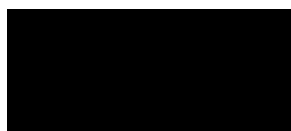


PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

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Service Request Detail

SR No:	[REDACTED]	Ref No:		Cost Ast:	No Goodwill Offered	BRC Type:	PAR
Account:		Site/BAC:		GW SubType:		Business Unit:	BRC
Address:	[REDACTED]			Approval:	Not Initiated	Area:	PAR
City:	[REDACTED]	Zip:	[REDACTED]	State:	[REDACTED]	Sub-Area:	PAC-Brakes
Last Name:	[REDACTED]	First Name:	[REDACTED]	Involved Dir:	Schumacher Chevrolet Inc.	Safety:	
Daytime #:	[REDACTED]	Evening #:		Source:	Phone	Updated:	11/26/2018 15:45:25
Serial/VIN #:	3GCUKREC9EG [REDACTED]	Mileage:	45829	Priority:	Medium License #:	Owner:	KZWHTX
Model:	Silverado	Model Year:	2014	Status:	Open	Opened:	Nov 23, 2018 10:35 AM
Make:	Chevrolet	Warranty Start:	04/02/2013 00:00:00	Sub Status:		Closed:	
Cust Concern:	Brakes failure Caused vehicle to hit another vehicle						
Customer Description:	This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Charlene at Extension# 5921581						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver	Nov 20, 2018 12:00 AM	N	1	1	Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
[REDACTED]	[REDACTED]	N/A		N/A				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
O'Brien	Patrick		New Jersey Manufacturers Insurance					



Service Request Activities – UCC PAR

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Incident Loc	Oakland, NJ	Incident Desc	Customer stated, Tuesday 11/20/18 he was driving down [redacted] in Oakland, NJ and when trying to come to a stop, the vehicle's brakes got really hard when he tried pressing the brake pedal and caused him to hit another vehicle that was sitting in front of him. Road Surface was asphalt. Weather conditions were dry and clear. No one was injured. Property Damage was other vehicle that Customer hit. Vehicle is currently at Schumacher Dealer and they informed Customer they diagnosed the vacuum brake booster being defective. Insurance claim was filed with New Jersey Manufacturers. Insurance Company inspection is underway. Vehicle was purchased used from Schumacher Dealer in December of 2014 with 1200 miles on it. No aftermarket modifications since owning. Customer is looking for GM to investigate and repair vehicle's vacuum brake booster.
Component	Brakes	Damage Desc	Front bumper
Vehicle Loc	Schumacher Chevrolet Inc.	Add'l Info	N/A
Emergency Svc Names	N/A	Maint Loc	N/A

PAR Detail											
Collision	Y	Non Collision		Property Damage	Y	Thermal Event	N	Spec Equip	N/A		
Vehicle Speed	5			Weather Condition	Dry			Prop Owner	N/A	Property Type	N/A



Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

Last Service Date		Loc Last Service		Property Location	N/A	Prop Est	0
Veh Est Repair Cost	0	Spec/Equip Installer	N/A	Prop Damage Description	other vehicle		
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control	Inspected By	Dealership	Inspection Date/Time	
Veh Damage Description	Dent in front bumper			Explain Other	N/A		

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:43 PM	KZWHTX	KZWHTX	Scheduled Outbound Call Third		Scheduled Alarm		Waiting For ESIS to Accept Case
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



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:41 PM	KZWHTX	ESISBIQU	Escalation		In Progress		
Last Name		First Name		Account	BAC Code	Escalating case to ESIS	
[REDACTED]		[REDACTED]					
Comments Escalating case to ESIS due to 3rd Party property damages. Customer hit another vehicle sitting in front of him when brakes failed. CharleneJames/PAC/WMI Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:39 PM	KZWHTX	KZWHTX	Research		Done	11/26/2018 15:40:57	Research
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments PAC Advisor reviewed case further and is escalating case to ESIS due to vehicle hitting another vehicle. CharleneJames/PAC/WMI Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:39 PM	KZWHTX	KZWHTX	Ownership Changed	Ownership Escalated to BRC	Done	11/26/2018 15:39:53	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



Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

Nov 26, 2018 3:16 PM	KZWHTX	KZWHTX	Outbound Call Customer	Customer Initial	Done	11/26/2018 15:39:29	Called [REDACTED]
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Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments
 Spoke to Customer, [REDACTED]. (OB Disclaimer) Advised this is Charlene calling from GM/PAC regarding your 2014 Chevrolet Silverado.

Customer stated, Tuesday 11/20/18 he was driving down [REDACTED] in Oakland, NJ and when trying to come to a stop, the vehicle's brakes got really hard when he tried pressing the brake pedal and caused him to hit another vehicle that was sitting in front of him. Road Surface was asphalt. Weather conditions were dry and clear. No one was injured. Property Damage was other vehicle that Customer hit. Vehicle is currently at Schumacher Dealer and they informed Customer they diagnosed the vacuum brake booster being defective. Insurance claim was filed with New Jersey Manufacturers. Insurance Company inspection is underway. Vehicle was purchased used from Schumacher Dealer in December of 2014 with 1200 miles on it. No aftermarket modifications since owning. Customer is looking for GM to investigate and repair vehicle's vacuum brake booster.

PAC Advisor stated, (Empathy) Read "No PAC claim - Insurance Company involved" Statement to Customer.

Customer stated, Okay. Thank you. Goodbye.

CharleneJames/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:35 PM	KZWHTX	KZWHTX	Research		Done	11/26/2018 14:35:57	Research

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

Comments
 Searched 360 and GWM to review vehicle history.

CharleneJames/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:34 PM	KZWHTX	KZWHTX	VIN Scan	Case Receipt	Done	11/26/2018 15:16:28	VIN Scan

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



Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

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Comments

VIN SCAN

- 1. Previous Case: N/A
- 2. Goodwill Offered: N/A
- 3.) Recalls: 17276 Loss of Steering Assist Closed, 16007 Frontal Airbag And Pretensioner Non Deploy Closed, 15822 SEATBELT LAP ANCHOR TENSIONER CABLE Closed, Service Update Bulletins 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Closed, Customer Satisfaction Program 14166 SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR Closed, 14126 PEEK IN ODOMETER DISPLAY, INCORRECT - Expires with Base Warranty 06/30/2014 Closed
- 14192 UNWANTED TRANSFER CASE SHIFT TO NEUTRAL Closed,
- 14121 TRANSMISSION OIL COOLER CONNECTION, Closed
- 14008 OVERHEATED EXHAUST COMPONENTS Closed,
- Service Update Bulletins 13330 ACTIVE FUEL MANAGEMENT SYSTEM CALIBRATION Closed, Service Update Bulletins 13257 BCM COMMUNICATION ERROR - REPROGRAM BCM Closed
- 4. Special Coverage: 15829 Radiator Leak, 18128 Driver's Front Seat Belt Anchor Pretensioner, 14289 Adjust Flex Fuel Sensor
- 5. Branded Title: N/A
- 6. Warranty Block: N/A
- 7. Selling Dealer: (BAC 111) SCHUMACHER CHEVROLET
- 8. Servicing Dealer: (BAC 111) SCHUMACHER CHEVROLET
- 9. Owned Vehicles From Customer Search: 4

CharleneJames/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 23, 2018 11:02 AM	KZWHTX	KZWHTX	Scheduled Outbound Call Cust	Initial Attempt	Done	11/26/2018 15:41:02	Make Initial/ Call Customer

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
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Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

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Nov 23, 2018 10:35 AM	KZWHTX	KZWHTX	Inbound Call Dealer	Transfer/Referral	Done	11/23/2018 11:02:14	
Last Name		First Name		Account	BAC Code	Service Advisor Called	
[REDACTED]		[REDACTED]				[REDACTED]	
Comments:							
<p>Dealer: Schumacher Chevrolet BAC: 111 [REDACTED] Service Mgr: Steve Stazko Phone: 973-256-1065 Email: steves@schumacherchevy.com GM Warranty Rate: \$132.65</p> <p>Vehicle: 2014 Chevrolet Silverado VIN: 3GCUKREC9EG [REDACTED] Mileage: 45,829</p> <p>Customer: [REDACTED] Phone: [REDACTED] Address: [REDACTED] Email: [REDACTED]</p> <p>Service Advisor's Description: Vehicle's brakes got real hard when Customer tried to press down causing him to hit another vehicle. Customer's Insurance Company, New Jersey Manufacturers, Adjuster, Patrick (609)883-1300 ext 5283, claim [REDACTED] had vehicle towed to Dealer and want's Dealer to diagnose brake failure concern.</p> <p>PAC Advisor provided Service Advisor with SR [REDACTED].</p> <p>CharleneJames/PAC/WMI</p>							
Confidential Comments:							
UCC Information							
UCC Code		Description			Symptom		
H01		Brakes - General			Inoperative		



Service Request Activities – UCC PAR

Report Date: Tuesday, November 27, 2018

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End of Report

Page 1 of 2 Fatal **New Jersey Police Crash Investigation Report** Reportable Non-Reportable Change Report

1. Case Number: 05 01 18-
 2. Police Dept. of: Oakland Code: 01
 3. Station/Precinct: 05
 10. Crash Occurred On: Ramapo Valley Road Dir: 11. Speed Limit: 40
 12. Route No. Suffix 13. Milepost: 2 5
 14. 15. 16. 17. Cross Road Name/Route No. 18. Speed Limit: 25
 19. 20. 21. Latitude 22. Longitude
 23. Veh. # 24. Policy No. 25. NJ Ins. Code 26. Driver's First Name Initial Last Name 27. Sex
 28. Driver's First Name Initial Last Name 29. Sex
 30. Eyes DL Class Restrictions Endorsements 31. State 32. Driver's License Number 33. DOB mm dd yy 34. Expires mm yy
 35. Owner's First Name Initial Last Name 36. Owner's First Name Initial Last Name
 37. Make 38. Model 39. Color 40. Year 41. State 42. State 43. State 44. VIN 45. Expires
 46. Vehicle Removed to: 47. Vehicle Removed to:
 48. Alcohol Drug Test Given: No Yes Refused Type: Breath Blood Urine Results: 0.00 % Pending Hazardous Material: None On Board Spill
 49. Hazardous Material: None On Board Spill
 50. Carrier No. 51. GVWR / GCWR (trucks & buses only) 52. Motor Carrier or Government Entity
 53. Carrier No. 54. GVWR / GCWR (trucks & buses only) 55. Motor Carrier or Government Entity
 56. Damage to Other Property Yes (if Yes, describe) No
 57. Oper. 136. Charge 137. Summons No. 58. Oper. 138. Charge 139. Summons No.
 59. Oper. 140. Charge 141. Summons No. 60. Oper. 142. Charge 143. Summons No.

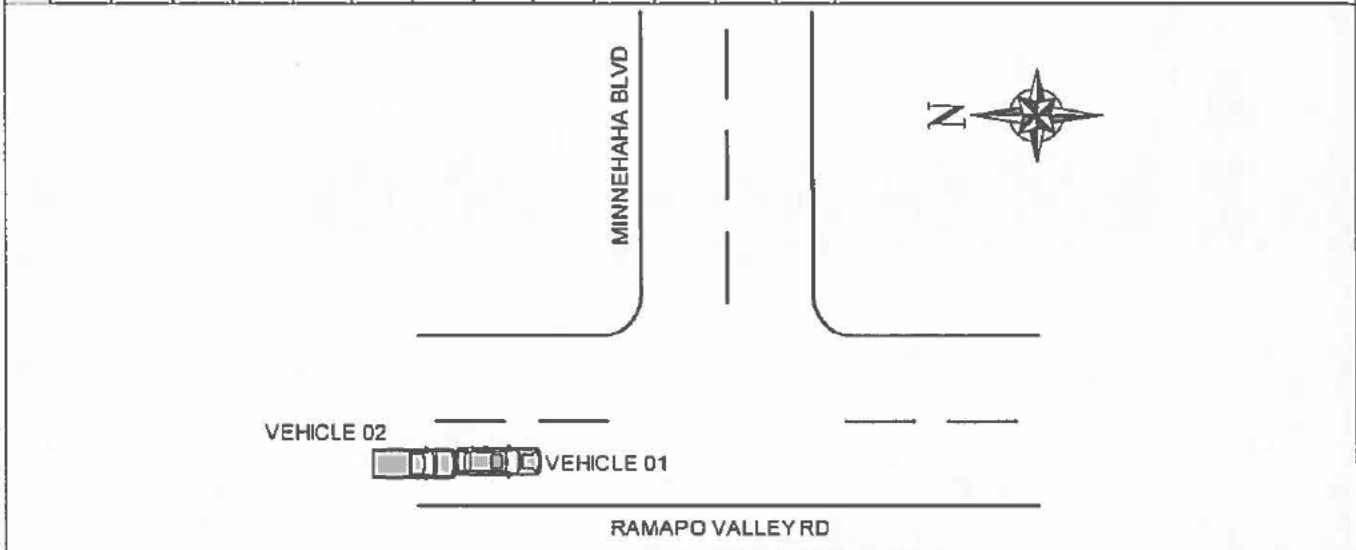
	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants If Deceased, Date & Time of Death
A	1	01	01	---	53	F	---	---	11	04	---	---	---	Wayne, NJ
B	2	01	01	---	56	M	---	---	11	04	---	---	---	Wayne, NJ
C	---	---	---	---	---	---	---	---	---	---	---	---	---	---
D	---	---	---	---	---	---	---	---	---	---	---	---	---	---

New Jersey Police
Crash Investigation Report

Case Number 18-[REDACTED]

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	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants If Deceased, Date & Time of Death
E	---	---	---	---	---	---	---	---	---	---	---	---	---	-----
F	---	---	---	---	---	---	---	---	---	---	---	---	---	-----
G	---	---	---	---	---	---	---	---	---	---	---	---	---	-----
H	---	---	---	---	---	---	---	---	---	---	---	---	---	-----
I	---	---	---	---	---	---	---	---	---	---	---	---	---	-----
J	---	---	---	---	---	---	---	---	---	---	---	---	---	-----



145. Crash Description/Narrative

Vehicle 01 was stopped in traffic when it was struck by Vehicle 02, which had a brake system malfunction. Vehicle 01 driver stated that she was stopped in traffic when Vehicle 02 struck her. Vehicle 02 driver stated that he attempted to stop but couldn't due to the brake pedal not being able to be depressed causing him to crash into Vehicle 01. Vehicle 02 brake malfunction contributed to the crash.

Note: Investigating officer confirmed that there was a brake issue with Vehicle 02 after attempting to depress the brake pedal in which it did not work properly. Also, Vehicle 02 had a warning message on the instrument cluster digital display indicating a brake system failure. Vehicle 02 towed from the scene.

146. Officer's Signature P.O. Joseph Noury 75	147. Badge # 75	148. Reviewer SGT. O'NEILL #63	Badge #	149. Case Status <input type="checkbox"/> Pending <input checked="" type="checkbox"/> Complete
--	--------------------	-----------------------------------	---------	---



Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN) 3GCUKREC9EG [REDACTED]
 Report Creation Date 2018-12-11 11:29:45 EST

Vehicle Configuration Property

Make Chevrolet
 Model Silverado
 Model Year 2014
 Passenger Presence System Version Passenger Presence System (AL0)
 Chassis Control Module Version Active Grille Air Shutter
 Telematics Communication Interface Control Module Version 9
 Transfer Case Control Module Version Transfer Case, Two Speed, Switch Activated (NQH)
 Engine Identifier 5.3L (L83)

System Information Property

VCI Serial Number MDI: [REDACTED]
 Vehicle Session Creation Date 2018-12-11 11:26:41
 Test Start Time 2018-12-11 11:29:12 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	No DTCs Stored	0	6,14
Chassis Control Module	No Communication	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Power Take-Off Control Module	No Communication	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	DTCs Stored	2	6,14
Parking Brake Control Module	No Communication	0	6,14

Power Steering Control Module	DTCs Stored	1	6,14
Steering Wheel Angle Sensor Module	No DTCs Stored	0	12,13
Body Control Module	No DTCs Stored	0	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1
Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	DTCs Stored	1	1
Radio Controls	DTCs Stored	1	1
HVAC Controls	DTCs Stored	2	1
Radio	DTCs Stored	6	1
Amplifier	No Communication	0	1
Media Disc Player	No Communication	0	1
Human Machine Interface Control Module	No DTCs Stored	0	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	1
HVAC Control Module	No DTCs Stored	0	1
Parking Assist Control Module	No Communication	0	1

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
					History This Ignition Cycle Passed
					Last Test Passed
Power Steering Control Module	C0800	03	Control Module Power Circuit	Low Voltage	Since DTC Clear Passed DTC History Status History MIL Status Not Requested
Radio Controls	B1325	03	Control Module Power Circuit	Low Voltage	History DTC Current Status Not Current DTC History Status History
Instrument Cluster	B1325	03	Control Module Power Circuit	Low Voltage	Passed and Failed This Ignition Cycle Passed

					Since DTC Clear	Passed and Failed
					DTC Current Status	Not Current
					DTC History Status	History
					History This Ignition Cycle	Passed
Electronic Brake Control Module	C0800	03	Control Module Power Circuit	Low Voltage	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					History This Ignition Cycle	Passed
Electronic Brake Control Module	C0299	00	Brake Booster Large Vacuum Leak Detected	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					Current DTC Current Status	Current
Radio	B1025	04	Left Front Audio Output Circuit	Open	DTC History Status	History
					Current DTC Current Status	Current
Radio	B1035	04	Right Front Audio Output Circuit	Open	DTC History Status	History
					Current DTC Current Status	Current
Radio	B1045	04		Open	DTC History Status	History
					Current DTC Current Status	Current

					DTC Current Status	Current
			Left Rear Audio Output Circuit		DTC Current Status	Current
					DTC History Status	History
Radio	B1055	04	Right Rear Audio Output Circuit	Open	Current DTC Current Status	Current
					DTC History Status	History
Radio	B1325	03	Control Module Power Circuit	Low Voltage	History DTC Current Status	Not Current
					DTC History Status	History
Radio	U0164	00	Lost Communication with HVAC Control Module	- - -	History DTC Current Status	Not Current
					DTC History Status	History
HVAC Controls	B1325	03	Control Module Power Circuit	Low Voltage	History DTC Current Status	Not Current
					DTC History Status	History
HVAC Controls	U1509	00	LIN Bus	- - -	History DTC Current Status	Not Current
					DTC History Status	History



Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Report Creation Date	2018-12-11 11:32:50 EST

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2014
Passenger Presence System Version	Passenger Presence System (AL0)
Chassis Control Module Version	Active Grille Air Shutter
Telematics Communication Interface Control Module Version	9
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [REDACTED]
Vehicle Session Creation Date	2018-12-11 11:29:12
Test Start Time	2018-12-11 11:32:31 EST

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
End Model Part Number	12657306
Base Model Part Number	12617943
Software Module 1 Identifier	12663390
Software Module 2 Identifier	12659529

Software Module 3 Identifier	12642488
Software Module 4 Identifier	12645341
Software Module 5 Identifier	12660172
Software Module 6 Identifier	12659743
Software Module 7 Identifier	12625016
Software Module 8 Identifier	12642481

No DTCs Stored**Chassis Control Module****No Communication****Transmission Control Module**

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Date Programmed	20140225
Diagnostic Data Identifier	0
End Model Part Number	24267576
Base Model Part Number	24239352
Software Module 1 Identifier	24270599
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24271132
Software Module 2 Identifier Alpha Code	AD
Software Module 3 Identifier	24271134
Software Module 3 Identifier Alpha Code	AD
Software Module 4 Identifier	24271135
Software Module 4 Identifier Alpha Code	AD
System Code	0

No DTCs Stored**Power Take-Off Control Module****No Communication****Transfer Case Control Module**

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Diagnostic Data Identifier	0306
Software Part Number	23285502
Calibration Part Number	23285506

End Model Part Number	24269374
Base Model Part Number	24256989
Hardware Version	H1ÿÿÿ

No DTCs Stored**Electronic Brake Control Module**

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Subscriber ID	ÿÿÿÿÿÿÿÿÿÿÿÿ
Date Programmed	Saturday, March 31, 65556
Diagnostic Data Identifier	2B03
XML Configuration Compatibility Identifier	260
XML Data File Part Number	23171758
XML Data File Alpha Code	EA
Previous Subscriber ID	
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1113028FZD1S000S
Module Diagnostic Address	28
End Model Part Number	23129547
Base Model Part Number	23129546
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	23425342
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23425343
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23164783
Software Module 3 Identifier Alpha Code	DA
Software Module 4 Identifier	
Software Module 4 Identifier Alpha Code	
Software Module 5 Identifier	
Software Module 5 Identifier Alpha Code	
Software Module 6 Identifier	
Software Module 6 Identifier Alpha Code	
Software Module 7 Identifier	
Software Module 7 Identifier Alpha Code	

Software Module 8 Identifier

Software Module 8 Identifier Alpha Code

GMLAN Identification Data - Bus 1 Type High Speed CAN Bus

GMLAN Identification Data - GMLAN Kernel 1 Version 300

GMLAN Identification Data - Data Dictionary 1 Version 60407

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 60401

System Code 2B

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
C0800	03	Control Module Power Circuit	Low Voltage	History This Ignition Cycle Passed DTC Current Status Not Current DTC History Status History MIL Status Not Requested
C0299	00	Brake Booster Large Vacuum Leak Detected	- - -	History This Ignition Cycle Passed DTC Current Status Not Current DTC History Status History MIL Status Not Requested

Parking Brake Control Module

No Communication

Power Steering Control Module

Identification Information

System Identification

Value

NEXTR0300

System Name or Engine Type	RACK-EPS
Subscriber ID	0000000000
Date Programmed	Saturday, February 3, 2018
Diagnostic Data Identifier	901
Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	A113042030254011
Software Module 1 Identifier	23433183
Software Module 2 Identifier	84391467
Software Module 3 Identifier	
End Model Part Number	23158385
Base Model Part Number	23136120
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23467711

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
				History
				This Ignition Cycle Passed
				Last Test Passed
C0800	03	Control Module Power Circuit	Low Voltage	Since DTC Clear Passed
				DTC History Status History
				MIL Status Not Requested

Body Control Module

Identification Information	Value
End Model Part Number	13590003
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13594771
Calibration Part Number 2	23490954
Calibration Part Number 3	23490946
Calibration Part Number 4	23490927
Calibration Part Number 5	23490931

Calibration Part Number 6	23490913
Calibration Part Number 7	23490879
Calibration Part Number 8	23490872
Calibration Part Number 9	23490862
Calibration Part Number 10	23490839
Calibration Part Number 11	23490819
Calibration Part Number 12	23490813
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	23490812
Diagnostic Data Identifier	401
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Odometer	73755

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

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	0112199219902300
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)	3GCUKREC9EG [REDACTED]
End Model Part Number	13590210
Base Model Part Number	13590210
Manufacturer's Traceability Number	K1130523M00EUP00
Inflatable Restraint Sensing and Diagnostic Module Primary Key	5108
Software Part Number	13518038
Calibration Part Number 1	23205108
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	23133681
Base Model Part Number	23133681
Manufacturer's Traceability Number	BR3681S3052000VD
Software Part Number	23133762

Calibration Part Number 1

23133682

No DTCs Stored**Instrument Cluster****Identification Information**

	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG [REDACTED]
Odometer	73755
Subscriber ID	66879896
Previous Subscriber ID	58877453
2nd Previous Subscriber ID	PCSISTN#14
Date Programmed	Saturday, July 26, 2014
Diagnostic Data Identifier	0569
XML Configuration Compatibility Identifier	13
XML Data File Part Number	23498636
XML Data File Alpha Code	AS
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23151138
Base Model Part Number	22754627
Software Module 1 Identifier	23223555
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	23164779
Software Module 6 Identifier	23179946
Software Module 7 Identifier	22877868
Software Module 8 Identifier	23464330
Software Module 9 Identifier	22877878
Software Module 10 Identifier	22877880
Software Module 12 Identifier	23456332
Software Module 13 Identifier	23424053
Software Module 14 Identifier	23101028
Software Module 15 Identifier	28397719
Software Module 16 Identifier	23456592
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	60402
System Code	05
Calibration Part Number 12	

Manufacturer's Traceability Number 2113058AF4Y00UQ0
 Steering Wheel Control Switches Part Number 503341313
 Head-Up Display Part Number 0

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
B1325	03	Control Module Power Circuit	Low Voltage	Passed and Failed This Ignition Cycle Passed Since DTC Clear Passed and Failed DTC Current Status Not Current DTC History Status History

Radio Controls

Identification Information	Value
Boot Software Part Number	22884775
Calibration Part Number 1	22884770
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23168171
Base Model Part Number	23168171

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	23168157
Base Model Part Number	23168157

Date Programmed 0
 Subscriber ID 0000000000
 Previous Subscriber ID 0000000000
 Module Diagnostic Address 68
 Data Universal Numbering System Number 383135333732393832
 Manufacturer's Traceability Number 2213065000000683

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
U1509	00	LIN Bus	- - -	History DTC Current Status Not Current DTC History Status History

Radio

Identification Information	Value
End Model Part Number	13588209
Boot Software Part Number	287454020
Software Module 1 Identifier	13592802
Software Module 2 Identifier	13590757
Software Module 3 Identifier	23453622
Software Module 4 Identifier	23200930
Software Module 5 Identifier	23146926
Software Module 6 Identifier	23163210
Software Module 7 Identifier	23146912
Software Module 8 Identifier	22908399
Software Module 9 Identifier	22908412
Software Module 10 Identifier	22908401
Software Module 11 Identifier	23146905
Digital Radio Receiver ID	WJNER2W6
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GCUKREC9EG [REDACTED]
Diagnostic Data Identifier	203

Manufacturer's Traceability Number

8982095MK2001910

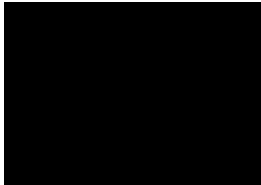
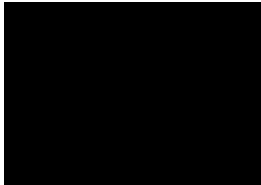
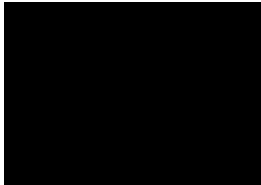
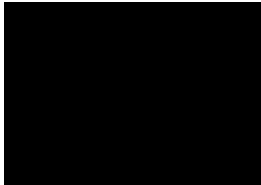
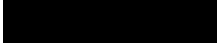
DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
B1025	04	Left Front Audio Output Circuit	Open	Current
				DTC Current Status Current
B1035	04	Right Front Audio Output Circuit	Open	DTC History Status History
				Current
B1045	04	Left Rear Audio Output Circuit	Open	DTC Current Status Current
				DTC History Status History
B1055	04	Right Rear Audio Output Circuit	Open	Current
				DTC Current Status Current
B1325	03	Control Module Power Circuit	Low Voltage	DTC History Status History
				History
U0164	00	Lost Communication with HVAC Control Module	---	DTC Current Status Not Current
				DTC History Status History
				History
				DTC Current Status Not Current
				DTC History Status History

Amplifier


No Communication

Media Disc Player

No Communication**Telematics Communication Interface Control Module**

Identification Information	Value
Bluetooth	Disabled
Call Mode	CDMA B Band
Current Transceiver Identifier	22
End Model Part Number	23115625
Firmware Over-the-Air Version	4308
GSM Network Code	0
GSM Station Identifier	0
Manufacturer	LG
Manufacturer's Traceability Number	
Mobile Directory Number	
Mobile Identification Number	
Mobile Equipment Identifier	
Module Generation Identifier	9
Network Access Identifier	
Network Access Identifier Password	vzw
Off-Board Navigation	Enabled
OnStar Customer Identifier	89002047
Option Configuration	On
Preferred Roaming List Outdated Status	No
Preferred Roaming List Update Command	Inactive
Preferred Roaming List Version Number	51720
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	344E36
Software Module 1 Identifier Alpha Code	4N6
Utility File Part Number	22790659

No DTCs Stored**HVAC Control Module**

Identification Information	Value
Vehicle Identification Number (VIN)	3GCUKREC9EG 
Date Programmed	Tuesday, February 25, 2014
Diagnostic Data Identifier	51B
End Model Part Number	13589540
Base Model Part Number	13589540
Software Module 1 Identifier	13591698

Software Module 2 Identifier	23433579
Software Module 3 Identifier	23478759

No DTCs Stored

Parking Assist Control Module

No Communication

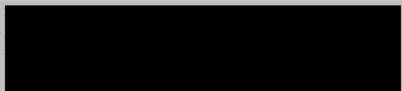


















8 Main Street
Little Falls, NJ 07424
973-256-1065
973-256-2239
www.schumacherchevy.com



Fax

To: Angela Bel

From:



Fax: 313 221 9688

Pages:

4

Phone:



Date:

11/27/18

cc:



- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

● Comments:

36CUKREC9EG

SERVICE ADVISOR

2864

CHER CHEVROLET, Inc.

Main Street P.O. Box 158
LE FALLS, N.J. 07424-0158
Tel. (973) 256-1065 & 1887



R.O.# NO BRAKES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/03/18		34703	13809	86	C	00CVZ0200-T	TRKS LOF/ROT/27 PT
				86	C	00CVZ-27POINTCK	MULTI-POINT INSPECT
				86	W	99CVZ	RECALLS
07/01/17		25549	121	103	C	00CVZ-27POINTCK	MULTI-POINT INSPECT
				103	C	00CVZ0200-T	TRKS LOF/ROT/27 PT
				103	W	99CVZ	RECALLS

SALESPERSON NO. 19773 LUIS J RAMOS

S E R V I C E

STATE REG#

REPLACED	VEHICLE ID NO. 36CUKREC9EG	YEAR/MAKE/MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/T	PRODUCTION DATE	STOCK NO. 6780	LICENSE NO.	PLATE NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE 11/20/14	DELIVERY MILES 1,197	SELLING DEALER NO.	R.O. DATE 11/21/18	
COLOR SILVER/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES			
TURBO	MMG CVZZ	AIR COND	P.S.	TRANS	MILEAGE 45,829	ADVISOR NO. 26125
						ADVISOR COURTNEY DUPIN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair.

OTHERWISE INDICATED	TIME RECEIVED 02:50pm	DATE/TIME PROMISED 11/28/18 06:00pm	PRIORITY
APPOINTMENT		LABOR RATE	
<input checked="" type="checkbox"/> Yes			
<input type="checkbox"/> No			

ORIGINAL CUSTOMER ESTIMATE:
 x 1 hr diag OK SAVE ALL PARTS!

COMMENTS:
 X03B5KJ093:CC created 2018-11-21 08:32:00am taken by ALEXUS SILVERI
 O EMERGENCY TOW IN ON 11/21 - IS AWARE WE MAY NOT TAKE A LOOK AT VEHICLE UNTIL NEXT WEEK

1 C 40CVZ01 *BRAKE CONCERN
 CUSTOMER STATES BRAKE PEDAL IS HARD-VEHICLE WILL NOT STOP.

2 C 00CVZ-27POINTCK MULTI-POINT INSPECT
 INSPECT VEHICLE PER THE ATTACHED 27 POINT INSPECTION SHEET

3 C 10CVZ *DRIVEABILITY
 CUSTOMER STATES CHECK FOR TICKING NOISE IN ENGINE. CAN BE HEARD MORE FROM OUTSIDE OF VEHICLE.

Contacted Customer Assistance Center
 1806 4466963

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN TOTAL ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

COST NOT TO EXCEED \$ _____

Original Estimate	Authorized Additions
Parts \$ _____	Parts \$ _____
Labor \$ _____	Labor \$ _____
Total \$ _____	Total \$ _____

Odometer
Oil Life % 60

GM- Angela Bell
313 665-2699
Fax 313-221-9688
Case



NJM Insurance
Group

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

301 Sullivan Way, West Trenton, NJ 08628
Fax: (609) 493-1417 (609) 883-1300 ext. 5233 / www.NJM.com
POBrien@njm.com

November 26, 2018

SCHUMACHER CHEVROLET INC
8 MAIN ST
PO BOX 158
LITTLE FALLS NJ 07424

Re: Our Claim No: [REDACTED]
Our Policy No: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: November 20, 2018

Dear SCHUMACHER CHEVROLET:

Per our conversation, please save all the old parts that are removed from this 2014 Chevy Silverado bearing VIN 3GCUKREC9EG [REDACTED] until NJM advises if we need them or not for our investigation into possible mechanical failure.

Very truly yours,

Patrick O'Brien
Property Damage Representative

NJM

11/26/2018 4:03:22 PM PAGE 1/003 Fax Server

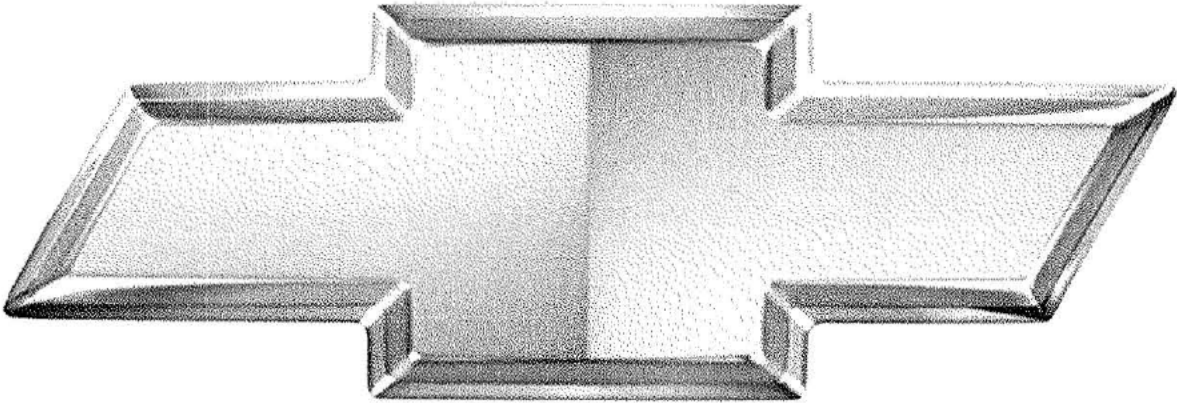
NJM Insurance
Group

301 Sullivan Way, West Trenton, NJ 08628

609-883-1300 / www.NJM.com

FACSIMILE TRANSMISSION SHEET**DATE:** 11/26/2018 4:02:34 PM**ATTN:** Courtney**FIRM:****CITY & STATE:****FACSIMILE TELEPHONE:** 19732562239**COMMENTS:****NO. OF PAGES SENT:** 2**INCLUDING COVER PAGE:** 3**FROM:** O'Brien, Patrick**FACSIMILE TELEPHONE:** (609) 493-1417**BUSINESS TELEPHONE:** (609) 883-1300**EXTENSION:****OUR CLAIM NO.****CONFIDENTIALITY NOTICE**

The information in this transmission is intended for official use only and may contain information from NJM Insurance Group that is privileged, confidential and exempt from disclosure under applicable law. It is intended for the exclusive use of the persons or entities to which it is addressed. If you are not an intended recipient or the employee or agent responsible for delivering this transmission to an intended recipient, be aware that any disclosure, dissemination, distribution or copying of this communication, or the use of its contents is strictly prohibited. If you received this transmission in error, please call the sender and destroy the information.



Schumacher Chevrolet

Date: 12/12/18

To: [REDACTED]

From: Courtney Dupin
973-256-1065
Fax # 973-256-2239
E-mail courtney@schumacherchevy.com

Number of pages including cover 4

Authorization # _____



SCHUMACHER CHEVROLET, Inc.

8 Main Street P. O. Box 158
 LITTLE FALLS, N. J. 07424-0158
 Tel. (973) 256-1065 & 1887

CTCS



SERVICE DEPT. HOURS
MONDAY THRU FRIDAY
 8:00 AM to 5:00 PM

CUSTOMER NO.	ADVISOR	TAG No.	INVOICE DATE
	DAVID BRAIN	65 919	03/25/16
	LABOR RATE	MILEAGE	COLOR
		9,363	SILVER/
	YEAR / MAKE / MODEL	DELIVERY DATE	STOCK NO.
	14/CHEVROLET TRUCK/SILVERADO 1500/TR	11/20/14	6780
	VEHICLE I.D. No.	SELLING DEALER NO.	DELIVERY MILES
	3 G C U K R E C 9 E G		1,197
	F.T.E. No.	P.O. No.	PRODUCTION DATE
	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----
 J# 1 00CVZ-27POINTCK MULTI-POINT INSPECT TECH(S):72 WARRANTY
 INSPECT VEHICLE PER THE ATTACHED 27 POINT INSPECTION SHEET
 NO CHARGE COURTESY INSPECTION.

LIMITED LABOR WARRANTY

This Repair Facility guarantees, when dealer installs General Motors parts, the labor and General Motors parts used in performing the repairs listed on the front of the repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. In the event that non-General Motors parts are needed to complete the repairs, the limited labor warranty will revert to 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 99CVZ RECALLS TECH(S):76 WARRANTY
 C/S: RECALL#15304-4WD ALWAYS ENGAGED IN COLD TEMP
 PERFORM RECALL
 PERFORM RECALL
 UPDATE 4X4 MODULE

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3 04CVZ9202 CBG-CPO DEX/ROT/27PT TECH(S):76 WARRANTY
 CAR CARE SERVICE SPECIAL: LUBE, OIL & FILTER SERVICE WITH DEXOS1 SYNTHETIC BLEND OIL, TIRE ROTATION, AND MULTI-POINT MAINTENANCE INSPECTION.
 CBG MAINT
 OIL LIFE 0%
 COMPLETED TIRE ROTATION, MULTI-POINT INSPECTION, AND LUBE, OIL AND FILTER SERVICE.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	19330000	FILTER 1.836		WARRANTY
	8	19259487	OIL 8.800		WARRANTY
			TOTAL - PARTS	0.00	

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4 40CVZ *BRAKES TECH(S):72,76 WARRANTY
 CUSTOMER STATES HAD TO ADD ABOUT 1 PT BRAKE FLUID, WAS READING AT THE LOW MARK
 VERIFIED A LEAK COMING FROM LEFT REAR RUBBER HOSE TO CALIPER AT CRIMP.
 REPLACE LEFT REAR BRAKE HOSE AND BLEED SYSTEM
 TEST DRIVE.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	22846798	HOSE 4.680		WARRANTY

CTCS

3
0
9



SCHUMACHER CHEVROLET, Inc.

8 Main Street P. O. Box 158
LITTLE FALLS, N. J. 07424-0158
Tel. (973) 256-1065 & 1887



SERVICE DEPT. HOURS
MONDAY THRU FRIDAY
8:00 AM to 6:00 PM
SATURDAY

CUSTOMER No.	910111 CTCS 153468	ADVISOR	DAVID BRAIT	TAG No.	65 919	INVOICE DATE	03/25/16
LABOR RATE		YEAR / MAKE / MODEL	14/CHEVROLET TRUCK/SILVERADO 1500/TR	MILEAGE	9,363	COLOR	SILVER/
VEHICLE I.D. No.	3 G C U K R E C 9 E G	DELIVERY DATE	11/20/14	STOCK No.		DELIVERY MILES	1,197
F. T. E. No.		COMMENTS					

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19299818	FLUID 8.800		0.00
TOTAL - PARTS					0.00

LIMITED LABOR WARRANTY

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

This Repair Facility guarantees, when dealer installs General Motors parts, the labor and General Motors parts used in performing the repairs listed on the front of the repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. In the event that non-General Motors parts are needed to complete the repairs, the limited labor warranty will revert to 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system-when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

JOB# 5 CHARGES-----
LABOR
J# 5 60CVZ10 SEATS TECH(S):72 WARRANTY
CUSTOMER STATES DRIVER'S SEAT WILL SHIFT OR MOVE IN A TURN, VERIFY ISSUE WITH SEAT MOVEMENT
P11183A TO ADDRESS ISSUE
INSTALL RETAINER AND PINS TO FRONT DRIVER'S SEAT COVER.
VERIFY REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13405675	RETAINER 11.561		WARRANTY
	1	13594989	RETAINER 16.682		WARRANTY
	2	332364	RETAINER 8.950		WARRANTY
TOTAL - PARTS					0.00

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----
LABOR
J# 6 61CVZ12 WATER LEAK TECH(S):72 WARRANTY
CUSTOMER STATES DURING A LONG RAIN THERE IS A LEAK ON RIGHT SIDE BY SUN VISOR
FOUND LEAK TO BE FROM ROOF MOUNTED ANTENNA USING SOAPY SPRAY AROUND ANTENNA
REPLACE ROOF MOUNT HIGH FREQUENCY ANTENNA

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23258394	ANTENNA 9.645		WARRANTY
TOTAL - PARTS					0.00

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
created 2016-02-25 10:59:00am taken by [REDACTED] There is also a leak in the roof around the driver side visor.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CTCS

CTCS



CHEVROLET

SCHUMACHER CHEVROLET, Inc.

8 Main Street P. O. Box 158
LITTLE FALLS, N. J. 07424-0158
Tel. (973) 256-1065 & 1887



SERVICE DEPT. HOURS
MONDAY THRU FRIDAY
8:00 AM to 5:00 PM

CUSTOMER No. [REDACTED]	ADVISOR DAVID BRAIN	TAG No. 65 919	INVOICE DATE 03/25/16
LABOR RATE [REDACTED]	LICENSE No. [REDACTED]	MILEAGE 9,363	COLOR SILVER/
YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/TR	VEHICLE I.D. No. 3 G C U K R E C 9 F G	DELIVERY DATE 11/20/14	STOCK No. 6780
F.T.E. No. [REDACTED]	COMMENTS [REDACTED]	SELLING DEALER NO. [REDACTED]	DELIVERY MILES 1,197
		R.O. DATE 03/24/16	PRODUCTION DATE [REDACTED]

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

LIMITED LABOR WARRANTY

This Repair Facility guarantees, when dealer installs General Motors parts, the labor and General Motors parts used in performing the repairs listed on the front of the repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. In the event that non-General Motors parts are needed to complete the repairs, the limited labor warranty will revert to 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be stated by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

8 Main Street
Little Falls, NJ 07424
973-256-1065
973-256-2239
www.schumacherchevy.com



Fax

To: Angela Bel

From: Frank/Schumacher Chevy

Fax: 313 221 9688

Pages: 4

Phone: 973-256-1065

Date: 11/27/18



cc:

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

● Comments:

36CUKREC9EG

SERVICE ADVISOR

2864

CHER CHEVROLET, Inc.

Main Street P.O. Box 158
LE FALLS, N.J. 07424-0158
Tel. (973) 256-1065 & 1887



R.O.# NO BRAKES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/03/18		34703	13809	86	C	00CVZ0200-T	TRKS LOF/ROT/27 PT
				86	C	00CVZ-27POINTCK	MULTI-POINT INSPECT
				86	W	99CVZ	RECALLS
07/01/17		25549	121	103	C	00CVZ-27POINTCK	MULTI-POINT INSPECT
				103	C	00CVZ0200-T	TRKS LOF/ROT/27 PT
				103	W	99CVZ	RECALLS

SALESPERSON NO. 19773 LUIS J RAMOS

S E R V I C E

STATE REG# 0495A

REPLACED	VEHICLE ID NO. 36CUKREC9EG	YEAR/MAKE/MODEL	14/CHEVROLET TRUCK/SILVERADO 1500/T	PRODUCTION DATE	STOCK NO. 6780	LICENSE NO.		PLATE NO.	
				DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.		R.O. DATE	11/21/18
					11/20/14	1,197			
				COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		
				SILVER/					
				TURBO	M/MG	AIR COND	P.S.	TRANS	MILEAGE
					CVZZ				45,829
									ADVISOR NO. 26125
									ADVISOR COURTNEY DUPIN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair.

OTHERWISE INDICATED	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
	02:50pm	11/28/18 06:00pm	
APPOINTMENT	LABOR RATE		
<input checked="" type="checkbox"/> Yes			
<input type="checkbox"/> No			
	CELL: 862-226-9868		

ORIGINAL CUSTOMER ESTIMATE:

x 1 hr diag OK SAVE ALL PARTS!

COMMENTS:
X03B5KJ093:CC created 2018-11-21 08:32:00am taken by ALEXUS SILVERI
O EMERGENCY TOW IN ON 11/21 - IS AWARE WE MAY NOT TAKE A LOOK AT VEHICLE UNTIL NEXT WEEK

1 C 40CVZ01 *BRAKE CONCERN
CUSTOMER STATES BRAKE PEDAL IS HARD-VEHICLE WILL NOT STOP.

2 C 00CVZ-27POINTCK MULTI-POINT INSPECT
INSPECT VEHICLE PER THE ATTACHED 27 POINT INSPECTION SHEET

3 C 10CVZ *DRIVEABILITY
CUSTOMER STATES CHECK FOR TICKING NOISE IN ENGINE. CAN BE HEARD MORE FROM OUTSIDE OF VEHICLE.

Contacted Customer Assistance Center
1806 4460903

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN TOTAL ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

COST NOT TO EXCEED \$ _____

Original Estimate	Authorized Additions
Parts \$ _____	Parts \$ _____
Labor \$ _____	Labor \$ _____
Total \$ _____	Total \$ _____

Odometer _____

Oil Life % 60

GM- Angela Bell
313 665-2699
Fax 313-221-9688
Case # _____



NJM Insurance
Group

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

301 Sullivan Way, West Trenton, NJ 08628
Fax: (609) 493-1417 (609) 883-1300 ext. 5233 / www.NJM.com
POBrien@njm.com

November 26, 2018

SCHUMACHER CHEVROLET INC
8 MAIN ST
PO BOX 158
LITTLE FALLS NJ 07424

Re: Our Claim No: [REDACTED]
Our Policy No: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: November 20, 2018

Dear SCHUMACHER CHEVROLET:

Per our conversation, please save all the old parts that are removed from this 2014 Chevy Silverado bearing VIN 3GCUKREC9EG [REDACTED] until NJM advises if we need them or not for our investigation into possible mechanical failure.

Very truly yours,

Patrick O'Brien
Property Damage Representative

NJM

11/26/2018 4:03:22 PM PAGE 1/003 Fax Server

NJM Insurance
Group

301 Sullivan Way, West Trenton, NJ 08628

609-883-1300 / www.NJM.com

FACSIMILE TRANSMISSION SHEET**DATE:** 11/26/2018 4:02:34 PM**ATTN:** Courtney**FIRM:****CITY & STATE:****FACSIMILE TELEPHONE:** 19732562239**COMMENTS:****NO. OF PAGES SENT:** 2**INCLUDING COVER PAGE:** 3**FROM:** O'Brien, Patrick**FACSIMILE TELEPHONE:** (609) 493-1417**BUSINESS TELEPHONE:** (609) 883-1300**EXTENSION:****OUR CLAIM NO.****CONFIDENTIALITY NOTICE**

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December 1, 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: 3GCUKREC9EC [REDACTED] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 81 - DEALER USED CAR (CVMS USE)
 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	N172085440	17276	Loss of Steering Assist	06/29/2017	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Customer Satisfaction Program	N140166	14166	SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR	07/28/2014	Closed
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	Closed
Product Safety Recall	N140192	14192	UNWANTED TRANSFER CASE SHIFT TO NEUTRAL	06/27/2014	Closed
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	Closed
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	Closed
Service Update Bulletins	N130330	13330	ACTIVE FUEL MANAGEMENT SYSTEM CALIBRATION	10/15/2013	Closed
Service Update Bulletins	N130257	13257	BCM COMMUNICATION ERROR - REPROGRAM BCM	08/23/2013	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y	OnStar Status: Inactive
XM Equipped: Y	XM Radio ID: WJNER2W6
OnStar Vehicle Diagnostics: N	XM Status: Active
	DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 15829	06/26/2018	04/02/2013	0 MI	04/02/2018	100,000 MI
	CBG Certified Pre-Owned Limited Warranty	06/26/2018	04/02/2013	0 MI	04/02/2017	48,000 MI
	Standard CBG CPO Maintenance Plan	06/26/2018	12/16/2014	1,197 MI	12/16/2016	25,197 MI
	Chevrolet 2 Year Scheduled Maintenance	06/26/2018	04/02/2013	0 MI	04/02/2015	24,000 MI
	Bumper to Bumper Limited Warranty	06/26/2018	04/02/2013	0 MI	04/02/2016	36,000 MI
	Corrosion Limited Warranty	06/26/2018	04/02/2013	0 MI	04/02/2019	100,000 MI
	Special Coverage 18128	06/26/2018	04/02/2013	0 MI	04/02/2023	150,000 MI
	Emission Select Component Ltd Wty	06/26/2018	04/02/2013	0 MI	04/02/2021	80,000 MI
	Special Coverage 14289	06/26/2018	04/02/2013	0 MI	04/02/2023	150,000 MI
	Powertrain Limited Warranty	06/26/2018	04/02/2013	0 MI	04/02/2018	100,000 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/03/2018	██████	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	34,703 MI
07/01/2017	██████	ZFAT----Field Action Recall		9102843 - FA 15822C- Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Re	25,549 MI
10/24/2016	██████	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	17,224 MI
03/24/2016	██████	ZREG----Regular Vehicle Transaction	Add Credit	3422710 - High Frequency Antenna Replacement	9,363 MI
03/24/2016	██████	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	3422710 - High Frequency Antenna Replacement	9,363 MI
03/24/2016	██████	ZREG----Regular Vehicle Transaction		3422710 - High Frequency Antenna Replacement	9,363 MI
03/24/2016	██████	ZREG----Regular Vehicle Transaction		7080098 - Lubricate Front Seat Pivot Points, Install Seat Actuator Shim Clip and Seat Cover Retainers	9,363 MI
03/24/2016	██████	ZREG----Regular Vehicle Transaction	Add Credit	2440220 - Rear Brake Hose Replacement	9,363 MI

Transaction Date	Transaction Type	Transaction Description	Warranty Code	Mileage
03/24/2016	ZREG---- Regular Vehicle Transaction	Full Debit - Reversal	2440220 - Rear Brake Hose Replacement	9,363 MI
03/24/2016	ZREG---- Regular Vehicle Transaction		2440220 - Rear Brake Hose Replacement	9,363 MI
03/24/2016	ZREG---- Regular Vehicle Transaction		0600213 - C/B/G Certified Pre-Owned dexos1™ LOF/Tire Rotation/MPVI	9,363 MI
03/24/2016	ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	9,363 MI
01/13/2015	ZREG---- Regular Vehicle Transaction	Add Credit	5430170 - Engine Wiring Harness Junction Block Replacement	1,986 MI
01/13/2015	ZREG---- Regular Vehicle Transaction	Full Debit - Reversal	5430170 - Engine Wiring Harness Junction Block Replacement	1,986 MI
01/13/2015	ZREG---- Regular Vehicle Transaction		5430170 - Engine Wiring Harness Junction Block Replacement	1,986 MI
12/08/2014	ZREG---- Regular Vehicle Transaction		2071410 - Windshield Washer Pump Replacement	1,161 MI
10/04/2014	ZFAT----Field Action Recall		9100748 - N140166 - Driver and Passenger Seat SIAB Connector Removal	1,155 MI
07/24/2014	ZFAT----Field Action Recall		9100630 - N140126 - Reprogram Instrument Panel Cluster	1,001 MI
07/24/2014	ZFAT----Field Action Recall		9100680 - N14192 - Transfer Case Shift Control Module Reprogramming with SPS	1,001 MI
05/09/2014	ZFAT----Field Action Recall		9100457 - N140121 - Inspect Transmission Cooler Lines	989 MI
02/19/2014	ZFAT----Field Action Recall		9100131 - N130257 - Reprogram BCM	988 MI
02/19/2014	ZFAT----Field Action Recall		9100334 - N140008 - Engine Control Module Reprogramming with SPS	988 MI

Global Warranty Management: Site Map

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December 1, 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).

Vehicle Information

VIN: 3GCUKREC9EG [REDACTED] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 81 - DEALER USED CAR (CVMS USE)
 Field Actions: [0 Open](#) REQUEST ANOTHER VIN

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 Build

Model: CK15743-2014 SILVERADO 1500 CREW 4WD Order Number: QQBFDM
 Gross Vehicle Weight: 3,269 Build Date: 03/18/2013
 Build Plant: G

Option Codes

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

1LT - PREFERRED EQUIPMENT GROUP (1LT)	1SZ - OPTION PACKAGE DISCOUNT
4D7 - INTERIOR TRIM	6GK - COMPONENT FRT LH COMPUTER
7GG - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - POWER WINDOWS, DRIVER EXPRESS
A60 - LOCKING TAILGATE	A68 - SEAT 60/40 REAR FOLDING BENCH
AG1 - PWR SEAT ADJUSTER, DRIVER	AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCK SYSTEM	AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS	AZ3 - SEATS, FRONT 40/20/40 BENCH
B1J - WHEELHOUSE LINERS, REAR	B30 - COLOR KEYED CARPET
B32 - FLOOR MATS, FRONT	B33 - FLOOR MATS, REAR
BTV - REMOTE VEHICLE START	BVQ - 6" CHROME ASSIST STEPS
BWN - CORNERSTEP, REAR BUMPER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5Z - 7,200 LB GVW RATING	CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL
DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED	DL8 - POWER HEATED OUTSIDE MIRRORS
E2C - ORDER TO DELIVERY - EXPEDITE	E63 - PICK UP BOX
EF7 - COUNTRY UNITED STATES OF AMERICA (USA)	FE9 - 50-STATE EMISSIONS

FHS - VEHICLE FUEL GASOLINE E85	GAN - SILVER ICE METALLIC
GU6 - REAR AXLE 3.42 RATIO	H2S - JET BLACK / DARK ASH
I14 - ENGINEERING MODEL YEAR	IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION
JD9 - ANTILOCK BRAKES, 4 WHEEL DISC	K34 - CRUISE CONTROL
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - TRANSMISSION OIL COOLER
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N37 - STEERING COLUMN, TILT & TELESCOPING	NP5 - LEATHER WRAP STEERING WHEEL
NQH - TRANSFER CASE 2-SPEED	NT7 - EMISSION SYSTEM
OAR - ID PRE- PRODUCTION	PCM - LT CONVENIENCE PACKAGE * PWR SEAT ADJUSTER, DRIVER * FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC
PPA - EZ LIFT AND LOWER TAILGATE	PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM
R7V - TSE ORDER TYPE FORCE-ON	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
R9Z - POMS PROCESSING OPTION	RBX - 18" TIRES, ALL TERRAIN
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
T3U - FRONT FOG LAMPS	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U73 - ANTENNA - FIXED MAST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UMN - SPEEDOMETER	UQ3 - ENHANCED AUDIO SPEAKERS
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V22 - CHROME GRILLE SURROUND	V46 - FRONT BUMPER, CHROME
V76 - RECOVERY HOOKS, FRONT	V8D - VEHICLE STATEMENT
VJH - BUMPER, REAR CHROME	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VZE - VIN MODEL YEAR 2014
X88 - CHEVROLET CONVERSION	XL7 - FREQUENCY RATING 315 MH
YE9 - TRIM PACKAGE	Z85 - SUSPENSION PACKAGE
ZY1 - SOLID PAINT	

Added Option Codes

~CU -



December 1, 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.

Vehicle Information

VIN: 3GCUKREC9EG [REDACTED] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 81 - DEALER USED CAR (CVMS USE)
 Field Actions: [0 Open](#) REQUEST ANOTHER VIN

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 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: 1871330	
Source Plant: 2-	Part / Number Broadcast:	
Date Scanned: 03/18/2013	Time Scanned: 08:26:00	Scan Station:
Component Code: 65-REAR AXLE ASSEMBLY	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station:
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: 03/18/2013	Time Scanned: 12:57:00	Scan Station: DT
Component Code: 87-BODY CONTROL MODULE	Traceability: 130631511	
Source Plant: G-	Part / Number Broadcast: 0003	
Date Scanned: 03/18/2013	Time Scanned: 12:57:00	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: A30B19B00	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676	
Date Scanned: 03/18/2013	Time Scanned: 12:57:00	Scan Station: DT
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: AE2AD9B00	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676	
Date Scanned: 03/18/2013	Time Scanned: 12:57:00	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
Source Plant: -
Date Scanned: 03/18/2013

Traceability:
Part / Number Broadcast:
Time Scanned: 12:57:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL
MODULE
Source Plant: -
Date Scanned: 03/18/2013

Traceability:
Part / Number
Broadcast:
Time Scanned: 12:57:00 Scan Station:
DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL
MODULE
Source Plant: -
Date Scanned: 03/18/2013

Traceability:
Part / Number
Broadcast:
Time Scanned: 12:57:00 Scan Station:
DT

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: [Site Map](#)

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December 1, 2018

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 3GCUKREC9EG [REDACTED] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 81 - DEALER USED CAR (CVMS USE)
 Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

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](#)

Job Card Date: 02/03/2018

Job Card Number: [REDACTED]

 Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

 Odometer Reading: 34,703 MI
 Authorization Code:

 Process Date:
 02/05/2018

 Transaction Type:
 ZFAT----Field Action Recall
 Transaction Expense Category:
 Field Action Recall
 Customer Complaint Code:
 -

 Job Card Line #: 3 Transaction Adjustment: Cause Code: -
 Labour Op 9102922-FA 17276 - Power Steering Control Module Reprogramming with SPS
 Causal Part Number

Job Card Date: 07/01/2017

Job Card Number: [REDACTED]

 Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

 Odometer Reading: 25,549 MI
 Authorization Code:

 Process Date:
 07/21/2017

 Transaction Type:
 ZFAT----Field Action Recall
 Transaction Expense Category:
 Field Action Recall
 Customer Complaint Code:
 -

 Job Card Line #: 3 Transaction Adjustment: Cause Code: -
 Labour Op 9102843-FA 15822C- Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Re
 Causal Part Number
 → [See other Parts and/or Net Items](#)
Job Card Date: 10/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 17,224 MI
 Authorization Code:

Process Date:
 10/26/2016
 Transaction Type:
 ZFAT----Field Action Recall
 Transaction Expense Category:
 Field Action Recall
 Customer Complaint Code:
 -

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
 Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module
 Calibrations
 Causal Part Number

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 9,363 MI
 Authorization Code:

Process Date:
 03/28/2016
 Transaction Type:
 ZREG----Regular Vehicle
 Transaction
 Transaction Expense Category:
 Warranty
 Customer Complaint Code:
 0590-Features/Controls/Displays -
 Other issues

Job Card Line #: 6 Transaction Adjustment: Add Credit Cause Code: 4061-Interface (Gasket,
 Seal, Hose, Weld..) - Leaks

Labour Op 3422710-High Frequency Antenna Replacement
 Causal Part Number 00000000023258394-ANTENNA ASM-HIGH FREQUENCY ECCN=5A991
 →[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 9,363 MI
 Authorization Code:

Process Date:
 03/28/2016
 Transaction Type:
 ZREG----Regular Vehicle
 Transaction
 Transaction Expense Category:
 Warranty
 Customer Complaint Code:
 0590-Features/Controls/Displays -
 Other issues

Job Card Line #: 6 Transaction Adjustment: Full Debit Cause Code: 4061-Interface (Gasket,
 Seal, Hose, Weld..) - Leaks

Labour Op 3422710-High Frequency Antenna Replacement
 Causal Part Number 00000000023258394-ANTENNA ASM-HIGH FREQUENCY ECCN=5A991

→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 9,363 MI
 Authorization Code:

Process Date:
 03/28/2016

Transaction Type:
 ZREG----Regular Vehicle Transaction

Transaction Expense Category:
 Warranty

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

Job Card Line #: 6 Transaction Adjustment: Cause Code: 4061-Interface (Gasket, Seal,
 Hose, Weld..) - Leaks

Labour Op 3422710-High Frequency Antenna Replacement

Causal Part Number 00000000023258394-ANTENNA ASM-HIGH FREQUENCY ECCN=5A991

→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 9,363 MI
 Authorization Code:

Process Date:
 03/28/2016

Transaction Type:
 ZREG----Regular Vehicle Transaction

Transaction Expense Category:
 Warranty

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

Job Card Line #: 5 Transaction Adjustment: Cause Code: 5017-Fastener - Broken

Labour Op 7080098-Lubricate Front Seat Pivot Points, Install Seat Actuator Shim Clip and Seat Cover Retainers

Causal Part Number 00000000013405675-RETAINER-F/SEAT CUSH LATL ADJR

→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
 SCHUMACHER CHEVROLET INC.
 8 MAIN ST
 LITTLE FALLS NJ 07424-1524
 9732561065

Odometer Reading: 9,363 MI
 Authorization Code:

Process Date:
 04/11/2016

Transaction Type:
 ZREG----Regular Vehicle
 Transaction

Transaction Expense
 Category:
 Warranty

Customer Complaint Code:
0130-Brakes - Fluid Leaks

Job Card Line #: 4 Transaction Adjustment: Add Credit Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op 2440220-Rear Brake Hose Replacement
Causal Part Number 00000000022846798-HOSE ASM-RR BRK
→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: 111217
SCHUMACHER [REDACTED] INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 9,363 MI
Authorization Code:

Process Date:
04/11/2016
Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense
Category:
Warranty
Customer Complaint Code:
0130-Brakes - Fluid Leaks

Job Card Line #: 4 Transaction Adjustment: Full Debit Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op 2440220-Rear Brake Hose Replacement
Causal Part Number 00000000022846798-HOSE ASM-RR BRK
→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 9,363 MI
Authorization Code:

Process Date:
03/28/2016
Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense Category:
Warranty
Customer Complaint Code:
0130-Brakes - Fluid Leaks

Job Card Line #: 4 Transaction Adjustment: Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op 2440220-Rear Brake Hose Replacement
Causal Part Number 00000000022846798-HOSE ASM-RR BRK
→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 9,363 MI
Authorization Code:

Process Date:
03/28/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint -
Maintenance

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600213-C/B/G Certified Pre-Owned dexos1™ LOF/Tire Rotation/MPVI

Causal Part Number

→[See other Parts and/or Net Items](#)

Job Card Date: 03/24/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 9,363 MI
Authorization Code:

Process Date:
03/28/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op 9101695-N150304 - Transfer Case Shift Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 01/13/2015

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 1,986 MI
Authorization Code: E

Process Date:
01/27/2015

Transaction Type:
ZREG----Regular Vehicle
Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0523-Features/Controls/Displays -
Lights

Job Card Line #: 1

Transaction Adjustment: Add Credit

Cause Code: 6583-Module/Component
- Poor Contact

Labour Op 5430170-Engine Wiring Harness Junction Block Replacement

Causal Part Number 00000000023143469-BLOCK ASM-ENG WRG HARN JUNC

→[See other Parts and/or Net Items](#)

Job Card Date: 01/13/2015

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 1,986 MI
Authorization Code: E

Process Date:
01/27/2015

Transaction Type:
ZREG----Regular Vehicle
Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0523-Features/Controls/Displays -
Lights

Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6583-Module/Component -
Poor Contact

Labour Op 5430170-Engine Wiring Harness Junction Block Replacement
Causal Part Number 00000000023143469-BLOCK ASM-ENG WRG HARN JUNC
→[See other Parts and/or Net Items](#)

Job Card Date: 01/13/2015

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 1,986 MI
Authorization Code: E

Process Date:
01/23/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0523-Features/Controls/Displays -
Lights

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6583-Module/Component - Poor
Contact

Labour Op 5430170-Engine Wiring Harness Junction Block Replacement
Causal Part Number 00000000023143469-BLOCK ASM-ENG WRG HARN JUNC
→[See other Parts and/or Net Items](#)

Job Card Date: 12/08/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
SCHUMACHER CHEVROLET INC.
8 MAIN ST
LITTLE FALLS NJ 07424-1524
9732561065

Odometer Reading: 1,161 MI
Authorization Code: E

Process Date:
12/16/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

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

Labour Op 2071410-Windshield Washer Pump Replacement

Causal Part Number 00000000022982103-SWITCH ASM-T/SIG

→[See other Parts and/or Net Items](#)

Job Card Date: 10/04/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
GM COMPANY VEHICLE OPERATIONS
7111 E. 11 MILE ROAD
WARREN MI 48092-2709

Odometer Reading: 1,155 MI
Authorization Code:

Process Date:
10/16/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100748-N140166 - Driver and Passenger Seat SIAB Connector Removal
Causal Part Number

Job Card Date: 07/24/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
GM COMPANY VEHICLE OPERATIONS
7111 E. 11 MILE ROAD
WARREN MI 48092-2709

Odometer Reading: 1,001 MI
Authorization Code:

Process Date:
08/11/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op 9100630-N140126 - Reprogram Instrument Panel Cluster
Causal Part Number

Job Card Date: 07/24/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]
GM COMPANY VEHICLE OPERATIONS
7111 E. 11 MILE ROAD
WARREN MI 48092-2709

Odometer Reading: 1,001 MI
Authorization Code:

Process Date:
08/11/2014

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9100680-N14192 - Transfer Case Shift Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 05/09/2014**Job Card Number:** [REDACTED]

Repair Service Agent: [REDACTED]
 GM COMPANY VEHICLE OPERATIONS
 7111 E. 11 MILE ROAD
 WARREN MI 48092-2709

Odometer Reading: 989 MI
 Authorization Code:

Process Date:
 05/22/2014

Transaction Type:
 ZFAT----Field Action Recall

Transaction Expense Category:
 Field Action Recall

Customer Complaint Code:
 -

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op 9100457-N140121 - Inspect Transmission Cooler Lines
 Causal Part Number

Job Card Date: 02/19/2014**Job Card Number:** [REDACTED]

Repair Service Agent: [REDACTED]
 GM COMPANY VEHICLE OPERATIONS
 7111 E. 11 MILE ROAD
 WARREN MI 48092-2709

Odometer Reading: 988 MI
 Authorization Code:

Process Date:
 02/26/2014

Transaction Type:
 ZFAT----Field Action Recall

Transaction Expense Category:
 Field Action Recall

Customer Complaint Code:
 -

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
 Labour Op 9100131-N130257 - Reprogram BCM
 Causal Part Number

Job Card Date: 02/19/2014**Job Card Number:** [REDACTED]

Repair Service Agent: [REDACTED]
 GM COMPANY VEHICLE OPERATIONS
 7111 E. 11 MILE ROAD
 WARREN MI 48092-2709

Odometer Reading: 988 MI
 Authorization Code:

Process Date:
 02/26/2014

Transaction Type:
 ZFAT----Field Action Recall

Transaction Expense Category:
 Field Action Recall

Customer Complaint Code:
 -

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS
 Causal Part Number



December 1, 2018

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Delivery Information



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

Vehicle Information

VIN: 3GCUKREC9EG [REDACTED] Model: CK15743-2014 SILVERADO 1500 CREW 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 81 - DEALER USED CAR (CVMS USE)
 Field Actions: [0 Open](#) REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: [REDACTED] Invoice Date: 11/19/2014

Ship to Information

Ship to Service Agent: 171599 Ship to Date: N/A
 ENGINEERING MEDIA PREP
 3300 GM ROAD BLDG 70 UPPER LEVEL
 MILFORD MI 48380-3726

Delivery Information

Delivery Service Agent: [REDACTED] Delivery Date: 11/20/2014
 Delivery Type: 018---BUSINESS/ORGANIZATION
 Delivery Odometer: 6

In Service Information

Invoicing Service Agent: 187516 In Service Date: 04/02/2013
 In Service Type: 0007
 In Service Odometer: 0

Registration Information

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

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](#)