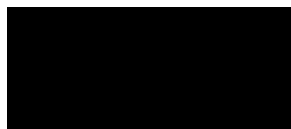


PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir	Alan Browne Chevrolet, Inc.	Safety	Loss of Breaking
Daytime #		Evening #		Source	Phone	Updated	10/23/2018 16:07:18
Serial/VIN #	1GNSKCKC6F	Mileage	24700	Priority	Medium	License #	Owner
Model	Tahoe	Model Year	2015	Status	Open	Opened	Oct 1, 2018 4:53 PM
Make	Chevrolet	Warranty Start	09/21/2015 00:00:00	Sub Status		Closed	
Cust Concern	Brake Issue						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

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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

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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
Oct 23, 2018 4:06 PM	FZ6H5B	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		ESIS Escalation
Last Name	First Name	Account	BAC Code				
Comments							
1. Date of the incident: Sept 25th and 26th 2. Was there an accident?: yes 3. Accident Location (State): IL. 4. Please describe the incident and what vehicle part is the alleged concern: In a parking lot customer was backing up, the brakes went to the floor and were very hard to push and customer ran into another vehicle, second time the customer was in reverse and the brakes did the same and she ran into another vehicle in her driveway. 5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): customer has vehicle 6. Was an insurance claim filed?: y 7. Has the vehicle been repaired?: y If yes to 8 or 9 below, send to ESIS: 8. Did anyone seek professional medical attention? N If Yes: Who was hurt? Name: Seat position: Nature of injury: 9. Did the part concern/allegation cause damage to anything outside the vehicle? y							



Service Request Activities – UCC PAR

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If Yes: What was damaged? (Building, house, wall, other) another vehicle

10. Why are you Escalating this to PAC or ESIS? Customer claim there is a class action law suit, she is afraid for her children lives because it is a safety concern and she is not convinced the part is fixed because she read online that the part will be fixed but the brakes fail again. Customer is fearful that her brakes will go out while driving faster and cause a horrible accident.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:56 PM	FZ6H5B	GZH4QL	Manager Review		Done	10/23/2018 17:12:19	Customer was in a vehicle accident caused by brake failure.
Last Name	First Name	Account	BAC Code				review fore PAC

Comments

Approved for ESIS. Customer alleges brake defect caused accident involving another vehicle

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:41 PM	FZ6H5B	FZ6H5B	Outbound Call Customer	Made Contact	Done	10/23/2018 15:55:58	OBCC made contact
Last Name	First Name	Account	BAC Code				

Comments

Issue is intermittent.customer has staed that she was in an accident in a parking lot.

damage done- tail light on left side, bumper on left side. lback left side

damage to other vehicle- little dent on other vehicle.

no one had to seek medical attention

when- two days apart 25th and 26th

parking lot of sprint of DeKalb IL.

Driveway damage cause in the back.



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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break boost has been repaired,

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 1:55 PM	FZ6H5B	FZ6H5B	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/23/2018 15:56:01	SOBCC

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

Follow up with customer to see if she has any other question or concerns at this time

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 1:49 PM	FZ6H5B	FZ6H5B	Outbound Call Dealer	Made Contact	Done	10/18/2018 13:53:52	obcd

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

Contact service dept, to see if customer has approved repairs. customer is bringing car in at 1:30 this afternoon.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:41 PM	FZ6H5B	FZ6H5B	Scheduled Outbound Call Dir	Status Request	Done	10/18/2018 13:49:31	SOBCD

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

Get information on vehicle repairs, has customer approved repairs.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:37 PM	FZ6H5B	FZ6H5B	Outbound Call Dealer	Made Contact	Done	10/16/2018 15:41:43	OBCD
Last Name	First Name	Account	BAC Code				
Comments							
Dealer states that there is a service bulletin and that is what they are replacing. I don't know why it is not in our system, but I assured customer that if the dealer knows what is wrong, Dealer states that the bulletin tells them what to replace, and it has been updated. Service states that customer should be calling them back to schedule repairs for the vehicle after she had spoken with customer service (myself.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:24 PM	FZ6H5B	FZ6H5B	Inbound Call Customer	Continued Documentation	Done	10/16/2018 15:26:54	continued
Last Name	First Name	Account	BAC Code				
Comments							
If customer felt we were not helping her her lawyer could then contact our legal dept. I told her I would document her concerns and GM would see that. Customer kept on asking me to go online and look at it, I told her I could not comment on something that is not in my system and that she got offline. I let her know if anything showed up in my system I would let her know. I asked the customer if she had any other questions or concerns and she said no.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:01 PM	FZ6H5B	FZ6H5B	Inbound Call Customer	Complex Request	Done	10/16/2018 15:24:39	IBCC
Last Name	First Name	Account	BAC Code				
Comments							
Customer called in claiming she had pulled a class action lawsuit offline and her car was apart of it. I let her know that there was nothing in my							

system that said there was anything wrong with her brakes. I told her if there was a safety bulletin, our site would be aware of it, and we would let her know, but as of right now there is nothing. I informed her that all recalls and bulletins are VIN specific. I understand they said all 2015 Tahoes had this concern, but that isn't true, not all vehicles are made at the same time, only certain vehicles would have the defect. Customer wanted me to look up the safety bulletin, I told her I had no way of doing so, as it is not in our system as an issue with her vehicle; Customer feels that the concern will still be there when the vehicle is repaired, the vehicle is being repaired at no cost to the customer. Customer wanted to talk to someone who had knowledge on this, I told her that no one could speak with her on this fact because her vin is not showing a safety issue with her brakes, I informed her of the power steering recall, and let her know that if there was one, I would inform her, just like I did with the power steering recall. Customer would not let it go, and said she wanted to speak with legal. I told her that we do have a legal dept. But they do not speak with customers directly, they only speak with lawyers representing customers, if she wished to obtain a lawyer because she felt we were not helping her concern,

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 2:56 PM	WZTKC5	WZTKC5	Inbound Call Customer	Complex Request	Done	10/16/2018 14:56:37	Assist only
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

Customer called seeking update on case.

Transferred customer to advisor.

GMA

Martina.ATX.CACT1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 5:05 PM	JPARSON710	FZ6H5B	Follow-Up		Done	10/16/2018 15:27:20	Dealer Update Case
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

Got with the service manager and we researched the bulletins and service history. We called the customer back and made arrangements to get her Tahoe and get her something to drive and see what we can do for her.

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 5:04 PM	JPARSON710	FZ6H5B	Follow-Up		Done	10/16/2018 15:26:59	Dealer Update Case
Last Name	First Name	Account	BAC Code				
Comments							
Contacted customer to find out what was happening. Told her I would do some research in the service department and have someone get back with her.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 3:58 PM	YZLZ7M	FZ6H5B	Ownership Changed		Done	10/15/2018 15:58:23	Service Request Ownership has changed FROM: SZ9GT7 TO: FZ6H5B
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 3:57 PM	YZLZ7M	FZ6H5B	Notify CRM		Done	10/16/2018 15:27:26	new sr assigned
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:54 PM	SZ9GT7	FZ6H5B	Scheduled Outbound Call Dir		Done	10/16/2018 14:56:10	Follow up with the CEM
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

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Quitno	Amber						
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:52 PM	SADMIN	SADMIN	Email - Outbound		Done	10/15/2018 14:52:54	CCC - CAC Tier 1 Alert – Action Required: Case # Chevrolet, [REDACTED] VIN [REDACTED] 1GNSKCKC6FF[REDACTED], Mileage 24700
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 mentioned that she is having issues with brake system Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed. Customer does not want to pay for it and wants to request a trade in for a new vehicle.							
Expeclations 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 Customer mentioned that she is having issues with brake system.. 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: -Customer mentioned that she is having issues with brake system.							
Vehicle has been to the dealer or diagnosed? -Y							
Customer is requesting cost assistance: -Y Customer did not provide specific amount							
Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) -None							



Service Request Activities – UCC PAR

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https://gmnacontactcenter.autopartners.net/dealer_enu_gc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:52 PM	SZ9GT7	TIER2Q	Notify CRM	Need to Assume SR	Done	10/15/2018 15:57:58	Need to Assume SR

Last Name	First Name	Account	BAC Code

Comments

1. Why are you transferring to Tier2?
-Customer mentioned that she is having issues with brake system.
Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.
2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (SS8333)- -N
3. Is the vehicle out of all warranties? -N
4. Was the vehicle diagnosed? Y
5. What was the diagnosis/status of repair(s)?
-N/A
6. Has the customer paid for any repairs/service regarding this concern? -N
7. Is the customer requesting cost assistance? Y
8. If requesting cost asst: how much/what are they requesting? -Customer did not provide exact amount

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:49 PM	SZ9GT7	JPARSON710	Dealer Notification	Action Required	Done	10/16/2018 15:27:23	Vehicle Issue: Brakes System

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 mentioned that she is having issues with brake system

Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.

Customer does not want to pay for it and wants to request a trade in for a new vehicle.

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 Customer mentioned that she is having issues with brake system.. 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:

-Customer mentioned that she is having issues with brake system.

Vehicle has been to the dealer or diagnosed? -Y

Customer is requesting cost assistance: -Y Customer did not provide specific amount

Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) -None

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:48 PM	SZ9GT7	SZ9GT7	Inbound Call Customer	Complex Request	Done	10/15/2018 14:49:46	Vehicle Issue: Brakes System
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

Name: Amber Quitno



Service Request Activities – UCC PAR

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Phone: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

YMM: 2015 Chevrolet Tahoe

VIN: 1GNSKCKC6F [REDACTED]

Mileage: 24,700

Reason for calling: Customer mentioned that she is having issues with brake system.

Resolution: Customer mentioned that the brakes just went out when she is trying to park and also Customer mentioned that she does not want to take it to the dealership anymore because she no longer believe that they can fix it.

Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.

Customer does not want to pay for it and wants to request a trade in for a new vehicle.

Advised customer that I can have their concern escalated onto a SA who will be getting in touch with the dealership directly and will be giving her a callback within the next 2BD to provide her an update or a resolution.

Customer agreed

Source: SS2289

Diego/CAC/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:37 PM	SZ9GT7	SZ9GT7	Ownership Changed		Done	10/15/2018 14:37:38	Service Request Ownership has changed FROM: SZ75SG TO: SZ9GT7
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

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Oct 15, 2018 2:36 PM	SZ9GT7	SZ75SG	SR Opened	Done	10/15/2018 14:36:48	SR in Status of Closed has been Re-Opened by SZ9GT7
Last Name	First Name	Account	BAC Code			
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Oct 1, 2018 5:00 PM	SZ75SG	SZ75SG	SR Closed - Pend Diag/Cust Act		Done	Service Request has been Closed Pend Diag/Cust Act.
Last Name	First Name	Account	BAC Code			
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Oct 1, 2018 4:59 PM	SZ75SG	SZ75SG	Inbound Call Customer	Complex Request	Done	Brake Issue
Last Name	First Name	Account	BAC Code			
Comments						
NAME						
ADDRESS						
BNTC:						
BTTC:						
EMAIL ADDRESS:						
VIN: 1GNSKCKC6FR						
Year/ Make & Model: 2015 Chevrolet Tahoe						
Mileage: 24700						
CUSTOMER'S CONCERN: Customer called about the issue on the vehicle said that the brakes went out last Thursday and this happened without any warning said she did her research and found out that this is a known issue for these vehicle.						



Service Request Activities – UCC PAR

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EXPECTATION SET: Inform that there are no open recalls or bulletin related to the issue.

Suggest taking the vehicle to a GM dealership for diagnosis. Set expectation that this will be an out of pocket expense since vehicle is out of warranty.

Suggest taking the vehicle to a GM dealership for diagnosis. Set expectation that this will be an out of pocket expense since vehicle is out of warranty.

Offer calling roadside to have the vehicle towed but she declined.

Potential safety: Yes. Brakes

RONA/ CAC T1/ MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report



Service Request Activities – UCC PAR

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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Alan Browne Chevrolet, Inc.	Site/BAC	113	GW SubType		Business Unit	TAC US
Address	700 PEARSON DR			Approval	Not Initiated	Area	Brakes
City	GENOA	Zip	60135	State	IL	Sub-Area	Hydraulic Brakes
Last Name		First Name		Involved Dir		Safety	
Daytime #		Evening #		Source	Phone	Updated	10/16/2018 12:18:45
Serial/VIN #	1GNSKCKC6F	Mileage	24376	Priority	Consultant	License #	
Model	Tahoe	Model Year	2015	Status	Open	Opened	Oct 16, 2018 12:05 AM
Make	Chevrolet	Warranty Start	09/21/2015 00:00:00	Sub Status	Active	Closed	
Cust Concern	Hard brake pedal and difficult to stop						
Customer Description	ASSIST LOSS VACUUM PUMP						

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

Report Date: Wednesday, October 24, 2018

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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

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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
Oct 16, 2018 12:17 AM	NZJ8TC	NZJ8TC	TAC Inbound Call	Diagnostics	Done	10/16/2018 12:18:23	

Last Name	First Name	Account	BAC Code
		Alan Browne Chevrolet, Inc.	

Comments

Caller's Full Name:

- ☐ Number of times in for the same concern?
☐ Number of days down?
☐ Does the vehicle have any aftermarket modifications?
☐ Is the vehicle currently at the Dealer?
☐ Is the vehicle a Stock unit?
☐ Has the concern been duplicated?
☐ Is the concern intermittent
☐ Has Data been captured during concern?

Customer Concern:

☐ Have any SI document been utilized (Capture Doc ID)?

PIT5361D

Hard brake pedal and difficult to stop

Caller states:

The customer states the brake pedal got hard and it was hard to stop
There was a brake assist message



Service Request Activities – UCC PAR

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No oil was found as per PIT5361D

Advised caller:
Monitor booster vacuum for -13psi at all times
If vacuum is not correct replace the vacuum pump

Confidential Comments

UCC Information		
UCC Code	Description	Symptom

End of Report

Detroit, MI

CARFAX Vehicle History Report™
An independent company established in 1986

US \$39.99

Vehicle Information:
2015 CHEVROLET TAHOE LTZ
VIN: 1GNSKCKC6FF
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

No damage reported to CARFAX

CARFAX 1-Owner vehicle

At least 1 open recall

7 Service history records

24,376 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/24/18 at 8:33:17 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Ownership History The number of owners is estimated	
Year purchased	2015
Type of owner	Personal
Estimated length of ownership	3 yrs. 1 mo.
Owned in the following states/provinces	Illinois
Estimated miles driven per year	7,922/yr
Last reported odometer reading	24,376

Title History 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	

Additional History 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 No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	

At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com .	Recall 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: Illinois Est. miles/year: 7,922/yr Est. length owned: 9/23/15 - present (3 yrs, 1 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
Low mileage! This owner drove less than the industry average of 15,000 miles per year. 		08/29/2014	10	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle offered for sale
		09/15/2014		Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Pre-delivery inspection completed
		10/31/2014	245	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		02/19/2015	6,965	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Maintenance inspection completed Oil and filter changed Tires rotated
		09/18/2015	6,998	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		09/21/2015		Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle sold
		09/21/2015		Illinois Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
		10/07/2015		Illinois Motor Vehicle Dept. Sycamore, IL [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported Vehicle color noted as White
		01/11/2016	13,136	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		12/13/2016	15,706	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Oil and filter changed
		02/15/2017		Illinois Motor Vehicle Dept. Sycamore, IL	Registration issued or renewed
		11/30/2017		Illinois Motor Vehicle Dept. Sycamore, IL	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
		09/07/2018		General Motors	Manufacturer Safety recall issued NHTSA# PENDING Recall #N182156820 EPS LOSS OF STEERING ASSIST Status: Remedy Available

Locate an authorized [General Motors dealer](#) to obtain more information about this recall.

– [Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

If EPS assist is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds, increasing the risk of a crash.

Remedy: Dealers will perform a reflash of the EPS module software free of charge.

10/18/2018	24,376	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced

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

CARFAX Glossary

[View Full Glossary](#)

First Owner

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

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Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

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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.

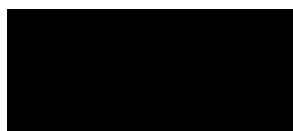
10/24/18 8:33:17 AM (CDT)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Rep: [REDACTED] 24, 2018

Page 1 of 6

Service Request Detail

SR No.	[REDACTED]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[REDACTED]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	[REDACTED]	Zip	[REDACTED]	State	[REDACTED]	Sub-Area	Initial Failure/Repair
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir		Safety	Loss of Braking
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Updated	10/22/2018 09:43:07
Serial/VIN #	3GTU2VECXEG [REDACTED]	Mileage	69786	Priority	Medium	License #	GMC
Model	Sierra	Model Year	2014	Status	Open	Owner	WZ8HBQ
Make	GMC	Warranty Start	10/16/2014 00:00:00	Sub Status	Pend Diag/Cust Act	Opened	Oct 22, 2018 9:23 AM
Cust Concern	Vacuum pump issue						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 2 of 6

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

Report Date: Wednesday, October 24, 2018

Page 3 of 6

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
Oct 22, 2018 9:46 AM	WZ8HBQ	WZ8HBQ	Email - Outbound		Done	10/22/2018 09:47:01	Thank you for contacting GMC
Last Name		First Name	Account		BAC Code		
Comments							
Email ID# (Do not delete/alter this line)							
Dear							
Thank you for calling GMC with regard to your 2014 GMC Sierra.							
For your reference, your case number from our conversation today is							
I appreciate the opportunity to assist you.							
GMC Customer Assistance							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 4 of 6

Oct 22, 2018 9:42 AM	WZ8HBQ	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress	
Last Name	First Name	Account	BAC Code		Escalating to ESIS	
Comments						
1. Date of the incident: 10/20/2017						
2. Was there an accident?: Yes						
3. Accident Location (State): LA						
4. Please describe the incident and what vehicle part is the alleged concern: Brakes/Vacuum Pump						
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): Customer's home						
6. Was an insurance claim filed?: Yes						
7. Has the vehicle been repaired?: No						
If yes to 8 or 9 below, send to ESIS:						
8. Did anyone seek professional medical attention? No						
9. Did the part concern/allegation cause damage to anything outside the vehicle? If Yes: What was damaged? (Building, house, wall, other) Customer hit the back of a vehicle in front of him						
10. Why are you Escalating this to PAC or ESIS? Customer lost of braking stated it happened out of no where						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Oct 22, 2018 9:42 AM	WZ8HBQ	QZZH3X	Manager Review	Case Review	Done	10/23/2018 10:43:04
Last Name	First Name	Account	BAC Code		Description	
					RTE	
Comments						
OTS Approved						



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 5 of 6

Esmeralda.TL.CAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 9:28 AM	WZ8HBQ	WZ8HBQ	Inbound Call Customer	Complex Request	Done	10/22/2018 09:46:39	Lost of Braking/ Vacuum Pump
Last Name	First Name	Account	BAC Code				

Comments

Reason: Customer was in a minor accident due to a vacuum pump going out. States he had to push really hard to stop. Customer states he was in the parking lot and ended up hitting the back of a truck because he could not stop. States there is a bulletin for it.

Expectation: I let customer know I will create him a case and have it escalated to our PAC department to evaluate his issue and find a solution I also let him know everything is VIN specific so it has to be listed under his VIN in order for it to apply to his vehicle. From what I can see there is nothing under his VIN regarding a vacuum pump.

I let customer know someone will be following up with him in 2-3 business days.

Resource: GWM

Esmeralda.atx.cac.T1

Confidential Comments**UCC Information**

UCC Code	Description	Symptom
J75	Engine - Vacuum Pump	No Symptom Indicated

End of Report



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 6 of 6



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 1 of 4

Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip	9	State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dlr	Gerry Lane Buick	Safety	
Daytime #		Evening #		Source	Phone	Updated	12/28/2016 09:41:26
Serial/VIN #	3GTU2VECXEG	Mileage	37000	Priority	Medium	License #	GMC
Model	Sierra	Model Year	2014	Status	Closed	Owner	LZXSCZ
Make	GMC	Warranty Start	10/16/2014 00:00:00	Sub Status	Dissatisfied	Opened	Dec 28, 2016 9:37 AM
Cust Concern	HVAC issue/ not blowing cold air/ recalls 16007 and 15822						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 2 of 4

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	
				Weather Condition				Prop Owner	Property Type
				Loc Last Service				Property Location	Prop Est Repair Cost
				Spec Equip Installer				Prop Damage Description	



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 3 of 4

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
Dec 28, 2016 9:41 AM	LZXSCZ	LZXSCZ	SR Closed - Dissatisfied		Done	12/28/2016 09:41:25	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 28, 2016 9:38 AM	LZXSCZ	LZXSCZ	Inbound Call Customer	Complex Request	Done	12/28/2016 09:41:00	HVAC issue/ not blowing cold air
Last Name		First Name		Account		BAC Code	
Comments							
Name: BCBN: Address: verified VIN: 3GTU2VECXEG Year,make and model: 2014 GMC SIERRA Mileage: 37,000							



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 4 of 4

New/Used: new
Email: declined

State the Cust's Inquiry or Vehicle Concern:

having issue about the AC system, it might have an issue about the hose but not sure. it is not blowing cold air. aware of the 2 recalls. there is no bracket used on the AC system. have an appointment Friday to have it check and wants it covered because it is a known issue.

Agents Advised:

advised that there is no guarantee about the repair but we will look for option. advised that i will create a case and gave the case file #. advised to call us back once the vehicle is diagnose.

Ben CAC Tier 1

Confidential Comments

UCC Information

UCC Code	Description	Symptom
D01	HVAC - General	Insufficient Heat / Cool
C46	Restraints - (SIR) - Driver Front Air Bag	No Symptom Indicated
C28	Restraints - Seat Belt System / Buckles / Tether Anchor	No Symptom Indicated

End of Report

Detroit, MI

CARFAX Vehicle History Report™
An independent company established in 1986

US \$39.99

Vehicle Information:
2014 GMC SIERRA K1500 SLT
VIN: 3GTU2VECXEG
CREW PICKUP
5.3L V8 F OHV 16V
GASOLINE
REAR WHEEL DRIVE W/ 4X4
[Standard Equipment](#) | [Safety Options](#)

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

No accidents reported to CARFAX

No damage reported to CARFAX

CARFAX 1-Owner vehicle

At least 1 open recall

12 Service history records

65,425 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/24/18 at 8:43:41 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Ownership History The number of owners is estimated	
Year purchased	2014
Type of owner	Personal
Estimated length of ownership	4 years
Owned in the following states/provinces	Louisiana
Estimated miles driven per year	17,329/yr
Last reported odometer reading	65,425

Title History 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	

Additional History 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 No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	

At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com.

**Recall
Reported**

Basic Warranty

[Original warranty](#) estimated to have expired.

**Warranty
Expired**

CARFAX Detailed History

[Glossary](#)

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2014 Type: Personal Where: Louisiana Est. miles/year: 17,329/yr Est. length owned: 10/16/14 - present (4 years)		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
		08/15/2014	1	Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Pre-delivery inspection completed
		08/19/2014		Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Vehicle offered for sale
		09/02/2014	2	Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Vehicle serviced
		10/16/2014	92	Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Vehicle sold
		10/16/2014		Louisiana Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
		10/20/2014		Louisiana Inspection Station	Passed safety inspection Passed emissions inspection
		11/05/2014		Louisiana Motor Vehicle Dept. Gonzales, LA	Title issued or updated First owner reported Loan or lien reported Vehicle color noted as Black
		03/19/2015	8,012	Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Maintenance inspection completed Oil and filter changed Seat(s) checked
		05/13/2015	11,216	Gerry Lane Buick Pontiac Hummer GMC Baton Rouge, LA 225-926-7010 gerrylane.com	Interior trim checked
		07/22/2015	15,471	Gerry Lane Hummer Saab Baton Rouge, LA 225-297-5377 gerrylane.com	Oil and filter changed
		02/11/2016	24,660	Louisiana Inspection Station	Passed safety inspection Passed emissions inspection
		04/11/2016		General Motors	Manufacturer Safety recall issued NHTSA# 16V209 Recall #N150622 SEATBELT LAP ANCHOR TENSIONER CABLE Status: Remedy Available Locate an authorized General Motors dealer to obtain more information about this recall.

[- Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2015 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. The flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the tensioner cable) can fatigue and separate over time as a result of occupant movement into the driver's seat.

In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle's seat belts, increasing the risk of injury to the driver.

Remedy: For used and customer vehicles, dealers will enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly free of charge.

07/20/2016	30,440	Gerry Lane Cadillac Baton Rouge, LA 225-297-5377 gerrylanecadillac.com	Fluids checked Oil and filter changed
12/16/2016	37,123	Gerry Lane Cadillac Baton Rouge, LA 225-297-5377 gerrylanecadillac.com	Fluids checked Oil and filter changed
01/17/2017	37,476	Gerry Lane Buick GMC LLC Baton Rouge, LA 225-926-2261 gerrylane.com	Vehicle serviced
01/26/2017	38,443	Gerry Lane Buick GMC LLC Baton Rouge, LA 225-926-2261 gerrylane.com	A/C condenser replaced
03/21/2017	41,193	Louisiana Inspection Station	Passed safety inspection Passed emissions inspection
06/29/2017		General Motors	Manufacturer Safety recall issued NHTSA# 17V414 Recall #N172085440 LOSS OF STEERING ASSIST Status: Remedy Available

Locate an authorized [General Motors dealer](#) to obtain more information about this recall.

[- Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Silverado LD and GMC Sierra LD vehicles. These vehicles may experience a temporary loss of electric power steering (EPS) assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue. If EPS assist is lost and suddenly returned, the driver could lose temporary control of the steering wheel, increasing the risk of a crash.

If EPS assist is lost and suddenly returned, the driver could lose temporary control of the steering wheel, increasing the risk of a crash.

Remedy: Dealers will perform a reflash of the EPS module software.

11/15/2017	51,050	Gerry Lane Cadillac Baton Rouge, LA 225-297-5377 gerrylanecadillac.com	Maintenance inspection completed Fluids checked Oil and filter changed
04/05/2018	58,321	Gerry Lane Cadillac Baton Rouge, LA 225-297-5377 gerrylanecadillac.com	Fluids checked Oil and filter changed
04/11/2018	58,690	Louisiana Inspection Station	Passed safety inspection Passed emissions inspection
07/25/2018	65,425	Gerry Lane Cadillac Baton Rouge, LA 225-297-5377	Maintenance inspection completed Fluids checked Oil and filter changed

gerrylanecad@iac.com

09/19/2018

Louisiana
Motor Vehicle Dept.
Prairieville, LA

Registration issued or renewed
Loan or lien reported
Registration updated when owner moved
the vehicle to a new location
Vehicle color noted as Black



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

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10/24/18 8:43:41 AM (CDT)

ESIS GM PHOTO COVER

DATE: 11 / 05 / 2018

FILE: [REDACTED]

VEHICLE YEAR / MAKE: 2014 / GMC / Sierra 1500 4wd

VIN: 3GTU2VECXC [REDACTED]

(Part Picked Up At Residence): [REDACTED]

LOCATION: [REDACTED]

INVESTIGATOR: William O'Keefe

amazon.com

Final Details for Order # [REDACTED]

[Print this page for your records.](#)

Order Placed: October 21, 2018

Amazon.com order number: [REDACTED]

Order Total: \$40.38

Shipped on October 22, 2018

Items Ordered

1 of: ACDelco 12669488 GM Original Equipment Vacuum Pump
Sold by: Amazon.com Services, Inc

Price

\$119.86

Condition: New

Shipping Address:

United States

Shipping Speed:

One-Day Shipping

Item(s) Subtotal: \$119.86

Shipping & Handling: \$8.99

Total before tax: \$128.85

Sales Tax: \$11.53

Gift Card Amount: -\$100.00

Total for This Shipment: \$40.38

Total paid by Gift Card: -\$100.00

Payment information

Payment Method:

MasterCard | Last digits: [REDACTED]

Gift Card

Item(s) Subtotal: \$119.86

Shipping & Handling: \$8.99

Total before tax: \$128.85

Estimated tax to be collected: \$11.53

Gift Card Amount: -\$100.00

Grand Total: \$40.38

Billing address

United States

Credit Card transactions

MasterCard ending in 3084: October 22, 2018: \$40.38

To view the status of your order, return to [Order Summary](#).





12660004



2014
2014
2015

mb





























96141
2005
10

































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: 3GTU2VECXEG [REDACTED] Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD
Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **Yes**
Order Type: **70 - RETAIL - STOCK**
Field Actions: [2 Open](#)

Required Field Actions

Open Field Action Details
are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N172085440	17276	Loss of Steering Assist	06/29/2017	Open
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Open
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed

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](#)

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: **Y**

OnStar Status: **Active**

XM Equipped: Y
OnStar Vehicle Diagnostics: N

XM Radio ID: U9Z663C0

XM Status: Active
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	06/26/2018	10/16/2014	91 MI	10/16/2022	80,091 MI
	Special Coverage 18128	06/26/2018	10/16/2014	91 MI	10/16/2024	150,091 MI
	Bumper to Bumper Limited Warranty	06/26/2018	10/16/2014	91 MI	10/16/2017	36,091 MI
	GMC 2 Year Scheduled Maintenance	06/26/2018	10/16/2014	91 MI	10/16/2016	24,091 MI
	Corrosion Limited Warranty	06/26/2018	10/16/2014	91 MI	10/16/2020	100,091 MI
	Powertrain Limited Warranty	06/26/2018	10/16/2014	91 MI	10/16/2019	100,091 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

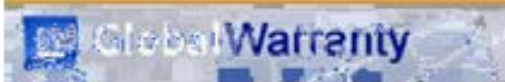
[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/24/2017	██████	ZREG—Regular Vehicle Transaction		4416040 - Air Conditioning Condenser Replacement	38,443 MI
12/30/2016	██████	ZFAT—Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	37,476 MI
05/13/2015	██████	ZREG—Regular Vehicle Transaction		7023350 - Front Seat Cushion Cover and Pad Replacement	11,215 MI
03/19/2015	██████	ZREG—Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	8,012 MI
09/02/2014	██████	ZPDI—Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
08/14/2014	██████	ZPDI—Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: [Site Map](#)

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Session Inactivity



October 25, 2018

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Build](#)

Management:
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: 3GTU2VECXEG [REDACTED] Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [2 Open](#)

Vehicle Build

Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD Order Number: RWFJ43
Gross Vehicle Weight: 3,269 Build Date: 08/12/2014
Build Plant: G

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](#)

Option Codes

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

1SZ - CARBON-22 EDITION DISCOUNT	4AA - INTERIOR TRIM
4SA - 4SA PACKAGE	6YB - SPRING COMPTR SELECT FRT LH
7YB - SPRING COMPTR SELECT FRT RH	8X2 - COMPONENT
9X2 - COMPONENT	A31 - POWER WINDOWS, DRIVER EXPRESS
A45 - DRIVER SEAT, MEMORY ADJUST	A60 - SEAT DVRS NATL CUSH-N-AIRE
A68 - SEAT 60/40 REAR FOLDING BENCH	AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCKS	AXK - VEH TYPE - TRUCK
AY0 - AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN	B1J - WHEELHOUSE LINERS, REAR
B30 - COLOR KEYED CARPET	B32 - FLOOR MATS, FRONT
B33 - FLOOR MATS, REAR	B3F - SEATS,FRONT 40/20/40 LEATHER- APPOINTED SPLIT BENCH
B85 - BODY SIDE MOLDING, CHROME	BTV - REMOTE VEHICLE START
BVQ - 6" CHROME ASSIST STEPS	BWN - CORNERSTEP, REAR BUMPER
C49 - REAR WINDOW DEFROSTER	C5Z - GVW RATING - 7,200 LBS
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	CTD - MOVABLE UPPER TIE DOWNS (4)
DD8 - LIGHT SENSITIVE ISRV MIRROR	DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL	DP9 - MIRROR CAPS, CHROME
E20 - DOOR HANDLES, CHROME	E63 - PICK UP BOX
EF7 - COUNTRY CODE, U.S.A.	FE9 - 50-STATE EMISSIONS
FHS - VEHICLE FUEL GASOLINE E85	G80 - AUTO LOCKING REAR DIFFERENTIAL
GBA - ONYX BLACK	GU6 - REAR AXLE, 3.42 RATIO
H2U - JET BLACK	I14 - ENGINEERING YEAR 2014
IO5 - AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ INTELLILINK	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	K34 - CRUISE CONTROL
KA1 - DRIVER & FRONT PASSENGER HEATED SEATS	KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS	KI4 - POWER OUTLET, 110-VOLT AC
KNP - TRANSMISSION OIL COOLER	L83 - ENGINE, 5.3L V8 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA	MSL - SILAO, MEXICO ASSEMBLY PLANT
MYC - TRANSMISSION, 6 SPD AUTOMATIC	N37 - STEERING COLUMN, TILT & TELESCOPING

NP5 - LEATHER WRAP STEERING WHEEL
NT7 - EMISSION SYSTEM FEDERAL TIER 2

PCM - SLT PREFERRED PACKAGE * FRONT
AND REAR PARK ASSIST * HEATED
STEERING WHEEL

PPA - EZ LIFT AND LOWER TAILGATE
R6S - IDENTIFIER - N37 CONSTRAINT
R8X - IDENTIFIER - ORDERS WHITOUT A48

RC4 - TIRE, SPARE 17" ALL SEASON
BLACKWALL

ROO - DELAY INVOICE
SAF - SPARE TIRE LOCK
SLT - SALES PACKAGE

TG5 - SINGLE-SLOT CD/MP3 PLAYER

U73 - ANTENNA - FIXED MAST
UDD - DRIVER INFO - COLOR DISPLAY
UF2 - LED LIGHTING, CARGO BOX
UJM - TIRE PRESSURE MONITOR SYSTEM
(EXCL SPARE TIRE)

UMN - SPEEDOMETER
UTJ - THEFT DETERRENT SYSTEM
UVD - HEATED STEERING WHEEL
V46 - FRONT BUMPER, CHROME
V8D - VEHICLE STATEMENT US
VK3 - FRONT LICENSE PLATE MOUNT
VT7 - OWNERS MANUAL ENGLISH
VZE - VIN MODEL YEAR 2014
YE9 - SLE/SLT DECOR
Z82 - TRAILERING EQUIPMENT PACKAGE
ZY1 - SOLID PAINT

NGH - TRANSFER CASE 2-SPEED

NZM - WHEELS, 20" CHROME ALUMINUM (REPLACES
STD/OPT WHEELS)

PDB - SLT CREW CAB VALUE PACKAGE * 6" CHROME
ASSIST STEPS * BOSE AUDIO SYSTEM * WHEELS, 20"
CHROME ALUMINUM (REPLACES STD/OPT WHEELS)

R6J - CUSTOMER DIALOG NETWORK

R7E - CHARGE FOR FRONT LICENSE PLATE

R9N - FORCE ON ALL VEHICLES FOR PRICING OF
INTERIOR TRIM

RC7 - TIRES, ALL TERRAIN

RUF - WHEEL, 17" STEEL SPARE

SLM - STOCK ORDERS

T3U - FRONT FOG LAMPS

U2M - SIRIUSXM +SERVICE SUBSCRIPTION SOLD
SEPARATELY BY SIRIUSXM AFTER 3 MONTHS

UD5 - FRONT AND REAR PARK ASSIST

UE1 - ONSTAR

UG1 - UNIVERSAL HOME REMOTE

UK3 - STEERING WHEEL AUDIO CONTROLS

UQA - BOSE AUDIO SYSTEM

UVC - REAR VISION CAMERA SYSTEM

V22 - CHROME GRILLE SURROUND

V76 - BLACK RECOVERY HOOKS, FRONT

VJH - REAR BUMPER, CHROME

VRK - COMPONENT

VZ3 - MERCURY DISPOSAL LABEL

XL7 - FREQUENCY RATING 315 MH

Z60 - HIGH PERFORMANCE SUSPENSION PACKAGE

Z88 - GMC TRUCK NAMEPLATE

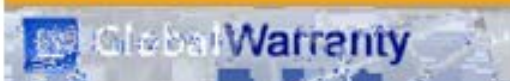
Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: [Site Map](#)

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Session Inactivity



October 25, 2018

Global
Warranty
Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Component Summary](#)

**INTERFACE WITH
CUSTOMER**

View Vehicle Component Summary



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

Vehicle Information

VIN: 3GTU2VECXE

Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

POI Status: Yes

For this vehicle:

→ [View Vehicle Summary](#)

→ Service
Contract

→ Branded Title

→ Warranty Block

Order Type: **70 - RETAIL - STOCK**

Field Actions: [2 Open](#)

- [View Vehicle Build](#)
- [View Vehicle](#)
- [Component Summary](#)
- [View Vehicle](#)
- [Transaction History](#)
- [Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Component

Component Code: **10-ENGINE ASSEMBLY**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **11**

Component Code: **35-STEERING COLUMN - SIR SYSTEM**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **01**

Component Code: **61-TRANSMISSION**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **08**

Component Code: **65-REAR AXLE ASSEMBLY**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **02**

Component Code: **86-ELECTRONIC CONTROL MODULE (ECM)**

Source Plant: -

Date Scanned: **08/12/2014**

Traceability:
Part / Number Broadcast:
Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **87-BODY CONTROL MODULE**

Source Plant: **G-**

Date Scanned: **08/12/2014**

Traceability: **142170279**
Part / Number Broadcast: **4768**
Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **18**

Component Code: **AB-IR-MODULE ASM-INFLATOR**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **04**

Component Code: **AH-IR-SENSOR ASM-LEFT**

Source Plant: **D-ALLIED SIGNAL BSRD**

Date Scanned: **08/12/2014**

Traceability: **ABBE99B03**
Part / Number Broadcast: **8676**
Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **AJ-IR-SENSOR ASM-RIGHT**

Source Plant: **D-ALLIED SIGNAL BSRD**

Date Scanned: **08/12/2014**

Traceability: **AE1EF9B03**
Part / Number Broadcast: **8676**
Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **AL-IR-MODULE ASM-I/P**

Source Plant: -

Date Scanned: **N/A**

Traceability:
Part / Number Broadcast:
Time Scanned: **N/A** Scan Station: **05**

Component Code: **AS-SENSING DIAGNOSTIC MODULE**

Source Plant: -

Date Scanned: **08/12/2014**

Traceability:
Part / Number Broadcast:
Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE**

Source Plant: -

Date Scanned: **08/12/2014**

Traceability:

Part / Number
Broadcast:

Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **BP-DRIVER DOOR ELECTRONIC CONTROL MODULE**

Source Plant: -

Date Scanned: **08/12/2014**

Traceability:

Part / Number
Broadcast:

Time Scanned: **20:35:00** Scan Station: **DT**

Component Code: **CB-SEQ NUM (FLEX) BODY ASM**

Source Plant: -

Date Scanned: **07/24/2014**

Traceability: **1891929**

Part / Number Broadcast: **2ZZ**

Time Scanned: **05:30:00** Scan Station:

Component Code: **CF-SEQ NUM (FLEX) PAINT PROCESS**

Source Plant: -

Date Scanned: **08/12/2014**

Traceability: **4155376**

Part / Number Broadcast: **2PP**

Time Scanned: **03:42:00** Scan Station:

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

Source Plant: -

Date Scanned: **08/12/2014**

Traceability: **4154498**

Part / Number Broadcast: **2GA**

Time Scanned: **14:01:00** Scan Station:

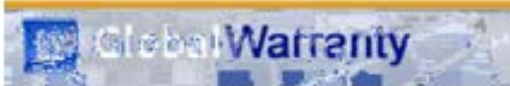
Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: [Site Map](#)

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Session Inactivity



October 25, 2018

Global
Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Transaction History Detail](#)

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 3GTU2VECXE

Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [2 Open](#)

Job Card Date: 01/24/2017

Job Card Number:

Repair Service Agent:

GERRY LANE BUICK
6615 FLORIDA BLVD

Odometer Reading: 38,443 MI

Authorization Code: A

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](#)

BATON ROUGE LA 70806-4030
2259267010

Process Date:

01/27/2017

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Policy

Customer Complaint Code:

0722-Heating/Ventilation/Air conditioning - A/C
Performance

Job Card Line #: 1

Transaction
Adjustment:

Cause Code: 6061-
Module/Component - Leaks

Labour Op 4416040-Air Conditioning Condenser Replacement

Causal Part Number 000000000023141869-CONDENSER ASM-A/C

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

Job Card Date: 12/30/2016

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]

Odometer Reading: 37,476 MI

GERRY LANE BUICK
6615 FLORIDA BLVD
BATON ROUGE LA 70806-4030
2259267010

Authorization Code:

Process Date:

01/19/2017

Transaction Type:

ZFAT—Field Action Recall

Transaction Expense Category:

Field Action Recall

Customer Complaint Code:

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

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

Causal Part Number

Job Card Date: 05/13/2015

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]

Odometer Reading: 11,215 MI

GERRY LANE BUICK
6615 FLORIDA BLVD
BATON ROUGE LA 70806-4030
2259267010

Authorization Code:

Process Date:

05/14/2015

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0921-Interior - Seats

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 2039-Surface (interior) -
Rough/Finish comes off

Labour Op 7023350-Front Seat Cushion Cover and Pad Replacement

Causal Part Number 000000000023423820-COVER ASM,F/SEAT CUSH

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

Job Card Date: 03/19/2015

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]

Odometer Reading: 8,012 MI

GERRY LANE BUICK
6615 FLORIDA BLVD
BATON ROUGE LA 70806-4030
2259267010

Authorization Code:

Process Date:

03/19/2015

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: 9098-Other -
Maintenance

Labour Op 0600743-GMC 2 Year Maintenance

Causal Part Number

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

Job Card Date: 09/02/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]

Odometer Reading: 2 MI

GERRY LANE BUICK
6615 FLORIDA BLVD
BATON ROUGE LA 70806-4030
2259267010

Authorization Code:

Process Date:

09/03/2014

Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Job Card Date: 08/14/2014

Job Card Number: [REDACTED]

Repair Service Agent: [REDACTED]

Odometer Reading: 1 MI

GERRY LANE BUICK
6615 FLORIDA BLVD
BATON ROUGE LA 70806-4030
2259267010

Authorization Code:

Process Date:

08/14/2014

Transaction Type:

ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

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Session Inactivity



October 25, 2018

Global

Warranty

Management:

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**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: 3GTU2VECXC

Model: TK15543-2014 SIERRA 1500 CREW CAB 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [2 Open](#)

Invoice Information

Invoicing Service Agent:

GERRY LANE BUICK

6615 FLORIDA BLVD

BATON ROUGE LA 70806-4030 2259267010

Invoice Date: 08/12/2014

Ship to Information

Ship to Service Agent:

GERRY LANE BUICK

6615 FLORIDA BLVD

BATON ROUGE LA 70806-4030 2259267010

Ship to Date: N/A

Delivery Information

Delivery Service Agent:

GERRY LANE BUICK

6615 FLORIDA BLVD

BATON ROUGE LA 70806-4030 2259267010

Delivery Date: 10/16/2014

Delivery Type: 010—INDIVIDUAL

Delivery Odometer: 91

In Service Information

Invoicing Service Agent:

In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

Registration Information

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](#)

Registration Service Agent: **N/A**

Registration Date: **N/A**

Registration Number: **N/A**

Registration Odometer: **0**

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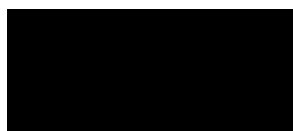
[Terms of Use](#)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Thursday, October 25, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A	
Account	Alan Browne Chevrolet, Inc.	Site/BAC		GW SubType		Business Unit	TAC US	
Address	700 PEARSON DR			Approval	Not Initiated	Area	Brakes	
City	GENOA	Zip	60135	State	IL	Sub-Area	Hydraulic Brakes	
Last Name		First Name		Involved Dir		Safety		
Daytime #		Evening #		Source	Phone	Updated	10/16/2018 12:18:45	
Serial/VIN #	1GNSKCKC6FF	Mileage	24376	Priority	Consultant	License #	Owner	NZJ8TC
Model	Tahoe	Model Year	2015	Status	Open	Opened	Oct 16, 2018 12:05 AM	
Make	Chevrolet	Warranty Start	09/21/2015 00:00:00	Sub Status	Active	Closed		
Cust Concern	Hard brake pedal and difficult to stop							
Customer Description	ASSIST LOSS VACUUM PUMP							

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

Report Date: Thursday, October 25, 2018

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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

Report Date: Thursday, October 25, 2018

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Primary Veh Use

Inspection

Inspected By

Inspection

Type

Date/Time

Veh Damage

Explain Other

Description

Activities

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

Oct 16, 2018 12:17 AM	NZJ8TC	NZJ8TC	TAC Inbound Call	Diagnostics	Done	10/16/2018 12:18:23	.

Last Name

First Name

Account

BAC Code

Alan Browne Chevrolet, Inc.

Comments

Caller's Full Name:

1 Number of times in for the same concern?

1 Number of days down?

n Does the vehicle have any aftermarket modifications?

y Is the vehicle currently at the Dealer?

n Is the vehicle a Stock unit?

y Has the concern been duplicated?

n Is the concern intermittent?

y Has Data been captured during concern?

Customer Concern:

y Have any SI document been utilized (Capture Doc ID)?

PIT5361D

Hard brake pedal and difficult to stop

Caller states:

The customer states the brake pedal got hard and it was hard to stop

There was a brake assist message



Service Request Activities – UCC PAR

Report Date: Thursday, October 25, 2018

Page 4 of 4

No oil was found as per PIT5361D

Advised caller:

Monitor booster vacuum for -13psi at all times

If vacuum is not correct replace the vacuum pump

Confidential Comments

UCC Information

UCC Code

Description

Symptom

End of Report



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

Page 1 of 14

Service Request Detail

SR No.		Ref No.		Cost AsL	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			State	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir	Alan Browne Chevrolet, Inc.	Safety	Loss of Breaking
Daytime #		Evening #		Source	Phone	Updated	10/23/2018 16:07:18
Serial/VIN #	1GNSKCKC6FR	Mileage	24700	Priority	Medium	License #	Owner: FZ6H5B
Model	Tahoe	Model Year	2015	Status	Open	Opened	Oct 1, 2018 4:53 PM
Make	Chevrolet	Warranty Start	09/21/2015 00:00:00	Sub Status		Closed	
Cust Concern	Brake Issue						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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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
Oct 23, 2018 4:06 PM	FZ6H5B	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		ESIS Escalation
Last Name	First Name	Account	BAC Code				

Comments

1. Date of the incident: Sept 25th and 26th
 2. Was there an accident?: yes
 3. Accident Location (State): IL
 4. Please describe the incident and what vehicle part is the alleged concern: In a parking lot customer was backing up, the brakes went to the floor and were very hard to push and customer ran into another vehicle, second time the customer was in reverse and the brakes did the same and she ran into another vehicle in her driveway.
 5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): customer has vehicle
 6. Was an insurance claim filed?: y
 7. Has the vehicle been repaired?: y
- If yes to 8 or 9 below, send to ESIS:
8. Did anyone seek professional medical attention? N
If Yes: Who was hurt?
Name:
Seat position:
Nature of injury:
 9. Did the part concern/allegation cause damage to anything outside the vehicle? y

If Yes: What was damaged? (Building, house, wall, other) another vehicle

10. Why are you Escalating this to PAC or ESIS? Customer claim there is a class action law suit, she is afraid for her children lives because it is a safety concern and she is not convinced the part is fixed because she read online that the part will be fixed but the brakes fail again. Customer is fearful that her brakes will go out while driving faster and cause a horrible accident.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:56 PM	FZ6H5B	GZH4QL	Manager Review		Done	10/23/2018 17:12:19	Customer was in a vehicle accident caused by brake failure.
Last Name	First Name	Account	BAC Code				

review for PAC

Comments

Approved for ESIS. Customer alleges brake defect caused accident involving another vehicle

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:41 PM	FZ6H5B	FZ6H5B	Outbound Call Customer	Made Contact	Done	10/23/2018 15:55:58	OBCC made contact
Last Name	First Name	Account	BAC Code				

Comments

Issue is intermittent. customer has stated that she was in an accident in a parking lot.

damage done- tail light on left side, bumper on left side, back left side

damage to other vehicle- little dent on other vehicle.

no one had to seek medical attention

when- two days apart 25th and 26th

parking lot of sprint of DeKalb IL.

Driveway damage cause in the back.



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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break boost has been repaired.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 1:55 PM	FZ6H5B	FZ6H5B	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/23/2018 15:56:01	SOBCC

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

Comments

Follow up with customer to see if she has any other question or concerns at this time

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 1:49 PM	FZ6H5B	FZ6H5B	Outbound Call Dealer	Made Contact	Done	10/18/2018 13:53:52	obcd

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

Comments

Contact service dept, to see if customer has approved repairs. customer is bringing car in at 1:30 this afternoon.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:41 PM	FZ6H5B	FZ6H5B	Scheduled Outbound Call Dir	Status Request	Done	10/18/2018 13:49:31	SOBCD

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

Comments

Get information on vehicle repairs, has customer approved repairs.

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:37 PM	FZ6H5B	FZ6H5B	Outbound Call Dealer	Made Contact	Done	10/16/2018 15:41:43	OBCD
Last Name	First Name	Account	BAC Code				
Comments							
Dealer states that there is a service bulletin and that is what they are replacing. I don't know why it is not in our system, but I assured customer that if the dealer knows what is wrong, Dealer states that the bulletin tells them what to replace, and it has been updated. Service states that customer should be calling them back to schedule repairs for the vehicle after she had spoken with customer service (myself).							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:24 PM	FZ6H5B	FZ6H5B	Inbound Call Customer	Continued Documentation	Done	10/16/2018 15:26:54	continued
Last Name	First Name	Account	BAC Code				
Comments							
If customer felt we were not helping her her lawyer could then contact our legal dept. I told her I would document her concerns and GM would see that. Customer kept on asking me to go online and look at it, I told her I could not comment on something that is not in my system and that she got offline. I let her know if anything showed up in my system I would let her know. I asked the customer if she had any other questions or concerns and she said no.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:01 PM	FZ6H5B	FZ6H5B	Inbound Call Customer	Complex Request	Done	10/16/2018 15:24:39	IBCC
Last Name	First Name	Account	BAC Code				
Comments							
Customer called in claiming she had pulled a class action lawsuit offline and her car was apart of it. I let her know that there was nothing in my							

system that said there was anything wrong with her brakes. I told her if there was a safety bulletin, our site would be aware of it, and we would let her know, but as of right now there is nothing. I informed her that all recalls and bulletins are VIN specific. I understand they said all 2015 Tahoes had this concern, but that isn't true, not all vehicles are made at the same time, only certain vehicles would have the defect. Customer wanted me to look up the safety bulletin, I told her I had no way of doing so, as it is not in our system as an issue with her vehicle; Customer feels that the concern will still be there when the vehicle is repaired, the vehicle is being repaired at no cost to the customer. Customer wanted to talk to someone who had knowledge on this, I told her that no one could speak with her on this fact because her vin is not showing a safety issue with her brakes, I informed her of the power steering recall, and let her know that if there was one, I would inform her, just like I did with the power steering recall. Customer would not let it go, and said she wanted to speak with legal. I told her that we do have a legal dept. But they do not speak with customers directly, they only speak with lawyers representing customers, if she wished to obtain a lawyer because she felt we were not helping her concern.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 2:56 PM	WZTKC5	WZTKC5	Inbound Call Customer	Complex Request	Done	10/16/2018 14:58:37	Assist only
Last Name	First Name	Account	BAC Code				

Comments

Customer called seeking update on case.

Transferred customer to advisor.

GMA

Martina.ATX.CACT1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 5:05 PM	JPARSON710	FZ6H5B	Follow-Up		Done	10/16/2018 15:27:20	Dealer Update Case
Last Name	First Name	Account	BAC Code				

Comments

Got with the service manager and we researched the bulletins and service history. We called the customer back and made arrangements to get her Tahoe and get her something to drive and see what we can do for her.

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 5:04 PM	JPARSON710	FZ6H5B	Follow-Up		Done	10/16/2018 15:26:59	Dealer Update Case
Last Name	First Name	Account	BAC Code				
Comments							
Contacted customer to find out what was happening. Told her I would do some research in the service department and have someone get back with her.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 3:58 PM	YZLZ7M	FZ6H5B	Ownership Changed		Done	10/15/2018 15:58:23	Service Request Ownership has changed FROM: SZ9GT7 TO: FZ6H5B
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 3:57 PM	YZLZ7M	FZ6H5B	Notify CRM		Done	10/16/2018 15:27:26	new sr assigned
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:54 PM	SZ9GT7	FZ6H5B	Scheduled Outbound Call Dir		Done	10/16/2018 14:56:10	Follow up with the CEM
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:52 PM	SADMIN	SADMIN	Email - Outbound		Done	10/15/2018 14:52:54	CCC - CAC Tier 1 Alert - Action Required: Case # Chevrolet, [REDACTED] VIN 1GNSKGC6FF[REDACTED], Mileage 24700
Comments							
Confidential 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 mentioned that she is having issues with brake system. Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed. Customer does not want to pay for it and wants to request a trade in for a new vehicle. 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 Customer mentioned that she is having issues with brake system.. 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: -Customer mentioned that she is having issues with brake system. Vehicle has been to the dealer or diagnosed? -Y Customer is requesting cost assistance: -Y Customer did not provide specific amount Does the vehicle have any Open/incomplete Field Actions? (If yes, provide FA#) -None							



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:52 PM	SZ9GT7	TIER2Q	Notify CRM	Need to Assume SR	Done	10/15/2018 15:57:58	Need to Assume SR

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

Comments

1. Why are you transferring to Tier2?
-Customer mentioned that she is having issues with brake system.
Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.
2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (SS8333)- -N
3. Is the vehicle out of all warranties? -N
4. Was the vehicle diagnosed? Y
5. What was the diagnosis/status of repair(s)?
-N/A
6. Has the customer paid for any repairs/service regarding this concern? -N
7. Is the customer requesting cost assistance? Y
8. If requesting cost asst: how much/what are they requesting? -Customer did not provide exact amount

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:49 PM	SZ9GT7	JPARSON710	Dealer Notification	Action Required	Done	10/16/2018 15:27:23	Vehicle Issue: Brakes System

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



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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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 mentioned that she is having issues with brake system.

Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.

Customer does not want to pay for it and wants to request a trade in for a new vehicle.

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 Customer mentioned that she is having issues with brake system. 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:

-Customer mentioned that she is having issues with brake system.

Vehicle has been to the dealer or diagnosed? -Y

Customer is requesting cost assistance: -Y Customer did not provide specific amount

Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) -None

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:48 PM	SZ9GT7	SZ9GT7	Inbound Call	Complex Request	Done	10/15/2018 14:49:48	Vehicle Issue: Brakes System
Last Name		First Name		Customer Account		BAC Code	

Comments

Name: Amber Quitno



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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Phone: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

YMM: 2015 Chevrolet Tahoe

VIN: 1GNSKCKC6F [REDACTED]

Mileage: 24,700

Reason for calling: Customer mentioned that she is having issues with brake system.

Resolution: Customer mentioned that the brakes just went out when she is trying to park and also Customer mentioned that she does not want to take it to the dealership anymore because she no longer believe that they can fix it.

Customer mentioned that she already took her vehicle to the dealership and they are even trying to charge her \$1200 just to have the brakes fixed.

Customer does not want to pay for it and wants to request a trade in for a new vehicle.

Advised customer that I can have their concern escalated onto a SA who will be getting in touch with the dealership directly and will be giving her a callback within the next 2BD to provide her an update or a resolution.

Customer agreed

Source: SS2289

Diego/CAC/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:37 PM	SZ9GT7	SZ9GT7	Ownership Changed		Done	10/15/2018 14:37:38	Service Request Ownership has changed FROM: SZ75SG TO: SZ9GT7
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Confidential Comments

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



Service Request Activities – UCC PAR

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Oct 15, 2018 2:36 PM	SZ9GT7	SZ75SG	SR Opened	Done	10/15/2018 14:36:48	SR in Status of Closed has been Re-Opened by SZ9GT7
Last Name	First Name	Account	BAC Code			
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Oct 1, 2018 5:00 PM	SZ75SG	SZ75SG	SR Closed • Pend Diag/Cust Act		Done	10/01/2018 17:00:23
Last Name	First Name	Account	BAC Code			
Quino	Amber					
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Oct 1, 2018 4:59 PM	SZ75SG	SZ75SG	Inbound Call Customer	Complex Request	Done	10/01/2018 17:00:18
Last Name	First Name	Account	BAC Code			
Comments						
NAME: [REDACTED] ADDRESS: [REDACTED] BNTC: [REDACTED] BTTC: [REDACTED] EMAIL ADDRESS: [REDACTED] VIN: 1GNSKCKC6R [REDACTED] Year/ Make & Model: 2015 Chevrolet Tahoe Mileage: 24700						
CUSTOMER'S CONCERN: Customer called about the issue on the vehicle said that the brakes went out last Thursday and this happened without any warning said she did her research and found out that this is a known issue for these vehicle.						



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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EXPECTATION SET: Inform that there are no open recalls or bulletin related to the issue,

Refer to my.gm.com/recalls.

Suggest taking the vehicle to a GM dealership for diagnosis. Set expectation that this will be an out of pocket expense since vehicle is out of warranty.

Suggest taking the vehicle to a GM dealership for diagnosis. Set expectation that this will be an out of pocket expense since vehicle is out of warranty.

Offer calling roadside to have the vehicle towed but she declined.

Potential safety: Yes. Brakes

RONA/ CAC T1/ MNL

Confidential Comments

UCC Information

UCC Code

Description

Symptom

H01

Brakes - General

Inoperative

End of Report



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Alan Browne Chevrolet, Inc.	Site/BAC	113	GW SubType		Business Unit	TAC US
Address	700 PEARSON DR			Approval	Not Initiated	Area	Brakes
City	GENOA	Zip	60135	State	IL	Sub-Area	Hydraulic Brakes
Last Name		First Name		Involved Dir		Safety	
Daytime #		Evening #		Source	Phone	Updated	10/16/2018 12:18:45
Serial/VIN #	1GNSKCKC6FF	Mileage	24376	Priority	Consultant	License #	
Model	Tahoe	Model Year	2015	Status	Open	Opened	Oct 16, 2018 12:05 AM
Make	Chevrolet	Warranty Start	09/21/2015 00:00:00	Sub Status	Active	Closed	
Cust Concern	Hard brake pedal and difficult to stop						
Customer Description	ASSIST LOSS VACUUM PUMP						

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

Report Date: Wednesday, October 24, 2018

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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

Report Date: Wednesday, October 24, 2018

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

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 12:17 AM	NZJ8TC	NZJ8TC	TAC Inbound Call	Diagnostics	Done	10/16/2018 12:18:23	

Last Name	First Name	Account	RAC Code
		Alan Browne Chevrolet, Inc.	

Comments

Caller's Full Name:
Barry Kozlowski-tech

☒ Number of times in for the same concern?
☒ Number of days down?
☐ Does the vehicle have any aftermarket modifications?
☒ Is the vehicle currently at the Dealer?
☐ Is the vehicle a Stock unit?
☒ Has the concern been duplicated?
☐ Is the concern intermittent
☒ Has Data been captured during concern?

Customer Concern:
☒ Have any SI document been utilized (Capture Doc ID)?
PIT5381D
Hard brake pedal and difficult to stop

Caller states:
The customer states the brake pedal got hard and it was hard to stop
There was a brake assist message



Service Request Activities – UCC PAR

Report Date: Wednesday, October 24, 2018

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No oil was found as per PIT5361D

Advised caller:

Monitor booster vacuum for -13psi at all times.
If vacuum is not correct replace the vacuum pump

Confidential Comments

UCC Information

UCC Code

Description

Symptom

End of Report

Detroit, MI

CARFAX Vehicle History Report™
An independent company established in 1986

US \$39.99

Vehicle Information:
2015 CHEVROLET TAHOE LTZ
VIN: 1GNSKCKC6FR
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

No damage reported to CARFAX

CARFAX 1-Owner vehicle

At least 1 open recall

7 Service history records

24,376 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/25/18 at 8:05:33 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Ownership History The number of owners is estimated	
Year purchased	2015
Type of owner	Personal
Estimated length of ownership	3 yrs. 1 mo.
Owned in the following states/provinces	Illinois
Estimated miles driven per year	7,922/yr
Last reported odometer reading	24,376

Title History 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	

Additional History 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 No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	

At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com .	Recall 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: Illinois Est. miles/year: 7,922/yr Est. length owned: 9/23/15 - present (3 yrs, 1 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
Low mileage! This owner drove less than the industry average of 15,000 miles per year. 		08/29/2014	10	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle offered for sale
		09/15/2014		Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Pre-delivery inspection completed
		10/31/2014	245	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		02/19/2015	6,965	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Maintenance inspection completed Oil and filter changed Tires rotated
		09/18/2015	6,998	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		09/21/2015		Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle sold
		09/21/2015		Illinois Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
		10/07/2015		Illinois Motor Vehicle Dept. Sycamore, IL Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported Vehicle color noted as White
		01/11/2016	13,136	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced
		12/13/2016	15,706	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Oil and filter changed
		02/15/2017		Illinois Motor Vehicle Dept. Sycamore, IL	Registration issued or renewed
		11/30/2017		Illinois Motor Vehicle Dept. Sycamore, IL	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
		09/07/2018		General Motors	Manufacturer Safety recall issued NHTSA# PENDING Recall #N182156820 EPS LOSS OF STEERING ASSIST Status: Remedy Available

Locate an authorized [General Motors dealer](#) to obtain more information about this recall.

– [Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

If EPS assist is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds, increasing the risk of a crash.

Remedy: Dealers will perform a reflash of the EPS module software free of charge.

10/18/2018	24,376	Alan Browne Chevrolet Genoa, IL 815-784-2511 alanbrownechevy.com	Vehicle serviced

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

CARFAX Glossary

[View Full Glossary](#)

First Owner

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

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History

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

Title Issued

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

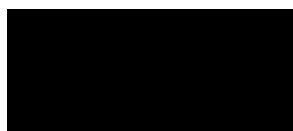
10/25/18 8:05:33 AM (CDT)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Thursday, November 8, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Escalated to BRC
Last Name		First Name		Involved Dir		Safety	Loss of Braking
Daytime #		Evening #		Source	Phone	Updated	11/05/2018 15:45:19
Serial/VIN #	1GNSKBKC0FR	Mileage	45000	Priority	Medium	License #	
Model	Tahoe	Model Year	2015	Status	Open	Owner	WZXSHF
Make	Chevrolet	Warranty Start	08/08/2015 00:00:00	Sub Status	Dissatisfied	Opened	Nov 5, 2018 11:32 AM
Cust Concern	Complaint Vehicle / Brakes						
Customer Description							

Pre-Par

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



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

Report Date: Thursday, November 8, 2018

Page 3 of 5

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
Nov 5, 2018 11:35 AM	WZXSH	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalating to ESIS

Last Name	First Name	Account	BAC Code

Comments

1. Date of the incident: Yes
2. Was there an accident?: 3rd of November, 2018
3. Accident Location: Lakewood, CO
4. Please describe the incident and what vehicle part is the alleged concern: The customer was backing up that time and she tried to apply the brakes of the vehicle, but it didn't work and they hit the vehicle behind them.
5. Where is the vehicle currently located?:
6. Was an insurance claim filed?: No
7. Has the vehicle been repaired?: No

If yes to 8 or 9 below, send to ESIS:

8. Did anyone seek professional medical attention? N/A
9. Did the part concern/allegation cause damage to anything outside the vehicle?: No
10. Why are you Escalating this to PAC or ESIS?: The vehicle has brake issue, the customer had an issue applying the brakes of the vehicle, because the brake pedal is so hard that time and won't go down, and the issue happen when they are backing-up and the vehicle didn't stop so they hit a vehicle behind them

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2018 11:35 AM	WZXSH	BZQXQ5	Manager Review	PAC/ESIS	Done	11/05/2018 15:45:13	Review for PAC
Last Name	First Name	Account	BAC Code				

Comments

Approved:

Eugene/TeamLead/MAN

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2018 11:32 AM	WZXSH	WZXSH	Inbound Call Customer	Complex Request	Done	11/05/2018 11:50:28	Complaint Vehicle / Brakes
Last Name	First Name	Account	BAC Code				

Comments

Name: [REDACTED]
Contact #: [REDACTED]
Address: [REDACTED]
Y/M/M: 2015 Chevrolet Tahoe, Used
VIN: FR [REDACTED]
Mileage: 45000

Reason for Calling:

The vehicle has brake issue, the customer had an issue applying the brakes of the vehicle, because the brake pedal is so hard that time and won't go down, and the issue happen when they are backing-up and the vehicle didn't stop so they hit a vehicle behind them. Customer would like to know what we can do to help out.

Expectation Set:

Upon checking informed the customer that I will escalate the case to PAC for further assistance and also informed about the recall on the vehicle which is 18289 then provided GM recall website for her reference.

Safety Flag: Yes



Service Request Activities – UCC PAR

Report Date: Thursday, November 8, 2018

Page 5 of 5

Source: SS2779

John/CAC Tier 1/Manila

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 TAHOE LT
VIN: 1GNSKBKC0FF
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 Cir
Detroit, MI 48243
(586) 212-2141

No accidents reported to CARFAX

No damage reported to CARFAX

2 Previous owners

At least 1 open recall

5 Service history records

41,478 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/8/18 at 8:14:36 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.

Ownership History The number of owners is estimated		
	Owner 1	Owner 2
Year purchased	2015	2016
Type of owner	Personal	Personal
Estimated length of ownership	1 yr. 2 mo.	1 yr. 10 mo.
Owned in the following states/provinces	Colorado	Colorado
Estimated miles driven per year	17,111/yr	12,451/yr
Last reported odometer reading	20,681	41,478

Title History CARFAX guarantees the information in this section		
	Owner 1	Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

Additional History Not all accidents / issues are reported to CARFAX		
	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall	No Recalls	

At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com.



Reported

Recall
Reported**Basic Warranty**

[Original warranty](#) estimated to have expired.

Warranty
ExpiredWarranty
Expired

Detailed History

Glossary

Owner 1

Purchased: 2015
Type: Personal
Where: Colorado
Est. miles/year: 17,111/yr
Est. length owned: 8/8/15 - 10/22/16
(1 yr, 2 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
08/08/2015	6	Colorado Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
08/02/2015		Colorado Motor Vehicle Dept. Fort Collins, CO Title [REDACTED]	Title issued or updated First owner reported Loan or lien reported
10/07/2015		Colorado Motor Vehicle Dept. Fort Collins, CO Title [REDACTED]	Registration issued or renewed Loan or lien reported
10/22/2016	20,681	Loveland Ford Lincoln Loveland, CO 970-667-2220 loveford.com	Vehicle sold
10/22/2016		Colorado Motor Vehicle Dept.	Vehicle purchase reported
10/27/2016		Loveland Ford Lincoln Loveland, CO 970-667-2220 loveford.com	Pre-delivery inspection completed VIN glass etching vin etched Oil and filter changed Wiper(s) replaced Air filter replaced

Owner 2

Purchased: 2016
Type: Personal
Where: Colorado
Est. miles/year: 12,451/yr
Est. length owned: 12/21/16 - present
(1 yr, 10 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
12/21/2016		Colorado Motor Vehicle Dept. Denver, CO Title [REDACTED]	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
01/30/2017	23,636	Century Chevrolet Broomfield, CO 303-469-3355 centurychevy.com	Oil and filter changed
08/16/2017	28,581	Century Chevrolet Broomfield, CO 303-469-3355 centurychevy.com	Oil and filter changed Electrical system checked
02/19/2018	36,835	Grease Monkey #35 LAKEWOOD, CO 303-934-1098 https://mycarfax.com/sign-up/grease-monkey-co-14	Maintenance inspection completed Recommended maintenance performed Oil and filter changed
02/23/2018		Colorado Motor Vehicle Dept. Denver, CO Title [REDACTED]	Registration issued or renewed Loan or lien reported Registration updated when owner moved the vehicle to a new location
07/07/2018	41,478	Grease Monkey #35 LAKEWOOD, CO 303-934-1098 https://mycarfax.com/sign-up/grease-monkey-co-14	Maintenance inspection completed Recommended maintenance performed Oil and filter changed Fuel injection system flushed/serviced



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

09/07/2018

General Motors

Manufacturer Safety recall issued
NHTSA# PENDING
Recall #N182156820
EPS LOSS OF STEERING ASSIST
Status: Remedy Available

Locate an authorized [General Motors dealer](#) to obtain more information about this recall.

- [Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles. These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

If EPS assist is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds, increasing the risk of a crash.

Remedy: Dealers will perform a reflash of the EPS module software free of charge.

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](#)
First Owner

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

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

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

Title Issued

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

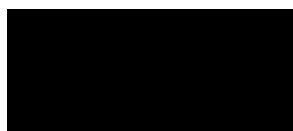
11/8/18 8:14:36 AM (CST)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Tuesday, November 13, 2018

Page 1 of 5

Service Request Detail

SR No.		Ref No.		Cost Est.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir		Safety	Loss of Braking
Daytime #		Evening #		Source	Phone	Updated	11/12/2018 10:31:49
Serial/VIN #	1GNSKGKC2GF	Mileage	55000	Priority	Medium	License #	Owner
Model	Suburban	Model Year	2016	Status	Open	Opened	Nov 9, 2018 11:08 AM
Make	Chevrolet	Warranty Start	12/31/2015 00:00:00	Sub Status		Closed	
Cust Concern	Brakes failed / ESIS Escalation						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

Report Date: Tuesday, November 13, 2018

Page 2 of 5

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

Report Date: Tuesday, November 13, 2018

Page 3 of 5

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
Nov 12, 2018 10:31 AM	QZ4FYM	QZ4FYM	Scheduled Follow-up		Scheduled Alarm		AP
Last Name	First Name	Account	BAC Code				
Comments							
Check if ESIS has received the case already							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 9, 2018 11:13 AM	QZ4FYM	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalating to ESIS
Last Name	First Name	Account	BAC Code				
Comments							
1. Date of the incident: 09/19/2018							
2. Was there an accident?: Yes							
3. Accident Location (State): Austin, TX carpool line in her daughter's school							
4. Please describe the incident and what vehicle part is the alleged concern:							
Customer called about what happened to her a few weeks ago. As per the customer she was about to drop her daughter to school in a car pool line when the brakes failed to stop the car causing for her to hit the vehicle in front of her. She already had the vehicle repaired by a local shop which they did changed the master cylinder. She wanted to know what Chevrolet will do with her concern because when she checked online							



Service Request Activities – UCC PAR

Report Date: Tuesday, November 13, 2018

Page 4 of 5

she's not the only one having the problem and it is with the same YMM.

5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): Home

6. Was an insurance claim filed?: YES, Geico

7. Has the vehicle been repaired?: YES

If yes to 8 or 9 below, send to ESIS:

8. Did anyone seek professional medical attention?

If Yes: Who was hurt? No

9. Did the part concern/allegation cause damage to anything outside the vehicle?

If Yes: What was damaged? Yes, Other vehicle that they have hit.

10. Why are you Escalating this to PAC? Brakes failed to stop or slow

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 9, 2018 11:12 AM	QZ4FYM	CZBYDD	Manager Review	PAC/ESIS	Done	11/09/2018 20:05:04	Review for PAC

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

Comments

Approved

Francis/CAC/Team Lead/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 9, 2018 11:09 AM	QZ4FYM	QZ4FYM	Inbound Call Customer	Complex Request	Done	11/09/2018 11:25:36	Complaint veh

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

Comments



Service Request Activities – UCC PAR

Report Date: Tuesday, November 13, 2018

Page 5 of 5

Name: [REDACTED]
Address: [REDACTED]
Email: [REDACTED]
Callback#: [REDACTED]
YMM: 2016 Chevrolet Suburban
VIN: 1GNSKGKC2GF [REDACTED]
Mileage: 55,000

Reason for Calling: Customer called about what happened to her a few weeks ago. As per the customer she was about to drop her daughter to school in a car pool line when the brakes failed to stop the car causing for her to hit the vehicle in front of her. She already had the vehicle repaired by a local shop which they did changed the master cylinder. She wanted to know what Chevrolet will do with her concern because when she checked online she's not the only one having the problem and it is with the same YMM.

Expectation Set: Apologized to the customer for the inconvenience. Informed customer that I will have the case forwarded to our central claims who will be assigned to a claims adv who will review the details she has shared. But please take note that it may take them up to 3 business days to review their claim.

1

My.gm.com/recalls
Potential Safety: YES, brakes failed
Miguel/CAC T1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Detroit, MI

CARFAX Vehicle History Report™
An independent company established in 1986

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Vehicle Information:
2016 CHEVROLET K1500 SUBURBAN LS
VIN: 1GNSKGKC2GR
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
- No damage reported to CARFAX
- CARFAX 1-Owner vehicle
- 8 Service history records
- Personal vehicle
- 56,334** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/13/18 at 8:11:22 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.

Ownership History The number of owners is estimated	
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	2 yrs. 9 mo.
Owned in the following states/provinces	Texas
Estimated miles driven per year	20,418/yr
Last reported odometer reading	56,334

Title History 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	

Additional History 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 No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	No Recalls

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

Reported

Basic Warranty[Original warranty](#) estimated to have expired.**Warranty
Expired****CARFAX** Detailed History

Glossary

Owner 1

Purchased: 2016
 Type: Personal
 Where: Texas
 Est. miles/year: 20,418/yr
 Est. length owned: 2/2/16 - present
 (2 yrs, 9 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
11/19/2015	3	Dealer Inventory	Vehicle offered for sale
12/31/2015	9	Mac Haik Chevrolet Houston, TX 281-497-6600 machaikchevy.com	Vehicle sold
01/07/2016		AmeriCredit Financial Services Arlington, TX 888-258-9637 americredit.com	Loan or lien reported
01/28/2016	2,183	Mac Haik Chevrolet Houston, TX 281-497-6600 machaikchevy.com	Vehicle washed/detailed
02/02/2016		Texas Motor Vehicle Dept. Houston, TX Title	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Silver
11/18/2016	17,730	Stevinson Chevrolet West Lakewood, CO 303-279-3311 stevinsonchevrolet.com	Vehicle serviced
02/28/2017	22,622	Mac Haik Chevrolet Houston, TX 281-497-6600 machaikchevy.com	Radio/sound system repaired Trim checked Trim repaired
04/19/2017	26,777	Stevinson Chevrolet West Lakewood, CO 303-279-3311 stevinsonchevrolet.com	Maintenance inspection completed Cabin air filter replaced/cleaned
04/25/2017		Jiffy Lube Service Center #2488 Evergreen, CO 303-674-7099 jiffylube.com	Vehicle serviced
08/09/2017		Jiffy Lube Service Center #2488 Evergreen, CO 303-674-7099 jiffylube.com	Vehicle serviced
01/01/2018		Texas Motor Vehicle Dept. Houston, TX Title	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
06/15/2018	46,828	Stevinson Chevrolet West Lakewood, CO 303-279-3311 stevinsonchevrolet.com	Oil and filter changed Tires rotated Cooling system checked Cabin air filter replaced/cleaned
08/27/2018		Texas Motor Vehicle Dept. Houston, TX	Title issued or updated Vehicle color noted as Silver Loan or lien released

Title			
11/05/2018	56,334	Austin's Automotive Specialists Lakeway, TX 512-266-0637 austinsautomotivespecialists.com@lakeway	Maintenance inspection completed Brake master cylinder replaced/repared Vacuum pump replaced Brake booster replaced/repared Brakes checked

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



Glossary

[View Full Glossary](#)

First Owner

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

Ownership History

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

Title Issued

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

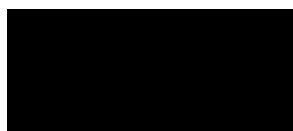
11/13/18 8:11:22 AM (CST)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Wednesday, December 5, 2018

Page 1 of 10

Service Request Detail

SR No.		Ref No.		Cost Est.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir	Bomnin Chevrolet Dadeland	Safety	Loss of Braking
Daytime #		Evening #		Source	Phone	Updated	12/04/2018 20:01:35
Serial/VIN #	3GCPCREC4GC	Mileage	45000	Priority	Medium	License #	Owner
Model	Silverado 1500	Model Year	2016	Status	Open	Opened	Nov 30, 2018 4:43 PM
Make	Chevrolet	Warranty Start	10/07/2016 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	Brakes failed accident						
Customer Description							

Pre-Par

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



Service Request Activities – UCC PAR

Report Date: Wednesday, December 5, 2018

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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

Report Date: Wednesday, December 5, 2018

Page 3 of 10

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
Dec 4, 2018 8:00 PM	MZJDB7	MZJDB7	Manager Review	Case Closure	Done	12/04/2018 20:01:34	RTC
Last Name	First Name	Account			BAC Code		
Comments							
This has been escalated to PAC already no further action needed and this will be handled by the PAC dept.							
Mike//ATX//TL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 4:09 PM	RZWMJR	RZWMJR	Other		Done	12/04/2018 16:10:59	MISTAKE
Last Name	First Name	Account			BAC Code		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Report Date: Wednesday, December 5, 2018

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Dec 4, 2018 3:03 PM	TZZZ82	TZZZ82	Inbound Call Customer	Complex Request	Done	12/04/2018 15:06:59	Assisting only
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Name [REDACTED]							
Phone: [REDACTED]							
Customer called back got disconnected -							
Informed customer that the case was already endorsed to our Product Assistance Claims , our Specialist will reached out to him within 3 business days -							
Customer said that vehicle is about to finished and he is waiting for resolution from GM .If he should pick up the truck - It was not fair- they charged him 3000 dollars or more -							
Customer wait for call .							
Lucinda CAC/T1 MNL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 4:39 AM	SADMIN	SADMIN	Email - Outbound		Done	12/04/2018 04:39:28	CCC - CAC Tier 1 Alert – 24 HR No Response: Chevrolet Case # [REDACTED] VIN [REDACTED] 3GCPCREC4G0 [REDACTED] Mileage 45000
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 main concern/request: Brakes failed accident							
Expectation set: Escalated to a SA							
Vehicle has been to the dealer or diagnosed? Y							
Customer is requesting cost assistance: Y & No amount.							
Cost assistance expectations I set for the customer is none							



Service Request Activities – UCC PAR

Report Date: Wednesday, December 5, 2018

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Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) N
*For Part Delay or Part inquiries- Add Part Questions- See SS4415

[REDACTED]

[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 4:12 AM	SADMIN	JUANHERRERO	Dealer Notification	24 HR No Response	Done	12/04/2018 20:01:37	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 main concern/request: Brakes failed accident
Expectation set: Escalated to a SA

Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: Y & No amount.
Cost assistance expectations I set for the customer is none
Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) N
*For Part Delay or Part inquiries- Add Part Questions- See SS4415

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 3, 2018 4:14 PM	RZWMJR	RZWMJR	Ownership Changed		Done	12/03/2018 16:14:14	Service Request Ownership has changed FROM: WZHC88 TO: RZWMJR
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 3, 2018 4:04 PM	RZWMJR	RZWMJR	Inbound Call Customer	Complex Request	Done	12/03/2018 16:13:35	Failed escalation
Last Name	First Name	Account	BAC Code				

Comments

R: Customer called because the escalation failed and he had not received any calls back. Please call back as soon as possible. He is complaining that they would not give him the right vehicle from the very beginning. He brought the vehicle the several times in to get fixed but they told him that the noise on there are normal.

E: I informed the customer that the previous adviser had not escalate the case and that I would do it for him. He is willing to wait 2-3 business days extra.

Resources: GWM, GMA

Jon.ATX.CAC.T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:52 PM	SADMIN	SADMIN	Email - Outbound		Done	11/30/2018 16:52:21	CCC - CAC Tier 1 Alert – Action Required: Case # Chevrolet, VIN 3GCPCREC4GC, Mileage 45000
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 main concern/request: Brakes failed accident

Expectation set: Escalated to a SA

Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: Y & No amount.
Cost assistance expectations I set for the customer is none
Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) N
*For Part Delay or Part Inquiries- Add Part Questions- See SS4415

[SR:8- [REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:51 PM	WZHCS8	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalating to ESIS
Last Name	First Name	Account			BAC Code		
[REDACTED]	[REDACTED]						

Comments

TEMPLATE for PAC/ESIS

1. Date of the incident: 11/27/18
2. Was there an accident?: Y
3. Accident Location (State): Dade County US 1 FL
4. Please describe the incident and what vehicle part is the alleged concern: Brakes failed and damage to the front end of the truck
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): Dealer
6. Was an insurance claim filed?: N
7. Has the vehicle been repaired?: N
- If yes to 8 or 9 below, send to ESIS:
8. Did anyone seek professional medical attention? N
If Yes: Who was hurt?
Name:
Seat position:
Nature of injury:
9. Did the part concern/allegation cause damage to anything outside the vehicle? N
If Yes: What was damaged? (Building, house, wall, other) tree
10. Why are you Escalating this to PAC or ESIS?
brakes failed

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:51 PM	WZHCS8	WZHCS8	Scheduled Outbound Call Dir		Done	12/04/2018 20:02:18	Follow up CEM
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:50 PM	WZHCS8	JUANHERRERO	Dealer Notification	Action Required	Done	12/04/2018 04:12:43	Brakes failed accident
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 main concern/request: Brakes failed accident							
Expectation set: Escalated to a SA							
Vehicle has been to the dealer or diagnosed? Y							
Customer is requesting cost assistance: Y & No amount.							
Cost assistance expectations I set for the customer is none							
Does the vehicle have any Open/Incomplete Field Actions? (If yes, provide FA#) N							
*For Part Delay or Part Inquiries- Add Part Questions- See SS4415							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:46 PM	WZHCS8	WZHCS8	Email - Outbound		Done	11/30/2018 16:46:38	Thank you for contacting Chevrolet
Last Name		First Name		Account		BAC Code	



Service Request Activities – UCC PAR

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Gonzalez	Gavin						
Comments							
Email ID# [REDACTED] (Do not delete/alter this line)							
=====							
Dear [REDACTED]							
Thank you for calling Chevrolet with regard to your 2016 Chevrolet Silverado 1500.							
For your reference, your case number from our conversation today is [REDACTED]							
I appreciate the opportunity to assist you.							
Chevrolet Customer Assistance							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 30, 2018 4:45 PM	WZHCS8	WZHCS8	Inbound Call Customer	Complex Request	Done	11/30/2018 16:53:15	Brakes failed accident
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Reason for call: He has an extended warranty. His brakes stopped working and rear ended another vehicle. No one was hurt. It destroyed the bumper and the grill. Bomnin Chevrolet sold him the truck with a CPO but with bald tires and faulty brakes. It looks like a lot of repair needs to be done to the front of the truck which is damaged. He wants the front of his truck repaired. He has a loaner vehicle.							
Expectation set: I advised the customer I have escalated this to a SA who will contact him in 2-3 business days and provided SR [REDACTED] which I emailed.							
Resources: GWM/GMA							
Tom.ATX.CAC.T1							
Confidential Comments							
UCC Information							



Service Request Activities – UCC PAR

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UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Detroit, MI

CARFAX

CARFAX® Vehicle History Report™
An independent company established in 1986

US \$39.99

Vehicle Information:
2016 CHEVROLET SILVERADO C1500 LT
VIN: 3GCPREC4GG
CREW PICKUP
5.3L V8 F OHV 16V
GASOLINE
REAR WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

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

- No accidents reported to CARFAX
- No damage reported to CARFAX
- CARFAX 1-Owner vehicle
- Regular oil changes
- Personal vehicle
- 45,320** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/5/18 at 8:55:27 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.

Ownership History The number of owners is estimated	
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	2 years
Owned in the following states/provinces	Florida
Estimated miles driven per year	22,439/yr
Last reported odometer reading	45,320

Title History CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	Owner 1 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	

Additional History Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	Owner 1 No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	No Recalls

No open recalls reported to CARFAX. Check for open recalls on GM vehicles at [recalls.gm.com](https://www.gm.com/recalls).

Reported

Basic Warranty[Original warranty](#) estimated to have expired.**Warranty
Expired****Detailed History**[Glossary](#)**Owner 1**

Purchased: 2016
 Type: Personal
 Where: Florida
 Est. miles/year: 22,439/yr
 Est. length owned: 10/7/16 - 10/14/18
 (2 years)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
07/03/2016	1	Dealer Inventory	Vehicle offered for sale
08/05/2016		US Customs	Vehicle exported from Mexico and imported to the United States
09/19/2016	6	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Vehicle serviced
10/07/2016	10	Florida Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
10/26/2016		Florida Motor Vehicle Dept. Hialeah, FL Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as White
11/21/2016	2,902	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Drivability/performance checked
12/17/2016	6,649	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Tire condition and pressure checked Oil and filter changed Tires rotated
12/20/2016		Florida Motor Vehicle Dept. Hialeah, FL Title [REDACTED]	Registration issued or renewed Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as White
03/21/2017	11,741	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Oil and filter changed Tires rotated
06/27/2017	17,372	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Oil and filter changed Engine checked Tires rotated
10/16/2017	23,138	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Oil and filter changed Engine checked Tires rotated
03/05/2018	30,447	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Computer(s) checked Oil and filter changed Brakes checked Engine checked Tires rotated
06/01/2018	35,581	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Drivability/performance checked Body water leak checked A/C and heating system checked Oil and filter changed Tires rotated
07/27/2018	40,631	Bomnin Chevrolet Miami, FL 786-245-7584 bomninchevrolet.com	Maintenance inspection completed Tire condition and pressure checked Oil and filter changed Tires rotated

09/05/2018	Florida Motor Vehicle Dept. Hialeah, FL Title [REDACTED]	Registration issued or renewed Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as White
10/14/2018	45,320 Dealer Inventory	Vehicle offered for sale



This vehicle uses an indicator light to alert users when it's time to change the oil. Oil changes have been reported to CARFAX at least every 7,500 miles, which is in line with manufacturer guidelines. Track your service history for free at myCARFAX.com.

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](#)

CARFAX Well Maintained - Regular Oil Changes

CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

First Owner

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

Ownership History

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

Title Issued

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

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

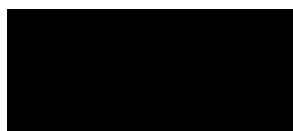
12/5/18 8:55:27 AM (CST)

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	ADR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address				Approval	Not Initiated	Area	ADR
City		Zip		UCC	Engine - General	Sub-Area	BBB Case
Last Name		First Name		Involved Dir	Potamkin Cadillac	Safety	N/A
Daytime #		Evening #		Source	Email	Updated	12/28/2018 12:11:06
Serial/VIN #	1GNSKHKC4GR	Mileage	28300	Priority	Medium	License #	Owner
Model	Suburban	Model Year	2016	Status	Open	Opened	Nov 26, 2018 1:32 PM
Make	Chevrolet	Warranty Start	04/26/2016 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	NY - BBB Case						
Customer Description	This is a BRC ADR Case. Do not assume case. Forward any inquiries to Katelyn at ext 5915320						

Pre-Par

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



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

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time



Service Request Activities – UCC PAR

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Veh Damage

Description

Explain Other

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 28, 2018 12:10 AM	BZ4GLV	RZJYT5	Notify CRM		In Progress		Escalated to ESIS

Last Name	First Name	Account	BAC Code

Comments

Case was escalated due to 3rd Party Damage

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 27, 2018 5:30 PM	RZJYT5	XZVNCT	Manager Review	PAC/ESIS	Done	12/28/2018 11:24:16	Review for Pac

Last Name	First Name	Account	BAC Code

Comments

"TL approval"

Jessica Contreras/BRC/ADR/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 27, 2018 4:52 PM	RZJYT5	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Escalation to ESIS

Last Name	First Name	Account	s	BAC Code			
[REDACTED]	[REDACTED]						
Comments							
1. Date of the incident: 12-11-2018							
2. Was there an accident?: In Brooklyn [REDACTED]							
3. Accident Location (State): New York							
4. Please describe the incident and what vehicle part is the alleged concern: The customer was driving and the person in front kept slowing down and the customer was trying to get over but could not. When the customer turn back he notice that the vehicle was close and tried to stop but the brakes were to hard hit the vehicle in front of him.							
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): The vehicle is at a body shop AK collision							
6. Was an insurance claim filed?: Yes, State Farm							
7. Has the vehicle been repaired?: No vehicle has is in the dealership							
If yes to 8 or 9 below, send to ESIS:							
8. Did anyone seek professional medical attention? No							
9. Did the part concern/allegation cause damage to anything outside the vehicle? Yes another vehicle If Yes: What was damaged? (Building, house, wall, other)							
10. Why are you Escalating this to PAC or ESIS? PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 21, 2018 12:47 AM	RZJYT5	XZVNCT	Manager Review	PAC/ESIS	Done	12/26/2018 15:31:34	Review for PAC
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
Dec 21, 2018 11:45 AM	RZJYT5	RZJYT5	Outbound Call Customer	Made Contact	Done	12/21/2018 12:36:14	
Last Name	First Name		Account		BAC Code		
Comments							
ML(Disclaimer) After further review of the case it seem that we will not trade the vehicle at this time however I can at least look into a vehicle payment for you							
Customer: Really is that it because I was in a accident again because of this vehicle							
ML: Can you inform me of what happen							
Customer: The vehicle would not stop and causing me to hit another person							
ML: Did you file an insurance claim							
Customer: Yes but this is the second time that I was in an accident because of this vehicle and I want GM to take responsibility							
ML: Well I will get this as to my department that handles cases with vehicle that have been in an accident and they will assist you							
Customer: Well I gonna look into getting an infinity vehicle since GM is not willing to help							
ML: We are willing to help that is why I looking into sending this to my repurchasing department							
Customer: Fine when will I get a call back: i will try for the end of next week							
Katelyn/ATX/ ADR/BRC/5915320							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 3:57 PM		RZJYT5	Email - Inbound		Done	12/21/2018 11:45:23	RE: RE: BBB Case Recommendation Chevrolet
Last Name	First Name		Account		BAC Code		
1GNSKHKC4G							



Service Request Activities – UCC PAR

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Comments

I am good with payment offering.

Brian Van Cleve
Customer Activities Manager
General Motors Northeast Region
brian.vancleve@gm.com
C 414-331-3856

-----Original Message-----

From: GMADRUupdate@gm.com [mailto:GMADRUupdate@gm.com]
Sent: Monday, December 17, 2018 3:40 PM
To: Thomas J. Scheri <thomas.j.scheri@chevrolet.com>
Cc: Brian Van Cleve <brian.vancleve@gm.com>
Subject: RE: RE: BBB Case Recommendation Chevrolet Cavanaugh 1GNSKHKC4G[REDACTED]

I requested the vehicle trade because of the 55 days out of service, however I do understand the denial so instead of the trade how about 2 vehicle payments for the number of days down with the inspection and repairs.

[THREAD ID:8-29LOXTA]

-----Original Message-----

From: thomas.j.scheri@chevrolet.com
Sent: 12/14/2018 04:36:14 PM
To: GMADRUupdate <gmadrupdate@gm.com>
Cc: Brian Van Cleve <brian.vancleve@gm.com>
Subject: RE: BBB Case Recommendation Chevrolet Cavanaugh 1GNSKHKC4G[REDACTED]

How does this meet presumption. NY is 30 days down or 4 repairs for the same nonconformity within the first 2 years or 18,000 miles whichever comes first.

New York

30 days

2yr/18,000 whichever come first

4 or more attempts



Service Request Activities – UCC PAR

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From your case assessment most of the repairs are after 18,000 miles. The repairs in the presumption period amount to only 10 days down and no item with 4 or more repair attempts.

435208

08/02/17

08/07/17

08/11/17

6

10259

UPON ACCELERATION CAR HAS ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 3:41 PM	RZJYT5	RZJYT5	Scheduled Follow-up		Done	12/21/2018 11:45:33	BRM< Response
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 3:39 PM		RZJYT5	Email - Inbound		Done	12/21/2018 11:45:15	Automatic reply: RE: BBB Case Recommendation Chevrolet
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]		Royal Chevrolet Inc.		[REDACTED]		

Comments

I will be unavailable from 12/17/18 through 12/21/18 on vacation. I will be unavailable during this period and return to my normal schedule on 1/2/19. I will be checking



Service Request Activities – UCC PAR

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email and phone messages as time permits during this period.

Please contact Brian Van Cleve during this period if it is of an urgent matter. He can be reached at (203) - 790 - 3720 or email him at brian.vancleve@gm.com.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 3:36 PM	RZJYT5	RZJYT5	Email - Outbound		Done	12/17/2018 15:39:32	RE: RE: BBB Case Recommendation Chevrolet
Last Name	First Name	Account	BAG Code				
		Royal Chevrolet Inc.					

Comments

I requested the vehicle trade because of the 55 days out of service, however I do understand the denial so instead of the trade how about 2 vehicle payments for the number of days down with the inspection and repairs.

[THREAD ID:8-29LOXTA]

—Original Message—

From: thomas.j.scheri@chevrolet.com
Sent: 12/14/2018 04:36:14 PM
To: GMADRUupdate <gmadrupdate@gm.com>
Cc: Brian Van Cleve <brian.vancleve@gm.com>
Subject: RE: BBB Case Recommendation Chevrolet Cavanaugh 1GNSKHKC4GF

How does this meet presumption. NY is 30 days down or 4 repairs for the same nonconformity within the first 2 years or 18,000 miles whichever comes first.

New York

30 days

2yr/18,000 whichever come first

4 or more attempts



Service Request Activities – UCC PAR

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From your case assessment most of the repairs are after 18,000 miles. The repairs in the presumption period amount to only 10 days down and no item with 4 or more repair attempts.

435208

08/02/17

08/07/17

08/11/17

6

10259

UPON ACCELERATION CAR HAS A JERKING MOTION AS IF REAR END TIRES FLEX/AS IF IT WANTS TO DROP

FRONT DIFF PINION BEARING IS WORN. PERF. DRIVELINE DIAG

REPLACED FRONT DIFF PINION BEARING Replacement

435208

08/02/17

08/07/17

08/11/17

*

10259

CUSTOMER STATES SECOND AND 3RD ROW SEATING HAS A RATTLING NOISE WHEN CAR IS IN MOTION

NO PROBLEM FOUND

NO PROBLEM FOUND: NORMAL CONDITION

435208

08/02/17



Service Request Activities – UCC PAR

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08/07/17

08/11/17

*

10259

CUSTOMER STATES WHEN IN THE MIDDLE OF DRIVING BLIND SPOT SENSOR COMES ON

NO PROBLEM FOUND

OPERATI...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2018 4:36 PM		RZJYT5	Email - Inbound		Done	12/17/2018 15:39:23	RE: BBB Case Recommendation Chevrolet Cavanaugh 1GNSKHKC4G[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Royal Chevrolet Inc.	[REDACTED]				

Comments

How does this meet presumption. NY is 30 days down or 4 repairs for the same nonconformity within the first 2 years or 18,000 miles whichever comes first.

New York

30 days

2yr/18,000 whichever come first

4 or more attempts

From your case assessment most of the repairs are after 18,000 miles. The repairs in the presumption period amount to only 10 days down and no item with 4 or more repair attempts.

435208

08/02/17



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08/07/17

08/11/17

6

10259

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435208

08/02/17

08/07/17

08/11/17

*

10259



Service Request Activities – UCC PAR

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CUSTOMER STATES WHEN IN THE MIDDLE OF DRIVING BLIND SPOT SENSOR COMES ON

NO PROBLEM FOUND

OPERATING TO FACTORY SPECIFICATION AT TIME OF DIAG

435208

08/02/17

08/07/17

08/11/17

*

10259

CUSTOMER STATES WIRELESS CHARGING STATION INOP

NO PROBLEM FOUND

<span style="font-size:9.0pt...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2018 4:17 PM	RZJYT5	RZJYT5	Scheduled Follow-up		Done	12/17/2018 15:41:48	
Last Name	First Name		Account		BAC Code		

Comments

BRM agreed or declined offer

Confidential Comments

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



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Dec 14, 2018 4:11 PM	RZJYT5	RZJYT5	Email - Outbound	Done	12/14/2018 16:17:28		
Last Name	First Name	Account	BAC Code	BBB Case Recommendation			
[REDACTED]	[REDACTED]			Chevrolet [REDACTED]			
				1GNSKHKC4GF [REDACTED]			
Comments							
Service Request: [REDACTED]							
Customer Last Name: [REDACTED]							
Involved Dealership: Potomkin Cadillac, 119 [REDACTED]							
VIN: 1GNSKHKC4GF [REDACTED]							
Vehicle: 2016 Chevrolet Suburban							
Mileage: 28300							
I previously contacted you to notify you that this customer filed a complaint with the Better Business Bureau for their Chevrolet. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend GM offer the customer a vehicle trade replacement based off the days the vehicle was down Please respond with your approval or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus. Thank you! Katelyn Chevrolet Business Resource Center Phone Number: 1-800-231-1841 Extension Number: 5915320 [SR [REDACTED]]							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 7, 2018 3:03 PM	RZJYT5	RZJYT5	Scheduled		Done	12/12/2018 10:51:33	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Get Jessica to do a soft review of the case and then send the recommendation email							



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 1:12 PM	RZJYT5	RZJYT5	Scheduled Follow-up		Done	12/07/2018 14:59:46	CA DUE
Last Name	First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 11:58 AM	DZMTHF	RZJYT5	Notify CRM		Done	12/07/2018 15:04:44	Inbound Fax Received
Last Name	First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2018 11:58 AM	DZMTHF	DZMTHF	Inbound Fax	Dealer	Done	12/04/2018 11:58:48	Inbound Fax Received
Last Name	First Name		Account		BAC Code		

Comments

Please see attachments

Kelly/BRC Legal/ATX/Lv2/5914761

Confidential Comments

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



Service Request Activities – UCC PAR

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Dec 4, 2018 10:09 AM	RZJYT5	RZJYT5	Dealer Notification Account	Documentation Request	Done	12/04/2018 10:10:54	Documentation Required for ADR
Last Name	First Name		Account		BAC Code		
Comments							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received an Alternative Dispute Resolution case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:							
• All sales/purchase agreements							
• All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).							
• Please confirm if you are aware of any accidents or aftermarket modifications							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (866) 215-6750.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 27, 2018 10:45 AM	RZJYT5	RZJYT5	Scheduled Follow up		Done	12/04/2018 13:10:20	MRF due 12/03/2018
Last Name	First Name		Account		BAC Code		
Comments							
MRF due 12/03/2018							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 27, 2018 10:15 AM	RZJYT5	RZJYT5	Email - Outbound		Done	11/27/2018 10:40:50	BBB Case Notification Chevrolet Cavanaugh 1GNSKHKC4GF [REDACTED]
Last Name	First Name		Account		BAC Code		
Comments							



Service Request Activities – UCC PAR

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Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: Potomkin Cadillac, 119 [REDACTED]
VIN: 1GNSKHKC4GR [REDACTED] 3
Vehicle: 2016 Chevrolet Suburban
Mileage: 28300

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their Chevrolet. The customer has stated that the vehicle rattles, shakes, and makes noises. The vehicles four wheel drive does not work, motor was knocking, and they rebuilt half of the engine and it still stalls, electrical issues, auto start issues, and when stepping on the gas there is a bang on the floor by his feet. The customer is seeking a vehicle trade replacement. The Customer Complaint Form (CCF) is attached for your review.

I will need your assistance in resolving this case. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Thank you!

Katelyn
Chevrolet Business Resource Center
Phone Number: 1-800-231-1841
Extension Number: 5915320

[SR:8-[REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 4:34 PM	RZJYT5	RZJYT5	Email - Outbound		Done	11/26/2018 16:35:27	Action Required: Chevrolet Request for Documentation - 8-[REDACTED] VIN: 1GNSKHKC4GR [REDACTED]

Comments

Service Request: 8-[REDACTED]
Customer Last Name: [REDACTED]
VIN: 1GNSKHKC4GR [REDACTED]
Vehicle: 2016 Chevrolet Suburban

We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:



Service Request Activities – UCC PAR

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*All sales, purchase and finance agreements, including a conversion invoice (if applicable)

*The incentives acknowledgement form

*Copy of the Title and Registration

*The Actual Cash Value statement of any trade

*All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

*Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours by responding to this email and attaching the requested documents. If you prefer you can fax to (866) 215-6750.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

If you have further questions or concerns, you may reply to this email or contact me at the number below.

Thank you!

Katelyn

Chevrolet Business Resource Center

Phone Number: 1-800-231-1841

Extension Number: 5915320

[SR: [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 4:31 PM	RZJYT5	RZJYT5	Dealer Notification	Documentation Request	Done	11/26/2018 16:32:46	Documentation Required for ADR

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

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received an Alternative Dispute Resolution case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All sales/purchase agreements

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

- Please confirm if you are aware of any accidents or aftermarket modifications

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware



Service Request Activities – UCC PAR

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there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to (866) 215-8750.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:30 PM	YZ9XH7	RZJYT5	Ownership Changed	BBB Case Info Update	Done	11/26/2018 14:30:39	Service Request Ownership has changed FROM: YZ9XH7 TO: RZJYT5
Last Name	First Name		Account	BAC Code			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:30 PM	YZ9XH7	RZJYT5	BRC ADR	Init Contact Field	Done	11/27/2018 10:42:32	DDMA
Last Name	First Name		Account	BAC Code			

Comments

ICA and CCF sent to BRM
Tom Scheri - thomas.j.scheri@chevrolet.com

Katelyn/ATX/ ADR/BRC/5915320

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:30 PM	YZ9XH7	RZJYT5	BRC ADR	Init Contact Dir	Done	11/26/2018 16:54:33	Service Manager
Last Name	First Name		Account	BAC Code			

Comments

Sent the document request on 11/26/2018

Katelyn/ATX/ ADR/BRC/5915320



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:30 PM	YZ9XH7	RZJYT5	BRC ADR	Init Contact Cust/Atty	Done	11/26/2018 16:54:28	Customer Contact
Last Name	First Name	Account	BAC Code				

Comments

ML contacted customer at [REDACTED]
ML(Disclaimer)

Purchase or leased? Leased

Orig owner? Yes

Personal or business use? Personal

Where purchased? Potamkin Cadillac

If 2nd Owner of Veh, when/what mlg?

Current approx mlg? 30,000

Is the vehicle in the dealership? No

Rental? No

Where diagnosed? Potamkin Cadillac

What are the vehicle issues? Shake and rattle, the brakes are hard and will not stop, 4 wheel drive not working and electrical issues.

Lienholder? GM Finacal

Are there any aftermarket items on the vehicle? No

Has the vehicle been in an accident? Yes, due to the 4 wheel drive cosmetic damage

Have you ever filed an insurance claim on the vehicle? Yes, State farm

Cust Sks: The customer is seeking a new vehicle to lease

ML Sts: Do apologize for the inconvenience this has caused you. What I am going to do is contact your dealer, request your repair orders. While I cannot guarantee anything at this time I will do everything in my power to see if we can resolve your concern. When I speak with you next I should have a better idea of what direction we wish to take your concern and aim for a satisfactory resolution.

Katelyn/ATX/ ADR/BRC/5915320

Confidential Comments

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



Service Request Activities – UCC PAR

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Nov 26, 2018 2:29 PM	YZ9XH7	RZJYT5	Type BRC ADR	Acknowledgement	Done	11/26/2018 16:30:47	Customer Contact
Last Name	First Name	Account			BAC Code		
Comments							
The voicemail has not been set up yet							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:29 PM	YZ9XH7	RZJYT5	BRC ADR	VIN Scan Completed	Done	11/28/2018 09:20:39	VIN Scan Performed.
Last Name	First Name	Account			BAC Code		
Comments							
CAC Tier 2							
open; 7/12/17							
closed; 7/31/17							
summary; Noise in vehicle. Customer refused to take vehicle back to the dlr							
No GW							
DBC							
open; 5/17/18							
closed; 5/18/18							
summary; no info on case							
No GW							
CAC Tier 2							
open; 10/5/18							
closed; 10/23/18							
summary; Vehicle vibration concern. Customer stated he pursued with opening a case with the BBB.							
NO GW							
DLR VOC							
open; 8/29/17							



Service Request Activities – UCC PAR

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closed; 9/11/17

summary: After speaking to [REDACTED], he was extremely dissatisfied at the work performed on his vehicle. He feels as if nothing got done, and he was take advantage of by our technicians.

NO GW

[REDACTED]; DLR VOC

open; 9/8/17

closed; 9/13/17

summary: no info on case

NO GW

No Open Recalls

Selling/Service Dealer;
POTAMKIN CADILLAC
706 11TH AVENUE
NEW YORK, NY 10019-5093
212-399-4400

Daniel/BRC/ML/ATX/5921180

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 2:29 PM	YZ9XH7	RZJYT5	Notify CRM	Other	Done	11/28/2018 09:15:06	New Case 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
Nov 26, 2018 2:29 PM	YZ9XH7	RZJYT5	BRC ADR	New Case Assigned	Done	11/28/2018 09:15:04	New Case Assigned
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

New Case Assigned

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 1:35 PM	YZ9XH7	RZJYT5	BRC ADR	BBB Case Live	Done	11/28/2018 09:15:02	BBB Case Live
Last Name	First Name	Account	BAC Code				

Comments

BBB Case Live

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 1:34 PM	YZ9XH7	YZ9XH7	BRC ADR	VIN Scan Completed	Done	11/26/2018 13:35:15	VIN Scan Performed.
Last Name	First Name	Account	BAC Code				

Comments

VIN Scan Completed. SR's found associated to this VIN:

CCC - CAC Tier 2
DLR-VOC
DLR-VOC
DBC Service-Global Warranty
CCC - CAC Tier 2

Andrew/BRC Legal/WF/5915036

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 1:34 PM	YZ9XH7	RZJYT5	BRC ADR	BBB Case Info Update	Done	11/28/2018 09:15:00	BBB Start Date was set to 11/26/2018 in SR#
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 1:33 PM	YZ9XH7	YZ9XH7	Ownership Changed	Ownership Escalated to BRC	Done	11/26/2018 13:33:11	Ownership Escalated to BRC
Last Name	First Name	Account			BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 12:23 AM	SADMIN	RZJYT5	BRC ADR	New Case	Done	11/28/2018 09:14:58	SD:11/26/2018 11/26/2018 12:23:15.000
Last Name	First Name	Account			BAC Code		

Comments

SD:11/26/2018

VIN:CONDT:CT:FN:MI:LN:ADDR:CITY:ST:ZIP:PH1:PH2:FX:EM:ATTY:EVINFO:Response Due Back by 12/03/18ATTYPH#:LIEN:LIENADDR:LIENCITY:LIENST:LIENZIP:LIENPH#:CLOS:RES:

Confidential Comments

UCC Information

UCC Code	Description	Symptom
J01	Engine - General	No Symptom Indicated

End of Report



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Service Request Activities – UCC PAR

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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Potamkin Cadillac	Site/BAC		GW SubType		Business Unit	DBC Service-Global Warranty
Address	706 11TH AVENUE			Approval	Not Initiated	Area	Warranty Claims
City	NEW YORK	Zip	10019	State	NY	Sub-Area	Return Claim-Error
Last Name		First Name		Involved Dlr		Safety	
Daytime #		Evening #		Source	Phone	Updated	05/18/2018 20:08:56
Serial/VIN #	1GNSKHKC4GR	Mileage		Priority	Medium	License #	
Model	Suburban	Model Year	2016	Status	Closed	Owner	KZP121
Make	Chevrolet	Warranty Start	04/26/2016 00:00:00	Sub Status	Satisfied	Opened	May 17, 2018 4:35 PM
Cust Concern	Rej JC 444157					Closed	May 18, 2018 8:08 PM
Customer Description	VIN: 1GNSKHKC4GR LOP: 8480418 JC:444157 P/N: 88865601 ERROR: Error 919 : Vehicle Evaluation Criteria is not compatible with this Labour Code 8480418. Error 243 : Reject 919 cannot be authorized and must be corrected. DLR SKS/STS: Rej JC 444157 CDR ADV: You are not able to use this labor operation because of the engine type, the closet to for my suggestion would be using 4033392 Coolant System Flushing And claiming OLH for any additional time with service manager approval. DLR STS: Thank You Robert Helwer/DBC Aftersales/Saginaw						

Pre-Par

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



Service Request Activities – UCC PAR

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Driver Last Name		Driver First Name		Height	DOB	Disabilities	
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency	
Incident Loc				Incident Desc			
Component				Damage Desc			
Vehicle Loc				Add'l Info			
Emergency Svc Names				Maint Loc			
PAR Detail							
Collision	Non Collision	Property Damage	Thermal Event	Spec Equip			
Vehicle Speed		Weather Condition		Prop Owner	Property Type		



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

Last Service Date	Loc Last Service	Property Location	Prop Est Repair Cost
Veh Est Repair Cost	Spec Equip Installer	Prop Damage Description	
Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 18, 2018 8:08 PM	ZZTP95	KZP121	SR Closed - Satisfied		Done	05/18/2018 20:08:56	Service Request has been Closed Satisfied.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Potamkin Cadillac		[REDACTED]	
Comments							
Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		



Service Request Activities – UCC PAR

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End of Report



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dlr	Potamkin Cadillac	Safety	No
Daytime #		Evening #		Source	Phone	Updated	07/31/2017 16:40:41
Serial/VIN #	1GNSKHKC4GR	Mileage	7500	Priority	Medium	License #	Owner
Model	Suburban	Model Year	2016	Status	Closed	Opened	Jul 12, 2017 4:15 PM
Make	Chevrolet	Warranty Start	04/26/2016 00:00:00	Sub Status	Pend Diag/Cust Act	Closed	Jul 31, 2017 4:40 PM
Cust Concern	Noise in vehicle						
Customer Description	DO NOT REOPEN IF CLOSED 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

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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	
				Weather Condition				Prop Owner	Property Type
				Loc Last Service				Property Location	Prop Est Repair Cost
				Spec Equip Installer				Prop Damage Description	



Service Request Activities – UCC PAR

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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
Jul 31, 2017 4:40 PM	RZPZ82	RZPZ82	SR Closed - Pend Diag/Cust Act		Done	07/31/2017 16:40:40	Service Request has been Closed Pend Diag/Cust Act.
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
Jul 31, 2017 4:23 PM	RZPZ82	RZPZ82	Final Case Review		Done	07/31/2017 16:31:20	Review
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Rattling noise							
Vehicle is not repaired							
Customer refused to take vehicle back to the dlr							
Customer wants to speak to TL							



Service Request Activities – UCC PAR

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TL reached out to customer

No response.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 31, 2017 4:22 PM	RZPZ82	RZPZ82	SR Summary	SR Closure Review	Done	07/31/2017 16:38:27	Review for closure

Last Name	First Name	Account	BAC Code
████████	██████		

Comments

Customer complained about rattling noise in vehicle, he said he took the vehicle to the dlr 3 times for the same concern, customer wants GM to buy vehicle back.

I carefully researched customer's repair history and I have not seen any repairs pertaining to what customer states. I spoke with the service adviser Steve as well and he said the customer came to the dlr 3 times, twice for a recall and another time for the sunroof and issue about door not opening from outside.

I did let him know that he would have to take the vehicle back to the dlr, customer refused to do so, case close pending.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2017 5:46 PM	WZKHQ1	WZKHQ1	Email - Outbound		Done	07/24/2017 17:47:00	████████, CHEVROLET Request for your Contact

Last Name	First Name	Account	BAC Code
████████	██████		

Comments

Dear ██████

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

Total customer satisfaction is important to us at Chevrolet. If your situation has been resolved to your satisfaction, no further action is



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,
Tabitha
CHEVROLET Customer Assistance Center
Service Request Number: [REDACTED]
Phone Number: 1-866-790-5600 ---- or ---- 1-866-790-5700
Extension: 5914279

[SR:8-[REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2017 5:45 PM	WZKHQ1	WZKHQ1	Escalation		Done	07/24/2017 17:46:10	left a message on vm
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments
to call me back for an update...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 3:02 PM	RZPZ82	RZPZ82	Scheduled Outbound Call Cust		Done	07/31/2017 08:50:24	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments
Reschedule waiting on TL

Confidential Comments

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



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Jul 21, 2017 2:13 PM	RZPZ82	RZPZ82	Scheduled Outbound Call Cust		Done	07/21/2017 14:17:01	
Last Name		First Name		Account		BAC Code	
Comments							
Reschedule waiting on TL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 6:59 PM	RZPZ82	RZPZ82	Scheduled Outbound Call Cust		Done	07/21/2017 14:13:40	
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 10:41 AM	RZPZ82	WZKHQ1	Notify CRM		Done	07/24/2017 17:45:36	Please see mgr Review
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 10:36 AM	RZPZ82	WZKHQ1	Manager Review	Escalation	Done	07/24/2017 17:45:40	Review
Last Name		First Name		Account		BAC Code	
Comments							



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Customer complained about a rattling noise in the seat, he said he took the vehicle to the dlr 3 times for the same concern. He said the dlr has replaced the seat brackets.

I carefully researched customer's repair history and I have not seen any repairs pertaining to what customer states. I spoke with the service adviser Steve as well and he said the customer came to the dlr 3 times, twice for a recall and another time for the sunroof and issue about door not opening from outside.

Customer wants to inquire about the lemon law. I did let customer know that he could talk with his local DMV regarding lemon law in that state.

I did let him know that he is not qualified for a buy back, customer said that he can sue GM because that's what he do for a living, customer said he had sue GM already and GM already know how he is .

Customer said he sue insurance companies etc for a living, I told him that based on the repair history he is not qualified for a buyback, I also let customer know that the dlr states that he never came in the dlr regarding anything that has to do with noise.

I told him that since he has not been to the dlr since Feb, I would like for him to go back to the dlr, he said he is not going back to the dlr, I told him that I did reached out to Tom and I am waiting for him to contact me.

Customer demand to speak with TL, he said he has the god given right to talk with one. I told him that I would let TL know about his concern..

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 10:12 AM	RZPZ82	RZPZ82	Outbound Call Customer	Made Contact	Done	07/19/2017 10:41:52	
Last Name	First Name	Account	BAC Code				

Comments

Disclaimer

Spoke with customer, he said that Perry contacted him, however he has to go back to PA at their police dept to have the vehicle inspected.

Customer does not know when he will take the vehicle to the police dept in PA. Customer states that he wants to know what we are going to do regarding the rattling noise in the vehicle, customer wants to inquire about the lemon law.

I did let customer know that he could talk with his local DMV regarding lemon law in that state.

I did let him know that he is not qualified for a buy back, customer said that he can sue GM because that's what he do for a living, customer



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said he had sue GM already and GM already know how he is .

Customer said he sue insurance companies etc for a living, I told him that based on the repair history he is not qualified for a buyback, I also let customer know that the dlr states that he never came in the dlr regarding anything that has to do with noise.

I told him that since he has not been to the dlr since Feb, I would like for him to go back to the dlr, he said he is not going back to the dlr, I told him that I did reached out to Tom and I am waiting for him to contact me.

Customer demand to speak with TL, he said he has the god given right to talk with one. I told him that I would let TL know about his concern.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 9:56 AM	RZPZ82	RZPZ82	Outbound Call Dealer	Left Message	Done	07/19/2017 10:10:26	Service mgr Tom

Last Name	First Name	Account	BAC Code
██████████	██████████		

Comments

SA left message for service mgr Tom.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 2:15 PM	RZPZ82	RZPZ82	Inbound Call Dealer	Continued Documentation	Done	07/18/2017 14:18:09	Sales mgr Perry

Last Name	First Name	Account	BAC Code
██████████	██████████		

Comments

Perry said the customer bought the vehicle since April 2016, he said he don't understand how over a year and a half customer have not gotten the plate.

Perry said he will contact the customer.

StacyGayle/WMI/T2



Service Request Activities – UCC PAR

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Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion		Description
Jul 18, 2017 11:09 AM	RZPZ82	RZPZ82	Scheduled Outbound Call Dlr		Done	07/19/2017 09:52:32		
Last Name		First Name		Account		BAC Code		
Comments								
Customer said service mgr said the noise in the seat is a defECT from GM								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 18, 2017 10:58 AM	RZPZ82	RZPZ82	Outbound Call Dealer	Made Contact	Done	07/18/2017 11:02:55	Sales mgr Perry	
Last Name		First Name		Account		BAC Code		
Comments								
Disclaimer								
Spoke with sales mgr Perry, he said that he will look into the issue and he will give me a call.								
StacyGayle/WMI/T2								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 18, 2017 10:49 AM	RZPZ82	RZPZ82	Outbound Call Customer	Made Contact	Done	07/18/2017 11:08:41		
Last Name		First Name		Account		BAC Code		
Comments								



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Disclaimer

I spoke with customer and let him know that I did reached out to the dlr and I was told that he never came to the dlr regarding any noise.

Customer said that they fixed the seat bracket twice, he said that it is always rattling, customer said the noise is coming from the seat.

I did let customer know that based on the case, it's states that the noise is coming from the engine, he said the noise is coming from the seat.

Customer said that the service mgr told him in Feb that it's a defect from GM and it's nothing that he can do for him.

██████████ said he still have not received his license plate, I told him that I would look into the issue for him.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:45 AM	RZPZ82	RZPZ82	Milestone	Action Plan Received	Done	07/18/2017 10:46:51	Steve
Last Name	First Name	Account	BAC Code				
██████████	██████████						

Comments

Steve said customer came to the dlr 3 times, twice for a recall and once regarding dirty headliner and doors don't open from outside.

I was told that the customer never been to the dlr regarding any noise in the vehicle.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:37 AM	RZPZ82	RZPZ82	Outbound Call Dealer	Made Contact	Done	07/18/2017 10:45:26	Steve service dept
Last Name	First Name	Account	BAC Code				
██████████	██████████						

Comments

Disclaimer

Spoke with Steve in service, he said the last time the vehicle was in dlr was Feb.

Steve said that the customer came to the dlr twice in Feb, he said that once regarding dirty headliner and doors don't open from outside.

Steve said the customer came in for a recall in Feb as well, he said customer was also at the dlr 5/16 regarding a recall. He said at no time the customer mentioned anything about a noise.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 12:50 AM	RZPZ82	RZPZ82	Scheduled Outbound Call Dlr		Done	07/18/2017 10:37:08	

Last Name	First Name	Account	BAC Code
Cavanaugh			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 12:39 AM	RZPZ82	RZPZ82	Outbound Call Customer	Made Contact	Done	07/14/2017 12:50:56	

Last Name	First Name	Account	BAC Code

Comments

Disclaimer

Spoke with customer, I did let him know that I am the new adviser on the case, I let him know that I did reach out to the dlr regarding the concern.

Cusoemr said that he cannot drive his vehicle because of the noise in it, he said that the dlr told him that the issue is a GM problem and they cannot fix it so he should turn up the radio when he is driving.

Cusotmer said he took the vehicle to the dlr 3 times for the same concern, he said he does not have a problem with the dlr he has a problem with GM.



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SA did look at customer's repair history while customer was on the phone, I told him that based on the repair history I have not seen 3 repairs for the same concern.

Customer said he wants to know about the lemon law, I told him we don't discuss lemon law since all the states have their own lemon law.

SA told him I will reach out to the dlr to get more information on the concern.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 12:33 AM	RZPZ82	RZPZ82	Outbound Call Dealer	Made Contact	Done	07/14/2017 12:38:13	Squire
Last Name	First Name	Account	BAC Code				
██████████	██████████						

Comments Disclaimer

Spoke with Squire regarding customer's concern, he said that the sales agent that took care of the customer no longer works there.

He said I would have to talk with a mgr regarding the concern because he does not have any idea as to what's going on, he was unable to get me to a mgr.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 12:29 AM	RZPZ82	RZPZ82	SR Summary	Status/Action Plan	Done	07/14/2017 12:38:59	Plan
Last Name	First Name	Account	BAC Code				
██████████	██████████						

Comments

SA have reviewed the case, customer called regarding a complaint against the dlr.

Customer said that he still cannot get the plate for his vehicle, he said that the temporary plate has expired and every-time he called the dlr they kept telling him that there is a mix up with the vin and he has to wait.



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Customer said he is also hearing a noise coming from the engine, dlr cannot fix it and they told him to turn up the radio when he is driving.

SA will follow up with the dlr and the customer regarding the concern.

StacyGayle/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 13, 2017 11:51 AM	YZ7ZR2	RZPZ82	Notify CRM		Done	07/13/2017 16:25:14	New SR Assigned
Last Name		First Name	Account		BAC Code		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 13, 2017 11:51 AM	YZ7ZR2	RZPZ82	Ownership Changed		Done	07/13/2017 11:51:16	Service Request Ownership has changed FROM: JZGRGF TO: RZPZ82
Last Name		First Name	Account		BAC Code		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2017 4:28 PM	JZGRGF	RZPZ82	Scheduled Outbound Call Dlr		Done	07/14/2017 12:38:16	follow up with CEM
Last Name		First Name	Account		BAC Code		
Comments							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2017 4:28 PM	JZGRGF	TIER2Q	Notify CRM	Customer Called	Done	07/13/2017 11:51:11	please assume SR
Last Name		First Name		Account	BAC Code		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2017 4:26 PM	JZGRGF	JZGRGF	Email - Outbound		Done	07/12/2017 16:28:34	New Case Notification, CAC SR Data Share, & Action Plan Request: 1GNSKHKC4GR
Last Name		First Name		Account	BAC Code		
Comments							
Email ID# A02CACT2ET (Do not delete/alter this line)							
To: Rosangela Dubose Cc: George Spallina Attachment: CAC SR Data Share (PDF)							
Please review the Assessment, and share your Action Plan with me by the end of the next business day.							
Customer's concern: Customer is calling to make a complaint on the dealer. He said he has been trying to contact someone to get the plates for his vehicle but keeps getting told that there was a mix up with the VIN and needs to wait. The temporary plates have been expired for 9 weeks now. He also says that there is a rattling noise coming from the engine that they can't fix. They just told him to turn up the radio and he wouldn't hear it.							
I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.							
Customer - Phone number: - Email:							
Vehicle: 2016 Chevrolet Suburban							

New Case Notification, CAC SR Data Share, & Action Plan Request: ██████████
██████████
1GNSKHKC4GR ██████████



Service Request Activities – UCC PAR

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- Current Mileage: 7500

- VIN: 1GNSKHKC4GF [REDACTED]

SR#: [REDACTED]

Involved Dealer: Potamkin Cadillac

BAC: [REDACTED]

If you need anything from me, please let me know how I can help.

Thank you,

Chevrolet Customer Assistance Center

[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2017 4:23 PM	JZGRGF	JZGRGF	SR Data Share		Done	07/12/2017 16:29:22	Dealer Complaint/ Vehicle Rattling

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

Comments

Please review the Assessment, and share your Action Plan with me by the end of the next business day.

Customer's concern: Customer is calling to make a complaint on the dealer. He said he has been trying to contact someone to get the plates for his vehicle but keeps getting told that there was a mix up with the VIN and needs to wait. The temporary plates have been expired for 9 weeks now. He also says that there is a rattling noise coming from the engine that they can't fix. They just told him to turn up the radio and he wouldn't hear it

I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2017 4:17 PM	JZGRGF	JZGRGF	Inbound Call	Complex Request	Done	07/12/2017 16:29:19	[REDACTED]



Service Request Activities – UCC PAR

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Last Name		First Name		Customer Account	BAC Code
Comments					
Reason					
Customer is calling to make a complaint on the dealer. He said he has been trying to contact someone to get the plates for his vehicle but keeps getting told that there was a mix up with the VIN and needs to wait. The temporary plates have been expired for 9 weeks now. He also says that there is a rattling noise coming from the engine that they can't fix. They just told him to turn up the radio and he wouldn't hear it					
Expectation					
Apologized for the issue and explained I would escalate case to SA who would contact him within 24-48 business hours.					
Resource GWM GMA					
Amanda.ATX.CACT1					
Confidential Comments					
UCC Information					
UCC Code		Description		Symptom	
J01		Engine - General		No Symptom Indicated	

End of Report



Service Request Activities – UCC PAR

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Unable to Duplicate
Last Name		First Name		Involved Dlr	Potamkin Cadillac	Safety	N/A
Daytime #		Evening #		Source	Phone	Updated	10/23/2018 11:31:09
Serial/VIN #	1GNSKHKC4GR	Mileage	28000	Priority	Medium	License #	Owner
Model	Suburban	Model Year	2016	Status	Closed	Opened	Oct 5, 2018 2:04 PM
Make	Chevrolet	Warranty Start	04/26/2016 00:00:00	Sub Status	Dissatisfied	Closed	Oct 23, 2018 11:31 AM
Cust Concern	Vehicle vibration concern						
Customer Description	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					



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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		



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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
Oct 23, 2018 11:31 AM	WZBZFJ	WZBZFJ	SR Closed - Dissatisfied		Done	10/23/2018 11:31:09	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 11:28 AM	WZBZFJ	WZBZFJ	SR Summary	SR Closure Review	Done	10/23/2018 11:31:03	SR Summary
Last Name		First Name		Account		BAC Code	
Comments							
Customer called and has concern with vehicle. Customer is having multiple vehicle concerns. Customer states back seat rattles and has been looked at last 4/2018. This did not resolve his concern. Customer made an appointment with another dealership and was told there would be a loaner vehicle. Customer is upset his vehicle still has not been looked at. Customer does not feel safe in vehicle.							
Service Mgr drove car home more than once to try to duplicate customers concerns. Customer says at 70 to 80 mph car feels unsafe load noises and feels car all over the road. Service Mgr told customer that he will not drive that fast and will not chance get a speeding ticket. Customer now changes his mind and says 60 to 65 mph. Service Manager drove car home on highway no noise and car stable. No problem							



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found. Customer drives in from PA. I do think mileage is high. We do give customer Loaner when he makes appointment but not when he just drops in. Last phone call my SA had with him he was going to try AA dealer in PA. I did not feel anything with his car nor heard any noises per CEM.

Customer stated he pursued with opening a case with the BBB.

CAC informed the customer his case will be closed dissatisfied.

Jennifer/TeamCaptain/CACTier2/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 11:27 AM	WZBZFJ	WZBZFJ	Milestone	Final Follow-Up Complete	Done	10/23/2018 11:28:11	Final follow-up

Last Name	First Name	Account	BAC Code
██████████	██████		

Comments

Customer stated he pursued with opening a case with the BBB.

CAC informed the customer his case will be closed dissatisfied.

Jennifer/TeamCaptain/CACTier2/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 11:27 AM	WZBZFJ	WZBZFJ	Ownership Changed		Done	10/23/2018 11:27:24	Service Request Ownership has changed FROM: NZYZ0D TO: WZBZFJ

Last Name	First Name	Account	BAC Code
██████████	██████		

Comments

Confidential Comments

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



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Oct 23, 2018 11:26 AM	WZBZFJ	WZBZFJ	Email - Outbound		Done	10/23/2018 11:26:49	Thank you for contacting Chevrolet
Last Name		First Name		Account	BAC Code		
Comments							
Email ID# T1EM01CAC (Do not delete/alter this line)							
=====							
Dear							
Thank you for calling Chevrolet with regard to your 2016 Chevrolet Suburban.							
For your reference, your case number from our conversation today is							
I appreciate the opportunity to assist you.							
Chevrolet Customer Assistance							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 11:20 AM	WZBZFJ	WZBZFJ	Outbound Call Customer	Made Contact	Done	10/23/2018 11:27:19	Final follow-up
Last Name		First Name		Account	BAC Code		
Comments							
Customer stated he pursued with opening a case with the BBB.							
CAC informed the customer his case will be closed dissatisfied.							
Jennifer/TeamCaptain/CACTier2/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description



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Oct 18, 2018 11:38 AM	WZBZFJ	WZBZFJ	Type Milestone	No Trouble Found	Done	10/18/2018 11:39:17	No trouble found
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments Could never Duplicate customer concern after repair back in March for engine issue per CEM.							
Jennifer/TeamCaptain/CACTier2/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 11:37 AM	WZBZFJ	WZBZFJ	Milestone	Action Plan Received	Done	10/18/2018 11:38:33	Action Plan received
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments Service Mgr drove car home more than once to try to duplicate customers concerns. Customer says at 70 to 80 mph car feels unsafe load noises and feels car all over the road. Service Mgr told customer that he will not drive that fast and will not chance get a speeding ticket. Customer now changes his mind and says 60 to 65 mph. Service Manager drove car home on highway no noise and car stable. No problem found. Customer drives in from PA. I do think mileage is high. We do give customer Loaner when he makes appointment but not when he just drops in. Last phone call my SA had with him he was going to try AA dealer in PA. I did not feel anything with his car nor heard any noises per CEM.							
Jennifer/TeamCaptain/CACTier2/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 9:00 AM	MDANIELLE	NZYZ0D	Follow-Up		Done	10/18/2018 11:39:20	Dealer Update Case
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments Could never Duplicate cust concern after repair back in March for eng issue.							
Confidential Comments							



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:20 AM	SADMIN	SADMIN	Email - Outbound		Done	10/16/2018 03:20:04	CCC - CAC Tier 2 Alert – 24 HR No Response: Chevrolet Case # [REDACTED], VIN 1GNSKHKC4GF [REDACTED] Mileage 28000
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Customer mentioned an additional issue with their engine reportedly knocking. I see that [[Valve Lifter Oil Manifold and Valve Lifter Right Side Replacement]] was carried out 4/2018. Has the dealership ever identified any additional knocking? Customer is unsure why right side was only addressed during this repair. Thank you.							
[REDACTED]							
[SR [REDACTED]]							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 16, 2018 3:11 AM	SADMIN	CGONZALEZ706	Dealer Notification	24 HR No Response	Done	10/23/2018 11:20:15	Case Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Customer mentioned an additional issue with their engine reportedly knocking. I see that [[Valve Lifter Oil Manifold and Valve Lifter Right Side Replacement]] was carried out 4/2018. Has the dealership ever identified any additional knocking? Customer is unsure why right side was only addressed during this repair. Thank you.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 5:20 PM	NZYZ0D	NZYZ0D	Scheduled Outbound Call Cust		Done	10/23/2018 11:19:51	F/U
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 2:20 PM	NZYZ0D	NZYZ0D	Outbound Call Customer	Made Contact	Done	10/15/2018 17:20:08	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Disclaimer.

SA confirmed that they were still following up with dealership to see if they could clarify position on engine knocking concern. Customer acknowledged and stated per previous advisement that they would be opening up a case with BBB. SA acknowledged and stated they would notify of any information - assuming that issue isn't assumed through BBB directly.

David Chiodo/WMI/Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2018 5:52 PM	SADMIN	SADMIN	Email - Outbound		Done	10/12/2018 17:52:31	CCC - CAC Tier 2 Alert – Action Required: Case # Chevrolet, [REDACTED] VIN [REDACTED] 1GNSKHKC4GR [REDACTED] Mileage 28000
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Customer mentioned an additional issue with their engine reportedly knocking. I see that [[Valve Lifter Oil Manifold and Valve Lifter Right Side Replacement]] was carried out 4/2018. Has the dealership ever identified any additional knocking? Customer is unsure why right side was only addressed during this repair. Thank you.

[SR [REDACTED]]

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2018 5:52 PM	NZYZ0D	NZYZ0D	Scheduled Outbound Call Cust		Done	10/15/2018 17:20:11	F/U
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2018 5:47 PM	NZYZ0D	CGONZALEZ706	Dealer Notification	Action Required	Done	10/16/2018 03:11:30	Looking for clarification
Last Name		First Name		Account		BAC Code	
Comments							
Customer mentioned an additional issue with their engine reportedly knocking. I see that [[Valve Lifter Oil Manifold and Valve Lifter Right Side Replacement]] was carried out 4/2018. Has the dealership ever identified any additional knocking? Customer is unsure why right side was only addressed during this repair. Thank you.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2018 5:04 PM	NZYZ0D	NZYZ0D	Scheduled Outbound Call Cust		Done	10/12/2018 17:52:03	F/U
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2018 2:09 PM	NZYZ0D	NZYZ0D	Email -		Done	10/10/2018 14:11:23	SR - 2016



Service Request Activities – UCC PAR

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Last Name		First Name		Outbound Account	BAC Code		Chevrolet Suburban [Chevrolet Customer Assistance Center]
[REDACTED]		[REDACTED]					
Comments							
Hello [REDACTED], I will be managing the case opened for your 2016 Chevrolet Suburban. Your case number is [REDACTED]. If you have any questions or concerns feel free to contact me. Thank you for your patience, David Chevrolet Customer Assistance Center 1-866-790-5700 (ext. 5914914)							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2018 1:24 PM	NZYZ0D	NZYZ0D	Outbound Call Customer	Made Contact	Done	10/12/2018 17:34:07	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Disclaimer. SA made contact with the customer about their vehicle situation. Specifically - they have been having a number of vehicle concerns: 1. vibration sensation with vehicle [which dealership looked at on previous service - was unable to duplicate due to not able to break traffic laws] 2. an alleged issue of a vehicle sputter when accelerating after applying brakes 3. alleged knocking sound for the engine. Customer stated that they had brought vehicle in but dealership never resolved this issue. At this point SA advised that if customer is seeking buyback that they should go to BBB who may be able to advise on their state specific law. SA stated that he would reach out to clarify on the engine knocking concern they stated and previous lifter service.							



Service Request Activities – UCC PAR

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David Chiodo/WMI/Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 8, 2018 3:56 PM	NZY0D	NZY0D	Scheduled Outbound Call Cust		Done	10/10/2018 17:04:57	F/U

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 8, 2018 3:32 PM	NZY0D	NZY0D	Outbound Call Customer	Made Contact	Done	10/08/2018 15:33:21	██████████

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

SA made contact with the customer. Customer was still having issues hearing SA and disconnected the call.

SA will send email correspondence confirming contact attempts.

David Chiodo/WMI/Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 8, 2018 3:27 PM	NZY0D	NZY0D	Outbound Call	Made Contact	Done	10/08/2018 15:32:17	██████████



Service Request Activities – UCC PAR

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Last Name		First Name		Customer Account		BAC Code		
[REDACTED]		[REDACTED]						
Comments								
SA made contact with the customer. The customer stated that they were unable to hear SA. SA acknowledged and stated that they would try to call the customer back.								
David Chiodo/WMI/Tier 2								
Confidential Comments								
Created		Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 6, 2018 12:55 AM		MDANIELLE	NZYZ0D	Follow-Up		Done	10/18/2018 11:36:48	
Last Name		First Name		Account		BAC Code		
[REDACTED]		[REDACTED]						
Comments								
Customer uses this car for taxi and limo service. Please Fax me the Fax #								
Confidential Comments								
Created		Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 6, 2018 12:41 AM		MDANIELLE	NZYZ0D	Follow-Up		Done	10/18/2018 11:36:45	
Last Name		First Name		Account		BAC Code		
[REDACTED]		[REDACTED]						
Comments								
Service Mgr drove car home more than once to try to duplicate customers concerns. Cust says at 70 to 80mph car feels unsafe load noises and feels car all over the road. Service Mgr told cust that he will not drive that fast and will not chance get a speeding ticket. Cust now changes his mind and says 60 to 65mph. Service Mgr drove car home on highway no noise and car stable. No problem found. cust drives in from PA. i do think mileage is high. We do give cust Loaner when he makes appt but not when he just drops in. Last phone call my Sa had with him he was going to try aa dealer in PA. I did not feel anything with his car nor heard any noises.								
Confidential Comments								



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 3:07 PM	YZLZ7M	NZYZ0D	Ownership Changed		Done	10/05/2018 15:07:46	Service Request Ownership has changed FROM: WZTKC5 TO: NZYZ0D
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 3:04 PM	YZLZ7M	NZYZ0D	Notify CRM		Done	10/08/2018 15:33:25	new sr assigned
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 2:39 PM	SADMIN	SADMIN	Email - Outbound		Done	10/05/2018 14:39:16	CCC - CAC Tier 1 Alert – Action Required: Case # Chevrolet, VIN 1GNSKHKC4G Mileage 28000
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 called and has concern with vehicle. Customer is having multiple vehicle concerns. Customer states back seat rattles and has been looked at last 4/2018. This did not resolve his concern. Customer made an appointment with another dealership and was told there would be a loaner vehicle. Customer is upset his vehicle still has not been looked at. Customer does not feel safe in vehicle.							
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

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[REDACTED] [SR [REDACTED]] Confidential Comments							Description
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Oct 5, 2018 2:28 PM	WZTKC5	WZTKC5	Email - Outbound		Done	10/05/2018 14:28:24	
Thank you for contacting Chevrolet							
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Email ID# T1EM01CAC (Do not delete/alter this line)							
=====							
Dear [REDACTED]							
Thank you for calling Chevrolet with regard to your 2016 Chevrolet Suburban.							
For your reference, your case number from our conversation today is [REDACTED].							
I appreciate the opportunity to assist you.							
Chevrolet Customer Assistance							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 2:27 PM	WZTKC5	TIER2Q	Notify CRM		Done	10/05/2018 15:04:31	Please Assume SR
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
1. Why are you transferring to Tier2? (SS8318) repeat vehicle concern							
2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (SS8333)- N							
3. Is the vehicle out of all warranties? N							
4. Was the vehicle diagnosed? N							



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

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5. What was the diagnosis/status of repair(s)?

6. Has the customer paid for any repairs/service regarding this concern? Y/N

7. Is the customer requesting cost assistance? Y/N

8. If requesting cost asst: how much/what are they requesting?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 2:26 PM	WZTKC5	NZYZ0D	Scheduled Outbound Call Dlr		Done	10/09/2018 17:07:23	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
Oct 5, 2018 2:25 PM	WZTKC5	CGONZALEZ706	Dealer Notification	Action Required	Done	10/18/2018 11:36:27	Complaint Vehicle
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 called and has concern with vehicle. Customer is having multiple vehicle concerns. Customer states back seat rattles and has been looked at last 4/2018. This did not resolve his concern. Customer made an appointment with another dealership and was told there would be a loaner vehicle. Customer is upset his vehicle still has not been looked at. Customer does not feel safe in vehicle.

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

Confidential Comments



Service Request Activities – UCC PAR

Report Date: Monday, December 31, 2018

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 5, 2018 2:15 PM	WZTKC5	WZTKC5	Inbound Call Customer	Complex Request	Done	10/05/2018 14:31:09	Complaint Vehicle
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Customer called and has concern with vehicle. Customer is having multiple vehicle concerns. Customer states back seat rattles and has been looked at last 4/2018. This did not resolve his concern. Customer made an appointment with another dealership and was told there would be a loaner vehicle. Customer is upset his vehicle still has not been looked at. Customer does not feel safe in vehicle.							
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.							
GWM Martina.ATX.CACT1							
Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		
K30		Transmission - Automatic			Vibration / Balance		

End of Report

Detroit, MI

CARFAX

CARFAX® Vehicle History Report™
 An independent company established in 1986

US \$39.99

Vehicle Information:
2016 CHEVROLET K1500 SUBURBAN LT
 VIN: 1GNSKHKC4GF
 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

No damage reported to CARFAX

CARFAX 1-Owner vehicle

10 Service history records

Personal lease vehicle

28,061 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/31/18 at 8:03:28 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.

Ownership History The number of owners is estimated	
Year purchased	2016
Type of owner	Personal lease
Estimated length of ownership	2 yrs. 7 mo.
Owned in the following states/provinces	Pennsylvania
Estimated miles driven per year	11,678/yr
Last reported odometer reading	28,061

Title History CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hail Lemon	Owner 1 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	

Additional History 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 No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall	No Recalls

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

Reported

Basic Warranty[Original warranty](#) estimated to have 5 months or 7,939 miles remaining.Warranty
Active

Detailed History

[Glossary](#)**Owner 1**

Purchased: 2016
 Type: Personal lease
 Where: Pennsylvania
 Est. miles/year: 11,678/yr
 Est. length owned: 5/2/16 - present
 (2 yrs. 7 mo.)

Low mileage!
 This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
12/18/2015	10	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle offered for sale
01/12/2016	11	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Pre-delivery inspection completed
04/26/2016		Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle sold
04/26/2016		New York Inspection Station	Dealer had vehicle inspected to prepare it for sale Passed safety inspection Emissions inspection performed View what was inspected
04/28/2016	12	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle washed/detailed Safety inspection performed
05/02/2016		Pennsylvania Motor Vehicle Dept. Hanover, PA Title [REDACTED] AC	Title issued or updated First owner reported Titled or registered as personal lease vehicle Loan or lien reported
05/10/2016	875	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle serviced
02/08/2017	6,917	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Maintenance inspection completed Sunroof drain hoses serviced
02/17/2017		Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle serviced
08/07/2017		Pennsylvania Motor Vehicle Dept. Hanover, PA Title [REDACTED] AC	Registration issued or renewed
08/11/2017	10,260	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle serviced
03/19/2018		Pennsylvania Motor Vehicle Dept. Tobyhanna, PA Title [REDACTED] AC	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
05/15/2018	21,792	Potamkin Cadillac Buick Chevrolet	Maintenance inspection completed A/C condenser replaced

		New York, NY 212-399-4400 potamkincadillac.com	Radio/sound system repaired Key(s) (re) programmed
05/30/2018	21,796	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Vehicle serviced
08/14/2018	25,578	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Safety inspection performed
09/26/2018	28,061	Potamkin Cadillac Buick Chevrolet New York, NY 212-399-4400 potamkincadillac.com	Oil and filter changed

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](#)

First Owner

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

Ownership History

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

Title Issued

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

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Covered by United States Patent Nos. 7,113,853; 7,770,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

12/31/18 8:03:28 AM (CST)



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law excluding attorney's fees. An arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- ♦ **Reimbursement** for reasonable, documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- ♦ Claims not covered by the General Motors New Vehicle Limited Warranty.
- ♦ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ♦ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- ♦ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ♦ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.
- ♦ Claims seeking attorney's fees.

OTHER IMPORTANT INFORMATION

- ♦ The customer must own or lease the vehicle throughout the entire arbitration process.
- ♦ If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ♦ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE NEW YORK LEMON LAW

New Car Lemon Law

The following is a brief explanation of most relevant provisions of the New York lemon law. The complete text of the lemon law can be found at N.Y. Gen. Bus. Law Section 198-a.

VEHICLES COVERED

The New York lemon law applies to motor vehicles that are subject to a manufacturer's express warranty at the time of original delivery and are either:

1. Purchased, leased or transferred in New York within the first 18,000 miles of operation or two years from date of original delivery, whichever is earlier; or
2. Registered in New York.

The lemon law does not cover motorcycles or off-road vehicles, and does not apply to the living facilities of motor homes.

CONSUMERS COVERED

The lemon law covers the following "consumers":

1. The purchaser, lessee or transferee, other than for purposes of resale, of a motor vehicle used primarily for personal, family or household purposes; or
2. Any other person entitled by the terms of the manufacturer's warranty to enforce its obligations, provided the person uses the motor vehicle primarily for personal, family or household purposes.¹

The lemon law also covers the subsequent transferee.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the value of the motor vehicle to the consumer. This is referred to as a *nonconformity*. The lemon law does not cover a defect or condition that is the result of abuse, neglect or unauthorized modifications or alterations of the motor vehicle.

COVERAGE PERIOD OF THE NEW YORK LEMON LAW

The lemon law covers vehicles during the first 18,000 miles of operation or during the period of 2 years following the date of original delivery of the motor vehicle, whichever is the earlier date.

¹ *Volkswagen of America, Inc. v. Friedman*, 166 A.D.2d 709; 561 N.Y.S.2d 597 (1990).

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MANUFACTURER'S DUTY TO REPAIR A VEHICLE

The manufacturer's obligation to repair and remedies for refusal to repair are limited to a motor vehicle that was sold in New York and is registered in New York.

If a motor vehicle that is sold and registered in New York does not conform to all express warranties, the consumer must report the nonconformity to the manufacturer, its agent or its authorized dealer during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier. The manufacturer, its agent or its authorized dealer must correct the nonconformity at no charge to the consumer, even if the 18,000 miles/two years period has expired.

If the notification is received by the manufacturer's agent or authorized dealer, the agent or dealer must forward the written notice within 7 days to the manufacturer by certified mail, return receipt requested, and must include in the notice a statement indicating whether repairs have been undertaken.

If the manufacturer's agent or authorized dealer refuses to undertake repairs within 7 days of receipt of the consumer's notice, the consumer may send written notice of this refusal to the manufacturer by certified mail, return receipt requested. The manufacturer has 20 days from receipt of this notice to commence the repairs. If within the 20 day period the manufacturer or its agent fails to commence repairs, then the manufacturer must, at the consumer's option either replace or repurchase the motor vehicle.

If an agent or authorized dealer of a motor home manufacturer, or a repair shop to which the manufacturer referred a consumer, refuses to undertake repairs within 7 days of receipt of notice by a consumer of a nonconformity within the first 18,000 miles of operation or during the period of two years following the date of the motor home's original delivery to the consumer, whichever is earlier, the consumer may send written notice of this refusal to the motor home manufacturer by certified mail, return receipt requested. The motor home manufacturer, its dealer or the referred repair shop has 20 days from receipt of this notice to commence the repairs. If within the 20 day period the motor home manufacturer, its dealer or the referred repair shop fails to commence repairs, then the motor home manufacturer must, at the consumer's option either replace or repurchase the motor vehicle.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized dealers are unable to repair or correct any nonconformity after a reasonable number of attempts during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, the manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

The consumer has the option of returning the motor vehicle to the dealer or other authorized agent of the manufacturer who sold the vehicle to the consumer, or to the

dealer or other authorized agent who attempted to repair or correct the nonconformity that necessitated the return. The consumer cannot be subject to any further shipping charges.

If the motor vehicle is a motor home, and the motor home manufacturer, its agent or authorized dealer, or a repair shop to which the manufacturer referred a consumer is unable to repair or correct any covered nonconformity after a reasonable number of attempts within the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, the motor home manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

For motor homes, a repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

REASONABLE NUMBER OF REPAIR ATTEMPTS

In determining whether the manufacturer has had a reasonable number of attempts to repair or correct a nonconformity, the New York lemon law creates a *presumption* that a reasonable number of attempts have been made if, during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer or its agents or authorized dealers, but the nonconformity, defect or condition continues to exist. The consumer does not have to establish that the defect continued to exist until the hearing date. Rather, the presumption obligates a consumer to establish that the vehicle was subject to repair at least four times and that the same defective condition remained unresolved after the fourth attempt²; or
2. The vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of thirty or more calendar days.

ADDITIONAL NOTICE PROVISIONS APPLYING TO A MOTOR HOME

If, during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, the same covered nonconformity has been subject to repair two times or the motor home has been out of service by reason of repair for 21 days, the consumer must report this to the motor home manufacturer or its authorized dealer by certified mail, return receipt requested. After the motor home has been out of service by reason of three repair

² *Matter of DaimlerChrysler Corp. v. Spitzer*, 7 N.Y.3d 653 (2006).

attempts or for at least 36 days, the consumer may institute any proceeding or other action pursuant to the lemon law.

This special notification requirement will apply only if the manufacturer or its authorized dealer provides a copy of this requirement to the consumer and the consumer acknowledges receipt in writing. If the consumer has received notice and fails to comply with the special notification requirements, then additional repair attempts or days out of service will not be taken into account in determining whether the consumer is entitled to replacement or repurchase. But any additional repair attempts or days out of service that occur after the consumer complies with the special notification requirements will be taken into account.

A repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

DISPUTE RESOLUTION

If a manufacturer has established an informal dispute settlement mechanism, the mechanism must comply with the provisions of the lemon law. The lemon law provisions requiring repurchase or replacement after an inability to repair do not apply to a consumer who has not first resorted to the mechanism.

The consumer has the option of submitting any dispute under the lemon law to an alternate arbitration mechanism administered by the New York Attorney General's Office.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within 4 years of the date of the motor vehicle's original delivery to the consumer.

REMEDIES UNDER THE NEW YORK LEMON LAW

REPURCHASE OF OWNED VEHICLES

The New York lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The full purchase price (cash plus any trade-in allowance); and
2. Fees and charges, including all license fees, registration fees and any similar governmental charges;
3. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles of operation;
4. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

The manufacturer is not required to refund any sales tax paid by the consumer. The lemon law provides that the consumer may receive a refund of such sales tax by applying to the Commissioner of Taxation and Finance. In addition, information provided by the Attorney General's Office indicates the refund will not include other expenses or charges, such as loss of use, insurance premiums and finance charges.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{purchase price}$$

Refunds are made to the consumer and lienholder, if any, as their interests may appear on the records of ownership kept by the Department of Motor Vehicles.

REPURCHASE OF LEASED VEHICLES

The New York lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessor –

1. The lease price, consisting of (a) the lessor's actual purchase cost, (b) the freight cost (if applicable), (c) the cost for accessories (if applicable), (d) any fee paid to obtain the lease, and (d) an amount equal to 5% of the actual purchase cost;
2. Less the aggregate deposit and rental payments paid to the lessor for the leased vehicle.

To the lessee –

1. The aggregate deposit and rental payments paid to the lessor;

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2. Any trade-in allowance; and
3. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;
4. Less "service fees" (defined below);
5. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles of operation;
6. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

"Service fees" are defined as that portion of the lease payments attributable to:

1. Interest on the rental payments previously paid at an annual rate equal to two points above the prime rate in effect on the date of the lease execution; and
2. Any insurance or other costs paid by the lessor for the benefit of the lessee.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{lease price}$$

The terms of the lease are deemed terminated contemporaneously with the date of the arbitrator's decision, and no penalty for early termination is assessed.

REPLACEMENT

When replacing a vehicle under the New York lemon law, the manufacturer must replace the vehicle with a comparable motor vehicle, meaning a vehicle of comparable mileage, model year and value of the vehicle being returned³. The reasonable allowance for use does not apply to a replacement.

³ *Lyeth v. Chrysler Corp.*, 929 F.2d 891 (2d Cir. 1991); *Hynson v. American Motors Sales Corp.*, 164 A.D.2d 41 (1990); *Matter of Volvo N. Am. Corp. v DePaola*, 156 AD2d 40 (1990)

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The following notices must be given to consumers and arbitrators by informal dispute settlement mechanisms in New York:

NEW CAR LEMON LAW BILL OF RIGHTS

(1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.

(2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.

(3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.

(4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.

(5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE CAR.

(6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.

(7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.

(8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEYS FEES IF YOU PREVAIL.

(9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.

(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE

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ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

NEW MOTOR HOME LEMON LAW BILL OF RIGHTS

(1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW MOTOR HOME, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST. HOWEVER, THIS ADDITIONAL WARRANTY DOES NOT APPLY TO THE LIVING FACILITIES OF MOTOR HOMES, WHICH ARE THE PORTIONS THEREOF DESIGNED, USED OR MAINTAINED PRIMARILY AS LIVING QUARTERS AND SHALL INCLUDE, BUT NOT BE LIMITED TO THE FLOORING, PLUMBING SYSTEM AND FIXTURES, ROOF AIR CONDITIONER, FURNACE, GENERATOR, ELECTRICAL SYSTEMS OTHER THAN AUTOMOTIVE CIRCUITS, THE SIDE ENTRANCE DOOR, EXTERIOR COMPARTMENTS, AND WINDOWS OTHER THAN THE WINDSHIELD AND DRIVER AND FRONT PASSENGER WINDOWS.

(2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.

(3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.

(4) IF, WITHIN THE FIRST EIGHTEEN THOUSAND MILES OF OPERATION OR DURING THE PERIOD OF TWO YEARS FOLLOWING THE DATE OF ORIGINAL DELIVERY OF THE MOTOR VEHICLE TO SUCH CONSUMER, WHICHEVER IS THE EARLIER DATE THE MANUFACTURER OF A MOTOR HOME OR ITS AGENTS OR ITS AUTHORIZED DEALERS OR REPAIR SHOPS TO WHICH THEY REFER A CONSUMER ARE UNABLE TO REPAIR OR CORRECT ANY COVERED DEFECT OR CONDITION WHICH SUBSTANTIALLY IMPAIRS THE VALUE OF THE MOTOR HOME TO THE CONSUMER AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MOTOR HOME MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR HOME WITH A COMPARABLE MOTOR HOME, OR ACCEPT RETURN OF THE MOTOR HOME FROM THE CONSUMER AND REFUND TO THE CONSUMER THE FULL PURCHASE PRICE OR, IF APPLICABLE, THE LEASE PRICE AND ANY TRADE-IN ALLOWANCE, PLUS FEES AND CHARGES, AS WELL AS THE OTHER FEES AND CHARGES, INCLUDING BUT NOT LIMITED TO ALL LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENTAL CHARGES, LESS AN ALLOWANCE FOR THE CONSUMER'S USE OF THE VEHICLE IN EXCESS OF TWELVE THOUSAND MILES TIMES THE PURCHASE PRICE, OR THE LEASE PRICE IF APPLICABLE, OF THE VEHICLE DIVIDED BY ONE HUNDRED THOUSAND MILES, AND A REASONABLE ALLOWANCE FOR ANY DAMAGE NOT ATTRIBUTABLE TO NORMAL WEAR OR IMPROVEMENTS.

(5) SPECIAL NOTICE PROVISION: IF WITHIN EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST, THE SAME COVERED NONCONFORMITY, DEFECT OR CONDITION IN YOUR MOTOR HOME HAS BEEN SUBJECT TO REPAIR TWO TIMES OR YOUR MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF REPAIR FOR TWENTY-ONE DAYS, WHICHEVER COMES FIRST, YOU MUST HAVE REPORTED THIS TO THE MOTOR HOME MANUFACTURER OR ITS AUTHORIZED DEALER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND YOU MAY INSTITUTE ANY PROCEEDING OR OTHER ACTION PURSUANT TO THE LEMON LAW IF THE MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF THREE REPAIR ATTEMPTS OR FOR AT LEAST THIRTY-SIX DAYS. THIS SPECIAL NOTICE REQUIREMENT SHALL ONLY APPLY IF THE MANUFACTURER OR ITS AUTHORIZED DEALER PROVIDES WRITTEN COPY OF THE REQUIREMENTS OF THIS PARAGRAPH TO YOU AND RECEIPT OF NOTICE IS ACKNOWLEDGED BY YOU IN WRITING. IF YOU FAIL TO COMPLY WITH THE SPECIAL NOTIFICATION REQUIREMENTS OF THIS PARAGRAPH, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR SHALL NOT BE TAKEN INTO ACCOUNT IN DETERMINING WHETHER YOU ARE ENTITLED TO A REMEDY PROVIDED IN PARAGRAPH FOUR. HOWEVER, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR THAT OCCUR AFTER YOU COMPLY WITH SUCH SPECIAL NOTIFICATION REQUIREMENTS SHALL BE TAKEN INTO ACCOUNT IN MAKING THAT DETERMINATION. NOTICE TO THE MANUFACTURER SHOULD BE SENT TO THE FOLLOWING: NOTICE TO THE DEALER SHOULD BE SENT TO THE FOLLOWING:

(6) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLIGENCE, OR UNAUTHORIZED MODIFICATIONS OF THE MOTOR HOME.

(7) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM IS NOT COVERED BY THE LEMON LAW OR DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR MOTOR HOME.

(8) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.

(9) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.

(10) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.

(11) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH ARBITRATION.

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CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE
TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

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New York



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number:		Start Date:	11/26/18
Customer Name:		State:	New York
VIN:	1GNSKHKC4G	Probable Hearing Location:	

This claim is

Has the customer contacted you regarding the claim?

Is the VIN listed above correct?

If you checked NO, please indicate the correct VIN:

Customer Contact Info:

☒ IN Warranty

☐ OUT of Warranty

☒ YES

☐ NO

☒ YES

☐ NO

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

General Motors has no offers at this time.

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on ____/____/____

☐ The customer rejected the offer on ____/____/____

☒ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: 2-8 Weeks

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

We do not believe Mr. [REDACTED] 2016 Chevrolet Suburban meets the criteria of the NY Lemon Law, or the General Motors Program Summary.

Please write your position as to the cause of each problem listed on the Customer Claim Form.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer in regards to his 2016 Chevrolet Suburban for the vehicles rattles shakes and makes noises, four wheel drives doesn't work, Motors was knocking, and electrical issues have been addressed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

Please indicate the decision you request the arbitrator to render:

We respectfully ask that Mr. [REDACTED] request for repurchase of his 2016 Chevrolet Suburban be denied and that Mr. [REDACTED] continue to work with General Motors per the terms of our written warranty coverage.

List the amount of any over allowance/negative equity: \$ 0.00

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

GM will participate
Return this form as soon as possible
To:
BBB AUTO LINE
Fax: 703.247.9700

X By phone ☐ In person ☐ In writing

Completed by: Katelyn Date: 12/04/2018

Future contact: Same as above

Phone: 866-790-5700 ext: 5915320 Fax: _____

MRF

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4G		28060/28061		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR16 DD		26APR2019	WARR 12SEP18		0.00	CASH	26SEP18

R.O. OPENED	READY	OPTIONS:	SOLD-STK
07:19 12SEP18	11:38 26SEP18	ENG:L83 5.3L V8 ECOTEC3	
LINE OPCODE	TECH TYPE	HOURS	LIST NET TOTAL

A CADILLAC PREMIUM CARE - OIL CHANGE

0600503 CADILLAC PREMIUM CARE - OIL CHANGE

8698 ISP

1 19330000 (S) FILTER

8 88865700 0W20 OIL

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

maint performed oil change

B CUSTOMER STATES BRAKE PEDAL GETS HARD

CAUSE: F

4023850 VACUUM PUMP ASSEMBLY REPLACEMENT

8698 W

1 12669488 CS PUMP

PARTS RTN AG

(N/C)

(N/C)

FC: PART#: 12669488 COUNT: 1

CLAIM TYPE:

AUTH CODE:

BUICK®

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

28061 vacuum pump has low output/ document 4748532

followed document 4748532 performed braking system diagnostics

monitored vacuum pump at 18 in/hg at idle, below specifications of

18 in/hg. replaced vacuum pump assembly,

no oil was in the pipe or the booster, replaced pump.

2480118 1.9

CHEVROLET

C PERFORM COMPLIMENTARY MULTIPPOINT INSPECTION

01 ALL OK

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Any warranties on the products sold hereby are those made by the manufacturers. The seller hereby disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor warrants any other person to assume for it any liability in connection with the sale of said products. These parts and accessories that are not supplied or installed by general motors are not warranted by general motors, nor are they warranted by the selling dealer. Ask your service representative for specific warranty information on these products.

TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work, herein set forth, to be done and agree to pay for all necessary material in connection therewith. I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

X CLIENT ☐ AGENT ☐ TOWN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4G		25500/25578		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
26APR16 DE		26APR2019	19:00 25JUL18		0.00	CASH	08AUG18

R.O. OPENED	READY	OPTIONS:
11:20 25JUL18	14:22 08AUG18	SOLD-STK: ENG:L83 5.3L V8 ECOTEC3 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES CAR SHAKES/ VIBRATION AS IF GOING TO STALL AT IDLE						
NWP NO WORK PERFORMED AT THIS TIME							
				8698 CP		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
25500 DID PUT APPROX 70 MILES ON VEH NO PROBLEM FOUND							

B CUSTOMER STATES DOWNSHIFTS AS IF ON MANUAL MODE

01 01

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

25500 SVS DROVE CAR COULD NOT DUPLICATE CONCERN

C CUSTOMER STATES BACK SEATS AREA- L/R RATTLING NOISE OVER BUMPS

01 SAFETY INSPECTION

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

25500 ADJ STRIKERS

D CUSTOMER STATES HEAVY VIBRATION L/F FRONT WHEEL AREA

DECLINED CUSTOMER DECLINED

8698 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

25500 SVS MGR DROVE CAR TO 70MPH FELT SLIGHT VIBRATION AT 50MPH DO TO SLIGHTLY BENT RIMS AND TIRES ARE FEATHER EDGED. NEED 4 TIRES AND ALIGN

E CUSTOMER STATES AUTO START KICKS OFF AFTER 30 SECONDS- IF CAR IS WARM

AND RUNNING CAR WILL BE OFF AFTER COMING BACK A FEW MIN LATER

01 SAFETY INSPECTION

8698 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

25500

SVS MGR STARTED CAR BY REMOTE START. TIMED DID NOT SHUT OFF AFTER 1MIN AND 30SEC.

Any warranties on the products and hereby are those made by the manufacturer. The seller hereby disclaims all warranties either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it, any liability in connection with the sale of said products. These parts and accessories that are not supplied or marketed by general motors are not warranted by general motors, nor are they warranted by the selling dealer. Ask your service representative for specific warranty information on these products.

TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 2nd day after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days, however, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CREDIT ☐ AGENT ☐ TOWIN ☐

CUSTOMER COPY

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7417473

INVOICE

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
GY		16	CHEVROLET SUBURBAN 1		1GN9XHKC4GR			25500/25578		
DEL. DATE		PROD. DATE	WARR. EXP.		PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
26APR16 DI			26APR2019		19:00 25JUL18			0.00	CASH	08AUG18
R.O. OPENED			READY		OPTIONS: SOLD-STK:					
11:20 25JUL18			14:22 08AUG18		ENG:L83 5.3L V8 ECOTEC3					
LINE OPCODE TECH TYPE HOURS			TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD							
CHECKS OK			LIST NET TOTAL							

F PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

01 SAFETY INSPECTION

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

(N/C)
0.00

G LOANER VEHICLE PROVIDED TO CUSTOMER

01 SEE RECOMMENDATIONS

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:

(N/C)
0.00

4 TIRES 1200.00 ALIGNMENT

229.95-- FRONT BRAKE PADS AND

RESURFACE ROTORS 625.00

THROTTLE SO DY SERVICE 325.00

BUICK



GMC

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X _____

CLIENT ☐ AGENT ☐ TOWIN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DUPLICATE COPY

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
GY		16	CHEVROLET SUBURBAN 1		1GNSKHKC4GR		21785/21796		
DEL DATE		PROD. DATE	WARR. EXP.		PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR16 DE			26APR2019		19:00 23MAY18		0.00	CASH	30MAY18
R.O. OPENED		READY		OPTIONS: SOLD-STK:					
15:18 07MAY18		13:00 30MAY18		ENG:L83 5.3L V8 ECOTEC3					
LINE		CHASSIS		TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES WINDSHIELD HAS STRESS CRACK

CAUSE: F

01 COMPLETED

8698 W

1 23508428 WINDSHIELD

(N/C)

(N/C)

FC: PART#: F COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL REPLACED GLASS- INV W01035309

ISP

SUBL REFL STRESS CRACK W/SHIELD PO#

(N/C)

SUBL LOANER/ RENTAL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)

0.00

GLASS SUBLET SHOP REPLACED WINDSHIELD

VISUALLY INSPECTED AND AUTH BY SERVICE MANAGER NO IMPACT DETECTED

STRESS CRACK

B PERFORM COMPLIMENTARY MULTIPOLAR INSPECTION

01 COMPLETED

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

C** 05.07.2018- CUSTOMER CALLED IN SAID CAR HAS A MISFIREAS IF GOING TO STALL

01 NO CODES STORED ROAD TESTED VEHICLE ALL

WORKING TO FACTORY SPECIFICATION AT TIME OF DIAGNOSIS

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

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TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work, herein set forth, to be done and agree to pay for all necessary material in connection therewith. I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

X _____

CLIENT ☐ AGENT ☐ TOWIN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S. REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
GY	16	CHEVROLET SUBURBAN 1	1GNSEHKC4G			21780/21792	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR16 DE	26APR2019	WAIT 26APR18			0.00	CASH	15MAY18
R.O. OPENED		READY	OPTIONS: SOLD-STK:				
11:37 24APR18		20:45 15MAY18	ENG:L83 5.3L V8 ECOTEC3				
LINE OPCODE TECH TYPE HOURS		TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD					
				LIST	NET	TOTAL	

LOANER LOANER VEHICLE PROVIDED TO CUSTOMER

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)

0.00

B CUSTOMER STATES 4 WHEEL DRIVE INOP

CND CAN NOT DUPLICATE CUSTOMERS CONCERN AT THIS

TIME. A REPAIR CANNOT BE PERFORMED UNDER A

CONDITION IS VERIFIED

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

tested 4wd, all functioning properly at this time

C CUSTOMER STATES A/C BLOWING WARM AIR

CAUSE:

9900497 Air Conditioning Condenser Replacement

8698 W

1 84243590 (S) CONDENSER

3 12356150 REFRIG

1 88901445 LUBRICANT

SUBL RENTAL

W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

21780 see special order 21780 reffered to document and found
condenser is leaking from upper left weld perf. leak test, replaced a/c
condenser charge code 00197JG0000000B5000

D CUSTOMER STATES WHEN CAR IS IN MOTION- VEHICLE FEELS AS IF BUCKING/
JERKING MOTION

CAUSE:

8480418 DOUBLE FLUID FLUSH

8698 W

6 88865601 FLUID

(N/C)

(N/C)

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express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor
authorizes any other person to assume for it any liability in connection with the sale of said products. Those parts and accessories
that are not supplied or marketed by general motors are not warranted by general motors, nor are they warranted by the selling
dealer. Ask your service representative for specific warranty information on these products.

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necessary material in connection therewith. I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle
in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts
shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described
on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged
on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12
months or 12,000 miles, whichever occurs first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if
no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days.
However, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

X _____

CLIENT ☐ AGENT ☐ TOWIN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

114

DUPLICATE 1
PAGE 1

CADILLAC BUICK CHEVROLET GMC
706 Eleventh Avenue
New York, NY 10019
212-399-4400

N.Y.S. REPAIR SHOP REG. NO. R-7117473

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD

SERVICE ADVISOR: 6160 KAREN MICHELLE CASAD									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
QY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4G		10259/10260				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
26APR16 DE	26APR2019	19:00	02AUG17		0.00	CASH	09AUG17		
R.O. OPENED		READY	OPTIONS: SOLD-STK:						
13:45 02AUG17		10:31 09AUG17	ENG:LB3 5.3L V8 ECOTEC3						
LINE OPCODE		TECH TYPE		HOURS		TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD			
						LIST	NET	TOTAL	

CAUSE: MAINTENANCE

0600723 COMPLETED

8698 W

1 19330000 (S) FILTER

6 19352900 OTL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

maint perf. lof 10%

B CUSTOMER STATES SECOND AND 3RD ROW SEATING HAS A RATTILING NOISE WHEN

AR IS IN MOTION

NPF NO PROBLEM FOUND

8698 TSP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

normal condition

C CUSTOMER STATES WHEN IN THE MIDDLE OF DRIVING BLIND SPOT SENSORS

COMES ON

NPF OPERATING TO FACTORY SPECIFICATIONS AT TIME

OF DIAG

6598 ISR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

operating to specs

D CUSTOMER STATES UPON ACCELERATION CAR HAS A JERKING MOTION AS IF REAR

CAUSE: 5

3010470 FRONT DIFFERENTIAL DRIVE PINION GEAR

BEARING REPLACEMENT

B698 W

1 23270117 (S) SEAL

1 12479162 (S) SPACER

1 15286375 (S) BEARING

2 88900401 LUBRICANT

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X _____ CLIENT ☐ AGENT ☐ TOW IN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

SERVICE ADVISOR: 9178 PETER DIMARCO

SERVICE ADVISOR: 9178 PETER DIMARCO									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
GY	15	CHEVROLET SUBURBAN 1		1GNSKHKC4GR		3718/3718			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
26APR16 DL			19:00 14FEB17			0.00	CASH	16FEB17	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:			
14:04 14FEB17		12:45 16FEB17		ENG:L83 5.3L V8 ECOTEC3		TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD			
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	

A LOANER VEHICLE PROVIDED TO CUSTOMER

CAUSE: F

LOANER LOANER VEHICLE PROVIDED TO CUSTOMER

8698 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S HEADLINER LEFT SIDE WERE IT WAS WORK ON LAST WEEK TOP RIGHT
 CONNER IS DIRTY WITH GREASE STAINS WAS NOT LIKE THAT WEN IT WAS
 DROP OFF LAST WEEK

0 F

8698 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 3718 TECH CLEANED OFF DIRTY STAINS ON HEAD LINER DRIVER SIDE
 CONNER DONE

C C/S ALL DOORS DONT LOCK WEN PRESSING THE OUTSIDE HANDLE SENSOR BUTTON
 WEN PLACING FINGER ON HANDLE BUTTON NOT WORKING AS IT SHOULD

0 F

8698 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 3718 operating as designed

D PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

0 F

8698 CHEVROLET (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
OAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X CLIENT ☐ AGENT ☐ TOWN ☐

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

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PAGE 1

SERVICE ADVISOR: 9178 PETER DIMARCO

SERVICE ADVISOR: 9178 PETER DIMARCO									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
GY	16	CHEVROLET SUBURBAN 1		1GNSKHKC4G		6916/6917			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
26APR16 DE			19:00 01FEB17			0.00	CASH	08FEB17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:					
				ENG:L83 5.3L V8 ECOTEC3					
11:07 01FEB17		08:11 08FEB17		TRN:NYC ELECTRONIC 6-SPEED AUTOMATIC W/OD					
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	

LOANER LOANER VEHICLE PROVIDED TO CUSTOMER

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)
0.00

B Frontal Airbag And Pretensioner Non Deploy

CAUSE: F

9102553 16007 - N16-2011 - Customer

Reimbursement Approved

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)
0.00

recall reflashed H1057

C 4WD IPS Drift DTC 00098 - Anti-Lock-Up

CAUSE: F

9102844 FA28770-Transfer Case Control Module

Reprogramming with SPS

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)
0.00

recall reflashed H1057

D C/S LEFT SIDE INSIDE HEADLINER WATER COMES INSIDE WHEN IT RAINS

CAUSE: F

6041010 SUNROOF HOUSING REAR DRAIN HOSE

REPLACEMENT

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)
0.00

6916 l/r sunroof drain hose is misrouted and backing up 6041010

3.80 water tested, removed l/r sunroof drain hose and routed properly, reinstalled and retested, ok ... 6041010 3.8

E C/S REAR SEAT ALL OF THEM RATTLE WHEN DRIVING INSIDE BAD RATTLE MUST ROAD TEST VEH [REPEAT CONCERN SEE HISTORY]

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X ☐ OLINT ☐ AGENT ☐ TOWN ☐

CUSTOMER COPY

██████████

11/11/2019

1041

CADILLAC BUICK CHEVROLET GMC

New York, NY 10019

N.Y.S. REPAIR SHOP REG. NO. R-7117473

SERVICE ADVISOR: 9178 PETER DIMARCO

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
GY		16	CHEVROLET SUBURBAN 1		1GNSKHKC4G			6916/6917		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE	
26APR16 DD			19:00 01FEB17			0.00	CASH		08FEB17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:						
				ENG:L93 5.3L V8 ECOTEC3						
11:07 01FEB17		08:11 08FEB17		TRN:MVC ELECTRONIC 6-SPEED AUTOMATIC W/OD						
LINE OPCODE TECH TYPE HOURS										
CAUSE: F				LIST NET TOTAL						
0 F										

PARTS:	8698	W				(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:
normal condition, verified with multiple vehicles						0.00

F C/S RADIO SCREEN GO BLINKING CRAZY AND THEN FREEZE UP AND DOES NOT GO ON HAS TO SHUT DOWN FOR ABOUT 10 MIN AND TURNS BACK ON AND STILL FREEZE THE RADIO SCREEN

CAUSE: F
O F

PARTS:	8698	W				(N/C)
	0.00	~~LABOR~~	0.00	OTHER:	0.00	TOTAL LINE F:
						0.00

update 9800003 0:00 Refreshed hmi
*****BUICK*****
G C/S WEN DRIVING AND GOING TO MAKE FULL LEFT AND RIGHT TURNS OR TRYING
TO SWITCH LANES STEERING WHEEL WILL NOT ALLOWE IT IT WOULD KICK
BACK NOT MAKING ANY TURNS

CAUSE: F
O F

PARTS:	8698				(N/C)
	0.00	FOR	OTHER:	TOTAL LINE G:	0.00

normal lane departure operation please familiarize with the

H C/S CHECK BATTERY CHARGE

CAUSE: F
O F

PARTS:	8698	W					(N/C)
LABOR:	0.00		0.00	OTHER:	0.00	TOTAL LINE H:	0.00

OK

I PERFORM COMPLIMENTARY MULTIPOINT INSPECTION
MF PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

8698 ISP (u/c)

Any warranties on the products sold hereby are those made by the manufacturer. This seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and further assumes no authority any other person to assume for it any liability in connection with the sale of said products. Those parts and accessories that are not supplied or serviced by general motors are not warranted by general motors, nor are they warranted by the selling dealer. Ask your service representative for specific warranty information on these products.

TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I agree that you are not responsible for loss or damage to various articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An employee mechanic is hereby acknowledged on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to complete this repairs.

DESCRIPTION	(N/C) TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X _____

CLIENT	☐	AGENT	☐	TOW IN	☐

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 3

SERVICE ADVISOR: 9178 PETER DIMARCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4GR		6916/6917	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
26APR16 DD			19:00 01FEB17		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:				
		ENG:L83 5.3L V8 ECOTEC3				
11:07 01FEB17	08:11 08FEB17	TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:
						0.00

J** OIL CHANGE (LIMIT 4)

CAUSE: MAINTENANCE

0600723 OIL CHANGE (LIMIT 4)

8698 W

1 19330000 (S) FINDER

8 19259487 OIL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE J:
maint perf. lof 0%						0.00

(N/C)

(N/C)

(N/C)

K** C/S REAR HATCH ONLY OPEN HALF WAY DOES NOT OPEN AS IT SHOULD

CAUSE: F

0 F

8698 W

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE K:
switch set on 3/4, please familiarize with vehicle systems						0.00

(N/C)

0.00

**BUICK*****CHEVROLET****GMC**

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TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

X	CLIENT ☐	AGENT ☐	TOW IN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

SERVICE ADVISOR: 5926 STEPHEN L JEFFERSON

COLOR			YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG			
GY			16		CHEVROLET SUBURBAN 1		1GNSKHKC4GR				873/875					
DEL. DATE			PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
25APR16 DD							WAIT 11MAY16				0.00		CASH		10MAY16	
R.O. OPENED					READY		OPTIONS:		SOLD-STK:							
13:28 10MAY16			16:06 10MAY16				ENG:L83 5.3L V8 ECOTEC3		TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD							

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES SECOND ROW AND THIRD ROW BOTTOM SEATS RATTLE.

CAUSE: COMPLETED

7080218 SEAT LATCH INSPECTION

8698 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
 misplaced strikers and floor pan contact points 7080218 0.90 perf.
 diag, as per pits284a, performed repairs 1, 2, 3 and 4

B PERFORM COMPLIMENTARY INSPECTION

45 MAINTENANCE SCHEDULE

8698 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

*Cadillac***BUICK®****CHEVROLET****GMC**

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X

CLIENT ☐ AGENT ☐ TOWIN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

INVOICE

PAGE 1

CONT:N/A

CELL:

SERVICE ADVISOR: 1082 GERARD VELEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4G		11/12		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR16 DD			19:00 26APR16		0.00	CASH	28APR16

R.O. OPENED	READY	OPTIONS:	SOLD-STK:
15:29 26APR16	16:01 28APR16	ENG:L83 5.3L V8 ECOTEC3	
LINE OPCODE	TECH TYPE	HOURS	TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/OD
	LIST	NET	TOTAL

A NEW CAR DETAILING

71 NEW CAR DETAILING

1416 INT

SUBL BLUE SUB 263 PO#

INT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)

(N/C)

0.00

B NYSI SAFETY INSPECTION ONLY

SAFETY NYSI SAFETY INSPECTION ONLY

1416 INT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

0.30 COMPLETED

*Cadillac***BUICK****CHEVROLET**

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X _____

CLIENT ☐ AGENT ☐ TOWN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: N/A

INVOICE

POTAMKIN
 CADILLAC BUICK CHEVROLET GMC
 2485 2nd Avenue
 New York, NY 10035
 212-399-4400

PAGE 1

N.Y.S REPAIR SHOP REG. NO. R-7117473

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 1082 GERARD VELEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SLATE GREY	16	CHEVROLET SUBURBAN 1	1GNSKHKC4G		10/11	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			19:00 11JAN16		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK: ENG:L83 5.3L V8 ECOTEC3				
16:44 11JAN16	16:16 12JAN16	TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD				

LINE OPCODE TECH TYPE HOURS

A NEW CAR MECHANICAL

70 NEW CAR MECHANICAL

8362

LIC#:

IPDIM

PARTS:

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)
0.00

Cadillac



BUICK®



CHEVROLET

GMC

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X

CLIENT ☐ AGENT ☐ TOW IN ☐

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

If day(s) out of service are already counted in another category.

Vehicle Purchased:	New	Current Mileage (odometer)	28300
Owner/Leaseholder (DOB)			
In Service Center (mm/dd/yy)	04/26/16	Date Vehicle Purchased	04/28/16
		Mileage at Purchase	0

*Please turn all rows are expanded for visibility

**Document prints landscape/leasel size

[illegible]

2016 SUBURBAN 4WD 1/2 TON LT

G1C SLATE GREY METALLIC

/V8G

GENERAL MOTORS LLC

H2U JET BLACK

RENAISSANCE CENTER

ORDER NO. [REDACTED] TRE

STOCK NO.

DETROIT MI 48243-1114

VIN 1GN SKHK C4 GP [REDACTED]

VEHICLE INVOICE [REDACTED]

*****9125*****13*02012S

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

CK15906 SUBURBAN 4WD 1/2 TON LT 57730.00

53688.90 INVOICE 12/14/15

ATN SEATS, 2ND ROW BUCKET, POWER 590.00

536.90 SHIPPED 12/12/15

C6H GVW RATING 7, 500 LBS N/C

N/C EXP I/T 12/28/15

L83 ENGINE, 5.3L V8 ECOTEC3 N/C

N/C INT COM 12/28/15

MYC TRANSMISSION, 6 SPD AUTOMATIC N/C

N/C PRC EFF 12/12/15

NE1 50-STATE EMISSIONS N/C

N/C KEYS V1729 V1729

PCJ SUN, ENTERTAINMENT, DESTINATIO 3185.00

2898.35 WFP-S QTR OPT-1

PACKAGE:

BANK: GM FINANCIA

* POWER SUNROOF

CHG-TO 02-012

* CHEVROLET MYLINK AUDIO SYSTEM

W/ 8" DIAGONAL COLOR TOUCH &

SHIP WT: 5694

NAVIGATION APPLE CARPLAY

HP: 45.7

CAPABILITY PROVIDED BY APPLE.

GVWR: 7500

AVAILABLE WITH COMPATIBLE

GAWR.FT: 3600

SMARTPHONES

GAWR.RR: 4200

* REAR SEATS ENTERTAINMENT

EMPLOY: 58514.28

PCK LUXURY PACKAGE: 3110.00

2830.10 SUPPLR: 60894.25

* PASSIVE ENTRY SYSTEM, INCL.

NTR: 1/2

REMOTE KEYLESS START

DAN: 1LT

* SEATS, 2ND ROW 60/40 SPLIT

EMPINC: 3698.08

BENCH POWER RELEASE

SUPINC: 1318.11

* HEATED, 2ND ROW SEATS

* SEATS, 3RD ROW 60/40 SPLIT

BENCH POWER FOLD

* STEERING COLUMN, POWER TILT

AND TELESCOPIC

* HEATED STEERING WHEEL

* FRONT AND REAR PARK ASSIST

* REAR CROSS TRAFFIC ALERT

* SIDE BLIND ZONE ALERT WITH

LANE DEPARTURE ALERT

* POWER HEATED OUTSIDE MIRRORS

W/ TURN SIGNAL INDICATOR

* FRONT FOG LAMPS

* REAR FASCIA CLOSEOUT

* WIRELESS CHARGING

* HANDSFREE LIFTGATE

* 9 ADDITIONAL MONTHS OF

XM RADIO

VV4 4G LTE WI-FI(R) HOTSPOT WITH 0.00

0.00

LIMITED DATA TRIAL AND MORE.

(SUBJECT TO TERMS SEE

ONSTAR.COM)

1S2 SUN, ENTERTAINMENT AND 500.00-

455.00-

DESTINATIONS PACKAGE DISCOUNT

** CONTINUED ON PAGE 2 **

POTAMKIN CHEVROLET BUICK GMC CADILLA

2016 SUBURBAN 4WD 1/2 TON LT

G1C SLATE GREY METALLIC

/V8G

GENERAL MOTORS LLC

H2U JET BLACK

RENAISSANCE CENTER

ORDER NO. [REDACTED] TRE STOCK NO.

DETROIT MI 48243-1114

VIN 1GN SKHK C4 GH [REDACTED]

VEHICLE INVOICE [REDACTED]

*****9125*****13*02012S

MODEL & FACTORY OPTIONS

MSRP

INV AMT RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	64115.00	59499.25	ACT 237	58770.80
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1923.45
DEALER IMR CONTRIBUTION		320.58	ADV 261	320.58
LMA GROUP CONTRIBUTION		961.73	EXP 65A	961.73

TOTAL	65310.00	61976.56	PAY 310	61976.56
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		59187.16		

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

POTAMKIN CHEVROLET BUICK GMC CADILLA

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 10/17/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: [REDACTED]	State: [REDACTED]	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Suburban	Year: 2016	Current mileage: 28300
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: [REDACTED]			
Primary Servicing dealer/city/state: Potamkin Mitsubishi,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 04/26/16		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☒ yes ☐ no		Date of accident: 01/04/18	
Description of damage: front end-it has been repair			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer would like a new vehicle that he and his family feels safe in it.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
vehicle rattle, shakes, makes noise				yes
four wheel drive doesn't work				yes
motor was knocking, and they rebuilt half of it, still stall				yes
electrical issues				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

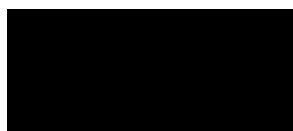
BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

PE18-012

GM

3-27-2019

Q3





Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

Page 1 of 6

Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Veh Down
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir		Safety	Loss of Braking
Daytime #		Evening #		Source	Phone	Updated	01/08/2019 10:54:17
Serial/VIN #	1GNSKBKCSFR	Mileage	50338	Priority	Medium	License #	CHEVROL ET
Model	Tahoe	Model Year	2015	Status	Open	Owner	TZWRQQ
Make	Chevrolet	Warranty Start	08/05/2015 00:00:00	Sub Status		Opened	Jan 2, 2019 12:29 AM
Cust Concern	Property damaged due to inoperative brake						
Customer Description							

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

Page 2 of 6

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

Report Date: Wednesday, January 9, 2019

Page 3 of 6

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

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 8, 2019 10:54 AM	WZ0H0M	TZWRQQ	Scheduled Follow up		Scheduled Alarm		FF ESIS
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 2, 2019 12:40 AM	TZWRQQ	TZWRQQ	Scheduled Follow up		Done	01/08/2019 10:54:00	FF ESIS
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 2, 2019 12:37 AM	WZ0H0M	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Escalation to ESIS



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

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Last Name	First Name	Account	BAC Code				
Comments							
1. Date of the incident: October 26, 2018 2. Was there an accident?: YES 3. Accident Location (State) 4. Please describe the incident and what vehicle part is the alleged concern: The customer's husband was reversing their vehicle on the way out of their driveway when the accident happened. He pressed the brake pedal to stop the vehicle but it won't stop. The vehicle stopped when it hit the trailer. The vehicle brake was not working at all. 5. Where is the vehicle currently located? Customer's address 6. Was an insurance claim filed?: No 7. Has the vehicle been repaired?: No 8. Did anyone seek professional medical attention? No 9. Did the part concern/allegation cause damage to anything outside the vehicle? Yes, What was damaged? Rear Bumper and trailer of her husband 10. Why are you Escalating this to PAC or ESIS? Property damage (trailer) and vehicle damage caused by inoperative brakes.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 2, 2019 12:30 AM	TZWRQQ	WZ0H0M	Manager Review	Case Review	Done	01/02/2019 12:38:23	ESIS approval
Last Name	First Name	Account	BAC Code				
Comments							
Approved for ESIS							



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

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Julie-MNL -CAC Tier1-SME

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 2, 2019 12:30 AM	TZWRQQ	TZWRQQ	Inbound Call Customer	Complex Request	Done	01/02/2019 12:40:58	Property damaged due to inoperative brake
Last Name	First Name	Account	BAC Code				

Comments

Name: [REDACTED]
Phone #: [REDACTED]
Address: [REDACTED]
Email: [REDACTED]
VIN: 1GNSKBKC0FF [REDACTED]
Mileage: 50,338
Year/Make/Model: 2015 Chevrolet Tahoe

Reason for Calling: The customer's husband was reversing their vehicle on the way out of their driveway when the accident happened. He pressed the brake pedal to stop the vehicle but it won't stop. The vehicle stopped when it hit the trailer. The vehicle brake was not working at all.

Expectation Set:

We appreciate you take time calling us here in GM so we can look into the incident that happened with your vehicle.

Lea/CAC/T1 MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative



End of Report



Service Request Activities – UCC PAR

Report Date: Wednesday, January 3, 2019

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City		Zip		State		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dir	Paul Masse Chevrolet, Inc.	Safety	Loss of Braking
Daytime #		Evening #		Source	Phone	Updated	10/31/2018 12:36:22
Serial/VIN #	1GNSKBKC8FR	Mileage	45000	Priority	Medium	License # CHEVROL ET	Owner TZLQYG
Model	Tahoe	Model Year	2015	Status	Closed	Opened	Oct 22, 2018 1:30 PM
Make	Chevrolet	Warranty Start	08/05/2015 00:00:00	Sub Status	Satisfied	Closed	Oct 31, 2018 12:36 AM
Cust Concern	Unresolved Brake Issue						
Customer Description	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

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Incident Loc

Component

Vehicle Loc

Emergency Svc Names

Incident Desc

Damage Desc

Add'l Info

Maint Loc

PAR Detail

Collision

Non
Collision

Property
Damage

Thermal
Event

Spec Equip

Vehicle Speed

Weather
Condition

Prop Owner

Property
Type

Last Service Date

Loc Last
Service

Property
Location

Prop Est
Repair Cost

Veh Est Repair Cost

Spec Equip
Installer

Prop Damage
Description



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Primary Veh Use

Inspection

Inspected By

Inspection

Type

Date/Time

Veh Damage

Explain Other

Description

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 31, 2018 12:36 AM	TZLQYG	TZLQYG	SR Closed - Satisfied Account		Done	10/31/2018 12:36:21	Service Request has been Closed Satisfied.
Last Name	First Name				BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2018 4:49 PM	TZLQYG	TZLQYG	SR Summary Account	SR Closure Review	Done	10/31/2018 12:36:09	Review to close
Last Name	First Name				BAC Code		

Comments

Customer states:called in stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pads, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Customer seeks: Assistance with her repair.

Resolution: SA followed up with customer and she stated the dealership repaired the brakes she is satisfied with the repair and is all set.



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

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Dealer Notes: Customer has come in twice and both times customer has not been able to show our tech a concern with brakes, Tech did inspect front and rear brakes pads and rotors and everything is working as designed. Tech went for a ride with the customer and the concern has never been duplicated. Tech drove vehicle with computer to monitor ABS system and no codes found and system operated as designed. We are unable to repair a phantom concern unless it was to become more pronounced. Explained to customer that visually looking at vehicle and driving vehicle brakes are performing normal.

Goodwill/ Cost assistance: NO

(Sub status): Satisfied

Cassandra/ WMI/ T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2018 4:48 PM	TZLQYG	TZLQYG	Final Case Review	Agree with Dealer	Done	10/31/2018 12:36:05	Final Case Review
Last Name	First Name		Account	BAC Code			

Comments

Has the best resolution possible been provided to the customer? yes

Were the customer questions answered?yes

was cost assistance or Goodwill offered if appropriate? yes

Was vehicle repaired?yes

were we an advocate for the customer?yes

Cassandra/ WMI/ Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2018 4:43 PM	TZLQYG	TZLQYG	VIN Scan	Initial Workflow	Done	10/31/2018 12:36:02	Vin scan
Last Name	First Name		Account	BAC Code			



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

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Comments
No Goodwill

Cassandra/ WMI/ Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2018 4:36 PM	TZLQYG	TZLQYG	Outbound Call Customer Account	Continued Documentation	Done	10/31/2018 12:35:59	Follow up

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

Comments
Customer stated she is happy with repair she is all set.

Cassandra/ WMI/ Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 11:20 AM	TZLQYG	TZLQYG	Email - Outbound Account		Done	10/25/2018 11:20:44	Thank you for contacting Chevrolet

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

Comments
Email ID# [REDACTED] (Do not delete/alter this line)
=====

Dear Mariah,
Thank you for calling Chevrolet with regard to your 2015 Chevrolet Tahoe.

For your reference, your case number from our conversation today is [REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 11:19 AM	TZLQYG	TZLQYG	Scheduled Outbound Call Cust	Continued Documentation	Done	10/29/2018 16:36:36	Final Follow up and close
Last Name	First Name		Account	BAC Code			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 11:14 AM	TZLQYG	TZLQYG	Outbound Call Customer	Continued Documentation	Done	10/29/2018 16:35:39	Initial call
Last Name	First Name		Account	BAC Code			

Comments

Customer stated the dealership repaired the brake issued . They switched out the vacuum pump.

wants to drive vehicle over the weekend to ensure she is satisfied with the repair.
The customer also has been informed that are claims dept will be following up with her. Esis case

Cassandra/ WMI/ Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 11:12 AM	TZLQYG	TZLQYG	Outbound Call Customer	Continued Documentation	Done	10/29/2018 16:35:34	Follow up
Last Name	First Name		Account	BAC Code			



Service Request Activities – UCC PAR

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Comments

Customer answered and call was disconnected.

Cassandra/ WMI/ Tier 2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 6:58 AM	SDESOUSA	TZLQYG	Follow-Up		Done	10/29/2018 16:35:30	Dealer Update Case
Last Name		First Name	Account		BAC Code		
██████		██████					

Comments

Customer has come in twice and both times customer has not been able to show our tech a concern with brakes. Tech did inspect front and rear brakes pads and rotors and everything is working as designed. Tech went for a ride with the customer and the concern has never been duplicated. Tech drove vehicle with computer to monitor ABS system and no codes found and system operated as designed. We are unable to repair a phantom concern unless it was to become more pronounced. Explained to customer that visually looking at vehicle and driving vehicle brakes are performing normal.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 3:09 AM	SADMIN	TZLQYG	Notify CRM		Done	10/29/2018 16:35:27	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
Oct 25, 2018 3:09 AM	SADMIN	SDESOUSA	Dealer Notification	2 Days No Response	Done	10/25/2018 10:46:06	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 with me by the end of the next business day,



Service Request Activities – UCC PAR

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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: Stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pds, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectations set to customer: I let the 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 Issue
Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: N
Does the vehicle have any Open/Incomplete Field Actions? N

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 4:39 PM	VZ72HP	VZ72HP	Manager Review	PAC/ESIS	Done	10/24/2018 16:53:30	ESIS Escalation
Last Name	First Name	Account	BAC Code				

Comments

Approved for ESIS escalation

Dani / CAC / Team Lead / Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 4:36 PM	VZ72HP	VZ72HP	Escalation	CAC to PAC	Done	10/25/2018 10:46:00	ESIS Escalation
Last Name	First Name	Account	BAC Code				

Comments

1. Date of the incident: 10/21/2018
2. Was there an accident?: Yes



Service Request Activities – UCC PAR

Report Date: Wednesday, January 9, 2019

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3. Accident Location (State): Customer's driveway

4. Please describe the incident and what vehicle part is the alleged concern:

Customer stated when she was backing up the driveway, brakes did not work which caused her to hit her husband's trailer. Trailer and her vehicle's bumper are both damaged.

5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): Dealer

6. Was an insurance claim filed?: No

7. Has the vehicle been repaired?: NO

If yes to 8 or 9 below, send to ESIS:

8. Did anyone seek professional medical attention? N/A

☐ If Yes: Who was hurt?

Name:

Seat position:

Nature of injury:

9. Did the part concern/allegation cause damage to anything outside the vehicle?

If Yes: What was damaged? (Building, house, wall, other): Husband's trailer

10. Why are you Escalating this to PAC or ESIS?: Product allegation causing damage to vehicle and husband's trailer.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 4:23 PM	VZ72HP	VZ72HP	Escalation	Bump-Up	Done	10/24/2018 16:36:01	Supervisor Call / T2 Follow Up
Last Name		First Name	Account		BAC Code		

Comments

Sup called customer back. OB spiel provided.

Customer stated the dealership told her that she will be reporting this call to GM because there's a product failure. The accident happened last Sunday. When she was backing up at her driveway, the brakes did not work and vehicle continued to roll over which caused her to hit her husband's trailer. Customer stated this caused damaged to her bumper and the trailer. Customer stated the dealership told her to get an estimate outside so she can give GM an estimate. Customer stated the dealership also took pictures of her vehicle.

Sup empathized. Advised that case will be escalated to a different department instead because of this accident and claim. Advised to wait for a callback from the Claims department for about 2-3 business days

Annie / TL / CAC T1 / Manila



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 10:54 AM	KZ8V1J	TZLQYG	Notify CRM		Done	10/25/2018 10:45:53	Please see IBCC
Last Name		First Name	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 10:53 AM	KZ8V1J	KZ8V1J	Inbound Call	Complex Request	Done	10/24/2018 10:54:12	***Assisting Only***
Last Name		First Name	Customer Account		BAC Code		

Comments

Name: [REDACTED]
Phone #: [REDACTED]
Address: [REDACTED]
Email : declined
VIN: 1GNSKBKC6FF [REDACTED]
Mileage: [REDACTED]
Year/Make/Model: 2015 CHEVROLET TAHOE

Reason for calling: SR follow up
What is the issue on the vehicle: Unresolved Brake issue

Customer's concern:

On set of the call customer ask for a supervisor and customer did not provide any other info other than her request to talk to a supervisor. Seek supervisors assistance and all supervisors are engage on a call as of the moment

Expectation Set:

Offer call back to customer and inform her that I will send a notification to one of the supervisors to call her back about her request.

Is follow up needed: No

Instructions provided were executed by customer: Yes/No - No



Service Request Activities – UCC PAR

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Wax/ CAC T1/ MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 4:04 AM	SADMIN	SADMIN	Email - Outbound		Done	10/24/2018 04:04:54	CCC - CAC Tier 2 Alert – 24 HR No Response: Chevrolet Case # [REDACTED] VIN 1GNSKBKC8FF [REDACTED] Mileage 45000
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						

Comments

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

Customer's concern: Stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pds, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectations set to customer: I let the customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the GEM 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 Issue

Vehicle has been to the dealer or diagnosed? Y

Customer is requesting cost assistance: N

Does the vehicle have any Open/Incomplete Field Actions? N

[REDACTED]

[SR: [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 3:13 AM	SADMIN	SDESOUA	Dealer Notification	24 HR No Response	Done	10/25/2018 03:09:09	Case Escalation
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						



Service Request Activities – UCC PAR

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Comments

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

Customer's concern: Stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pads, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40 minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectations set to customer: I let the 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 Issue

Vehicle has been to the dealer or diagnosed? Y

Customer is requesting cost assistance: N

Does the vehicle have any Open/Incomplete Field Actions? N

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 3:09 PM	XZ3Y7D	TZLQYG	Ownership Changed		Done	10/22/2018 15:09:06	Service Request Ownership has changed FROM: QZ8T1Y TO: TZLQYG
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 3:08 PM	XZ3Y7D	TZLQYG	Notify CRM		Done	10/25/2018 10:45:49	new sr assigned
Last Name	First Name	Account	BAC Code				

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
Oct 22, 2018 1:35 PM	SADMIN	SADMIN	Email - Outbound Account		Done	10/22/2018 13:35:45	CCC - CAC Tier 1 Alert – Action Required: Case # Chevrolet, [REDACTED] VIN [REDACTED] Mileage 45000
Last Name		First Name		BAC Code			
[REDACTED]		[REDACTED]					

Comments

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

Customer's concern: Stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pds, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectations set to customer: I let the 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 Issue

Vehicle has been to the dealer or diagnosed? Y

Customer is requesting cost assistance: N

Does the vehicle have any Open/Incomplete Field Actions? N

[REDACTED]

[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 1:35 PM	QZ8T1Y	TIER2Q	Notify CRM Account		Done	10/22/2018 15:08:48	Please Assume SR
Last Name		First Name		BAC Code			
[REDACTED]		[REDACTED]					

Comments

1. Why are you transferring to Tier2? (SS8318) stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pads, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not



Service Request Activities – UCC PAR

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working. Took it to the dealership twice which is a 40 minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (\$8333)- N

3. Is the vehicle out of all warranties? N

4. Was the vehicle diagnosed? Y

5. What was the diagnosis/status of repair(s)? Brake issue

6. Has the customer paid for any repairs/service regarding this concern? N

7. Is the customer requesting cost assistance? N

8. If requesting cost asst: how much/what are they requesting?

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 1:35 PM	QZ8T1Y	TZLQYG	Scheduled Outbound Call Dir		Done	10/25/2018 10:44:59	Follow up CEM
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 1:35 PM	QZ8T1Y	SDESQUA	Dealer Notification	Action Required	Done	10/24/2018 03:13:01	Unresolved Brake issue
Last Name	First Name	Account	BAC Code				

Comments

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

Customer's concern: Stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pds, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the



Service Request Activities – UCC PAR

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dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectations set to customer: I let the 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 Issue
Vehicle has been to the dealer or diagnosed? Y
Customer is requesting cost assistance: N
Does the vehicle have any Open/Incomplete Field Actions? N

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 1:30 PM	QZ8T1Y	QZ8T1Y	Inbound Call Customer Account	Complex Request	Done	10/22/2018 13:39:00	Unresolved Brake issue
Last Name	First Name				BAC Code		

Comments

Name: [REDACTED]
Address: [REDACTED]
Contact #: [REDACTED]
Email Address: Declined
VIN: 1GNSKBKC8F [REDACTED]
Mileage: 45000 MI

Reason of Call: called in stated that the vehicle is having major brakes issue. She stated that she took it to the dealership and put new brakes, rotors and pads, however ever since they did the replacement whenever she put the vehicle on reverse the brakes are not working. Took it to the dealership twice which is a 40minutes ride, but the issue wasn't completely fixed since they can't duplicate the issue because it's intermittent. She stated that she feels unsafe driving the vehicle and the dealership doesn't want to help her resolved the issue; she is seeking GM's assistance for this to be taken care of.

Expectation set: I let the 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.

BTTC: Anytime

Potential Safety: No safety issue



Service Request Activities – UCC PAR

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Angel / CAC Tier 1 / Manila / Safety Pilot Team

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

Detroit, MI


CARFAX® Vehicle History Report™
US \$39.99

An independent company established in 1986.

Vehicle Information:
2015 CHEVROLET TAHOE LT
VIN: 1GNSKBKC8FR
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:
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Detroit, MI 48243
(586) 212-2141

 No accidents reported to CARFAX
 No damage reported to CARFAX
 **2** Previous owners
 **11** Service history records
 Types of owners: Personal lease, Personal
 **48,344** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/9/19 at 7:56:28 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.

 Ownership History	 Owner 1	 Owner 2
The number of owners is estimated		
Year purchased	2015	2018
Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 11 mo.	5 months
Owned in the following states/provinces	Massachusetts	Connecticut
Estimated miles driven per year	14,017/yr	---
Last reported odometer reading	41,111	48,344

 Title History	 Owner 1	 Owner 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

 Additional History	 Owner 1	 Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.	 No Issues Reported	 No Issues Reported
Structural Damage No structural damage reported to CARFAX.	 No Issues Reported	 No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	 No Issues Reported	 No Issues Reported
Odometer Check No indication of an odometer rollback.	 No Issues Indicated	 No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	 No Issues Reported	 No Issues Reported
Manufacturer Recall	No Recalls	No Recalls

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



Reported



Reported

Basic Warranty

Original warranty estimated to have expired.

Warranty
ExpiredWarranty
Expired

Detailed History

Glossary

Owner 1

Purchased: 2015
Type: Personal lease
Where: Massachusetts
Est. miles/year: 14,017/yr
Est. length owned: 8/5/15 - 7/5/18
(2 yrs. 11 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
06/25/2015		Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Vehicle offered for sale
07/20/2015	10	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Pre-delivery inspection completed Wheel locks installed
08/05/2015	16	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Vehicle sold
08/05/2015		Massachusetts Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal lease vehicle
08/06/2015		Massachusetts Motor Vehicle Dept. Arlington, TX	Registration issued or renewed Loan or lien reported Vehicle color noted as White
08/08/2015	89	Massachusetts Inspection Station Attleboro Falls, MA	Passed safety inspection
08/21/2015		Massachusetts Motor Vehicle Dept. Arlington, TX Title [REDACTED]	Title issued or updated First owner reported Loan or lien reported Vehicle color noted as White
01/19/2016	7,892	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Recommended maintenance performed Maintenance inspection completed Oil and filter changed Tires rotated
08/05/2016	15,583	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Maintenance inspection completed Recommended maintenance performed Oil and filter changed Tires rotated
08/30/2016	16,550	Massachusetts Inspection Station Attleboro Falls, MA	Passed safety inspection Passed emissions inspection
01/11/2017	22,090	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Maintenance inspection completed Recommended maintenance performed Emissions system serviced Vehicle washed/detailed Emission system checked Oil and filter changed Tires rotated
08/01/2017		Massachusetts Motor Vehicle Dept. Arlington, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Vehicle color noted as White
08/22/2017	29,311	Massachusetts Inspection Station North Attleboro, MA	Passed safety inspection Passed emissions inspection
09/18/2017	30,230	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Vehicle washed/detailed Exterior trim checked Wheel(s) replaced Tire condition and pressure checked
03/23/2018	35,925	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Maintenance inspection completed Recommended maintenance performed Transmission fluid changed Vehicle washed/detailed Tire condition and pressure checked Transmission fluid flushed

			Oil and filter changed Tires rotated Interior trim checked
07/02/2018		Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Pre-delivery inspection completed Tire(s) balanced Four tires mounted Tire(s) mounted Cabin air filter replaced/cleaned Air filter replaced Nitrogen fill tires Tire condition and pressure checked Emissions or safety inspection performed
07/05/2018	40,900	Chevrolet Certified Dealer East Providence, RI	Offered for sale as a Chevrolet Certified Pre-Owned Vehicle White exterior
07/17/2018	41,093	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Four tires mounted
07/18/2018	41,111	Chevrolet Certified Dealer East Providence, RI	Sold as a Chevrolet Certified Pre-owned Vehicle

Owner 2

Purchased: 2018
Type: Personal
Where: Connecticut
Est. length owned: 8/2/18 - present
(5 months)

Date:	Mileage:	Source:	Comments:
08/02/2018		Connecticut Motor Vehicle Dept. Danielson, CT Title [REDACTED]	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as White
 Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.			
09/08/2018	44,029	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Front brake rotor(s) replaced Battery replaced Brakes checked Electrical system checked
10/24/2018	47,283	Paul Masse Chevrolet East Providence, RI 401-434-1900 paulmasse.com	Electrical system checked Brakes checked
11/19/2018	48,344	Premier Chevrolet Brooklyn, CT 860-774-1100 premier-chevrolet.com	Maintenance inspection completed Oil and filter changed Body lubricated Fluids checked

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



Glossary

[View Full Glossary](#)
First Owner

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

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

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

Title Issued

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

1/9/2019

CARFAX Vehicle History Report for this 2015 CHEVROLET TAHOE LT: 1GNSKBKC8FR [REDACTED]

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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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.

1/9/19 7:56:28 AM (CST)

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 6	Issue (Aftersales) Field Type: Performance Report Current Step: Field Performance Report	Issue Status: Closed Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Sierra K2 Next Gen / GMNA Truck Subject: Vacuum Brake System , Brakes - Brake Pedal Hard When Pulling On Incline Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1		Tasks:	Attachments:	Memos:

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	18-AUG-2015	Charles Roubeau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
18-AUG-2015		18-AUG-2015		24-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Closed	24-AUG-2015	Charles Roubeau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Sierra K2 Next Gen / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Brake System
Part Location: Brakes
Complaint: Brake Pedal Hard When Pulling On Incline

Affected Vehicles

Model Year(s): 2014
Make: GMC
Vehicle Line: Sierra K2 Next Gen
Engine(s):
Axles:
Transmission(s):
Transfer Case:
Hardware Stage:

Origination Point

Origination Point: Dealer
Dealer Number: 119
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GTV2UEC8E2	29-JAN-2014		16,333	Miles	

Problem Description

Symptoms/Complaints:

Condition: Brake pedal was getting hard while launching boat or slowly going down an incline (forward or reverse) causing the vehicle to roll back, potentially falling in the water.

Cause: Determined brake system running out of vacuum while performing the maneuver this losing vacuum assist.

Correction: No repairs at this time for vehicle as per engineering. Compared to 2 like truck and both did the same

Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

PRTS Dynamics - Complete Report

TAC Case #: 8-

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 504	Issue (Aftersales) Type: Product Report	Issue Status: Closed	
		Current Step: Solution Feedback	Current Step Status: Complete	Current Step 02-Target: FEB-2017
Project: US-United States Program: Sierra K2 Next Gen / GMNA Truck Subject: Vacuum Brake System , Brakes - Brake Pedal Hard When Pulling On Incline Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1	Tasks:	Attachments:	Memos:	

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	18-AUG-2015	Charles Rou eau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
18-AUG-2015		18-AUG-2015		24-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Approved	24-AUG-2015	Charles Rou eau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	18-AUG-2015	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Sierra K2 Next Gen / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Brake System
Part Location: Brakes
Complaint: Brake Pedal Hard When Pulling On Incline
Severity: 1-Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory
Restricted Issue: No

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Buid Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTV2UEC8EZ					

Problem Description

Symptoms/Complaints:

Condition: Brake peda was getting hard whie aunching boat or or s ow y going down an inc ine(forward or reverse) causing the vehic e to ro back, potentially falling in the water.

Cause: Determined brake system running out of vacuum while performing the maneuver this loosing vacuum assist.

Correction: No repairs at this time for vehic e as per engineering. Compared to 2 ike truck and both did the same

Probable Cause:

Corrective Action:

Driving Conditions:	Environmental Condtions:
Road Surface:	Action Requested:
Success of Corrective Action:	
Trouble Codes Affected:	

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

PRTS Dynamics - Complete Report

Suspect Parts Available?

Shipping Details:

Location of Parts:

TAC Case #: 8-

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 119048

Dealer Name:

Dealer Phone:

Dealer Contact:

Dealer Email Address:

Field Representative

Field Rep Contact Name:

Field Rep Number:

Field Rep Phone:

Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	24-AUG-2015	Peter Joslyn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 29-AUG-2015

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	24-AUG-2015	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
24-AUG-2015	29-AUG-2015	12-SEP-2016		12-SEP-2016	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Approved	12-SEP-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	

Supporting Processes	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
Issue Status:
Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.

Next Step					
Next Step Role Assignments					
Role Name	Assignment Date	Name	Department	Phone	
Champion	12-SEP-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	
Next Step Target Dates					
Next Step Target Submit Date: 26-SEP-2016			Next Step Target Approve/Close Date:		

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	12-SEP-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
12-SEP-2016	26-SEP-2016	12-SEP-2016		12-SEP-2016	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Approved	12-SEP-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour: Source of Information: 24 Hour CDP Group Information Natural owner of problem: Name of Natural owner of problem:	

Affected Vehicles

Model Year(s): Steering Type: Body Style(s): Axles: Relavent Options:	Other Potentially Affected Vehicle Lines: Engine(s): Transmission(s): Transfer Case: Local Component PR:

VIN Information

Cases						
No of Cases	Recorded by/Originator	Recorded Date				
VIN Information						
Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GTV2UEC8EZ					

Problem Description

Symptoms/Complaints: Condition: Brake peda was getting hard whi e aunching boat or or s ow y going down an inc ine(forward or reverse) causing the vehic e to ro back, potentially falling in the water. Cause: Determined brake system running out of vacuum while performing the maneuver this loosing vacuum assist. Correction: No repairs at this time for vehic e as per engineering. Compared to 2 ike truck and both did the same
Probable Cause:

PRTS Dynamics - Complete Report

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.
Reviewed/approved

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

TAC Case #

Remarks:

Labor Information

Labor Codes Information

PRTS Dynamics - Complete Report

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 119 [REDACTED]
 Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:

Field Representative

Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Processes

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

PRTS Dynamics - Complete Report

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	12-SEP-2016	Peter Joslyn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 01-DEC-2016

Next Step Target Approve/Close Date: 08-JAN-2017

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	12-SEP-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date 12-SEP-2016	Target Submit Date 01-DEC-2016	Actual Submit Date 03-JAN-2017	Target Close Date 08-JAN-2017	Actual Close Date 03-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Returned	01-JAN-2017	Eddie Simcox	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Dea er Service & Warranty Operations	+1 586-492-3186	To c ose this issue after review document that you have reviewed it with your peop e eader and that they concurr
Submitted	21-DEC-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	
Submitted	03-JAN-2017	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	
Approved	03-JAN-2017	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	

24 Hour Information

24 Hour: Source of Information: 24 Hour CDP Group Information Natural owner of problem: Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

PRTS Dynamics - Complete Report

Primary (VIN)	VIN	Buid Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTV2UEC8E					

Problem Description

Symptoms/Complaints:

Condition: Brake peda was getting hard whi e aunching boat or or s ow y going down an inc ine(forward or reverse) causing the vehic e to ro back, potentially falling in the water.

Cause: Determined brake system running out of vacuum while performing the maneuver this loosing vacuum assist.

Correction: No repairs at this time for vehic e as per engineering. Compared to 2 ike truck and both did the same

Probable Cause:

Corrective Action:

Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:
Success of Corrective Action:	
Trouble Codes Affected:	

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Cosing without action. Per Engineering, this is a norma condition. Truck sti has manua brakes and trai er brakes continue to work.

Reviewed/approved

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

PRTS Dynamics - Complete Report

Suspect Parts Available?
Shipping Details:
Location of Parts:
TAC Case # [REDACTED]
Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	119 [REDACTED]
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	
Field Rep Phone:	
Field Rep Email Address:	

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Impact Info -> Impacted Product Lines				
Impacted Product Lines				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales	
Aftersales Comments:	
Aftersales Impact Metrics Information	
Metric	Number of Cases

Customer Satisfaction		
Customer Satisfaction Question		
Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	
Customer Survey Information		

PRTS Dynamics - Complete Report

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
Report Date:												
Customer Survey Comments												

Warranty														
Warranty Question														
Product Line				Project Number				Availability Data						
CKtruck				Current K2CKtruck										
Labor Codes Information														
Primary				Labor Code										
Warranty Measure Information														
Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
Solution Effectiveness (%) Information														
Product Line				Project Number				Solution Effectiveness (%)						
Report Date:														
Warranty Comment														

Issue Status													
Issue Status													
Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.													

Next Step				
Next Step Role Assignments				
Role Name	Assignment Date	Name	Department	Phone
Champion	03-JAN-2017	Peter Joseph	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501
Next Step Target Dates				
Next Step Target Submit Date: 13-JAN-2017			Next Step Target Approve/Close Date: 02-FEB-2017	

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	03-JAN-2017	Peter Jos yn	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Global After Sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
03-JAN-2017	13-JAN-2017	03-JAN-2017	02-FEB-2017	03-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	03-JAN-2017	Brian Combs	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Brand Quality	+1 586-947-8766	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.
Reviewed/approved

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

PRTS Dynamics - Complete Report

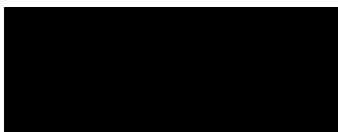
Issue Status
<i>Issue Status</i>
Closing without action. Per Engineering, this is a normal condition. Truck still has manual brakes and trailer brakes continue to work.

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 1	Issue (Aftersales) Field Type: Performance Report Current Step: Field Performance Report	Issue Status: Closed Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Silverado K2 Next Gen / GMNA Truck Subject: A/C Belt , Near Vacuum Pump - Reduced Brake Assist Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1		Tasks:	Attachments: 1	Memos:

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236
Issue Approver	26-MAY-2016	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
26-MAY-2016		26-MAY-2016		27-MAY-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Closed	27-MAY-2016	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Issue Definition

Vehicle Line/Engineering Source: Product Line: Project Number: Country:	Silverado K2 Next Gen / GMNA Truck CKtruck-Global Full Size Truck Pickup / Utility Current K2CKtruck US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: A/C Belt
Part Location: Near Vacuum Pump
Complaint: Reduced Brake Assist

Affected Vehicles

Model Year(s): 2016 Axles:
Make: Chevrolet Transmission(s):
Vehicle Line: Silverado K2 Next Gen Transfer Case:
Engine(s): Hardware Stage:

Origination Point

Origination Point: GM Internal
Dealer Number: [REDACTED]
Field Rep Number: 316154619

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Built Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCVKREH5GZ[REDACTED]	05-MAY-2016		687	Miles	

Problem Description

Symptoms/Complaints:

Condition:

Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes

Cause:

It appears that the A/C belt broke/shredded and forced the vacuum pump belt off of its pulley. The vacuum pump belt became lodged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.

Correction:

The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 30-HVAC & Powertrain Cooling
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware
4th Level (VPPS):

Parts

Part Name	Part Number

PRTS Dynamics - Complete Report

Suspect Parts Available?

Location of Parts:

RO#: XXXXXXXXXX

1GCVKREH5GZ

BUS:		CELL:		VIN		LICENSE	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	
BLACK	16	CHEVROLET SILVERADO		1GCVKREH5GZ		687/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY16 DD			20:00 23MAY16			CASH	
R.O. OPENED		READY		OPTIONS: ENG:4.3_Liter_SIDI			
23MAY2016 19:34							
LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS		
# A	31			W	CUSTOMER STATES BRAKE ASSIST ACTIVE MESSAGE APPEARS--VEHICLE DOES NOT HAVE ANY BRAKING POWER--WILL STOP BUT BRAKES ARE EXTREMELY WEAK		
					Hard Brake Pedal no assist		
# B	MPI	CT		PERFORM MULTI POINT VEHICLE INSPECTION			
					Be careful!		

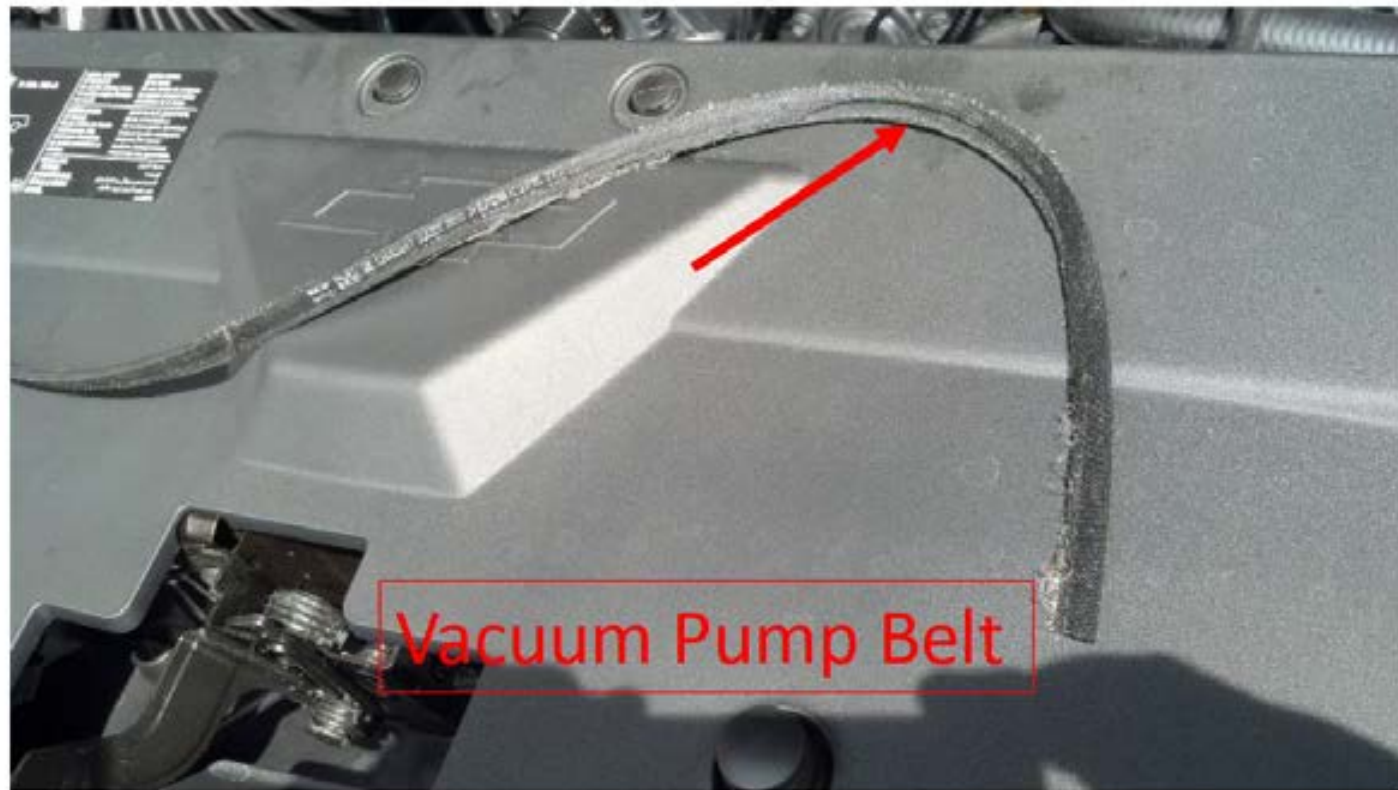
1GCVKREH5GZ



1GCVKREH5GZ



1GCVKREH5GZ

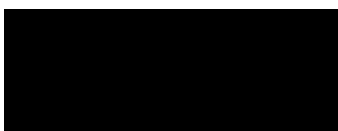


PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 34	Issue (Aftersales) Type: Product Report	Issue Status: Closed	
		Current Step: Solution Feedback	Current Step Status: Complete	Current Step 29-Target: JUL-2016
Project: US-United States Program: Silverado K2 Next Gen / GMNA Truck Subject: A/C Belt , Near Vacuum Pump - Reduced Brake Assist Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1	Tasks:	Attachments:	Memos:	

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236
Issue Approver	26-MAY-2016	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
26-MAY-2016		26-MAY-2016		27-MAY-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	27-MAY-2016	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	26-MAY-2016	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Silverado K2 Next Gen / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: A/C Belt
Part Location: Near Vacuum Pump
Complaint: Reduced Brake Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relevant Options:	Local Component PR:

VIN Information

Cases

No of Cases		Recorded by/Originator			Recorded Date	
VIN Information						
Primary (VIN)	VIN	Buid Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GCVKREH5GZ					

Problem Description

Symptoms/Complaints:

Condition:

Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes

Cause:

It appears that the A/C belt broke/shredded and forced the vacuum pump belt off of its pulley. The vacuum pump belt became lodged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.

Correction:

The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.

Probable Cause:

Corrective Action:

Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:
Success of Corrective Action:	
Trouble Codes Affected:	

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 30-HVAC & Powertrain Cooling
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware
4th Level (VPPS):

PRTS Dynamics - Complete Report

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [REDACTED]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [REDACTED]

Dealer Name:

Dealer Phone:

Dealer Contact:

Dealer Email Address:

Field Representative

Field Rep Contact Name:

Field Rep Number: 316154619

Field Rep Phone:

Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump belt. Will call tomorrow and talk with Joe Sybrant (Dave is on vacation).

Harness was not heard of. Dealer is not sure what happened to belt.

Review K2xx PRTS's for like problem. I found no cases of the HVAC belt coming off. Also, dealer did not replace the HVAC compressor or the Vacuum pump. Only the belts were replaced. I submitted a SUF on the issue. Since I could not find any other PRTS's, product reports or warranty, I am closing and will monitor for other failures. It is possible that road debris made have caused the belt to come off.

SUFS submitted - [REDACTED]

Cause and Monitor for other cases.

Cause and monitor for future failures.

PRTS Dynamics - Complete Report

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
Champion	27-MAY-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501
<i>Next Step Target Dates</i>				
Next Step Target Submit Date: 01-JUN-2016			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	27-MAY-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date 27-MAY-2016	Target Submit Date 01-JUN-2016	Actual Submit Date 29-JUN-2016	Target Close Date	Actual Close Date 29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

Supporting Processes

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status

Issue Status:

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump be t. Wi C/B tomorrow and ta k with Joe Sybrant (Dave is on vacation.

Harness was not hear pu ey. Dea er is not sure what happened to be t.

Review K2xx PRTS's for ike prob em. I found no cases of the HVAC be t coming off. A so, dea er did not rep ace the HVAC compressor or the Vacuum pump. On y the be ts were rep aced. I submitted a SUF on the issue. Since I cou d not find any other PRTS's, product reports or warranty, I am c osing and wi monitor of other fai ures. It is possib e that road debris made have caused the be t to come off.

SUFS submitted [REDACTED]
C ose and Monitor for other cases.

C ose and monitor for future fai ures.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 13-JUL-2016	Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	29-JUN-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	
Step Dates					
Step Start Date 29-JUN-2016		Target Submit Date 13-JUL-2016		Actual Submit Date 29-JUN-2016	
				Target Close Date 29-JUN-2016	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour: Source of Information: 24 Hour CDP Group Information Natural owner of problem: Name of Natural owner of problem:	

Affected Vehicles

Model Year(s): Steering Type: Body Style(s): Axles: Relevant Options:	Other Potentially Affected Vehicle Lines: Engine(s): Transmission(s): Transfer Case: Local Component PR:

VIN Information

Cases						
No of Cases	Recorded by/Originator			Recorded Date		
VIN Information						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GCVKREH5GZ					

Problem Description

Symptoms/Complaints:

PRTS Dynamics - Complete Report

Condition: Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes	
Cause: It appears that the A/C belt broke/shredded and forced the vacuum pump belt off of its pulley. The vacuum pump belt became lodged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.	
Correction: The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.	
Probable Cause:	
Corrective Action:	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
SUFS submitted - [REDACTED] Close and Monitor for other cases.		
Reviewed/approved. No other cases identified in the 4 years of production.		
Short Description:		
Field Service Information		
PI Number: Bulletin Number: GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 30-HVAC & Powertrain Cooling									
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment									
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware									
4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available?									

PRTS Dynamics - Complete Report

Shipping Details:
Location of Parts:
RO#: XXXXXXXX
Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	XXXX
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	316154619
Field Rep Phone:	
Field Rep Email Address:	

Supporting Processes	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Impact Info -> Impacted Product Lines				
Impacted Product Lines				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales	
Aftersales Comments:	
Aftersales Impact Metrics Information	
Metric	Number of Cases

Customer Satisfaction												
Customer Satisfaction Question												
Product Line	Project Number					Availability Data						
CKtruck	Current K2CKtruck											
Customer Survey Information												
Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

PRTS Dynamics - Complete Report

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump belt. Will call tomorrow and talk with Joe Sybrant (Dave is on vacation).

Harness was not heard by. Dealer is not sure what happened to belt.

Review K2xx PRTS's for like problem. I found no cases of the HVAC belt coming off. Also, dealer did not replace the HVAC compressor or the Vacuum pump. Only the belts were replaced. I submitted a SUF on the issue. Since I could not find any other PRTS's, product reports or warranty, I am closing and will monitor of other failures. It is possible that road debris made have caused the belt to come off.

SUFS submitted [REDACTED]

Close and Monitor for other cases.

Close and monitor for future failures.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Joslyn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 17-SEP-2016

Next Step Target Approve/Close Date: 04-JUL-2016

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Global After Sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
29-JUN-2016	17-SEP-2016	29-JUN-2016	04-JUL-2016	29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Brian Combs	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Brand Quality	+1 586-947-8766	
Submitted	29-JUN-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Global After Sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour: Source of Information: 24 Hour CDP Group Information Natural owner of problem: Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relevant Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases

No of Cases		Recorded by/Originator			Recorded Date	
VIN Information						
Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GCVKREH5GZ					

Problem Description

Symptoms/Complaints:

PRTS Dynamics - Complete Report

Condition: Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes	
Cause: It appears that the A/C belt broke/shredded and forced the vacuum pump belt off of its pulley. The vacuum pump belt became lodged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.	
Correction: The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.	
Probable Cause:	
Corrective Action:	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
SUFS submitted - [REDACTED] Close and Monitor for other cases.		
Reviewed/approved. No other cases identified in the 4 years of production.		
Short Description:		
Field Service Information		
PI Number: Bulletin Number: GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 30-HVAC & Powertrain Cooling									
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment									
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware									
4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available?									

PRTS Dynamics - Complete Report

Shipping Details:
Location of Parts:
RO#:
Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	316154619
Field Rep Phone:	
Field Rep Email Address:	

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Impact Info -> Impacted Product Lines				
Impacted Product Lines				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales	
Aftersales Comments:	
Aftersales Impact Metrics Information	
Metric	Number of Cases

Customer Satisfaction												
Customer Satisfaction Question												
Product Line	Project Number					Availability Data						
CKtruck	Current K2CKtruck											
Customer Survey Information												
Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

PRTS Dynamics - Complete Report

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump belt. Will C/B tomorrow and talk with Joe Sybrant (Dave is on vacation).

Harness was not heard by. Dealer is not sure what happened to belt.

Review K2xx PRTS's for like problem. I found no cases of the HVAC belt coming off. Also, dealer did not replace the HVAC compressor or the Vacuum pump. Only the belts were replaced. I submitted a SUF on the issue. Since I could not find any other PRTS's, product reports or warranty, I am closing and will monitor of other failures. It is possible that road debris made have caused the belt to come off.

SUFS submitted [REDACTED]
Close and Monitor for other cases.

Close and monitor for future failures.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Joslyn	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global After-sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 09-JUL-2016

Next Step Target Approve/Close Date: 29-JUL-2016

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	29-JUN-2016	Peter Jos yn	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Global After Sales Diagnostics & Electrical Engineering *** Power & Signal Distribution and Schematics	+1 586-212-8501	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
29-JUN-2016	09-JUL-2016	29-JUN-2016	29-JUL-2016	29-JUN-2016	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Closed	29-JUN-2016	Brian Combs	General Motors *** GM North America *** Customer Care and After Sales *** Global After Sales Engineering and Service Operations *** Brand Quality	+1 586-947-8766	

Solution Analysis		
Last Break Point		
Date	VIN/Part Number	Comment

Develop Solution
General Answer/Comment:
SUFS submitted - [REDACTED] Close and Monitor for other cases. Reviewed/approved. No other cases identified in the 4 years of production.
Short Description:
Field Service Information
PI Number:
Bulletin Number:
GM Messenger Date:
Field Remedy:
Production Remedy:
Solution Result:

Summary
Summary

Supporting Process
Trigger Question: Step when issue is flagged: Flagged by: Trigger Answer: Date when issue was flagged:

PRTS Dynamics - Complete Report

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump belt. Will C/B tomorrow and talk with Joe Sybrant (Dave is on vacation).

Harness was not heard by. Dealer is not sure what happened to belt.

Review K2xx PRTS's for like problem. I found no cases of the HVAC belt coming off. As so, dealer did not replace the HVAC compressor or the Vacuum pump. Only the belts were replaced. I submitted a SUF on the issue. Since I could not find any other PRTS's, product reports or warranty, I am closing and will monitor for other failures. It is possible that road debris may have caused the belt to come off.

SUFS submitted [REDACTED]

Close and Monitor for other cases.

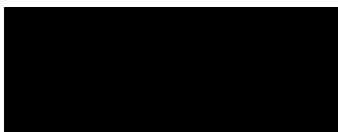
Close and monitor for future failures.

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 3	Issue (Aftersales) Field Type: Performance Report Current Step: Field Performance Report	Issue Status: Closed Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Tahoe / GMNA Truck Subject: Vacuum Pump , Brakes - Loss of Braking Assist - 2015 Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1		Tasks:	Attachments:	Memos:

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	03-NOV-2017	Charles Rou eau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
03-NOV-2017		03-NOV-2017		06-NOV-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Closed	06-NOV-2017	Charles Rou eau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Issue Definition

Vehicle Line/Engineering Source: Tahoe / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Loss of Braking Assist - 2015

Affected Vehicles

Model Year(s): 2015
Make: Chevrolet
Vehicle Line: Tahoe-Fu Size Truck 4 door SUV
Engine(s):
Axles:
Transmission(s):
Transfer Case:
Hardware Stage:

Origination Point

Origination Point: GM Internal
Dealer Number:
Field Rep Number: 215157986

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GNSK2EC0FF	06-DEC-2014		54,612	Miles	
	1GNSK2EC6F	09-DEC-2014		48,315	Miles	

Problem Description

Symptoms/Complaints:

VIN (All 17 Digits): 1GNSK2EC0FF 1GNSK2EC6F Mileage: 54,612, 48,315

Condition:

Loss of brake assist. Can be an intermittent condition.

Cause:

Vacuum pump inoperative (no engine oil in brake boost system)

Correction:

Replace vacuum pump

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

PRTS Dynamics - Complete Report

Part Name	Part Number
Suspect Parts Available?	
<i>Location of Parts:</i>	

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 4	Issue (Aftersales) Type: Product Report Current Step: Solution Feedback	Issue Status: Closed Current Step Status: Complete	Current Step 07-Target: DEC-2017
Project: US-United States Program: Tahoe / GMNA Truck Subject: Vacuum Pump , Brakes - Loss of Braking Assist Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1		Tasks:	Attachments:	Memos:

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	03-NOV-2017	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
03-NOV-2017		03-NOV-2017		06-NOV-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	06-NOV-2017	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	03-NOV-2017	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Tahoe / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Loss of Braking Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator				Recorded Date	
VIN Information						
Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSK2EC0F					
	1GNSK2EC6FR					

Problem Description

Symptoms/Complaints:

VIN (All 17 Digits): 1GNSK2EC0F 1GNSK2EC6F Mileage: 54,612, 48,315

Condition:
Loss of brake assist. Can be an intermittent condition.

Cause:
Vacuum pump inoperative (no engine oil in brake boost system)

Correction:
Replace vacuum pump

GM Vehicle Level Hazards
Loss or degradation of vehicle
deceleration (LVD)

Probable Cause:

Corrective Action:

Driving Conditions:	Environmental Cnditions:
Road Surface:	Action Requested:
Success of Corrective Action:	
Trouble Codes Affected:	

Remarks:

Affected Parts

PRTS Dynamics - Complete Report

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: 215157986
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Associating to SWA PRTS 1936286 for closure with appropriate actions taken. Since this issue occurred Wabco is single source (production/service) for vacuum pumps. Consulting upon further analysis. SUFS# S [REDACTED] Magna filter screen issue, break point to Wabco was 01AU17.

Next Step

PRTS Dynamics - Complete Report

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	06-NOV-2017	████████	UNKNOWN ORG	████████

Next Step Target Dates

Next Step Target Submit Date: 11-NOV-2017

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	06-NOV-2017	██████	UNKNOWN ORG	██████

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
06-NOV-2017	11-NOV-2017	07-NOV-2017		07-NOV-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	07-NOV-2017	██████	UNKNOWN ORG	██████	

Supporting Processes

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status

Issue Status:

Associating to SWA PRTS 1936286 for closure with appropriate actions taken. Since this issue occurred Wabco is single source (production/service) for vacuum pumps. Continuing upon further analysis. SUFS# ██████████ Magna filter screen issue, break point to Wabco was 01AU17.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	07-NOV-2017	██████	UNKNOWN ORG	██████

Next Step Target Dates

Next Step Target Submit Date: 21-NOV-2017	Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	07-NOV-2017	██████	UNKNOWN ORG	██████	
Step Dates					
Step Start Date		Target Submit Date		Actual Submit Date	
07-NOV-2017		21-NOV-2017		07-NOV-2017	
Target Close Date		Actual Close Date			
				07-NOV-2017	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Approved	07-NOV-2017	██████	UNKNOWN ORG	██████	

24 Hour Information	
24 Hour: Source of Information:	
24 Hour CDP Group Information	
Natural owner of problem:	
Name of Natural owner of problem:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information						
Cases						
No of Cases		Recorded by/Originator			Recorded Date	
VIN Information						
Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GNSK2EC0FR██████					
	1GNSK2EC6FR██████					

Problem Description	
Symptoms/Complaints:	

PRTS Dynamics - Complete Report

VIN (All 17 Digits): 1GNSK2EC0FF[REDACTED] 1GNSK2EC6FF[REDACTED] Mileage: 54,612, 48,315	
Condition: Loss of brake assist. Can be an intermittent condition.	
Cause: Vacuum pump inoperative (no engine oil in brake boost system)	
Correction: Replace vacuum pump	
GM Vehicle Level Hazards Loss or degradation of vehicle deceleration (LVD)	
Probable Cause:	
Corrective Action:	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
Short Description:		
Field Service Information		
PI Number:		
Bulletin Number:		
GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 20-Chassis									
2nd Level (VPPS): 20.04-Brakes									
3rd Level (VPPS): 20.04.04-Brake Apply									
4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	

PRTS Dynamics - Complete Report

Suspect Parts Available?
Shipping Details:
Location of Parts:
Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	215157986
Field Rep Phone:	
Field Rep Email Address:	

Supporting Processes	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Impact Info -> Impacted Product Lines				
Impacted Product Lines				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales	
Aftersales Comments:	
Aftersales Impact Metrics Information	
Metric	Number of Cases

Customer Satisfaction												
Customer Satisfaction Question												
Product Line			Project Number					Availability Data				
CKtruck			Current K2CKtruck									
Customer Survey Information												
Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

PRTS Dynamics - Complete Report

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Associating to SWA PRTS 1936286 for closure with appropriate actions taken. Since this issue occurred Wabco is single source (production/service) for vacuum pumps. Consulting upon further analysis. SUFS# [REDACTED] Magna filter screen issue, break point to Wabco was 01AU17.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	07-NOV-2017	[REDACTED]	UNKNOWN ORG	[REDACTED]

Next Step Target Dates

Next Step Target Submit Date: 26-JAN-2018

Next Step Target Approve/Close Date: 12-NOV-2017

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	07-NOV-2017	██████	UNKNOWN ORG	██████

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
07-NOV-2017	26-JAN-2018	07-NOV-2017	12-NOV-2017	07-NOV-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	07-NOV-2017	██████	UNKNOWN ORG	██████	
Approved	07-NOV-2017	██████	UNKNOWN ORG	██████	

24 Hour Information

24 Hour:
Source of Information:
24 Hour CDP Group Information
Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases						
No of Cases		Recorded by/Originator			Recorded Date	
VIN Information						
Primary (VIN)	VIN	Buid Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSK2EC0FR					
	1GNSK2EC6FR					

Problem Description

Symptoms/Complaints:

PRTS Dynamics - Complete Report

VIN (All 17 Digits): 1GNSK2EC0FF[REDACTED] 1GNSK2EC6FF[REDACTED] Mileage: 54,612, 48,315	
Condition: Loss of brake assist. Can be an intermittent condition.	
Cause: Vacuum pump inoperative (no engine oil in brake boost system)	
Correction: Replace vacuum pump	
GM Vehicle Level Hazards Loss or degradation of vehicle deceleration (LVD)	
Probable Cause:	
Corrective Action:	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
Short Description:		
Field Service Information		
PI Number:		
Bulletin Number:		
GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 20-Chassis									
2nd Level (VPPS): 20.04-Brakes									
3rd Level (VPPS): 20.04.04-Brake Apply									
4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	

PRTS Dynamics - Complete Report

Suspect Parts Available?
Shipping Details:
Location of Parts:
Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	215157986
Field Rep Phone:	
Field Rep Email Address:	

Supporting Process	
Trigger Question:	Trigger Answer:
Step when issue is flagged:	Date when issue was flagged:
Flagged by:	

Impact Info -> Impacted Product Lines				
Impacted Product Lines				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales	
Aftersales Comments:	
Aftersales Impact Metrics Information	
Metric	Number of Cases

Customer Satisfaction												
Customer Satisfaction Question												
Product Line			Project Number				Availability Data					
CKtruck			Current K2CKtruck									
Customer Survey Information												
Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

PRTS Dynamics - Complete Report

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Associating to SWA PRTS 1936286 for closure with appropriate actions taken. Since this issue occurred Wabco is single source (production/service) for vacuum pumps. Consulting upon further analysis. SUFS# [REDACTED]. Magna filter screen issue, break point to Wabco was 01AU17.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	07-NOV-2017	[REDACTED]	UNKNOWN ORG	[REDACTED]

Next Step Target Dates

Next Step Target Submit Date: 17-NOV-2017

Next Step Target Approve/Close Date: 07-DEC-2017

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	07-NOV-2017	██████	UNKNOWN ORG	██████	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
07-NOV-2017	17-NOV-2017	07-NOV-2017	07-DEC-2017	07-NOV-2017	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Closed	07-NOV-2017	██████	UNKNOWN ORG	██████	

Solution Analysis		
Last Break Point		
Date	VIN/Part Number	Comment

Develop Solution
General Answer/Comment:
Short Description:
Field Service Information
PI Number:
Bulletin Number:
GM Messenger Date:
Field Remedy:
Production Remedy:
Solution Result:

Summary
Summary

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
Issue Status

PRTS Dynamics - Complete Report

Associating to SWA PRTS 1936286 for closure with appropriate actions taken. Since this issue occurred Wabco is single source (production/service) for vacuum pumps. Consulting upon further analysis. SUFS# [REDACTED] Magna filter screen issue, break point to Wabco was 01AU17.