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 Saturn ION 3	A GM Dealer has diagnosed the current concern
[redacted]	[redacted]	Repairs are in-progress (vehicle is in shop now)
Call daytime or evening	Mileage now: 85000 mi	Vehicle is currently inoperable/down

Key Points

Customer states: Customer stated that the fuel lines of the vehicle are rusted completely out. Customer believes that his vehicle should be apart of the recall for this particular vehicle. Customer is currently having his recalls completed at Fitzgerald Chevrolet Cadillac bac[redacted] Vehicle has an active special coverage 14728 cracked fuel tank. Customer wants to know if the problems are related.
Customer stated that to have the fuel lines, and fuel pump assembly replaced would be
1300 for total cost.

Customer seeks: Cost assistance.

CRS advised: Expressed empathy to the customer. Sent A2 and data share to CEM Sylvia [redacted] for further assistance.
[redacted]

Supporting Factors	Limiting Factors
Original owner (verified)	Vehicle is > 8 years old (verified)
Loyal GM customer: 2 GM vehicles purchased (verified)	Active Extd Svc Contract on record for vehicle (verified)
Discontinued brand vehicle	
Customer has incurred costs due to this concern	
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): 2007 Saturn ION3, 1994 Saturn S series

Reference

CAC SR#: 8-[redacted]
CAC advisor: Shawheta--> (866) 790-5600 , Ext #[redacted]

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