



March 19, 2024

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

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail



Transaction Detail Net Item Labour Parts

Job Card Header

Transaction Detail

Vehicle

VIN	Sales Model Code	Transaction
[REDACTED]	[REDACTED]	[REDACTED]
Non GM Vehicle Indicator:	Delivery Type:	Odometer:
	010	65233
Business Unit:	Repairing BAC:	Assigned Warranty Start Date:
1000	112180 - THOMPSON CHEVROLET BUICK GMC, INC.	11/07/2020
		Submitting Service Agent:
		112180

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:
[REDACTED]	2	ZREG - Regular Vehicle Transaction
Job Card Open Date:	Repair completion date:	Process Date:
12/15/2023	01/20/2024	02/06/2024
Serialized Part ID:	Causal Part Number:	Pre-Repair Approval Number:
[REDACTED]		
		Add-on:

Labour Operation: 4067490 - Engine Replacement
DTC Code:

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	Version:	Foreign Tourist VIN:	Tourist/Transient:
Policy	6		X
Additional Credit:	Full Debit:	Partial Debit:	Action Performed:
Service Advisor:	Technician:	Flag Count:	Repair Group:
0746270314	398822892	1	40-Engine Propulsion
Number of TAC Cases:	Number of CAC Cases:	SA Installed Option Flag:	Special Coverage:
0	0		
Field Action:	Deviation Debit Reason:	Invoice Verification Number:	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
65230	1133	0	5230

Master Warranty:

00000000 [REDACTED]

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	2,518.55	2,518.55	0.00	2,518.55
Parts & Parts Handling:	6,043.64	6,043.64	0.00	6,043.64
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				2,500.00
Total:	8,562.19	6,062.19	0.00	6,062.19

Parts Return Status

Project ID: Request Nbr:

Complaint/Cause/Correction

Complaint: [redacted] - Engine/Fuel/Exhaust - Engine Noise

Customer states whining noise coming noise from the engine all the time, more intense on cold start. Check and advise.

Cause: [redacted] - Module/Component - Damaged/Cracked

Motor does not turn over and veirifed the customer concern. Performed a visual inspection by removing the front wheels, front differential, rack and pinion, electrical harness, oil pan. Further examination found the engine assembly has seized and found the rod bearings spun and failed internally seizing the engine.

Correction:

Accessed, removed and replaced the engine assembly with all other related seals gaskets and non-reusable hardware and reinstalled all components removed for repairs in the reverse order of removal with original engine serial number [redacted] and with replacement engine serial number of [redacted]. Evacuated, pulled

Approvals/Rejects

Approver: Laura Erskine
Approver Type: Warranty Support Center (WSC)
Effective Authorization: A8C8
Required Auth Code: A8C8

Comment Log

Table with 7 columns: Date, Time Stamp, Source Code, Approver, Version Type, Version, Comment. The table is currently empty.

VIN History

- VIN History (Only Past 2 Years)
Transaction History
All History

Table with 12 columns: Flag Count, Repairing Service Agent, Transaction Number, Version, Active Version Indicator, Process Status, Job Card Number, Job Card Date, VIN, Labour Operation, Base Labour Hours, Change By Tool Ind. The table is currently empty.