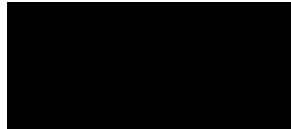


PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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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	Von Ormy	Zip	[REDACTED]	UCC		Sub-Area	PAC-Brakes
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Brown Chevrolet Company Inc	Safety	
Daytime #		Evening #	[REDACTED]	Source	Phone	Updated	02/04/2019 14:56:44
Serial/VIN #	1GNSKKKC7FR [REDACTED]	Mileage	60000	Priority	Medium	License #	CHEVROL ET
Model	Suburban	Model Year	2015	Status	Open	Opened	Feb 1, 2019 10:36 AM
Make	Chevrolet	Warranty Start	07/16/2015 00:00:00	Sub Status		Closed	
Cust Concern	Brakes failed causing customer to hit a wall						
Customer Description	This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Darrius at Extension # 5914690						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner		N	0	1	Concrete	Dry	NA	NA
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
[REDACTED]	[REDACTED]	unknown		unknown				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	unknown		Progressive					
Incident Loc	Customer's Residence	Incident Desc	Says that his wife was backing out of there driveway when the					



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Component	Brake vaccum pump	Damage Desc	brakes got hard preventing her from stopping. As a result she ended up hitting a wall and cased damage to the back of the vehicle. Says that this is something that she has been having problems with. For some reason the vacuum pump will get really hard which prevents her from fully engaging the brakes.
Vehicle Loc	With the customer	Add'l Info	Insurnace covered the body damages
Emergency Svc Names	NA	Maint Loc	dealer

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Event	N	Spec Equip	unknown		
Vehicle Speed			Weather Condition	clear			Prop Owner	N/A	Property Type	N/A
Last Service Date			Loc Last Service				Property Location	N/A	Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	unknown			Prop Damage Description	NA		



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Primary Veh Use	Business	Inspection Type	Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	tailgate damaged		Explain Other	NA	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2019 2:56 PM	PZL2F6	PZL2F6	Scheduled Outbound Call Cust		Scheduled Alarm		pending esis escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2019 2:52 PM	PZL2F6	ESISBIQU	Escalation	ESIS - Fleet	In Progress		Escalation to ESIS
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
<ul style="list-style-type: none"> - Did anyone seek professional medical attention? (If yes, Escalate to ESIS & follow process below): No Medical attention pursued/No Injuries - Is the vehicle in the owner's possession and where is it currently located? [REDACTED]; Von Ormy, TX [REDACTED] - Has the vehicle been repaired?: Yes, customer paid for brake repair, insurance covered body damage 							

- Was insurance claim filed?: Yes, Insurance paid; deductible; no help with the brake booster
- Description of damage to property, other than vehicle (i.e: Property can be: mailbox, garage door, etc.> Describe the damage: Customer hit wall, the wall was damaged): NA
- Description of the situation and the customer's allegation (what happened, vehicle parts or actions involved, customers statement): Says that his wife was backing out of there driveway when the brakes got hard preventing her from stopping. As a result she ended up hitting a wall and cased damage to the back of the vehicle. Says that this is something that she has been having problems with. For some reason the vacuum pump will get really hard which prevents her from fully engaging the brakes.

Customer seeking reimbursement for repairs.

- Accident Location (Include: City, State & Street/Intersection): Residence: [REDACTED] : Von Ormy, TX [REDACTED]
- Why are you Escalating this to PAC or ESIS? Customer says that vehicle is apart of a fleet of 15

Darrius/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2019 2:49 PM	PZL2F6	PZL2F6	Ownership Changed	Ownership Escalated to BRC	Done	02/04/2019 14:49:04	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2019 2:45 PM	PZL2F6	PZL2F6	Outbound Call Customer	Customer Initial	Done	02/04/2019 14:49:36	[REDACTED]

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

Comments

Customers Expectation: For GM to reimburse him for the repairs that he had done to his brakes.



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Customer's Allegation: Faulty Brake Vacuum Pump cased his wife to have an accident.

Incident Description: Says that his wife was backing out of there driveway when the brakes got hard preventing her from stopping. As a result she ended up hitting a wall and cased damage to the back of the vehicle. Says that this is something that she has been having problems with. For some reason the vacuum pump will get really hard which prevents her from fully engaging the brakes.

The insurance company has covered the body damaged and [REDACTED] paid out of pocket for the brake repairs. Says that he has 15 vehicles in his fleet for his funeral home and has been having a problem with a few of them.

I explained that since the vehicle is a part of the fleet. I will have to escalate this to our central claims team

Darrius/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 11:12 AM	PZL2F6	PZL2F6	Outbound Call Customer	Left Message	Done	02/01/2019 11:16:47	[REDACTED]
Last Name	First Name	Account		BAC Code			
[REDACTED]	[REDACTED]						

Comments

left message that i'm calling about the 2015 Chevrolet Suburban

Darrius/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 11:08 AM	PZL2F6	PZL2F6	Research		Done	02/01/2019 11:12:24	Global Connected
Last Name	First Name	Account		BAC Code			
[REDACTED]	[REDACTED]						

Comments

PIT5361D is a bulletin NOT a recall or SC

Document ID: 5146026

#PIT5361D: Diagnostic Tip - Additional Brake Pedal Effort - (Sep 13, 2018)



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Subject: Diagnostic Tip - Additional Brake Pedal Effort

Note: If the vacuum pump failed, please review the customer's maintenance records for proper oil change intervals. Poorly maintained vehicles can contribute to vacuum pump failures

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 11:03 AM	PZL2F6	PZL2F6	Research	Case Update	Done	02/01/2019 11:12:26	Vin Scan
Last Name	First Name	Account	BAC Code				
█	█						

Comments

- SRs: na
- Goodwill: na
- Recalls:
19289 EPS Loss of Steering Assist (closed)
16007 Frontal Airbag And Pretensioner Non Deploy (Closed)
15577 INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR (closed)
- Special Coverage:
Special Coverage 17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak
- Branded Title: NA
- Warranty Block: NA
- Selling Dir:
114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016
- Servicing Dir: same as selling
- Related Repairs: na
- Airbag Information: AYQ - AIRBAGSre

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 11:02 AM	PZL2F6	PZL2F6	Research		Done	02/01/2019 11:12:29	GM Answers
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Acree		Robert					
Comments							
Returned 0 Results for PIT5361D							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 11:01 AM	PZL2F6	PZL2F6	Research		Done	02/01/2019 11:12:31	SR 9- [REDACTED]
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						
Comments							
Customer mentioned PIT5361D being for a defective brake booster.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:41 AM	BZ4GLV	PZL2F6	Ownership Changed		Done	02/01/2019 10:41:31	Service Request Ownership has changed FROM: BZ4GLV TO: PZL2F6
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:39 AM	BZ4GLV	PZL2F6	Scheduled Outbound Call Cust		Done	02/04/2019 14:14:18	Customer Initial
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						
Comments							
Confidential Comments							



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:39 AM	BZ4GLV	PZL2F6	Notify CRM		Done	02/01/2019 11:12:40	New Case
Last Name		First Name	Account		BAC Code		
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:38 AM	BZ4GLV	PZL2F6	BRC PAR	Case Assigned	Done	02/01/2019 10:42:27	Darius/PZL2F6/ext.5914690
Last Name		First Name	Account		BAC Code		
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:36 AM	BZ4GLV	BZ4GLV	Escalation		Done	02/01/2019 10:38:33	CAC to PAC
Last Name		First Name	Account		BAC Code		
█		█					
Comments							
<ul style="list-style-type: none"> • Did anyone seek professional medical attention? (If yes, Escalate to ESIS & follow process below): No Medical attention pursued/No Injuries • Is the vehicle in the owner's possession and where is it currently located? █ Von Ormy, TX █ • Has the vehicle been repaired?: Yes • Was insurance claim filed?: Yes, Insurance paid; deductible; no help with the brake booster • Description of damage to property, other than vehicle (i.e: Property can be: mailbox, garage door, etc.) Describe the damage: Customer hit wall, the wall was damaged): Her vehicle; None • Description of the situation and the customer's allegation (what happened, vehicle parts or actions involved, customers statement): Body damage broke the back door. Door or lid replaced. • Accident Location (Include: City, State & Street/Intersection): Residence: █ Von Ormy, TX █ • Date of the incident: December 2018 • Involved dealer : Brown Chevrolet 							



Service Request Activities – UCC PAR

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- Current Mileage: 60,000
- Year, Make, Model: 2015 Chevrolet Suburban
- VIN: 1GNSKKKC7FR [REDACTED]
- Email address: [REDACTED]
- Phone numbers: [REDACTED]
- Mailing address: [REDACTED] Von Ormy, TX [REDACTED]
- Include the Date the interaction took place: [REDACTED]; Von Ormy, TX [REDACTED]

Confidential Comments

UCC Information

UCC Code	Description	Symptom
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End of Report



Service Request Activities – UCC PAR

Report Date: Tuesday, February 5, 2019

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Service Request Detail

SR No.	9-██████████	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address	██████████			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Von Army	Zip	██████████	State	TX	Sub-Area	Escalated to BRC
Last Name	██████	First Name	██████	Involved Dir	Brown Chevrolet Company Inc	Safety	Loss of Braking
Daytime #		Evening #	██████████	Source	Phone	Updated	02/01/2019 13:13:21
Serial/VIN #	1GNSK██████████7F██████	Mileage	60000	Priority	Medium	License #	CHEVROL ET
Model	Suburban	Model Year	2015	Status	Closed	Opened	Jan 18, 2019 3:53 PM
Make	Chevrolet	Warranty Start	07/16/2015 00:00:00	Sub Status	Dissatisfied	Closed	Feb 1, 2019 1:13 PM
Cust Concern	The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated"						
Customer Description	PAC SR# 9-██████████ has been created; do not assume or re-open this case. Please refer to extended Description instructions in PAC SR# 9-██████████ Do Not Open After 14 Days						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



Service Request Activities – UCC PAR

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

PAR Detail

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



Service Request Activities – UCC PAR

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

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 1:13 PM	XZ7XJ6	XZ7XJ6	SR Closed - Dissatisfied		Done	02/01/2019 13:13:21	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 1:11 PM	XZ7XJ6	XZ7XJ6	Manager Review	Case Closure	Done	02/01/2019 13:12:18	The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR#
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR#							
Confidential Comments							
Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2019 10:41 AM	BZ4GLV	XZ7XJ6	Notify CRM		Done	02/01/2019 13:11:46	The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR#
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Jan 30, 2019 5:35 PM	XZ7XJ6	BRCPARQ	Escalation	CAC to PAC	Done	02/01/2019 10:42:21	CAC to PAC (Best time to contact customer - Anytime CST)
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
<ul style="list-style-type: none"> • Did anyone seek professional medical attention? (If yes, Escalate to ESIS & follow process below): No Medical attention pursued/No Injuries • Is the vehicle in the owner's possession and where is it currently located? [REDACTED]; Von Ormy, TX [REDACTED] • Has the vehicle been repaired?: Yes • Was insurance claim filed?: Yes, Insurance paid; deductible; no help with the brake booster • Description of damage to property, other than vehicle (i.e: Property can be: mailbox, garage door, etc.> Describe the damage: Customer hit wall, the wall was damaged): Her vehicle; None • Description of the situation and the customer's allegation (what happened, vehicle parts or actions involved, customers statement): Body damage broke the back door. Door or lid replaced. • Accident Location (Include: City, State & Street/Intersection): Residence: [REDACTED] Von Ormy, TX [REDACTED] • Date of the incident: December 2018 • Involved dealer : Brown Chevrolet • Current Mileage: 60,000 • Year, Make, Model: 2015 Chevrolet Surburban • VIN: 1GNSKKKC7FR[REDACTED] • Email address: [REDACTED] • Phone numbers: [REDACTED] • Mailing address: [REDACTED] Von Ormy, TX [REDACTED] • Include the Date the interaction took place: [REDACTED]; Von Ormy, TX [REDACTED] 							
Confidential Comments							
Jan 30, 2019 5:31 PM	XZ7XJ6	XZ7XJ6	Email -		Done	01/30/2019 17:32:54	Thank you for contacting



Service Request Activities – UCC PAR

Last Name	First Name	Outbound Account	BAC Code	Chevrolet			
Acree	Robert						
Comments							
Email ID# [REDACTED] (Do not delete/alter this line) =====							
Dear [REDACTED]							
Thank you for calling Chevrolet with regard to your 2015 Chevrolet Suburban.							
For your reference, your case number from our conversation today is 9 [REDACTED]							
I appreciate the opportunity to assist you.							
Chevrolet Customer Assistance 866-790-5600 Extension: 5921062							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 30, 2019 5:12 PM	XZ7XJ6	XZ7XJ6	Outbound Call Customer	Made Contact	Done	01/30/2019 17:46:40	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
AP: find out if vehicle was in accident -----							
*Customer's wife accidentally backed into a pillar. *The dealership repaired the vehicle and they replaced brake booster.. *He says that you are not able to push the brake pedal and the pedal felt hard. PIT5361B is a TSB for the Brake Booster. *Customer had 600-700.00 of Out of Pocket Expense.							
*Customer seeks to have the parts and labor at no charge.							



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 30, 2019 5:12 PM	XZ7XJ6	XZ7XJ6	SR Summary		Done	01/30/2019 17:46:47	PAC or ESIS
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Manager Review							
1. Senior Advisor sent the information to PAC.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 30, 2019 4:56 PM	XZ7XJ6	XZ7XJ6	Research	Case Update	Done	01/30/2019 17:11:14	VIN SCAN
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
VIN SCAN							

<ul style="list-style-type: none"> - Customer Concern: brakes went out - Any previous SR's related to this vehicle? 9- [REDACTED] 9- [REDACTED] - Goodwill? N/A - Purchased new, Brown Chevrolet - GM Loyalty/# of vehicles 1 - Component(s)? Brake Booster - Repeat issue(s)? No - TAC Involved/determination (if so case #)? N/A - Other info: N/A - - Dealer BAC and Location: 114899 Brown Chevrolet - Type of Vehicle: Suburban - Year, Make & Model: 2015 Chevrolet Suburban. 							



Service Request Activities – UCC PAR

- Mileage: 60,000
- Email: If they decline please indicate [REDACTED]
- Address: [REDACTED] Von Ormy,, TX [REDACTED] 5
- Phone number: [REDACTED]

..

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 25, 2019 3:11 AM	SADMIN	XZ7XJ6	Notify CRM		Done	02/01/2019 13:12:24	Follow up with Customer
Last Name		First Name	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 25, 2019 3:11 AM	SADMIN	SADMIN	Dealer Notification	4 Days No Response	Done	02/01/2019 13:12:31	Case Escalation
Last Name		First Name	Account		BAC Code		

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day,
 You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern. There is an expectation that the customer will receive follow up from you within 2 business days from today.



Service Request Activities – UCC PAR

Customer's main concern/request is:brakes-request for cost assistance
Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: Y. \$700 to \$800
Cost assistance expectations I set for the customer is that

request for cost assistance will be further reviewed
Does the vehicle have any Open/Incomplete Field Actions? Yes-Recall 18289

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 24, 2019 3:11 AM	SADMIN	SADMIN	Dealer Notification	3 Days No Response	Done	01/25/2019 03:11:24	Case Escalation
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day,
You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern. There is an expectation that the customer will receive follow up from you within 2 business days from today.

Customer's main concern/request is:brakes-request for cost assistance
Vehicle has been to the dealer or diagnosed? Y



Service Request Activities – UCC PAR

Customer is requesting cost assistance: Y. \$700 to \$800
 Cost assistance expectations I set for the customer is that
 request for cost assistance will be further reviewed
 Does the vehicle have any Open/Incomplete Field Actions? Yes-Recall 18289

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2019 10:00 AM	ZZQX0G	XZ7XJ6	Notify CRM		Done	02/01/2019 13:12:33	New SR Assigned
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2019 10:00 AM	ZZQX0G	XZ7XJ6	Ownership Changed		Done	01/23/2019 10:00:29	Service Request Ownership has changed FROM: NZ9X78 TO: XZ7XJ6
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2019 3:10 AM	SADMIN	SADMIN	Dealer Notification	2 Days No Response	Done	01/24/2019 03:11:15	Case Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day,
 You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .



Service Request Activities – UCC PAR

Customer's concern: Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern. There is an expectation that the customer will receive follow up from you within 2 business days from today.

Customer's main concern/request is:brakes-request for cost assistance
Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: Y. \$700 to \$800
Cost assistance expectations I set for the customer is that

request for cost assistance will be further reviewed
Does the vehicle have any Open/Incomplete Field Actions? Yes-Recall 18289

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 22, 2019 3:13 AM	SADMIN	SADMIN	Dealer Notification	24 HR No Response	Done	02/01/2019 13:12:39	Case Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day,
You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.



Service Request Activities – UCC PAR

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern. There is an expectation that the customer will receive follow up from you within 2 business days from today.

Customer's main concern/request is:brakes-request for cost assistance
Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: Y. \$700 to \$800
Cost assistance expectations I set for the customer is that

request for cost assistance will be further reviewed
Does the vehicle have any Open/Incomplete Field Actions? Yes-Recall 18289

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2019 12:30 AM	RZCSQ7	NZ9X78	Notify CRM	Customer Called	Done	01/21/2019 12:46:40	Customer called
Last Name	First Name	Account	BAC Code				
█	█						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2019 12:08 AM	LZV6JD	NZ9X78	Notify CRM	Customer Called	Done	01/21/2019 16:18:28	Jeri-Ann, would you please get in contact with the customer he has been trying to call both senior advisers for both cases and he's beginning to grow frustrated.
Last Name	First Name	Account	BAC Code				
█	█						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2019 12:06 AM	RZCSQ7	RZCSQ7	Inbound	Complex Request	Done	01/21/2019 12:23:21	Assisting Tier 2



Service Request Activities – UCC PAR

Last Name	First Name	Call Customer Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Name: [REDACTED]							
BNTC: [REDACTED]							
EMAIL: [REDACTED]							
Address: [REDACTED] von army tx							
VIN: [REDACTED]							
Mileage: 60000							
Janeth/ CAC /Tier1 /MNL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2019 9:21 AM	XZ3Y7D	NZ9X78	Ownership Changed		Done	01/21/2019 09:21:20	Service Request Ownership has changed FROM: KZ6PQY TO: NZ9X78
Last Name	First Name	Call Customer Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 21, 2019 9:21 AM	XZ3Y7D	NZ9X78	Notify CRM		Done	01/21/2019 11:26:45	new sr assigned
Last Name	First Name	Call Customer Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 18, 2019 5:03 PM	KZ6PQY	TIER2Q	Notify CRM		Done	01/21/2019 09:21:07	Transfer to T2- Please Assume
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
1. Why are you transferring to Tier2?- be detailed (\$S8318) Vehicle Has been to dealer /dealer consulted on the vehicle within 60 days							
2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (\$S8333) No							
3. Is the vehicle out of all warranties? No							
4. Was the vehicle diagnosed? Yes							
5. What was the diagnosis/status of repair(s)? repairs in process							
6. Has the customer paid for any repairs/service regarding this concern? No							
7. Is the customer requesting cost assistance? Yes							
8. If requesting cost asst: how much/what are they requesting? \$700 to \$800							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 18, 2019 5:02 PM	KZ6PQY	NZ9X78	Scheduled Outbound Call Dir		Done	01/30/2019 16:56:15	Follow Up With CEM
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 18, 2019 5:02 PM	KZ6PQY	KZ6PQY	Dealer	Action Required	Done	01/22/2019 03:13:01	brakes system issue



Service Request Activities – UCC PAR

Last Name	First Name	Notification Account	BAC Code
█	█		

Comments
 Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day,
 You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their concern. There is an expectation that the customer will receive follow up from you within 2 business days from today.

Customer's main concern/request is:brakes-request for cost assistance
 Vehicle has been to the dealer or diagnosed? Y
 Customer is requesting cost assistance: Y. \$700 to \$800
 Cost assistance expectations I set for the customer is that
 request for cost assistance will be further reviewed
 Does the vehicle have any Open/Incomplete Field Actions? Yes-Recall 18289

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 18, 2019 3:57 PM	KZ6PQY	KZ6PQY	Inbound Call Customer	Complex Request	Done	01/18/2019 16:59:51	brakes system issue (request for cost

Last Name	First Name	Account	BAC Code
█	█		

Comments



Service Request Activities – UCC PAR

Service Request #9: [REDACTED]
 Name: [REDACTED]
 Phone Number: [REDACTED]
 Address: [REDACTED] Von Ormy TX [REDACTED]
 Email: [REDACTED]
 VIN:1GNSKKKC7FF [REDACTED]
 Mileage:60000
 Dealership:BAC [REDACTED]
 YMM:2015 Suburban
 Safety Flag:loss of brakes
 SR Via Email:n/a

Reason:Customer's vehicle got in an accident and is currently at Brown Chevrolet Company. Dealer advised that brake system needs correction and customer was quoted \$700 to \$800 fix issue.Customer checked online and saw that vehicle condition is associated with PIT5361B (Defective Brake Booster). Customer is currently is in a loaner.

Expectation:crs adv that SR will be escalated to T2 & cust will be contacted w/in 2 business days. cust can be contacted any time at [REDACTED]

Sig Line: Denise/CCC T1/MNL/Redesign/Safety Team Pilot

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Detroit, MI



CARFAX® Vehicle History Report™

An independent company established in 1986.

US \$39.99


Vehicle Information:
 2015 CHEVROLET K1500 SUBURBAN LTZ
 VIN: 1GNSK5C7FF
 4 DOOR WAGON/SPORT UTILITY
 5.3L V8 F OHV 16V
 GASOLINE
 REAR WHEEL DRIVE W/ 4X4
[Standard Equipment](#) | [Safety Options](#)

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


-  No accidents reported to CARFAX
-  Damage reported
-  CARFAX 1-Owner vehicle
-  11 Service history records
-  Personal vehicle
-  **75,080** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/19 at 8:42:27 AM (CST). 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		Owner 1
The number of owners is estimated.		
Year purchased		2015
Type of owner		Personal
Estimated length of ownership		3 yrs. 5 mo.
Owned in the following states/provinces		Texas
Estimated miles driven per year		21,697/yr.
Last reported odometer reading		75,080

CARFAX Title History		Owner 1
CARFAX guarantees the information in this section.		
Salvage Junk Rebuilt Fire Flood Hail Lemon		Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits		Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

CARFAX Additional History		Owner 1
Not all accidents / issues are reported to CARFAX.		
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 Damage reported on 01/03/2019.		Damage Reported
Manufacturer Recall		No Recalls


No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	<input checked="" type="checkbox"/> Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired




Detailed History

[Glossary](#)

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2015 Type: Personal Where: Texas Est. miles/year: 21,697/yr Est. length owned: 8/10/15 - present (3 yrs, 5 mo.)		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
		06/09/2015	1	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Vehicle offered for sale
		06/19/2015	12	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Pre-delivery inspection completed Fluids checked Tire condition and pressure checked Two wheel alignment performed Accessories installed
		07/13/2015	26	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Liftgate/tailgate weatherstrip replaced
		07/13/2015		Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Vehicle offered for sale
		07/16/2015		Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Vehicle sold
		08/10/2015		Texas Motor Vehicle Dept. Von Ormy, TX Title #16300142217092417	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as White
		11/12/2015	6,709	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Body computer/module reprogrammed Tires rotated
		12/29/2015	9,401	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Oil and filter changed
		03/31/2016	13,951	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Maintenance inspection completed Tires rotated
		07/14/2016	22,134	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Maintenance inspection completed Tires rotated Muffler replaced Tailpipe replaced Exhaust pipe replaced
		11/14/2016	29,874	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset Sensing and diagnostic module reprogrammed
		05/09/2017	38,898	Brown Chevrolet Company Devine, TX 830-665-4435 brownchevrolet.com	Maintenance inspection completed Oil and filter changed Maintenance reminder reset

08/08/2017		Texas Motor Vehicle Dept. Von Ormy, TX Title	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as White
10/24/2017	46,912	Brown Chevrolet Company Devine, TX 830-865-4435 brownchevrolet.com	Throttle body cleaned/serviced Oil and filter changed Maintenance reminder reset Air filter replaced
03/14/2018	54,288	Express Lube #11 San Antonio, TX 210-932-0209 expresslube.com	Recommended maintenance performed Oil and filter changed
08/14/2018		Texas Motor Vehicle Dept. Von Ormy, TX Title	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as White
 <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.</p> </div>			
01/03/2019		Damage Report	Damage reported
 <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Not all damage is caused by an accident. Get the car inspected before you buy. Learn more</p> </div>			
01/24/2019	75,060	Brown Chevrolet Company Devine, TX 830-865-4435 brownchevrolet.com	Vacuum pump replaced Oil and filter changed Maintenance reminder reset Headlight bulb(s) replaced

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


Glossary
View Full Glossary

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/19 at 8:42:27 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

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

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

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

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2/5/2019

CARFAX Vehicle History Report for this 2015 CHEVROLET K1500 SUBURBAN LTZ: 1GNSKKKC7FF

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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.

2/5/19 8:42:27 AM (CST)

CDR File Information

User Entered VIN	1GNSKKKC7FF [REDACTED]
User	Keith Olive
Case Number	[REDACTED]
EDR Data Imaging Date	02/26/2019
Crash Date	01/15/2019
Filename	1GNSKKKC7FF [REDACTED].ACM.CDRX
Saved on	Tuesday, February 26 2019 at 10:14:49
Imaged with CDR version	Crash Data Retrieval Tool 18.0
Imaged with Software Licensed to (Company Name)	Keith Olive Enterprises LLC
Reported with CDR version	Crash Data Retrieval Tool 18.0
Reported with Software Licensed to (Company Name)	Keith Olive Enterprises LLC
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

Data Limitations

Recorded Crash Events:

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

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

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

Data:

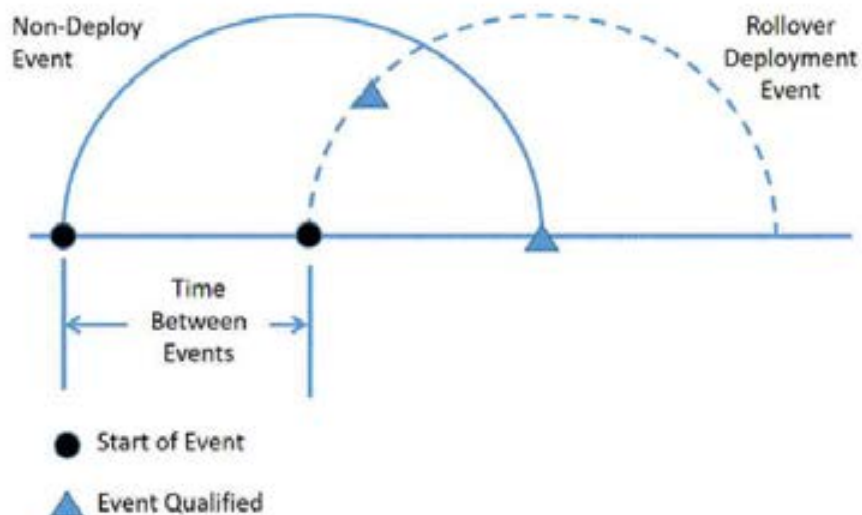
For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.

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

-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.

-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.

- The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change. 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:
 - No data is received from the module sending the pre-crash data
 - For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered 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_r016

Event Data General (part one)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$32 Bytes 2-3	\$14A9	Ignition Cycle, Download (Ignition Cycles at Investigation)	5289	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	\$5031343135443 84632	ESS # 1 Traceability Data, Traceability Number	P1415D8F2	
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	\$5031343135383 94632	ESS # 2 Traceability Data, Traceability Number	P141589F2	
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	\$4138453530464 43036	ESS # 3 Traceability Data, Traceability Number	A8E50FD06	
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	\$4142353843463 53036	ESS # 4 Traceability Data, Traceability Number	AB58CF506	
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	\$4138463232393 63036	ESS # 5 Traceability Data, Traceability Number	A8F229606	
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	\$4146463334423 93036	ESS #6 Traceability Data, Traceability Number	AFF34B906	
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	\$4130303030303 03030	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	\$31	Vehicle Identification Number (VIN) Digit 1	1	
DID \$90 Byte 1	\$47	Vehicle Identification Number (VIN) Digit 2	G	
DID \$90 Byte 2	\$4E	Vehicle Identification Number (VIN) Digit 3	N	
DID \$90 Byte 3	\$53	Vehicle Identification Number (VIN) Digit 4	S	
DID \$90 Byte 4	\$4B	Vehicle Identification Number (VIN) Digit 5	K	
DID \$90 Byte 5	\$4B	Vehicle Identification Number (VIN) Digit 6	K	
DID \$90 Byte 6	\$4B	Vehicle Identification Number (VIN) Digit 7	K	
DID \$90 Byte 7	\$43	Vehicle Identification Number (VIN) Digit 8	C	
DID \$90 Byte 8	\$37	Vehicle Identification Number (VIN) Digit 9	7	
DID \$90 Byte 9	\$46	Vehicle Identification Number (VIN) Digit 10	F	
DID \$90 Byte 10	\$52	Vehicle Identification Number (VIN) Digit 11	R	
DID \$90 Byte 11	\$37	Vehicle Identification Number (VIN) Digit 12		
DID \$90 Byte 12	\$31	Vehicle Identification Number (VIN) Digit 13		
DID \$90 Byte 13	\$32	Vehicle Identification Number (VIN) Digit 14		
DID \$90 Byte 14	\$30	Vehicle Identification Number (VIN) Digit 15		
DID \$90 Byte 15	\$39	Vehicle Identification Number (VIN) Digit 16		
DID \$90 Byte 16	\$39	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	\$3135	Manufacturing Traceability Data, Year	15	
DID \$B4 Bytes 4-6	\$313532	Manufacturing Traceability Data, DayOfTheYear	152	
DID \$B4 Bytes 7-15	\$333930474735533030	Manufacturing Traceability Data, Serial/Lot/BatchNumber	390GG5S00	
DID \$C1 Bytes 0-3	\$00CE44D6	Software Module Identifier 1	00CE44D6	
DID \$C2 Bytes 0-3	\$016576DF	Software Module Identifier 2	016576DF	
DID \$C3 Bytes 0-3	\$01621D42	Software Module Identifier 3	01621D42	
DID \$CB Bytes 0-3	\$00CF6F2D	End Model Part Number	00CF6F2D	

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1GNSKKKC7FR [REDACTED]
User	Keith Olive
Case Number	[REDACTED]
EDR Data Imaging Date	02/26/2019
Crash Date	01/15/2019
Filename	1GNSKKKC7FR [REDACTED].ACM.CDRX
Saved on	Tuesday, February 26 2019 at 10:14:49
Imaged with CDR version	Crash Data Retrieval Tool 18.0
Imaged with Software Licensed to (Company Name)	Keith Olive Enterprises LLC
Reported with CDR version	Crash Data Retrieval Tool 18.0
Reported with Software Licensed to (Company Name)	Keith Olive Enterprises LLC
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

- Download with vehicle battery still powering vehicle;
- Location: [REDACTED] San Antonio, TX
 - Mileage: 77492
 - Vehicle battery still powering vehicle systems
 - SIR Lamp: Flashed on and off and remained off
 - DLC Used

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 +128 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:

- No data is received from the module sending the pre-crash data

-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered 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.

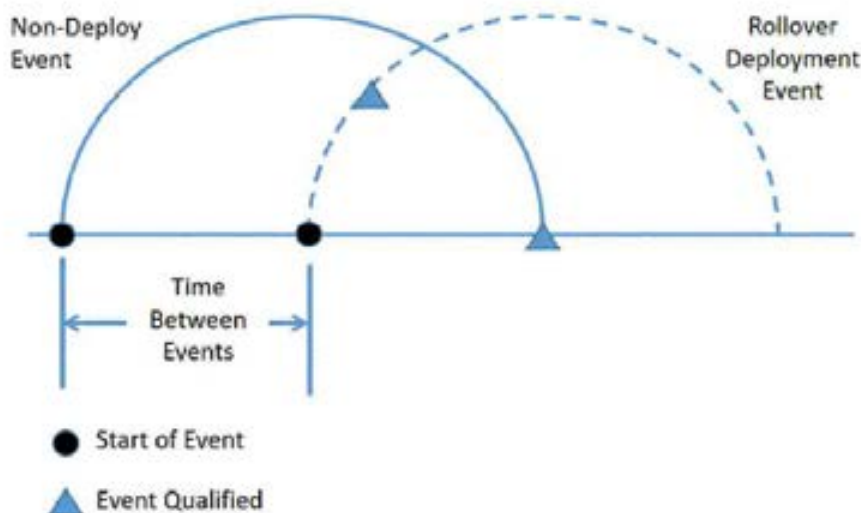
-In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, 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

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)	1GNSKKKC7FF [REDACTED]
Ignition Cycle, Download (Ignition Cycles at Investigation)	5289
End Model Part Number	00CF6F2D
System Type	N/A
Software Module Identifier 1	00CE44D6
Software Module Identifier 2	016576DF
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, LineID	K
Manufacturing Traceability Data, ShiftID	3
Manufacturing Traceability Data, Year	15
Manufacturing Traceability Data, DayOfTheYear	152
Manufacturing Traceability Data, Serial/Lot/BatchNumber	390GG5S00
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	P1415D8F2
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	P141589F2
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	8676
ESS # 3 Traceability Data, Supplier Code	D
ESS # 3 Traceability Data, Traceability Number	A8F50FD06
ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	8676
ESS # 4 Traceability Data, Supplier Code	D
ESS # 4 Traceability Data, Traceability Number	AB58CF506
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	8678
ESS # 5 Traceability Data, Supplier Code	D
ESS # 5 Traceability Data, Traceability Number	A8F229606
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	8678
ESS # 6 Traceability Data, Supplier Code	D
ESS # 6 Traceability Data, Traceability Number	AFF34B906
ESS # 7 Traceability Data, Component Identifier	??
ESS # 7 Traceability Data, Part Number/Broadcast Code	0000
ESS # 7 Traceability Data, Supplier Code	D
ESS # 7 Traceability Data, Traceability Number	A00000000
ESS # 8 Traceability Data, Component Identifier	??
ESS # 8 Traceability Data, Part Number/Broadcast Code	0000
ESS # 8 Traceability Data, Supplier Code	D
ESS # 8 Traceability Data, Traceability Number	A00000000

Hexadecimal Data

DPID \$11
FF F2 00 FC C6 7C 04

DPID \$15
01 02 03 04 05 06 07

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

DPID \$17
22 27 27 27 27 27 00

DPID \$32
FA A5 14 A9 00 00 00

DPID \$35
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DID \$03
41 54 38 36 37 37 44 50 31 34 31 35 38 39 46 32

DID \$05
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DID \$07
41 4A 38 36 37 36 44 41 42 35 38 43 46 35 30 36

DID \$09
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00 CE 44 D6

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01 65 76 DF

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01 62 1D 42

DID \$CB
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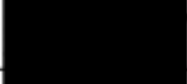
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GDS INTERROGATION

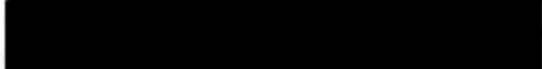
DATE: 02 / 26 / 2019



FILE: GM 

VEHICLE YEAR / MAKE: 2015 Chevrolet

VIN: 1GNSKKKKC7FR 

LOCATION: ; San Antonio, TX

INVESTIGATOR: Keith Olive



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Model	Suburban
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- [K43] Power Steering Control Module
- [B219] Steering Wheel Angle Sensor Module
- [K19] Suspension Control Module
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Model	Suburban	VIN

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- Identification Information
- Data Display
- Control Functions
- Configuration/Reset Functions

DEMO VERSION

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User

Navigation Path

Module Diagnostics
 Electronic Brake Control Module



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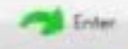
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- DTC Display
- Freeze Frame/Failure Records

DEMO VERSION

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User

Navigation Path

- Module Diagnostics
- Electronic Brake Control Module
- Diagnostic Trouble Codes (DTC)



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DTC Display Create Report Add Bookmark

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

Control Module	DTC	Symptom Byte	Description	Symptom Description	Status
DEMO VERSION					

Category	Decoded Value
DEMO VERSION	

Clear DTCs
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GDS 2 v.20.3.06300 ● GM Global v2019.1.2 ● VIN: 1GN5XXXC7F9 [REDACTED] ● 2015,Chevrolet,Suburban,Module Diagnostics,Electronic Brake Control Module,Diagnostic Trouble Codes ...
 MDI: 22144834 12.5 V 🔍

DTC Display

Freeze Frame/Failure Records

DEMO VERSION

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User

Navigation Path

- Module Diagnostics
- Electronic Brake Control Module
- Diagnostic Trouble Codes (DTC)



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No Freeze Frame/Failure Records

DEMO VERSION

Navigation bar with buttons: Back (red arrow), Contact Us (envelope icon), Home (house icon), Vehicle Menu (gear icon), Enter (green arrow).

Taskbar area showing: GDS 2 v.20.3.06300, GM Global v2019.1.2, VIN: 1GN50KKC7F, 2015,Chevrolet,Suburban,Module Diagnostics,Electronic Brake Control Module,Diagnostic Trouble Codes ... MDi: 22144834, 12.5 V.

Windows taskbar: Search bar (Type here to search), taskbar icons (File Explorer, Edge, etc.), system tray (10:23 AM, 2/26/2019).

- Diagnostic Trouble Codes (DTC)
- Identification Information**
- Data Display
- Control Functions
- Configuration/Reset Functions

DEMO VERSION

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User

Navigation Path

- Module Diagnostics
- Electronic Brake Control Module



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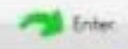
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Identification Information

Diagnostic Data Display

Identification Information



Parameter Name	Value	Unit	Control Module
Vehicle Identification Number (VIN)	1GN5XXXC7P		Electronic Brake Control Module
Subscriber ID	PCARSTN#49		Electronic Brake Control Module
Date Programmed	Saturday, June 6, 2015		Electronic Brake Control Module
Diagnostic Data Identifier	2903		Electronic Brake Control Module
XML Configuration Compatibility Identifier	774		Electronic Brake Control Module
XML Data File Part Number	23495585		Electronic Brake Control Module
XML Data File Alpha Code	AA		Electronic Brake Control Module
Previous Subscriber ID	??????????		Electronic Brake Control Module
2nd Previous Subscriber ID			Electronic Brake Control Module
Manufacturer Enable Counter	0		Electronic Brake Control Module
Manufacturer's Traceability Number	1115139JFF5J006E		Electronic Brake Control Module
Module Diagnostic Address	28		Electronic Brake Control Module
End Model Part Number	23255029		Electronic Brake Control Module
Base Model Part Number	23255034		Electronic Brake Control Module
End Model Part Number Alpha Code	AA		Electronic Brake Control Module
Base Model Part Number Alpha Code	AA		Electronic Brake Control Module
Boot Software Part Number	22834972		Electronic Brake Control Module
Software Part Number Alpha Code	BB		Electronic Brake Control Module

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Identification Information

Diagnostic Data Display

Identification Information



Parameter Name	Value	Unit	Control Module
End Model Part Number Alpha Code		AA	Electronic Brake Control Module
Base Model Part Number Alpha Code		AA	Electronic Brake Control Module
Boot Software Part Number		22834972	Electronic Brake Control Module
Software Part Number Alpha Code		BB	Electronic Brake Control Module
Software Module 1 Identifier		23495579	Electronic Brake Control Module
Software Module 1 Identifier Alpha Code		DA	Electronic Brake Control Module
Software Module 2 Identifier		23495580	Electronic Brake Control Module
Software Module 2 Identifier Alpha Code		DA	Electronic Brake Control Module
Software Module 3 Identifier		23214934	Electronic Brake Control Module
Software Module 3 Identifier Alpha Code		DB	Electronic Brake Control Module
GMLAN Identification Data - Bus 1 Type		High Speed CAN Bus	Electronic Brake Control Module
GMLAN Identification Data - GMLAN Kernel 1 Version		300	Electronic Brake Control Module
GMLAN Identification Data - Data Dictionary 1 Version		80000	Electronic Brake Control Module
GMLAN Identification Data - Bus 2 Type		Chassis Expansion CAN Bus	Electronic Brake Control Module
GMLAN Identification Data - GMLAN Kernel 2 Version		300	Electronic Brake Control Module
GMLAN Identification Data - Data Dictionary 2 Version		80000	Electronic Brake Control Module
System Code		28	Electronic Brake Control Module

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- Diagnostic Trouble Codes (DTC)
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- Data Display**
- Control Functions
- Configuration/Reset Functions

DEMO VERSION

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User

Navigation Path

- Module Diagnostics
- Electronic Brake Control Module

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GDS 2 v.20.3.06300 GM Global v2019.1.2 VIN: 1GN5KXXC7F 2015,Chevrolet,Suburban,Module Diagnostics,Electronic Brake Control Module MDI: 22144834 12.5 V

GDS 2

Data Display

Select Data List

- Antilock Braking Data
- Solenoid Valve Data
- Adaptive Pressure Control Data

DEMO VERSION

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GDS 2 v20.3.06300 OM Global v2019.1.2 VIN: 1GN5K0KC7FR 2015 Chevrolet Suburban Module Diagnostic Electronic Brake Control Module MDI: 22144834 12.5 V

Type here to search 10:24 AM 2/26/2019



Parameter Name	Value	Unit	Control Module
System Voltage	12.81	V	Electronic Brake Control Module
ABS Pump Motor Voltage	0.00	V	Electronic Brake Control Module
Brake Pressure Sensor	2225	kPa	Electronic Brake Control Module
Brake Pressure Sensor	0.49	V	Electronic Brake Control Module
Left Front Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Right Front Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Left Rear Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Right Rear Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Lateral Acceleration Signal	0	m/s ²	Electronic Brake Control Module
Yaw Rate Signal	0	°/s	Electronic Brake Control Module
Steering Wheel Angle	49.3	°	Electronic Brake Control Module
Requested Torque	27	%	Electronic Brake Control Module
Delivered Torque	41	%	Electronic Brake Control Module
Brake Pedal Position Sensor	Inactive		Electronic Brake Control Module
Traction Control System Status	Inactive		Electronic Brake Control Module
Vehicle Stability System Status	Inactive		Electronic Brake Control Module
Brake Fluid Level Sensor	OK		Electronic Brake Control Module
Anti-Lock Braking System	OK		Electronic Brake Control Module



Parameter Name	Value	Unit	Control Module
Right Rear Wheel Speed Sensor	0	km/h	Electronic Brake Control Module
Lateral Acceleration Signal	0	m/s ²	Electronic Brake Control Module
Yaw Rate Signal	0	°/s	Electronic Brake Control Module
Steering Wheel Angle	49.3	°	Electronic Brake Control Module
Requested Torque	27	%	Electronic Brake Control Module
Delivered Torque	41	%	Electronic Brake Control Module
Brake Pedal Position Sensor	Inactive		Electronic Brake Control Module
Traction Control System Status	Inactive		Electronic Brake Control Module
Vehicle Stability System Status	Inactive		Electronic Brake Control Module
Brake Fluid Level Sensor	OK		Electronic Brake Control Module
Antilock Braking System	OK		Electronic Brake Control Module
Traction Control System	OK		Electronic Brake Control Module
Vehicle Stability System	OK		Electronic Brake Control Module
Panic Brake Assist Status	OK		Electronic Brake Control Module
Dynamic Rear Proportioning Status	OK		Electronic Brake Control Module
Brake Booster Vacuum Sensor Supply	4.94	V	Electronic Brake Control Module
Brake Booster Vacuum Sensor	-96	kPa	Electronic Brake Control Module

- Module Diagnostics
- Vehicle Diagnostics**
- System Diagnostics
- Session Manager

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sen...	Distance Sen...	User
Target Imple...	MY 2015.5 (...)	User

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DEMO VERSION

Vehicle DTC Information

Read Vehicle Wide DTC and ID Information

DEMO VE

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Distance Sen...	Distance Sen...	User
Target Imple...	MY 2015.5 (...)	User

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Vehicle DTC Information

Read Vehicle Wide DTC and ID Information

DEMO VE

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Chassis Cont...	Trailer Brake...	Control Mod...
Engine Ident...	5.3L (L83)	User
Transfer Cas...	Transfer Cas...	Control Mod...

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Vehicle DTC Information

Read Vehicle Wide DTC and ID Information

DEMO VE

Selected Vehicle

Property	Value	Value Source
Model Year	2015	VIN
Make	Chevrolet	VIN
Model	Suburban	VIN

Selected Vehicle Configuration

Property	Value	Value Source
Chassis Control Mo...	Trailer Brake Control	Control Module
Engine Identifier	5.3L (L83)	User
Transfer Case Cont...	Transfer Case, Two ...	Control Module
Suspension Control...	Suspension Control...	User
Telematics Commu...	10	Control Module
Distance Sensing C...	Distance Sensing C...	User
Target Implementa...	MY 2015.5 (AVF)	User
Seat Memory Cont...	0512	Control Module

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Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Report Creation Date	2019-02-26 10:39:58 CST

Vehicle Configuration Property

Make	Chevrolet
Model	Suburban
Model Year	2015
Suspension Control Module Version	Suspension Control Module (Z95)
Chassis Control Module Version	Trailer Brake Control
Target Implementation Date	MY 2015.5 (AVF)
Telematics Communication Interface Control Module Version	10
Seat Memory Control Module Version	0512
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)
Distance Sensing Cruise Control Module	Distance Sensing Cruise Control (K59)

System Information Property

VCI Serial Number	MDI: 22144834
Vehicle Session Creation Date	2019-02-26 10:23:11
Test Start Time	2019-02-26 10:39:57 CST

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
End Model Part Number	12664768
Base Model Part Number	12659190

Software Module 1 Identifier	12664769
Software Module 2 Identifier	12664528
Software Module 3 Identifier	12659086
Software Module 4 Identifier	12659919
Software Module 5 Identifier	12664275
Software Module 6 Identifier	12665174
Software Module 7 Identifier	12653630
Software Module 8 Identifier	12659034

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
P15F6	00	Front Object Detection Control Module Torque Request Signal Message Counter Incorrect	---	Passed and Failed This Ignition Cycle Passed Last Test Passed Since DTC Clear Passed and Failed DTC History History Status MIL Status Not Requested

Chassis Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Subscriber ID	PCARSTN#49
Date Programmed	20150606
Diagnostic Data Identifier	0401
Base Model Part Number	23250654
End Model Part Number	23250652
Software Module 1 Identifier	23132389
Software Module 2 Identifier	23159900
Software Module 3 Identifier	23159898
Software Module 4 Identifier	23447473
Software Module 5 Identifier	23159896
System Code	04

No DTCs Stored

Transmission Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Date Programmed	20150606
Diagnostic Data Identifier	0
End Model Part Number	24270598
Base Model Part Number	24239352
Software Module 1 Identifier	24270599
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24274448
Software Module 2 Identifier Alpha Code	AD
Software Module 3 Identifier	24271221
Software Module 3 Identifier Alpha Code	AD
Software Module 4 Identifier	24271222
Software Module 4 Identifier Alpha Code	AD
System Code	0

No DTCs Stored

Transfer Case Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Diagnostic Data Identifier	0306
Software Part Number	23270061
Calibration Part Number	23286696
End Model Part Number	23287058
Base Model Part Number	23287057
Hardware Version	A1ÿÿÿ

No DTCs Stored

Distance Sensing Cruise Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Subscriber ID	PCARSTN#49
Diagnostic Data Identifier	202
XML Configuration Compatibility Identifier	1
XML Data File Part Number	23473868

Manufacturer Enable Counter	0
Module Diagnostic Address	21
Manufacturer's Traceability Number	4299772151340038
Software Module 1 Identifier	23219978
Software Module 2 Identifier	23462102
Software Module 3 Identifier	23473855
End Model Part Number	23219977
Base Model Part Number	23164413
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	60401
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

No DTCs Stored

Electronic Brake Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Subscriber ID	PCARSTN#49
Date Programmed	Saturday, June 6, 2015
Diagnostic Data Identifier	2B03
XML Configuration Compatibility Identifier	774
XML Data File Part Number	23495585
XML Data File Alpha Code	AA
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1115139JFF5J006E
Module Diagnostic Address	28
End Model Part Number	23255029
Base Model Part Number	23255034
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	22834972
Software Part Number Alpha Code	BB
Software Module 1 Identifier	23495579
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23495580

Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23214934
Software Module 3 Identifier Alpha Code	DB
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

Parking Brake Control Module

No Communication

Power Steering Control Module

Identification Information	Value
System Identification	NEXTR0300
System Name or Engine Type	RACK-EPS
Subscriber ID	0000000000
Date Programmed	Tuesday, January 15, 2019
Diagnostic Data Identifier	901
Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	B115152051496800
Software Module 1 Identifier	23433183
Software Module 2 Identifier	84391492
Software Module 3 Identifier	
End Model Part Number	23240614

Base Model Part Number	23240615
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23467711

No DTCs Stored

Suspension Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSK KKC7FR [REDACTED]
Subscriber ID	yGNSK KKC7F
Manufacturer Enable Counter	0
Module Diagnostic Address	38
Manufacturer's Traceability Number	F215101000500254
Software Module 1 Identifier	23204000
Software Module 2 Identifier	3728434177
End Model Part Number	2382848513
Base Model Part Number	2382848513
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	00
Base Model Part Number Alpha Code	00

No DTCs Stored

Body Control Module

Identification Information	Value
End Model Part Number	13595894
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13595897
Calibration Part Number 2	23391241
Calibration Part Number 3	23415397
Calibration Part Number 4	23165540
Calibration Part Number 5	23166984
Calibration Part Number 6	23259695
Calibration Part Number 7	23167280
Calibration Part Number 8	23167050
Calibration Part Number 9	23259675

Calibration Part Number 10	23164770
Calibration Part Number 11	23233133
Calibration Part Number 12	23166993
Calibration Part Number 13	13338869
Calibration Part Number 14	23193184
Calibration Part Number 15	23435275
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13505708
Calibration Part Number 20	23166948
Diagnostic Data Identifier	401
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Odometer	124712

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
B3110	00	Keyless Entry Transmitter 2 Battery	---	Current This Ignition Cycle Passed and Failed Last Test Failed Current DTC Since DTC Clear Passed and Failed DTC History History Status MIL Status Not Requested

Human Machine Interface Control Module

Identification Information	Value
End Model Part Number	23228496
Boot Software Part Number	23228505
Calibration Part Number 1	23228505
Calibration Part Number 2	23151587
Calibration Part Number 3	23226266
Calibration Part Number 4	23151641
Calibration Part Number 5	23190232
Calibration Part Number 6	23151644

Calibration Part Number 7	23151629
Calibration Part Number 8	23222886
Calibration Part Number 9	23151604
Calibration Part Number 10	23151605
Calibration Part Number 11	23227187
Calibration Part Number 12	23496379
Calibration Part Number 13	0
Calibration Part Number 14	23432167
Calibration Part Number 15	23432184
Calibration Part Number 16	
Calibration Part Number 17	10000002
Calibration Part Number 18	15003457
Calibration Part Number 19	15003449
Control Module Production Date	22.05.2015
Software Freeze Date	24.09.2014
VIN Digits 2-17	GNSK KKC7FR [REDACTED]
Diagnostic Data Identifier	703
Manufacturer Enable Counter	0
Hardware Version	PP 1.00
Manufacturer's Traceability Number	B115142001305032

No DTCs Stored

Telematics Communication Interface Control Module

Identification Information	Value
Bluetooth	Disabled
End Model Part Number	23359998
Firmware Over-the-Air Version	6978
GSM Network Code	28672
Manufacturer	LG
Manufacturer's Traceability Number	1115097000005493
Mobile Directory Number	3101702108678318
Mobile Identification Number	31010102461189F
Mobile Equipment Identifier	014158004929915
Module Generation Identifier	10
Off-Board Navigation	Enabled
OnStar Customer Identifier	119918909
Option Configuration	On
Preferred Roaming List Version Number	90F5A0D6
Remote Vehicle Speed Limiting	Active

Software Module 1 Identifier	353953
Software Module 1 Identifier Alpha Code	59S
Integrated Circuit Card Identifier	8901170227102461180
Utility File Part Number	23228803

No DTCs Stored

Multi-Axis Acceleration Sensor Module

No Communication

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	8115134513404410
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)	1GNSKKKC7FR [REDACTED]
End Model Part Number	13594413
Base Model Part Number	13590221
Manufacturer's Traceability Number	K315152390GG5S00
Inflatable Restraint Sensing and Diagnostic Module Primary Key	6783
Software Part Number	13518038
Calibration Part Number 1	23426783
Calibration Part Number 2	23207234
Diagnostic Data Identifier	0B11
Software Module 1 Identifier	0
Software Module 2 Identifier	0
High Voltage Disable Requested - Crash Event Detected	No
Transmitting Acceleration Sensor Reading on Bus	Enabled

No DTCs Stored

Passenger Presence Module

Identification Information	Value
End Model Part Number	23133680
Base Model Part Number	23133680
Manufacturer's Traceability Number	BR3680S13150HU7X
Software Part Number	23133762
Calibration Part Number 1	23133683

No DTCs Stored

Instrument Cluster

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Odometer	124712
Subscriber ID	PCARSTN#49
Previous Subscriber ID	yyyyyyyyyyy
2nd Previous Subscriber ID	
Date Programmed	Saturday, June 6, 2015
Diagnostic Data Identifier	100A
XML Configuration Compatibility Identifier	16
XML Data File Part Number	23240470
XML Data File Alpha Code	CL
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23259635
Base Model Part Number	22754627
Software Module 1 Identifier	23259632
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	23108188
Software Module 6 Identifier	23497107
Software Module 7 Identifier	23108192
Software Module 8 Identifier	23108194
Software Module 9 Identifier	23108204
Software Module 10 Identifier	23108206
Software Module 12 Identifier	23262469
Software Module 13 Identifier	23485807

Software Module 14 Identifier	23108211
Software Module 15 Identifier	28433918
Software Module 16 Identifier	0
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	70401
System Code	10
Calibration Part Number 12	
Manufacturer's Traceability Number	4115153AG0X2AMA0
Steering Wheel Control Switches Part Number	1156866561
Head-Up Display Part Number	

No DTCs Stored

Radio Controls

Identification Information	Value
Boot Software Part Number	23118305
Calibration Part Number 1	23118299
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23278776
Base Model Part Number	23278776

No DTCs Stored

HVAC Controls

Identification Information	Value
Boot Software Part Number	22884787
Calibration Part Number 1	22884785
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23251607
Base Model Part Number	23251607
Date Programmed	0
Subscriber ID	0000000000
Previous Subscriber ID	0000000000
Module Diagnostic Address	68
Data Universal Numbering System Number	383135333732393832
Manufacturer's Traceability Number	2115148000002164

No DTCs Stored

Radio

Identification Information

	Value
End Model Part Number	13506456
Boot Software Part Number	287454020
Software Module 1 Identifier	13506459
Software Module 2 Identifier	13590574
Software Module 3 Identifier	23332725
Software Module 4 Identifier	23177590
Software Module 5 Identifier	23177596
Software Module 6 Identifier	23177604
Software Module 7 Identifier	23177608
Software Module 8 Identifier	23177621
Software Module 9 Identifier	23177622
Software Module 10 Identifier	23177634
Software Module 11 Identifier	23177638
Digital Radio Receiver ID	C3BWE3MR
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GNSKKKC7FR [REDACTED]
Diagnostic Data Identifier	203
Manufacturer's Traceability Number	N115106NM4177750

No DTCs Stored

Amplifier

Identification Information

	Value
Calibration Part Number 1	23461758
Calibration Part Number 10	23461759
End Model Part Number	23364911
Diagnostic Data Identifier	0

No DTCs Stored

Media Disc Player

Identification Information

	Value
Calibration Part Number 1	23487134
Calibration Part Number 2	22982792

End Model Part Number	23487132
Diagnostic Data Identifier	301
System Identification	MELCO0400
Module Diagnostic Address	86

No DTCs Stored

HVAC Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Date Programmed	Saturday, June 6, 2015
Diagnostic Data Identifier	50A
End Model Part Number	13506230
Base Model Part Number	13506230
Software Module 1 Identifier	13506225
Software Module 2 Identifier	23492852
Software Module 3 Identifier	23492865

No DTCs Stored

Liftgate Control Module

Identification Information

	Value
Diagnostic Data Identifier	0202
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1115133K22000162
Module Diagnostic Address	A4
End Model Part Number	23281846
Base Model Part Number	23454531
End Model Part Number Alpha Code	A1
Base Model Part Number Alpha Code	A1
Software Module 1 Identifier	23281848
Software Module 1 Identifier Alpha Code	AE
Software Module 2 Identifier	23281854
Software Module 2 Identifier Alpha Code	AH
Software Module 3 Identifier	23248777
Software Module 3 Identifier Alpha Code	AB
Software Module 4 Identifier	22935192
Software Module 4 Identifier Alpha Code	AD
System Code	02

No DTCs Stored

Seat Memory Control Module - Driver

Identification Information	Value
Diagnostic Data Identifier	0512
Module Diagnostic Address	A8
End Model Part Number	23135935
End Model Part Number Alpha Code	KE
Base Model Part Number	23135935
Base Model Part Number Alpha Code	KC
Software Part Number	23157900
Software Part Number Alpha Code	KD
Software Module 2 Identifier	23239901
Software Module 2 Identifier Alpha Code	AD
Subscriber ID	

No DTCs Stored

Keyless Entry Control Module

Identification Information	Value
End Model Part Number	13595822
Manufacturer's Traceability Number	1115149000400697
Manufacturer Enable Counter	0
Software Part Number	13595823
Calibration Part Number 1	23218187
Calibration Part Number 2	23214005
Subscriber ID	yyyyyyyyyy
Date Programmed	20150606
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Diagnostic Data Identifier	0301

No DTCs Stored

Assist Step Control Module

Identification Information	Value
Manufacturer's Traceability Number	2115128000000127
Software Part Number	23465322
Calibration Part Number	23465323
End Model Part Number	23465321
Base Model Part Number	23178072

Vehicle Identification Number (VIN)

yyyyyyyyyyyyyyyyyy

No DTCs Stored

Left Side Object Detection Control Module

Identification Information

	Value
Manufacturer's Traceability Number	2115082000003698
Manufacturer Enable Counter	0
Module Diagnostic Address	B9
Software Module 1 Identifier	23455666
Software Module 2 Identifier	23459305
End Model Part Number	23455664
Base Model Part Number	22844404
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier Alpha Code	AD
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AG
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]

No DTCs Stored

Parking Assist Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Diagnostic Data Identifier	b01
Subscriber ID	PCARSTN#49
Date Programmed	Saturday, June 6, 2015
XML Configuration Compatibility Identifier	7
XML Data File Part Number	23491493
XML Data File Alpha Code	AA
Module Diagnostic Address	BB
Manufacturer's Traceability Number	3115151000001498
End Model Part Number	23444866
Base Model Part Number	22955096
Software Module 1 Identifier	23444862
Software Module 2 Identifier	23459839
Software Part Number	23444862
Calibration Part Number 2	23459839
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	060402
GMLAN Identification Data - GMLAN Kernel 1 Version	911
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	911
GMLAN Identification Data - Data Dictionary 2 Version	060402

No DTCs Stored

Frontview Camera Module

Identification Information	Value
Diagnostic Data Identifier	0301
System Code	03
Manufacturer Enable Counter	0
Module Diagnostic Address	BC
Manufacturer's Traceability Number	1115140BPF5K003I
Software Module 1 Identifier	23335338
Software Module 2 Identifier	23211179
End Model Part Number	23335318
Base Model Part Number	22923942
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AH
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - Data Dictionary 2 Version	000000
GMLAN Identification Data - GMLAN Kernel 2 Version	0000
GMLAN Identification Data - Data Dictionary 1 Version	060402
GMLAN Identification Data - GMLAN Kernel 1 Version	0300
GMLAN Identification Data - Bus 2 Type	High Speed CAN Bus

No DTCs Stored

Steering Column Lock Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GNSKKKC7FR [REDACTED]
Subscriber ID	PCARSTN#49
Date Programmed	Saturday, June 6, 2015
Diagnostic Data Identifier	0501

Manufacturer Enable Counter	0
Manufacturer's Traceability Number	AA15152000000751
Module Diagnostic Address	C2
End Model Part Number	23309449
Base Model Part Number	4294967295
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	ÿÿ
Boot Software Part Number	4294967295
Software Part Number Alpha Code	ÿÿ
Software Module 1 Identifier	23309450
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	23309448
Software Module 2 Identifier Alpha Code	ÿÿ
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	0100
GMLAN Identification Data - Data Dictionary 1 Version	050001
System Code	05

No DTCs Stored

ESIS GM PHOTO COVER

DATE: 02 / 26 / 2019

FILE: GM [REDACTED]



VEHICLE YEAR / MAKE: 2015 Chevrolet

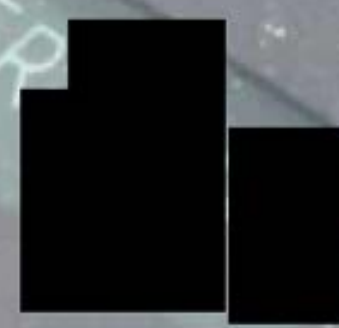
VIN: 1GNSKKKC7FR [REDACTED]

LOCATION: [REDACTED]; San Antonio, TX

INVESTIGATOR: Keith Olive



1GNSKKKCTFR





TIRE AND LOADING INFORMATION

SEATING CAPACITY

TOTAL 7

FRONT 2

REAR 5

The combined weight of occupants and cargo should never exceed 635 kg or 1400 lbs.

TIRE	ORIGINAL SIZE		COLD TIRE PRESSURE
FRONT	P285/45R22	H	240 kPa, 35 PSI
REAR	P285/45R22	H	240 kPa, 35 PSI
SPARE	P265/70R17	S	240 kPa, 35 PSI

**SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION**



GVWR
3402 KG
7500 LB

MFD BY GENERAL MOTORS LLC
GAWR FRT 1633 KG
3600 LB
GAWR RR 1905 KG
4200 LB

06/15




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

1GNSKKKC7FR [REDACTED]

MODEL: K15906

TYPE: M.P.V.

	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P285/45R22	H	22X9J	240KPA(35PSI)
RR	P285/45R22	H	22X9J	240KPA(35PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL  FOR MORE INFORMATION.

SERVICE PARTS IDENTIFICATION**DO NOT REMOVE**

1GNSKKKC7FR [REDACTED]

SPPN67 CK15906 [REDACTED]

AG2 AKJ AKK AKD [REDACTED] AN3 AP9 ARL ASB ATH ATN AU3 AVF AXP
AYQ A31 A45 BRS BTM BTV B30 B58 B86 CE1 CF5 CJ4 C25 C49 C6H
DCP DDB DL3 DNU D07 EF7 E2C FE9 FHO GBN GUB G80 H4X I06 I15
JB1 JF4 JL1 KA6 K86 KC4 KG4 KI4 KNP K4C K59 LB3 MAH MYC NHT
NP5 NQH NT7 N38 PCJ QST RBR RC4 RUF R9N R9Z SAF SF0 SLL S0P
TC2 T3U T4F UDD UDS UEU UE1 UFG UFL UGN UG1 UJM UKC UK3 UMN
UQS UTJ UVC UVD U2M U42 U77 VFF VK3 V02 VRK VT7 VV4 V54 V80
WMF XL7 X88 YM8 Y65 Y66 Y91 ZY1 Z82 Z85 1LZ 1SZ 4EY 6ZS 7ZS
8X2 9X2

BC/CC U 800J

HAX









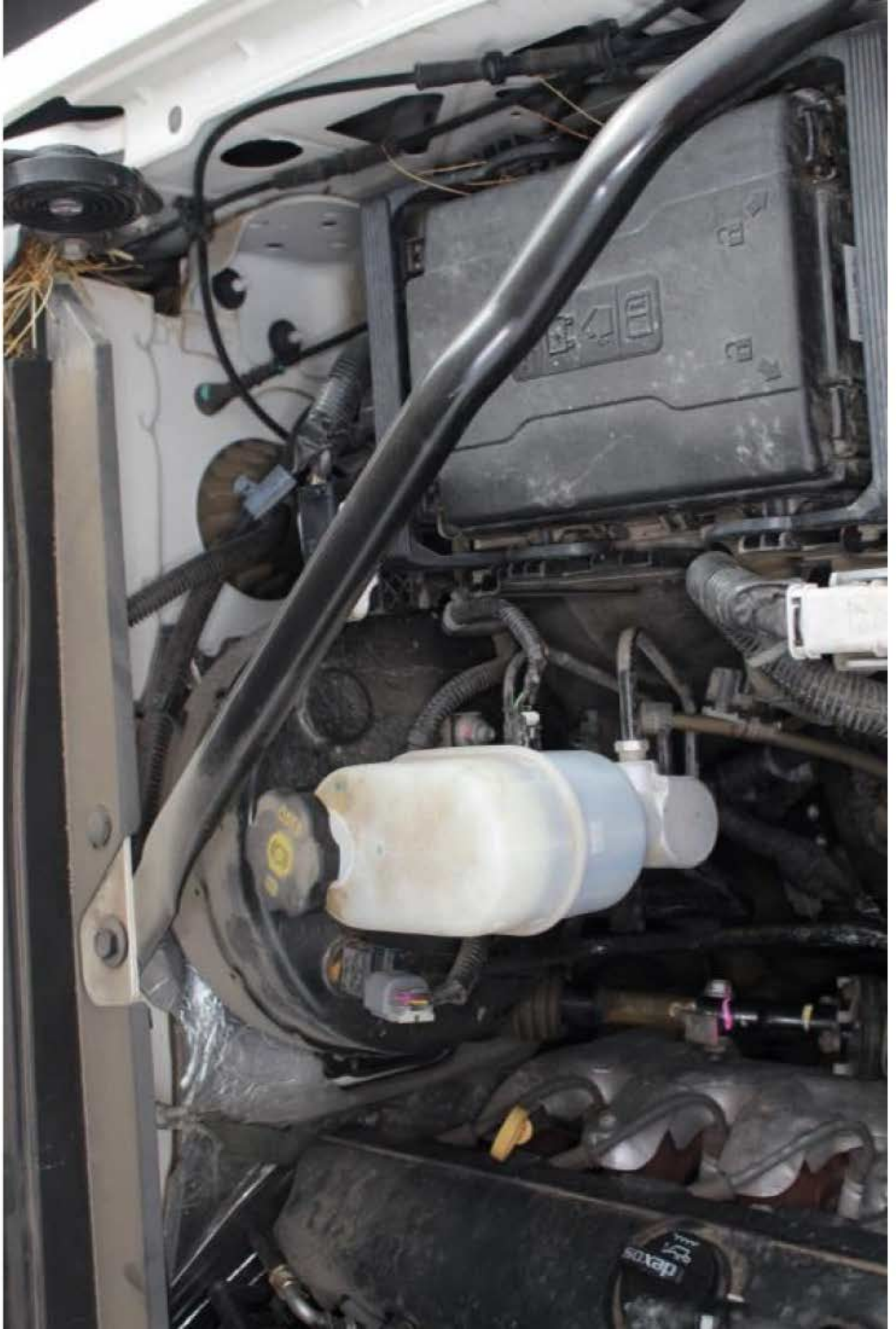


















R-134a PAG oil

0.60 kg

0.80 kg

100 000

















02 5 150 D A
23135220

AADL



0204811 051 3032







WARNING:

... MAY RESULT FROM * TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING -- FO

33X12.50R22LT

109



DOT 73DDL

NYA3716

1











NY A37160

DOT 13D1



SAFETY WARNING

33X12.50R22LT

1099











SAFETY WARNING

33X12.50R22LT

109Q 10 RR



DOT 78DCE

NYA37168









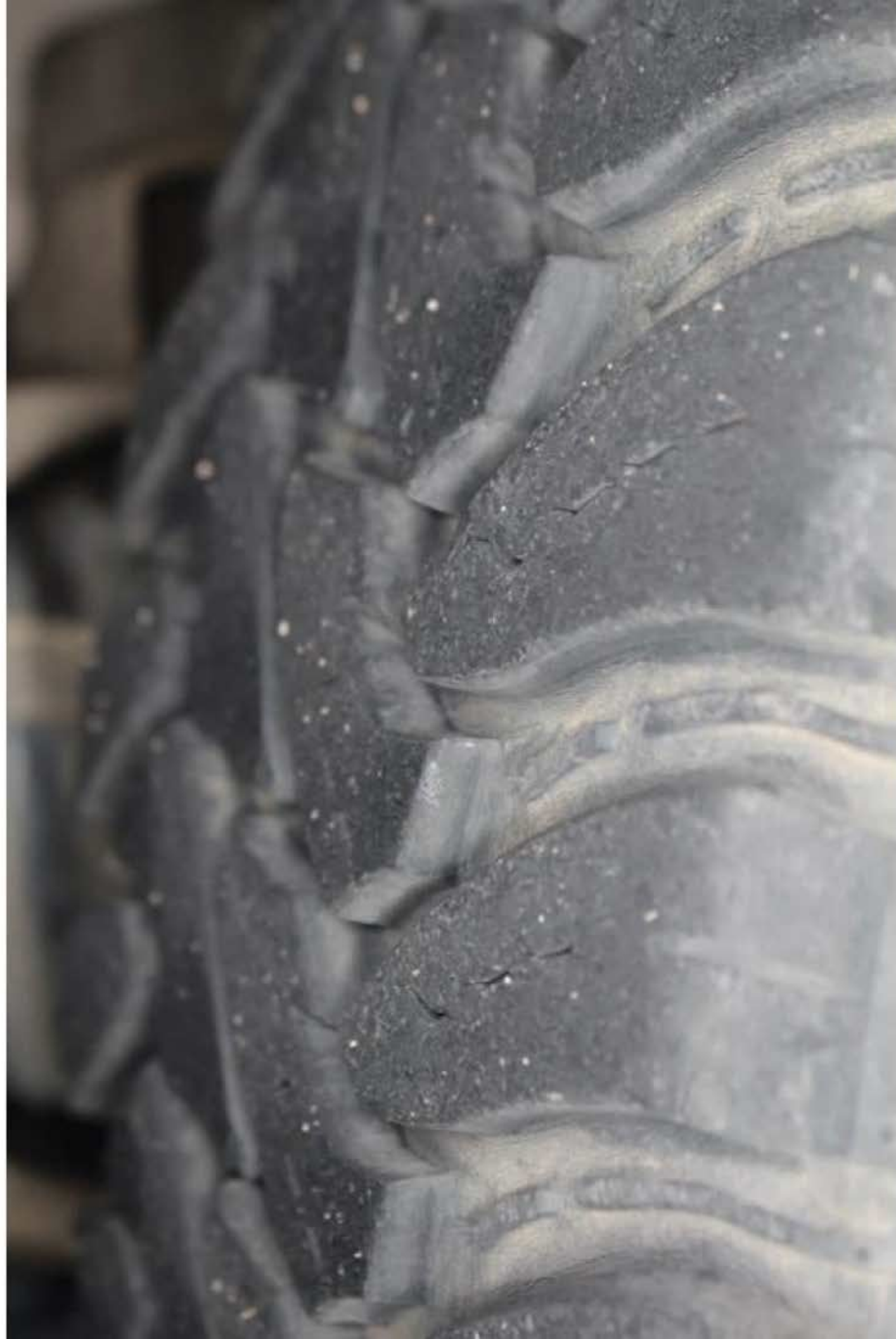
SAFETY WARNING

33X12.50R22LT

1099 10 88



73DL
N/A37169





i



77492 mi

SW

PRNDM



Fuel Range
435 mi
Remaining
77492 mi
SW PRNDM





Fuel Range
454 mi
Remaining
77492 mi
PRNDM





Fuel Range

454 mi

Remaining

77492

The digital display shows the fuel range as 454 miles remaining. Below this, the number 77492 is displayed, which is likely the vehicle's odometer reading. A red car icon is visible at the bottom right of the display area.




Fuel Range
454
Remain
7
SW





Parameter Name	Value	Unit	
Left Rear Wheel Speed Sensor	0	km/h	El
Right Rear Wheel Speed Sensor	0	km/h	El
Lateral Acceleration Signal	0	m/s ²	El
Yaw Rate Signal	0	°/s	El
Steering Wheel Angle	49.3	°	El
Requested Torque	27	%	El
Delivered Torque	41	%	El
Brake Pedal Position Sensor	Inactive		El
Traction Control System Status	Inactive		El
Vehicle Stability System Status	Inactive		El

 Back

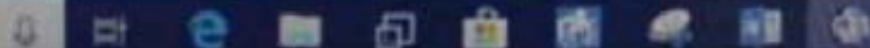
 Contact Us

 Support

 Feedback

 GDS 2 v20.3.06.300
  GM Global v2019.1.2
  VIN: 1GNSKXKCT7F [REDACTED]
  2015 Chevrolet Suburban Module Diagnostics Electronic Brake Control Module

 Type here to search



DELL





Parameter Name	Value	Unit
Left Rear Wheel Speed Sensor	0	km/h
Right Rear Wheel Speed Sensor	0	km/h
Lateral Acceleration Signal	0	m/s ²
Yaw Rate Signal	0	°/s
Steering Wheel Angle	49.2	°
Requested Torque	27	%
Delivered Torque	41	%
Brake Pedal Position Sensor	Active	
Traction Control System Status	Inactive	
Vehicle Stability System Status	Inactive	

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Contact Us

GDS 2 v20.3.06300 ● GM Global v2019.1.2 ● VIN: 1GN5KXKC7FF [REDACTED] ● 2015 Chevrolet Suburban Module Diagnostics: Electronic Brake Control Module

Windows taskbar with search bar and application icons.





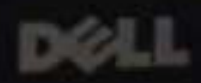
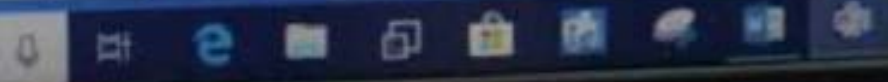
Parameter Name	Value	Unit	
Left Rear Wheel Speed Sensor	0	km/h	Electr
Right Rear Wheel Speed Sensor	0	km/h	Electr
Lateral Acceleration Signal	0	m/s ²	Electr
Yaw Rate Signal	0	°/s	Electr
Steering Wheel Angle	49.2	°	Electr
Requested Torque	27	%	Electro
Delivered Torque	41	%	Electro
Brake Pedal Position Sensor	Inactive		Electro
Traction Control System Status	Inactive		Electro
Vehicle Stability System Status	Inactive		Electro

Back

Contact Us


GDS 2 v.20.1.06.300 GM Global v2019.1.2 VIN: 1GNXXXXC7F8 [REDACTED] 2015 Chevrolet Suburban Module Diagnostics, Electronic Brake Control Module


Type here to search





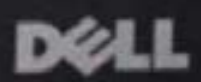
Parameter Name	Value	Unit
Traction Control System Status	Inactive	
Vehicle Stability System Status	Inactive	
Brake Fluid Level Sensor	OK	
Antilock Braking System	OK	
Traction Control System	OK	
Vehicle Stability System	OK	
Panic Brake Assist Status	OK	
Dynamic Rear Proportioning Status	OK	
Brake Booster Vacuum Sensor Supply	4.94	V
Brake Booster Vacuum Sensor	-93	kPa

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 Contact Us


IGDS 2 - 20.1.06300 GM Global v2019.1.2 VIN: 1G8V5XXX7F9 [REDACTED] 2015 Chevrolet Suburban Modulo Diagnostico Electronico Brake Control Module


Windows taskbar with search bar and application icons.






Vehicle Stability System Status		Inactive	
Brake Fluid Level Sensor		OK	
Antilock Braking System		OK	
Traction Control System		OK	
Vehicle Stability System		OK	
Panic Brake Assist Status		OK	
Dynamic Rear Proportioning Status		OK	
Brake Booster Vacuum Sensor Supply		4.94	V
Brake Booster Vacuum Sensor		-93	kPa

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 Home

 Vehicle Menu

GDS 2 v20.3.06300 ● GM Global v2019.1.2 ● VIN: 1GNSKCCC7FR [REDACTED] ● 2015 Chevrolet Suburban Module Diagnostics Electronic Brake Control Module

Windows taskbar with search bar and taskbar icons including File Explorer, Edge, and other applications.







Parameter Name	Value	Unit	Elect
Traction Control System Status	Inactive		Elect
Vehicle Stability System Status	Inactive		Elect
Brake Fluid Level Sensor	OK		Elect
Antilock Braking System	OK		Elect
Traction Control System	OK		Elect
Vehicle Stability System	OK		Elect
Panic Brake Assist Status	OK		Elect
Dynamic Rear Proportioning Status	OK		Elect
Brake Booster Vacuum Sensor Supply	4.94	V	Elect
Brake Booster Vacuum Sensor	-79	kPa	Elect

Back

Contact Us

GDS 2 v.20.3.06300 GM Global v.2019.12 VIN: 1GN5XXXC7F [REDACTED] 2015 Chevrolet Suburban Module Diagnostics Electronic Brake Control Module

Type here to search







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).

Vehicle Information

VIN: 1GNSKKKC7FR [REDACTED]

Model: CK15906-2015 SUBURBAN 1500 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 60 - RETAIL - SOLD

Field Actions: [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](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N182156820	18289	EPS Loss of Steering Assist	09/07/2018	Closed
Product Safety Recall	2018007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0369	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C8 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

OnStar Status: Active

XM Equipped: Y

XM Radio ID: C3BWE3MR

XM Status: Active

OnStar Vehicle Diagnostics: Y

DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add	Start	Effective	End	End
[REDACTED]						

	Date	Date	Odometer	Date	Odometer
Corrosion Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2021	100,026 MI
Powertrain Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2020	100,026 MI
Bumper to Bumper Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2018	36,026 MI
Emission Select Component Ltd Wty	08/01/2018	07/16/2015	26 MI	07/16/2023	80,026 MI
Chevrolet 2 Year Scheduled Maintenance	08/01/2018	07/16/2015	26 MI	07/16/2017	24,026 MI
Special Coverage 17336	08/01/2018	07/16/2015	26 MI	07/16/2020	60,026 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/11/2019	51649	ZFAT---Field Action Recall		9103855 - 18289 - Power Steering Control Module Reprogramming with SPS	75,080 MI
11/14/2016	27257	ZFAT---Field Action Recall		9102276 - 18007 - N18-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	29,874 MI
07/14/2016	23171	ZREG---Regular Vehicle Transaction		4051980 - Exhaust Muffler with Resonator, Exhaust, and Tail Pipe Replacement	22,391 MI
07/06/2016	22885	ZREG---Regular Vehicle Transaction		2020320 - Rear Side Door Window Frame Front Applique Replacement	22,134 MI
07/06/2016	22885	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	22,134 MI
03/31/2016	19706	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	13,951 MI
12/28/2015	16811	ZREG---Regular Vehicle Transaction		4065530 - Oil Filter Replacement	9,401 MI
11/09/2015	15486	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	6,709 MI
11/09/2015	15486	ZREG---Regular Vehicle Transaction		2810215 - Body Control Module Reprogramming with SPS	6,709 MI
06/30/2015	11675	ZREG---Regular Vehicle Transaction		1417790 - Liftgate Weatherstrip Replacement	26 MI
06/10/2015	A12099	ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI
06/09/2015	11018	ZPDI---Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI

Global Warranty Management: Site Map

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Pam Brown

February 5, 2019

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: 1GNSKCCC7FR [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [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: 42---	Traceability: 151340038
Source Plant: 2-	Part / Number Broadcast: 9977
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: 61-TRANSMISSION	Traceability: 697073
Source Plant: 0-	Part / Number Broadcast:
Date Scanned: 06/06/2015	Time Scanned: 14:34:00 Scan Station:
Component Code: 99-SPEAKER AMPLIFIER	Traceability: 001443143
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS	Part / Number Broadcast: 4911
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: A8E50FD06
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: AB58CF506
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability: P141589F2
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability: P1415D8F2
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR	Traceability: 13150HU7X
Source Plant: S-	Part / Number Broadcast: 3680
Date Scanned: 06/06/2015	Time Scanned: 19:09:00 Scan Station: 01
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 3670113
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 05/23/2015	Time Scanned: 01:30:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0846638
Source Plant: -	Part / Number Broadcast: 1GG

Date Scanned: 06/05/2015	Time Scanned: 11:42:00	Scan Station:
Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0849181	
Source Plant: -	Part / Number Broadcast: 1HH	
Date Scanned: 06/05/2015	Time Scanned: 04:28:00	Scan Station:
Component Code: CN-SEQ NUM (FLEX) GEN ASM	Traceability: 0849745	
Source Plant: -	Part / Number Broadcast: 1EE	
Date Scanned: 06/06/2015	Time Scanned: 10:10:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0816502	
Source Plant: -	Part / Number Broadcast: 1AZ	
Date Scanned: 06/06/2015	Time Scanned: 10:15:00	Scan Station:
Component Code: DA---	Traceability: A8F229606	
Source Plant: D-	Part / Number Broadcast: 8678	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: DB---	Traceability: AFF34B906	
Source Plant: D-	Part / Number Broadcast: 8678	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: DV---	Traceability: 296413915	
Source Plant: Q-	Part / Number Broadcast: 0598	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01

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.

Vehicle Information

VIN: 1GNSKKKC7FR [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [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: 01/11/2019	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899 BROWN CHEVROLET COMPANY INC 340 IH 35 SOUTH DEVINE TX 78016-5215 8306654435		Odometer Reading: 75,080 MI Authorization Code:
Process Date: 01/29/2019		
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 9103855-18289 - Power Steering Control Module Reprogramming with SPS Causal Part Number		
Line Total: USD 34.04		

Job Card Date: 11/14/2016	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899 BROWN CHEVROLET COMPANY INC 340 IH 35 SOUTH DEVINE TX 78016-5215 8306654435		Odometer Reading: 29,874 MI Authorization Code:
Process Date: 11/14/2016		
Transaction Type: ZFAT----Field Action Recall		
Transaction Expense Category: Field Action Recall		
Customer Complaint Code: -		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: -
Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations Causal Part Number		
Line Total: USD 27.90		

Job Card Date: 07/14/2016	Job Card Number:	Transaction Detail
[REDACTED]		

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,391 MI
Authorization Code:

Process Date:
07/21/2016
Transaction Type:
ZREG---Regular Vehicle
Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0326-Engine/Fuel/Exhaust -
Exhaust

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component -
Leaks

Labour Op 4051980-Exhaust Muffler with Resonator, Exhaust, and Tail Pipe Replacement

Causal Part Number 00000000023377838-MUFFLER ASM-EXH (W/ EXH PIPE)

→See other Parts and/or Net Items

Line Total: USD 598,43

Job Card Date: 07/06/2016 **Job Card Number:** **Transaction Detail**

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,134 MI
Authorization Code: EP

Process Date:
07/21/2016
Transaction Type:
ZREG---Regular Vehicle
Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0421-Exterior - Fit/Finish

Job Card Line #: 6 Transaction Adjustment: Cause Code: 6017-Module/Component -
Broken

Labour Op 2020320-Rear Side Door Window Frame Front Applique Replacement

Causal Part Number 00000000084021605-APPLIQUE ASM-RR S/D WDO FRM FRT

→See other Parts and/or Net Items

Line Total: USD 167,98

Job Card Date: 07/06/2016 **Job Card Number:** **Transaction Detail**

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,134 MI
Authorization Code:

Process Date:
07/18/2016
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint -
Maintenance

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

operation

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 03/31/2016	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899		Odometer Reading: 13,951 MI
BROWN CHEVROLET COMPANY INC		Authorization Code:
340 IH 35 SOUTH		
DEVINE TX 78016-5215		
8306654435		

Process Date: 04/01/2016
Transaction Type: ZREG---Regular Vehicle Transaction
Transaction Expense Category: Warranty
Customer Complaint Code: 0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 12/28/2015	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899		Odometer Reading: 9,401 MI
BROWN CHEVROLET COMPANY INC		Authorization Code:
340 IH 35 SOUTH		
DEVINE TX 78016-5215		
8306654435		

Process Date: 12/31/2015
Transaction Type: ZREG---Regular Vehicle Transaction
Transaction Expense Category: Warranty
Customer Complaint Code: 0327-Engine/Fuel/Exhaust - Fluid Leaks
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 4065530-Oil Filter Replacement

Causal Part Number 000000000019330000-FILTER ASM,OIL

→See other Parts and/or Net Items

Line Total: USD 52.78

Job Card Date: 11/09/2015	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899		Odometer Reading: 6,709 MI
BROWN CHEVROLET COMPANY INC		Authorization Code:
340 IH 35 SOUTH		
DEVINE TX 78016-5215		
8306654435		

Process Date: 11/13/2015

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 0600723-Chevrolet Factory Maintenance

Causal Part Number

---See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 11/09/2015	Job Card Number:	Transaction Detail
Repair Service Agent: 114899		Odometer Reading: 6,709 MI
BROWN CHEVROLET COMPANY INC		Authorization Code:
340 IH 35 SOUTH		
DEVINE TX 78016-5215		
8306654435		

Process Date:
11/13/2015

Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Warranty

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

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

Labour Op 2810215-Body Control Module Reprogramming with SPS

Causal Part Number

Line Total: USD 45.36

Job Card Date: 06/30/2015	Job Card Number:	Transaction Detail
Repair Service Agent: 114899		Odometer Reading: 26 MI
BROWN CHEVROLET COMPANY INC		Authorization Code:
340 IH 35 SOUTH		
DEVINE TX 78016-5215		
8306654435		

Process Date:
07/17/2015

Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense
Category:
Warranty

Customer Complaint Code:
0824-Interior - Water leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 8033-Module/Component - Poor Metal
Finish/Machining

Labour Op 1417790-Liftgate Weatherstrip Replacement

Causal Part Number 00000000022996692-WEATHERSTRIP ASM-L/GATE

---See other Parts and/or Net Items

Line Total: USD 78.79

Job Card Date: 06/10/2015	Job Card Number:	Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 1 MI
Authorization Code:

Process Date:
06/10/2015
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Line Total: USD 127.01

Job Card Date: 06/09/2015 **Job Card Number:** [REDACTED] **Transaction Detail**

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 2 MI
Authorization Code:

Process Date:
06/29/2015
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment: Cause Code: -
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 117.94



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February 5, 2019

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: 1GNSK9C7FR [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

Invoice Information

Invoicing Service Agent: 114899 Invoice Date: 06/08/2015
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215 8306654435

Ship to Information

Ship to Service Agent: 114899 Ship to Date: N/A
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215 8306654435

Delivery Information

Delivery Service Agent: 114899 Delivery Date: 07/16/2015
 BROWN CHEVROLET COMPANY INC Delivery Type: 010---INDIVIDUAL
 340 IH 35 SOUTH Delivery Odometer: 26
 DEVINE TX 78016-5215 8306654435

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

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](#)

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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).

Vehicle Information

VIN: 1GNSK5C7FR [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 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](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N182156820	18289	EPS Loss of Steering Assist	09/07/2018	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: C3BWE3MR XM Status: Active
 OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add	Start	Effective	End	End
[REDACTED]						

	Date	Date	Odometer	Date	Odometer
Corrosion Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2021	100,026 MI
Powertrain Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2020	100,026 MI
Bumper to Bumper Limited Warranty	08/01/2018	07/16/2015	26 MI	07/16/2018	36,026 MI
Emission Select Component Lid Wty	08/01/2018	07/16/2015	26 MI	07/16/2023	80,026 MI
Chevrolet 2 Year Scheduled Maintenance	08/01/2018	07/16/2015	26 MI	07/16/2017	24,026 MI
Special Coverage 17336	08/01/2018	07/16/2015	26 MI	07/16/2020	60,026 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/11/2019	51649	ZFAT---Field Action Recall		9103855 - 18289 - Power Steering Control Module Reprogramming with SPS	75,080 MI
11/14/2016	27257	ZFAT---Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflation Restraint Sensing and Diagnostic Module Calibrations	29,874 MI
07/14/2016	23171	ZREG---Regular Vehicle Transaction		4051960 - Exhaust Muffler with Resonator, Exhaust, and Tail Pipe Replacement	22,391 MI
07/06/2016	22885	ZREG---Regular Vehicle Transaction		2020320 - Rear Side Door Window Frame Front Applique Replacement	22,134 MI
07/06/2016	22885	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	22,134 MI
03/31/2016	19706	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	13,951 MI
12/28/2015	16811	ZREG---Regular Vehicle Transaction		4065530 - Oil Filter Replacement	9,401 MI
11/09/2015	15488	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	6,709 MI
11/09/2015	15488	ZREG---Regular Vehicle Transaction		2810215 - Body Control Module Reprogramming with SPS	6,709 MI
06/30/2015	11675	ZREG---Regular Vehicle Transaction		1417790 - Liftgate Weatherstrip Replacement	26 MI
06/10/2015	A12099	ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI
06/09/2015	11018	ZPDI---Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI

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February 19, 2019

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: 1GN8KKKC7FF [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [Open](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
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- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Build

Model: CK15906-2015 SUBURBAN 1500 4WD Order Number: [REDACTED]
 Gross Vehicle Weight: 3,405 Build Date: 06/06/2015
 Build Plant: R

Option Codes

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

1LZ - 1LZ PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
4EY - INTERIOR TRIM	6ZS - COMPONENT FRT LH COMPUTER
7ZS - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - POWER WINDOWS
A45 - DRIVER SEAT, MEMORY ADJUST	AQ2 - SIX-WAY POWER PASSENGER SEAT
AKJ - WINDSHIELD STYLE SHADE BAND	AKK - WINDSHIELD, LAMINATED GLASS
AKO - GLASS, DEEP-TINTED	A'KX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS
AP9 - CARGO NET	ARL - PLANT CODE-ARLINGTON, TX
AS8 - SEATS, 3RD ROW 60/40 SPLIT - BENCH, POWER FOLD	ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY
ATN - SEATS, 2ND ROW BUCKET, POWER	AU3 - POWER DOOR LOCK SYSTEM
AVF - **UNIT BUILT AFTER OCT 6, 2014	AXP - VEHICLE TYPE VEHICLE TYPE - NOT REQUIRED
AYQ - AIRBAGS	B30 - COLOR KEYED CARPET
B58 - FLOOR MATS, CARPETED, FRT/RR	B86 - BODYSIDE MOLDINGS, BODY
BRS - RUNNING BOARDS, POWER RETRACTABLE	BTM - KEYLESS START
BTV - REMOTE VEHICLE START	C25 - INTERMITTENT FRONT WIPERS
C49 - REAR WINDOW DEFROSTER	C6H - GVW RATING 7, 600 LBS
CE1 - WINDSHIELD WIPERS, RAIN SENSING	CF5 - POWER SUNROOF
CJ4 - CLIMATE CONTROL, TRI-ZONE AUTOMATIC	D07 - CENTER CONSOLE, FLOOR
DCP - PROCESSING DIRECTIONS & CONNECTIONS SERVICE PACKAGE	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING

DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL	DNJ - THIRD ROW DVD SCREEN
E2C - ORDER TO DELIVERY - EXPEDITE	EF7 - COUNTRY CODE, U.S.A.
FE9 - 50-STATE EMISSIONS	FHO - VEHICLE FUEL GASOLINE E10
GB0 - AUTO LOCKING REAR DIFFERENTIAL	GBN - WHITE DIAMOND TRICOAT
GU6 - REAR AXLE 3.42 RATIO	H4X - COCOA/MAHOGANY
I15 - ENGINEERING YEAR 2015	IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)
JB1 - BRAKES, 4-WHEEL DISCANTILLOCK VAC POWER	JF4 - POWER ADJUSTABLE PEDALS
JL1 - TRAILER BRAKE CONTROLLER	K4C - WIRELESS CHARGING
K59 - ADAPTIVE CRUISE CONTROL	KA6 - HEATED 2ND ROW SEATS
KB6 - HEATED & COOLED SEATS DRIVER & FRONT PASSENGER	KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS	KI4 - POWER OUTLET, 110-VOLT AC
KNP - HD AUX TRANS. COOLING SYS	L83 - ENGINE, 5.3L V8 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N38 - STEERING COLUMN, POWER TILT & TELESCOPIC	NHT - MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * TRANSFER CASE 2-SPEED * SUSPENSION PACKAGE
NP5 - LEATHER WRAP STEERING WHEEL	NQH - TRANSFER CASE 2-SPEED
NT7 - EMISSION SYSTEM	PCJ - SUN, ENTERTAINMENT, DESTINATION PACKAGE: * POWER SUNROOF * ADD'L 9 MONTHS XM RADIO * CHEVROLET MYLINK AUDIO SYSTEM DIAGONAL COLOR TOUCH & NAVIGATION
QST - TIRES, ALL-SEASON, BLACKWALL	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE	RBR - WHEELS, 22" STEEL
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RUF - WHEEL, 17" STEEL SPARE
S0P - CONSOLE INSERT (DEALER INSTALLED)	SAF - SPARE TIRE LOCK
SF0 - 22" WHEEL, UBM/SILVER (DEALER INSTALLED)	SLL - SOLD ORDERS
T3U - FRONT FOG LAMPS	T4F - HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL
TC2 - HANDS FREE LIFTGATE	U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
U42 - REAR SEAT ENTERTAINMENT SYS. (DELETES SINGLE-SLOT CD/MP3)	U77 - ANTENNA RR WINDOW, RADIO
UD5 - FRONT AND REAR PARK ASSIST	UDD - DRIVER INFO - COLOR DISPLAY
UE1 - ONSTAR	UEU - FORWARD COLLISION ALERT
UFG - REAR CROSS TRAFFIC ALERT	UFL - LANE DEPARTURE WARNING
UG1 - UNIVERSAL HOME REMOTE	UGN - COLLISION AVOIDANCE SENSOR
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UKC - SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT	UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER
UQS - AUDIO SYSTEM,11 SPEAKER BOSE CENTERPOINT SURROUND SOUND	UTJ - THEFT DETERRENT SYSTEM
UVQ - REAR VISION CAMERA	UVD - HEATED STEERING WHEEL
V54 - LUGGAGE RACK - SIDE RAILS	V8D - VEHICLE STATEMENT
VFF - VIDEO FORMAT REGION	VK3 - FRONT LICENSE PLATE BRACKET

1. NTSC

VQZ - CHROME EXHAUST TIP (DEALER INSTALLED) VRK - VAA/COMPONENT REL. ROOF TRIM

VT7 - OWNERS MANUAL ENGLISH VV4 - ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL

WMF - VIN MODEL YEAR 2015 X88 - CHEVROLET CONVERSION

XL7 - FREQUENCY RATING 315 MH Y65 - SAFETY ALERT SEAT

Y66 - ADAPTIVE CRUISE CONTROL AUTOMATICALLY ADJUSTS SPEED Y91 - UP LEVEL TRIM

YM8 - LPO PROCESSING OPTION Z82 - TRAILERING EQUIPMENT

Z95 - SUSPENSION PACKAGE, MAGNETIC RIDE CONTROL ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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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: 1GNSKKKC7FR [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [Open](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
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 - Branded Title
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Vehicle Component

Component Code: 42---	Traceability: 151340038	
Source Plant: 2-	Part / Number Broadcast: 9977	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: 61-TRANSMISSION	Traceability: 697073	
Source Plant: 0-	Part / Number Broadcast:	
Date Scanned: 06/06/2015	Time Scanned: 14:34:00	Scan Station:
Component Code: 99-SPEAKER AMPLIFIER	Traceability: 001443143	
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS	Part / Number Broadcast: 4911	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: A8E50FD08	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8678	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: A858CF506	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability: P141589F2	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability: P141508F2	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR	Traceability: 13150HU7X	
Source Plant: S-	Part / Number Broadcast: 3680	
Date Scanned: 06/06/2015	Time Scanned: 19:09:00	Scan Station: 01
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 3670113	
Source Plant: -	Part / Number Broadcast: 12Z	
Date Scanned: 05/23/2015	Time Scanned: 01:30:00	Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0846638	
Source Plant: -	Part / Number Broadcast: 1GG	

Date Scanned: 06/05/2015

Time Scanned: 11:42:00 Scan Station:

Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS

Traceability: 0849181

Source Plant: -

Part / Number Broadcast: 1HH

Date Scanned: 06/05/2015

Time Scanned: 04:28:00 Scan Station:

Component Code: CN-SEQ NUM (FLEX) GEN ASM

Traceability: 0849745

Source Plant: -

Part / Number Broadcast: 1EE

Date Scanned: 06/08/2015

Time Scanned: 10:10:00 Scan Station:

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

Traceability: 0816502

Source Plant: -

Part / Number Broadcast: 1AZ

Date Scanned: 06/06/2015

Time Scanned: 10:15:00 Scan Station:

Component Code: DA---

Traceability: A8F229606

Source Plant: D-

Part / Number Broadcast: 8678

Date Scanned: 06/08/2015

Time Scanned: 19:09:00 Scan Station: 01

Component Code: DB---

Traceability: AFF34B906

Source Plant: D-

Part / Number Broadcast: 8678

Date Scanned: 06/06/2015

Time Scanned: 19:09:00 Scan Station: 01

Component Code: DV---

Traceability: 296413915

Source Plant: Q-

Part / Number Broadcast: 0598

Date Scanned: 06/06/2015

Time Scanned: 19:09:00 Scan Station: 01

Service Agent Installed Component

Vehicle has no current record of vehicle component.



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: 1GNSKKKC7F[REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [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: 01/11/2019

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215
 8308654435

Odometer Reading: 75,080 MI
 Authorization Code:

Process Date:
 01/29/2019

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 9103855-18289 - Power Steering Control Module Reprogramming with SPS
 Causal Part Number

Line Total: USD 34.04

Job Card Date: 11/14/2016

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215
 8308654435

Odometer Reading: 29,874 MI
 Authorization Code:

Process Date:
 11/14/2016

Transaction Type:
 ZFAT---Field Action Recall

Transaction Expense Category:
 Field Action Recall

Customer Complaint Code:
 -

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

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

Line Total: USD 27.90

Job Card Date: 07/14/2016

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,391 MI
Authorization Code:

Process Date:
07/21/2016

Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0326-Engine/Fuel/Exhaust -
Exhaust

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component -
Leaks

Labour Op 4051980-Exhaust Muffler with Resonator, Exhaust, and Tail Pipe Replacement

Causal Part Number 00000000023377839-MUFFLER ASM-EXH (W/ EXH PIPE)

→See other Parts and/or Net Items

Line Total: USD 598.43

Job Card Date: 07/06/2016

Job Card Number:

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,134 MI
Authorization Code: EP

Process Date:
07/21/2016

Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0421-Exterior - Fit/Finish

Job Card Line #: 8 Transaction Adjustment: Cause Code: 6017-Module/Component -
Broken

Labour Op 2020320-Rear Side Door Window Frame Front Applique Replacement

Causal Part Number 00000000084021605-APPLIQUE ASM-RR S/D WDO FRM FRT

→See other Parts and/or Net Items

Line Total: USD 167.98

Job Card Date: 07/06/2016

Job Card Number:

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 22,134 MI
Authorization Code:

Process Date:
07/18/2016

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint -
Maintenance

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

operation

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 03/31/2016

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 13,951 MI
Authorization Code:

Process Date:
04/01/2016

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint -
Maintenance

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 12/28/2015

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 9,401 MI
Authorization Code:

Process Date:
12/31/2015

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0327-Engine/Fuel/Exhaust - Fluid
Leaks

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6061-Module/Component -
Leaks

Labour Op 4065530-Oil Filter Replacement

Causal Part Number 00000000019330000-FILTER ASM,OIL

→See other Parts and/or Net Items

Line Total: USD 52.78

Job Card Date: 11/09/2015

Job Card Number: [REDACTED]

Transaction Detail

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 8,709 MI
Authorization Code:

Process Date:
11/13/2015

Repair Service Agent: 114899
BROWN CHEVROLET COMPANY INC
340 IH 35 SOUTH
DEVINE TX 78016-5215
8306654435

Odometer Reading: 1 MI
Authorization Code:

Process Date:
06/10/2015
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment:
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Cause Code: -

Line Total: USD 127.01

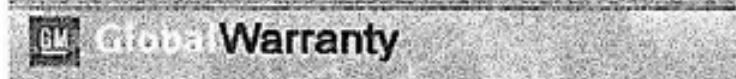
Job Card Date: 06/09/2015	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: 114899 BROWN CHEVROLET COMPANY INC 340 IH 35 SOUTH DEVINE TX 78016-5215 8306654435		Odometer Reading: 2 MI Authorization Code:

Process Date:
06/29/2015
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment:
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Cause Code: -

Line Total: USD 117.94



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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information



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

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Information

VIN: 1GNSKKKC7FF [REDACTED] Model: CK15906-2015 SUBURBAN 1500 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - RETAIL - SOLD
 Field Actions: [Open](#) [REQUEST ANOTHER VIN](#)

Invoice Information

Invoicing Service Agent: 114899 Invoice Date: 06/08/2015
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215 8306654435

Ship to Information

Ship to Service Agent: 114899 Ship to Date: N/A
 BROWN CHEVROLET COMPANY INC
 340 IH 35 SOUTH
 DEVINE TX 78016-5215 8306654435

Delivery Information

Delivery Service Agent: 114899 Delivery Date: 07/16/2015
 BROWN CHEVROLET COMPANY INC Delivery Type: 010--INDIVIDUAL
 340 IH 35 SOUTH Delivery Odometer: 26
 DEVINE TX 78016-5215 8306654435

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