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

Customer
[redacted]
[redacted]
Call anytime

Vehicle
2008 Chevrolet Cobalt
[redacted]
Mileage now: 111000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

Customer states:
Customer states that parts connected to the fuel line have been rusted out. Dealer is going to charge $600 for repair. Parts are not in at the dealership at this time but can be ordered by this evening. Customer believes this is a defect because he has had 2 other fuel related repairs before. Customer states vehicle is operable, but does not feel safe driving it. Car is currently at dealer. Customer noticed leak about a week ago.

Customer seeks:
Customer seeks to get vehicle fixed

CRS Advised:
Advised Customer I will reach out to dealer and be in contact 24-48 hours

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) 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):
2012 Chevrolet Cruze
2008 Chevrolet Cobalt

Reference
CAC SR#: [redacted]
CAC advisor: John Hill--> (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.