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

Customer
[redacted]
[redacted]
Call anytime

Vehicle
2006 Saturn ION 2
[redacted]
Mileage now: 104474 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently inoperable/down

Key Points
Customer states he took the vehicle to the dealership for service on a gas leak. The vehicle was diagnosed to replace the fuel lines and fuel filter at $821.58.
Customer seeks to get cost assistance on the repair.
I put the customer on hold called the dealership talked to CE Manager Nick he told me they will drop the price on the repair to $700.00.
Randy/CAC/WMI/T2

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Discontinued brand vehicle Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	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): [redacted] 2006 SATURN ION 2

Reference
CAC SR#: [redacted]
CAC advisor: Randy--> (866) 790-5700, [redacted]

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