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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2008 Chevrolet HHR	A GM Dealer has diagnosed the current concern
[redacted]	[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Day	Mileage now: 95000 mi	Vehicle is currently inoperable/down

Key Points

Customer states the vehicle was taken into the dealership for an oil change when the tech noticed that the vehicle was leaking fuel. Customer states that the vehicle was diagnosed for the issue and was advised that there are 3 fuel lines that are rusted and leaking that need to be replaced and repairs will cost $900. Customer states that the vehicle should not have this issue at the age and mileage of the vehicle and will like to know can GM assist with repairs he will be looking for a new vehicle in 6 months.

Customer Seeks Cost Assistance

SA advised the customer that the case will be investigated with GM and will partner with the CE Managers at the dealership will be sent the case to see what options are available. SA advised the customer that the CE Managers have 24-48 hours to respond. SA advised the customer to allow the dealership that time to review and research the case. SA provided contact information. SA advised the customer that there is no grantee that GM will be able to assist and will see what options are

Supporting Factors	**Limiting Factors**
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (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

This customer has purchased these GM vehicles (verified):

[redacted]

Reference

CAC SR#: [redacted]

CAC advisor: Jeanice Globe--> (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.