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

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title Information and OnStar and XM Radio information (if applicable).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information
→ Investigate Major Assembly History

Vehicle Information

VIN: [redacted]
Model: CK10906-2021 SUBURBAN 4WD
Service Contract: No
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open
REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	[redacted]		Airbag Light May Not Indicate Malfunction	06/03/2021	Closed
Service Update Bulletins			Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Base Warranty	05/24/2021	Closed
Product Safety Recall			Third Row Seat Belt Damage	03/18/2021	Closed
Customer Satisfaction Program			Airbag Indicator Light Intermittent	12/01/2020	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0659	Engineering Information - Service 4WD Message Illuminated On the Driver Information Center (DIC) and/or Grinding, Scraping and/or Squeal Type Noise Heard From the Rear of the Vehicle	10/05/2021
EI	PIE0658	Engineering Information - HVAC is Stuck in Defrost Mode and Can Not Change to Vent or Any Other Option, DTC B2B23 Set	10/05/2021
EI	PIE0672	Engineering Information – Check Engine Lamp Illuminated on Driver Information Center (DIC), DTC P0607 Set in Body Control Module (BCM)	12/08/2021

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: N

XM Radio ID: [redacted]

OnStar Status: Active
XM Status: Active
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Ltd Wty	11/23/2020	190 MI	11/23/2027	70,190 MI
	Powertrain Limited Warranty	11/23/2020	190 MI	11/23/2025	100,190 MI
	Chevrolet - First Maintenance Visit	11/23/2020	190 MI	11/23/2021	Unlimited
	Corrosion Limited Warranty	11/23/2020	190 MI	11/23/2026	100,190 MI
	Incandescent Exterior Bulb Ltd Wty	11/23/2020	190 MI	11/23/2021	Unlimited
	CAC/BRC CCL - Powertrain	10/20/2021	22,818 MI	10/20/2027	122,818 MI
	Bumper to Bumper Limited Warranty	11/23/2020	190 MI	11/23/2023	36,190 MI
	Emission Limited Warranty	11/23/2020	190 MI	11/23/2023	50,190 MI
	Emission Select Component Ltd Wty	11/23/2020	190 MI	11/23/2028	80,190 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/13/2021	[redacted]	ZREG---- Regular Vehicle Transaction		4062390 - Valve Lifter Replacement - Right Side	22,818 MI
08/11/2021		ZFAT----Field Action Recall		9105683 - N212338110 - Serial Data Gateway Module Reprogramming with SPS	20,266 MI
06/07/2021		ZREG---- Regular Vehicle Transaction		0600005 - VEHICLE PAYMENT EXPENSE	9,137 MI
06/02/2021		ZFAT----Field Action Recall		9105676 - N212327470 - Verified Module is Programmed with Same Level Software or Calibration	12,470 MI
06/02/2021		ZREG---- Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	12,470 MI
03/26/2021		ZREG---- Regular Vehicle Transaction		4062390 - Valve Lifter Replacement - Right Side	9,117 MI
03/26/2021		ZFAT----Field Action Recall		9105432 - N202310850 - Replace Driver Seat Inboard Airbag Electrical Connector and Clear DTC Information	9,117 MI
03/26/2021		ZFAT----Field Action Recall		9105643 - N202313000 - Inspect 3rd Outboard Seatbelts for Correct Installation	9,117 MI
03/26/2021		ZREG---- Regular Vehicle Transaction		0600642 - Roadside - Over Mileage	9,000 MI
03/26/2021		ZREG---- Regular Vehicle Transaction		0600022 - ROADSIDE SERVICE (TOWING)	9,000 MI
01/15/2021		ZREG----		4062410 - Valve Lifter	5,288 MI

	[redacted]	Regular Vehicle Transaction	Replacement - Left Side	
11/17/2020		ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
10/28/2020		ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Vehicle History Report

12/14/2021 09:43 PM

VIN: [redacted] 2021 CHEVROLET SUBURBAN 1500

Repair Order [redacted] | Mileage: 23154 | Total: $0.00
Open Date: 10/25/2021 | Closed Date: 11/30/2021 | Advisor : Maxwell C Pieper
Owner: AUTOMATIC DOOR DOCTOR LLC*

Service: 4067490 ENGINE REPLACEMENT

Type: W | Technician: Bill Lathrop | Comeback: N
Labor: $2,556.12 | Parts: $7,237.86 | Misc: $0.00

Complaint: CUSTOMER STATES: ENGINE KNOCKING AGAIN. NO LIGHTS ON. SEE NOTES BELOW FOR PREVIOUS REPAIRSHAS CASE OPENED WITH GM. ENGINE KNOCKING. RO 197001 9/13/21 HAD CYL8 PUSHROD BENT, TAC CASE 9-6957786411=OPENED. AFTER SAID R&R HAD FOUND CYL HEAD DAMAGE IN ROCKER ARM JOURNAL. TAC SUGGESTED REPLACE CYL HEAD.

Cause: F

Correction: 23154 verified engine knocking and ticking from right bank cylinder head scan system found no codes install engine ears found noise to be coming from cylinder 6& 8 call tac due to right side lifters and push rod and cylinder head recently replaced case# [redacted] was recommended to replace engine due to frequent repairs of both banks took out engine and replace with a new engine with all fluids. also vac a\c sys and later recharge a\c sys. after the repair. old engine serail number # k1202681cu8x3572and new #t1212919l92x0757

Service: MPVI PERFORM A MULTI POINT VEHICLE INSPECTION

Type: ISP | Technician: Bill Lathrop | Comeback: N
Labor: $0.00 | Parts: $0.00 | Misc: $0.00

Complaint: PERFORM A MULTI POINT VEHICLE INSPECTION

Cause:

Correction: 23154 done

Repair Order: [redacted] | Mileage: 22818 | Total: $0.00
Open Date: 09/13/2021 | Closed Date: 10/08/2021 | Advisor : Mark Valerio
Owner: AUTOMATIC DOOR DOCTOR LLC*

Service: 10 DRIVEABILITY, CUSTOMER STATES:

Type: ISP | Technician: Mike Waite | Comeback: N
Labor: $0.00 | Parts: $0.00 | Misc: $0.00

Complaint: CUST STATES VEHICLE CRANKS BUT DOES NOT START CHECK AND ADVISE

Cause:

Correction: 22820 related to line b

Service: 4062390 VALVE LIFTER REPLACEMENT - RIGHT SIDE

Type: W | Technician: Mike Waite | Comeback: N
Labor: $801.92 | Parts: $1,413.79 | Misc: $0.00

Complaint: CUST STATES INTERNAL ENGINE TICKING NOISE CHECK AND ADVISE

Cause: REPALCED RIGHT SIDE LIFTER

Correction: 22820 verified engine noise and check engine light on scan system found code p318d cylinder 5 trapped high pressure exhaust charge also engine noise on right bank remove right side valve cover and found cylinder 8 intake push rod bent and lifter collapsed called tac case [redacted] due to lifters already replaced was told to replace only the lifter and pushrod affected removed right cylinder head and replaced lifter and pushrod abound inspection found cylinder head damage in rocker arm journal tac instruted to replace cylinder head reassembled engine replaced oil and filter filled and blead cooling system

Service: MPVI PERFORM A MULTI POINT VEHICLE INSPECTION

Type: ISP | Technician: Mike Waite | Comeback: N
Labor: $0.00 | Parts: $0.00 | Misc: $0.00

Complaint: PERFORM A MULTI POINT VEHICLE INSPECTION

Cause:

Correction:

Repair Order: [redacted] | Mileage: 20266 | Total: $90.00

Open Date: 08/11/2021 Closed Date: 08/11/2021 Advisor : Jeff Deluca

Owner: AUTOMATIC DOOR DOCTOR LLC*

Service: MPVI PERFORM A MULTI POINT VEHICLE INSPECTION

Type: C Technician: Juan C Reyes Comeback: N

Labor: $0.00 Parts: $0.00 Misc: $0.00

Complaint: PERFORM A MULTI POINT VEHICLE INSPECTION

Cause:

Correction: 20266 everything checks out good no leaks no loose/broken parts under truck looks good brakes are like new tires show no sign of wear or tear overall truck is in good shape

Service: LOFROT LOF/ROTATE: CUSTOMER STATES PERFORM LUBE OIL FILTER CHANGE WITH REQUIRED GRADE OIL, ROTATE TIRES, SET ALL PRESSURES TOP OFF ALL FLUID RELEARN TPMS AND PERFORM MULTIPOINT VEHICLE INSPECTION AS PER GM REQUIRED SERV

Type: C Technician: Juan C Reyes Comeback: N

Labor: $45.00 Parts: $44.32 Misc: $0.00

Complaint: LOF/ROTATE: CUSTOMER STATES PERFORM LUBE OIL FILTER CHANGE WITH REQUIRED GRADE OIL, ROTATE TIRES, SET ALL PRESSURES TOP OFF ALL FLUID RELEARN TPMS AND PERFORM MULTIPOINT VEHICLE INSPECTION AS PER GM REQUIRED SERV

Cause:

Correction: 20266 PERFORMED OIL AND FILTER CHANGE USING MANUFACTURER RECOMMENDED OIL. ROTATED THE TIRES, SET TIRE PRESSURE AND RESET THE TIRE MONITER.

Service: N212338110 Airbag Light May Not Indicate Malfunction

Type: W Technician: Juan C Reyes Comeback: N

Labor: $50.12 Parts: $0.00 Misc: $0.00

Complaint: Airbag Light May Not Indicate Malfunction

Cause: .

Correction: 20266 reprogram code part 1 45yy80252845 reprogram code part 2 45yy80253840

Repair Order: [redacted] Mileage: 12470 Total: ($48.00)

Open Date: 06/02/2021 Closed Date: 06/04/2021 Advisor : Jeff Deluca

Owner: AUTOMATIC DOOR DOCTOR LLC*

Service: MPVI PERFORM A MULTI POINT VEHICLE INSPECTION

Type: ISP Technician: Mike Waite Comeback: N

Labor: $0.00 Parts: $0.00 Misc: $0.00

Complaint: PERFORM A MULTI POINT VEHICLE INSPECTION

Cause:

Correction:

Service: LOFROT LOF/ROTATE: CUSTOMER STATES PERFORM LUBE OIL FILTER CHANGE WITH REQUIRED GRADE OIL, ROTATE TIRES, SET ALL PRESSURES TOP OFF ALL FLUID RELEARN TPMS AND PERFORM MULTIPOINT VEHICLE INSPECTION AS PER GM REQUIRED SERV

Type: W Technician: Mike Waite Comeback: N

Labor: $45.00 Parts: $53.16 Misc: $0.00

Complaint: LOF/ROTATE: CUSTOMER STATES PERFORM LUBE OIL FILTER CHANGE WITH REQUIRED GRADE OIL, ROTATE TIRES, SET ALL PRESSURES TOP OFF ALL FLUID RELEARN TPMS AND PERFORM MULTIPOINT VEHICLE INSPECTION AS PER GM REQUIRED SERV

Cause: AS PER GM

Correction: 12470 PERFORMED OIL AND FILTER CHANGE USING MANUFACTURER RECOMMENDED OIL. ROTATED THE TIRES, SET TIRE PRESSURE AND RESET THE TIRE MONITER.

Service: N212327470 Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Base Warranty

Type: W Technician: Mike Waite Comeback: N

Labor: $25.06 Parts: $0.00 Misc: $0.00

Complaint: Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Base Warranty

Cause: AS PER BULLETIN

Correction: 12470 perform recall n212327470 program radio to update warr code 80yz70585325

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information
→ Investigate Major Assembly History

Vehicle Information

VIN: [redacted] Model: CK10906-2021 SUBURBAN 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 09/13/2021 **Job Card Number** [redacted]

Repair Service Agent: 307621
EXECUTIVE CHEVROLET
399 N COLONY STREET
WALLINGFORD CT 06492-3100
2032650991

Odometer Reading: 22,818 MI
Authorization Code: P8

Process Date:
10/20/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0323-Engine/Fuel/Exhaust - Engine Noise

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6021-Module/Component - Damaged/Cracked

Labour Op 4062390-Valve Lifter Replacement - Right Side
Causal Part Number 000000000012680871-LIFTER ASM-VLV (AFM)
→See other Parts and/or Net Items

Job Card Date: 08/11/2021 **Job Card Number:** [redacted]

Repair Service Agent: 307621
EXECUTIVE CHEVROLET
399 N COLONY STREET
WALLINGFORD CT 06492-3100
2032650991

Odometer Reading: 20,266 MI
Authorization Code:

Process Date:
08/12/2021

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 9105683-N212338110 - Serial Data Gateway Module Reprogramming with SPS
Causal Part Number

Job Card Date: 06/07/2021 **Job Card Number:** [redacted]

Repair Service Agent: 293650
SCRANTON CHEVROLET OF NORWICH, INC.
774 W THAMES ST
NORWICH CT 06360-7028
8608893333

Odometer Reading: 9,137 MI
Authorization Code: D8M8

Process Date:
09/20/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 1011-Surface (exterior) - Alignment/Adjustment

Labour Op 0600005-VEHICLE PAYMENT EXPENSE

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 06/02/2021 **Job Card Number:** [redacted]

Repair Service Agent: 307621
EXECUTIVE CHEVROLET
399 N COLONY STREET
WALLINGFORD CT 06492-3100
2032650991

Odometer Reading: 12,470 MI
Authorization Code:

Process Date:
06/03/2021

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op 9105676-N212327470 - Verified Module Is Programmed with Same Level Software or Calibration

Causal Part Number

Job Card Date: 06/02/2021 **Job Card Number:** [redacted]

Repair Service Agent: 307621
EXECUTIVE CHEVROLET
399 N COLONY STREET
WALLINGFORD CT 06492-3100
2032650991

Odometer Reading: 12,470 MI
Authorization Code:

Process Date:
06/02/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/26/2021 **Job Card Number:** [redacted]

Repair Service Agent: 293650
SCRANTON CHEVROLET OF NORWICH, INC.
774 W THAMES ST
NORWICH CT 06360-7028
8608893333

Odometer Reading: 9,117 MI
Authorization Code: R8

Process Date:
07/16/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0323-Engine/Fuel/Exhaust - Engine Noise

Job Card Line #: 1 Transaction Adjustment: Cause Code: 3073-Rotating Part - Seized/Binds/Sticks

Labour Op 4062390-Valve Lifter Replacement - Right Side

Causal Part Number 000000000012680871-LIFTER ASM-VLV (AFM)

→See other Parts and/or Net Items

Job Card Date: 03/26/2021 **Job Card Number:** [redacted]

Repair Service Agent: 293650
SCRANTON CHEVROLET OF NORWICH, INC.
774 W THAMES ST
NORWICH CT 06360-7028
8608893333

Odometer Reading: 9,117 MI
Authorization Code:

Process Date:
05/17/2021

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
0090-No Customer Complaint - Other issues

Job Card Line #: 5 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 9105432-N202310850 - Replace Driver Seat Inboard Airbag Electrical Connector and Clear DTC information

Causal Part Number 000000000013530533-CONNECTOR ASM,WRG HARN

→See other Parts and/or Net Items

Job Card Date: 03/26/2021 **Job Card Number:** [redacted]

Repair Service Agent: 293650
SCRANTON CHEVROLET OF NORWICH, INC.
774 W THAMES ST
NORWICH CT 06360-7028
8608893333

Odometer Reading: 9,117 MI
Authorization Code:

Process Date:
05/17/2021

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
0090-No Customer Complaint - Other

issues

Job Card Line #: 4 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 9105643-N202313000 - Inspect 3rd Outboard Seatbelts for Correct Installation

Causal Part Number

Job Card Date: 03/26/2021 **Job Card Number:** [redacted]

Repair Service Agent: 257619
ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Odometer Reading: 9,000 MI
Authorization Code: H5

Process Date:
04/09/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0090-No Customer Complaint - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600642-Roadside - Over Mileage

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/26/2021 **Job Card Number:** [redacted]

Repair Service Agent: 257619
ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Odometer Reading: 9,000 MI
Authorization Code: RM

Process Date:
03/27/2021

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0090-No Customer Complaint - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600022-ROADSIDE SERVICE (TOWING)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/15/2021 **Job Card Number:** [redacted]

Repair Service Agent: 293650
SCRANTON CHEVROLET OF NORWICH, INC.
774 W THAMES ST
NORWICH CT 06360-7028
8608893333

Odometer Reading: 5,288 MI
Authorization Code: C8E8W8

Process Date:
03/23/2021

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6051-Module/Component - Worn/Stripped

Labour Op 4062410-Valve Lifter Replacement - Left Side

Causal Part Number 0000000000012680871-LIFTER ASM-VLV (AFM)

-->See other Parts and/or Net Items

Job Card Date: 11/17/2020 **Job Card Number:** [redacted]

Repair Service Agent: 185748
EAGLE CHEVROLET
1330 OLD COUNTRY ROAD
RIVERHEAD NY 11901-2051
6317271100

Odometer Reading: 2 MI
Authorization Code:

Process Date:
11/20/2020

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment: Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Job Card Date: 10/28/2020 **Job Card Number:** [redacted]

Repair Service Agent: 185748
EAGLE CHEVROLET
1330 OLD COUNTRY ROAD
RIVERHEAD NY 11901-2051
6317271100

Odometer Reading: 1 MI
Authorization Code:

Process Date:
10/28/2020

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

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