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

Customer
[redacted]
[redacted]
Call Anytime

Vehicle
2007 Saturn Ion 2
[redacted]
Mileage now: 131000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently operable & can be driven

Key Points

Cust sts: I have a fuel leak. One is for the fuel inlet an the other was for the fuel pump. They also told me the fule line is rusted and it going to cost $300.

Cust sks: to know why it's not covered in special coverage. If it's not he would like cost assistance.

SA adv: I'll reach out to Toma and Brian, CEMs. The CEM will contact you within 24-48 business hours.

Supporting Factors	Limiting Factors
First time GM buyer (verified) Discontinued brand vehicle Vehicle has been serviced for this concern: 1 time(s) 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

Approximate # of miles on the vehicle when customer purchased it (used): 30000 mi
This customer has purchased these GM vehicles (verified): 2007 Ion 2

Reference

CAC SR#[redacted]
CAC advisor: LaKeesha Johnson-->[redacted]

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