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

Customer	**Vehicle**	**Status of vehicle/concern**
	2009 Chevrolet Cobalt	A GM Dealer has diagnosed the current concern
[redacted]	[redacted]	Repairs are in-progress (vehicle is in shop now)
Call anytime	Mileage now: 1300000 mi	Vehicle is currently operable & can be driven

Key Points

Customer has concerns with the rust on the gas line. Customer is seeking cost assistance toward the repair.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (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): 2009 Chevrolet Cobalt, 1995 GMC Vandura, 2001 Chevrolet Blazer

Reference

CAC SR#: [redacted]

CAC advisor: Heather Martinez--> (866) 790-3600, Ext[redacted]

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