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

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

Service Request Activities – UCC PAR

Report Date: Friday, November 2, 2018

[redacted]

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	CA CEC
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	CA CEC
City	[redacted]	Zip [redacted]	State [redacted]	UCC	Brakes - Booster - Hydro / Vac or Pump	Sub-Area	Tier 2
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keyes Chevrolet	Safety	Loss of Braking
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	10/31/2018 16:20:36
Serial/VIN #	3GCUCSEC2GG[redacted]	Mileage	48939	Priority	Medium License #	Owner	KZPMLS
Model	Silverado 1500	Model Year	2016	Status	Open	Opened	Oct 30, 2018 12:46 AM
Make	Chevrolet	Warranty Start	08/19/2016 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Vehicle Complaint						
Customer Description	"This is a California CEC Case. Do NOT assume or close."						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	Oct 26, 2018 2:30 PM				Asphalt	Dry		

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]			

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

Service Request Activities – UCC PAR

Incident Loc	[redacted] Van Nuys, CA	Incident Desc	brakes went out cust hit stop sign to stop the vehicle
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emergency Svc Names		Maint Loc	

PAR Detail

Collision		Non Collision	Property Damage	Y	Thermal Event	Spec Equip			
Vehicle Speed	30		Weather Condition	dry		Prop Owner	Snow	Property Type	vehicle
Last Service Date	03/08/2018		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	Personal	Inspection Type		Inspected By	Inspection Date/Time
Veh Damage Description	damage to front center bumper from hitting stop sign when brake pump failed - dealership replaced pump			Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 31, 2018 4:19 PM	KZPMLS	KZPMLS	Scheduled Outbound Call Cust	Follow-up Attempt	Scheduled Alarm		advise on PAC escalation

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

Comments
Dianna/BRC CA CEC/ATX /5912020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 31, 2018 2:35 PM	KLOPEZ777	KZPMLS	Follow-Up		Done	10/31/2018 16:14:23	Dealer Update Case

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

Comments
sending repair order

Confidential Comments

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

Service Request Activities – UCC PAR

Oct 30, 2018 8:30 PM	SADMIN	SADMIN	Email - Outbound	Done	10/30/2018 20:30:54	CA CEC Alert – Action Required: Case # Chevrolet, [redacted]- [redacted] VIN 3GCUCSEC2GG[redacted] Mileage 48939
Last Name [redacted]	First Name [redacted]		Account	BAC Code		

Comments
Please provide copy of RO for brake pump failure

Dianna 866-790-5600 ecxt 5912020

[redacted]

[SR: [redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 8:30 PM	KZPMLS	KZPMLS	Scheduled Follow up		Done	10/31/2018 16:19:31	PAC escalation- see TL
Last Name [redacted]	First Name [redacted]		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 8:29 PM	KZPMLS	ZALSIBAI	Dealer Notification	Action Required	Done	10/31/2018 16:14:36	customer advised he hit a stop sign due to brake pump failure
Last Name [redacted]	First Name [redacted]		Account		BAC Code		

Comments
Please provide copy of RO for brake pump failure

Dianna 866-790-5600 ecxt 5912020

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 8:23 PM	KZPMLS	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalating to ESIS

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

Comments
1. Date of the incident: 10/26/2018 02:30:00 PM
2. Was there an accident?: Hit stop sign at corner to stop the vehicle when the brakes failed.
3. Accident Location (State): [redacted] Van Nuys, CA
4. Please describe the incident and what vehicle part is the alleged concern: brakes failed hit a stop sign to stop the vehicle and it damage the front of the vehicle and knocked the sign out of the ground.
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): customer has his vehicle and dealer replaced the brake pump.
6. Was an insurance claim filed?: no
7. Has the vehicle been repaired?: brake pump replaced but the body damage has not and customer is seeking GM repair his vehicle.
If yes to 8 or 9 below, send to ESIS:
8. Did anyone seek professional medical attention?
If Yes: Who was hurt? No injuries
Name:
Seat position:
Nature of injury:
9. Did the part concern/allegation cause damage to anything outside the vehicle? Yes,
If Yes: What was damaged? (Building, house, wall, other) the vehicle body damage and damaged a stop sign knocking it out of the ground when he collided with it.
10. Why are you Escalating this to PAC or ESIS? Customer is seeking to have vehicle damage repaired by GM due to brake failure.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 8:18 PM	KZPMLS	BZMCJS	Manager Review	PAC/ESIS	Done	11/01/2018 13:17:09	Review for PAC

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

Comments
OTS approval to submit to PAC granted.

Kevin/BRC CA CEC/ATX/TL/5317015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 7:57 PM	KZPMLS	KZPMLS	CA CEC	Initial Contact	Done	10/30/2018 20:29:16	Initial

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

Comments

[redacted]

DS advised that his concern about the brake pump was assigned to me. He picked up the vehicle on Friday, it went out Thursday. He had the brakes pads changed previously. He took out a stop sign when the brake pump failed. Cust feels that GM should reimburse him. The HVAC went out and he had to pay to have it repaired. He took it to a indep. to have it repaired. Dlr said it was out of warranty. He took it back to the dlr. He hit a stop sign and damaged the bumper of his vehicle. DS did a PAC escalation
Dianna/BRC CA CEC/ATX /5912020

Dianna/BRC CA CEC/ATX /5912020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 7:57 PM	KZPMLS	KZPMLS	CA CEC	Initial VIN Scan	Done	10/30/2018 19:57:43	VIN Scan completed

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

Comments
VIN Scan Completed. Prior SR found associated to this VIN:

[redacted] CA CEC dlr complaint

No open recalls
Special Coverage 18127 Driver's Front Seat Belt Anchor Pretensioner

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319

Service Request Activities – UCC PAR

[redacted]

Dianna/BRC CA CEC/ATX /5912020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 3:18 PM	NZRYFG	NZRYFG	Ownership Changed	Ownership Escalated to BRC	Done	10/30/2018 15:18:26	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 12:55 AM	SADMIN	KZPMLS	Notify CRM	Other	Done	10/30/2018 19:57:16	New Case Assignment

Last Name	First Name	Account	BAC Code

Comments
Service Request Assgned to CA CEC CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 12:54 AM	PZPZL0	CACECQ	CA CEC Escalation	Assigned CA CEC Case	Done	10/30/2018 15:18:29	CA Escalation

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

Comments
REASON FOR CALLING:
-The customer called complaining about the vehicle. The brake suddenly stopped working while driving that had caused almost an accident last week.
-The customer stated no medical attention needed and towed the vehicle to a dealership for service. The diagnosis was that the brake pump went out.
-the customer is requesting for reimbursement.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 30, 2018 12:53 AM	PZPZL0	PZPZL0	Inbound Call Customer	Complex Request	Done	10/30/2018 12:55:10	Brake Pump

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

Comments
REASON FOR CALLING:
-The customer called complaining about the vehicle. The brake suddenly stopped working while driving that had caused almost an accident last week.
-The customer stated no medical attention needed and towed the vehicle to a dealership for service. The diagnosis was that the brake pump went out.
-the customer is requesting for reimbursement.
EXPECTATION SET:
-Informed the customer that a specialist who will continue to work directly with you and your dealership to address your concern will be handling your case, and will return a call within one business day.

MAGGIE / CAC T1 / MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H46	Brakes - Booster - Hydro / Vac or Pump	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	CA CEC
City	[redacted]	Zip	[redacted] State [redacted]	UCC	Non Component GM	Sub-Area	Tier 2
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keyes Chevrolet	Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	10/19/2017 11:54:33
Serial/VIN #	3GCUCSEC2GG[redacted]	Mileage	22000	Priority	Medium License #	Owner	BZ5K0Z
Model	Silverado 1500	Model Year	2016	Status	Closed	Opened	Oct 6, 2017 6:55 PM
Make	Chevrolet	Warranty Start	08/19/2016 00:00:00	Sub Status	Unable to Contact	Closed	Oct 19, 2017 11:54 AM
Cust Concern	dealer complaint						
Customer Description	"This is a California CEC Case. Do NOT assume or close."						

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	

Service Request Activities – UCC PAR

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**	

Service Request Activities – UCC PAR

Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2017 11:54 AM	SZFWXT	BZ5K0Z	SR Closed - Unable to Contact		Done	10/19/2017 11:54:33	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
Oct 19, 2017 11:53 AM	SZFWXT	SZFWXT	SR Summary	SR Closure Review	Done	10/19/2017 11:54:24	Close case
Last Name	**First Name**	**Account**		**BAC Code**			
[redacted]	[redacted]						
Comments							
Customer had dealer complaint. Customer was UTC. MEY/SME/CA.CEC/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2017 11:51 AM	SZFWXT	SZFWXT	Correspondence		Done	10/19/2017 11:51:38	Created:CAC_RS0006. SR#[redacted]
Last Name	**First Name**	**Account**		**BAC Code**			

Service Request Activities – UCC PAR

Snow		Bill					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2017 11:50 AM	SZFWXT	SZFWXT	Outbound Call Customer	Received No Answer	Done	10/19/2017 11:51:17	[redacted]

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

Comments

Received No Answer. VM full.

MEY/SME/CA.CEC/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2017 7:58 PM	SZFWXT	SZFWXT	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	10/19/2017 11:50:28	[redacted]

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

Comments

Final Attempt

F/U and notify you made dlr aware and close case UTC

Confidential Comments

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

Service Request Activities – UCC PAR

Oct 18, 2017 7:57 PM	SZFWXT	SZFWXT	Outbound Call Customer	Received No Answer	Done	10/18/2017 19:58:02	

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

Comments

VM full.

MEY/SME/CA.CEC/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2017 7:18 PM	BZ5K0Z	BZ5K0Z	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	10/18/2017 19:57:43	Second Attempt

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2017 7:14 PM	BZ5K0Z	BZ5K0Z	Outbound Call Customer	Received No Answer	Done	10/16/2017 19:18:06	[redacted]

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

Comments

No answer, No VM left

Kristina.atx.cacec.5915105

Confidential Comments

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

Service Request Activities – UCC PAR

			Type				
Oct 11, 2017 2:43 PM	BZ5K0Z	BZ5K0Z	Scheduled Outbound Call Cust		Done	10/16/2017 18:55:35	[redacted]

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

Comments

F/U and notify you made dlr aware and close case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 2:36 PM	BZ5K0Z	BZ5K0Z	Outbound Call Customer	Made Contact	Done	10/11/2017 14:43:40	[redacted]

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

Comments

Disclaimer

Cust sts dropped veh off on a Weds after having app made and veh wasn't looked at until Saturday and answer was told that tint on veh was messing in temp in veh. Wasn't fair as a cust to not get veh serviced or a loaner and i've never had anything like this happen before. Have veh in my possession.

CSR sts **empathy** we do take complaints very seriously and this issue will get looked into even after case is closed on your end. I will notify my CEM at dlr of complaint of call you back to notify you before i close out case.

no further questions or concerns

Kristina.atx.cacec.5915105

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 2:19 PM	BZ5K0Z	BZ5K0Z	Outbound Call Customer	Made Contact	Done	10/11/2017 14:36:36	[redacted]

Last Name	First Name	Account	BAC Code

Service Request Activities – UCC PAR

[redacted]	[redacted]		

Comments

Disclaimer

Cust sts to call back in 5 mins

Kristina.atx.cacec.5915105

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 2:20 PM	BZ5K0Z	BZ5K0Z	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	10/11/2017 14:19:52	[redacted]

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 2:18 PM	BZ5K0Z	BZ5K0Z	CA CEC	Initial Contact	Done	10/09/2017 14:20:20	[redacted]

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

Comments

VM stating text or e-mail faster and VM full so no VM left

Kristina.atx.cacec.5915105

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 2:18 PM	BZ5K0Z	BZ5K0Z	CA CEC	VIN Scan Completed	Done	10/09/2017 14:18:32	VIN Scan Preformed

Last Name	First Name	Account	BAC Code

Service Request Activities – UCC PAR

Snow	Bill		

Comments

Previous SR's Found: No

Open Recalls- No

Branded Title/ Warranty Block – No

Previous Goodwill-No

Kristina.ATX.CACEC.5915105

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 11:39 AM	MZJDWZ	BZ5K0Z	Ownership Changed		Done	10/09/2017 11:39:27	Service Request Ownership has changed FROM: KZG864 TO: BZ5K0Z

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 11:39 AM	MZJDWZ	BZ5K0Z	CA CEC	Initial VIN Scan	Done	10/09/2017 14:18:15	VIN Scan Performed

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

Comments

VIN Scan Completed. No SR's found associated to this VIN:

Cory/BRC/Legal/ATX/5913628/WF

Confidential Comments

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

Service Request Activities – UCC PAR

			Type				
Oct 9, 2017 11:38 AM	MZJDWZ	BZ5K0Z	Notify CRM	Other	Done	10/09/2017 14:18:12	Service Request assigned to CA CEC CRS BZ5K0Z ext.5915105

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

Comments

Assigned 10/9/2017 11:38:54 AM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 11:38 AM	MZJDWZ	MZJDWZ	Ownership Changed	Ownership Escalated to BRC	Done	10/09/2017 11:38:53	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 6, 2017 7:08 PM	KZG864	BZ5K0Z	CA CEC Escalation	Assigned CA CEC Case	Done	10/09/2017 14:18:10	CA Escalation

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

Comments

Reason:
Customer is complaining about dealership's service. He set up an appointment on Wednesday, vehicle has been at the dealership for 3 days and they haven't checked it. They told him there are too many people.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 6, 2017 7:06 PM	KZG864	KZG864	Inbound Call Customer	Complex Request	Done	10/06/2017 19:31:43	dealer complaint

Last Name	First Name	Account	BAC Code

[redacted] [redacted]

Comments

Name [redacted]
BNTC: [redacted]
Email [redacted]
Address:
[redacted]
VIN: 3GCUCSEC2GG[redacted]
YMM: 2016 Chevrolet Silverado
Mileage: 22,000
Potential Safety: N

Reason:
Customer is complaining about dealership's service. He set up an appointment on Wednesday, vehicle has been at the dealership for 3 days and they haven't checked it. They told him there are too many people.

Expectations:
I set these expectations:
Your case will be endorse to a specialist who will continue to work directly with you and your dealership to address your concern will be handling your case, and will return a call within one business day.

Source: SS2676

Lene/CAC/Tier1/Manila

Confidential Comments

UCC Information

UCC Code	Description	Symptom
S96	Non Component GM	Chevrolet

End of Report

Detroit, MI

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2016 CHEVROLET SILVERADO C1500 LTZ
VIN: 3GCUCSEC2GG[redacted]
CREW PICKUP
5.3L V8 F 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 damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **5** Service history records
- Personal vehicle
- **48,187** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/2/18 at 9:18:16 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

CARFAX 1 OWNER

	Owner 1
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	2 yrs. 1 mo.
Owned in the following states/provinces	California
Estimated miles driven per year	21,751/yr
Last reported odometer reading	48,187

CARFAX Title History

CARFAX guarantees the information in this section

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

BUYBACK CARFAX GUARANTEE

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

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

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

[redacted]

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

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2016
Type:	Personal
Where:	California
Est. miles/year:	21,751/yr
Est. length owned:	9/16/16 - present (2 yrs, 1 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
05/01/2016		US Customs	Vehicle exported from Mexico and imported to the United States
07/05/2016	2	Dealer Inventory	Vehicle offered for sale
08/05/2016	2,943	Dealer Inventory	Vehicle offered for sale
09/16/2016	2,956	California Motor Vehicle Dept. Los Angeles, CA	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
05/08/2017	7,734	Keyes Chevrolet Van Nuys, CA 818-267-1400 keyeschevy.net	Maintenance inspection completed Recommended maintenance performed Tire condition and pressure checked
10/04/2017	23,183	Keyes Chevrolet Van Nuys, CA 818-267-1400 keyeschevy.net	Maintenance inspection completed Tire condition and pressure checked
03/07/2018	31,643	Keyes Chevrolet Van Nuys, CA 818-267-1400 keyeschevy.net	Maintenance inspection completed Tire condition and pressure checked Rear brake pads replaced
06/16/2018	39,534	Valvoline Instant Oil Change Burbank, CA 818-841-8866 vioc.com	Oil and filter changed
10/15/2018	48,187	Lucas Auto Van Nuys, CA 818-782-3501 lucasautoair.com	A/C refrigerant recharged A/C system checked

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.

[redacted]

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.
11/2/18 9:18:16 AM (CDT)

[redacted]

CDR File Information

User Entered VIN	3GCUCSEC2GG[redacted]
User	Steve Casteel
Case Number	[redacted]
EDR Data Imaging Date	11/27/2018
Crash Date	10/26/2018
Filename	3GCUCSEC2GG[redacted]_ACM.CDRX
Saved on	Tuesday, November 27 2018 at 11:33:18
Imaged with CDR version	Crash Data Retrieval Tool 17.9.1
Imaged with Software Licensed to (Company Name)	Gladding & Michel
Reported with CDR version	Crash Data Retrieval Tool 17.9.1
Reported with Software Licensed to (Company Name)	Gladding & Michel
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

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Data Limitations

Recorded Crash Events:

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

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

The second type of SDM recorded crash event for FSR Events is the Deployment Event. It also contains Pre-Crash and Crash data. Deployment Events cannot be overwritten or cleared by the SDM. Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR Deployment events.
The SDM can store up to three Events.

Data:

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

-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change. The SDM will only record Maximum SDM Recorded Vehicle Velocity Change for the first 300 milliseconds of the event.
-If the SDM Recorded Vehicle Velocity Change data exceeds the max output range of -127 km/h then the exceeded values will be displayed with an offset of a +256 km/h. If the SDM Recorded Vehicle Velocity Change data exceeds the max output range of +126 km/h then the exceeded values will be displayed with an offset of a -256 km/h.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
    -Significant changes in the tire's rolling radius
    -Final drive axle ratio changes
    -Wheel lockup and wheel slip
-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
-Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
-Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
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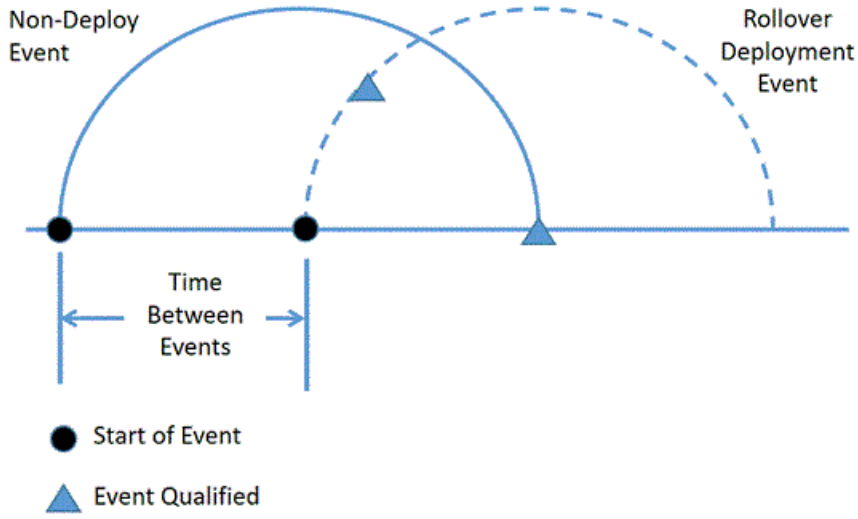
-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engine.
-Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
-The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
-Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
-Dynamic Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
-Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
-For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
-Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
-In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, the module may have been operating on its energy reserve.
-A Concurrent Event is when two events are happening nearly simultaneously. The "Concurrent Event Flag Set" parameter will indicate "Yes" if one event begins, but before that event is qualified, another event begins and is qualified.
A Non-Deployment event typically becomes qualified if that event exceeds the 5 MPH (8 km/h) delta V recording threshold and the event has concluded. A deployment event (FSR or Rollover) becomes qualified when a deployment has been commanded for that event.
Example of a Concurrent Event:
A Non-Deployment event begins. Before the Non-Deployment event is qualified, a Rollover Deployment event begins and is qualified. Sometime after the Rollover event is qualified, the Non-Deployment event is qualified. The Rollover event will be recorded in the first open record even though the Non-Deployment event enabled before the Rollover event. The Non-Deployment event will be recorded in the next open record. The "Concurrent Event Flag Set" parameter will indicate "Yes" for the Non-Deployment event. The "Time Between Events" parameter will indicate the time from the start of the Non-Deployment event to the start of the Rollover event.



Event Record #1	Event Record #2
Event record Type = Rollover	Non-deployment
Concurrent Event Flag = No	Concurrent Event Flag = Yes
Time Between Events = N/A	Time Between Events = XX seconds

-The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
-The reported range of the longitudinal and lateral acceleration values is approximately ± 50 g.
-Due to a CDR Tool data imaging issue, all CDR files imaged from SDM-30 Delphi airbag control modules (ACM) using version 17.6 software are invalid and the ACM must be re-imaged using CDR version 17.6.1 and later software.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

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

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

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

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

01050_SDM30-delphi_r018

Event Data General (part one)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID $32 Bytes 2-3	$2C29	Ignition Cycle, Download (Ignition Cycles at Investigation)	11305	counts
DID $01 Bytes 0-1	$4155	ESS # 1 Traceability Data, Component Identifier	AU	
DID $01 Bytes 2-5	$38363737	ESS # 1 Traceability Data, Part Number/Broadcast Code	8677	
DID $01 Byte 6	$44	ESS # 1 Traceability Data, Supplier Code	D	
DID $01 Bytes 7-15	$503237303631304630	ESS # 1 Traceability Data, Traceability Number	P270610F0	
DID $03 Bytes 0-1	$4154	ESS # 2 Traceability Data, Component Identifier	AT	
DID $03 Bytes 2-5	$38363737	ESS # 2 Traceability Data, Part Number/Broadcast Code	8677	
DID $03 Byte 6	$44	ESS # 2 Traceability Data, Supplier Code	D	
DID $03 Bytes 7-15	$503537303643463430	ESS # 2 Traceability Data, Traceability Number	P5706CF40	
DID $05 Bytes 0-1	$4148	ESS # 3 Traceability Data, Component Identifier	AH	
DID $05 Bytes 2-5	$38363736	ESS # 3 Traceability Data, Part Number/Broadcast Code	8676	
DID $05 Byte 6	$44	ESS # 3 Traceability Data, Supplier Code	D	
DID $05 Bytes 7-15	$413842443735343041	ESS # 3 Traceability Data, Traceability Number	A8BD7540A	
DID $07 Bytes 0-1	$414A	ESS # 4 Traceability Data, Component Identifier	AJ	
DID $07 Bytes 2-5	$38363736	ESS # 4 Traceability Data, Part Number/Broadcast Code	8676	
DID $07 Byte 6	$44	ESS # 4 Traceability Data, Supplier Code	D	
DID $07 Bytes 7-15	$413044434635343041	ESS # 4 Traceability Data, Traceability Number	A0DCF540A	
DID $09 Bytes 0-1	$4441	ESS # 5 Traceability Data, Component Identifier	DA	
DID $09 Bytes 2-5	$38363738	ESS # 5 Traceability Data, Part Number/Broadcast Code	8678	
DID $09 Byte 6	$44	ESS # 5 Traceability Data, Supplier Code	D	
DID $09 Bytes 7-15	$413132374332323041	ESS # 5 Traceability Data, Traceability Number	A127C220A	
DID $0B Bytes 0-1	$4442	ESS # 6 Traceability Data, Component Identifier	DB	
DID $0B Bytes 2-5	$38363738	ESS # 6 Traceability Data, Part Number/Broadcast Code	8678	
DID $0B Byte 6	$44	ESS # 6 Traceability Data, Supplier Code	D	
DID $0B Bytes 7-15	$414141324630443041	ESS #6 Traceability Data, Traceability Number	AAA2F0D0A	
DID $0D Bytes 0-1	$0100	ESS # 7 Traceability Data, Component Identifier	??	
DID $0D Bytes 2-5	$30303030	ESS # 7 Traceability Data, Part Number/Broadcast Code	0000	
DID $0D Byte 6	$44	ESS # 7 Traceability Data, Supplier Code	D	
DID $0D Bytes 7-15	$413030303030303030	ESS # 7 Traceability Data, Traceability Number	A00000000	
DID $0F Bytes 0-1	$0100	ESS # 8 Traceability Data, Component Identifier	??	

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

Event Data General (part two)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DID $90 Byte 0	$33	Vehicle Identification Number (VIN) Digit 1	3	
DID $90 Byte 1	$47	Vehicle Identification Number (VIN) Digit 2	G	
DID $90 Byte 2	$43	Vehicle Identification Number (VIN) Digit 3	C	
DID $90 Byte 3	$55	Vehicle Identification Number (VIN) Digit 4	U	
DID $90 Byte 4	$43	Vehicle Identification Number (VIN) Digit 5	C	
DID $90 Byte 5	$53	Vehicle Identification Number (VIN) Digit 6	S	
DID $90 Byte 6	$45	Vehicle Identification Number (VIN) Digit 7	E	
DID $90 Byte 7	$43	Vehicle Identification Number (VIN) Digit 8	C	
DID $90 Byte 8	$32	Vehicle Identification Number (VIN) Digit 9	2	
DID $90 Byte 9	$47	Vehicle Identification Number (VIN) Digit 10	G	
DID $90 Byte 10	$47	Vehicle Identification Number (VIN) Digit 11	G	
DID $90 Byte 11	$33	Vehicle Identification Number (VIN) Digit 12	[redacted]	
DID $90 Byte12	$34	Vehicle Identification Number (VIN) Digit 13		
DID $90 Byte 13	$32	Vehicle Identification Number (VIN) Digit 14		
DID $90 Byte 14	$36	Vehicle Identification Number (VIN) Digit 15		
DID $90 Byte 15	$36	Vehicle Identification Number (VIN) Digit 16		
DID $90 Byte 16	$31	Vehicle Identification Number (VIN) Digit 17		
DID $9A Bytes 0-1	$0B11	System Type	N/A	
DID $B4 Byte 0	$4B	Manufacturing Traceability Data, LineID	K	
DID $B4 Byte 1	$33	Manufacturing Traceability Data, ShiftID	3	
DID $B4 Bytes 2-3	$3136	Manufacturing Traceability Data, Year	16	
DID $B4 Bytes 4-6	$313237	Manufacturing Traceability Data, DayOfTheYear	127	
DID $B4 Bytes 7-15	$334D323946354 A3030	Manufacturing Traceability Data, Serial/Lot/BatchNumber	3M29F5J00	
DID $C1 Bytes 0-3	$00CE44D6	Software Module Identifier 1	00CE44D6	
DID $C2 Bytes 0-3	$05051752	Software Module Identifier 2	05051752	
DID $C3 Bytes 0-3	$01621D42	Software Module Identifier 3	01621D42	
DID $CB Bytes 0-3	$00CF6F22	End Model Part Number	00CF6F22	

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CDR File Information

User Entered VIN	3GCUCSEC2GG[redacted]
User	Steve Casteel
Case Number	[redacted]
EDR Data Imaging Date	11/27/2018
Crash Date	10/26/2018
Filename	3GCUCSEC2GG[redacted] ACM.CDRX
Saved on	Tuesday, November 27 2018 at 11:33:18
Imaged with CDR version	Crash Data Retrieval Tool 17.9.1
Imaged with Software Licensed to (Company Name)	Gladding & Michel
Reported with CDR version	Crash Data Retrieval Tool 17.9.1
Reported with Software Licensed to (Company Name)	Gladding & Michel
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

Persons: Steve Casteel
Location: Claimant's Current Work Location as of 11/27/2018
Location Address: [redacted], Beverly Hills, CA [redacted]
Mileage: 51,421
Lamp Status: Flashed and turned-off
Power: Vehicle's Direct Power
Data collected from DLC

Data Limitations

Recorded Crash Events:

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

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-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
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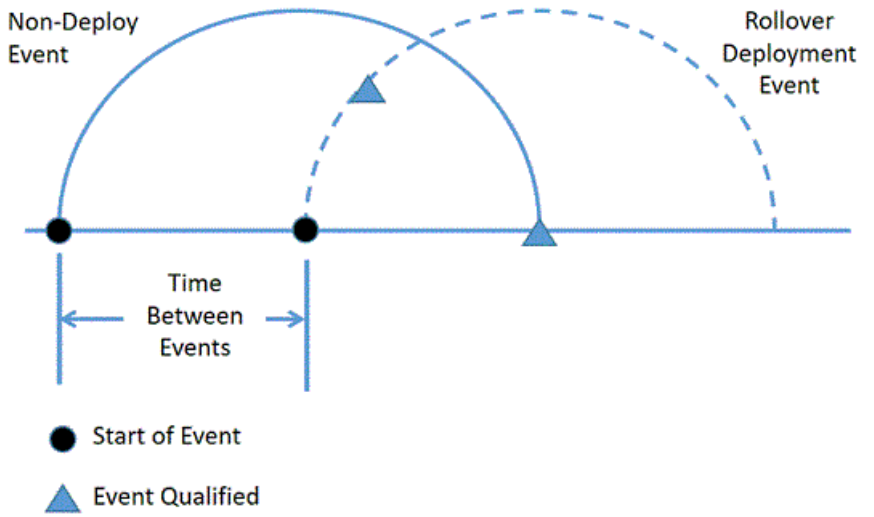

Event Record #1	Event Record #2
Event record Type = Rollover	Non-deployment
Concurrent Event Flag = No	Concurrent Event Flag = Yes
Time Between Events = N/A	Time Between Events = XX seconds

-The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
-The reported range of the longitudinal and lateral acceleration values is approximately ± 50 g.
-Due to a CDR Tool data imaging issue, all CDR files imaged from SDM-30 Delphi airbag control modules (ACM) using version 17.6 software are invalid and the ACM must be re-imaged using CDR version 17.6.1 and later software.
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Longitudinal Velocity Change	Forward
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Lateral Velocity Change	Left to Right
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Roll Rate	Clockwise Rotation

Hexadecimal Data:
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01050_SDM30-delphi_r018

System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	0
Dynamic OnStar Notification Event Counter	0
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Ignition Cycle, Download (Ignition Cycles at Investigation)	11305
End Model Part Number	00CF6F22
System Type	N/A
Software Module Identifier 1	00CE44D6
Software Module Identifier 2	05051752
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, LineID	K
Manufacturing Traceability Data, ShiftID	3
Manufacturing Traceability Data, Year	16
Manufacturing Traceability Data, DayOfTheYear	127
Manufacturing Traceability Data, Serial/Lot/BatchNumber	3M29F5J00
ESS # 1 Traceability Data, Component Identifier	AU
ESS # 1 Traceability Data, Part Number/Broadcast Code	8677
ESS # 1 Traceability Data, Supplier Code	D
ESS # 1 Traceability Data, Traceability Number	P270610F0
ESS # 2 Traceability Data, Component Identifier	AT
ESS # 2 Traceability Data, Part Number/Broadcast Code	8677
ESS # 2 Traceability Data, Supplier Code	D
ESS # 2 Traceability Data, Traceability Number	P5706CF40
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	8676
ESS # 3 Traceability Data, Supplier Code	D
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ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	8676
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ESS # 4 Traceability Data, Traceability Number	A0DCF540A
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	8678
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ESS # 5 Traceability Data, Traceability Number	A127C220A
ESS # 6 Traceability Data, Component Identifier	DB
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ESS # 6 Traceability Data, Traceability Number	AAA2F0D0A
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Hexadecimal Data

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DPID $15
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DID $CB
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 1250   FF FF FF FF FF FF FF FF FF FF
 1260   FF FF FF FF FF FF FF FF FF FF
 1270   FF FF FF FF FF FF FF FF FF FF
 1280   FF FF FF FF FF FF FF FF FF FF
 1290   FF FF
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DID $7C

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 0000   FF FF FF FF FF FF FF FF FF FF
 0010   FF FF FF FF FF FF FF FF FF FF
 0020   FF FF FF FF FF FF FF FF FF FF
 0030   FF FF FF FF FF FF FF FF FF FF
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 0070   FF FF FF FF FF FF FF FF FF FF
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 0090   FF FF FF FF FF FF FF FF FF FF
 0100   FF FF FF FF FF FF FF FF FF FF
 0110   FF FF FF FF FF FF FF FF FF FF
 0120   FF FF FF FF FF FF FF FF FF FF
 0130   FF FF FF FF FF FF FF FF FF FF
 0140   FF FF FF FF FF FF FF FF FF FF
 0150   FF FF FF FF FF FF FF FF FF FF
 0160   FF FF FF FF FF FF FF FF FF FF
 0170   FF FF FF FF FF FF FF FF FF FF
 0180   FF FF FF FF FF FF FF FF FF FF
 0190   FF FF FF FF FF FF FF FF FF FF
 0200   FF FF FF FF FF FF FF FF FF FF
 0210   FF FF FF FF FF FF FF FF FF FF
 0220   FF FF FF FF FF FF FF FF FF FF
 0230   FF FF FF FF FF FF FF FF FF FF
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 0250   FF FF FF FF FF FF FF FF FF FF
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0260   FF FF FF FF FF FF FF FF FF FF
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0370   FF FF FF FF FF FF FF FF FF FF
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0390   FF FF FF FF FF FF FF FF FF FF
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0000   FF FF FF FF FF FF FF FF FF FF
0010   FF FF FF FF FF FF FF FF FF FF
0020   FF FF FF FF FF FF FF FF FF FF
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0050   FF FF FF FF FF FF FF FF FF FF
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0070   FF FF FF FF FF FF FF FF FF FF
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0100   FF FF FF FF FF FF FF FF FF FF
0110   FF FF FF FF FF FF FF FF FF FF
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0130   FF FF FF FF FF FF FF FF FF FF
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0160   FF FF FF FF FF FF FF FF FF FF
0170   FF FF FF FF FF FF FF FF FF FF
0180   FF FF FF FF FF FF FF FF FF FF
0190   FF FF FF FF FF FF FF FF FF FF
0200   FF FF FF FF FF FF FF FF FF FF
0210   FF FF FF FF FF FF FF FF FF FF
0220   FF FF FF FF FF FF FF FF FF FF
0230   FF FF FF FF FF FF FF FF FF FF
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0690   FF FF FF FF FF FF FF FF FF FF
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0770   FF FF FF FF FF FF FF FF FF FF
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1120   FF FF FF FF FF FF FF FF FF FF
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1290   FF FF
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The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

Global Diagnostic System 2

DTC Display

Overview

Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Report Creation Date	2018-11-27 12:01:27 PST

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	Light Emitting Diode (T4L)
Chassis Control Module Version	0401
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 8 Speed (M5U)
Seat Memory Control Module Version	050A
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Two Wheel Drive
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI 2: [redacted]
Vehicle Session Creation Date	2018-11-27 11:41:31
Test Start Time	2018-11-27 12:00:21 PST

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

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
Transmission Control Module	P0711	00	Transmission Fluid Temperature Sensor Performance	- - -	Passed and Failed	
					This Ignition Cycle	Not Run
					Last Test	

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

Global Diagnostic System 2

Freeze Frame/Failure Records

Overview

Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Report Creation Date	2018-11-27 11:44:35 PST

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	Light Emitting Diode (T4L)
Chassis Control Module Version	0401
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 8 Speed (M5U)
Seat Memory Control Module Version	050A
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Two Wheel Drive
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI 2: [redacted]
Vehicle Session Creation Date	2018-11-27 11:41:31
Test Start Time	2018-11-27 11:44:18 PST

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Freeze Frame	P0000	00	Unknown DTC	- - -

Parameter Name	Control Module	Value	Unit
Ignition Cycles Since Last DTC	Electronic Brake Control Module	255	Counts
Number of Times DTC has Occurred Since DTCs Cleared	Electronic Brake Control Module	20	Counts
Secondary Code of DTC	Electronic Brake Control Module	0	

Antilock Braking System Status	Electronic Brake Control Module	Inactive	
Traction Control System Status	Electronic Brake Control Module	Inactive	
Vehicle Stability System	Electronic Brake Control Module	Inactive	
Dynamic Rear Proportioning Status	Electronic Brake Control Module	Inactive	
Left Front Wheel Speed Sensor	Electronic Brake Control Module	0	MPH
Right Front Wheel Speed Sensor	Electronic Brake Control Module	0	MPH
Left Rear Wheel Speed Sensor	Electronic Brake Control Module	0	MPH
Right Rear Wheel Speed Sensor	Electronic Brake Control Module	0	MPH
Steering Wheel Angle	Electronic Brake Control Module	0	°
Brake Pressure Sensor	Electronic Brake Control Module	0	kPa
Brake Pedal Position Sensor	Electronic Brake Control Module	Inactive	
Lateral Acceleration	Electronic Brake Control Module	0	g
Longitudinal Acceleration	Electronic Brake Control Module	0	g
Yaw Rate	Electronic Brake Control Module	0	°/s

Global Diagnostic System 2

Freeze Frame/Failure Records

Overview

Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Report Creation Date	2018 11 27 12 01 57 PST

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	Light Emitting Diode (T4L)
Chassis Control Module Version	0401
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 8 Speed (M5U)
Seat Memory Control Module Version	050A
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Two Wheel Drive
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI 2: [redacted]
Vehicle Session Creation Date	2018 11 27 11 41 31
Test Start Time	2018-11-27 12:01:50 PST

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Failure Record 1	P0711	00	Transmission Fluid Temperature Sensor Performance	- - -

Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Report Creation Date	2018 11 27 11 42 09 PST

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	Light Emitting Diode (T4L)
Chassis Control Module Version	0401
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 8 Speed (M5U)
Seat Memory Control Module Version	050A
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Two Wheel Drive
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI 2: [redacted]
Vehicle Session Creation Date	2018 11 27 11 39 31
Test Start Time	2018-11-27 11:41:31 PST

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
End Model Part Number	12673195
Base Model Part Number	12672527
Software Module 1 Identifier	12672612
Software Module 2 Identifier	12665280
Software Module 3 Identifier	12665605

Software Module 4 Identifier	12664738
Software Module 5 Identifier	12672875
Software Module 6 Identifier	12676327
Software Module 7 Identifier	12653630
Software Module 8 Identifier	12659034

No DTCs Stored

Chassis Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Subscriber ID	PCSISTN#22
Date Programmed	20160524
Diagnostic Data Identifier	0401
Base Model Part Number	84012573
End Model Part Number	84012572
Software Module 1 Identifier	23197444
Software Module 2 Identifier	23438991
Software Module 3 Identifier	23438994
Software Module 4 Identifier	23439008
Software Module 5 Identifier	23439011
System Code	04

No DTCs Stored

Transmission Control Module

Identification Information	Value
Date Programmed	20160524
Diagnostic Data Identifier	0
End Model Part Number	24281914
Base Model Part Number	24276293
Software Module 1 Identifier	24281915
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier	24283368
Software Module 2 Identifier Alpha Code	AD
Software Module 3 Identifier	24283372
Software Module 3 Identifier Alpha Code	AD
Software Module 4 Identifier	24283375
Software Module 4 Identifier Alpha Code	AD
Software Module 9 Identifier	24266306
Software Module 10 Identifier	24276382
System Code	0
Number of Calibration History Events Stored	10
Calibration Verification Number History 1	BA16

Calibration Verification Number History 2	FFFF
Calibration Verification Number History 3	FFFF
Calibration Verification Number History 4	FFFF
Calibration Verification Number History 5	FFFF
Calibration Verification Number History 6	FFFF
Calibration Verification Number History 7	FFFF
Calibration Verification Number History 8	FFFF
Calibration Verification Number History 9	FFFF
Calibration Verification Number History 10	FFFF
Calibration Part Number History 1 Counter	1
Calibration Part Number History 2 Counter	127
Calibration Part Number History 3 Counter	127
Calibration Part Number History 4 Counter	127
Calibration Part Number History 5 Counter	127
Calibration Part Number History 6 Counter	127
Calibration Part Number History 7 Counter	127
Calibration Part Number History 8 Counter	127
Calibration Part Number History 9 Counter	127
Calibration Part Number History 10 Counter	127

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				Passed and Failed	
				This Ignition Cycle	Not Run
				Last Test Since DTC Clear	Passed and Failed
P0711	00	Transmission Fluid Temperature Sensor Performance		DTC History Status	Not History
				MIL Status	Not Requested

Transfer Case Control Module

No Communication

Electronic Brake Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Subscriber ID	PCSISTN#22
Date Programmed	Tuesday, May 24, 2016
Diagnostic Data Identifier	2B03
XML Configuration Compatibility Identifier	261
XML Data File Part Number	23223279
XML Data File Alpha Code	DA

Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1116127S4G560226
Module Diagnostic Address	28
End Model Part Number	23388971
Base Model Part Number	23388991
End Model Part Number Alpha Code	DA
Base Model Part Number Alpha Code	DA
Boot Software Part Number	23115283
Software Part Number Alpha Code	CA
Software Module 1 Identifier	23389011
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23389007
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23232553
Software Module 3 Identifier Alpha Code	CA
Software Module 4 Identifier	
Software Module 4 Identifier Alpha Code	
Software Module 5 Identifier	
Software Module 5 Identifier Alpha Code	
Software Module 6 Identifier	
Software Module 6 Identifier Alpha Code	
Software Module 7 Identifier	
Software Module 7 Identifier Alpha Code	
Software Module 8 Identifier	
Software Module 8 Identifier Alpha Code	
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	80000
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	300
GMLAN Identification Data - Data Dictionary 2 Version	80000
System Code	2B

No DTCs Stored

Power Steering Control Module

Identification Information	Value
System Identification	NEXTR0300
System Name or Engine Type	RACK-EPS
Subscriber ID	PCSISTN#22
Date Programmed	Tuesday, May 24, 2016
Diagnostic Data Identifier	901

Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	A316132061258946
Software Module 1 Identifier	23373707
Software Module 2 Identifier	23373719
Software Module 3 Identifier	23341135
End Model Part Number	23373708
Base Model Part Number	23335625
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23341132

No DTCs Stored

Suspension Control Module

No Communication

Body Control Module

Identification Information	Value
End Model Part Number	13510531
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13510534
Calibration Part Number 2	84029835
Calibration Part Number 3	84047905
Calibration Part Number 4	23220144
Calibration Part Number 5	84061284
Calibration Part Number 6	23268707
Calibration Part Number 7	23268728
Calibration Part Number 8	84029842
Calibration Part Number 9	23224182
Calibration Part Number 10	23224029
Calibration Part Number 11	84074330
Calibration Part Number 12	23268666
Calibration Part Number 13	13338869
Calibration Part Number 14	23193183
Calibration Part Number 15	13505711
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13505708
Calibration Part Number 20	84029864

Diagnostic Data Identifier	403
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Odometer	51391

No DTCs Stored

Human Machine Interface Control Module

Identification Information	Value
WLAN Link Quality	
App 1 Identifier	
App 1 Version	
App 2 Identifier	
App 2 Version	
App 3 Identifier	
App 3 Version	
App 4 Identifier	
App 4 Version	
App 5 Identifier	
App 5 Version	
App 6 Identifier	
App 6 Version	
App 7 Identifier	
App 7 Version	
App 8 Identifier	
App 8 Version	

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
B127E	00	Front Video Display Output Signal	- - -	DTC Current Status	Not Current
				DTC History Status	History

Telematics Communication Interface Control Module

Identification Information	Value
Bluetooth	Disabled
End Model Part Number	84023338
Firmware Over-the-Air Version	7808
GSM Network Code	28672
Manufacturer	LG
Manufacturer's Traceability Number	1216079000000154
Mobile Directory Number	FFFFFFFFFFFFFFFF
Mobile Identification Number	31010105657288F

Mobile Equipment Identifier	014597007866956
Module Generation Identifier	10
Off-Board Navigation	Enabled
OnStar Customer Identifier	113289046
Option Configuration	On
Preferred Roaming List Version Number	F40B8A58
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	354232
Software Module 1 Identifier Alpha Code	5B2
Integrated Circuit Card Identifier	8901170227105657280
Utility File Part Number	23406250

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	2116107610703230
Module Diagnostic Address	34
End Model Part Number	13590209
End Model Part Number Alpha Code	CD
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50202

No DTCs Stored

Inflatable Restraint Sensing and Diagnostic Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
End Model Part Number	13594402
Base Model Part Number	13590210
Manufacturer's Traceability Number	K3161273M29F5J00
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9730
Software Part Number	13518038
Calibration Part Number 1	84219730
Calibration Part Number 2	23207234
Diagnostic Data Identifier	0B11
Software Module 1 Identifier	0
Software Module 2 Identifier	0
High Voltage Disable Requested - Crash Event Detected	No
Transmitting Acceleration Sensor Reading on Bus	Enabled

No DTCs Stored

Passenger Presence Module

Identification Information	Value
End Model Part Number	23133680
Base Model Part Number	23133680
Manufacturer's Traceability Number	BR3680S06260R2XL
Software Part Number	23133762
Calibration Part Number 1	23133683

No DTCs Stored

Instrument Cluster

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Odometer	51391
Subscriber ID	PCSISTN#22
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Date Programmed	Tuesday, May 24, 2016
Diagnostic Data Identifier	1084
XML Configuration Compatibility Identifier	16
XML Data File Part Number	84022193
XML Data File Alpha Code	EZ
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	84026892
Base Model Part Number	22754627
Software Module 1 Identifier	84026891
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	84022189
Software Module 6 Identifier	23429803
Software Module 7 Identifier	23429807
Software Module 8 Identifier	23429811
Software Module 9 Identifier	23429817
Software Module 10 Identifier	23429819
Software Module 12 Identifier	84026889
Software Module 13 Identifier	23429823
Software Module 14 Identifier	23429824
Software Module 15 Identifier	23349023
Software Module 16 Identifier	0
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	301

GMLAN Identification Data - Data Dictionary 1 Version	80407
System Code	10
Calibration Part Number 12	
Manufacturer's Traceability Number	2916140AJT72D5H0
Steering Wheel Control Switches Part Number	23262276
Head-Up Display Part Number	

No DTCs Stored

Radio Controls

Identification Information	Value
Boot Software Part Number	23118301
Calibration Part Number 1	23118295
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23383728
Base Model Part Number	23383728

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
B1325	03	Control Module Power Circuit	Low Voltage	History	
				DTC Current Status	Not Current
				DTC History Status	History

HVAC Controls

Identification Information	Value
Boot Software Part Number	22884779
Calibration Part Number 1	22884774
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23486614
Base Model Part Number	23486614
Date Programmed	0
Subscriber ID	0000000000
Previous Subscriber ID	0000000000
Module Diagnostic Address	68
Data Universal Numbering System Number	383135333732393832
Manufacturer's Traceability Number	5116140000001940

No DTCs Stored

Radio

Identification Information	Value
End Model Part Number	23402903
Boot Software Part Number	287454020
Software Module 1 Identifier	23402911
Software Module 2 Identifier	23406046
Software Module 3 Identifier	23345988
Software Module 4 Identifier	84106840
Software Module 5 Identifier	23177596
Software Module 6 Identifier	23345468
Software Module 7 Identifier	23354439
Software Module 8 Identifier	23177621
Software Module 9 Identifier	23177622
Software Module 10 Identifier	23177634
Software Module 11 Identifier	23177638
Digital Radio Receiver ID	N0P7L3CV
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GCUCSEC2GG[redacted]
Diagnostic Data Identifier	B02
Manufacturer's Traceability Number	M116139MN5268870

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
U0028	00	MOST Bus	- - -	History	
				DTC Current Status	Not Current
				DTC History Status	History
U0164	00	Lost Communication with HVAC Control Module	- - -	History	
				DTC Current Status	Not Current
				DTC History Status	History

Amplifier

Identification Information	Value
Calibration Part Number 1	23318506
Calibration Part Number 10	23364890
End Model Part Number	23364888
Diagnostic Data Identifier	FFFF

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
B101D	31	Electronic Control Unit Hardware	Internal Checksum Error	History

DTC Current Status	Not Current
DTC History Status	History

Media Disc Player

No Communication

HVAC Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Date Programmed	Tuesday, May 24, 2016
Diagnostic Data Identifier	50A
End Model Part Number	13506229
Base Model Part Number	13506229
Software Module 1 Identifier	13506225
Software Module 2 Identifier	23179902
Software Module 3 Identifier	23179889

No DTCs Stored

Seat Memory Control Module - Driver

Identification Information	Value
Diagnostic Data Identifier	050A
Module Diagnostic Address	A8
End Model Part Number	13599321
End Model Part Number Alpha Code	RC
Base Model Part Number	13592435
Base Model Part Number Alpha Code	RB
Software Part Number	13599323
Software Part Number Alpha Code	RE
Software Module 2 Identifier	23480469
Software Module 2 Identifier Alpha Code	AR
Subscriber ID	

No DTCs Stored

Assist Step Control Module

No Communication

Parking Assist Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUCSEC2GG[redacted]
Diagnostic Data Identifier	b01

Subscriber ID	PCSISTN#22
Date Programmed	Tuesday, May 24, 2016
XML Configuration Compatibility Identifier	7
XML Data File Part Number	23491493
XML Data File Alpha Code	AA
Module Diagnostic Address	BB
Manufacturer's Traceability Number	9216135000000835
End Model Part Number	23410251
Base Model Part Number	23181791
Software Module 1 Identifier	23410248
Software Module 2 Identifier	23392565
Software Part Number	23410248
Calibration Part Number 2	23392565
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - Data Dictionary 1 Version	080302
GMLAN Identification Data - GMLAN Kernel 1 Version	911
GMLAN Identification Data - Bus 2 Type	
GMLAN Identification Data - GMLAN Kernel 2 Version	
GMLAN Identification Data - Data Dictionary 2 Version	

No DTCs Stored

SILVERADO

GM

MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 05/16

GVWR	GAWR FRT	GAWR RR
3357 KG	1746 KG	1951 KG
7400 LB	3850 LB	4300 LB

[redacted]

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

3GCUCSEC2GG[redacted] TYPE: TRUCK

MODEL: C15543

CDHZ	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P275/55R20	S	20X9J	220KPA(32PSI)
RR	P275/55R20	S	20X9J	240KPA(35PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

SILVERADO

SCORPIONIS

SILVERADO

ESIS FILE NO.:

SUBJECT VEHICLE PHOTOGRAPH LEGEND

Photographs of the subject 2016 Chevrolet Silverado were taken on Tuesday, November 27, 2018 at the claimant's work site, located at .

***Please note, due to the claimant's minimal availability, we were not able to complete all standard download tasks. We obtained all required data from the subject vehicle, along with exterior and engine compartment photos. Due to the claimant having to leave within a short period of time, we were not able to document the interior and seatbelt photos. We were not able to obtain a brake demonstration video. We always capture demo videos last.*

*When speaking and explaining the situation to Jon Ball on Wednesday, November 28, 2018, we were instructed to submit what we had and not worry about making a second trip to complete the standard inspection. We were informed that since this was a brake allegation, we should be fine without the seatbelt and interior photos and since the brakes were already repaired, we should be fine without the brake demonstration video.***

VEHICLE IDENTIFYING INFORMATION

Photograph 1:	Case File Sheet
Photographs 2-12:	VIN plate, RPO label, Federal Identification Tag, tire sticker, UAW sticker, license plates, decals/logos & vehicle registration

VEHICLE EXTERIOR

Photographs 13-24:	Compass exterior views of subject vehicle with a few additional close up photos documenting marks in the front area
Photographs 25-31:	Front clip (one overall and sectional photos)
Photographs 32-57:	Wheel and tire photos and tread depth measurements in the following order: driver's side front wheel, driver's side rear wheel, passenger side back wheel, passenger side front wheel
Photographs 58-88:	Close-up photographs documenting compromised areas
Photographs 89-93:	View of left side of vehicle (driver side) from front to back
Photographs 94-97:	View of right side of vehicle (passenger side) from front to back

Photographs 98-103:	Left and right front fenders, and rear quarter panels
Photographs 104-112:	Overall photos documenting engine hood, roof and windshield

ENGINE COMPARTMENT

Photographs 113-114:	Overall view of engine compartment and firewall
Photographs 115-138:	Close-up of engine compartment; additional photos of engine compartment from right to left (perpendicular to mid-range)
Photographs 139-143:	Fuse block and cover
Photographs 144-157:	Engine compartment fluids
Photographs 158-165:	Vehicle Emission Control sticker, various vehicle and part stickers, and possible after market wiring connected to the battery

Missing airbag sensor photos. Planned to obtain them when returning

CDR DOWNLOAD & GDS INTEGRATION

Photographs 166-171:	Power supplied to the system documenting the SIR lamp illuminating and turning-off during key-on process
Photographs 172-173:	CDR download method and MDI integration

ESIS GM PHOTO COVER

DATE: **11** / **27** / **2018**

FILE: [redacted]

VEHICLE YEAR / MAKE: **2016 Chevrolet Silverado**

VIN: **3GCUCSEC2GG**[redacted]

LOCATION: **Claimant's Work Location as of 11/27/2018** [redacted]

INVESTIGATOR: **Steve Casteel**

3GCUCSEC2GG[redacted]

GM

"MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 05/16

GVWR	GAWR FRT	GAWR RR
3357 KG	1746 KG	1951 KG
7400 LB	3850 LB	4300 LB

[redacted]

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

3GCUCSEC2GG[redacted] TYPE: TRUCK

MODEL: C15543

CDHZ	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P275/55R20	S	20X9J	220KPA(32PSI)
RR	P275/55R20	S	20X9J	240KPA(35PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

TIRE AND LOADING INFORMATION
SEATING CAPACITY | TOTAL 6 | FRONT 3 | REAR 3
The combined weight of occupants and cargo should never exceed 892 kg or 1966 lbs.
TIRE | ORIGINAL SIZE | | COLD TIRE PRESSURE
FRONT | P275/55R20 | S | 220 kPa, 32 PSI
REAR | P275/55R20 | S | 240 kPa, 35 PSI
SPARE | P265/70R17 | S | 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
3GCUCSEC2G

SERVICE PARTS IDENTIFICATION DO NOT REMOVE

3GCUCSEC2G[redacted] TJTB7X CC15543 [redacted]

AK0 AL0 AQQ AU3 AVV AXK AY0 A31 A45 A48 A68 A91 BTV BWN B1J
B3F B30 B32 B33 B85 CGN CJ2 C49 C6C DD8 DH6 DNS DQS EF7 E20
E63 FHO GBA GU6 G80 HQY H2U I06 I16 JD9 JF4 JL1 KA1 KC4 KG4
KI4 KNP K34 L83 MAH MSL M5U NHT NP5 NUF N37 PDF PPA QSS RC4
RD2 RUF R4Y R8J R9N SAF SLM SLT TG5 T3U T4L UDD UD5 UE1 UG1
UJM UK3 UMN UQA UTJ UVC UVD U2K U2L U73 VHM VJH VK3 VRK VT7
VV4 V22 V46 V76 V8D WMG XL7 X88 YE9 YF5 ZY1 Z82 Z85 1LZ 1SZ
4AA 6LM 7LL 8X2 9X2

BC/CC U 8555 H2U

GM

TRUCK CAMPER LOAD INFORMATION [redacted]

THIS INFORMATION IS FURNISHED TO INDICATE THE MANUFACTURER'S RECOMMENDATION REGARDING THE USE OF A SLIDE–IN CAMPER WITH THIS TRUCK AS MANUFACTURED.

THIS TRUCK SHOULD NOT BE USED TO CARRY A SLIDE IN CAMPER

3GCUCSEC2GG[redacted] TRUCK

SEE OWNER'S MANUAL FOR MORE TRUCK CAMPER INFORMATION.

SILVERADO
LTZ

SILVERADO

[redacted]
SILVERADO

DEERE

[redacted]

PREDATOR

4375 WATT PORTABLE GENERATOR

4375 MAX STARTING WATTS
3500 RUNNING WATTS

16 HOURS RUNTIME

WHEEL KIT AVAILABLE

OSHA GFCI

CHEVROLET

[redacted]

SILVERADO

SILVERADO

PREDATOR
4375 WATT
SILVERADO

SILVERADO
LTZ

PREDATOR

PREDATOR
4375 WATT
PORTABLE
16

[redacted]
PREDATOR
4375 WATT
PORTABLE
16
SILVERADO

SILVERADO

[redacted]
[redacted]
[redacted]
[redacted]

[redacted]
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[redacted]
[redacted]

[redacted]

SILVERADO

PIRELLI

CORPTION
STFR

SCORPION

STR

PIRELLI
P275/55R20
PIRELLI

PIRELLI
P275/55R20 111H
PIRELLI

PIRELLI
P275/55R20
PIRELLI

PIRELLI

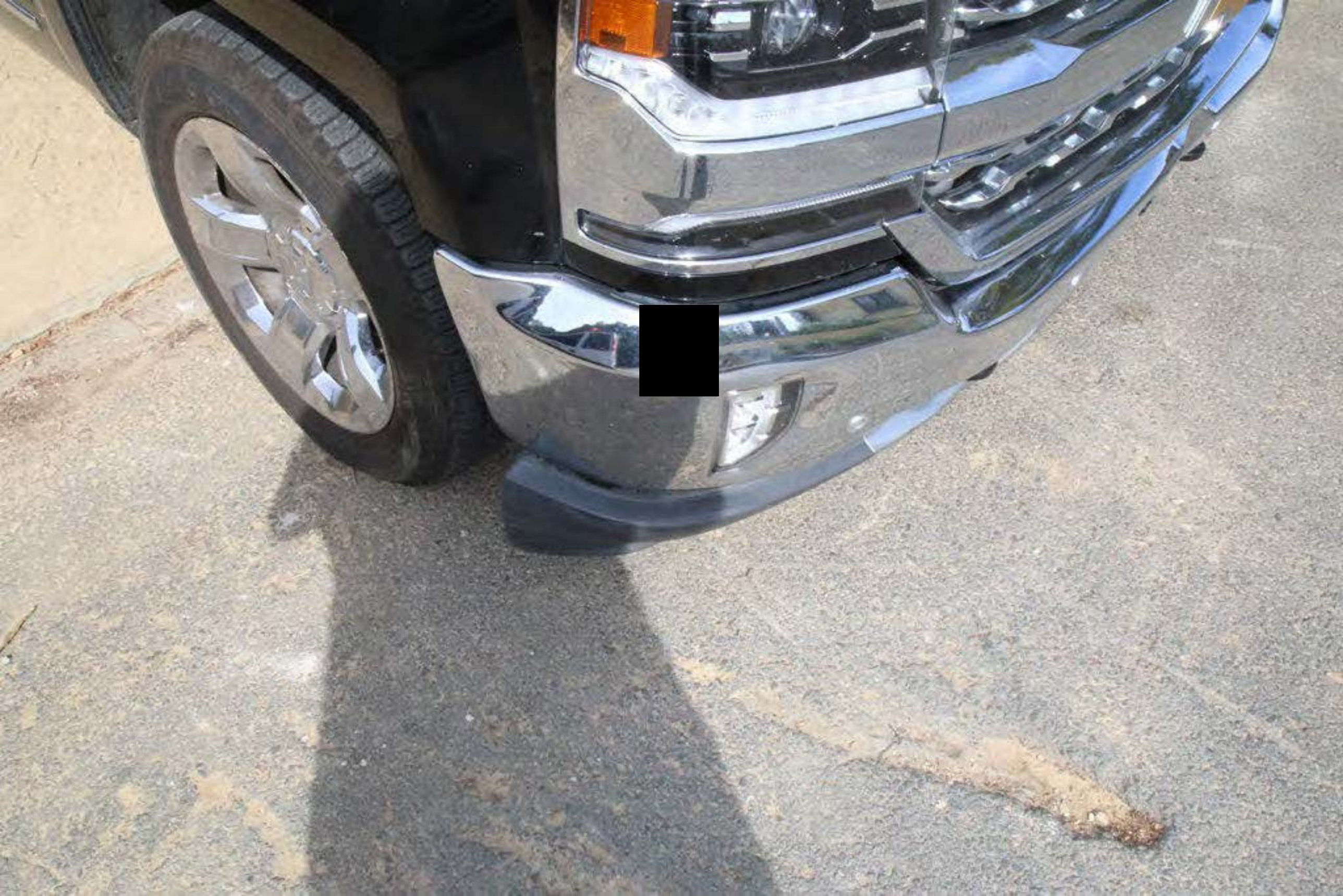
PIRELLI
275/55R20
PIRELLI

P275/55R20 111S
BRIDGESTONE

[redacted]
P275/55R20 111T XL
STANDARD LOAD
TIRE

P275/55R20
MICHELIN

STANDARD LOAD
STUDLESS
P275/55R20 111S
DUNLOP



[redacted]
4375 WATT
16 HOURS

[redacted]
4375 WATT
PORTABLE
GENERATOR
[redacted]
16 HOURS
RUNTIME!
4375 MAX STARTING WATTS
3500 RUNNING WATTS
OSHA

SILVERADO

4375 WATT
PORTABLE
OSHA
COMPLIANT
GFCI
PROTECTION
UP TO 16 HOURS
RUNTIME!

PORTABLE
PROTECTION

SILVERADO

[redacted]
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SILVERADO
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[redacted]

[redacted]
SILVERADO

SILVERADO

SILVERADO
LTZ

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
SILVERADO

SILVERADO

PORTABLE

STOP

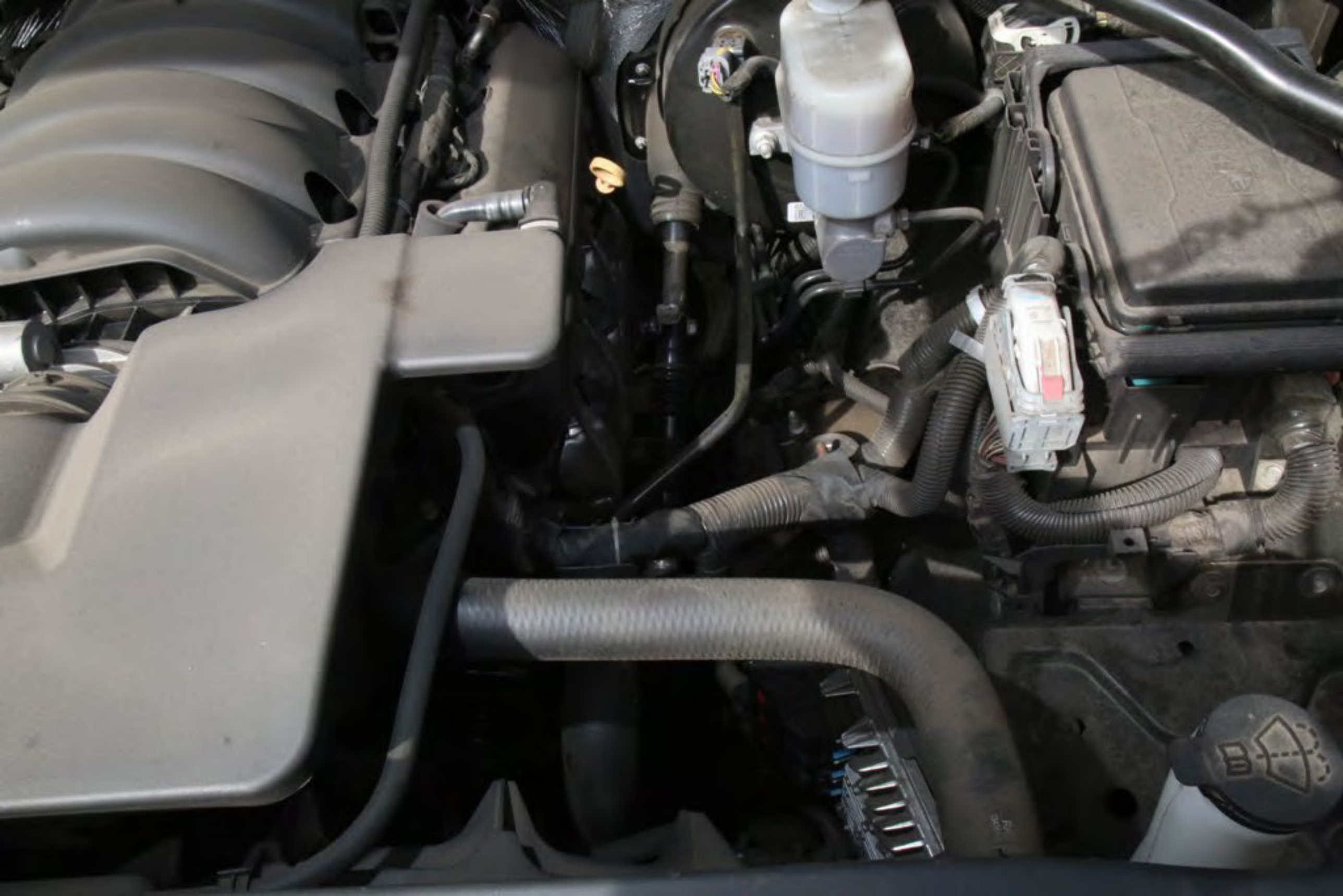
[redacted]
SILVERADO

SILVERADO
LTZ

REAR
FRONT

[redacted]

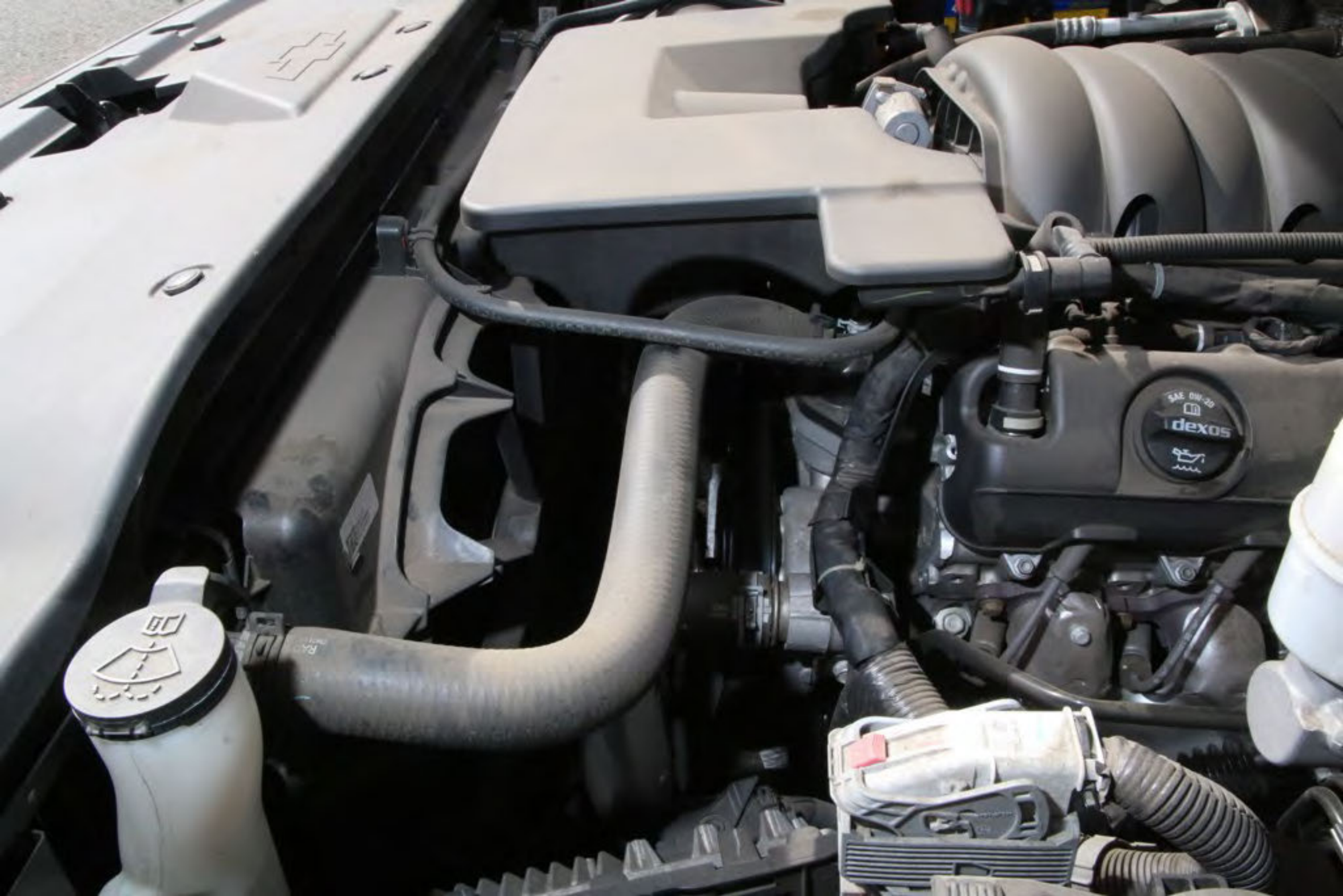
REAR
FRONT



lexus

GMC

GMC

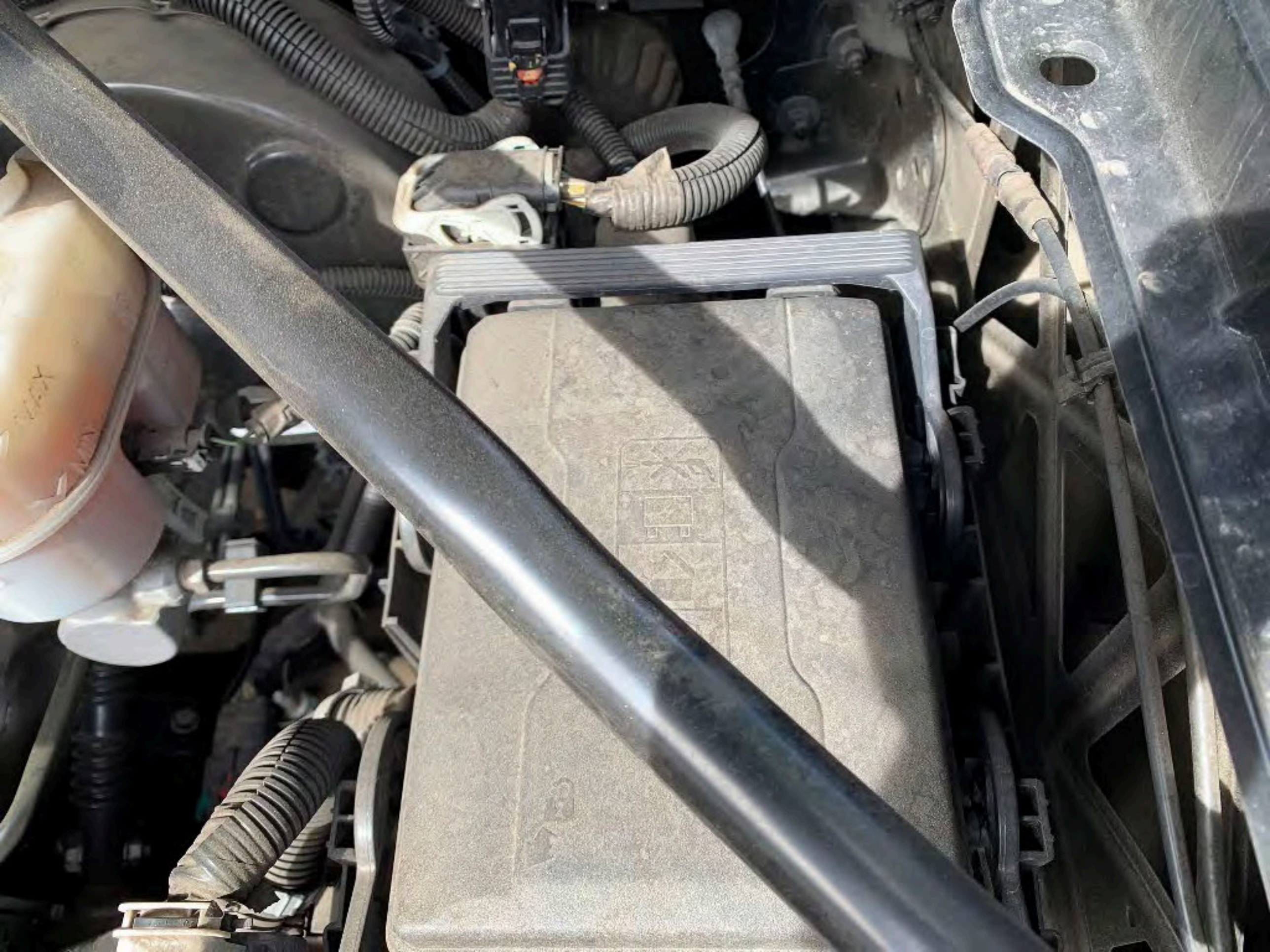

SAE 0W-20
dexos

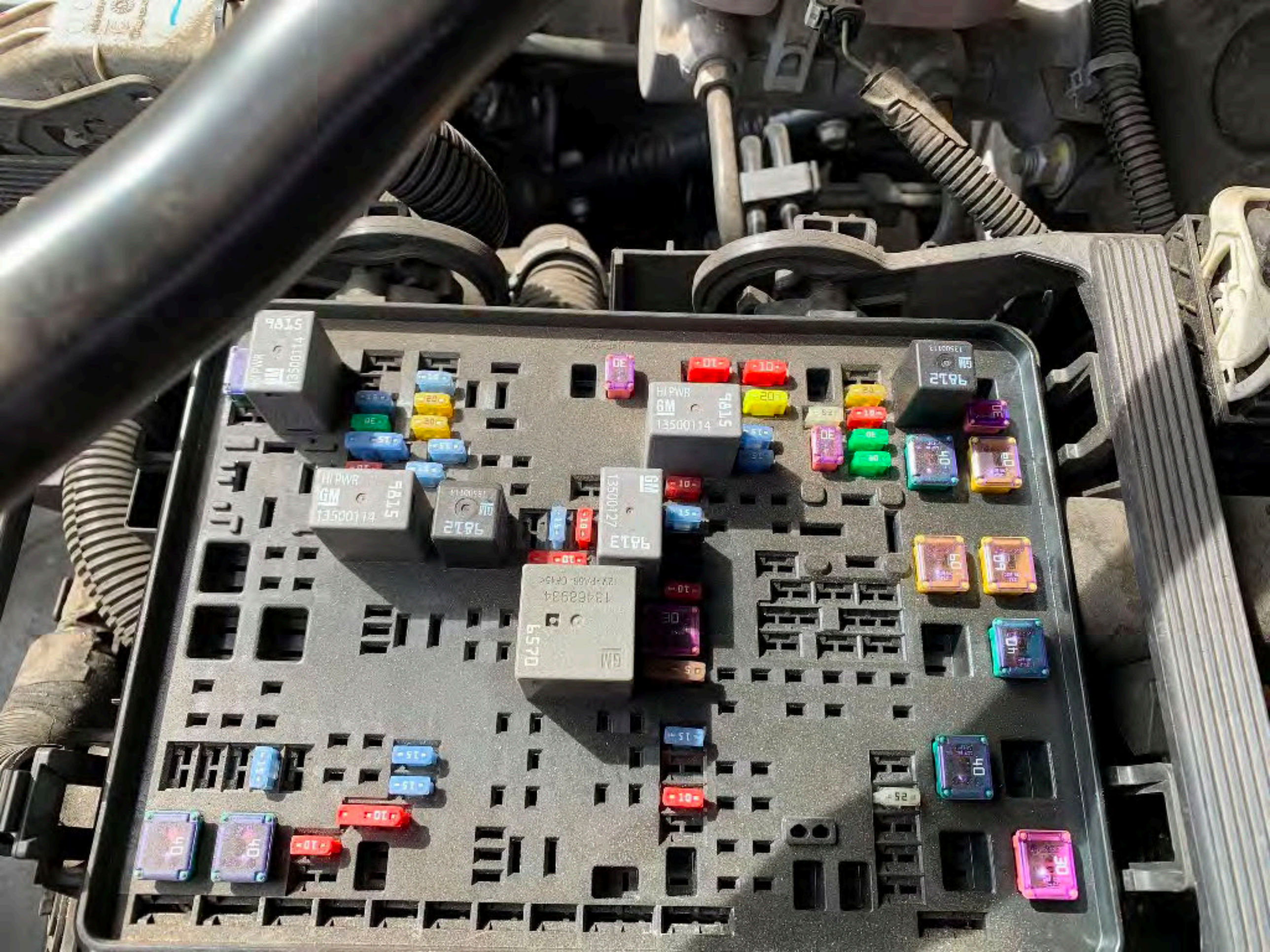
MIN

MIN

dexos

REAR

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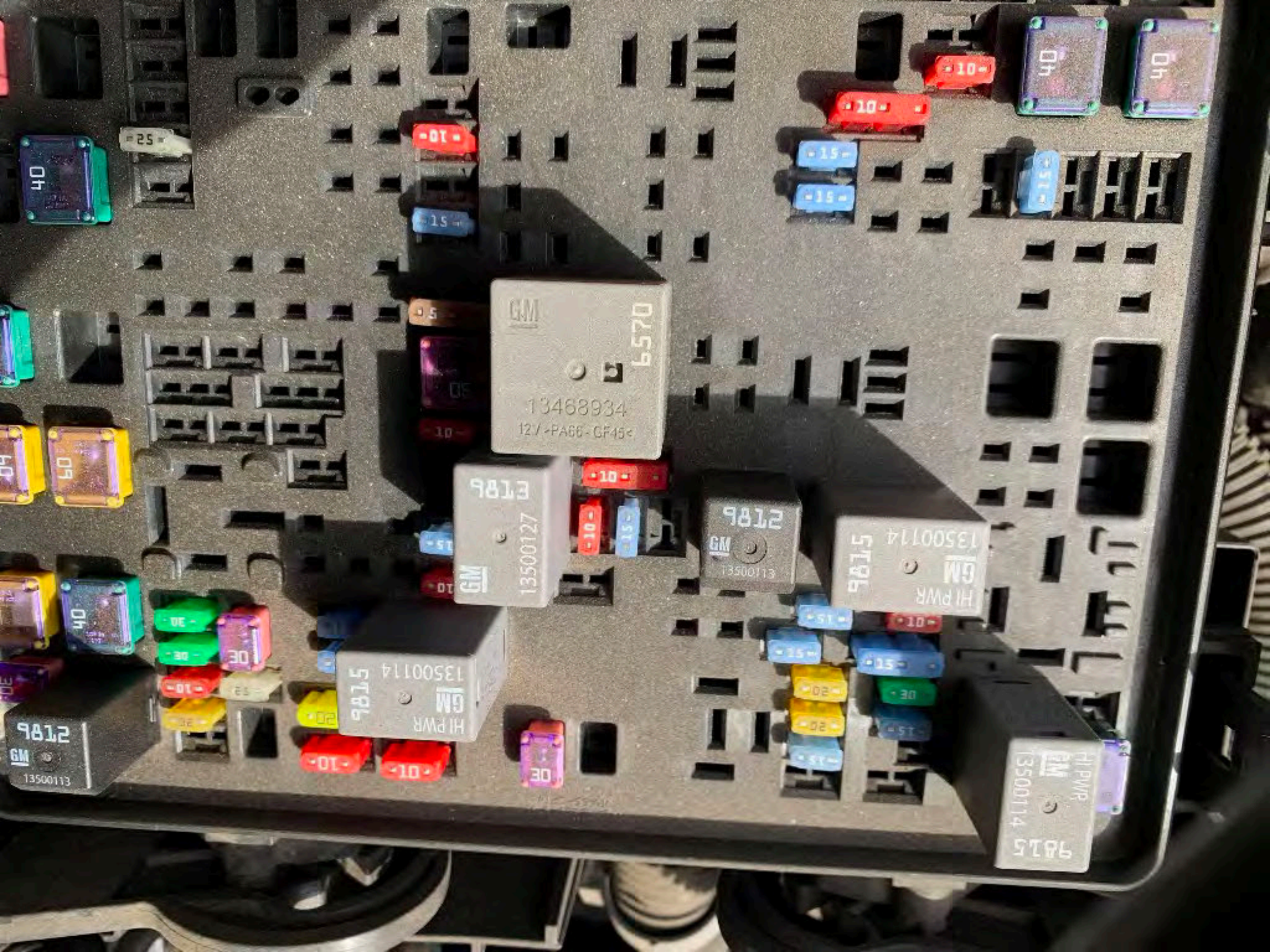
9812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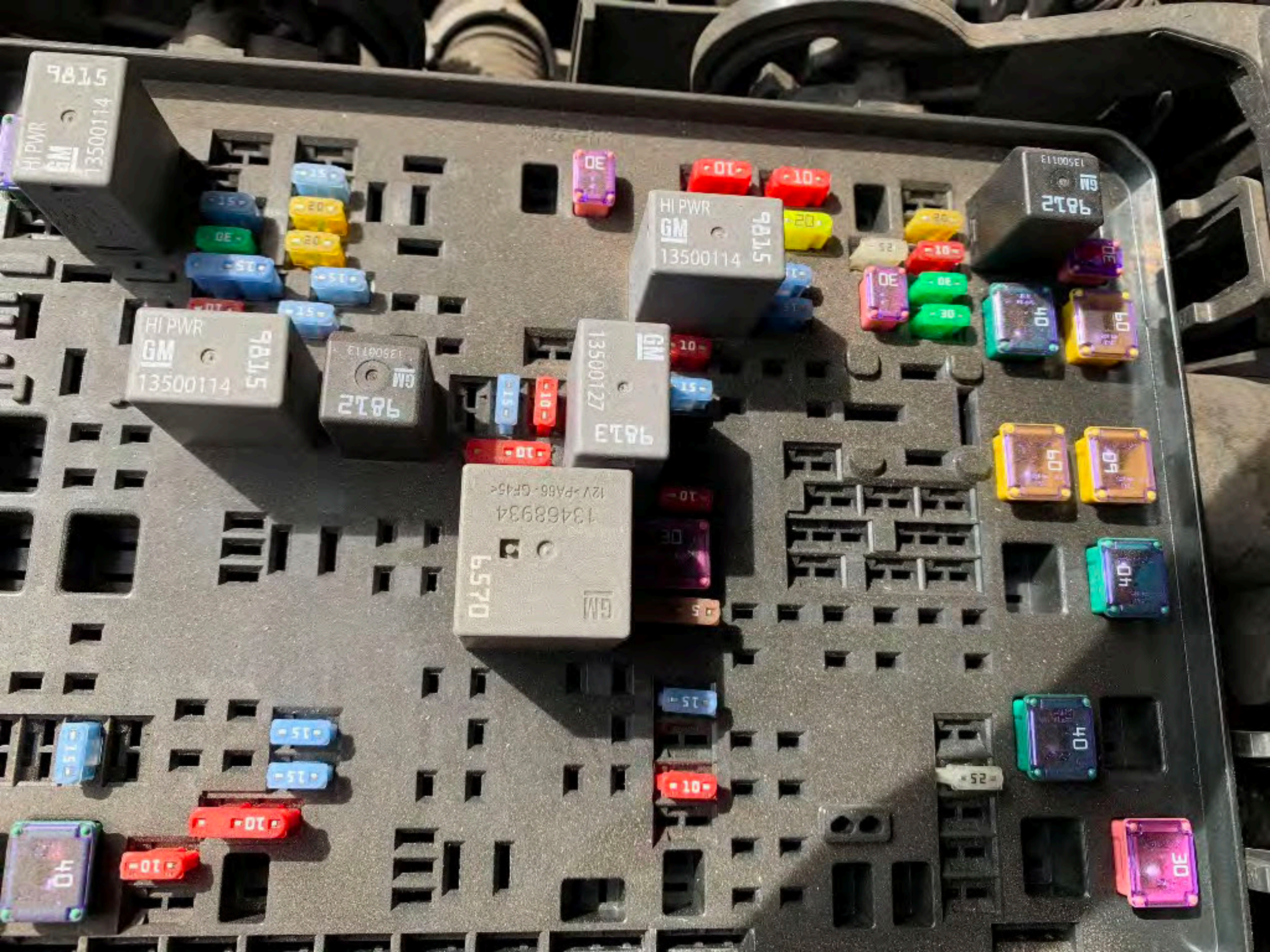
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12V PA66-GF45
L570
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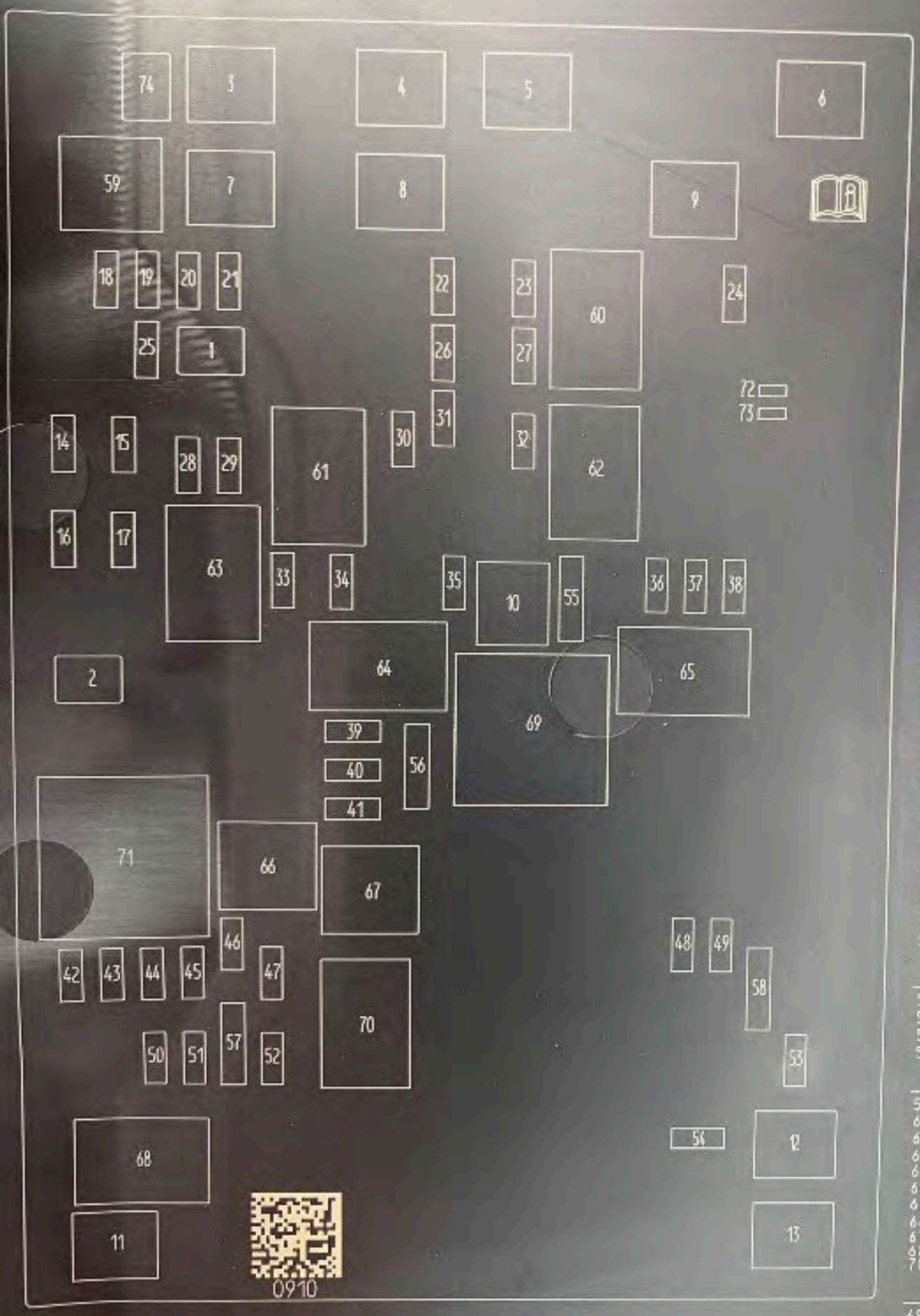
9812
13500113
GM



MICRO J-CASE FUSES

1. TRLR BRK (30A)
2. TRLR BATT (30A)
74. ELC RNG BDS (30A)

J-CASE FUSES

3. ABS PUMP (60A)
4. I/P BEC 1 (60A)
5. MSB PASS (40A)
6. 4WD TREC (30A)
7. ELEC PRK BRK (40A)
8. I/P BEC 2 (60A)
9. MSB DRVR (40A)
10. REAR DEFOG (30A)
11. STRTR (40A)
12. COOL FAN 1 (40A)
13. COOL FAN 2 (40A)

MINI FUSES 2 PIN

14. TRLR STOP TRN LT (10A)
15. TRLR PRK LAMP (20A)
16. REV LAMP (10A)
17. TRLR STOP TRN RT (10A)

MICRO FUSES 2 PIN

18. FUEL PUMP (20A)
19. ICCM (10A)
20. ESC ELC EXH (30A)
21. FPPM (30A)
22. UPFTR SW1 (5A)
23. UPFTR 2 (30A)
24. FRT/WPR (25A)
25. ABS VLV (25A)
26. UPFTR SW2 (5A)
27. UPFTR SW3 (5A)
28. PRK LAMP RT (15A)
29. PRK LAMP LT (15A)
30. UPFTR 3 (30A)
31. UPFTR SW4 (5A)
32. UPFTR 4 (30A)
33. BCK UP LAMP (10A)
34. ECM IGN (15A)
35. A/C CLTCH (10A)
36. HTD MIR (15A)
37. UPFTR 1 (30A)
38. CHMSL (10A)
39. MISC IGN (10A)
40. TRANS IGN (15A)
41. FUEL PUMP 2 (20A)
42. COOL FAN CLTCH (10A)
43. ENG (15A)
44. INJ A ODD (20A)
45. INJ B EVEN (20A)
46. O2 SNSR B (15A)
47. THROT CONT (15A)
48. HORN (15A)
49. FOG LAMP (15A)
50. O2 SNSR A (15A)
51. ECM (30A)
52. INT HTR (10A)
53. ACCY PWR MDL/TPIM PUMP (10A)
54. FRT WASH (15A)

MICRO FUSES 3 PIN

55. AHA/AHA RVC (5A/5A)
56. A/C CMPRSR MDL/BATT PCK (10A/10A)
57. TCM / ECM (15A/15A)
58. HDLP RT / LT (10A/10A)

MICRO RELAYS

59. FUEL PUMP
60. UPFTR 2
61. UPFTR 3
62. UPFTR 4
63. TRLR PRK LAMPS
64. RUN/CRNK
65. UPFTR 1
66. FUEL PUMP 2
67. A/C CNTRL
68. STRTR
70. ECM

MINI RELAYS

69. REAR DEFOG

SOLID STATE RELAY

71. COOL FAN CLTCH

TEST POINTS

72. CKT 95
73. CKT 92

PP-P25

4A

SAE 0W-20
dexos

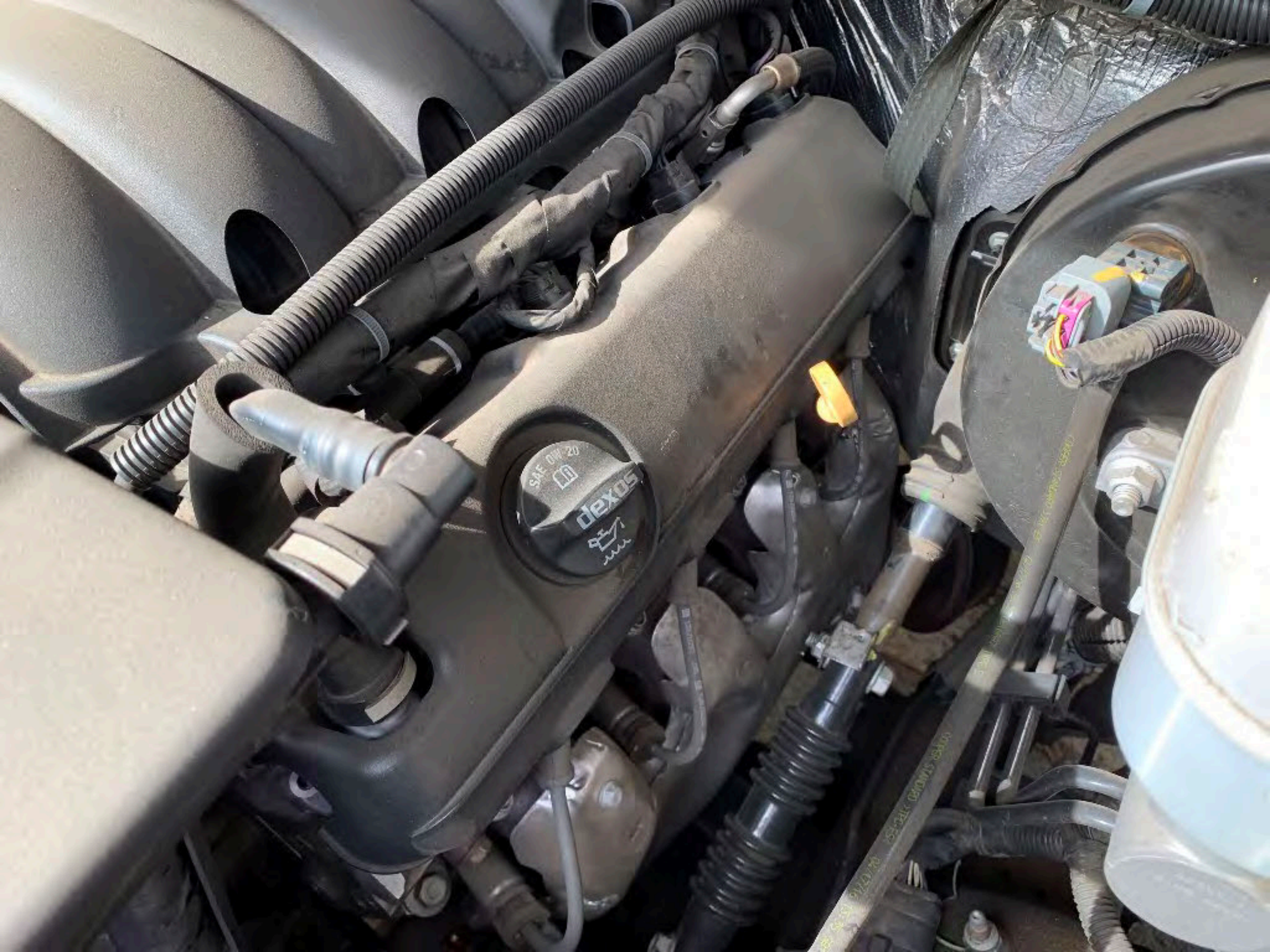
MIN

MAX
MIN

FRONT
REAR
FRONT

FRONT
REAR

PLENO
TANK


SAE 0W-20
dexos

0505165
0559
126707

[redacted]

VEHICLE EMISSION CONTROL INFORMATION

GENERAL MOTORS LLC

Conforms to Regulations: 2016 Fuel: Gasoline
U.S. EPA class / stds: LDT / TIER2
California class / stds: LDT / ULEV125
Group: GGMXT05.3384 5.3L
Evap: 25 – 27 gal tank: GGMXR0176820 / 31 – 35 gal tank: GGMXR0223840
DGI/HO2S/TWC, CA OBD: II

R-134a PAG oil.
0.600 kg
0.920 kg
AUTO
SAE J639
DIESEL ENGINE
(If Equipped)
Do not use starting fluids. Immediate engine damage can result.
MOTOR DIESEL
(Si lo tiene)
No use fluidos de arranque. Se pueden producir daños inmediatos en el motor.
MOTEUR DIESEL
(si équipé)
Ne pas utiliser de liquide dédémarrage. Des dommages immédiats au moteur pourraient en résulter.
ДИЗЕЛЬНЫЙ ДВИГАТЕЛЬ
(если установлен)
Не используйте пусковые жидкости для холодного запуска.Это может вызвать немедленное повреждение двигателя.
柴油发动机
（若装备）
切勿使用起动液，否则会立即损坏发动机。
محرك الديزل
(إن وجد)
لا تستخدم سوائل بدء التشغيل.
فقد تحدث أضرار فورية بالمحرك.
23256363

8KE80-1
1246079510

COOPER STANDARD TPC-ESK 04/17/16 13:55 GB16897 TYPE B
02 6 141 D A
23135220
AADL
02048110512876

ACDelco
42
REAR

23287376
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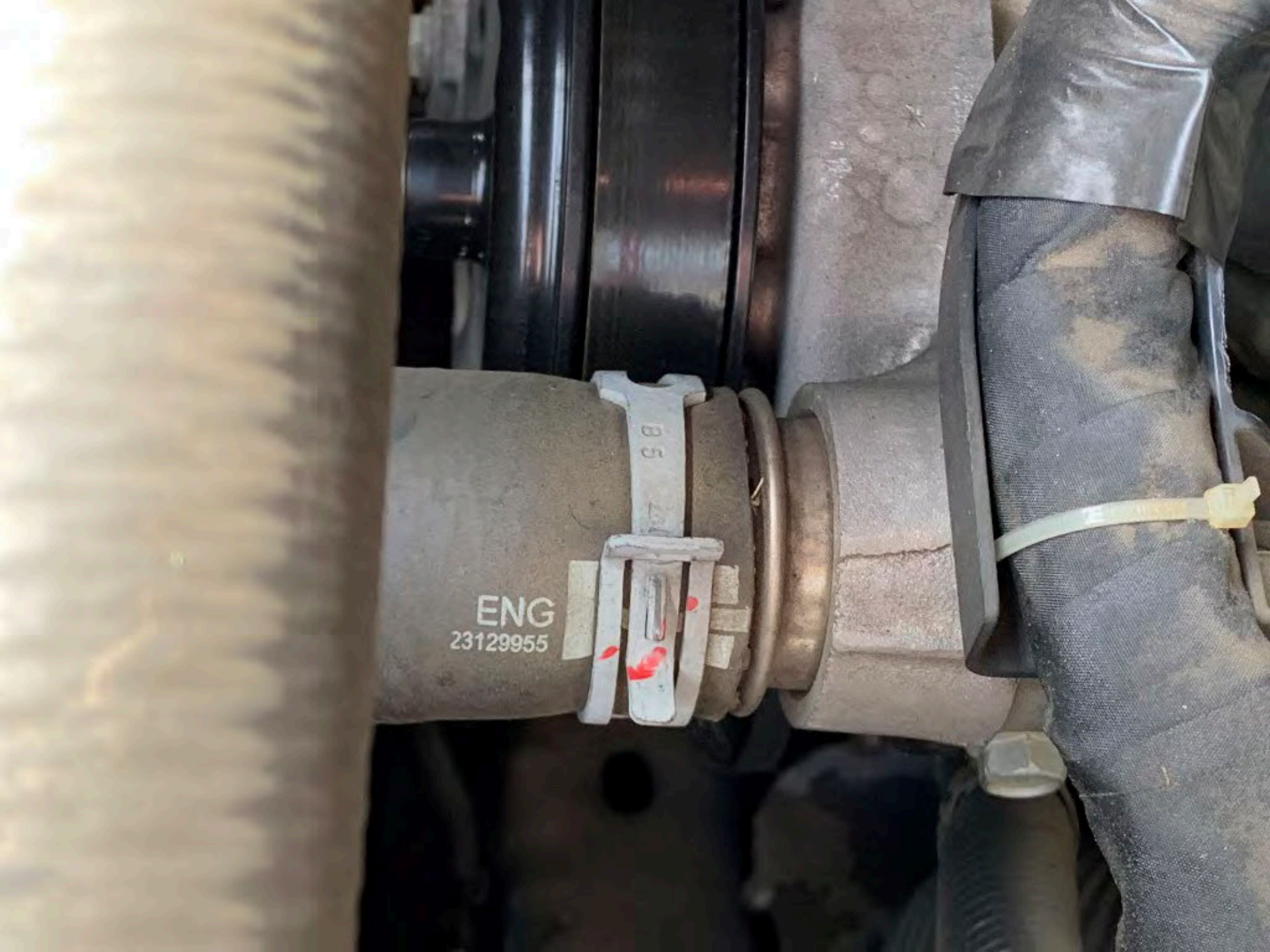
F00HX1G039


ENG
23129955
B5

RPM
x1000
MPH
No Phone Connected
PRNDM

RPM
x1000
MPH
No Phone Connected
PRNDM
ABS

RPM
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E
1/2
F

RPM
x1000
MPH
No Phone Connected
PRNDM
E
1/2
F

BOSE
BOSCH

DELL

Date: 11/ 9/2018 01:17 PM
Estimate ID: 2016CHEVYSILVERADO
Estimate Version: 0
Preliminary
Profile ID: *[redacted]
Quote ID: [redacted]

Collision Services Center

3216 Barham Blvd, Los Angeles, CA 90068
(323) 785-1799
Fax: (323) 876-7901
Email: info@collisionsc.com

Damage Assessed By: Gor Darbinyan
Classification: Field

Deductible: UNKNOWN
Claim Number: 2016CHEVYSILVERADO

Mitchell Service: [redacted]

Description: 2016 Chevrolet Silverado 1500 LTZ
Body Style: 4D PkupCrw 6' Bed 144" WB
Drive Train: 5.3L Inj 8 Cyl 2WD
VIN: 3GCUCSEC2GG[redacted]
OEM/ALT: O
Search Code: None
Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC
LEATHER SEAT, POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS, ALUM/ALLOY WHEELS
REARVIEW CAMERA, REMOTE IGNITION, TIRE INFLATION/PRESSURE MONITOR, MEMORY SEAT
ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HD RADIO
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER, TOW HITCH RECEIVER
POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, AUTO AIR CONDITION
FIRST ROW SPLIT BENCH SEAT, TELEMATIC SYSTEMS, UNIVERSAL GARAGE DOOR OPENER
SIDE AIRBAGS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER
DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT
ELECTRONIC STABILITY CONTROL, EXTERIOR MEMORY MIRRORS, FRONT HEATED SEATS
FRONT SEATS WITH POWER LUMBAR SUPPORT, KEYLESS ENTRY SYSTEM
LIMITED SLIP DIFFERENTIAL, POWER FOLDING EXTERIOR MIRRORS, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Front Bumper			
1	103288	BDY	OVERHAUL	Frt Bumper Assy			3.9 #
2	103294	BDY	REMOVE/REPLACE	Frt Bumper Impact Bar	84029812	763.10	INC #
3		BDY	REMOVE/REPLACE	Frt Add w/Parking Sensor			0.4
4	103304	BDY	REMOVE/REPLACE	Frt Bumper Skid Plate	23243083	163.80	INC #
5	103337	BDY	REMOVE/REPLACE	Frt Lwr Bumper Fascia	84029800	349.95	INC #
6	103308	BDY	REMOVE/REPLACE	Frt Lwr Bumper Air Deflector	23496677	88.50	INC #
7		BDY	REMOVE/INSTALL	Frt Bumper Assy			INC #
				Grille			
8	100168	BDY	REMOVE/INSTALL	Grille Assy			INC #
				Front Lamps			
9	103506	BDY	CHECK/ADJUST	Headlamps			0.4
10	103507	BDY	REMOVE/INSTALL	R Front Combination Lamp			INC #
11	103508	BDY	REMOVE/INSTALL	L Front Combination Lamp			0.3 #
12	103517	BDY	CHECK/ADJUST	Fog Lamps			0.4
13	103516	BDY	REMOVE/INSTALL	R Frt Fog Lamp			INC #
14	103518	BDY	REMOVE/INSTALL	L Frt Fog Lamp			INC #
				Hood			
15	100004	REF	BLEND	Hood Outside		C	1.2

ESTIMATE RECALL NUMBER: 11/09/2018 12:35:59 2016CHEVYSILVERADO
Mitchell Data Version: OEM: AUG_18_V

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Software Version: 7.1.230

16	101977	BDY	REMOVE/INSTALL	Hood Moulding				0.3	
				Front Fender					
17	100430	BDY	REMOVE/REPLACE	R Fender Panel	84214215		629.52	4.4	#
18		REF	REFINISH	R Fender Outside			C	2.4	
19		REF	REFINISH	R Add To Edge Fender			C	1.2	
20	103282	BDY	REMOVE/INSTALL	R Fender Liner	Existing			INC	r
21	100422	BDY	REMOVE/INSTALL	R Fender Protector	Existing			INC	r
				Wheel					
22	101888	BDY	REMOVE/REPLACE	Alloy Wheel	22871003		695.00	0.3	
				Additional Operations					
23	931127	MCH	ADD'L LABOR OP	Pre Repair Scan	Existing			1.0*	
24	931128	MCH	ADD'L LABOR OP	Post Repair Scan	Existing			1.0*	
				Body Components					
25	931125	BDY	ADD'L LABOR OP	Mount & Balance Tire	Sublet		15.00 *	0.0*	
26	931118	BDY	REMOVE/REPLACE	Right Front Tire	New		226.84 *	0.0*	
				Wheel					
27	100150	BDY	REMOVE/INSTALL	Wheel Tire Pressure Sensor	Existing			0.3*	
				Front Door					
28	101848	REF	BLEND	R Frt Door Outside			C	1.1	
29	101284	BDY	REMOVE/INSTALL	R Frt Rear View Mirror				0.3	#
30		BDY	REMOVE/INSTALL	R Frt Upr Door Window Frame Moulding				0.2	#
31	101286	BDY	REMOVE/INSTALL	R Frt Otr Door Belt Moulding				0.2	#
32	101358	BDY	REMOVE/REPLACE	R Frt Door Adhesive Moulding	22775443		76.00	0.2	
33	101327	BDY	REMOVE/REPLACE	R Frt Door Adhesive Nameplate	15129652		64.95	0.2	
34	102154	BDY	REMOVE/INSTALL	R Frt Otr Door Handle				0.3	
				Additional Costs & Materials					
35	936012		ADD'L COST	Hazardous Waste Disposal			5.00 *		
				Additional Operations					
36		REF	ADD'L OPR	Clear Coat				2.0	
37	933003	REF *	ADD'L OPR	Tint Color				0.5*	
38		REF	ADD'L OPR	Finish Sand And Buff				2.4	
				Special/Manual Entry					
39	900500	MCH *	ADD'L LABOR OP	Reset Parking Sensors	Existing			0.5*	
				Additional Operations					
40	933018	REF	ADD'L OPR	Mask For Overspray			10.00 *	0.3*	
				Additional Costs & Materials					
41			ADD'L COST	Paint/Materials			352.80 *		

*** - Judgment Item**
 # - Labor Note Applies
C - Included in Clear Coat Calc
r - CEG R&R Time Used For This Labor Operation

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	12.1	60.00	0.00	15.00	741.00
Refinish	11.1	60.00	10.00	0.00	676.00
Mechanical	2.5	120.00	0.00	0.00	300.00
Non-Taxable Labor					1,717.00
Labor Summary	25.7				1,717.00

II. Part Replacement Summary			Amount
Taxable Parts			3,057.66
Sales Tax	@	9.500%	290.48
Total Replacement Parts Amount			3,348.14

ESTIMATE RECALL NUMBER: 11/09/2018 12:35:59 2016CHEVYSILVERADO
Mitchell Data Version: OEM: AUG_18_V

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Software Version: 7.1.230

Date: 11/ 9/2018 01:17 PM
Estimate ID: 2016CHEVYSILVERADO
Estimate Version: 0
Preliminary
Profile ID: *[redacted]
Quote ID: [redacted]

III. Additional Costs			Amount
Taxable Costs			352.80
Sales Tax	@	9.500%	33.52
Non-Taxable Costs			5.00
Total Additional Costs			391.32

Paint Material Method: Rates
Init Rate = 42.00 , Init Max Hours = 99.9, Addl Rate = 0.00

IV. Adjustments	Amount
Customer Responsibility	0.00

I.	Total Labor:	1,717.00
II.	Total Replacement Parts:	3,348.14
III.	Total Additional Costs:	391.32
	Gross Total:	5,456.46
IV.	Total Adjustments:	0.00
	Net Total:	5,456.46

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

ESTIMATE RECALL NUMBER: 11/09/2018 12:35:59 2016CHEVYSILVERADO
Mitchell Data Version: OEM: AUG_18_V
Software Version: 7.1.230

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Keyes Chevrolet Service Department

5949 Van Nuys Blvd
Van Nuys, CA 91405
Phone (818) 933-3000
Fax (818) 933-3006

TO: [redacted]

ATTN:

FROM: Alejandro Hernandez

Num of Pages: 3

MESSAGE: File# [redacted]

Thank You

FAX #: 313-221-8231

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA # [redacted]
BAR # [redacted]

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, lubes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and replace components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. X _____ CUSTOMER INITIALS
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag [redacted]	License [redacted]	3GCUCSEC2 G[redacted]	Page 1 (Last)	Invoice [redacted]

Estimate

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 48939	Out: 48940	Dist: 1G1 CUS W C	Quote
	MFG: 22366		
Begin: 10/26/18	Done: 10/27/18	Invoiced: 11/15/18 15:05 AM	

Vehicle Information

16 CHEVROLET SILVERADO C1500 IWT CREW CAB BLACK

Inservice: 08/19/16	Production: 05/24/16	Sold: 08/23/16

*** R.O. not Complete ***

Reprinted 1 times

Concern -01
OEM FRONT BRAKE JOB (INCLUDES REFACING)
Cause
OEM FRONT BRAKE JOB (INCLUDES REFACING)
Correction
OEM FRONT BRAKE JOB (INCLUDES REFACING)

Parts	Part Number	PO#	Note	Description
	000 084320501			PAD KIT
	000 00CLEANER			BRAKE
	Tech 045 ESCOBAR, MIGUEL			

Type: C

Operation	Tech		Amount
BR-222	045	*	190.00

Qty	Sell	
1	143.75	143.75
1	8.66	8.66

Subtotal

PARTS	152.41
LABOR MECHANICAL	190.00
TOTAL CHARGE FOR CONCERN	342.41

Summary of Charges for Invoice C81842

PARTS	152.41
LABOR MECHANICAL	190.00
SUB-TOTAL	342.41
SALES TAX	14.48
TOTAL CHARGE	356.89

Payment Distribution for Invoice C81842

TOTAL CHARGE	356.89
CASH DUE	356.89

If you have any questions - please see CHRISTOPHER MILLSON
THANK YOU FOR VISITING KEYES CHEVROLET.
WE TRULY APPRECIATE YOUR BUSINESS!!!

DISCLAIMER OF WARRANTIES

AS AN THE ONLY WARRANTIES APPLYING TO THIS PARTS 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 PARTS 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.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

UCS82004

CUSTOMER

5949 Van Nuys Blvd. **KEYES CHEVROLET** Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA #: [redacted]
BAR #:

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AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER HILLSON	Tag 2504	License [redacted]	3GCUCSEC2 GG[redacted]	Page 1	Invoice [redacted]

Estimate

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 48939	Out: 48940	WAR W C	Quote
Begin: 10/26/18	Done: 10/29/18	Invoiced: 11/15/18 15:05 AH	

Vehicle Information

16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK

Inservice: 08/19/16	Production: 05/24/16	Sold: 08/23/16

*** R.O. not Complete ***

Reprinted 1 times

Concern 24

Cause

Correction

CUSTOMER STATES PERFORM MULTIPOINT INSPECTION
.
PERFORMED MULTIPOTNT INSPECTION
Tech 999 TECH, SUBLET
Line Auth: MILLSOCH 10/26/18 17:13

Type: WM

Operation	Tech	Amount
30PT	999	0.00
Subtotal		
TOTAL CHARGE FOR CONCERN		0.00

Concern 51

Cause

Correction

Tech Notes

Parts

CUSTOMER STATES TRIED STOPPING AND BRAKE PEDAL GOT STIFF, VEHICLE WOULDN'T SLOW DOWN. PLEASE CHECK BRAKE COMPONENTS AND FLUID, AND ADVISE. BRAKE FLUID LEVEL LOW, CUSTOMER GOT REAR BRAKES DONE HERE IN MARCH
VERIFIED CONCERN. VEHICLE IS EXPERIENCING LACK OF BRAKE ASSIST. REFERRED TO PIT5361D. INSPECTED VACUUM HOSE FOR OIL, NONE. HOSE IS OK.
REPLACED VACUUM PUMP. CONCERN IS NO LONGER PRESENT. MILES OUT 48940
VACUUM PUMP IS FAILING.

Part Number	PO#	Note	Description
000 012669488			PUMP

Parts: Count 1.00 Allowance: 48.79
Tech 045 ESCOBAR, MIGUEL
Line Auth: MILLSOCH 10/26/18 17:13

Type: W

Operation	Tech	Units	Amount
4023850	045	1.2	182.82

Qty	Sell	
1	170.76	170.76

Subtotal	
PARTS	170.76
LABOR MECHANICAL	182.82
TOTAL CHARGE FOR CONCERN	353.58

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

UCS02004

CUSTOMER

5949 Van Nuys Blvd.

KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

Monday - Friday:
7:00 A.M. - 6:00 P.M.
Saturday:
7:00 A.M. - 5:00 P.M.

EPA # [redacted]
BAR [redacted]

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AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X _____ CUSTOMER SIGNATURE

Adv: 318 CHRISTOPHER MILLSON	Tag 2504	License [redacted]	3GCUCSEC2 G[redacted]	Page 2 (Last) Invoice [redacted]
Invoice to: [redacted]		Driver/Owner [redacted]		
Invoiced: 11/15/18 15:05:01 AM		16 CHEVROLET SILVERADO C1500 1WT CREW CAB BLACK		

Concern 60

Cause

Correction

AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION
.
ADJUSTED TIRE PSI TO:FRT LT: FRT RT: REAR LT:
REAR RT:
Tech 999 TECH, SUBLET
Line Auth: MILLSOCH 10/26/18 17:13

Type: WM

Operation	Tech	Units		Amount
PSI	999	0.0	*	0.00
Subtotal				
TOTAL CHARGE FOR CONCERN				0.00

Concern 61

Cause

Correction

.
.
.
Tech 999 TECH, SUBLET
Line Auth: MILLSOCH 10/26/18 17:14

Type: WM

Operation	Tech	Units		Amount
TEXT	999	0.0	*	0.00
Subtotal				
TOTAL CHARGE FOR CONCERN				0.00

Summary of Charges for Invoice W81842		Payment Distribution for Invoice W81842	
PARTS	170.76	TOTAL CHARGE	353.58
LABOR MECHANICAL	182.82		
TOTAL CHARGE	353.58	FAC WARRANTY	353.58

If you have any questions - please see CHRISTOPHER MILLSON

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

UCS92004

CUSTOMER

Logout

November 16, 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: 3GCUCSEC2GG[redacted] Model: CC15543-2016 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

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

Type	Number	Description	Posted Date
EI	PIE0365		06/21/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: N0P7L3CV 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

[redacted]

Bumper to Bumper Limited Warranty	06/26/2018	08/19/2016	2,955 MI	08/19/2019	38,955 MI
Powertrain Limited Warranty	06/26/2018	08/19/2016	2,955 MI	08/19/2021	62,955 MI
Emission Select State Component Ltd Wty	06/26/2018	08/19/2016	2,955 MI	08/19/2023	72,955 MI
Emission Select Component Ltd Wty	06/26/2018	08/19/2016	2,955 MI	08/19/2024	82,955 MI
Special Coverage 18127	06/26/2018	08/19/2016	2,955 MI	08/19/2026	152,955 MI
Emission Limited Warranty	06/26/2018	08/19/2016	2,955 MI	08/19/2019	52,955 MI
Corrosion Limited Warranty	06/26/2018	08/19/2016	2,955 MI	08/19/2022	102,955 MI
Chevrolet Scheduled Maintenance-2 visits	06/26/2018	08/19/2016	2,955 MI	08/19/2018	26,955 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
10/26/2018	[redacted]	ZREG----Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	48,939 MI
03/08/2018	[redacted]	ZREG----Regular Vehicle Transaction		2420170 - Rear Disc Brake Pads Replacement	31,699 MI
10/04/2017	[redacted]	ZREG----Regular Vehicle Transaction		4022330 - Fuel Injector Replacement	23,183 MI
05/08/2017	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	7,733 MI
12/12/2016	[redacted]	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	7,733 MI
12/12/2016	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	7,733 MI
05/26/2016	[redacted]	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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November 16, 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 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: 3GCUCSEC2GG[redacted]
Model: CC15543-2016 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

REQUEST ANOTHER VIN

Vehicle Build

Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB
Gross Vehicle Weight: 3,360
Order Number: [redacted]
Build Date: 05/24/2016
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.

1LZ - SILVERADO 1LZ EQUIPMENT GROUP:	1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM	6LM - COMPONENT FRT LH COMPUTER
7LL - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - WINDOWS, POWER
A45 - DRIVER SEAT, MEMORY ADJUST	A48 - WINDOW, POWER, REAR SLIDING
A68 - SEAT 60/40 REAR FOLDING BENCH	A91 - REMOTE LOCKING TAILGATE
AKO - GLASS, DEEP-TINTED	AL0 - AIRBAG SENSING SYSTEM, PASSENGER
AQQ - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCK SYSTEM
AVV - PROCESSING OPTION	AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS	B1J - WHEELHOUSE LINERS, REAR
B30 - COLOR KEYED CARPET	B32 - FLOOR MATS, FRONT
B33 - FLOOR MATS, REAR	B3F - SEATS,FRONT 40/20/40 LEATHER
B85 - BODY SIDE MOLDING, CHROME	BTV - REMOTE VEHICLE START
BWN - CORNERSTEP, REAR BUMPER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C6C - GVW RATING-7400 LB	CGN - SPRAY-ON BED LINER
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED	DNS - SUPPLIER INSTALLED EQUIPMENT
DQS - CHROME TRAILERING MIRRORS W/ PWR GLASS, PWR FOLD/MAN EXT, HEAT, TURN SIGNAL, LED RR GUIDANCE LAMPS, LED AMBER LIGHTS, AND MEMORY-EQUIPPED UPPER GLASS	E20 - DOOR HANDLES, CHROME
E63 - PICK UP BOX	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G80 - AUTO LOCKING REAR DIFFERENTIAL
GBA - BLACK	GU6 - REAR AXLE 3.42 RATIO
H2U - JET BLACK	HQY - HEADLAMP COLOR BEZEL, CHROME
I16 -	IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH AND NAVIGATION
JD9 - ANTILOCK BRAKES, 4 WHEEL DISC	JF4 - POWER ADJUSTABLE PEDALS
JL1 - TRAILER BRAKE CONTROLLER	K34 - CRUISE CONTROL
KA1 - DRIVER & FRONT PASSENGER HEATED SEATS	KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS	KI4 - POWER OUTLET, 110-VOLT AC

KNP - TRANSMISSION OIL COOLER	L83 - ENGINE, 5.3L V8 ECOTEC3
M5U - TRANSMISSION, 8 SPD AUTOMATIC	MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT	N37 - STEERING COLUMN, TILT & TELESCOPING
NHT - MAX TRAILERING PACKAGE: * 9.76 REAR AXLE * TRAILER BRAKE CONTROLLER * ENHANCED COOLING RADIATOR * REVISED SHOCK TUNING * HEAVIER DUTY REAR SPRINGS AND INCREASED RGAWR	NP5 - LEATHER WRAP STEERING WHEEL
NUF - EMISSION SYSTEM CALIFORNIA	PDF - LTZ PLUS PACKAGE: * POWER ADJUSTABLE PEDALS * BOSE AUDIO SYSTEM * FRONT AND REAR PARK ASSIST * HEATED STEERING WHEEL
PPA - EZ LIFT AND LOWER TAILGATE	QSS - TIRES, ALL SEASON
R4Y - TIRE BRAND-GOODYEAR	R8J - REPLACE M5U W/ MYC AS STD.
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RD2 - WHEELS, 20" CHROME (REPLACES STANDARD WHEELS)	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
SLT - SALES PACKAGE	T3U - LED FRONT FOG LAMPS
T4L - HEADLAMPS, LED PROJECTOR WITH SIGNATURE DRL AND TURN	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U2L - HD RADIO
U73 - ANTENNA - FIXED MAST	UD5 - FRONT AND REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR(R) INCLUDES 5 YR BASIC PLAN PLUS 6 MTH SERVICE W/ AUTOMATIC CRASH RESPONSE, NAVIGATION & MORE. INCL: 4G LTE WI-FI(R) HOTSPOT W/ LIMITED DATA TRIAL & MORE (SUBJECT TO TERMS SEE ONSTAR.COM)
UG1 - UNIVERSAL HOME REMOTE	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UK3 - STEERING WHEEL AUDIO CONTROLS	UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER
UQA - BOSE AUDIO SYSTEM	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	UVD - HEATED STEERING WHEEL
V22 - CHROME GRILLE SURROUND	V46 - FRONT BUMPER, CHROME
V76 - RECOVERY HOOKS, FRONT	V8D - VEHICLE STATEMENT
VHM - VEHICLE HEALTH MANAGEMENT	VJH - BUMPER, REAR CHROME
VK3 - FRONT LICENSE PLATE BRACKET	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	YE9 - TRIM PACKAGE
YF5 - 50-STATE EMISSIONS	Z82 - TRAILERING EQUIPMENT PKG
Z85 - SUSPENSION PACKAGE	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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November 16, 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: 3GCUCSEC2GG[redacted] Model: CC15543-2016 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

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/24/2016 Time Scanned: 05:33:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/24/2016 Time Scanned: 05:33:00 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: A8BD7540A
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 05/24/2016 Time Scanned: 05:33:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A0DCF540A
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 05/24/2016 Time Scanned: 05:33:00 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: 05/24/2016
Time Scanned: 05:33:00
Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 05/24/2016
Time Scanned: 05:33:00
Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability:
Source Plant: -
Part / Number Broadcast:
Date Scanned: 05/24/2016
Time Scanned: 05:33:00
Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM
Traceability: 1062118
Source Plant: -
Part / Number Broadcast: 2ZZ
Date Scanned: 05/13/2016
Time Scanned: 05:31:00
Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Traceability: 4838890
Source Plant: -
Part / Number Broadcast: 2PP
Date Scanned: 05/23/2016
Time Scanned: 11:51:00
Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Traceability: 4837839
Source Plant: -
Part / Number Broadcast: 2GA
Date Scanned: 05/23/2016
Time Scanned: 22:00:00
Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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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: 3GCUCSEC2GG[redacted]
Model: CC15543-2016 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

REQUEST ANOTHER VIN

Job Card Date: 10/26/2018 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 48,939 MI
Authorization Code:

Process Date:
10/29/2018
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance
Job Card Line #: 51 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 4023850-Vacuum Pump Assembly Replacement
Causal Part Number 000000000012669488-PUMP ASM-VAC
→See other Parts and/or Net Items

Job Card Date: 03/08/2018 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 31,699 MI
Authorization Code: K8

Process Date:
03/16/2018
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0132-Brakes - Noise
Job Card Line #: 24 Transaction Adjustment: Cause Code: 6063-Module/Component - Noise during operation

Labour Op 2420170-Rear Disc Brake Pads Replacement
Causal Part Number 000000000084176464-PAD KIT-RR DISC BRK
→See other Parts and/or Net Items

Job Card Date: 10/04/2017 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 23,183 MI
Authorization Code:

Process Date:
10/10/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 24 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 4022330-Fuel Injector Replacement

Causal Part Number 000000000012684125-INJECTOR KIT-M/PORT FUEL (NOM FLOW)

→See other Parts and/or Net Items

Job Card Date: 05/08/2017 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 7,733 MI
Authorization Code:

Process Date:
05/09/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 24 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/12/2016 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 7,733 MI
Authorization Code:

Process Date:
12/13/2016

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

Causal Part Number

Job Card Date: 12/12/2016 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 7,733 MI
Authorization Code:

Process Date:
12/13/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 24 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600723-Chevrolet Factory Maintenance
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 05/26/2016 **Job Card Number:** [redacted]

Repair Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319
8182671400

Odometer Reading: 1 MI
Authorization Code:

Process Date:
05/26/2016
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

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November 16, 2018

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: 3GCUCSEC2GG[redacted]
Model: CC15543-2016 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

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319 8182671400

Invoice Date: 05/24/2016

Ship to Information

Ship to Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319 8182671400

Ship to Date: N/A

Delivery Information

Delivery Service Agent: [redacted]
KEYES CHEVROLET
5949 N VAN NUYS BLVD
VAN NUYS CA 91401-3319 8182671400

. Delivery Date: 08/19/2016
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 2,955

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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