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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2007 Pontiac G5	A GM Dealer has diagnosed the current concern
[redacted]	[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 95000 mi	Vehicle is currently operable & can be driven

Key Points

CUST. STATES: I would like to know what caused the corrosion and rusting on the fuel lines. Also why this is not going to be covered underneath the SC 14728. I would like to know if GM would be able to cover any portion because I find this odd that I would have to pay 900$ to repair this concern.

CUST. SEEKS: Cost Assistance.

CRS ADVISED: I will speak with the CEM and see if GM will be able to cover any portion. I CANT promise we would be able to because its NOT guaranteed but we will review into your case and give you a call back within 1-2 business days.

Supporting Factors	Limiting Factors
First time GM buyer (verified) Discontinued brand vehicle	Vehicle is > 8 years old (verified)
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

Per the customer, this vehicle was bought (used) at a GM Dealership

This customer has purchased these GM vehicles (verified): [redacted]

Reference

CAC SR#: [redacted]

CAC advisor: Laci--> (866) 790-5700, Ext #[redacted]

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