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

Customer
[redacted]
[redacted]
Call Anytime

Vehicle
2007 Saturn ION 3
[redacted]
Mileage now: 130000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently inoperable/down

Key Points

Seeking cost assistance for repair, Fule pump/tank concern The vehicle was currently at the dealership. That they previously has had a new fuel pump/tank replaced on the vehicle which were covered under warranty at prev/GM dealership. Now the line is leaking. Now the new dealership is stating that the lines have to be changed due to rusting out and wants to know why the other dlr did not inform him of this when it was originally replaced. Dealership states that the lines were not covered under warranty or the recall but were part of the pump and tank. Custiomer is seeking cost assistance of $750. for repair and labor. Expectations set for the customer that she can not guarantee that he will get assistance but will reach out to his dlr to see what options are available if any.

Supporting Factors	Limiting Factors
First time GM buyer (verified) Discontinued brand vehicle Vehicle was inop/down due to this concern: 3 day(s)	**Warranty block (!)** Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): Saturn ION3 2007

Reference
CAC SR#: [redacted]
CAC advisor: Lawren--> (866) 790-5600 , [redacted]

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.