	09/14/2016 12:32:42	case closure summary

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

Comments

concern:AC leaking

seeks: repairs/ cost assistance

resolution: dlr was able to repair ac. no cost assistance for customer

cst status: UTC

veh status: repaired

resources: dlr dma gw

gw: none

aspen.atx.cac.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2016 5:32 PM	CZ7303	CZ7303	Email - Outbound		Done	09/12/2016 17:32:20	[redacted] Request for your Contact

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

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 . 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,
Aspen
Customer Assistance Center
Service Request Number: [redacted]
Phone Number: 1-866-790-5700
Extension: 5914156

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2016 5:31 PM	CZ7303	CZ7303	Scheduled Outbound Email		Done	09/14/2016 12:31:17	follow up

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]		

Comments

no response close

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2016 5:30 PM	CZ7303	CZ7303	Outbound Call Customer	Left Message	Done	09/12/2016 17:31:27	[redacted]

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

Comments

adv: informed customer to give me a call back

aspen.atx.cac.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2016 5:29 PM	CZ7303	CZ7303	SR Summary		Done	09/14/2016 12:31:14	Good Will

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

Comments

1. loyal to GM
2. owns 5 gm products
3. out of pocket 535

Unable to get the CEM to lower teh price of repairs. Customer upset about it. Customer spend oop of 535 for repairs. wanting to offer the customer a $500 accessory certificate

aspen.atx.cac.t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 7:57 PM		CZ7303	Email - Inbound		Done	09/12/2016 11:18:35	DMA Escalation (Vehicle Concern): 114271, Orr, Inc., [redacted] 1GNSCKKC8FR[redacted]

Last Name	First Name	Account	BAC Code
Stewart	Dorian	Marketplace Chevrolet Buick	114314

Comments

This case can be closed.

Dorian Stewart

Chevrolet District Manager of Aftersales

Shreveport, LA

313-405-2190 Cell

Dorian.Stewart@gm.com

From: Chad Triptow [mailto:ctriptow@att.net]
Sent: Wednesday, September 07, 2016 6:45 PM
To: Dorian Stewart <dorian.stewart@gm.com>
Subject: [EXTERNAL] Re: DMA Escalation (Vehicle Concern): 114271, Orr, Inc., [redacted] 1GNSCKKC8FR[redacted]

Dorian,

I personally reached out to Mrs. [redacted] on this issue and we had a great conversation. Mrs. [redacted] opted not to purchase an extended warranty on her vehicle.
We worked with her on price and she even had additional services performed.

If I am missing something please let me know. I am always happy to help.

Thanks

Chad Triptow

ORR Chevrolet

4502 Guss Orr Drive

Texarkana, TX 75503

(903) 794-5500

(903) 793-4004 Fax

(903) 908-5568 Cell

www.orrchevy.com

ctriptow@att.net

On Wednesday, September 7, 2016 6:22 PM, Dorian Stewart <dorian.stewart@gm.com> wrote:

The final decision is going to be up to the dealership if they want to offer assistance for this customer. The customer has had several warranty repairs performed at different dealerships. This customer did not purchase this vehicle from ORR.

Dorian Stewart
Chevrolet District Manager of Aftersales
Shreveport, LA
313-405-2190 Cell
Dorian.Stewart@gm.com

-----Original Message-----
From: GMCACUpdate@gm.c...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 7:22 PM		CZ7303	Email - Inbound		Done	09/12/2016 11:18:33	RE: DMA Escalation (Vehicle Concern): 114271, Orr, Inc., [redacted] [redacted] 1GNSCKKC8FR[redacted]

Last Name	First Name	Account	BAC Code
Stewart	Dorian	Marketplace Chevrolet Buick	114314

Comments

The final decision is going to be up to the dealership if they want to offer assistance for this customer. The customer has had several warranty repairs performed at different dealerships. This customer did not purchase this vehicle from ORR.

Dorian Stewart
Chevrolet District Manager of Aftersales
Shreveport, LA
313-405-2190 Cell
Dorian.Stewart@gm.com

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Wednesday, September 07, 2016 2:48 PM
To: Dorian Stewart <dorian.stewart@gm.com>
Subject: DMA Escalation (Vehicle Concern): 114271, Orr, Inc., [redacted] [redacted] 1GNSCKKC8FR[redacted]

Email ID# A12CACT2ET (Do not delete/alter this line)

To: Dorian Stewart
CC:
Attachment: CAC SR Data Share (PDF)

SR#: [redacted]
Involved Dealer: Orr, Inc.
BAC: 114271

I believe I need your help. I've been working with the Primary CE Mgr, but there are some extenuating circumstances which are making this

case a bit more difficult to resolve.

Type of concern: Cost assistance.

Background & assistance needed: I was working with the CEM about cost assistance. Has informed me customer already paid by the time repairs are done and customer has picked up the vehicle. I do feel the customer is deserving of some type of reimbursement for this concern. I have attached the business case to this email to see what your opinion is

- Customer: [redacted]
- Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 3...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 3:47 PM	CZ7303	CZ7303	Scheduled Outbound Email		Done	09/12/2016 11:20:59	Follow up with DMA response

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 3:44 PM	CZ7303	CZ7303	Email - Outbound		Done	09/07/2016 15:47:56	DMA Escalation (Vehicle Concern): 114271, Orr, Inc., [redacted] [redacted] 1GNSCKKC8FR[redacted]

Last Name	First Name	Account	BAC Code
Stewart	Dorian		

Comments

Email ID# A12CACT2ET (Do not delete/alter this line)

To: Dorian Stewart
CC:
Attachment: CAC SR Data Share (PDF)

SR#: [redacted]
Involved Dealer: Orr, Inc.

BAC: 114271

I believe I need your help. I've been working with the Primary CE Mgr, but there are some extenuating circumstances which are making this case a bit more difficult to resolve.

Type of concern: Cost assistance.

Background & assistance needed: I was working with the CEM about cost assistance. Has informed me customer already paid by the time repairs are done and customer has picked up the vehicle. I do feel the customer is deserving of some type of reimbursement for this concern. I have attached the business case to this email to see what your opinion is

- Customer: [redacted]
- Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 38000
- VIN: 1GNSCKKC8FR[redacted]

Sincerely,
Aspen Williams
Chevrolet Customer Assistance
Phone Number: 1-866-790-5700 5914156

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 8:54 AM		CZ7303	Email - Inbound		Done	09/07/2016 10:28:35	[EXTERNAL] Re:

Last Name	First Name	Account	BAC Code
Triptow	Chad	Orr Chevrolet	114271

Comments

Aniesha,

We have repaired this vehicle. The customer has paid. The customer did not have an extended warranty to help with repairs.

thanks

Chad Triptow
ORR Chevrolet

4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Tuesday, September 6, 2016 2:34 PM, "GMCACUpdate@gm.com" <GMCACUpdate@gm.com> wrote:

The customer has gotten the diagnostic from this dealership correct? I have attached the business case on this email as well for you to review. There is no coupon on cost assistance for CAC to give the customer. Please update me on whether you will be agreeing with the calculator or if a different offer will be acceptable.

Thank You
Aspen
Customer Assistance Center
866-790-5700
5914156

Aniesha,
We do not service this customer's vehicle on a regular basis and Mrs. [redacted] did not have an extended warranty. I have spoken with Mrs. [redacted] about her repair.
You could offer her a service coupon to help with the repair. How does that sound?
Thanks
Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Friday, September 2, 2016 10:51 AM, "CustomerAssistance@Chevrolet.com" <CustomerAssistance@Chevrolet.com> wrote:

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2016 8:54 AM		CZ7303	Email - Inbound		Done	09/07/2016 10:27:51	[EXTERNAL] Re:

Last Name	First Name	Account	BAC Code
Triptow	Chad	Orr Chevrolet	114271

Comments

We have repaired this vehicle. the customer did not have an extended warranty.
Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Tuesday, September 6, 2016 2:29 PM, "GMCACUpdate@gm.com" <GMCACUpdate@gm.com> wrote:

The customer has gotten the diagnostic from this dealership correct? I have attached the business case on this email as well for you to review. There is no coupon on cost assistance for CAC to give the customer. Please update me on whether you will be agreeing with the calculator or if a different offer will be acceptable.

Thank You
Aspen
Customer Assistance Center
866-790-5700
5914156

Aniesha,
We do not service this customer's vehicle on a regular basis and Mrs. [redacted] did not have an extended warranty. I have spoken with Mrs. [redacted] about her repair.
You could offer her a service coupon to help with the repair. How does that sound?
Thanks
Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503

(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Friday, September 2, 2016 10:51 AM, "CustomerAssistance@Chevrolet.com" <CustomerAssistance@Chevrolet.com> wrote:

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. Please reply within 1 business day.

Please provide: (e.g. their A...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 3:28 PM	CZ7303	CZ7303	Email - Outbound		Done	09/06/2016 15:28:58	

Last Name	First Name	Account	BAC Code
Triptow	Chad	Orr Chevrolet	114271

Comments

The customer has gotten the diagnostic from this dealership correct? I have attached the business case on this email as well for you to review. There is no coupon on cost assistance for CAC to give the customer. Please update me on whether you will be agreeing with the calculator or if a different offer will be acceptable.

Thank You
Aspen
Customer Assistance Center
866-790-5700
5914156

Aniesha,
We do not service this customer's vehicle on a regular basis and Mrs. [redacted] did not have an extended warranty. I have spoken with Mrs. [redacted] about her repair.

You could offer her a service coupon to help with the repair. How does that sound?
Thanks
Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Friday, September 2, 2016 10:51 AM, "CustomerAssistance@Chevrolet.com" <CustomerAssistance@Chevrolet.com> wrote:

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. Please reply within 1 business day.

Please provide: (e.g. their Action Plan, Resolution details, Parts ETA, Vehicle status, TAC case started, etc.)

Customer: [redacted]
- Phone number: Customer's preferred phone # from SR Data Share
- Customer's concern: Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair co...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 3:28 PM	CZ7303	CZ7303	Scheduled Outbound Call Dlr		Done	09/07/2016 10:29:08	CEM: Chad Triptow

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

Comments
Follow up with dealer see if they are going to accept the offer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 3:26 PM	CZ7303	CZ7303	Email - Outbound		Done	09/06/2016 15:27:52	

Last Name	First Name	Account	BAC Code
Triptow	Chad	Orr Chevrolet	114271

Comments

The customer has gotten the diagnostic from this dealership correct? I have attached the business case on this email as well for you to review. There is no coupon on cost assistance for CAC to give the customer. Please update me on whether you will be agreeing with the calculator or if a different offer will be acceptable.

Thank You
Aspen
Customer Assistance Center
866-790-5700
5914156

Aniesha,
We do not service this customer's vehicle on a regular basis and Mrs. [redacted] did not have an extended warranty. I have spoken with Mrs. [redacted] about her repair.
You could offer her a service coupon to help with the repair. How does that sound?
Thanks
Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Friday, September 2, 2016 10:51 AM, "CustomerAssistance@Chevrolet.com" <CustomerAssistance@Chevrolet.com> wrote:

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. Please reply within 1 business day.

Please provide: (e.g. their Action Plan, Resolution details, Parts ETA, Vehicle status, TAC case started, etc.)

Customer: [redacted]
- Phone number: Customer's preferred phone # from SR Data Share
- Customer's concern: Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair c...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 3:24 PM	CZ7303	CZ7303	Business Case		Done	09/06/2016 15:24:54	attached

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 2:13 PM	DZJYTP	CZ7303	Ownership Changed		Done	09/06/2016 14:13:12	Service Request Ownership has changed FROM: LZ9DGT TO: CZ7303

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 1:36 PM	DZJYTP	CZ7303	Scheduled		Done	09/06/2016 15:25:40	COURTESY SOCC

			Outbound Email				
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 1:36 PM	DZJYTP	CZ7303	Notify CRM		Done	09/06/2016 15:25:35	Reassigned file
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2016 1:36 PM	DZJYTP	LZ9DGT	Ownership Changed		Done	09/06/2016 13:36:44	Service Request Ownership has changed FROM: DZLSR6 TO: LZ9DGT
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2016 12:19 AM		DZLSR6	Email - Inbound		Done	09/06/2016 15:27:56	[EXTERNAL] Re: CAC Information Request (24 hr follow-up): [redacted] [redacted] 1GNSCKKC8FR[redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
Triptow	Chad		Orr Chevrolet		114271		
Comments							

Aniesha,

We do not service this customer's vehicle on a regular basis and Mrs. [redacted] did not have an extended warranty. I have spoken with Mrs. [redacted]

about her repair.

You could offer her a service coupon to help with the repair. How does that sound?

Thanks

Chad Triptow
ORR Chevrolet
4502 Guss Orr Drive
Texarkana, TX 75503
(903) 794-5500
(903) 793-4004 Fax
(903) 908-5568 Cell
www.orrchevy.com
ctriptow@att.net

On Friday, September 2, 2016 10:51 AM, "CustomerAssistance@Chevrolet.com" <CustomerAssistance@Chevrolet.com> wrote:

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. Please reply within 1 business day.

Please provide: (e.g. their Action Plan, Resolution details, Parts ETA, Vehicle status, TAC case started, etc.)

Customer: [redacted]
- Phone number: Customer's preferred phone # from SR Data Share
- Customer's concern: Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repai...

Confidential Comments

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

Sep 2, 2016 11:51 AM	DZLSR6	DZLSR6	Scheduled Outbound Email		Done	09/06/2016 14:13:20	A4

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2016 11:50 AM	DZLSR6	DZLSR6	Email - Outbound		Done	09/02/2016 11:51:52	CAC Information Request (24 hr follow-up): [redacted] [redacted] [redacted] 1GNSCKKC8FR[redacted]

Last Name	First Name	Account	BAC Code
Triptow	Chad		

Comments

Email ID# A03CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

CC: ALLEN GARNER

I'm missing some information from you. Please reply within 1 business day.

Please provide: (e.g. their Action Plan, Resolution details, Parts ETA, Vehicle status, TAC case started, etc.)

Customer: [redacted]
- Phone number: Customer's preferred phone # from SR Data Share
- Customer's concern: Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed

Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 38000
- VIN: 1GNSCKKC8FR[redacted]

SR#: [redacted]
Involved Dealer: Orr, Inc.
BAC: 114271

Thank you!
Aniesha Milligan
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600 ---- or ---- 1-866-790-5700
Extension Number: 5922286

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 3:13 PM	DZLSR6	DZLSR6	Scheduled Outbound Email		Done	09/02/2016 11:51:56	A3

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 3:12 PM	DZLSR6	DZLSR6	Email - Outbound		Done	08/31/2016 15:13:40	New Case Notification, CAC SR Data Share, & Action Plan Request: [redacted] 1GNSCKKC8FR[redacted]

Last Name	First Name	Account	BAC Code
Triptow	Chad		

Comments

Email ID# A02CACT2ET (Do not delete/alter this line)

To: CHAD TRIPTOW

Cc: ALLEN GARNER

Attachment: CAC SR Data Share (PDF)

Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8am-5pm EST

Customer's concern: Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed

Customer: [redacted]
- Phone number: Customer's Preferred Phone Number from SR Data Share
- Email [redacted]

Vehicle: 2015 Chevrolet Suburban
- Current Mileage: 38000
- VIN: 1GNSCKKC8FR[redacted]

SR#: [redacted]
Involved Dealer: Orr, Inc.
BAC: 114271

If you need anything from me, please let me know how I can help.

Thank you,
Aniesha Milligan
Chevrolet Customer Assistance Center
Phone Number: 1-866-790-5600 ---- or ---- 1-866-790-5700
Extension Number: 5922286

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 3:08 PM	DZLSR6	DZLSR6	Dealer Notification	Action Required	Done	08/31/2016 15:08:40	SR sent to dealership for action

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]		

Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 2:32 PM	DZLSR6	DZLSR6	SR Summary	Status/Action Plan	Done	08/31/2016 15:13:45	Initial

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

Comments

Customer Concern:
Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

aneisha/atx/cac/t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 2:32 PM	DZLSR6	DZLSR6	Inbound Call Customer	Customer	Done	08/31/2016 15:13:43	[redacted]

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

Comments

Customer Concern:
Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed

Verified Phone: [redacted]
Verified Email [redacted]

Aneisha/atx/cac/t2

Confidential Comments

UCC Information

UCC Code	Description	Symptom
D03	HVAC - A/C Compressor	Leaks

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.				BRC Type	N/A
Account	Orr Chevrolet	Site/BAC	114271	GW SubType				Business Unit	TAC US
Address	Po Box 1857			Approval	Not Initiated			Area	OnStar/XM
City	Texarkana	Zip	755041857 State TX	UCC				Sub-Area	Communication Systems
Last Name	Radford	First Name	George	Involved Dlr				Safety	No
Daytime #	9037945500	Evening #		Source	Phone			Updated	03/19/2016 04:10:05
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	25941	Priority	Consultant	License #	CHEVROLET	Owner	KZX05R
Model	Suburban	Model Year	2015	Status	Closed			Opened	Mar 3, 2016 3:25 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	System Auto Close			Closed	Mar 19, 2016 4:10 AM
Cust Concern	GPS is inoperative.								
Customer Description	GPS IS INOPERATIVE. B101D SYM3C SYMF0								

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
Mar 19, 2016 4:10 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	03/19/2016 04:10:05	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
Radford	George	Orr Chevrolet	114271

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2016 3:30 PM	KZX05R	ONSTPART	TAC Part Authorized	OnStar VCIM	Done	03/03/2016 15:30:52	VCIM

Last Name	First Name	Account	BAC Code
Radford	George	Orr Chevrolet	114271

Comments

Station Identifier (STID) 102438660

Firmware Over The Air (FOTA) 6948

Current RO: [redacted]
Current Mileage: 25,941

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2016 3:29 PM	KZX05R	KZX05R	TAC Inbound Call	Diagnostics	Done	03/03/2016 15:29:47	.

Last Name	First Name	Account	BAC Code
Radford	George	Orr Chevrolet	114271

Comments

Caller's Name & Position (For rental facilities, list phone # & shop address):
George Radford – Technician.

Customer Concern:
GPS is inoperative.

1 Times in? *not for same-day return calls
1 Days down? (*)
N On first call, ask if aftermarket accessories/modifications are present? List:
For Action Center vehicles (or if unknown), ask:
Is vehicle at the Dealer?
Is it a Stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified?, etc.):
- **GPS is inoperative.**
- **OnStar is inoperative, progression tones.**
- **LED is red.**
- **Code B101D sym3C and symF0 stored current.**

Advised caller (your suggestions, info source, etc.):
- **Replace the VCIM.**

Confidential Comments

UCC Information

UCC Code	Description	Symptom

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CAT
Address	[redacted]			Approval	Not Initiated	Area	Proactive Contact
City	Texarkana	Zip	[redacted] State TX	UCC	Non Component GM	Sub-Area	Compass Survey
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Teague Chevrolet Toyota, Inc.	Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	OB CAT	Updated	03/10/2015 11:04:52
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage		Priority	Medium License # CHEVROLET	Owner	LZP975
Model	Suburban	Model Year	2015	Status	Closed	Opened	Mar 9, 2015 5:23 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Unable to Contact	Closed	Mar 10, 2015 11:03 AM
Cust Concern	Compass Survey calls						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

Service Request Activities – UCC PAR

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

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2015 11:03 AM	DEAULTSH	LZP975	SR Closed - Unable to Contact		Done	03/10/2015 11:03:57	Service Request has been Closed Unable to Contact.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 5:44 PM	DEAULTSH	LZP975	Outbound Call Customer	Left Message	Done	03/10/2015 11:03:51	Compass Survey

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

Comments

3rd attempt
Hello, I am calling from General Motors Customer Action Team. The reason for my call today is that we want to follow up on your survey responses on your new Suburban. I'm sorry that we missed you but if you could please give us a call back at 1-866-237-3601, and please reference number (SR#) when you call. We are available from 10:00am till 6:00pm Eastern Time. Thank you for being a GM customer and have a great day.

Sharon Deault/PCO/Sag

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 5:40 PM	DEAULTSH	LZP975	Outbound Call Customer	Left Message	Done	03/09/2015 17:44:37	Compass Survey

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

Comments

2nd attempt-[redacted]
Hello, I am calling from General Motors Customer Action Team. The reason for my call today is that we want to follow up on your survey responses on your new Suburban?. I'm sorry that we missed you but if you could please give us a call back at 1-866-237-3601, and please reference number (SR#) when you call. We are available from 10:00am till 6:00pm Eastern Time. Thank you for being a GM customer and have a great day.

Scheduled follow-up call

Sharon Deault/PCO/Sag

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 5:38 PM	DEAULTSH	LZP975	Outbound Call Customer	Initial Contact	Done	03/09/2015 17:40:51	Compass Survey

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

Comments

1st attempt-[redacted]
CRS Attempted to contact the customer.

Number has been disconnected

Sharon Deault/PCO/SAG

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2015 5:32 PM	DEAULTSH	LZP975	No - Activity		Done	03/09/2015 17:38:33	Compass Survey

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

Comments

Pertinent information from GWM or 360
3 warranty/related repairs
-Auxiliary Battery Charging and Testing
-Human Machine Interface Control Module Replacement
-High Frequency Antenna Replacement
0 recalls & recall #

2 Problems on Survey
5 Survey Rating
5 Bothersome rating
Purchasing Dealer BAC # 114173
Servicing Dealer BAC # 114173
6 GM Vehicles owned

MILEAGE OF LAST VISIT: 4,102 (2/6/15)

Survey sts
-Side Window-Broken/NW
-Navigation System-Broken/Not Working

Sharon Deault/PCO/Sag

Confidential Comments

UCC Information

UCC Code	Description	Symptom
S96	Non Component GM	Chevrolet

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Early Response
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	Early Response
City	Texarkana	Zip	[redacted] State TX	UCC	Electrical - OnStar / Guide Star / GPS - Global Positioning System	Sub-Area	VOC
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Teague Chevrolet Toyota, Inc.	Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	Survey	Updated	01/29/2015 14:24:59
Serial/VIN #	1GNSCKKC8FR[redacted]	Mileage	1579	Priority	Resolved - Early Response License # CHEVROLET	Owner	ZZM8F2
Model	Suburban	Model Year	2015	Status	Closed	Opened	Jan 20, 2015 2:27 PM
Make	Chevrolet	Warranty Start	12/18/2014 00:00:00	Sub Status	Satisfied	Closed	Jan 29, 2015 2:24 PM
Cust Concern	ER VOC- CALL. GPS Issues						
Customer Description	This is a BRC VOC SR. Do not assume case. Forward any inquiries to Trenton at 41529						

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
Jan 29, 2015 2:24 PM	NZRTS0	ZZM8F2	SR Closed - Satisfied		Done	01/29/2015 14:24:55	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2015 2:02 PM	ZZM8F2	NZRTS0	Manager Review	Case Closure	Done	01/29/2015 14:24:51	Please Review

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

Comments

Satisfied

Approved

Lisa Maxwell/BRC ER VOC/WMI/ext. 21560

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 28, 2015 2:24 PM	NZRTS0	ZZM8F2	Notify CRM		Done	01/29/2015 14:02:33	See Manager Review

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2015 11:19 AM	ZZM8F2	NZRTS0	Manager Review	Case Closure	Done	01/28/2015 14:24:03	Please Review

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

Comments

Satisfied

Denied

Please indicate the concern in the SR Summary and resubmit.

Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2015 11:16 AM	ZZM8F2	ZZM8F2	SR Summary	SR Closure Review	Done	01/29/2015 14:24:32	Please Review

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

Comments

Closing for the following reason:

1. Customer stated "Since receiving my vehicle I have only had it for 1 week. Since that time it has been back at the dealership trying to fix the GPS. They have had it for 2 weeks and I am anxious to get it back"

2. VOCA made contact with customer.

Customer stated that everything is fine and concerns have been resolved.

3. Satisfied.

TrentonNoble/BRC/VOC/WMI/41529

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2015 4:10 PM	ZZM8F2	ZZM8F2	Scheduled Follow-up		Done	01/23/2015 11:10:24	[redacted] [redacted]

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

Comments

Close Case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2015 4:08 PM	ZZM8F2	ZZM8F2	Outbound Call Customer	Made Contact	Done	01/21/2015 16:10:41	Spoke to Customer

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

Comments

Customer stated that everything was resolved .

Satisfied

TrentonNoble/BRC/VOC/WMI/41529

Confidential Comments

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

Jan 20, 2015 2:31 PM	LZLMRL	ZZM8F2	Ownership Changed		Done	01/20/2015 14:31:30	

Last Name	First Name	Account	BAC Code	
[redacted]	[redacted]			Service Request Ownership has changed FROM: LZLMRL TO: ZZM8F2

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 20, 2015 2:30 PM	LZLMRL	ZZM8F2	Scheduled Follow-up		Done	01/21/2015 16:07:26	Please Work Case

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 20, 2015 2:29 PM	LZLMRL	ZZM8F2	Notify CRM	Other	Done	01/20/2015 15:08:21	New Case

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

Comments

Please Work Case

[redacted] Hinkle/BRC ER VOC/WMI/ext. 11611

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 20, 2015 2:29 PM	LZLMRL	LZLMRL	VIN Scan	Initial Workflow	Done	01/20/2015 14:29:29	VIN Scan

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

Comments

7.7- no other cases

8.1 - no other cases

[redacted] **Hinkle/BRC ER VOC/WMI/ext. 11611**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 20, 2015 2:28 PM	LZLMRL	LZLMRL	Inbound Survey	Customer	Done	01/20/2015 14:29:01	PDS Survey

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

Comments

Since receiving my vehicle I have only had it for 1 week. Since that time it has been back at the dealership trying to fix the GPS. They have had it for 2 weeks and I am anxious to get it back

[redacted] **Hinkle/BRC ER VOC/WMI/ext. 11611**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 20, 2015 2:28 PM	LZLMRL	LZLMRL	Ownership Changed	Ownership Escalated to BRC	Done	01/20/2015 14:28:19	Ownership Escalated to BRC

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

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
R14	Electrical - OnStar / Guide Star / GPS - Global Positioning System	No Symptom Indicated

End of Report

CAC Business Case

8/11/2016 version

Customer's name:	[redacted]			**Today's Date:**	9/7/16
Model Year & Model:	2015 Sburban	**VIN:**	1GNSCKKC8FR[redacted]	**CAC SR#:**	[redacted]
The customer requested:					
CEM's initial response to the customer's $$ request:					
My position:	Initial response to the customer's $$ request doesn't seem fair/appropriate - Would like to discuss options with the CEM				
My rationale:					
My recommendation:					

The CAC advisor requests all blue field information from the Customer Experience Manager.

Repair cost at warranty rates	**Job card (Repair Order) date**	**Mileage on day of repair:**
$535.00	9/7/2016	38,000

GM Policy Calculator Results

Vehicle Make:	Chevrolet
Minimum Customer/Dealer Participation:	$100.00
Maximum GM Participation:	$435.00

	Applicable Warranty	**Applicable Special Coverage #**	**Applicable Service Contract**
Name or Number:	Bumper - to - Bumper		
End date:	2/18/2017		
End odometer:	36,165		
# of **DAYS** after expiration:	-164		
# of **MILES** after expiration:	1,835		

Out-of-Warranty

Supporting Factors

	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	**Yes**		**Warranty terms**
Repeat repairs related to current vehicle issue?			Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?			Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	**Yes**	**4**	**Loyalty**
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?			Loyalty
High-dollar or premium vehicle?	**Yes**		**Value to GM**
First time GM buyer?			Value to GM
Discontinued brand vehicle?			Value to GM
Conquest buyer?			Value to GM
Original owner?	**Yes**		**Investment**
GM Certified Pre-Owned (used) vehicle?			Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?			Investment

Limiting Factors

	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 Chevrolet Suburban	A GM Dealer has diagnosed the current concern
[redacted]	1GNSCKKC8FR[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 38000 mi	Vehicle is currently operable & can be driven

Key Points

Customer Concern:

Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 7 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle was inop/down due to this concern: 3 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2015 CHEVROLET SUBURBAN

Reference

CAC SR#: [redacted]

CAC advisor: Aneisha--> (866) 790-5600 , Ext # 5922286

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

CAC SR Data Share

Save XLSM to Desktop

Save PDF to Desktop

Clear Form

After completing the SR2S, do this:
1) Grey 'Spellcheck' button to check spelling (at the bottom)
2) Blue 'Save XLSM to Desktop' button
3) Green 'Save PDF to Desktop' button & CLOSE the PDF file (red x)
4) Copy 'Key Points' (plow cp i) to new "SR Summary" Comments
5) Attach the Excel (.xlsm) file to the SR
6) Attach the PDF file (.pdf) to the A02 SR2S email to the CSMs
7) Red 'Clear Form' button
8) Complete a new SR2S. Be sure save using the summary!

Customer's 1st & last name (for filename saving purposes)	[redacted]
Key Points:	Customer Concern: Problems with the AC. Its blowing hot air. Took it to the dealership i was told holes have a leak. Vehicle is 2 000 m bo outside of warranty estimated repair cost around $635.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased. Customer looking: Cost assistance Expectations: I'm going to have address your concerns with the customer experience manager Chad Triplow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed
Customer's preferred phone #	[redacted]
Best time to call customer	Anytime
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any loc location)?	0
How many days has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	Unsure/Unknown
Current mileage (in miles)?	58 000
Bought brand new?	Yes
(If bought used) Roughly how many miles were on the vehicle at time of purchase?	
(If bought used) Was vehicle bought (used) at a GM Dealership?	
Did customer purchase an Extended Service Contract (GM Optional Aftermarket)?	Unsure/Unknown

End conversation with the customer here. *Complete the rest of the SR Data Share + ACW (After Co I Work):*

Today's date	8/31/2018
DN#	[redacted]
CAC advisor's name (first & last)	[redacted]
CAC advisor's phone #	[redacted]
CAC advisor's extension #	[redacted]
17-digit VIN#	1GNSCKKC3FR[redacted]
Make	Chevrolet
Model	Suburban
Model Year	2015
Is this a high-dollar or premium vehicle?	Yes
Does this VIN have any active Extended Service Contracts?	Yes
Does Order Type contain the word "FLEET"?	Yes
Branded Title?	Yes
Warranty Block?	Yes
Warranty Start Date for this VIN	11/18/2014
(If bought used) Is this a GM Certified pre-owned used vehicle?	
Is this the original owner?	Yes
List of GM vehicles owned by this customer (including the vehicle they re calling about now)	2015 CHEVROLET SUBURBAN
Total number of GM vehicles this customer has owned (including the vehicle they re calling about now)	1

Spellcheck

Age of the vehicle (in years)	3.70
(If purchased used) Approximate # of miles driven since purchase	

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 Chevrolet Suburban	A GM Dealer has diagnosed the current concern
[redacted]	1GNSCKKC8FR[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 38000 mi	Vehicle is currently operable & can be driven

Key Points

Customer Concern:
Problems with the AC, its blowing hot air. Took it to the dealership I was told holes have a leak. Vehicle is 2,000 miles outside of warranty estimated repair cost around $535.00. I'm a loyal GM customer and this is the only GM vehicles I've been having numerous of issues with and most expensive car I purchased.

Customer Seeking: Cost assistance

Expectations: I'm going to have address your concerns with the customer experience manager Chad Triptow. To see if cost assistance could be provided towards repairs. Assistance is not guaranteed

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 7 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle was inop/down due to this concern: 3 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2015 CHEVROLET SUBURBAN

Reference

CAC SR#: [redacted]
CAC advisor: Aneisha--> (866) 790-5600 , Ext # 5922286

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General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible
When you're done, Right click the cell with the comment showing & choose "Show/Hide Comments" to make the

Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

If you leave & come back, click inside the cell & pick up at the blinking cursor (to prevent typing on top of what wa

Alt+Enter lets you return to the next line inside a cell

Alt + down arrow key will show you the dropdown menu/choices list (do this if you don't like using a mouse)

VINCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
01/18/2018 13:30

VIN: 1GNSCKKC8FR[redacted] OPEN\CLOSED STATUS:

SEL COD	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR BAC	PREV. NUMBER	CAMPAIGN TYPE
	15577	MANUAL COMPLETE	2016/04/29			CUSTOMER SAT.
INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
	16007	DEALER REPAIRED	2017/02/03	114173		SAFETY
FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY						

INQUIRY COMPLETE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

Print | Close | VIN HISTORY | DatePrinted: 1/18/2018

VIN # 1GNSCKKC8FR[redacted] Recall# 15577

RECALL EVENTS

EVENT (ORIGINAL) RELEASE DATE: 2/12/2016 MAIL DATE: 02/24/2016

Recall Suffix: Letter Link: 15577.C01 Last Update:

Name: [redacted]

Address 1: [redacted]

Address 2:

Address 3:

City: TEXARKANA State:TX Postal Code: [redacted] Country:US

Phone: Language: ENG

GMBAC: 00000114271 Dealer Code: 24553 Division Code: 13

Fleet Code: Fleet Account:

Possessor Name:

Certificate: View Certificate

CUSTOMER REPLY FORM DATA : No reply form data found

CAM-01 DATA : No CAM-01 data found

Print | Close | VIN HISTORY | DatePrinted: 1/18/2018

VIN # 1GNSCKKC8FR[redacted] | Recall# 16007

RECALL EVENTS

EVENT (ORIGINAL) | RELEASE DATE: 10/13/2016 | MAIL DATE: 10/13/2016

Recall Suffix: | Letter Link: 16007.C01 | Last Update:

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: TEXARKANA | State:TX | Postal Code:[redacted] | Country:US
Phone: | Language: ENG
GMBAC: 00000114271 | Dealer Code: | Division Code: 13
Fleet Code: | Fleet Account:
Possessor Name:
Certificate: View Certificate

CUSTOMER REPLY FORM DATA : No reply form data found

CAM-01 DATA : No CAM-01 data found

Bulletin No.: 15577
Date: January 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

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

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

THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.

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

CONDITION

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

CORRECTION

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

VEHICLES INVOLVED

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

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

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

PART INFORMATION

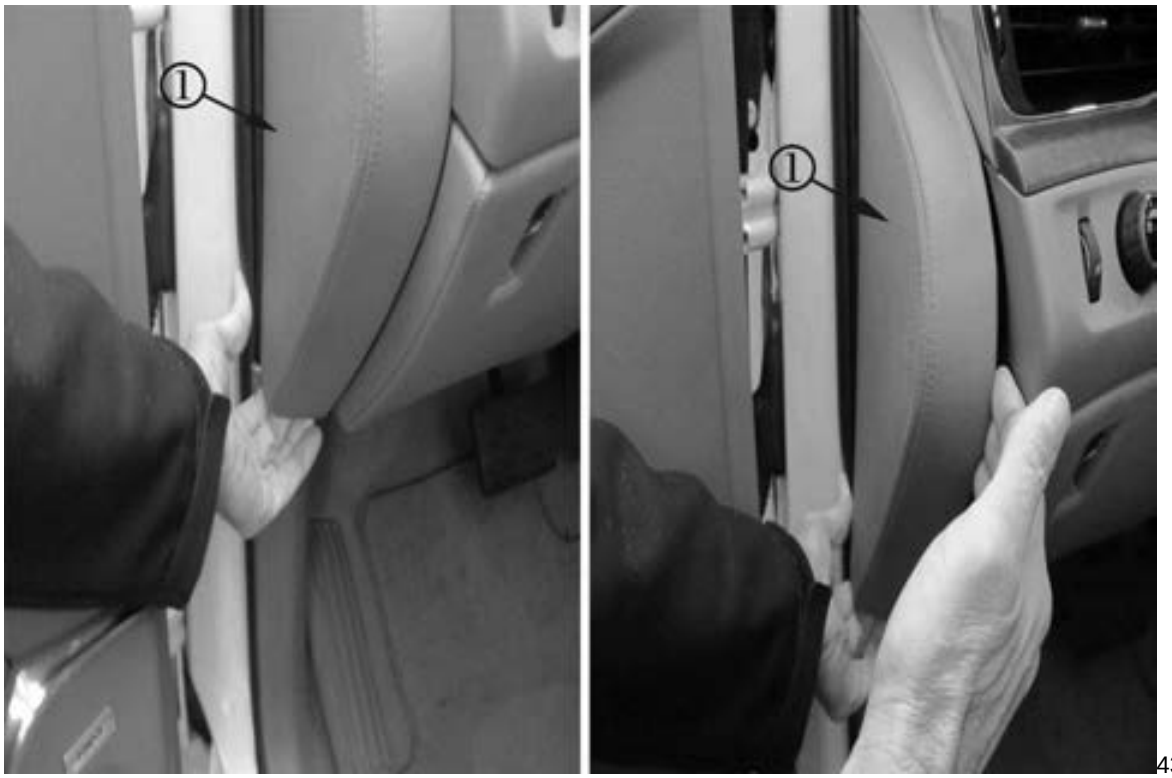
USA: Parts required to complete this recall are to be ordered online, through the DWD 1Store application in Global Connect. Please log in and order the appropriate item number label(s) using the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

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

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

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

SERVICE PROCEDURE

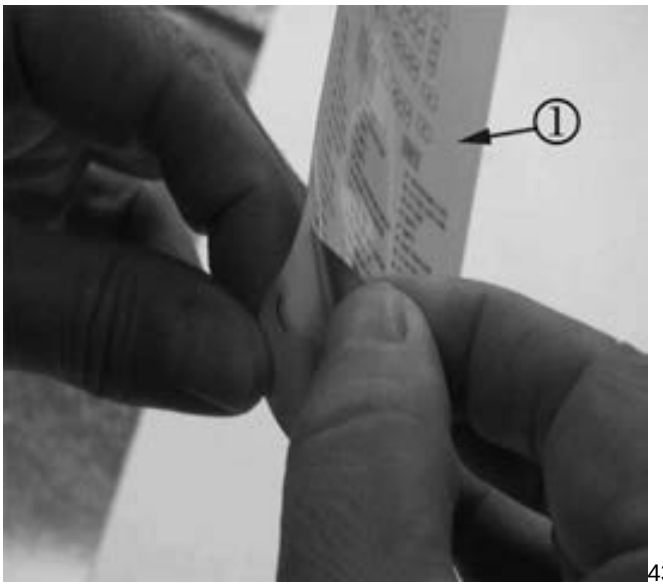


4355464

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

4355468

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



4355472

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

4355474

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

4355478

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

WARRANTY TRANSACTION INFORMATION

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

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

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

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

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

DEALER PROGRAM RESPONSIBILITY

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

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

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

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

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

We Support Voluntary Technician Certification

February 2016

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

Dear General Motors Customer:

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

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

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

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

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

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

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

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15577

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Reference Number: [redacted]

Release Date: July 2017
Revision: 03

Revision Description: This bulletin is being revised to update the Service Procedure and the Warranty Information sections. Important changes have been made to the claim submission process. **Technicians MUST obtain a screenshot of the Programming Result screen and record the SPS Warranty Claim Code.** Please discard all previous copies of bulletin 16007-02.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Effective July 10, 2017 additional requirements are being placed upon labor codes 9102276 and 9102561. To avoid warranty transaction rejections, the SPS Warranty Claim Code MUST be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction starting July 10, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
Correction	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

Parts

Note: If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
* 9102276	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
* 9102561	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
9102553	Customer Reimbursement Approved	0.2	ZFAT	***
9102554	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

** Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

*** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Note: (FOR US DEALERS ONLY)

Based on the large volume of involved vehicles in dealer inventory, please review section 3.2.9 of the GM Service Policies & Procedures Manual regarding Technician Identification and Accounting of Labor. This section states "For multiple vehicles requiring reprogramming, as well as service update bulletins and field actions involving inspections only (No parts replacement), the technician is not required to punch on/off time tickets by job card."

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- The air bag indicator light may remain ON after the body control module (BCM), or Inflatable Restraint Sensing and Diagnostic Modules replaced, and during the programming procedure for the BCM until after the procedure is completed. When installing a new Inflatable Restraint Sensing and Diagnostic Module, there may be several DTCs set prior to programming. Once programmed, these DTCs should be in history and can be cleared.
- Failure to complete the following Setup procedure may cause DTC B1001 to be set in the Inflatable Restraint Sensing and Diagnostic Module.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

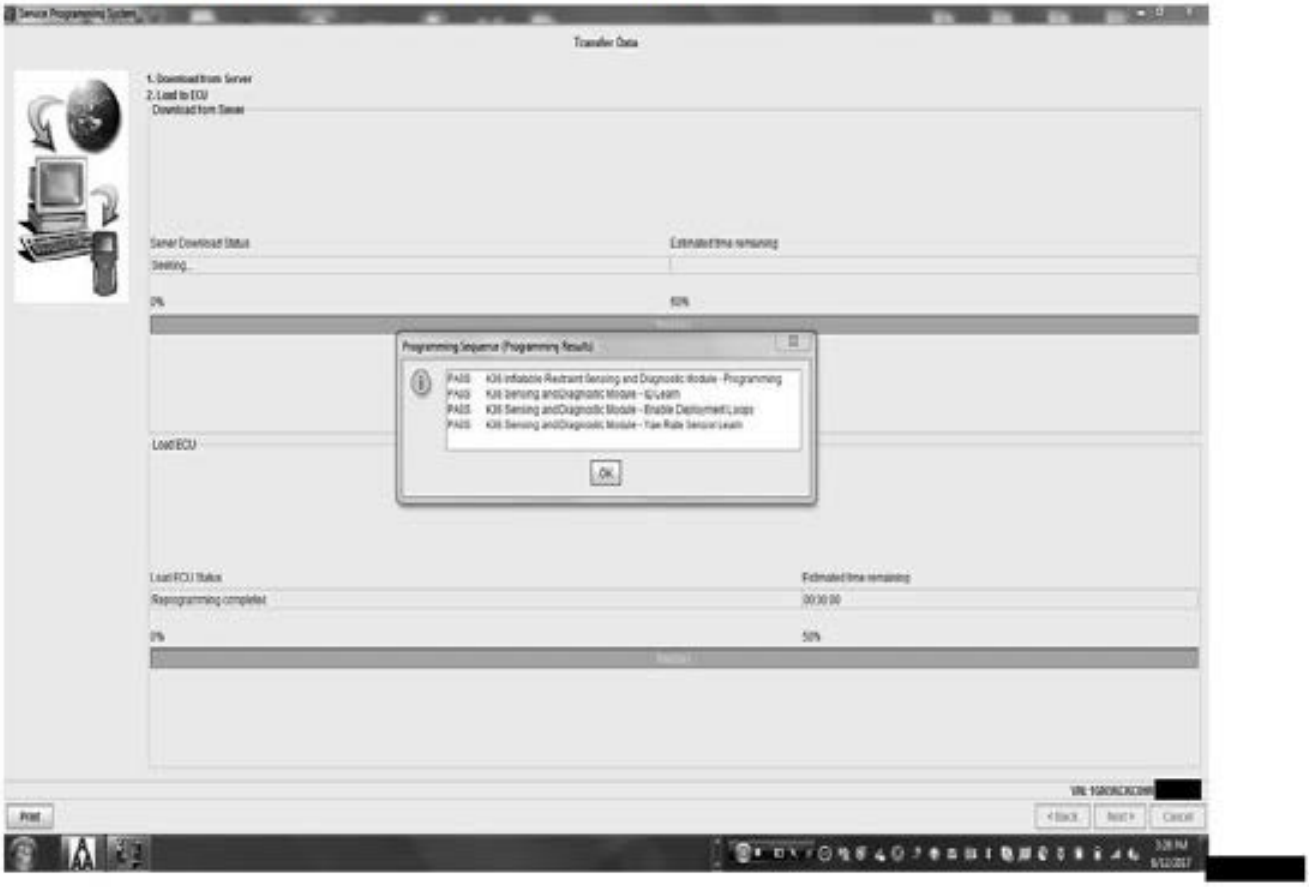
Programming SDM

Note: If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
- Record and clear all DTC's in the vehicle before reprogramming the SDM.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.



2.1 To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

Important: The screen above should show all "PASS" or "SKIPPED" and/or PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

Submit a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above along with the SPS Warranty Claim Code when submitting this transaction.

Important: To capture a screenshot:

1. Click on the window you would like to capture.
2. Press **Ctrl** + **Print Screen** (Print Scrn) by holding down the **Ctrl** key and then pressing the **Print Screen** key. The **Print Screen** key is near the upper-right corner of your keyboard. (Depending on the type of keyboard you have, the exact key names on your keyboard may vary slightly.)
3. Click the **Start** button, located on the lower left-hand side of your desktop.
4. Click on **All Programs.**
5. Click on **Accessories.**
6. Click on **Paint**.

7. In the paint window, hold down the **Ctrl** key and then press and release the **V** key. Your captured screenshot should then appear within the paint window.
8. To save the image, click on the **File** drop-down menu located in the upper left-hand side of the toolbar and click on **Save As.**
9. In the **Save As window**, browse to your desired save location, enter a filename on the **File Name:** field, and click **Save** to save your screenshot.

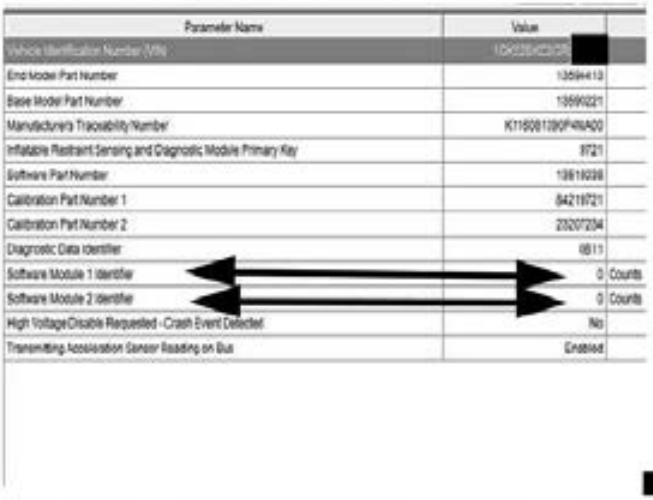
3. Create a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above to be included when submitting this transaction. Record SPS Warranty Claim Code on job card for warranty transaction submission.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

Unable to Program SDM

SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
- If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.

1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.



Parameter Name	Value	
Vehicle Identification Number (VIN)	[redacted]	
End Model Part Number	13594413	
Base Model Part Number	13593221	
Manufacturer's Traceability Number	K71608109DP49AA00	
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9721	
Software Part Number	13519339	
Calibration Part Number 1	84219721	
Calibration Part Number 2	23207234	
Diagnostic Data Identifier	0B11	
Software Module 1 Identifier	0	Counts
Software Module 2 Identifier	0	Counts
High Voltage Disable Requested - Crash Event Detected	No	
Transmitting Accelleration Sensor Reading on Bus	Enabled	

[redacted]

Note: "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".
    - If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
    - If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

October 2016

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

What will we do?

Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.

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

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 16007

Special Coverage Adjustment
17336 Combi-Cooler Air Conditioner Refrigerant Leak

Reference Number: [redacted]

Release Date: November 2017
Revision: 02

Revision Description: This bulletin has been updated to reflect additional parts in the parts information section and additional steps in the service procedure section. Please discard all copies of 17336-01.

Attention:	This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US)* 10953485 (Canada)*
Use Specified	Air Conditioning Refrigerant (R-1234YF)	19260234 (US)*

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Amount in SI		19260235 (Canada)*
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)
1 (If Required)	Air Conditioning Condenser Shield Assembly	84375798
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron HP ATF)	19355656 (US) 19353430 (Canada)
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron VI ATF)	88864060 (US) 19264717 (Canada)

* **These parts 12356150, 10953485, 19260234 & 19260235 can be purchased locally if not available at Dealer.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Parts required to complete this special coverage l are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement	3.3*	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The labor time includes air conditioning system leak testing, recover and recharge the air conditioning system, air conditioning condenser replacement, patch installation, and transmission fluid auxiliary cooler pre-fill.

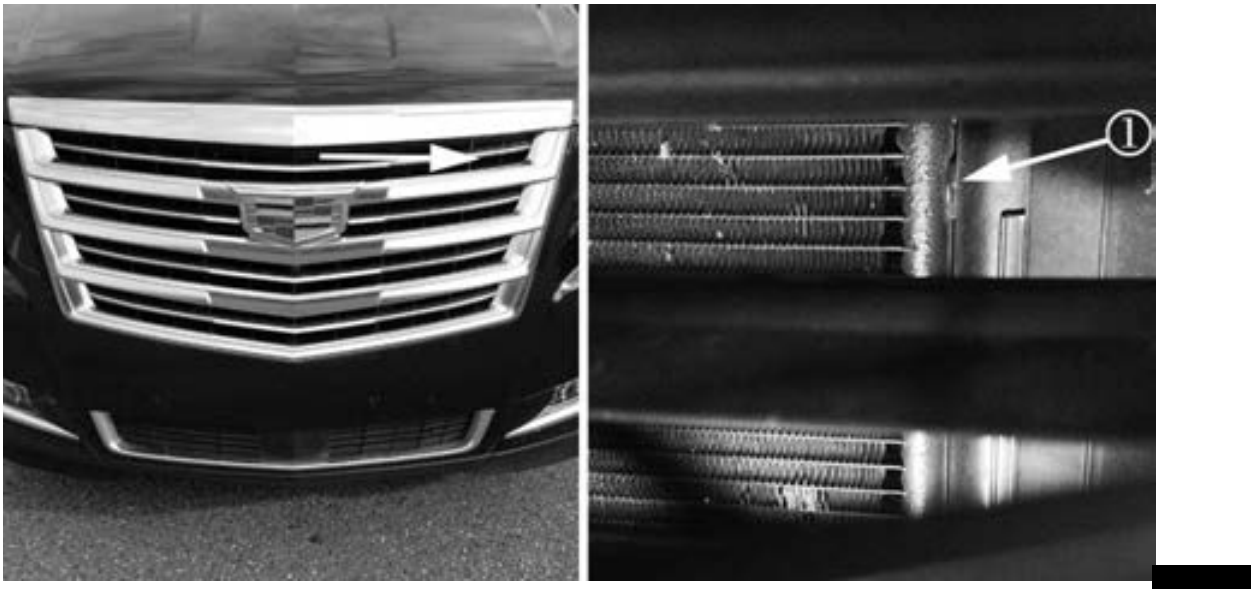
** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

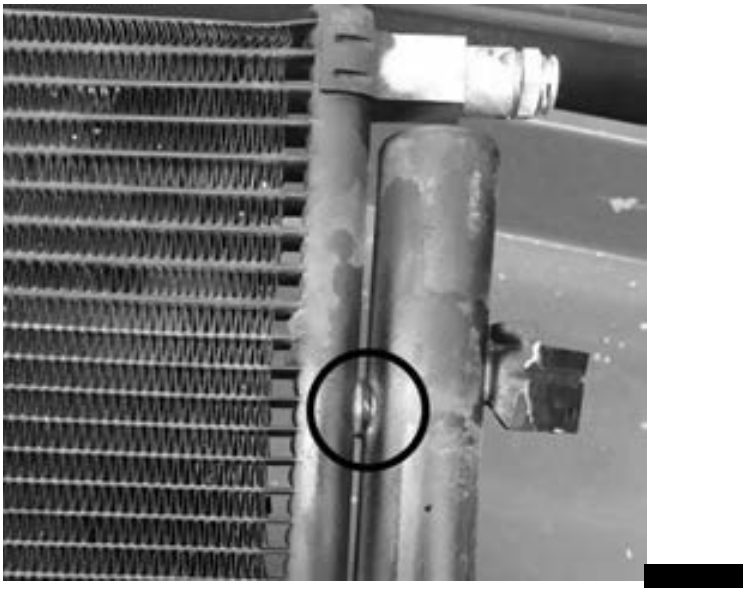
Service Procedure

Note: This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.



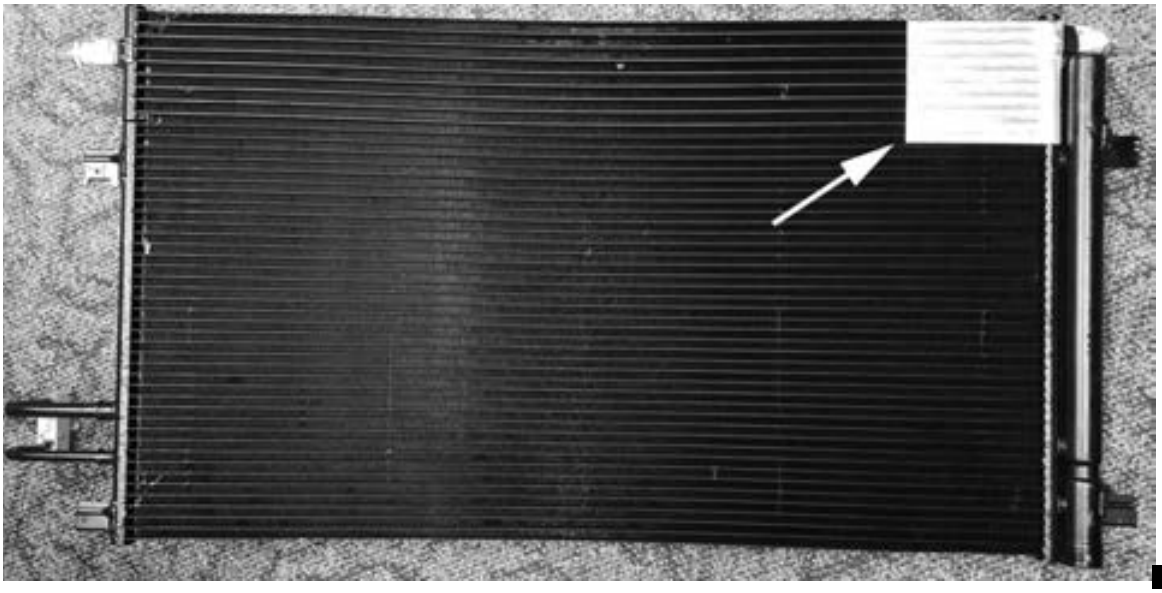
Cadillac Escalade shown. Other models are similar.

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.



Note: General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
   - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Remove the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.



4. Verify if an air conditioning condenser shield assembly is installed on the NEW air conditioning condenser as shown above.
    - If an air conditioning condenser shield assembly is installed, proceed to the next step.

4892397

    - If an air conditioning condenser shield assembly is NOT installed, install the air conditioning condenser shield assembly as shown in the picture above.
5. Remove one of the plugs from the transmission fluid auxiliary cooler fitting.
6. Fill the transmission fluid auxiliary cooler full of transmission fluid.
7. Install the plug back into the transmission fluid auxiliary cooler fitting.
8. Install the NEW air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

We Support Voluntary Technician Certification

Special Coverage Adjustment
17336 Combi-Cooler Air Conditioner Refrigerant Leak

November 2017

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

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

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

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17336

PE18-012

GM

3-27-2019

Q3

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

TRAFFIC COLLISION REPORT

CHP 555 PAGE 1 (REV. 04-11) OPI 060

SPECIAL CONDITIONS	NUMBER KILLED: 0	NUMBER INJURED: 1	HIT & RUN FELONY	HIT & RUN MISDEMEANOR	CITY: WHITTER	JURISDICTION: BELLFLOWER	COUNTY: LOS ANGELES	REPORTING DISTRICT	BEAT: 650	LOCAL REPORT NUMBER: 9-492	DAY OF WEEK: MONDAY	TOW AWAY: YES / NO
	0	1			WHITTER	BELLFLOWER	LOS ANGELES		650	9-492	MONDAY	NO

LOCATION

COLLISION OCCURRED ON:	MO	DAY	YEAR	TIME (2400)	NCIC #	OFFICER I.D.
I-605 S/B	09	21	2015	0545	9550	020041

MILEPOST INFORMATION:

GPS COORDINATES: LATITUDE 33.975522° LONGITUDE - 118.07954°

PHOTOGRAPHS BY: NONE

AT INTERSECTION WITH:

on: 630 FEET NORTH OF WASHINGTON BOULEVARD

STATE HWY REL: YES / NO

PARTY 1

DRIVER'S LICENSE NUMBER	STATE	CLASS	AIR BAG	SAFETY EQUIP.
[redacted]	CA	C	M	G

DRIVER: NAME (FIRST, MIDDLE, LAST): [redacted]

PEDESTRIAN: STREET ADDRESS: [redacted]

PARKED VEHICLE: CITY / STATE / ZIP: [redacted] CA [redacted]

DRIV. CUST.	SEX	HAIR	EYES	HEIGHT	WEIGHT	BIRTHDATE (MO DAY YEAR)	RACE
	M	BLK	BRN	5-10	250	[redacted]	H

OTHER: HOME PHONE: [redacted] BUSINESS PHONE: NONE

INSURANCE CARRIER: MERCURY POLICY NUMBER: [redacted]

DIR OF TRAVEL: S ON STREET OR HIGHWAY: I-605 SPEED LIMIT: 55

VEH. YEAR	MAKE / MODEL / COLOR	LICENSE NUMBER	STATE
14	CHEV SILVERADO WHI	[redacted]	CA

OWNER'S NAME: [redacted] SAME AS DRIVER

OWNER'S ADDRESS: [redacted] SAME AS DRIVER WHITTIER CA [redacted]

DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER / DRIVER / OTHER: DRIVEN AWAY

PRIOR MECH. DEFECTS: NONE APP. / REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER: 3GCPCREH4EG [redacted]

VEHICLE TYPE: 22

DESCRIBE VEHICLE DAMAGE: UNK / NONE / MINOR / MOD / MAJOR / ROLL-OVER

SHADE IN DAMAGED AREA (TOP VIEW)

CA ____ DOT ____

CAL-I ____ TC/PSC ____ MO/EX ____

PARTY 2

DRIVER'S LICENSE NUMBER	STATE	CLASS	AIR BAG	SAFETY EQUIP.
[redacted]	CA	C	M	G

DRIVER: NAME (FIRST, MIDDLE, LAST): [redacted]

PEDESTRIAN: [redacted]

PARKED VEHICLE: CITY / STATE / ZIP: EL MONTE CA [redacted]

DRIV. CUST.	SEX	HAIR	EYES	HEIGHT	WEIGHT	BIRTHDATE (MO DAY YEAR)	RACE
	M	BRN	BRN	5-05	145	[redacted]	H

OTHER: HOME PHONE: [redacted] BUSINESS PHONE: NONE

INSURANCE CARRIER: [redacted] POLICY NUMBER: [redacted]

DIR OF TRAVEL: S ON STREET OR HIGHWAY: I-605 SPEED LIMIT: 65

VEH. YEAR	MAKE / MODEL / COLOR	LICENSE NUMBER	STATE
95	CHEV S-10 RED	[redacted]	CA

OWNER'S NAME: [redacted] SAME AS DRIVER

OWNER'S ADDRESS: [redacted] SAME AS DRIVER MONTE CA [redacted]

DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER / DRIVER / OTHER: RELEASED TO SON

PRIOR MECHANICAL DEFECTS: NONE APP. / REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER: 1GCCS1940S8235263

VEHICLE TYPE: 22

DESCRIBE VEHICLE DAMAGE: UNK / NONE / MINOR / MOD / MAJOR / ROLL-OVER

SHADE IN DAMAGED AREA (TOP VIEW)

CA ____ DOT ____

CAL-I ____ TC/PSC ____ MO/EX ____

PARTY 3

DRIVER'S LICENSE NUMBER	STATE	CLASS	AIR BAG	SAFETY EQUIP.
[redacted]	CA	C	M	G

DRIVER: NAME (FIRST, MIDDLE, LAST): [redacted]

PEDESTRIAN: STREET ADDRESS: [redacted]

PARKED VEHICLE: CITY / STATE / ZIP: WEST COVINA CA [redacted]

DRIV. CUST.	SEX	HAIR	EYES	HEIGHT	WEIGHT	BIRTHDATE (MO DAY YEAR)	RACE
	F	BLN	GRN	5-04	140	[redacted]	W

OTHER: HOME PHONE: [redacted] BUSINESS PHONE: NONE

INSURANCE CARRIER: GMAC POLICY NUMBER: [redacted]

DIR OF TRAVEL: S ON STREET OR HIGHWAY: I-605 SPEED LIMIT: 65

VEH. YEAR	MAKE / MODEL / COLOR	LICENSE NUMBER	STATE
02	STRN L200 BLU	[redacted]	CA

OWNER'S NAME: [redacted] SAME AS DRIVER

OWNER'S ADDRESS: [redacted] SAME AS DRIVER WEST COVINA CA [redacted]

DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER / DRIVER / OTHER: DRIVEN AWAY

PRIOR MECHANICAL DEFECTS: NONE APP. / REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER: 1GBJU54F72Y [redacted]

VEHICLE TYPE: B1

DESCRIBE VEHICLE DAMAGE: UNK / NONE / MINOR / MOD / MAJOR / ROLL-OVER

SHADE IN DAMAGED AREA (TOP VIEW)

CA ____ DOT ____

CAL-I ____ TC/PSC ____ MO/EX ____

PREPARER'S NAME	DISPATCH NOTIFIED	REVIEWER'S NAME	DATE REVIEWED
A HSIAO 020041	YES / NO / NA	GARCIA # 17544	9/22/15

9/--

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

TRAFFIC COLLISION CODING

CHP 555 CARS PAGE2 (REV. 04-11) OPI 060

DATE OF COLLISION (MO. DAY YEAR)	TIME (2400)	NCIC #	OFFICER I.D.	NUMBER
09/21/2015	0545	9550	020041	

PROPERTY DAMAGE

OWNER'S NAME	OWNER ADDRESS	NOTIFIED
		☐ YES ☐ NO

DESCRIPTION OF DAMAGE

SEATING POSITION

1 - DRIVER
2 TO 6 - PASSENGERS
7 - STATION WAGON REAR
8 - REAR, OCC TRK, OR VAN
9 - POSITION UNKNOWN
0 - OTHER

SAFETY EQUIPMENT

OCCUPANTS
A - NONE IN VEHICLE
B - UNKNOWN
C - LAP BELT USED
D - LAP BELT NOT USED
E - SHOULDER HARNESS USED
F - SHOULDER HARNESS NOT USED
G - LAP/SHOULDER HARNESS USED
H - LAP/SHOULDER HARNESS NOT USED
J - PASSIVE RESTRAINT USED
K - PASSIVE RESTRAINT NOT USED
P - NOT REQUIRED

CHILD RESTRAINT
Q - IN VEHICLE USED
R - IN VEHICLE NOT USED
S - IN VEHICLE USE UNKNOWN
T - IN VEHICLE IMPROPER USE
U - NONE IN VEHICLE

M / C BICYCLE HELMET
DRIVER: V - NO, W - YES
PASSENGER: X - NO, Y - YES

AIR BAG

B - UNKNOWN
L - AIR BAG DEPLOYED
M - AIR BAG NOT DEPLOYED
N - OTHER
P - NOT REQUIRED

EJECTED FROM VEHICLE

0 - NOT EJECTED
1 - FULLY EJECTED
2 - PARTIALLY EJECTED
3 - UNKNOWN

INATTENTION CODES

A - CELL PHONE HANDHELD
B - CELL PHONE HANDSFREE
C - ELECTRONIC EQUIPMENT
D - RADIO / CD
E - SMOKING
F - EATING
G - CHILDREN
H - ANIMALS
I - PERSONAL HYGIENE
J - READING
K - OTHER

ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.

PRIMARY COLLISION FACTOR
LIST NUMBER (#) OF PARTY AT FAULT

1
- VC SECTION VIOLATED: A 22350 — CITED: X YES ☐ NO
- B OTHER IMPROPER DRIVING*
- C OTHER THAN DRIVER*
- D UNKNOWN*

WEATHER (MARK 1 TO 2 ITEMS)

- X A CLEAR
- B CLOUDY
- C RAINING
- D SNOWING
- E FOG / VISIBILITY FT.
- F OTHER:*
- G WIND

LIGHTING

- A DAYLIGHT
- B DUSK - DAWN
- X C DARK - STREET LIGHTS
- D DARK - NO STREET LIGHTS
- E DARK - STREET LIGHTS NOT FUNCTIONING*

ROADWAY SURFACE

- A DRY
- B WET
- C SNOWY - ICY
- D SLIPPERY (MUDDY, OILY, ETC.)

ROADWAY CONDITION(S) (MARK 1 TO 2 ITEMS)

- A HOLES, DEEP RUT*
- B LOOSE MATERIAL ON ROADWAY*
- C OBSTRUCTION ON ROADWAY*
- D CONSTRUCTION - REPAIR ZONE
- E REDUCED ROADWAY WIDTH
- F FLOODED*
- G OTHER*:
- X H NO UNUSUAL CONDITIONS

TRAFFIC CONTROL DEVICES

	1	2	3
A CONTROLS FUNCTIONING			
B CONTROLS NOT FUNCTIONING*			
C CONTROLS OBSCURED			
X D NO CONTROLS PRESENT / FACTOR*	X	X	X

TYPE OF COLLISION

- A HEAD - ON
- B SIDE SWIPE
- X C REAR END
- D BROADSIDE
- E HIT OBJECT
- F OVERTURNED
- G VEHICLE / PEDESTRIAN
- H OTHER*:

MOTOR VEHICLE INVOLVED WITH

- A NON - COLLISION
- B PEDESTRIAN
- X C OTHER MOTOR VEHICLE
- D MOTOR VEHICLE ON OTHER ROADWAY
- E PARKED MOTOR VEHICLE
- F TRAIN
- G BICYCLE
- H ANIMAL*
- I FIXED OBJECT:
- J OTHER OBJECT:

PEDESTRIAN'S ACTIONS

- X A NO PEDESTRIANS INVOLVED
- B CROSSING IN CROSSWALK - AT INTERSECTION
- C CROSSING IN CROSSWALK - NOT AT INTERSECTION
- D CROSSING - NOT IN CROSSWALK
- E IN ROAD - INCLUDES SHOULDER
- F NOT IN ROAD
- G APPROACHING / LEAVING SCHOOL BUS

SPECIAL INFORMATION

	1	2	3
A HAZARDOUS MATERIAL			
B CELL PHONE HANDHELD IN USE	X	X	X
C CELL PHONE HANDSFREE IN USE			
D CELL PHONE NOT IN USE			
E SCHOOL BUS RELATED			
F 78 FT MOTORTRUCK COMBO			
G 32 FT TRAILER COMBO			
H NOT APPLICABLE			
I			
J			
K			
L			
M			
N			
O			

OTHER ASSOCIATED FACTORS (MARK 1 TO 2 ITEMS)

	1	2	3
A VC SECTION VIOLATED: CITED: ☐ YES ☐ NO			
B VC SECTION VIOLATED: CITED: ☐ YES ☐ NO			
C VC SECTION VIOLATED: CITED: ☐ YES ☐ NO			
D			
E VISION OBSCUREMENT			
F INATTENTION*			
G STOP & GO TRAFFIC			
H ENTERING / LEAVING RAMP			
I PREVIOUS COLLISION			
J UNFAMILIAR WITH ROAD			
K DEFECTIVE VEH. EQUIP.: CITED ☐ YES ☐ NO			
L UNINVOLVED VEHICLE			
M OTHER*:			
X X X N NONE APPARENT	X	X	X
O RUNAWAY VEHICLE			

MOVEMENT PRECEDING COLLISION

	1	2	3
A STOPPED			
B PROCEEDING STRAIGHT	X	X	X
C RAN OFF ROAD			
D MAKING RIGHT TURN			
E MAKING LEFT TURN			
F MAKING U TURN			
G BACKING			
H SLOWING / STOPPING			
I PASSING OTHER VEHICLE			
J CHANGING LANES			
K PARKING MANEUVER			
L ENTERING TRAFFIC			
M OTHER UNSAFE TURNING			
N XING INTO OPPOSING LANE			
O PARKED			
P MERGING			
Q TRAVELING WRONG WAY			
R OTHER*:			

SOBRIETY - DRUG PHYSICAL (MARK 1 TO 2 ITEMS)

	1	2	3
X X X A HAD NOT BEEN DRINKING	X	X	X
B HBD - UNDER INFLUENCE			
C HBD - NOT UNDER INFLUENCE*			
D HBD - IMPAIRMENT UNKNOWN*			
E UNDER DRUG INFLUENCE*			
F IMPAIRMENT - PHYSICAL*			
G IMPAIRMENT NOT KNOWN			
H NOT APPLICABLE			
I SLEEPY / FATIGUED*			

SKETCH

FOR SKETCH DIAGRAM, SEE PAGE 4

INDICATE NORTH

MISCELLANEOUS

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

INJURED / WITNESSES / PASSENGERS

CHP 555 CARS PAGE 3 (REV 04-11) OPI 065

DATE OF COLLISION (MO. DAY YEAR)	TIME (2400)	NCIC #	OFFICER I.D.	NUMBER
09/21/2015	0545	[redacted]	020941	

WITNESS ONLY	PASSENGER ONLY	AGE	SEX	EXTENT OF INJURY ("X" ONE)				INJURED WAS ("X" ONE)					PARTY NUMBER	SEAT POS.	AIR BAG	SAFETY EQUIP.	EJECTED
				FATAL INJURY	SEVERE INJURY	OTHER VISIBLE INJURY	COMPLAINT OF PAIN	DRIVER	PASS.	PED.	BICYCLIST	OTHER					
☐ #	☐	60	M	☐	☐	☐	☒	☒	☐	☐	☐	☐	2	1	M	G	0

NAME / D.O.B. / ADDRESS: [redacted] EL MONTE CA [redacted] TELEPHONE: [redacted]

(INJURED ONLY) TRANSPORTED BY: CARE

TAKEN TO: KAISER PERMANENTE - DOWNEY

DESCRIBE INJURIES: C.O.P TO NECK AND BACK

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D.O.B. / ADDRESS: TELEPHONE:

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES:

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D.O.B. / ADDRESS: TELEPHONE:

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES:

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D.O.B. / ADDRESS: TELEPHONE:

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES:

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D.O.B. / ADDRESS: TELEPHONE:

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES:

☐ VICTIM OF VIOLENT CRIME NOTIFIED

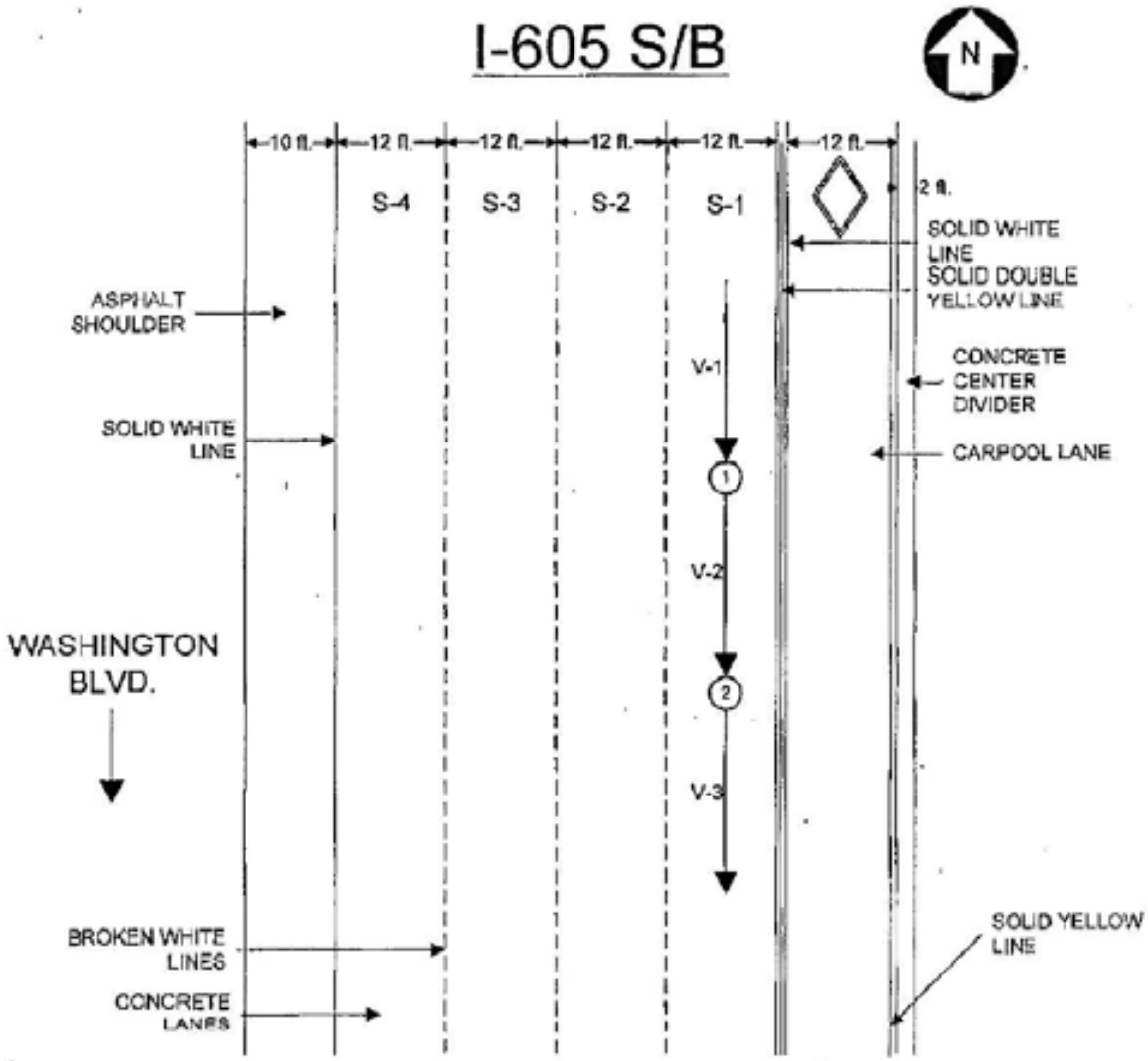
PREPARER'S NAME	I.D. NUMBER	MO. DAY YEAR	REVIEWER'S NAME	MO. DAY YEAR
A HSIAO	020941	09/21/2015		

STATE OF CALIFORNIA
SKETCH DIAGRAM

CHP 555 Page 4(Rev. 8-97) OPI 042

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
09/21/2015	0545	[redacted]	020941	

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



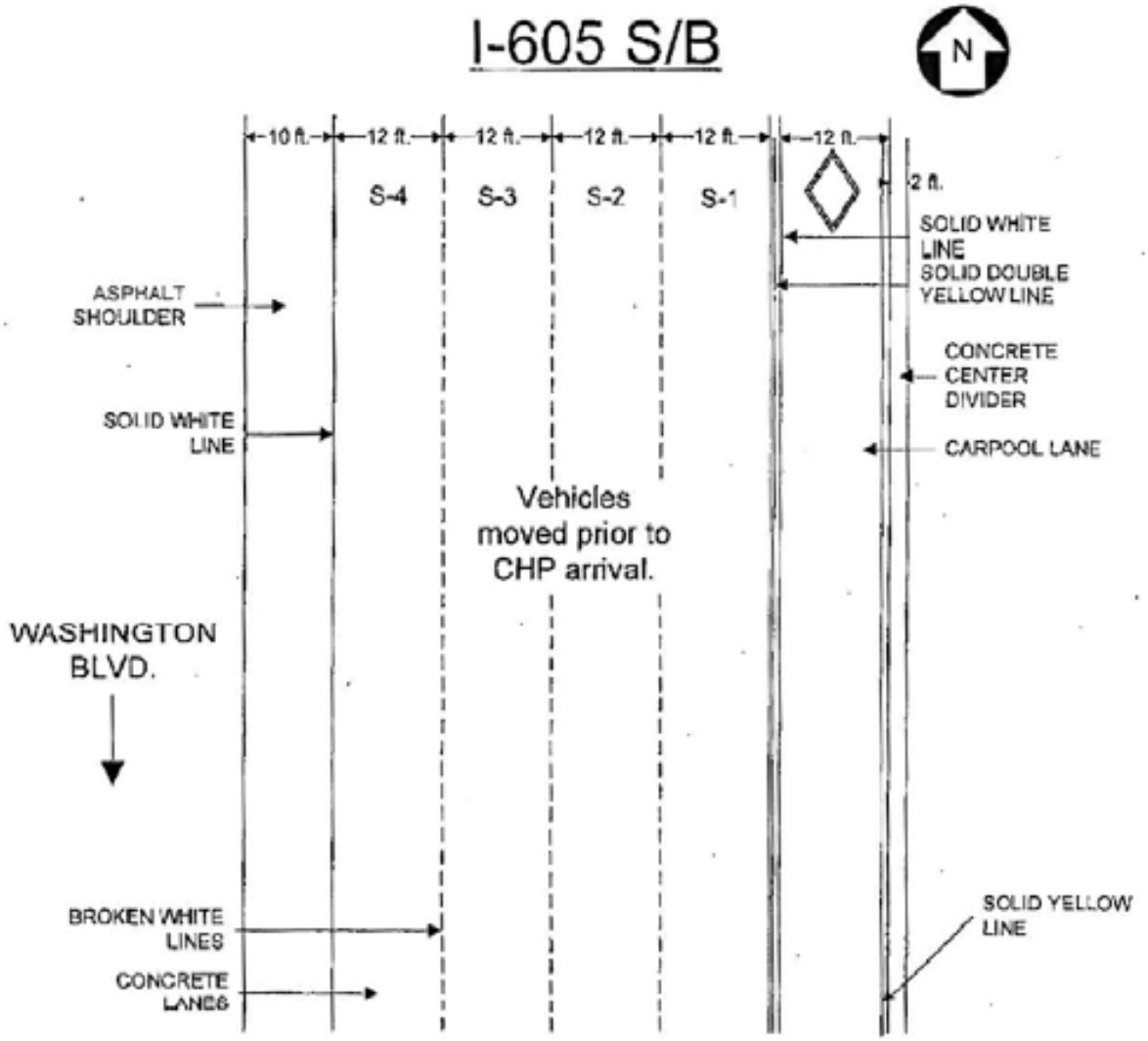
PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
A HSIAO	020941	09/21/2015		

STATE OF CALIFORNIA
FACTUAL DIAGRAM

CHP 555 Page 4(Rev. 8-97) OPI 042

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
09/21/2015	0545	[redacted]	020941	

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
A HSIAO	020941	09/21/2015		

Detroit, MI

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2014 CHEVROLET SILVERADO C1500 LT
VIN: 3GCPCREH4EG[redacted]
CREW PICKUP
4.3L V6 F DOHC 24V
GASOLINE
REAR WHEEL DRIVE
Standard Equipment | Safety Options

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

- Accident reported
- **2** Previous owners
- **2** Service history records
- Personal vehicle
- Last owned in California
- **79,522** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/15/18 at 8:24:27 AM (CDT). 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	Owner 2
Year purchased	2014	2017
Type of owner	Personal	Personal
Estimated length of ownership	3 yrs. 7 mo.	8 months
Owned in the following states/provinces	California	California
Estimated miles driven per year	21,610/yr	—
Last reported odometer reading	79,515	79,522

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Accident reported on 09/21/2015.	Accident Reported	No New Issues Reported

Manufacturer Recall		
No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.	✓ No Recalls Reported	✓ No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased: 2014
Type: Personal
Where: California
Est. miles/year: 21,610/yr
Est. length owned: 2/12/14 - 10/6/17 (3 yrs, 7 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
09/20/2013	3	Puente Hills Chevrolet City Of Industry, CA 626-913-0440 phchevy.com	Pre-delivery inspection completed
10/04/2013		Dealer Inventory	Vehicle offered for sale
01/15/2014	6	Puente Hills Chevrolet City Of Industry, CA 626-913-0440 phchevy.com	Engine/powertrain computer/module reprogrammed
02/01/2014	16	Puente Hills Chevrolet City Of Industry, CA 626-913-0440 phchevy.com	Vehicle sold
02/12/2014		California Motor Vehicle Dept. Whittier, CA	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported
09/21/2015		California Damage Report	Accident reported Vehicle involved in a rear-end collision Airbags did not deploy
10/06/2017	79,515	Dealer Inventory	Vehicle offered for sale
10/12/2017		California Motor Vehicle Dept. Whittier, CA	Title issued or updated Loan or lien reported

Owner 2

Purchased: 2017
Type: Personal
Where: California
Est. length owned: 10/14/17 - present (8 months)

Date:	Mileage:	Source:	Comments:
10/14/2017	79,522	California Motor Vehicle Dept. Los Angeles, CA	Odometer reading reported
11/02/2017		California Motor Vehicle Dept. Los Angeles, CA	Title issued or updated New owner reported

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

CARFAX Glossary

View Full Glossary

Accident Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/15/18 at 8:24:27 AM (CDT). 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.

California Damage Reports:

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds $500, or $750 as of January 2003

[redacted]

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

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

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

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
6/15/18 8:24:27 AM (CDT)

Session Inactivity

Global Warranty

Patrick Roche

June 15, 2018

Logout

Global Warranty Management:

Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

→ 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: 3GCPCREH4EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD 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
Product Safety Recall	N172085440	17276	Loss of Steering Assist	06/29/2017	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Closed
Customer Satisfaction Program	N140166	14166	SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR	07/28/2014	Closed
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	Closed
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	Closed
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: **Y**
OnStar Status: **Active**
XM Equipped: **Y**
XM Radio ID: **VH5ZW2HM**
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
	Emission Limited Warranty	02/05/2014	02/01/2014	16 MI	02/01/2017	50,016 MI
	Emission Select Component Ltd Wty	02/05/2014	02/01/2014	16 MI	02/01/2022	80,016 MI
	Corrosion Limited Warranty	02/05/2014	02/01/2014	16 MI	02/01/2020	100,016 MI
	Emission Select State Component Ltd Wty	02/05/2014	02/01/2014	16 MI	02/01/2021	70,016 MI
	Bumper to Bumper Limited Warranty	02/05/2014	02/01/2014	16 MI	02/01/2017	36,016 MI
	Chevrolet 2 Year Scheduled Maintenance	02/05/2014	02/01/2014	16 MI	02/01/2016	24,016 MI
	Powertrain Limited Warranty	02/05/2014	02/01/2014	16 MI	02/01/2019	100,016 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
10/09/2017	[redacted]	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	79,515 MI
11/21/2016		ZFAT----Field Action Recall		9102394 - N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Mod	60,014 MI
11/21/2016		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	60,014 MI

10/01/2015	[redacted]	ZREG----Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	35,530 MI
03/25/2015		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	24,009 MI
10/07/2014		ZFAT----Field Action Recall		9100748 - N140166 - Driver and Passenger Seat SIAB Connector Removal	14,402 MI
10/07/2014		ZFAT----Field Action Recall		9100630 - N140126 - Reprogram Instrument Panel Cluster	14,402 MI
10/07/2014		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	14,402 MI
06/12/2014		ZFAT----Field Action Recall		9100457 - N140121 - Inspect Transmission Cooler Lines	7,517 MI
06/12/2014		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	7,517 MI
01/14/2014		ZFAT----Field Action Recall		9100334 - N140008 - Engine Control Module Reprogramming with SPS	10 MI
09/20/2013		ZPDI----Pre-Delivery Inspection	Add Credit	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
09/20/2013		ZPDI----Pre-Delivery Inspection	Full Debit - Reversal	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
09/20/2013		ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
09/13/2013		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Session Inactivity

→ 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

Vehicle Information

VIN: 3GCPCREH4EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD 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

Vehicle Build

Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB
Gross Vehicle Weight: 3,133

Order Number: [redacted]
Build Date: 09/07/2013
Build Plant: G

Option Codes

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

1LT - PREFERRED EQUIPMENT GROUP (1LT)
1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM
6A2 - COMPONENT FRT LH COMPUTER
7A1 - COMPONENT FRT RH COMPUTER
8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER
A31 - POWER WINDOWS, DRIVER EXPRESS
A60 - LOCKING TAILGATE
A68 - SEAT 60/40 REAR FOLDING BENCH
AG1 - PWR SEAT ADJUSTER, DRIVER
AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER
AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCK SYSTEM
AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS
AZ3 - SEATS, FRONT 40/20/40 BENCH
B1J - WHEELHOUSE LINERS, REAR
B30 - COLOR KEYED CARPET
B32 - FLOOR MATS, FRONT
B33 - FLOOR MATS, REAR
BTV - REMOTE VEHICLE START
BWN - CORNERSTEP, REAR BUMPER
C49 - ELECTRIC REAR WINDOW DEFOGGER
C5H - GVW RATING - 6,900 LBS
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL
DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
DL8 - POWER HEATED OUTSIDE MIRRORS
E63 - PICK UP BOX
EF7 - COUNTRY UNITED STATES OF AMERICA (USA)
FHS - VEHICLE FUEL GASOLINE E85
G80 - AUTO LOCKING REAR DIFFERENTIAL
GAZ - SUMMIT WHITE
GU5 - REAR AXLE 3.23 RATIO
H0U - JET BLACK
I14 - ENGINEERING MODEL YEAR
IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH
JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
K34 - CRUISE CONTROL
KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC
LV3 - ENGINE, 4.3L V6 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT
MYC - TRANSMISSION, 6 SPD AUTOMATIC
N33 - STEERING COLUMN, TILT
NP5 - LEATHER WRAP STEERING WHEEL
NU5 - EMISSION SYSTEM CALIFORNIA
PDU - ALL STAR EDITION * WHEELS, 18" BRIGHT-MACHINED ALUMINUM * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8"
PPA - EZ LIFT AND LOWER TAILGATE

DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC

PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RKX - TIRES, ALL SEASON
ROO - BARS VOMS BAILMENT	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SFE - WHEEL LOCKS (DLR INSTALLED)
SLM - STOCK ORDERS	T3U - FRONT FOG LAMPS
TG5 - SINGLE-SLOT CD/MP3 PLAYER	U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
U73 - ANTENNA - FIXED MAST	UDD - DRIVER INFO - COLOR DISPLAY
UE1 - ONSTAR	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UK3 - STEERING WHEEL AUDIO CONTROLS	UMN - SPEEDOMETER
UQ3 - ENHANCED AUDIO SPEAKERS	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	V46 - FRONT BUMPER, CHROME
V8D - VEHICLE STATEMENT	VAV - FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)
VJH - BUMPER, REAR CHROME	VK3 - FRONT LICENSE PLATE BRACKET
VPZ - CHROME GRILLE	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VZE - VIN MODEL YEAR 2014
X88 - CHEVROLET CONVERSION	XL7 - FREQUENCY RATING 315 MH
YE9 - TRIM PACKAGE	YF5 - 50-STATE EMISSIONS
YM8 - LPO PROCESSING OPTION	Z82 - TRAILERING EQUIPMENT PKG INCL: AUTO LOCKING REAR DIFFERENTIAL
Z85 - SUSPENSION PACKAGE	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

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Session Inactivity

→ Investigate Vehicle History

→ 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: 3GCPCREH4EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD 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: 2185218
Source Plant: 2- Part / Number Broadcast:
Date Scanned: 09/07/2013 Time Scanned: 23:42:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 30742452
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: 09/08/2013 Time Scanned: 03:21:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability: 132370566
Source Plant: G- Part / Number Broadcast: 3214
Date Scanned: 09/08/2013 Time Scanned: 03:21:00 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: ACF397701
Source Plant: D-ALLIED SIGNAL BSRD
Part / Number Broadcast: 8676
Date Scanned: 09/08/2013
Time Scanned: 03:21:00
Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT
Traceability: A7B14C101
Source Plant: D-ALLIED SIGNAL BSRD
Part / Number Broadcast: 8676
Date Scanned: 09/08/2013
Time Scanned: 03:21:00
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: 09/08/2013
Time Scanned: 03:21:00
Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 09/08/2013
Time Scanned: 03:21:00
Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 09/08/2013
Time Scanned: 03:21:00
Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM
Traceability: 0673642
Source Plant: -
Part / Number Broadcast: 2ZZ
Date Scanned: 08/27/2013
Time Scanned: 05:31:00
Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Traceability: 3815712
Source Plant: -
Part / Number Broadcast: 2PP
Date Scanned: 09/07/2013
Time Scanned: 11:39:00
Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Traceability: 3814990
Source Plant: -
Part / Number Broadcast: 2GA
Date Scanned: 09/07/2013
Time Scanned: 20:44:00
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
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 3GCPCREH4EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Job Card Date: 10/09/2017 Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114562
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594
5629252500

Odometer Reading: 79,515 MI
Authorization Code:

Process Date:
10/31/2017
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 9102922-FA 17276 - Power Steering Control Module Reprogramming with SPS
Causal Part Number

Line Total: USD 36.71

Job Card Date: 11/21/2016 Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114564
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: 60,014 MI
Authorization Code:

Process Date:
11/26/2016
Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 40 Transaction Adjustment: Cause Code: -

Labour Op 9102394-N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Mod

Causal Part Number

See other Parts and/or Net Items Line Total: USD 84.50

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000084160781	BRACKET,D/SEAT BELT (PLP SUPPORT BRACKE	No	

Net Item Code	Description

Job Card Date: **11/21/2016** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114564 Odometer Reading: 60,014 MI

GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Authorization Code:

Process Date:
11/26/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 41 Transaction Adjustment: Cause Code: -

Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 40.50

Job Card Date: **10/01/2015** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114564 Odometer Reading: 35,530 MI

GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Authorization Code:

Process Date:
10/09/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0621-Features/Controls/Displays - Gauges/Warning Lights

Job Card Line #: 51 Transaction Adjustment: Cause Code: 3051-Rotating Part - Worn/Stripped

---

Labour Op 4023850-Vacuum Pump Assembly Replacement
Causal Part Number 000000000012662552-PUMP ASM-VAC
See other Parts and/or Net Items
Line Total: USD 378.43

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000012662552	PUMP ASM-VAC	No	
1	000000000012658179	BELT-VAC PUMP KIT	No	

Net Item Code	Description

Job Card Date: **03/25/2015** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114564
Odometer Reading: 24,009 MI
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711
Authorization Code:

Process Date:
03/27/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 8
Transaction Adjustment:
Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
See other Parts and/or Net Items
Line Total: USD 35.00

Qty	Part Number	Description	Major Assembly	Traceability

Net Item Code	Description
Z_NIM	

Job Card Date: **10/07/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: 114564
Odometer Reading: 14,402 MI
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711
Authorization Code:

Process Date:
10/10/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 41
Transaction Adjustment:
Cause Code: -

Labour Op 9100748-N140166 - Driver and Passenger Seat SIAB Connector Removal
Causal Part Number
See other Parts and/or Net Items
Line Total: USD 296.57

Qty	Part Number	Description	Major Assembly	Traceability
10	000000000005297428	CLIP,I/P WRG HARN	No	
2	000000000012355010	TUBING,SHRINK 1/8	No	

Net Item Code	Description
Z_NIM	
Z_NIC	

Job Card Date: **10/07/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114564**
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: **14,402 MI**
Authorization Code:

Process Date:
10/10/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: **40** Transaction Adjustment: Cause Code: -

Labour Op **9100630-N140126 - Reprogram Instrument Panel Cluster**

Causal Part Number

Line Total: **USD 73.45**

Job Card Date: **10/07/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114564**
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: **14,402 MI**
Authorization Code:

Process Date:
10/10/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: **8** Transaction Adjustment: Cause Code: **9094-Other - Follow operation**

Labour Op **0600723-Chevrolet 2 Year Maintenance**

Causal Part Number

→See other Parts and/or Net Items

Line Total: **USD 35.00**

Qty	Part Number	Description	Major Assembly	Traceability

Net Item Code	Description
Z_NIM	

Job Card Date: **06/12/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114564**
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: **7,517 MI**
Authorization Code:

Process Date:
06/13/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-

Job Card Line #: **40** Transaction Adjustment: Cause Code: -

Labour Op **9100457-N140121 - Inspect Transmission Cooler Lines**
Causal Part Number

Line Total: **USD 31.48**

Job Card Date: **06/12/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114564**
GUARANTY CHEVROLET MOTORS, INC
711 E 17TH ST
SANTA ANA CA 92701-2578
7149731711

Odometer Reading: **7,517 MI**
Authorization Code:

Process Date:
06/13/2014
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: **8** Transaction Adjustment: Cause Code: **9094-Other - Follow operation**

Labour Op **0600723-Chevrolet 2 Year Maintenance**
Causal Part Number

→See other Parts and/or Net Items

Line Total: **USD 35.00**

Qty	Part Number	Description	Major Assembly	Traceability

Net Item Code: Z_NIM — Description:

Job Card Date: **01/14/2014** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114567**
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: **10 MI**
Authorization Code:

Process Date:
01/15/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

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

Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS

Causal Part Number

Line Total: USD 41.29

Job Card Date: 09/20/2013 Job Card Number: [redacted] Transaction Detail

Repair Service Agent: 114567 Odometer Reading: 3 MI

PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Authorization Code:

Process Date:
11/18/2013

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Add Credit Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Line Total: USD 60.43

Job Card Date: 09/20/2013 Job Card Number: [redacted] Transaction Detail

Repair Service Agent: 114567 Odometer Reading: 3 MI

PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Authorization Code:

Process Date:
11/18/2013

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Full Debit Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Line Total: USD 20.14

Job Card Date: **09/20/2013** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114567**
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: **3 MI**
Authorization Code:

Process Date:
09/20/2013
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: **2** Transaction Adjustment: Cause Code: -
Labour Op **0590032-PDI - Dealer Installed - Factory Invoiced Options**
Causal Part Number

Line Total: **USD 20.14**

Job Card Date: **09/13/2013** Job Card Number: [redacted] **Transaction Detail**

Repair Service Agent: **114567**
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: **1 MI**
Authorization Code:

Process Date:
09/13/2013
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: **1** Transaction Adjustment: Cause Code: -
Labour Op **0590072-Pre-Delivery Inspection - Base Time**
Causal Part Number

Line Total: **USD 130.92**

Global Warranty Management: Site Map
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Session Inactivity

Global Warranty
Patrick Roche
June 15, 2018
Logout

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

INTERFACE WITH CUSTOMER

→ Investigate Vehicle History

→ 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
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 3GCPCREH4EG[redacted] Model: CC15543-2014 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

Invoice Date: 09/09/2013

Ship to Information

Ship to Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

Delivery Date: 02/01/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 16

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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GUARANTY CHEVROLET

711 E. 17th St. • SANTA ANA, CA 92701-2578
(714) 973-1711
www.guarantychevrolet.com • occhevy.com

BAR# ARD013382 EPA CAD 981384399

SERVICE DEPT. HOURS
7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY • 8:00 A.M. TO 4:00 P.M. SATURDAY

Adv: 465 NEALE A. ELLIS	Tag [redacted]	License [redacted]	3GCPCREH4 EG[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] WHITTIER, CA Cell: [redacted] Home: [redacted]	[redacted] WHITTIER, CA Cell: [redacted] Home: [redacted]

For Office Use			Vehicle Information
Odometer In: 35530 Out:		WAR C W Final	14 CHEVROLET SILVERADO C1500 LT CREW CAB
Begin: 10/01/15	Done: 10/06/15	Invoiced: 10/06/15 15:53 MS	Inservice: 02/01/14

Customer Concern

Concern 51	CUSTOMER STATES BRAKE LIGHT ASST COMES ON, BRAKES GONE SOFT..HAVE TO PRESS REAL HARD TO STOP
Cause	VACUUM PUMP INOP CHECK FOR VACUUM OUTPUT AND ON BOARD DIAGNOSTIC SYSTEM CHECK
Correction	REPLACE VACUUM PUMP ASSEMBLY AND RESET ON BOARD SYSTEMS
Tech Notes	4023850 VACUUM PUMP ASSEMBLY REPLACEMENT

Parts

Part Number	POS	Note	Description	Qty	Sell	
SPO 12662552			*PUMP	1	166.17	166.17
SPO 12658179			BELT	1	50.93	50.93

Parts: Count 2.00 Allowance: 62.03

Operation	Tech Units		Amount
4023850	507	1.5	161.33

Subtotal

PARTS	217.10
LABOR MECHANICAL	161.33
TOTAL CHARGE FOR CONCERN	378.43

Type: M

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	217.10	TOTAL CHARGE	378.43
LABOR MECHANICAL	161.33		
TOTAL CHARGE	378.43	FAC WARRANTY	378.43

If you have any questions - please see NEALE A. ELLIS

X [redacted]

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

OCS02004

GUARANTY CHEVROLET

711 E. 17th St. • SANTA ANA, CA 92701-2578
(714) 973-1711
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BAR# ARD013382 EPA CAD 981384399

SERVICE DEPT. HOURS
7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY • 8:00 A.M. TO 4:00 P.M. SATURDAY

Adv: 465 NEALE A. ELLIS	Tag [redacted] License [redacted]	3GCPCREH4 EG[redacted]	Page 2 (Last)	Invoice [redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 10/06/15 15:53:48 MS

14 CHEVROLET SILVERADO C1500 LT CREW CAB

Skill 04 Tech# 507 Start Time: 10/02/15 08:06 Stop Time: 10/06/15 11:22

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	507	Begin	10/06/15 09:48	End	10/06/15 11:22	1:34	1.6	

X _____

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

WCF02001

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: [redacted] Year/Model: '14 1500 Crew Cab Date: 10/01/15

Repair Order #: [redacted] VIN (last 8 digits): EQ[redacted] Odometer: 35530 Tag#: [redacted] License#: [redacted]

Checked and OK | May Require Attention Soon | Requires Immediate Attention

WIPER BLADES

RF
LF
Rear (if applicable)
Windshield condition

Cracks_____ Chips_____

OnStar active
Enrolled in OVD
Enrolled in DMN

Service History Check
Air Conditioning Performance
Remaining engine oil life:_____%
Reset:_____ N/A:_____

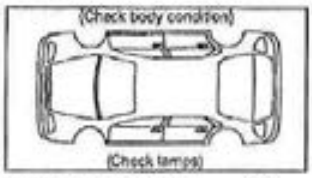
CHECK BATTERY

Battery health
Battery cables and connections

CHECK TIRES AND TREAD DEPTH

Rotation needed | Alignment needed | Balance needed
Rotation performed | Alignment performed | Balance performed

LF: 8/32 or Greater; 7/32; 6/32; 5/32; 4/32; 3/32 or Less — ACTUAL
LR: 8/32 or Greater; 7/32; 6/32; 5/32; 4/32; 3/32 or Less
RF: 8/32 or Greater; 7/32; 6/32; 5/32; 4/32; 3/32 or Less — ACTUAL
RR: 8/32 or Greater; 7/32; 6/32; 5/32; 4/32; 3/32 or Less



Lowest Tread Depth:_____/32

LF Wear Pattern Damage RF
LR RR

PSI@:_____ set to:_____ PSI PSI@:_____ set to:_____ PSI
PSI@:_____ set to:_____ PSI PSI@:_____ set to:_____ PSI

CHANGE ENGINE OIL & FILTER | **N/A**

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
✓		Engine oil	
✓		Brake fluid reservoir	
✓		Transmission (if equipped w/dipstick)	
✓		Coolant recovery reservoir	
✓		Power steering	
		Windshield washer	

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

✓		Fuel system (also including gas cap sealing)
✓		Engine, transmission, drive axle, transfer case
✓		Engine cooling system, leak/other
✓		Shocks and struts - also check operation
✓		Belts: engine, power steering and/or V-drive
✓		Hoses: engine, power steering and HVAC
✓		Engine air filter
✓		Passenger Compartment Air Filter
✓		Steering components and steering linkage
✓		CV drive axle boots or driveshafts and U-joints
✓		Exhaust system components
✓		Body components lubrication

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: ACTUAL
RF: ACTUAL
7 mm greater; 6 mm; 5 mm; 4 mm; 3 mm/less; 2 mm/less; 1 mm/less
LR
RR

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

Additional Recommended Services

1) Brake ASST. Light
2) Brakes very
3) S/C W

Service Consultant:

Technician: No.:

Restraint system component check
Chassis components lubrication
Drive Axle (leak/other)
Evaporative control system

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CUSTOMER COPY

4/11/14

PE18-012

GM

3-27-2019

Q3

PAM [redacted]

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	PAR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	PAR
City	Harrison Twp.	Zip	[redacted] State MI	UCC	Brakes - General	Sub-Area	PAC-Brakes
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Jim Causley Buick - GMC Truck	Safety	
Daytime #		Evening #		Source	Phone	Updated	06/29/2018 13:44:13
Serial/VIN #	3GTU2VEC9FG[redacted]	Mileage	50000	Priority	Medium License #	Owner	GZ2K6L
Model	Sierra 1500	Model Year	2015	Status	Open	Opened	Jun 20, 2018 9:47 AM
Make	GMC	Warranty Start	11/02/2015 00:00:00	Sub Status		Closed	
Cust Concern	Brakes failed causing him to hit his trailer						
Customer Description	This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Chuck at Extension # 5921673						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	Apr 17, 2018 12:00 AM	N	0	1	Concrete	Dry	NA	NA

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'11"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Unknown	Unknown	5555555555	No insurance Claim filed

Service Request Activities – UCC PAR

Incident Loc	[redacted] Livonia, MI [redacted]	**Incident Desc**	Was back up to a Trailer and stepped on Brakes and they did not work.
Component	Brakes	**Damage Desc**	No damage becuase the Trailer Hitch hit the receiver
Vehicle Loc	At Home	**Add'l Info**	No Insurance Involvement
Emergency Svc Names	NA	**Maint Loc**	Basha

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	Y	**Thermal Event**	N	**Spec Equip**	Tinted Windows, Tonneau Cover, Mud Flaps
Vehicle Speed	1			**Weather Condition**	60 and Overcast			**Prop Owner**	None
Last Service Date	03/02/2018			**Loc Last Service**	BASHA			**Property Location**	NA
Veh Est Repair Cost	0			**Spec Equip Installer**	Truck Stuff, Clinton Twp.			**Prop Damage Description**	NA

Property Type	None
Prop Est Repair Cost	0

Primary Veh Use	Personal	**Inspection Type**	Other	**Inspected By**	**Inspection Not Performed**	**Inspection Date/Time**	Jun 21, 2018 2:31 PM
Veh Damage Description	None it was the hitch that hit.			**Explain Other**	No inspection		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 1:41 PM	GZ2K6L	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Company involvement

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Insurance Company is seeking to recoup damages from the Customer for an Accident.

Advised by TL to escalate to ESIS..

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 1:35 PM	GZ2K6L	GZ2K6L	Outbound Call Customer	Made Contact	Done	06/29/2018 13:41:34	Called Customer - [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Confirmed with Customer that the Insurnace Company is seeking damages for the accident he was in previously. PAC advised that he would

escalate to ESIS. He sated that he thinks there is a Valve in the Power Brake Assist that is sticking. He staed that he couldn't believe that he has to go through all of this just to get his Brakes fixed. PAC advised that his concern would be best handled by ESIS. Someone will contact him in 1 - 3 Business days.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 12:15 AM	GZ2K6L	GZ2K6L	Inbound Call Customer	Voice Mail Received	Done	06/29/2018 12:18:20	Customer caled

Last Name First Name Account BAC Code

[redacted]

Comments

This is [redacted]iving you a call back. I want to get you that report. I also want to get information on the Insurance Company. They are trying to get me to pay $1000 for the perosn that I hit. I didn't want to get the Insurance Company involved for repairs to my Truck. I look forward to your call.

[redacted]

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 11:12 AM	GZ2K6L	GZ2K6L	Scheduled Outbound Call Dir	Status Request	Scheduled Alarm		Check on ESIS escalation

Last Name First Name Account BAC Code

[redacted]

Comments

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 11:10 AM	GZ2K6L	GZ2K6L	Ownership Changed	Ownership Escalated to BRC	Done	06/29/2018 11:10:42	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 11:08 AM	GZ2K6L	GZ2K6L	Outbound Call Customer	Left Message	Done	06/29/2018 11:12:55	Called Customer - [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Message left that GM Internal Resources would not be available to do the inspection in a timely manner. Engineer has asked for thr R.O. from when he had taken the Vehicle in for Diagnosis.

PAC will follow up with next steps once that information is reveiwed. PAC Phone and SR provided.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 8:24 AM	GZ2K6L	GZ2K6L	Email - Outbound		Done	06/29/2018 08:38:07	RE: [EXTERNAL] RE: PAC Case Hosting Third Party Inspection request for [redacted] JGTU2VEC9FG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Jim Causley Buick - GMC Truck	115912

Comments
Jim,

Thank you for the update. He called and left me a message late Wednesday, that he got stuck in a meeting. Now, that GM is going on shut down our Internal Resources will not be available to do the inspection in a timely manner. In speaking with Mr. [redacted] he said that he had brought the Truck in for diagnosis but was told that the repair would not be covered under warranty. Do you have an R.O. for that visit or any R.O.'s involving the Brake Booster. Our Engineer has requested them if they are available.

Thanks,

General Motors Product Assistance Claims
Phone: 866-446-6963
EXT 5921673
Hours 8AM - 4:30PM
Eastern Standard Time

[THREAD ID:8-2036UYI]

-----Original Message-----

From: jrivard@jimcausley.com
Sent: 6/29/2018 07:31:38 AM
To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com>
Subject: [EXTERNAL] RE: PAC Case Hosting Third Party Inspection request for [redacted]3GTU2VEC9FG[redacted]

Customer never showed or called 06/29/2018 jim rivard

Sent from Mail for Windows 10

From: GMBRCPAC@gm.com
Sent: Tuesday, June 26, 2018 3:27 PM
To: jrivard@jimcausley.com
Subject: PAC Case Hosting Third Party Inspection request for [redacted]3GTU2VEC9FG[redacted]

Dear Jim,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by hosting a GM Internal Resources vehicle inspection. The Customer will drop of the Vehicle on Wednesday 6/27/18 and pick up a Rental which GM will pay for.

Please note the General Mot...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2018 7:31 AM		GZ2K6L	Email - Inbound		Done	06/29/2018 08:38:02	[EXTERNAL] RE: PAC Case Hosting Third Party Inspection request for [redacted] 3GTU2VEC9FG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Customer never showed or called 06/29/2018 jim rivard

Sent from Mail for Windows 10

From: GMBRCPAC@gm.com
Sent: Tuesday, June 26, 2018 3:27 PM
To: jrivard@jimcausley.com
Subject: PAC Case Hosting Third Party Inspection request for [redacted]3GTU2VEC9FG[redacted]

Dear Jim,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by hosting a GM Internal Resources vehicle inspection. The Customer will drop of the Vehicle on Wednesday 6/27/18 and pick up a Rental which GM will pay for.

Please note the General Motors Inspector may need the use of a service lift, diagnostic tools, and technician assistance at the time of the

inspection.

In some instances additional dealer inspection time may been needed after the completion inspection. You will be reimbursed for time spent on inspection assistance at your warranty rate using Labor Op code 0600016 once a PAC decision has been reached.

Customer Name: [redacted]

Vehicle YMM: 2015 GMC Sierra 1500

VIN: 3GTU2VEC9FG[redacted]

SR Number: [redacted]

Allegation: Brake Booster not wotking at low speeds.

If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments. Use the Service Request number for reference. Please consult Service Bulletin 18-NA-099 for further details about PAC case handling.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2018 1:44 PM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Left Message	Done	06/28/2018 13:50:18	Called Dealer - (586) 465-1281

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Left message asking for an R.O. for the Diagnosis of the Brake concern.
PAC Phone, SR and VIN provided.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2018 12:02 AM	GZ2K6L	GZ2K6L	Outbound Call Third Party	Made Contact/Engineering Own	Done	06/28/2018 12:09:50	Called TCL

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

Comments
She said that they were going into shut down and internal resources would not be available. She needs any dianosis and why the repair whatever it was not covered under warranty.

She did some backgorund. No DTC's involving the Brakes. The only one was for the Headlight from the accident.

Ask the Dealer about how the Customer ask the Dealer if they had tried to duplicate the condition with a like Vehicle.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2018 8:06 AM	GZ2K6L	GZ2K6L	Inbound Call Customer	Voice Mail Received	Done	06/28/2018 08:11:50	Customer called

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

Comments
4:47 PM 6/27/18

This is [redacted] **was supposed to bring my Truck into the Dealer tonight. I got stuck in a General Motors meeting of all things. Unfortunately, I have another meeting at 8AM with GM and won't be able to get it there before they open. I'm going to need to reschedule.**

Another interesting thing is I got a call from my Insurance Company about that accident that happened back in January. I kind of found that an odd coincidence. Anyways, give me a call. Thanks!

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 3:32 PM	GZ2K6L	GZ2K6L	Scheduled Outbound Call Third		Done	06/29/2018 11:14:09	Pending TCL

Last Name [redacted] First Name Account BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 3:27 PM	GZ2K6L	TECHRVWQ	Notify CRM		Done	06/27/2018 08:22:00	Inspection set up

Last Name [redacted] First Name Account BAC Code

Comments
Jim Causley Buick, GMC
38111 GRATIOT AVE
CLINTON TOWNSHIP, MI 48036
(586) 465-1281
Contact Jim Rivard, Service Manager

Charles/WMI/PAC

Confidential Comments

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

Jun 26, 2018 3:20 PM	GZ2K6L	GZ2K6L	Email - Outbound	Done	06/26/2018 15:27:37

Last Name	First Name	Account	BAC Code	PAC Case Hosting Third Party
GROVE	MICHAEL			Inspection request for [redacted] 3GTU2VEC9FG[redacted]

Comments
Dear Jim,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by hosting a GM Internal Resources vehicle inspection. The Customer will drop of the Vehicle on Wednesday 6/27/18 and pick up a Rental which GM will pay for.

Please note the General Motors inspector may need the use of a service lift, diagnostic tools, and technician assistance at the time of the inspection.

In some instances additional dealer inspection time may been needed after the completion inspection. You will be reimbursed for time spent on inspection assistance at your warranty rate using Labor Op code 0600016 once a PAC decision has been reached.

Customer Name: [redacted]

Vehicle YMM: 2015 GMC Sierra 1500

VIN: 3GTU2VEC9FG[redacted]

SR Number: [redacted]

Allegation: Brake Booster not wotking at low speeds.

If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments. Use the Service Request number for reference. Please consult Service Bulletin 18-NA-099 for further details about PAC case handling.

Thank you,

GMC Product Assistance Claims
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 3:16 PM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Left Message	Done	06/26/2018 15:31:57	Called Service Manager Jim

Last Name	First Name	Account	BAC Code

[redacted]

Comments
Advised that everything is set for Thursday at 8:30AM. Call disconnected. PAC will send an Email.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 3:13 PM	GZ2K6L	GZ2K6L	Inbound Call Dealer	Voice Mail Received	Done	06/26/2018 15:32:00	Service Manager called

Last Name [redacted] First Name Account BAC Code

Comments
This is Jim at Jim Causley Buick GMC. Sorry I didn't get back to you sooner. We are swamped here and I've been out in the Shop working. 8:30 AM Thursday will work fine. I can't guarentee a Hoist. They may have to wait for that. I will call Enterprise and reserve a Rental. I hope that GM is paying for it. Because he is out of Warranty.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 3:09 PM	GZ2K6L	GZ2K6L	Outbound Call Customer	Made Contact	Done	06/26/2018 15:32:02	Called Customer - [redacted]

Last Name [redacted] First Name Account BAC Code

Comments
Called Customer to confirm that 8:30 AM thursday woiulkd still work. He said that it would. He asked if he could drop it off on Wednesday. PAC stated that he could. PAC advised Rental Cost was for the Rental only he will be resposible for Gas and Insurance. He asked if his Insurance would cover it. PAC advised that he didn't know and he should contact his Insurance Company.

PAC will call if anything changes.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 2:02 PM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Left Message	Done	06/26/2018 14:05:58	Called Jim the Service Manager

Last Name [redacted] First Name Account BAC Code

Comments
Message left that I was trying to coordinate 3 schedules for the inspection. Asked for him to call mne back if they can assist. PAC Phone and SR provided.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:52 AM	GZ2K6L	GZ2K6L	BRC PAR	Business Case	Done	06/26/2018 08:53:58	Additional Information

Last Name [redacted] First Name Account BAC Code

Comments
Customer alleges there have been other occurrences of this brake allegation since vehicle purchases. Request additional information:
1) When, Date and time Exact date and times no. But he can reproduce it any time. After driving for a while he pumps the Brakes and it reproduces the issue when backing up or going forward at slow speeds.
2) how long driving before event In heavy traffic about 20 minutes.
3) describe the driving leading up to the event. Always in rush hour, stop and go traffic. Slow parking lot turns, highway driving then stopped, or city driving or just started the vehicle. or what ever customer describes if not one of these conditions when driving slow after driving in Traffic.
4) weather conditions at incident time. All types of weather.
5) Dealer or 3rd party assessment after event. Yes, Jim Causley did an estimate but told him that it wasn't covered under warranty and charged him a diagnosis. No repair done.
6) Describe how the pedal felt. It's hard but not to the floor. Did it pulse or feel hard or go to the floor or as described by customer. It feels hard but it doesn't go to the floor. No pulse.
7) Request copy of damage reports, Insurance photos and repair RO, police reports or any repair ROs for brake repairs from dealer or 3rd party. None. No repairs for repair. Ticket from accident in January. He will send a copy via Email.

Ticket attached in Siebel

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:48 AM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Left Message	Done	06/26/2018 08:54:02	Called Jim - Service Manager

Last Name [redacted] First Name Account BAC Code

Comments
Message left that we would like to do an inspection using GM Internal Resources. PAC SR, Phone and VIN provided.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:45 AM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Left Message	Done	06/26/2018 08:54:06	Called Dealer

Last Name [redacted] First Name Account BAC Code

Comments
Was disconnected while leaving Message

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:44 AM	GZ2K6L	GZ2K6L	Attachment		Done	06/26/2018 08:54:20	Ticket attached

Last Name [redacted] First Name Account BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:42 AM	GZ2K6L	GZ2K6L	Research	Case Update	Done	06/26/2018 08:54:24	Ticket turned into a PDF

Last Name [redacted] First Name Account BAC Code

Comments
As requested by TCL

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:37 AM		GZ2K6L	Email - Inbound		Done	06/26/2018 08:54:26	[EXTERNAL] Re: PAC Introduction and Photo Request for [redacted] 3GTU2VEC9FG[redacted]

Last Name [redacted] First Name Account BAC Code

Comments
Ticket from the accident

> On Jun 21, 2018, at 3:19 PM, GMBRCPAC@gm.com wrote:
>
> Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 GMC Sierra 1500.
>
> A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.
>
> In order to best determine the appropriate next steps in our review process, PAC is requesting some initial photos be provided. Please ensure requested photos are clear with no shadows, not dark, blurry, or obstructed by the sun.
>
> 1. Driver (Left) side Exterior
> 2. Passenger (Right) Side Exterior
> 3. Front Exterior
> 4. Rear Exterior
> 5. Close-up image of damage or area of concern

> 6. Broad view of damage or area of concern
> 7. Overall view of the areas surrounding the damage or area of concern (Examples: side of vehicle, trunk, engine compartment, dash, door, undercarriage etc)
> 8. Vehicle Certification Label (door tag) with VIN visible
>
> SPECIAL INSTRUCTIONS: Reply to this Email and attach Photos
>
> In addition, please provide photos of the following owner documents:
> 1. The owner's driver's license
> 2. The current registration
> 3....

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:25 AM	GZ2K6L	GZ2K6L	Outbound Call Dealer	Made Contact	Done	06/26/2018 08:54:09	Called Dealer

Last Name First Name Account BAC Code

[redacted]

Comments
PAC was on hold for an excessive amount of time. Disconnected and called back.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:23 AM	GZ2K6L	GZ2K6L	Outbound Call Customer	Made Contact	Done	06/26/2018 08:54:11	Documentation continued

Last Name First Name Account BAC Code

[redacted]

Comments
6) Describe how the pedal felt. It's hard but not to the floor. Did it pulse or feel hard or go to the floor or as described by customer. It feels hard but it doesn't go to the floor. No pulse.
7) Request copy of damage reports, Insurance photos and repair RO, police reports or any repair ROs for brake repairs from dealer or 3rd party. None. No repairs for repair. Ticket from accident in January. He will send a copy via Email.

PAC will contact Jim Causley to see if they are available.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:08 AM	GZ2K6L	GZ2K6L	Outbound Call Customer	Made Contact	Done	06/26/2018 08:54:14	Called Customer

Last Name First Name Account BAC Code

[redacted]

Comments
Asked if he was available to take the Truck to Jim Causley on Thursday at 8:30AM. He said that he was but he'd need a rental because he has an appointment at 11 AM.

Customer alleges there have been other occurrences of this brake allegation since vehicle purchases. Request additional information:
1) When, Date and time Exact date and times no. But he can reproduce it any time. After driving for a while he pumps the Brakes and it reproduces the issue when backing up or going forward at slow speeds.
2) how long driving before event In heavy traffic about 20 minutes.
3) describe the driving leading up to the event. Always in rush hour, stop and go traffic. Slow parking lot turns, highway driving then stopped, or city driving or just started the vehicle. or what ever customer describes if not one of these conditions when driving slow after driving in Traffic.
4) weather conditions at incident time. All types of weather.
5) Dealer or 3rd party assessment after event. Yes Jim Causley did an estimate but told him that it wasn't covered under warranty and charged him a diagnosis. Did not repair.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2018 8:01 AM	GZ2K6L	GZ2K6L	Inbound Call Customer	Voice Mail Received	Done	06/26/2018 08:08:18	Customer called

Last Name First Name Account BAC Code

[redacted]

Comments

This is [redacted] returning your call [redacted] Thank you, bye.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 3:58 PM	GZ2K6L	GZ2K6L	Outbound Call Customer	Made Contact	Done	06/25/2018 16:00:26	Called Customer

Last Name First Name Account BAC Code

[redacted]

Comments

Customer stated that he would call PAC back as he was in a meeting. PAC provided Phone and Extension.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 2:11 PM	KZ3B0J	GZ2K6L	Notify CRM	Case Review Complete	Done	06/25/2018 15:31:25	See Next steps 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
Jun 25, 2018 10:35 AM	GZ2K6L	GZ2K6L	Scheduled Outbound Call Third		Done	06/26/2018 15:33:13	Pending TCL

Last Name First Name Account BAC Code

[redacted]

Comments

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 10:33 AM	GZ2K6L	TECHRVWQ	BRC PAR	Business Case	Done	06/25/2018 14:11:07	Next Steps

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Lets get this vehicle to the dealer if not already there. Please Schedule a vehicle inspection appointment for Thursday. 830am if possible. We will need a lift and dealer technician. GM EI and TCL will conduct an inspection. Please send notify when details are confirmed.

customer alleges there have been other occurrences of this brake allegation since vehicle purchases. Request additional information for each event from Customer.

1) When, Date and time
2) how long driving before event
3) describe the driving leading up to the event. Slow parking lot turns, highway driving then stopped, or city driving or just started the vehicle. or what ever customer describes if not one of these conditions
4) weather conditions at incident time.
5) Dealer or 3rd party assessment after event. Yes or No
6) Describe how the pedal felt. Did it pulse or feel hard or go to the floor or as described by customer.
7) REquest copy of damage reports, Insurance photos and repair RO, police reports or any repair ROs for brake repairs from dealer or 3rd party

KIM/PAC/TCL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 10:33 AM	GZ2K6L	GZ2K6L	BRC PAR	Business Case	Done	06/25/2018 10:36:15	Preliminary Information

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer stated that he has felt there was something wrong with his Brakes. Last January he was driving from Harrison Twp. to Milford. He was driving on Milford Road. He hit the Brakes and hit the Car in front of him and the other driver was injured. Another time he was driving on

Crocker and hit the Brakes and the Truck did not stop. Then his Girlfriends Brother was using his Truck and hit a Trailer. It's happened a couple of times since then. He researched it on line and has seen other people have the same problem. He contacted the Dealer and they told him to bring it in. He has filed a form with NHTSA. He is still driving the Truck because he has no other choice.

Photo Log attached in Siebel

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 10:32 AM	GZ2K6L	GZ2K6L	Attachment		Done	06/25/2018 10:36:11	Photo Log attached

Last Name [redacted] First Name Account BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 10:31 AM	GZ2K6L	GZ2K6L	Research	Case Update	Done	06/25/2018 10:36:08	Photo Log created

Last Name [redacted] First Name Account BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 22, 2018 4:05 PM		GZ2K6L	Email - Inbound		Done	06/25/2018 10:36:05	[EXTERNAL] Re: PAC Introduction and Photo Request for [redacted] 3GTU2VEC9FG[redacted]

Last Name [redacted] First Name Account BAC Code

Comments
OnJun 21, 2018, at 3:19 PM, GMBRCPAC@gm.com wrote:
>
> Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 GMC Sierra 1500.
>
> A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.
>
> In order to best determine the appropriate next steps in our review process, PAC is requesting some initial photos be provided. Please ensure requested photos are clear with no shadows, not dark, blurry, or obstructed by the sun.
>
> 1. Driver (Left) side Exterior
> 2. Passenger (Right) Side Exterior
> 3. Front Exterior
> 4. Rear Exterior
> 5. Close-up image of damage or area of concern
> 6. Broad view of damage or area of concern
> 7. Overall view of the areas surrounding the damage or area of concern (Examples: side of vehicle, trunk, engine compartment, dash, door, undercarriage etc)
> 8. Vehicle Certification Label (door tag) with VIN visible
>
> SPECIAL INSTRUCTIONS: Reply to this Email and attach Photos
>
> In addition, please provide photos of the following owner documents:
> 1. The owner's driver's license
> 2. The current registration
> 3. The vehicle's title (if availa...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 3:18 PM	GZ2K6L	GZ2K6L	Email - Outbound		Done	06/21/2018 15:19:50	PAC Introduction and Photo Request for [redacted] 3GTU2VEC9FG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 GMC Sierra 1500.

Service Request Activities – UCC PAR

A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.

In order to best determine the appropriate next steps in our review process, PAC is requesting some initial photos be provided. Please ensure requested photos are clear with no shadows, not dark, blurry, or obstructed by the sun.

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern
6. Broad view of damage or area of concern
7. Overall view of the areas surrounding the damage or area of concern (Examples: side of vehicle, trunk, engine compartment, dash, door, undercarriage etc)
8. Vehicle Certification Label (door tag) with VIN visible

SPECIAL INSTRUCTIONS: Reply to this Email and attach Photos

In addition, please provide photos of the following owner documents:
1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back

Once the photos are received and reviewed, PAC will reach out to you with the next steps.

I...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 3:16 PM	GZ2K6L	GZ2K6L	Inbound Call	Transfer/Referral	Done	06/25/2018 10:36:02	Customer called

Last Name	First Name	Customer Account	BAC Code
[redacted]			

Comments
Completed PAR Screens

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 2:39 PM	GZ2K6L	GZ2K6L	Outbound Call Customer	Left Message	Done	06/21/2018 14:41:38	Called Customer - [redacted]

Last Name **First Name** **Account** **BAC Code**

[redacted]

Comments
Message left that I had a couple of questions for him and then I would tell him what happens next. PAC Phone provided.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 2:37 PM	GZ2K6L	GZ2K6L	Inbound Call Customer	Transfer/Referral	Done	06/21/2018 14:41:43	Driver [redacted]

Last Name **First Name** **Account** **BAC Code**

[redacted]

Comments
He was lining up a Trailer so wasn't even going 1 MPH with his foot on the Brake. When it came time to stop it didn't stop and hit the Trailer. Then it happened again when he was backing the Trailer to put it in his spot. It only happened in reverse. He had a Tahoe that did the same thing. He hit the receiver for the Trailer.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 2:14 PM	GZ2K6L	GZ2K6L	Outbound Call Customer	Left Message	Done	06/21/2018 14:18:23	Called Driver is [redacted]

Last Name **First Name** **Account** **BAC Code**

[redacted]

Comments
Message left that I was calling to discuss the incident. Provided SR and PAC Phone.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 9:26 AM		GZ2K6L	Email - Inbound		Done	06/21/2018 14:18:26	[EXTERNAL] Re: PAC Introduction and Photo Request for [redacted] 3GTU2VEC9FG[redacted]

Last Name [redacted] First Name Account BAC Code

Comments
I talked to him and he said you can contact him. His name is [redacted]

[redacted]

> On Jun 21, 2018, at 9:23 AM, GMBRCPAC@gm.com wrote:
>
> Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 GMC Sierra 1500.
>
> A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.
>
> Please have your Girlfriend's Brother contact me so we can discuss his experience.
>
> If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments.
> Please use the Service Request number for reference.
>
> Thank you,
>
> GMC Product Assistance Claims
> [SR:[redacted]
>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 9:22 AM	GZ2K6L	GZ2K6L	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/25/2018 11:23:29	MI - [redacted] - Photos

Last Name [redacted] First Name

Account

BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 9:20 AM	GZ2K6L	GZ2K6L	Email - Outbound		Done	06/21/2018 09:23:01	PAC Introduction and Photo Request for [redacted] 3GTU2VEC9F[redacted]

Last Name [redacted] First Name

Account

BAC Code

Comments
Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 GMC Sierra 1500.

A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.

Please have your Girlfriend's Brother contact me so we can discuss his experience.

If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments. Please use the Service Request number for reference.

Thank you,

GMC Product Assistance Claims
[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 9:10 AM	GZ2K6L	GZ2K6L	Outbound Call Customer	Customer Initial	Done	06/21/2018 09:24:38	Called Customer - [redacted]

Last Name [redacted] First Name Account BAC Code

Comments
Customer stated that he has felt there was something wrong with his Brakes. Last January he was driving from Harrison Twp. to Milford. He was driving on Milford Road. He hit the Brakes and hit the Car in front of him and the other driver was injured. Another time he was driving on Crocker and hit the Brakes and the Truck did not stop. Then his Girlfriends Brother was using his Truck and hit a Trailer. It's happened a couple of times since then. He researched it on line and has seen other people have the same problem. He contacted the Dealer and they told him to bring it in. He has filed a form with NHTSA. He is still driving the Truck because he has no other choice.
PAC will send an Email with contact info. so, PAC can speak with his Girlfriend's brother.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 8:59 AM	GZ2K6L	GZ2K6L	Attachment		Done	06/21/2018 09:24:35	KBB attached

Last Name [redacted] First Name Account BAC Code

Comments
Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 8:57 AM	GZ2K6L	GZ2K6L	Research	Case Update	Done	06/21/2018 09:24:30	Research KBB

Last Name [redacted] First Name Account BAC Code

Comments
$32278

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 8:50 AM	GZ2K6L	GZ2K6L	VIN Scan	Case Receipt	Done	06/21/2018 09:24:27	VIN Scan

Last Name [redacted] First Name

Account

BAC Code

Comments [redacted]

Brake booster issue PAC Case started Closed 6/7/2018 08:57:28 AM

Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed

No Special Coverages
Title not Branded
No prior Goodwill

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 21, 2018 8:47 AM	GZ2K6L	GZ2K6L	Research	Case Update	Done	06/21/2018 09:24:23	Reviewed Allegation

Last Name [redacted] First Name

Account

BAC Code

Comments
Customer's brother was in a parking lot when he was reversing the vehicle to connect the tow when the brakes failed and caused the truck to hit the trailer.

Charles/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:51 AM	BZ4GLV	GZ2K6L	Ownership Changed		Done	06/20/2018 09:51:38	Service Request Ownership has changed FROM: BZ4GLV TO: GZ2K6L

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:49 AM	BZ4GLV	GZ2K6L	Scheduled Outbound Call Cust		Done	06/21/2018 09:24:16	MI - Customer Initial

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:49 AM	BZ4GLV	GZ2K6L	Notify CRM		Done	06/20/2018 11:37:16	New Case

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:48 AM	BZ4GLV	GZ2K6L	BRC PAR	Case Assigned	Done	06/21/2018 09:24:20	Chuck/GZ2K6L/[redacted]

Last Name [redacted] First Name

Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:48 AM	BZ4GLV	BZ4GLV	Escalation		Done	06/20/2018 09:48:30	CAC to PAC

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

Comments
1. Date of the incident: January
2. Was there an accident: Y
3. Accident Location (State): Michigan
4. Please describe the incident and what vehicle part is the alleged concern:
Customer was driving to a customer. There was a lot of stop and go traffic exited it off the expressway at the light when he made a right turn to a stop light. Approx.100 feet from the exit ramp when the customer went to stop, the brakes stopped working. Customer did not receive an icy road alert and believes that it may have been a brake issue not a slippery road.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
Customer vehicle is home.
6. Was an insurance claim filed?: N
7. Has the vehicle been repaired?: N
8. Did anyone seek professional medical attention? NO
9. Did the part concern/allegation cause damage to anything outside the vehicle? NO

---

1. Date of the incident: April 17, 2018
2. Was there an accident: Y
3. Accident Location (State): Michigan
4. Please describe the incident and what vehicle part is the alleged concern:
Customer's brother was in a parking lot when he was reversing the vehicle to connect the tow when the brakes failed and caused the truck to hit the trailer.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
6. Was an insurance claim filed?: N
7. Has the vehicle been repaired?: N
8. NO
9. NO

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.		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	Harrison Twp.	Zip	[redacted] State MI	UCC	Brakes - Booster - Hydro / Vac or Pump	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Jim Causley Buick - GMC Truck	Safety	Yes
Daytime #		Evening #	[redacted]	Source	Phone	Updated	06/20/2018 13:30:01
Serial/VIN #	3GTU2VEC9FG[redacted]	Mileage	50000	Priority	Medium License #	Owner	BZS71W
Model	Sierra 1500	Model Year	2015	Status	Closed	Opened	Jun 7, 2018 8:57 AM
Make	GMC	Warranty Start	11/02/2015 00:00:00	Sub Status	SR to EXEC	Closed	Jun 20, 2018 1:30 PM
Cust Concern	Brake booster issue						
Customer Description	PAC SR# [redacted] has been created; do not assume or re-open this case. Please refer to extended Description instructions in PAC SR# [redacted] *DO NOT REOPEN this case if has been closed for 2 WEEKS*						

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
Jun 20, 2018 1:30 PM	KZMJ9V	BZS71W	SR Closed - SR to EXEC		Done	06/20/2018 13:30:01	Service Request has been Closed SR to EXEC.
Last Name	First Name	Account	BAC Code				
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 9:52 AM	BZ4GLV	BZS71W	Notify CRM		Done	06/20/2018 13:29:11	The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR#
Last Name	First Name	Account	BAC Code				
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2018 8:16 AM	BZS71W	BZS71W	Scheduled Outbound	Follow-up Attempt	Done	06/20/2018 13:29:20	Customer, [redacted]

Service Request Activities – UCC PAR

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

Comments
Reason: Check status of escalation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2018 3:46 PM	BZS71W	BZS71W	Outbound Call Customer	Made Contact	Done	06/19/2018 15:49:42	Customer, [redacted]

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

Comments
Reason: Follow up with customer

Expectation: Finished PAC escalation. Customer wanted it documented that the dealership has terrible customer service.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 15, 2018 11:08 AM	BZS71W	BZS71W	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/19/2018 15:16:49	Customer, [redacted]

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

Comments
Reason: Follow up with customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 15, 2018 11:08 AM	BZS71W	BZS71W	Outbound Call	Left Message	Done	06/15/2018 11:08:46	Customer, [redacted]

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

Comments
Reason: Follow up with customer to confirm email was received

Expectation: 2nd attempt

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2018 4:03 PM	BZS71W	BZS71W	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/15/2018 11:08:20	Customer, [redacted]

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

Comments
Reason: Follow up with customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2018 3:59 PM	BZS71W	BZS71W	Email - Outbound		Done	06/14/2018 16:03:20	Case [redacted] Status update for your 2015 GMC Sierra 1500 concern

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

Comments
Email ID# T2EM03CAC (Do not delete/alter this line)
==========

Dear Mr. [redacted]

1. Date of the incident:
2. Was there an accident?: Y/N
3. Accident Location (State):
4. Please describe the incident and what vehicle part is the alleged concern:

5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):

6. Was an insurance claim filed?: Y/N
7. Has the vehicle been repaired?: Y/N

8. Did anyone seek professional medical attention?
   If Yes: Who was hurt?
      Name:
      Seat position:
      Nature of injury:

9. Did the part concern/allegation cause damage to anything outside the vehicle?
   If Yes: What was damaged? (Building, house, wall, other)

If you have additional questions or concerns, I can be reached at the number listed below, or emailed at CustomerAssistance@GMC.com (please reply with history to this email for fastest response).

Thank you,
Branden
GMC Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5923858

==========

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2018 3:57 PM	BZS71W	BZS71W	Outbound Call Customer	Made Contact	Done	06/14/2018 15:59:44	Customer, [redacted]

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

Comments

Reason: Follow up with customer to review PAC template questions.

Expectation: Customer is working and does not have time to do the questions. Informed customer I would email the questions for him to respond to the best of his ability. Customer is also requesting a quote for repair cost.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2018 3:49 PM	BZS71W	BRCPARQ	Escalation	CAC to PAC	Done	06/20/2018 09:52:56	PAC Escalation

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

Comments

1. Date of the incident: January
2. Was there an accident: Y
3. Accident Location (State): Michigan
4. Please describe the incident and what vehicle part is the alleged concern:
Customer was driving to a customer. There was a lot of stop and go traffic exited it off the expressway at the light when he made a right turn to a stop light. Approx.100 feet from the exit ramp when the customer went to stop, the brakes stopped working. Customer did not receive an icy road alert and believes that it may have been a brake issue not a slippery road.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
Customer vehicle is home.
6. Was an insurance claim filed?: N
7. Has the vehicle been repaired?: N
8. Did anyone seek professional medical attention? NO
9. Did the part concern/allegation cause damage to anything outside the vehicle? NO

---

1. Date of the incident: April 17, 2018
2. Was there an accident: Y
3. Accident Location (State): Michigan
4. Please describe the incident and what vehicle part is the alleged concern:
Customer's brother was in a parking lot when he was reversing the vehicle to connect the tow when the brakes failed and caused the truck to hit the trailer.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
6. Was an insurance claim filed?: N
7. Has the vehicle been repaired?: N
8. NO
9. NO

Confidential Comments

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

Jun 14, 2018 3:46 PM	BZS71W	BZS71W	Manager Review	PAC/ESIS	Done	06/20/2018 13:29:35	
Last Name	**First Name**		**Account**		**BAC Code**		**Review for PAC**
[redacted]	[redacted]						
Comments							
TL APPROVED							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 13, 2018 4:25 PM	BZS71W	BZS71W	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/14/2018 16:03:19	Customer, [redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Reason: Esclate to PAC- TL APPROVED							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2018 3:54 PM	BZS71W	BZS71W	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/13/2018 16:25:41	Customer, [redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Reason: Review with TL							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2018 2:48 PM	BZS71W	BZS71W	Milestone	Action Plan Received	Done	06/12/2018 14:49:22	action plan received
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted] [redacted]

Comments

CEM: Customer declined vacuum pump repair cost and picked up the vehicle.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2018 8:44 AM	JBINFET	JBINFET	Follow-Up		Done	06/12/2018 08:45:01	Dealer Update Case

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

Comments

CUSTOMER DECLINED VACUUM PUMP REPAIR COST AND PICKED UP THE VEHICLE

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:25 AM	SADMIN	SADMIN	Email - Outbound		Done	06/11/2018 09:25:24	Customer Assistance Alert – Information Only: Case # [redacted] VIN 3GTU2VEC9FG[redacted], Mileage 50000

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

Comments

This is a customer case notification from GM Customer Assistance. No action is required from you at this time. This is information only. If you have more details to share please update the case through the link below.

Concern: Cost Assistance

We received no GM participation for this repair concern. How would you like to proceed?

[redacted]

[SR [redacted]

Confidential Comments

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

			Type				
Jun 11, 2018 9:24 AM	BZS71W	BZS71W	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/12/2018 15:53:58	Customer, [redacted]

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

Comments
Reason: Follow up with customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:23 AM	BZS71W	MELLIOTT	Dealer Notification	Information Only	Done	06/20/2018 13:29:46	PET Results

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

Comments
Concern: Cost Assistance

We received no GM participation for this repair concern. How would you like to proceed?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:21 AM	BZS71W	BZS71W	Milestone	Final Response Determined ($$)	Done	06/11/2018 09:22:07	final response received

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

Comments
0 percent GM participation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:20 AM	BZS71W	BZS71W	Milestone	Initial Response	Done	06/11/2018 09:21:44	initial response received

				Received ($$)			
Last Name		First Name		Account		BAC Code	
[redacted]		[redacted]					
Comments							
0 percent GM participation							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:17 AM	BZS71W	BZS71W	SR Summary	Status/Action Plan	Done	06/11/2018 09:19:28	PET RESULTS
Last Name		First Name		Account		BAC Code	
[redacted]		[redacted]					
Comments							
NO GM PARTICIPATION							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 9:09 AM	BZS71W	BZS71W	Outbound Call Dealer	Made Contact	Done	06/11/2018 09:17:07	Service Advisor, Matt 586-465-1281
Last Name		First Name		Account		BAC Code	
[redacted]		[redacted]					
Comments							
Reason: Informed service advisor that there is no GM participation for this repair. Expectation: Send Dealer Notification							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 8:48 AM	BZS71W	BZS71W	Outbound Call Customer	Made Contact	Done	06/11/2018 09:05:16	Customer, [redacted]
Last Name		First Name		Account		BAC Code	

[redacted] [redacted]

Comments

Concern: Customer was informed that the vacuum pump is bad. They gave him a price of around $700.00 Customer would like this taken care of. Customer has had 2 accidents with this vehicle which he believe was caused by this concern.

Expectation: Informed customer that he is out of bumper to bumper warranty. We can look into cost assistance but cannot guarantee full coverage. Also informed customer that if he believes his accidents were caused by product failure he may need to be re escalated to PAC.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 8:45 AM	BZS71W	BZS71W	Outbound Call Dealer	Left Message	Done	06/11/2018 08:47:48	CEM, Jeff 586-465-1281

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

Comments

Reason: 1st CEM attempt

Expectation: Follow up with customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2018 8:19 AM	BZS71W	BZS71W	Milestone	Action Plan Received	Done	06/11/2018 08:22:32	action plan received

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

Comments

CEM: Customer expected to drop off vehicle 6/8/2018.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 3:10 PM	JBINFET	JBINFET	Follow-Up		Done	06/07/2018 15:11:53	Dealer Update Case

Last Name	First Name	Account	BAC Code

[redacted] [redacted]

Comments
CONTACT SUCCESSFUL. DROP OFF PLANNED 6-08-18 PM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 2:48 PM	JBINFET	JBINFET	Follow-Up		Done	06/07/2018 14:49:29	Dealer Update Case

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

Comments
CONTACTING CUSTOMER TO GET IN FOR DIAGNOSIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 12:23 AM	XZLFP3	BZS71W	Notify CRM		Done	06/08/2018 16:26:10	New SR Assigned

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 12:23 AM	XZLFP3	BZS71W	Ownership Changed		Done	06/07/2018 12:23:27	Service Request Ownership has changed FROM: ZZT957 TO: BZS71W

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

Comments

Confidential Comments

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

			Type				
Jun 7, 2018 9:09 AM	ZZT957	TIER2Q	Notify CRM		Done	06/07/2018 12:23:34	Please Assume SR

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

Comments

1. Why are you transferring to Tier2? Cost assistance

2. Has the vehicle been to the dealer in the last 60 days? N
   -Scheduled

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: [redacted] / anytime

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 9:09 AM	SADMIN	SADMIN	Email - Outbound		Done	06/07/2018 09:09:43	Customer Assistance Alert – Action Required: Case # GMC, [redacted] VIN 3GTU2VEC9FG[redacted], Mileage 50000

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

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: The vehicle's brake boosters are having issue that ended up rear ending another vehicle at slow speed. Customer did research and found out that this should be a manufacturer's defect. Customer was advised by the dealer to check for assistance regarding the repairs for this is not going to be covered under warranty.

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. I told the customer that there are not guarantees of coverage for the bumper to bumper is out but this will be reviewed. 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

2. When was the vehicle diagnosed by a GM dealer? Scheduled
3. What was the diagnosis/status of repair(s)? Underway
4. How many times has the vehicle been into the dealer for this concern? N/A
5. Has the customer paid for any repairs/service regarding this concern? No
6. Is the customer requesting cost assistance? Yes

[redacted]

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 9:09 AM	ZZT957	BZS71W	Scheduled Outbound Call Dlr		Done	06/11/2018 08:45:53	Follow up with the CEM

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 9:06 AM	ZZT957	MELLIOTT	Dealer Notification	Action Required	Done	06/20/2018 13:29:57	Brake booster issue

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

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: The vehicle's brake boosters are having issue that ended up rear ending another vehicle at slow speed. Customer did research and found out that this should be a manufacturer's defect. Customer was advised by the dealer to check for assistance regarding the repairs for this is not going to be covered under warranty.

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. I told the customer that there are not guarantees of coverage for the bumper to

bumper is out but this will be reviewed. 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

2. When was the vehicle diagnosed by a GM dealer? Scheduled
3. What was the diagnosis/status of repair(s)? Underway
4. How many times has the vehicle been into the dealer for this concern? N/A
5. Has the customer paid for any repairs/service regarding this concern? No
6. Is the customer requesting cost assistance? Yes

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2018 9:05 AM	ZZT957	ZZT957	Inbound Call Customer	Complex Request	Done	06/07/2018 09:10:51	Brake booster issue

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

Comments

Name: [redacted]
Address: [redacted] Harrison Twp MI [redacted]
Email: [redacted]
Callback#: [redacted] cel
YMM: 2015 GMC Sierra 1500
VIN: 3GTU2VEC9FG[redacted]
Mileage: 50000
Dealer: 115912

Reason for Calling: The vehicle's brake boosters are having issue that ended up rear ending another vehicle at slow speed. Customer did research and found out that this should be a manufacturer's defect. Customer was advised by the dealer to check for assistance regarding the repairs for this is not going to be covered under warranty.

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

Potential Safety: Yes

Uzi/CAC T1/Lev 0/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H46	Brakes - Booster - Hydro / Vac or Pump	No Symptom Indicated

End of Report

Detroit, MI

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2015 GMC SIERRA K1500 SLT
VIN: 3GTU2VEC9FG[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

- Accident reported: minor damage
- CARFAX 1-Owner vehicle
- Personal vehicle
- Last owned in Michigan
- 7 Detailed records available
- 19 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/2/18 at 10:01:12 AM (CDT). 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	2015
Type of owner	Personal
Estimated length of ownership	2 yrs. 7 mo.
Owned in the following states/provinces	Michigan
Estimated miles driven per year	—
Last reported odometer reading	19

CARFAX 1 OWNER

CARFAX Title History

CARFAX guarantees the information in this section

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

BUYBACK GUARANTEE

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated
Accident / Damage Accident reported on 01/29/2018,	Minor Damage

Manufacturer Recall

No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.

No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2015
Type:	Personal
Where:	Michigan
Est. length owned:	11/4/15 - present (2 yrs, 7 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
11/04/2015		Michigan Motor Vehicle Dept. Harrison Township, MI	Registration issued or renewed
11/05/2015		Michigan Motor Vehicle Dept. Harrison Township, MI	Titled or registered as personal vehicle Loan or lien reported
11/05/2015	19	Michigan Motor Vehicle Dept. Harrison Township, MI Title #[redacted]	Title issued or updated First owner reported
11/02/2016		Michigan Motor Vehicle Dept. Harrison Township, MI	Registration issued or renewed
11/03/2017		Michigan Motor Vehicle Dept. Harrison Township, MI	Registration issued or renewed
01/29/2018		Michigan Damage Report	Accident reported Involving front impact Minor damage reported Airbags did not deploy

Minor damage is usually cosmetic, including dents or scratches to the vehicle body.

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

CARFAX Glossary

View Full Glossary

Accident Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 6% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/2/18 at 10:01:12 AM (CDT). 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.

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

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

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
7/2/18 10:01:12 AM (CDT)

[redacted]

TIRE AND LOADING INFORMATION
SEATING CAPACITY
TOTAL 5
FRONT 2
REAR 3
The combined weight of occupants and cargo should never exceed 728 kg or 1606 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT
P275/55R20
S
220 kPa, 32 PSI
REAR
P275/55R20
S
220 kPa, 32 PSI
SPARE
P265/70R17
S
240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
3GTU2VEC9F

MICHIGAN REGISTRATION
RECREATION PASSPORT

RUTH JOHNSON
Secretary of State

Plate: [redacted] Expires: 11/05/2018
RENEWAL OF [redacted]
2015 GMC PICKUP
Vehicle No.: 3GTU2VEC9FG[redacted]
[redacted]

Fee Cat. or Wt.: 000046
County: MACOMB

[redacted]
HARRISON TOWNSHIP MI [redacted]

[redacted] J

License Fee: 276.00

[redacted] OD F307 166 0671 276.00

GMC
SIERRA

GMC

GMC

GlobalWarranty

Pam Brown

July 2, 2018

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

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

Vehicle Information

VIN: 3GTU2VEC9FG[redacted] Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
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

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: 06P4E3M3 XM Status: Active

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	06/26/2018	11/02/2015	19 MI	11/02/2023	80,019 MI
	GMC 2 Year Scheduled Maintenance	06/26/2018	11/02/2015	19 MI	11/02/2017	24,019 MI

[redacted]

Corrosion Limited Warranty	06/26/2018	11/02/2015	19 MI	11/02/2021	100,019 MI
Special Coverage 18127	06/26/2018	11/02/2015	19 MI	11/02/2025	150,019 MI
Bumper to Bumper Limited Warranty	06/26/2018	11/02/2015	19 MI	11/02/2018	36,019 MI
Powertrain Limited Warranty	06/26/2018	11/02/2015	19 MI	11/02/2020	100,019 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
01/16/2017	[redacted]	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	22,830 MI
01/16/2017		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	22,830 MI
08/08/2016		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	16,162 MI
11/02/2015		ZSET----Service Event		0510162 - Wheel Lock Package Installation	5
11/02/2015		ZSET----Service Event		0512352 - Pickup Box Liner Package Installation	5
07/06/2015		ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
07/06/2015		ZPDI----Pre-Delivery Inspection		0590052 - PDI Related Fluid Adds	5 MI
06/03/2015		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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GM GlobalWarranty

Pam Brown

July 2, 2018

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

For this vehicle:

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

Vehicle Information

VIN: 3GTU2VEC9FG[redacted] Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

Gross Vehicle Weight: 3,269

Order Number: [redacted]

Build Date: 05/30/2015

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	4GB - INTERIOR TRIM
4SA - 4SA PACKAGE	6YN - COMPONENT SUSPENSION
7YP - COMPONENT SUSPENSION	8X2 - COMPONENT
9X2 - COMPONENT	A31 - POWER WINDOWS, DRIVER EXPRESS
A45 - DRIVER SEAT, MEMORY ADJUST	A48 - POWER SLIDING REAR WINDOW
A60 - SEAT DVRS NATL CUSH-N-AIRE	A68 - SEAT 60/40 REAR FOLDING BENCH
AKO - GLASS, DEEP-TINTED	AL0 - AIRBAG SENSING SYSTEM, PASSENGER
AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS	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	B58 - FRT & CTR CARPETED FLOOR MATS
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
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	CTD - MOVABLE UPPER TIE DOWNS (4)
D07 - CENTER CONSOLE, FLOOR	DD6 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DH6 - VISORS, DRIVER	DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL

AND FRONT PASSENGER, LIGHTED	
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	GAT - ALL-TERRAIN PACKAGE *WHEELS, 18" CHROME ALUMINUM *Z71 OFF-ROAD SUSPENSION PACKAGE WITH MONOTUBE RANCHO SHOCKS *FLOOR MATS, CARPETED, FRT/RR *BUMPER, FRONT, BODY COLOR *BUMPER, REAR BODY-COLOR (DELETES CORNERSTEPS) *REAR PARK ASSIST *FRONT CLOTH BUCKET SEATS WITH HEATED SEAT CUSHIONS AND BACKS PWR SEAT ADJUST, DRIVER 10-WAY PWR SEAT ADJUST, FRT PASSENGER *POWER HEATED OUTSIDE MIRROR ADJUSTABLE W/ TURN SIGNAL *INSIDE REARVIEW MIRROR AUTO DIMMING *TRAILERING EQUIPMENT PACKAGE *FRONT FOG LAMPS
GBA - ONYX BLACK	GU6 - REAR AXLE, 3.42 RATIO
H2W - JET BLACK	I15 - VIN MODEL YEAR 2015
IO5 - AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ INTELLILINK	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	JHD - HILL DESCENT CONTROL
K34 - CRUISE CONTROL	K47 - HIGH CAPACITY AIR CLEANERY
KA1 - DRIVER & FRONT PASSENGER HEATED SEATS	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
MAH - MARKETING AREA NORTH AMERICA	MSL - SILAO, MEXICO ASSEMBLY PLANT
MYC - TRANSMISSION, 6 SPD AUTOMATIC	N37 - STEERING COLUMN, TILT & TELESCOPING
NP5 - LEATHER WRAP STEERING WHEEL	NQH - TRANSFER CASE 2-SPEED
NT7 - EMISSION SYSTEM FEDERAL TIER 2	NZH - WHEELS, 20" ULTRA BRIGHT MACHINED ALUMINUM W/ PAINTED ACCENTS (REPLACES STD/OPT WHEELS)
NZZ - UNDERBODY SHIELD, TRANS CASE	PDG - ALL TERRAIN SLT CREW CAB "PLUS" PACKAGE * 6" CHROME ASSIST STEPS * WHEELS, 20" ULTRA BRIGHT M/C ALUMINUM W/ PAINTED ACCENTS (REPLACES STD./OPT WHEELS) * FRONT AND REAR PARK ASSIST * HEATED STEERING WHEEL * POWER SLIDING REAR WINDOW
PPA - EZ LIFT AND LOWER TAILGATE	R6J - CUSTOMER DIALOGUE NETWORK
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	SLM - STOCK ORDERS
SLT - SALES PACKAGE	T3U - FRONT FOG LAMPS
TG5 - SINGLE-SLOT CD/MP3 PLAYER	U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
U73 - ANTENNA - FIXED MAST	UD5 - FRONT AND REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UF2 - LED LIGHTING, CARGO BOX	UG1 - UNIVERSAL HOME REMOTE
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
V76 - BLACK RECOVERY HOOKS, FRONT	V8D - VEHICLE STATEMENT US
VB5 - BUMPER, FRONT,	VRK - COMPONENT

BODY COLOR	
VT5 - BUMPER, REAR BODY-COLOR	VT7 - OWNERS MANUAL ENGLISH
VV4 - ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	WMF - VIN MODEL YEAR 2015
XL7 - FREQUENCY RATING 315 MH	YE9 - SLE/SLT DECOR
Z71 - OFF ROAD SUSPENSION PACKAGE	Z82 - TRAILERING EQUIPMENT PACKAGE
Z88 - GMC TRUCK NAMEPLATE	ZY1 - SOLID PAINT

Added Option Codes

#96 - Truck Bed - Liners	#AA - WHEEL LOCK PACKAGE

Global Warranty Management: Site Map
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GlobalWarranty

Pam Brown

July 2, 2018

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

VIN: 3GTU2VEC9FG[redacted] Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)
Source Plant: -
Date Scanned: 05/30/2015
Traceability:
Part / Number Broadcast:
Time Scanned: 09:50:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE
Source Plant: -
Date Scanned: 05/30/2015
Traceability:
Part / Number Broadcast:
Time Scanned: 09:50:00 Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR
Source Plant: -
Date Scanned: N/A
Traceability:
Part / Number Broadcast:
Time Scanned: N/A Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 05/30/2015
Traceability: A83E07006
Part / Number Broadcast: 8676
Time Scanned: 09:50:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT
Source Plant: D-ALLIED SIGNAL BSRD
Date Scanned: 05/30/2015
Traceability: A24247B06
Part / Number Broadcast: 8676
Time Scanned: 09:50:00 Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P
Source Plant: -
Traceability:
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: 05/30/2015 Time Scanned: 09:50:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/30/2015 Time Scanned: 09:50:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/30/2015 Time Scanned: 09:50:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1083107
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 05/16/2015 Time Scanned: 05:30:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 4459990
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 05/29/2015 Time Scanned: 15:44:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 4459066
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 05/30/2015 Time Scanned: 03:12:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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GlobalWarranty

Pam Brown

July 2, 2018

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

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

Vehicle Information

VIN: 3GTU2VEC9FG[redacted] Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Job Card Date: 01/16/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 22,830 MI
Authorization Code:

Process Date:
01/17/2017

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 31.06

Job Card Date: 01/16/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 22,830 MI
Authorization Code:

Process Date:
01/17/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600743-GMC 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 08/06/2016 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 16,162 MI
Authorization Code:

Process Date:
08/10/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600743-GMC 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 11/02/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 5
Authorization Code:

Process Date:
11/25/2015

Transaction Type:
ZSET----Service Event

Transaction Expense Category:
Service Agent Installed Option

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op 0510162-Wheel Lock Package Installation

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 11/02/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 5
Authorization Code:

Process Date:
11/25/2015

Transaction Type:
ZSET----Service Event

Transaction Expense Category:
Service Agent Installed Option

Customer Complaint Code:
-

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

Labour Op 0512352-Pickup Box Liner Package Installation
Causal Part Number
→See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 07/06/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 5 MI
Authorization Code:

Process Date:
07/09/2015
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 68.99

Job Card Date: 07/06/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 5 MI
Authorization Code:

Process Date:
07/09/2015
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 0590052-PDI Related Fluid Adds
Causal Part Number
→See other Parts and/or Net Items

Line Total: USD 5.70

Job Card Date: 06/03/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592
5864651281

Odometer Reading: 1 MI
Authorization Code:

Process Date:
06/03/2015
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 128.12

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[redacted]. 7/2/2018

GM GlobalWarranty

Pam Brown

July 2, 2018

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

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

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

Vehicle Information

VIN: 3GTU2VEC9FG[redacted] Model: TK15543-2015 SIERRA 1500 CREW CAB 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592 5864651281

Invoice Date: 05/31/2015

Ship to Information

Ship to Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592 5864651281

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 115912
JIM CAUSLEY BUICK - GMC TRUCK
38111 GRATIOT AVE
CLINTON TOWNSHIP MI 48036-3592 5864651281

Delivery Date: 11/02/2015
Delivery Type: 021—GM EMPLOYEE STOCK (GMS)
Delivery Odometer: 19

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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PE18-012

GM

3-27-2019

Q3

[redacted]

Service Request Activities – UCC PAR

Grissi

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Veh Down
City	Saint Johns	Zip	[redacted] State FL	UCC	Brakes - Booster - Hydro / Vac or Pump	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	08/08/2018 17:58:45
Serial/VIN #	3GCUKREC3EG[redacted]	Mileage	74000	Priority	Medium License # CHEVROLET	Owner	SZCG74
Model	Silverado	Model Year	2014	Status	Open	Opened	Aug 8, 2018 5:43 PM
Make	Chevrolet	Warranty Start	10/30/2014 00:00:00	Sub Status		Closed	
Cust Concern	Lost brakes						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
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
Aug 8, 2018 5:58 PM	SZCG74	ESISBIQU	Escalation	ESIS - CAC Injury	In Progress		ESIS Escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

1. Date of the incident: 29th June
2. Was there an accident?: Yes
3. Accident Location (State): Saint Johns, FL
4. Please describe the incident and what vehicle part is the alleged concern: Lost their brakes that resulted to an accident. Customer mentioned that they are in their drive way, and about to drive the vehicle, they felt that brake is somewhat not working and they tried the gas and it accelerates. Causing them to slam to their neighbors garage door and some lawn damages.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): collision shop
6. Was an insurance claim filed?: yes
7. Has the vehicle been repaired?: yes

If yes to 8 or 9 below, send to ESIS:

8. Did anyone seek professional medical attention?
   If Yes: Who was hurt? yes, the customer
   Name: [redacted]
   Seat position:driver
   Nature of injury: sore knee
9. Did the part concern/allegation cause damage to anything outside the vehicle? yes

If Yes: What was damaged? (Building, house, wall, other) garage door of neighbors and lawn

10. Why are you Escalating this to PAC or ESIS? Customer claims that the brakes failed causing the accident and injuries

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:57 PM	SZCG74	SZK8CM	Manager Review	PAC/ESIS	Done	08/09/2018 14:44:23	Review for ESIS

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer claims that the brakes failed causing the accident and injuries

==========

Approved for Escalation

Lar/CACT1/SME/MNL/REDESIGN

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:45 PM	SZCG74	SZCG74	Inbound Call Customer	Complex Request	Done	08/08/2018 18:02:49	Lost brakes

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Name: [redacted]
Phone: [redacted]
Email: [redacted]
Address: [redacted] loop
VIN: 3GCUKREC3E[redacted]
YMM: 2014 Chevrolet Silverado
Mileage: 74000

Reasons: Customer called in because their vehicle is at the collision shop and they mentioned that they lost their brakes that resulted to an

accident. Customer mentioned that they are in their drive way, and about to drive the vehicle, they felt that brake is somewhat not working and they tried the gas and it accelerates. Causing them to slam to their neighbors garage door and some lawn damages. Customer went to a doctor to seek medical attention due to sore knee. Customer mentioned that due to investigation, the brake booster failed and their insurance will cover the accident but not the part.

Expectation: I informed the customer that we will forward their concern to our Claims department if there is something we can do and for further assistance as well and they will receive a call in one business day.

Safety flag: yes, brake lost

AQS: 8

DON/CACT1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H46	Brakes - Booster - Hydro / Vac or Pump	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.			Cost Ast.	No Goodwill Offered		BRC Type	N/A
Account		Site/BAC			GW SubType			Business Unit	CCC - CAC Tier 1
Address	[redacted]				Approval	Not Initiated		Area	Complaint Vehicle - Operable
City	Saint Johns	Zip	[redacted]	State FL	UCC	Non Component GM		Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]		Involved Dlr	Coggin Chevrolet At The Avenues		Safety	Yes
Daytime #	[redacted]	Evening #	[redacted]		Source	Phone		Updated	08/13/2015 19:18:39
Serial/VIN #	3GCUKREC3EG[redacted]	Mileage	12000		Priority	Medium	License # CHEVROLET	Owner	QZ8365
Model	Silverado	Model Year	2014		Status	Closed		Opened	Aug 13, 2015 6:54 PM
Make	Chevrolet	Warranty Start	10/30/2014 00:00:00		Sub Status	Dissatisfied		Closed	Aug 13, 2015 7:10 PM
Cust Concern	Seatbelt buckle missing: Rear passanger Driver								
Customer Description									

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

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
Aug 13, 2015 7:10 PM	AGUILEEV	QZ8365	SR Closed - Dissatisfied		Done	08/13/2015 19:10:14	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2015 7:09 PM	AGUILEEV	QZ8365	SR Summary	SR Closure Review	Done	08/13/2015 19:10:11	Summary

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

Comments

Cust sks to find out why there is no buckle on the rear seats. Looking to have one instaled.

Res
informed cust

Evan/Sag/CAC T1/GW0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2015 6:59 PM	AGUILEEV	QZ8365	Inbound Call Customer	Complex Request	Done	08/13/2015 19:07:15	Missing rear passanger buckle

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

Comments

Cust sts
I"m calling becasue i have all the three belts in my rear passangers, but i'm missing the buckle on the rear driver side passanger.

Crs sts
I would advise you get to a dealership so they can look into the issue and what it would take to repair. You are still under warranty they should look into the issue. If you are not satisfied with the results of the dealership result, call us back.

Evan/Sag/CAC T1/GW0

Confidential Comments

UCC Information

UCC Code	Description	Symptom
S96	Non Component GM	Chevrolet

End of Report

Service Request Activities – UCC PAR

English | Español

Detroit, MI

Print

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2014 CHEVROLET SILVERADO K1500 LT
VIN: 3GCUKREC3EG[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

- Accident reported
- Damage reported
- CARFAX 1-Owner vehicle
- **27** Service history records
- Personal vehicle
- **74,997** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 8/10/18 at 8:06:58 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2014
Type of owner	Personal
Estimated length of ownership	3 yrs. 9 mo.
Owned in the following states/provinces	Florida
Estimated miles driven per year	20,458/yr
Last reported odometer reading	74,997

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

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

[redacted]

Accident / Damage
Damage reported on: 06/22/2015 and 06/12/2017. Accident reported on 06/29/2018.

Accident Reported

Manufacturer Recall
No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com.

No Recalls Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2014
Type:	Personal
Where:	Florida
Est. miles/year:	20,458/yr
Est. length owned:	10/30/14 - present (3 yrs, 9 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
01/17/2014	5	Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Vehicle offered for sale
01/27/2014		Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Pre-delivery inspection completed
04/02/2014		Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Vehicle serviced
06/27/2014	6	Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Transfer case operation checked
07/25/2014	8	Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Dash gauges checked
07/31/2014		Daniels-Bishop Chevrolet Metter, GA 912-685-2191 danielsbishopchevrolet.com	Vehicle offered for sale
07/31/2014	283	Langdale Chevrolet Sylvester, GA 229-776-3473 langdalechevrolet.com	Vehicle sold
08/21/2014	437	Daniels-Bishop Chevrolet Metter, GA 912-685-2191 danielsbishopchevrolet.com	Vehicle serviced
09/18/2014		Daniels-Bishop Chevrolet Metter, GA 912-685-2191 danielsbishopchevrolet.com	Battery charged
10/28/2014	440	Daniels-Bishop Chevrolet Metter, GA 912-685-2191 danielsbishopchevrolet.com	Battery charged
10/29/2014	499	Mike Reed Chevrolet Hinesville, GA 912-876-2121 mikereedchevy.com	Vehicle offered for sale
10/30/2014		Mike Reed Chevrolet Hinesville, GA	Vehicle sold

[redacted]

		912-876-2121 mikereedchevy.com	
10/30/2014		Florida Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
11/12/2014		Florida Motor Vehicle Dept. Hinesville, GA Title #[redacted]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Black
05/12/2015	6,456	Mike Reed Chevrolet Hinesville, GA 912-876-2121 mikereedchevy.com	Maintenance inspection completed Oil and filter changed
06/22/2015		Damage Report	Damage reported
			Not all damage is caused by an accident. Get the car inspected before you buy. Learn more
07/06/2015	10,334	George Moore Chevrolet Inc. Jacksonville, FL 904-482-9000 moorechevy.com	Maintenance inspection completed Tire condition and pressure checked
08/17/2015	13,179	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Recommended maintenance performed Vehicle washed/detailed Tire(s) balanced
09/24/2015	14,705	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Evaporator case drain hose replaced
12/15/2015	17,652	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Vehicle serviced
12/22/2015		Florida Motor Vehicle Dept. Hinesville, GA Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Black
01/26/2016	19,864	George Moore Chevrolet Inc. Jacksonville, FL 904-482-9000 moorechevy.com	Maintenance inspection completed Vehicle washed/detailed
06/18/2016	26,565	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Oil and filter changed Maintenance reminder reset Tire condition and pressure checked Transfer module/computer reprogrammed
08/08/2016	28,701	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Battery replaced
11/11/2016	33,025	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Airbag computer/module reprogrammed
12/29/2016		Florida Motor Vehicle Dept. Saint Johns, FL Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Loan or lien reported Registration updated when owner moved the vehicle to a new location Vehicle color noted as Black
12/30/2016	35,335	Gordon Chevrolet - Orange Park	Drivability/performance checked

		Orange Park, FL 904-272-2200 gordonchevy.com	
03/15/2017	40,304	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset Tire condition and pressure checked
06/12/2017		Damage Report	Damage reported Damage to front Not all damage is caused by an accident. Get the car inspected before you buy. Learn more
06/21/2017	45,852	Sun Tire Jacksonville, FL 904-693-5168 suntire.com	Vehicle serviced
07/21/2017	47,312	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset Tire condition and pressure checked
08/04/2017	48,868	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Wiper(s) replaced
08/18/2017	49,032	Tuffy Auto Service Center Jacksonville, FL 904-230-3363 tuffy.com	Tire condition and pressure checked
10/11/2017	54,062	Tuffy Auto Service Center Jacksonville, FL 904-230-3363 tuffy.com	Oil and filter changed Tire condition and pressure checked
12/12/2017	61,036	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset Power steering checked Computer reprogrammed
12/27/2017		Florida Motor Vehicle Dept. Saint Johns, FL Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Black Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
03/24/2018	67,383	Gordon Chevrolet - Orange Park Orange Park, FL 904-272-2200 gordonchevy.com	Maintenance inspection completed Oil and filter changed
06/25/2018	74,693	Coggin Chevrolet at the Avenues Jacksonville, FL 904-260-7777 cogginchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset
06/29/2018	74,997	Tuffy Auto Service Center Jacksonville, FL 904-230-3363 tuffy.com	Induction system serviced Brake fluid flushed/changed Brake system bled Antifreeze/coolant flushed/changed Air filter replaced Cabin air filter replaced/cleaned Fog light bulb(s) replaced
06/29/2018		Florida Damage Report	Accident reported Involving right front impact Involving front impact Damage to left front

Damage to right front
Disabling damage reported
Airbags did not deploy

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

CARFAX Glossary

View Full Glossary

Accident Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 8/10/18 at 8:06:58 AM (CDT). 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.

Florida Damage Reports:

- Provide an estimate of the extent of damage in its accident reports for the following:
  - SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
  - DISABLED: The vehicle had to be towed or hauled away from the accident location.
  - FUNCTIONAL: The vehicle could be driven from the accident location.
  - MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires.
  - MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
  - NO DAMAGE: The vehicle was not damaged.
- Are required if the estimated damage exceeds $500

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

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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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8/10/18 8:06:58 AM (CDT)

[redacted]

Logout

August 14, 2018

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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

Vehicle Information

VIN: 3GCUKREC3EG[redacted] Model: CK15543-2014 SILVERADO 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

REQUEST ANOTHER V N

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N172085440	17276	Loss of Steering Assist	06/29/2017	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Product Safety Recall	N140340	14340	INCOMPLETE WELD ON THE SEAT HOOK BRACKET ASSEMBLY	07/24/2014	Closed
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	Closed
Product Safety Recall	N140192	14192	UNWANTED TRANSFER CASE SHIFT TO NEUTRAL	06/27/2014	Closed
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	Closed
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling wi h DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y
OnStar Status: Active
XM Equipped: Y
XM Radio ID: BAX8Z288
XM Status: Active
OnStar Vehicle Diagnostics: N
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	06/26/2018	10/30/2014	498 MI	10/30/2020	100,498 MI
	Emission Select Component Ltd Wty	06/26/2018	10/30/2014	498 MI	10/30/2022	80,498 MI
	Special Coverage 18128	06/26/2018	10/30/2014	498 MI	10/30/2024	150,498 MI
	Powertrain Limited Warranty	06/26/2018	10/30/2014	498 MI	10/30/2019	100,498 MI
	Bumper to Bumper Limited Warranty	06/26/2018	10/30/2014	498 MI	10/30/2017	36,498 MI
	Chevrolet 2 Year Scheduled Maintenance	06/26/2018	10/30/2014	498 MI	10/30/2016	24,498 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/09/2017	[redacted]	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	61,036 MI
11/11/2016		ZFAT----Field Action Recall		9102394 - N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Mod	33,025 MI
11/11/2016		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnos ic Module Calibra ions	33,025 MI
08/05/2016		ZREG----Regular Vehicle Transaction	Add Credit	4041510 - Battery Replacement	28,701 MI
08/05/2016		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	4041510 - Battery Replacement	28,701 MI
08/05/2016		ZREG----Regular Vehicle Transaction		4041510 - Battery Replacement	28,701 MI
06/17/2016		ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	26,565 MI
01/26/2016		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	19,864 MI
12/07/2015		ZREG----Regular Vehicle Transaction		1044720 - Roof Rail Assist Handle Replacement	17,652 MI
09/14/2015		ZREG----Regular Vehicle Transaction		4414290 - Air Conditioning Evaporator and Blower Module Drain Hose Replacement	14,705 MI
08/17/2015		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	13,179 MI

05/11/2015	[redacted]	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	6,456 MI
08/21/2014		ZFAT----Field Action Recall	9100752 - N140340 - Inspect Left and Right Front Seat Mounting Hook Welds - No Repair Necessary	437 MI
07/25/2014		ZFAT----Field Action Recall	9100630 - N140126 - Reprogram Instrument Panel Cluster	8 MI
06/27/2014		ZFAT----Field Action Recall	9100680 - N14192 - Transfer Case Shift Control Module Reprogramming with SPS	6 MI
04/01/2014		ZFAT----Field Action Recall	9100457 - N140121 - Inspect Transmission Cooler Lines	5 MI
01/17/2014		ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
01/17/2014		ZFAT----Field Action Recall	9100334 - N140008 - Engine Control Module Reprogramming with SPS	5 MI
12/04/2013		ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Logout

August 14, 2018

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including op ion 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: 3GCUKREC3EG[redacted] Model: CK15543-2014 SILVERADO 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

REQUEST ANOTHER V N

Vehicle Build

Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB

Gross Vehicle Weight: 3,269

Order Number: [redacted]

Build Date: 11/30/2013

Build Plant: G

Option Codes

*IVH is not he 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 informa ion please refer to the original vehicle invoice or window sticker.

1SZ - OPTION PACKAGE DISCOUNT	2LT - 2LT PACKAGE
4AA - INTERIOR TRIM	6YP - COMPONENT FRT LH COMPUTER
7YP - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - POWER WINDOWS, DRIVER EXPRESS
A60 - LOCKING TAILGATE	A68 - SEAT 60/40 REAR FOLDING BENCH
AG1 - PWR SEAT ADJUSTER, DRIVER	AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCK SYSTEM	AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS	AZ3 - SEATS, FRONT 40/20/40 BENCH W/ FRONT LEATHER APPOINTED SEATING SURFACES AND HEATED DRIVER AND FRONT PASSENGER
B1J - WHEELHOUSE LINERS, REAR	B30 - COLOR KEYED CARPET
B32 - FLOOR MATS, FRONT	B33 - FLOOR MATS, REAR
BTV - REMOTE VEHICLE START	BWN - CORNERSTEP, REAR BUMPER
C49 - ELECTRIC REAR WINDOW DEFOGGER	C5Z - 7,200 LB GVW RATING
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
DL8 - POWER HEATED OUTSIDE MIRRORS	E63 - PICK UP BOX
EF7 - COUNTRY UNITED STATES OF AMERICA (USA)	FE9 - 50-STATE EMISSIONS
FHS - VEHICLE FUEL GASOLINE E85	G80 - AUTO LOCKING REAR DIFFERENTIAL
GBA - BLACK	GU4 - REAR AXLE 3.08 RATIO
H1Y - JET BLACK	I14 - ENGINEERING MODEL YEAR
IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8"	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC

DIAGONAL COLOR TOUCH	
JHD - HILL DESCENT CONTROL	K34 - CRUISE CONTROL
K47 - HIGH CAPACITY AIR CLEANER	KA1 - DRIVER & FRONT PASSENGER HEATED SEATS
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - TRANSMISSION OIL COOLER
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N37 - STEERING COLUMN, TILT & TELESCOPING	NP5 - LEATHER WRAP STEERING WHEEL
NQH - TRANSFER CASE 2-SPEED	NT7 - EMISSION SYSTEM
NZZ - UNDERBODY SHIELD, TRANS CASE	PDU - ALL STAR EDITION * WHEELS, 18" BRIGHT-MACHINED ALUMINUM * PWR SEAT ADJUSTER, DRIVER * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC
PPA - EZ LIFT AND LOWER TAILGATE	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
RBW - 18" TIRES, ALL TERRAIN W.O.L.	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RD1 - WHEELS, 18" BRIGHT-MACHINED ALUMINUM	ROO - BARS VOMS BAILMENT
S2B - SPARE WHEEL, 17" ALUMINUM	SAF - SPARE TIRE LOCK
SDA -	SLM - STOCK ORDERS
T3U - FRONT FOG LAMPS	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U73 - ANTENNA - FIXED MAST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UF2 - LED LIGHTING, CARGO BOX	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UK3 - STEERING WHEEL AUDIO CONTROLS	UMN - SPEEDOMETER
UQ3 - ENHANCED AUDIO SPEAKERS	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	V22 - CHROME GRILLE SURROUND
V46 - FRONT BUMPER, CHROME	V76 - RECOVERY HOOKS, FRONT
V8D - VEHICLE STATEMENT	VJH - BUMPER, REAR CHROME
VQZ - POLISHED EXHAUST TIP (DEALER INSTALLED)	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VXJ - 4" TUBULAR CHROMED ASSIST STEPS (DEALER INSTALLED)
VZE - VIN MODEL YEAR 2014	WEA - Z71 APPEARANCE PACKAGE
X88 - CHEVROLET CONVERSION	XL7 - FREQUENCY RATING 315 MH
YE9 - TRIM PACKAGE	YM8 - LPO PROCESSING OPTION
Z71 - Z71 OFF-ROAD SUSPENSION	Z82 - TRAILERING EQUIPMENT PKG
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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August 14, 2018

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

VIN: 3GCUKREC3EG[redacted] Model: CK15543-2014 SILVERADO 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

REQUEST ANOTHER V N

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: 2342839
Source Plant: 2- Part / Number Broadcast:
Date Scanned: 11/30/2013 Time Scanned: 00:22:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY Traceability: A14009028
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: 11/30/2013 Time Scanned: 06:13 00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability: 133314978
Source Plant: G- Part / Number Broadcast: 3214
Date Scanned: 11/30/2013 Time Scanned: 06:13:00 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: A80B20602
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/30/2013 Time Scanned: 06:13:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: AC8B80602
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/30/2013 Time Scanned: 06:13:00 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: 11/30/2013 Time Scanned: 06:13:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/30/2013 Time Scanned: 06:13:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/30/2013 Time Scanned: 06:13:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1023034
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 11/16/2013 Time Scanned: 05:30:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3902636
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 11/29/2013 Time Scanned: 11:43:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 3901914
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 11/29/2013 Time Scanned: 21:24:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

August 14, 2018

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

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

Vehicle Information

VIN: 3GCUKREC3EG[redacted] Model: CK15543-2014 SILVERADO 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

REQUEST ANOTHER V N

Job Card Date: 12/09/2017 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 61,036 MI
COGGIN CHEVROLET AT THE AVENUES Authorization Code:
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Process Date:
12/12/2017
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op 9102922-FA 17276 - Power Steering Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 11/11/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 33,025 MI
COGGIN CHEVROLET AT THE AVENUES Authorization Code:
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Process Date:
11/14/2016
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 9102394-N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Mod
Causal Part Number
→See o her Parts and/or Net Items

Job Card Date: 11/11/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 33,025 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Authorization Code:

Process Date:
11/14/2016

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 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Job Card Date: 08/05/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 28,701 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Au horization Code: W8

Process Date:
11/01/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start

Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 6579-Module/Component - Shorted

Labour Op 4041510-Battery Replacement

Causal Part Number 000000000088864065-BATTERY ASM

→See o her Parts and/or Net Items

Job Card Date: 08/05/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 28,701 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Authorization Code: DZ7CS5

Process Date:
10/20/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start

Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6579-Module/Component -

Shorted

Labour Op 4041510-Battery Replacement
Causal Part Number 000000000088864065-BATTERY ASM
→See o her Parts and/or Net Items

Job Card Date: 08/05/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 28,701 MI
COGGIN CHEVROLET AT THE AVENUES Authorization Code:
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Process Date:
08/08/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted
Labour Op 4041510-Battery Replacement
Causal Part Number 000000000088864065-BATTERY ASM
→See o her Parts and/or Net Items

Job Card Date: 06/17/2016 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 26,565 MI
COGGIN CHEVROLET AT THE AVENUES Authorization Code:
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Process Date:
06/22/2016
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 9101695-N150304 - Transfer Case Shift Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 01/26/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114766 Odometer Reading: 19,864 MI
GEORGE MOORE CHEVROLET, INC. Authorization Code:
10979 ATLANTIC BLVD
JACKSONVILLE FL 32225-2921
9044829000

Process Date:
02/01/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See o her Parts and/or Net Items

Job Card Date: 12/07/2015 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 17,652 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Authorization Code:

Process Date:
12/15/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0890-Interior - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 2025-Surface (interior) - Loose

Labour Op 1044720-Roof Rail Assist Handle Replacement

Causal Part Number 000000000023429938-COVER-W/S PLR ASST HDL

→See o her Parts and/or Net Items

Job Card Date: 09/14/2015 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 14,705 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Authorization Code:

Process Date:
09/24/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0724-Heating/Ventilation/Air conditioning - HVAC Leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 4023-Interface (Gasket, Seal, Hose, Weld..) - Foreign Material

Labour Op 4414290-Air Conditioning Evaporator and Blower Module Drain Hose Replacement

Causal Part Number

Job Card Date: 08/17/2015 **Job Card Number:** [redacted]

Repair Service Agent: 168823 Odometer Reading: 13,179 MI

COGGIN CHEVROLET AT THE AVENUES
10880 PHILIPS HWY
JACKSONVILLE FL 32256-1553
9042607777

Authorization Code:

Process Date:
08/17/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transac ion Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See o her Parts and/or Net Items

Job Card Date: 05/11/2015 **Job Card Number:** [redacted]

Repair Service Agent: 162974
MIKE REED CHEVROLET, INC.
1559 EAST OGLETHORPE
HINESVILLE GA 31313-1209
9128762121

Odometer Reading: 6,456 MI
Authorization Code:

Process Date:
05/12/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transac ion Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See o her Parts and/or Net Items

Job Card Date: 08/21/2014 **Job Card Number:** [redacted]

Repair Service Agent: 112542
DANIELS-BISHOP CHEVROLET, INC.
905 S LEWIS ST
METTER GA 30439-5132
9126852191

Odometer Reading: 437 MI
Authorization Code:

Process Date:
08/21/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100752-N140340 - Inspect Left and Right Front Seat Mounting Hook Welds - No Repair Necessary
Causal Part Number

Job Card Date: 07/25/2014 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 8 MI
Authorization Code:

Process Date:
07/25/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100630-N140126 - Reprogram Instrument Panel Cluster
Causal Part Number

Job Card Date: 06/27/2014 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 6 MI
Authorization Code:

Process Date:
06/27/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100680-N14192 - Transfer Case Shift Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 04/01/2014 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 5 MI
Authorization Code:

Process Date:
04/04/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100457-N140121 - Inspect Transmission Cooler Lines
Causal Part Number

Job Card Date: 01/17/2014 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 5 MI
Authorization Code:

Process Date:
01/27/2014
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

Job Card Date: 01/17/2014 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 5 MI
Authorization Code:

Process Date:
01/27/2014
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 12/04/2013 **Job Card Number:** [redacted]

Repair Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900
2297763473

Odometer Reading: 1 MI
Authorization Code:

Process Date:
12/04/2013
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

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August 14, 2018

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

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

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

Vehicle Information

VIN: 3GCUKREC3EG[redacted] Model: CK15543-2014 SILVERADO 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

REQUEST ANOTHER V N

Invoice Information

Invoicing Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900 2297763473

Invoice Date: 11/30/2013

Ship to Information

Ship to Service Agent: 165035
LANGDALE CHEVROLET, INC.
1006 W FRANKLIN ST
SYLVESTER GA 31791-1900 2297763473

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 162974
MIKE REED CHEVROLET, INC.
1559 EAST OGLETHORPE
HINESVILLE GA 31313-1209 9128762121

. Delivery Date: 10/30/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 498

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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