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

Customer

[redacted]
() -
Anytime

Vehicle

Chevrolet Cobalt 2006
[redacted]
Mileage Now: 118000 mi
Warranty Start: 05/31/2006

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	Warranty Block! Vehicle is > 8 years old Vehicle has > 100,000 miles Vehicle was purchased used at 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: 2006 Cobalt

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Charles Martin --> [redacted]

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