



June 9, 2015

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Gentlemen:

Attached you will find the documentation requested in your letter of June 8, 2015 for the recall information for any and all new vehicle inventory in the possession of Sands Chevrolet Surprise that fall within the vehicle identification range as set forth in the correspondence from General Motors for recall 13142.

As requested, you will find supporting documents that reflect when the vehicle arrived at the dealership, the repair order documenting when the recall service was performed and the sales information to the ultimate consumer or date traded to another dealer. The documentation will show that we had a total of seven vehicles that fell within the VIN range identified by the correspondence from General Motors. Two of the vehicles were retailed or dealer traded to another dealer's inventory prior to performing the 13142 recall.

Also included is correspondence from General Motors that indicates that these same vehicles have been recalled 3 times for basically the same repair. The first was in October of 2012, the second in May of 2013 and the third in August of 2013. While not dismissing our obligation to perform the recall prior to sale, in this case it would have been quite legitimate when reviewing the service history on the vehicle to think that the repairs had been performed.

Also attached is an outline of our internal processes sent to General Motors developed after receiving the initial letter from NHTSA in regards to potential violations.

Hopefully, the attachments meet the needs of the department to complete their investigation. If you need any further information, please feel free to contact the undersigned at any time. Thank you in advance for your consideration in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry Moore".

Jerry Moore
Dealer Operator
Sands Chevrolet Surprise

Upon receipt of a notification from NHTSA and phone calls from reporters, we have drastically changed our internal processes and methodology of completion of campaigns and recalls on our grounded inventory as well as customer vehicles that enter our service department. Prior to the NHTSA notification, we ran a VIS on the vehicle as part of the pre-delivery inspection process. Following is a detailed step by step process to avoid having any vehicle retailed by our dealerships that have open recalls or campaigns. Not only is our ground inventory scrutinized for recalls, but our service department looks for open recalls on every customer car brought in for service. In addition, we check for open recalls on every make and model traded in at the dealership and then ship that vehicle to the respective manufacturer for completion prior to a retail sale.

1. A VIS is run during the pre-delivery inspection process.
2. Global Connect is reviewed daily by inventory personnel to insure compliance.
3. A sub report is run weekly by inventory personnel to verify completion of or are there any new open recalls.
4. A VIS is printed by the desk manager prior to delivery of a retail sale to verify there are no open recalls. No vehicle is delivered to the consumer with open recalls.
5. Another VIS is ran at the time of reporting the retail delivery to insure compliance.
6. The service department runs a VIS on each customer vehicle and this report is attached to the repair order to verify completion of all recalls associated with that vehicle.

As you can see, we have become very diligent in our processes to verify that every vehicle is checked for open campaigns or recalls prior to delivery to the consumer.

VIN NUMBER	DATE RECEIVED	TYPE OF SALE	DATE SOLD	DATE DELIVERED TO PURCHASER	RECALL COMPLETE?	DATE COMPLETED	COMPANY PERFORMING RECALL
[REDACTED]	6/14/2012	SOLD	10/31/2013	10/25/2013	YES	5/31/2013	SANDS CHEVROLET LLC
1G11F5RR4DF	6/13/2012	SOLD	8/31/2013	8/31/2013	YES	5/31/2013	SANDS CHEVROLET LLC
1G11F5RR1DF	5/4/2012	DEALER TRADE	6/17/2013	6/17/2013	YES	5/31/2013	SANDS CHEVROLET LLC
1G11D5RR1DF	6/5/2012	SOLD	7/25/2013	7/25/2013	YES	5/31/2013	SANDS CHEVROLET LLC
1G11F5RR4DF	7/3/2012	SOLD	10/18/2013	10/18/2013	YES	2/5/2014	SANDS CHEVROLET LLC
1G11F5RR4DF	6/6/2012	SOLD	10/14/2013	10/14/2013	YES	10/30/2013	THOROBRED CHEVROLET
1G11F5RR0DF	5/1/2012	SOLD	1/11/2014	1/11/2014	YES	9/11/2013	SANDS MOTOR CO

Job Card Date: 10/30/2013

Job Card Number: 832132

Repair Service Agent: 114680
THOROBRED CHEVROLET, INC.
2121 N ARIZONA AVE
CHANDLER AZ 85225-3414
4808990131

Odometer Reading: 883 MI
Authorization Code:

Process Date:
10/31/2013

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 6

Transaction Adjustment:

Cause Code: -

Labour Op 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

→See other Parts and/or Net Items

*** DELIVERY RECEIPT ***
 THE WAGGONERS TRUCKING - BILLINGS.MT.

TOLL-FREE 800-999-9097

TRIP: 304657C

SHIPPER:
 GM VDC NM
 904 S 12TH ST

DISPATCH DATE
 06/05/12

SHIP TO:
 SANDS MOTOR COMPANY *
 4611 W GLENDALE AVE

PHOENIX, AZ 85007
 602-258-9012

GLENDALE, AZ 85301
 623-931-9331

1/2

DRIVER : 44566 MUNOZ, GUSTAVO
 TRUCK : WF611
 TRAILER: 2861

CONSIGNEE 55843*01

<<< SPECIAL INSTRUCTIONS >>>
 MON.-FRI. 7-11PM / SAT. 8-12 CONTACT ADAM OR SAM (623)937-7631

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1	9285515	1B1J55P4 D4	CHEVY TRAVESE 2LT	DK LABYRINTH	QHNZKX
EXCEPTIONS					
2	9285751	1GNKR6DX C3	CHEVY TRAVESE 2LT	CRYSTAL CLARE	QHPBF7
EXCEPTIONS					
3	9285762	1GNKR6D6 C3	CHEVY TRAVESE 2LT	GOLD MUST MET	QHGJ40
EXCEPTIONS					
4	9285771	1GNKREED2 C3	CHEVY TRAVESE LS	WHITE	QHPB68
EXCEPTIONS					
5	9288951	1G1JA5SH4 C4	CHEVY SONIC LS	SUMMITT WHITE	QHNZRF
EXCEPTIONS					
6	9288956	1G1JA5SH4 C4	CHEVY SONIC LS	BLUESTREAM TI	QHNZRG
EXCEPTIONS					
7	9288985	3GNAL1EK2 C5	CHEVY CAPTIVA SPORT	ICE WHITE	Q62MKX
EXCEPTIONS					
8	9289422	1G1PJ58C7 C7	CHEVY CRUZE	SUMMITT WHITE	QNSBPX
EXCEPTIONS					

May we help with your Used Car Transportation Needs? If so, call (877)901-579

REMARKS:

REMARKS:

DEALER SIGNATURE: *R. And.*
 DATE: 6/6/12 TIME: :

CARRIER SIGNATURE: *GUSM*
 DATE: 6/6/12 TIME: :

Please send claims to Fax# 888-275-8051 or call 404-492-4444
 Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pictures
 1/4/99

150015

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: SANDS CHEVROLET
Phone(s): Contact: [REDACTED]
Vehicle: 1G11F5RR0DF [REDACTED]

Main: (602)931-9331
2013 MALI

WHIT-
DIAMOND/
COCOA

Click to View Cust Copy
Cell: (623)337-5130

Mileage: 1,321
Service advisor: 694
Tag number: T3777

Payment type: CASH
Promised time: 02:24 PM
Promised date: 09/07/2013

Waiter: No
Estimate: 0.00
Customer Comments: Yes

~~~~~  
A      RECALL 13142: LOSS OF BATTERY CHARGE=REPLACE GCM  
62CVZ-31      W      RECALL 13142: LOSS OF      2.50      253.10  
                                  BATTERY  
                                  CHARGE=REPLACE GCM  
Tech(s): 449  
24269448      1 MODULE 2.275 C B      356.81  
24269448      -1 CORE RETURN      -50.00  
Pts:      306.81 Lbr:      253.10 Other:      0.00 Total Line A:      559.91  
Story: --- REPLACED GCM AND PROGRAMMED PER RECALL  
~~~~~

Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge 0.00
Deductible 0.00
Total Charges 0.00
Less Insurance/Adjustment 0.00
Sales Tax 0.00
Total 0.00

Job Card Date: 09/07/2013

Job Card Number: 89726

Repair Service Agent: 114685
SANDS MOTOR COMPANY
5418 NW GRAND AVE
GLENDALE AZ 85301-4501
6239319331

Odometer Reading: 1,321 MI
Authorization Code:

Process Date:
09/11/2013

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 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

--See other Parts and/or Net Items

*** DELIVERY RECEIPT ***
 THE WAGGONERS TRUCKING - BILLINGS, MT.

TOLL-FREE 800-997-9097

TRIP: 286837C

SHIPPER:
 GM VDC NM
 904 S 12TH ST

DISPATCH DATE
 04/30/12

SHIP TO:
 SANDS MOTOR COMPANY *
 4611 W GLENDALE AVE

PHOENIX, AZ 85007
 602-258-9012

GLENDALE, AZ 85301
 623-931-9331

1/3

DRIVER : 44577 GARDNER, WILLIAM J.
 TRUCK : WF607
 TRAILER: 2863

CONSIGNEE 95843*01

<<< SPECIAL INSTRUCTIONS >>>
 MON.-FRI. 7-11PM / SAT. 8-12 CONTACT ADAM OR SAM (623)937-7631

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1	9167602	1B11F5RR1 DF	CHEVY MALIBU	DK LABYRINTH	Q6FFKM
	EXCEPTIONS		130024		
2	9167603	1B11F5RR3 DF	CHEVY MALIBU	WHITE DIAMOND	Q6FFG4
	EXCEPTIONS		130025		
3	9167605	1B11F5RR0 DF	CHEVY MALIBU	WHITE DIAMOND	Q6FFKN
	EXCEPTIONS		130023		
4	9168073	1GCRPE03 CZ	CHEVY SILVERADO BASE	OLYMPIC WHITE	Q6RJGJ
	EXCEPTIONS		28657		
5	9168090	1GCRPE0X CZ	CHEVY SILVERADO BASE	OLYMPIC WHITE	Q6BJGK
	EXCEPTIONS		28655		
6	9168091	1GCNCPE03 CZ	CHEVY SILVERADO BASE	OLYMPIC WHITE	Q6XF57
	EXCEPTIONS		28656		
7	9168137	2GNFLFE59 C6	CHEVY EQUINOX	MAGNA STEEL M	Q6FW6C
	EXCEPTIONS		28653		
8	9168959	1GNSCBE05 CR	CHEVY TAHOE LT 1/2 T	OLYMPIC WHITE	Q6FFXP
	EXCEPTIONS		28654		

May We help with your Used Car Transportation Needs? If so, call (877)901-579

REMARKS:

REMARKS:

DEALER SIGNATURE:

P. Cant.

CARRIER SIGNATURE:

WJG

DATE 5/1/12 TIME :

DATE 5/1/12 TIME 12:05:00

Please send claims to Fax# 888-275-8051 or call 623-619-1400.

Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pictures

1/4/99

130023

WF 125

CUSTOMER #: [REDACTED]

SANDS CHEVROLET SURPRISE

WARRANTY

16991 W. Waddell Road
Surprise, AZ 85388

Phone: (623) 455-7700 · Fax: (623) 455-7788
www.sandssurprise.com

OR

PAGE 1

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 451565 STEVE WEBER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHIT-DIAMO	13	CHEVROLET MALIBU	1G11F5RR4DF [REDACTED]		3219/3219	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18OCT13 DD		18OCT2020	WAIT 05FEB14			CASH	07FEB14
R.O. OPENED		READY	OPTIONS:				
08:47 05FEB14		11:06 07FEB14	STK:130054 ENG:2.4_LITER_DOHC_ECOTEC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A RECALL 13142 - LOSS OF BATTERY CHARGE

CAUSE: .

CONCERN CODE:

9100038 C

257533 WP 2.50

271.68 271.68

1 24269448 (S)MODULE

306.81

CORE CHARGE W

50.00

50.00

-1 24269448 CORE RETURN

-50.00

FC: PART#: 24269448 COUNT: 1

21915

30681 TPARTS

CLAIM TYPE: ZFAT

AUTH CODE:

7250

27168 TLABOR

3219 RECALL 9100038 2.50 REPAIR AS PER 1314B, REPLACE GCM AND PROGRAM CODE S2192 AND TEST

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-05-14	10:54	11:12	0.30	W	338699	B	
	11:38	13:19	1.69	W	257533	A	
	14:33	15:40	1.12	W	257533	A	
	15:43	15:43	0.00	W	284342	C	

COST, SALE, & COMP TOTALS 12250 32168 0

DISCLAIMER OF WARRANTIES

THE SELLER, SANDS CHEVROLET, HEREBY DISCLAIMS ALL WARRANTY EITHER EXPRESSOR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ON THIS INVOICE.

CUSTOMER FURTHER AGREES THAT DEALERSHIP MAY CONTACT CUSTOMER AT THE ADDRESS, PHONE NUMBER AND/OR EMAIL ADDRESSES PROVIDED BY CUSTOMER CONCERNING THE SALE OF THESE GOODS OR SERVICES.

DESCRIPTION	TOTALS
LABOR AMOUNT	271.68
PARTS AMOUNT	306.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	578.49
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	578.49

Job Card Date: 02/05/2014

Job Card Number: 307620

Repair Service Agent: 256053
SANDS CHEVROLET
16991 W WADDELL RD
SURPRISE AZ 85388-9602
6234557777

Odometer Reading: 3,219 MI
Authorization Code:

Process Date:
02/07/2014

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 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

→ See other Parts and/or Net Items

THE WAGGONERS TRUCKING - BILLINGS, MT.

RECEIVED ***
TOLL-FREE 800-999-9097

TRIP: 31626

SHIPPER:
GM VDC NM
904 S 12TH ST

DISPATCH DATE
07/02/12

SHIP TO:
SANDS MOTOR COMPANY *
4611 W BLENDALE AVE

PHOENIX, AZ 85007
602-258-9012

GLENDALE, AZ 85301
623-931-9331

DRIVER : 44567 FINLEY, JENNIFER A.
TRUCK : WF609
TRAILER: 2865

CONSIGNEE 95843*01

1/2

<<< SPECIAL INSTRUCTIONS >>>
MON.-FRI. 7-11PM / SAT. 8-12 CONTACT ADAM OR SAM (623)937-7631

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1	9384604	2GNALBEK3 C4	CHEVY EQUINOX	GOLD MIST MET	QJPHS8
EXCEPTIONS 127384					
2	9384606	2GNALDEK3 C4	CHEVY EQUINOX	GOLD MIST MET	QJPHS6
EXCEPTIONS 127383					
3	9384628	2GNFLDESX C4	CHEVY EQUINOX		QJTD47
EXCEPTIONS 127382					
4	9384840	1GCRCPX3 D2	CHEVY SILVERADO	STEALTH GRAY	QJJWBW
EXCEPTIONS 135003					
5	9385333	1G1JE6SH9 C4	CHEVY SONIC LTZ		QJJJQB
EXCEPTIONS 122248					
6	9385362	1G1JC6SH7 C4	CHEVY SONIC LT	BLUESTREAM TI	QJJJQK
EXCEPTIONS 122249					
7	9385412	1G11F5RR4 DF	CHEVY MALIBU	WHITE DIAMOND	QJJWM6
EXCEPTIONS 130054					
8	9385413	1G11F5RR3 DF	CHEVY MALIBU	BLUESTREAM TI	QJJWM7
EXCEPTIONS 130053					

May We help with your Used Car Transportation Needs? If so, call (877)901-57

REMARKS:

2 Cont.

REMARKS:

DEALER

SIGNATURE:

DATE 7/3/12 TIME :

Please send claims to Fax# 888-275-8051 or call 403-619-1400.

CARRIER

SIGNATURE: *WF*

DATE 7/3/12 TIME 8:54am

Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pictures

1/4/99

WF 12

SANDS CHEVROLET LLC
16991 W WADDELL RD

SURPRISE, AZ 85388-9602

CUSTOMER NO.	ADVISOR GARY WESTFALL	CARD NO. 295637 9286	INVOICE DATE 05/31/13	
SANDS CHEVROLET LLC	LABOR RATE	LICENSE NO.	MILEAGE IN 30	COLOR SUMMIT WHT/
16991 W WADDELL RD	YEAR / MAKE / MODEL 13/CHEVROLET/MALIBU/4DR SDN		DELIVERY DATE	STOCK NO. 130542
SURPRISE, AZ 85388-9602	VEHICLE ID. NO. 1 G 1 1 D 5 R R 1 D F		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. 20388171	P. O. NO.	R. O. DATE 05/29/13	
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS		

DCS AUDET SLIP

JOB CARD

VIN 1G11D5RR1DF REPAIRING BAC 256053
 ODOMETER INDICATOR M JOB CARD OPEN DATE 05/29/2013
 ODOMETER 30 SERVICE ADVISOR GMIN 751140468
 NON-GM VEHICLE N FOREIGN TOURIST
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		62602-1		

JOB COMPLETION DATE: 05/31/2013
 TECHNICIAN GMIN: 868249057

LABOR OPERATION BASE HOURS
 9100038 2.5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED NEW MODULE .CODE S21AB. CLEARED ALL CODES. TEST NEW MODULE. BATTERY VOLT LTA LTAGE IS 12.45 VOLTS. RAN VEHICLE FOR A FEW MINUTES. 13.9- 14.5 VOLTS. OK . OK AT THIS TIME.

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
24267940	1	219.15			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL	VIN OR INFO	DAYS	REASON
41.81	NIE						

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	87.66		
PARTS	219.15	0.00	306.81
LABOR	265.05	0.00	265.05
NET ITEMS	41.81	0.00	41.81
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	613.67	0.00	613.67

SANDS CHEVROLET LLC

16991 W WADDELL RD

SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR GARY WESTFALL	CARD NO. 295637	INVOICE DATE 05/31/13	
SANDS CHEVROLET LLC	LABOR RATE	LEASING NO.	MILEAGE IN 30	COLOR SUMMIT WHT/
16991 W WADDELL RD	YEAR / MAKE / MODEL 13/CHEVROLET/MALIBU/4DR SDN		DELIVERY DATE	STOCK NO. 130542
SURPRISE, AZ 85388-9602	VEHICLE ID. NO. 1 G 1 1 D 5 R R 1 D F		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO. 20388171	P.O. NO.	R.O. DATE 05/29/13	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS		

LABOR & PARTS

J#	TECH#	DATE	LIGHT-MECH	START	FINISH	ACT	TIME	DESCRIPTION	HOURS	TECH(S)	256574	276141	265.05
J# 1	64C1Z								2.50				
	256574	05/29/13		11.30	12.70	1.40	0.00	HOLD AUTHORIZATION					
	276141	05/29/13		15.50	16.00	0.50	0.00	HOLD PARTS					
	276141	05/31/13		11.10	14.30	3.20	0.00	FINISHED					
	276141	05/31/13		0.00	0.00	0.00	2.50	FINISHED					
							5.10						
							2.50						
								TOTAL TECH TIME					

13142 LOSS OF BATTERY CHARGE - REPLACE GENERATOR CONTROL MODULE
RECALL.

REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED NEW MODULE
.CODE S21AB. CLEARED ALL CODES. TEST NEW MODULE. BATTERY VOLTAGE IS 12.45 VOLTS. RAN VEHICLE FOR A FEW MINUTES. 13.9-14.5 VOLTS. OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		24267940	MODULE 2.275 C B	219.15	219.15	306.81
				JOB # 1 COST TOTAL	219.15		
				JOB # 1 TOTAL PARTS			306.81
				JOB # 1 TOTAL LABOR & PARTS			571.86

G.O.G. & SUPPLIES	JOB #	DESCRIPTION	TOTAL - GOG
JOB # 1		FREIGHT (PARTS)	41.81
		TOTAL - GOG	41.81
		R/O TAX	0.00
		R/O TOTALS	613.67

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
62602-1	613.67
CLAIM TOTALS	613.67

APPROVED BY SIGNATURE

Job Card Date: 05/29/2013

Job Card Number: [REDACTED]

Repair Service Agent: 256053
SANDS CHEVROLET
16991 W WADDELL RD
SURPRISE AZ 85388-9602
6234557777

Odometer Reading: 30 MI
Authorization Code:

Process Date:
05/31/2013

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 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

→See other Parts and/or Net Items

*** DELIVERY RECEIPT ***

THE WAGGONERS TRUCKING - BILLINGS, MT.

TOLL-FREE 800-999-9097

TRIP: 304040C

SHIPPER: GM VDC NM
904 S 12TH ST

DISPATCH DATE
06/04/12

SHIP TO: SANDS CHEVROLET LLC
16991 W WADDELL RD

PHOENIX, AZ 85007
602-258-9012

SURPRISE, AZ 85388
623-455-7777

DRIVER : 44577 GARDNER, WILLIAM J.
TRUCK : WF609
TRAILER: 2865

CONSIGNEE 166255*01

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
①	9269324	1G11F5RR2 DF [REDACTED]	CHEVY MALIBU	WHITE DIAMOND	QHGKJT
EXCEPTIONS				130541	
②	9269327	1G11D5RR1 DF [REDACTED]	CHEVY MALIBU	SUMMIT WHITE	QHNWV6
EXCEPTIONS				130542	
③	9271825	1G1PH5SC3 C7 [REDACTED]	CHEVY CRUZE	QUICKSILVER M	QHGKDZ
EXCEPTIONS				121997	
④	9271830	1G1PF5SC9 C7 [REDACTED]	CHEVY CRUZE 1LT	BLUESTREAM TI	QHGKDR
EXCEPTIONS			MET	121998	
⑤	9271833	1G1PF5SC9 C7 [REDACTED]	CHEVY CRUZE 1LT	CARBON BLACK	QHGKDS
EXCEPTIONS			MET	121999	
⑥	9272770	1G04K1C83 CF [REDACTED]	CHEVY SILVERADO	OLYMPIC WHITE	QHGK6S
EXCEPTIONS				126421	
⑦	9275985	1G04K1E81 CF [REDACTED]	CHEVY SILVERADO LTZ	BLACK	QGZS9D
EXCEPTIONS				126422	
⑧	9278923	1G0PK9E7X CF [REDACTED]	CHEVY SILVERADO LTZ	OLYMPIC WHITE	QDXZSH
EXCEPTIONS				126423	

May We help with your Used Car Transportation Needs? If so, call (877)901-579

REMARKS:

REMARKS:

DEALER SIGNATURE: *May T.L.*

CARRIER SIGNATURE: *WJE*

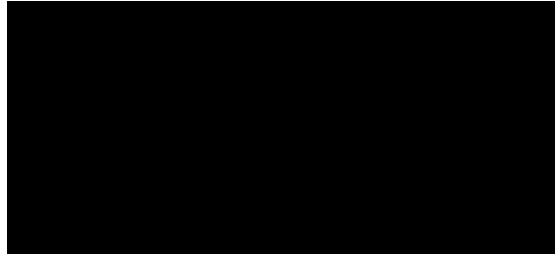
DATE 6/5/12 TIME : :

DATE 6/5/12 TIME 2:30pm

Please send claims to Fax# 888-275-8051 or call 405-619-1400.

Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pures

1/4/99



WF 125

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR JAKE FRIEDBERG	CARD NO. 164359	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC	LABOR RATE	LICENSE NO. 44	COLOR WHT DMND TR
16991 W WADDELL RD	YEAR/MAKE/MODEL 13/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE	DELIVERY MILES
SURPRISE, AZ 85388-9602	VEHICLE ID. NO. 1G11F5RR1DF	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS	R.O. DATE 05/28/13

LABOR & PARTS-----

J# 1 68C1Z AIR COND. - HEATING HOURS: 0.50 TECH(S):257533 53.01

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257533	05/28/13	18.30	18.30	0.00	0.00	HOLD PARTS
257533	05/29/13	10.40	10.60	0.10	0.00	HOLD PARTS
257533	05/31/13	8.40	12.90	2.70	0.00	FINISHED
257533	05/31/13	0.00	0.00	0.00	0.50	FINISHED
TOTAL TECH TIME 2.80						0.50

MNGER STS THE A/C DOESNT BLOW COLD 2 ALL PLEASE CHECK AND ADVISE
 SYSTEM LOW NO LEAKS FOUND WITH UV OR ULTRASONIC LEAK DETECTORS
 EVACUATE AND CHARGE AND TEST FOR LEAKS, NO LEAKS FOUND

JOB # 1 TOTAL LABOR & PARTS 53.01

J# 2 66C1Z-02 CONCERN 2 HOURS: 1.70 TECH(S):257533 180.23

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257533	05/28/13	18.30	18.30	0.00	0.00	HOLD PARTS
257533	05/29/13	7.90	9.20	0.30	0.00	START STRAIGHT TIME
257533	05/29/13	7.90	9.20	0.30	0.00	START STRAIGHT TIME
257533	05/29/13	7.90	9.20	0.30	0.00	START STRAIGHT TIME
257533	05/29/13	7.90	9.20	0.30	0.00	START STRAIGHT TIME
257533	05/29/13	9.20	10.40	1.20	1.20T	FINISH STRAIGHT TIME
257533	05/29/13	10.40	10.60	0.00	0.00	HOLD PARTS
257533	05/31/13	8.40	12.90	1.00	0.00	FINISHED
257533	05/31/13	0.00	0.00	0.00	0.50	FINISHED
TOTAL TECH TIME 3.40						1.70

C/S THE DRIVERS FRONT POWER SEAT IS INOP. PLEASE CHECK AND ADVISE
 CHECK FOR CODES, UNABLE TO COMMUNICATE WITH DRIVER SEAT MODULE OR MEMAORY SEAT FUNCTIONS, CHECK FOR POWER AND GROUND
 OK TEST DAT LINE FOUND POOR CONNECTION CONNECTOR X301
 ALOS HAD CODES U0208 AND U0121
 REPAIR TERMAINL 23 IN CONNECTOR X301 DOC ID 2748997,
 NECESSARY TO REMOVE SEAT TO GAIN ACCESS, REPLACE SEAT MOUNTING BOLTS, CLEAR CODES AND TEST, OK
 EMPLOYEE # 325982 JOHN FREY AUTHORIZED STRAIGHT
 TIME ON 05/29/2013 AT 09:12am FOR 1.0 HOURS
 REASON:DIAG

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----U/COST--E/COST---U/PRICE

JOB # 2	2	11571061	BOLT 8.913 CPOBK	2.08	4.16	2.91	5.82
				JOB # 2 COST TOTAL	4.16		
JOB # 2 TOTAL PARTS							5.82

JOB # 2 TOTAL LABOR & PARTS 186.05

J# 4+64C1Z-10 RECALL#1 HOURS: 2.50 TECH(S):257533 265.05

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257533	05/28/13	18.30	18.30	0.00	0.00	HOLD PARTS
257533	05/29/13	10.40	10.60	0.00	0.00	HOLD PARTS
257533	05/31/13	8.40	12.90	0.60	0.00	FINISHED
257533	05/31/13	0.00	0.00	0.00	2.50	FINISHED
TOTAL TECH TIME 0.60						2.50

PLEASE PERFORM RECALL # 13142
 LOSS OF BATTERY CHARGE
 REPAIR AS PER 13142, REPLACE GENERATOR BATTERY CONTROL
 MODULE PROGRAM AND TEST, OK CODE S217

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR JAKE FRIEDBERG	CAR # 164359	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE 44	LICENSE NO. 44	COLOR WHT DMND TR
	YEAR / MAKE / MODEL 13/CHEVROLET/MALIBU/4DR SDN		DELIVERY DATE
	VEHICLE ID. NO. 1G11F5RR1DF		SELLING DEALER NO.
	F.T.E. NO. 20388171	P.O. NO.	R.O. DATE 05/28/13
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS	

DCS AUDIT SLIP-----

JOB CARD 62263

VIN	1G11F5RR1DF	REPAIRING BAC	256053
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/28/2013
ODOMETER	44	SERVICE ADVISOR GMIN	582277033
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		62263-2		

JOB COMPLETION DATE: 05/31/2013
 TECHNICIAN GMIN: 288214758

LABOR OPERATION	BASE HOURS	OTHER
5430922	.5	1.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0831
 COMPLAINT DESCRIPTION: C/S THE DRIVERS FRONT POWER SEAT IS INOP. PLEASE CHECK AND ADVISE

CAUSE CODE: 7083
 CAUSE DESCRIPTION: CHECK FOR COD S UNABLE TO COMMUNICATE WITH DRIVER SEAT MODULE OR MEMAORY SEAT FUNCTIONS CHECK FOR POWER AND GROUND OK TEST DAT L AT LINE FOUND POOR CONNECTION CONNECTOR X301 ALOS HAD CODES U0208 AND U012 U0121

CORRECTION DESCRIPTION: REPAIR TERMAINL 23 IN CONNECTOR X301 DOC ID 2748997 , NECESSARY TO REMOVE SEAT TO GAIN ACCESS, REPLACE SEAT MOUNTING BOLTS, CL , CLEAR CODES AND TEST, OK

CAUSAL PART: 11571061

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11571061	2	2.08			

SERVICE MANAGEMENT AUTHORIZATION CODE: E
 REASON FOR AUTHORIZATION: OLH FOR ADDTL DIAG/REPAIR TIME FOR WIRING CONCERN

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	1.66		
PARTS	4.16	0.00	5.82
LABOR	180.23	0.00	180.23
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	186.05	0.00	186.05

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR JAKE FRIEDBERG	CARD NO. 164359 7292	INVOICE DATE 05/31/13	
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENSE NO. 44	COLOR WHT DMND TR	STOCK
	YEAR MAKE/MODEL 13/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE	DELIVERY TIME	
	VEHICLE ID. NO. 1G11F5RR1DF	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.U. NO. 20388171	P.O. NO.	R.O. DATE 05/28/13	
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS		

DCS AUDIT SLIP

JOB CARD 62263

VIN	1G11F5RR1DF	REPAIRING BAC	256053
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/28/2013
ODOMETER	44	SERVICE ADVISOR GMIN	582277033
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZFAT		62263-4		

JOB COMPLETION DATE: 05/31/2013
 TECHNICIAN GMIN: 288214758

LABOR OPERATION BASE HOURS
 910038 2.5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPAIR AS PER 13142, REPLACE GENERATOR BATTERY CONT
 ROL MODULE PROGRAM AND TEST, OK CODE S2173

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
24267940	1	219.15			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
41.81	NIE					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	87.66		
PARTS	219.15	0.00	306.81
LABOR	265.05	0.00	265.05
NET ITEMS	41.81	0.00	41.81
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	613.67	0.00	613.67

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR JAKE FRIEDBERG	CARD NO. 164359	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENSE NO. 44	MILEAGE IN 44
	YEAR / MAKE / MODEL 13 / CHEVROLET / MALIBU / 4DR SDN	COLOR WHT DMND TR	STUCK
	VEHICLE ID. NO. 1G11F5RR1DF	DELIVERY DATE	DELIVERY MILS
	F.T.E. NO. 20388171	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	P.O. NO.	R.O. DATE 05/28/13
COMMENTS			

DCS AUDIT SLIP-----

JOB CARD 62263

VIN	1G11F5RR1DF	REPAIRING BAC	256053
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/28/2013
ODOMETER	44	SERVICE ADVISOR GMIN	582277033
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		62263-1		

JOB COMPLETION DATE: 05/31/2013
 TECHNICIAN GMIN: 288214758

LABOR OPERATION BASE HOURS ADD PUB.
 4417169 .3 .2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0722
 COMPLAINT DESCRIPTION: MNGER STS THE A/C DOESNT BLOW COLD 2 ALL. PLEASE CHECK AND ADVISE

CAUSE CODE: 9096
 CAUSE DESCRIPTION: SYSTEM LOW NO LEAKS FOUND WITH UV OR ULTRASONIC LEAK DETECTORS

CORRECTION DESCRIPTION: EVACUATE AND CHARGE AND TEST FOR LEAKS, NO LEAKS FOUND

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	53.01	0.00	53.01
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	53.01	0.00	53.01

SANDS CHEVROLET LLC

16991 W WADDELL RD

SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR JAKE FRIEDBERG	CARD # 164359	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENSE NO. 44	COLOR WHT DMND TR
	YEAR / MAKE / MODEL 13 / CHEVROLET / MALIBU / 4DR SDN		DELIVERY DATE
	VEHICLE ID. NO. 1 G 1 1 F 5 R R 1 D F		SELLING DEALER NO.
		P. O. NO.	R. O. DATE 05/28/13
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS	

PARTS-----QTY--FP-NUMBER-----	DESCRIPTION	U/COST--E/COST---	U/PRICE
JOB # 4 1 24267940	MODULE 2.27 C B	219.15 219.15	306.81
	JOB # 4 COST TOTAL	219.15	
	JOB # 4 TOTAL PARTS		306.81
	JOB # 4 TOTAL LABOR & PARTS		571.86

G.O.G. & SUPPLIES	FREIGHT (PARTS)		41.81
		TOTAL - GOG	41.81
		R/O TAX	0.00
		R/O TOTALS	852.73

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL....
62263-1	53.01
62263-2	186.05
62263-4	613.67
CLAIM TOTALS	852.73

APPROVED BY SIGNATURE

Job Card Date: 05/28/2013

Job Card Number: [REDACTED]

Repair Service Agent: 256053
SANDS CHEVROLET
16991 W WADDELL RD
SURPRISE AZ 85388-9602
6234557777

Odometer Reading: 44 MI
Authorization Code:

Process Date:
05/31/2013

Transaction Type:
ZFAT—Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 4 Transaction Adjustment: Cause Code: -

Labour Op 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

→See other Parts and/or Net Items

THE WAGGONERS TRUCKING - BILLINGS, MT.

*** DELIVERY RECEIPT ***

TOLL-FREE 800-999-9097

TRIP: 2886850

SHIPPER: GM VDC NM 904 S 12TH ST

DISPATCH DATE 05/03/12

SHIP TO: SANDS CHEVROLET LLC 16991 W WADDELL RD

PHOENIX, AZ 85007 602-258-9012

SURPRISE, AZ 85388 623-455-7777

DRIVER : 44577 GARDNER, WILLIAM J. TRUCK : WF607 TRAILER: 2863

CONSIGNEE 166255*01

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
①	9168106	2GNALDEKO C4 [REDACTED]	CHEVY EQUINOX	MAGNA STEEL M	QGMK2M
EXCEPTIONS					126372
②	9168822	1GNKRGEDO CJ [REDACTED]	CHEVY TRAVERSE 2LT	CYBER GRAY ME	QGMNGR
EXCEPTIONS					126373
③	9168945	2GNALBEK5 C1 [REDACTED]	CHEVY EQUINOX	GRAY	QBFK6D
EXCEPTIONS					126374
④	9169370	1G11F5RR1 DF [REDACTED]	CHEVY MALIBU	WHITE DIAMOND	QBFK12
EXCEPTIONS					130535
⑤	9169455	2GNALBEK5 C1 [REDACTED]	CHEVY EQUINOX	gray	QFWX6D
EXCEPTIONS					126375
⑥	9169484	1GC1KXC81 CF [REDACTED]	CHEVY SILVERADO	QUICKSILVER M	QBFMFB
EXCEPTIONS					126376
⑦	9169504	1G1PD5SH4 C7 [REDACTED]	CHEVY CRUZE 2LS	CARBON BLACK	QFWW9D
EXCEPTIONS					121984
⑧	9169509	1G1PH5SC6 C7 [REDACTED]	CHEVY CRUZE	SUMMIT WHITE	QBFK6D
EXCEPTIONS					121985

May We help with your Used Car Transportation Needs? If so, call (877)901-579

REMARKS:

DEALER SIGNATURE: [Signature]

DATE 5/4/12 TIME :

Please send claims to Fax# 888-275-8051 or call 405-619-1400.

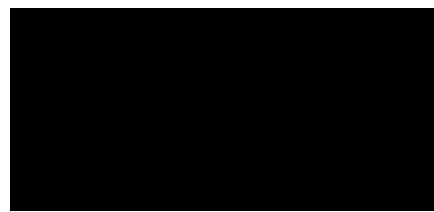
Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pictures

1/4/99

REMARKS:

CARRIER SIGNATURE: [Signature]

DATE 5/4/12 TIME 11:45:AM



WF 125

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR GARY WESTFALL	CARD NO. 295637	INVOICE DATE 05/31/13	INVENTORY # [REDACTED]
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE LIC# 43	MILEAGE IN 15	COLOR BLK GRANITE	STOCK # [REDACTED]
	YEAR MAKE MODEL 13/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE	DELIVERY MILLS	
	VEHICLE ID. NO. 1 G 1 1 F 5 R R 4 D F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. 20388171	F.O. NO.	R.O. DATE 05/29/13	
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS		

LABOR & PARTS-----								
J#	1	64C1Z-10	RECALL#1	HOURS:	2.50	TECH(S):	226484 280483	265.05
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION		
226484	05/29/13	10.60	10.90	0.30	0.00	HOLD AUTHORIZATION		
280483	05/29/13	13.90	13.90	0.00	0.00	HOLD PARTS		
276141	05/31/13	8.30	11.10	2.80	0.00	FINISHED		
276141	05/31/13	0.00	0.00	0.00	2.50	FINISHED		
TOTAL TECH TIME				3.10	2.50			

13142 LOSS OF BATTERY CHARGE - REPLACE GENERATOR CONTROL MODULE
 RECALL.
 REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED THE NEW MODULE. CODE S2129. CLEARED ALL CODES. TESTED NEW GENERATOR MODULE. BATTERY WAS 12.6. STARTED VEHICLE AND RECHECK THE VOLTAGE. WAS 13.9-14.2 VOLTS. OK AT THIS TIME.

PARTS-----	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		24267940	MODULE 2.27 C B	219.15	219.15	306.81	306.81
JOB # 1 COST TOTAL					219.15			
JOB # 1 TOTAL PARTS								306.81
JOB # 1 TOTAL LABOR & PARTS								571.86

G.O.G. & SUPPLIES-----		
JOB # 1	FREIGHT (PARTS)	41.81
TOTAL - GOG		41.81
R/O TAX		0.00
R/O TOTALS		613.67

WARRANTY CLAIM DETAIL TOTALS-----	
CLAIM#.....	TOTAL....
62601-1	613.67
CLAIM TOTALS	613.67

APPROVED BY SIGNATURE

SANDS CHEVROLET LLC
16991 W WADDELL RD

SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR GARY WESTFALL	CARD NO. 295637	INVOICE DATE 05/31/13	INVOICE NO. [REDACTED]
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENSE NO.	MILEAGE IN 15	COLOR BLK GRANITE
	YEAR / MAKE / MODEL 13 / CHEVROLET / MALIBU / 4DR SDN		DELIVERY DATE	DELIVERY NO. [REDACTED]
	VEHICLE ID. NO. 1G11F5RR4DF		SELLING DEALER NO.	PRODUCTION DATE
	F. F. U. NO. 20388171	P. O. NO.	R. O. DATE 05/29/13	
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	COMMENTS		

DCS AUDIT SLIP

JOB CARD 62601

VIN	1G11F5RR4DF	[REDACTED]	REPAIRING BAC	256053
ODOMETER INDICATOR	M		JOB CARD OPEN DATE	05/29/2013
ODOMETER	15		SERVICE ADVISOR GMIN	751140468
NON-GM VEHICLE	N		FOREIGN TOURIST	
REFERENCE NUMBER				

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		62601-1	001167552779	0002

JOB COMPLETION DATE: 05/31/2013
TECHNICIAN GMIN: 408762425

LABOR OPERATION BASE HOURS
9100038 2.5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED THE NEW MODULE. CODE S2129. CLEARED ALL CODES. TESTED NEW GENERATOR MODULE. BATTERY WAS 12.6. STARTED VEHICLE AND RECHECK THE VOLT AGE. WAS 13. 13.9-14.2 VOLTS. OK AT THIS TIME.

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
24267940	1	219.15			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
41.81	NIE					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	87.00		
PARTS	219.15	0.00	306.81
LABOR	265.05	0.00	265.05
NET ITEMS	41.81	0.00	41.81
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	613.67	0.00	613.67

Job Card Date: 05/29/2013

Job Card Number: 62601

Repair Service Agent: 256053
SANDS CHEVROLET
16991 W WADDELL RD
SURPRISE AZ 85388-9602
6234557777

Odometer Reading: 15 MI
Authorization Code:

Process Date:
05/31/2013

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 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

→ See other Parts and/or Net Items

*** DELIVERY RECEIPT ***

THE WAGGONERS TRUCKING - BILLINGS, MT.

TOLL-FREE 800-999-9097

TRIP: 307903C

SHIPPER:
GM VDC NM
904 S 12TH ST

DISPATCH DATE
06/12/12

SHIP TO:
SANDS CHEVROLET LLC
16991 W WADDELL RD

PHOENIX, AZ 85007
602-258-9012

SURPRISE, AZ 85388
623-455-7777

DRIVER : 44566 MUNOZ, GUSTAVO
TRUCK : WF611
TRAILER: 2861

CONSIGNEE 166255*01

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
①	9291904 EXCEPTIONS	1G1PH5SC2 C7 [REDACTED]	CHEVY <u>CRUZE</u> 	Red BLUESTREAM TI	QHNWT2
				122029	
②	9291930 EXCEPTIONS	1G1PJ5SC1 C7 [REDACTED]	CHEVY <u>CRUZE</u> ECO3 	Red BLUESTREAM TI	QHNWT9
				122030	
③	9291932 EXCEPTIONS	1G1PJ5SCX C7 [REDACTED]	CHEVY <u>CRUZE</u> ECO3 	Blue BLUESTREAM TI	QHNWVB
				122031	
④	9296645 EXCEPTIONS	1G1JA5SH0 C4 [REDACTED]	CHEVY SONIC LS 	SUMMIT WHITE	QHNWXM
				122032	
⑤	9297820 EXCEPTIONS	1G11F5RR4 DF [REDACTED]	CHEVY MALIBU 	CARBON BLACK	QHVKWQ
				130544	
⑥	9309115 EXCEPTIONS	1G1PH5SC6 C7 [REDACTED]	CHEVY <u>CRUZE</u> 	CARBON BLACK	QHNWT3
				122033	
⑦	9309487 EXCEPTIONS	1G64C0C89 CF [REDACTED]	CHEVY 1 TON SILVERAD 	OLYMPIC WHITE HD	QHNZFH
				126455	
⑧	9309490 EXCEPTIONS	1G61CXC88 CF [REDACTED]	CHEVY SILVERAD 	OLYMPIC WHITE HD	QHNZFM
				126456	

May We help with your Used Car Transportation Needs? If so, call (877)901-579

REMARKS:

REMARKS:

DEALER SIGNATURE: *[Signature]*

CARRIER SIGNATURE:

[Signature]

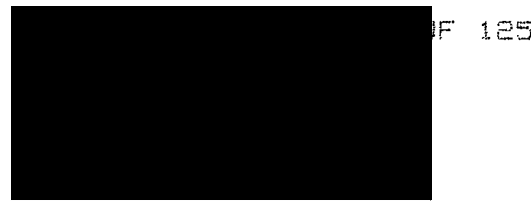
DATE 6/13/12 TIME : :

DATE 6/13/12 TIME : :

Please send claims to Fax# 888-275-8051 or call 405-619-1400.

Required documents: Letter of Notification, Estimate, Delivery Receipt, and Pictures

1/4/99



SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR GARY WESTFALL	CARD NO. 295637	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENS NO.	MILEAGE IN 12
	YEAR/MAKE/MODEL 13/CHEVROLET/MALIBU/4DR SDN	COLOR TAUPE GRY M	STOCK #
	VEHICLE ID. NO. 1 G 1 1 F 5 R R 5 D F	SELLING DEALER NO.	DELIVERY MILES
RESIDENCE PHONE	F.T.E. NO. 20388171	P.O. NO.	R.O. DATE 05/29/13
BUSINESS PHONE 623-455-7777	COMMENTS		

LABOR & PARTS	RECALL#1	HOURS:	TECH(S)	PRICE
J# 1 64CLZ-10		2.50	256574 276141	265.05
TECH#	DATE	START	FINISH	ACT TIME
256574	05/29/13	13.80	13.80	0.00
276141	05/30/13	14.60	17.30	2.70
276141	05/31/13	7.20	8.30	1.10
276141	05/31/13	0.00	0.00	2.50
TOTAL TECH TIME		3.80	2.50	

13142 LOSS OF BATTERY CHARGE - REPLACE GENERATOR CONTROL MODULE
 RECALL.
 REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED THE MODULE
 CODE S2179. PERFORMED DC CONVERSION TEST. HAD 12.5 VOLTS S
 TABILIZED AT THE 12 VOLT BATTERY. STARTED VEHICLE. HAVE 13.8
 13.9 VOLTS. OK PER DOCUMENT 2596137. CLEARED ALL CODES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	24267940	MODULE 2.275 C B	219.15	219.15	306.81
JOB # 1 COST TOTAL				219.15		
JOB # 1 TOTAL PARTS						306.81
JOB # 1 TOTAL LABOR & PARTS						571.86
R/O TAX						0.00
R/O TOTALS						571.86

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL....
62599-1	571.86
CLAIM TOTALS	571.86

APPROVED BY SIGNATURE

SANDS CHEVROLET LLC
 16991 W WADDELL RD
 SURPRISE, AZ 85388-9602

CUSTOMER NO. 163691	ADVISOR GARY WESTFALL	CARD# 295637	INVOICE DATE 05/31/13
SANDS CHEVROLET LLC 16991 W WADDELL RD SURPRISE, AZ 85388-9602	LABOR RATE	LICENSE#	MILEAGE IN 12
	YEAR MAKE/MODEL 13/CHEVROLET/BUICK/4DR SDN	COLOR TAUPE GRY M	STOCK#
	VEHICLE ID. NO. 1G11F5R5DF	DELIVERY DATE	DELIVERY MILES
	F. I. E. NO. 20388171	P. O. NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 623-455-7777	SELLING DEALER NO.	R.O. DATE 05/29/13
COMMENTS			

DCS AUDIT SLIP

JOB CARD 62599

VIN	1G11F5RR5DF	REPAIRING BAC	256053
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/29/2013
ODOMETER	12	SERVICE ADVISOR GMIN	751140468
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		62599-1	001167480991	0002

JOB COMPLETION DATE: 05/31/2013
 TECHNICIAN GMIN: 868249057

LABOR OPERATION BASE HOURS
 910038 2.5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPLACED THE GENERATOR CONTROL MODULE. PROGRAMMED THE MODULE. CODE S2179. PERFORMED DC CONVERSION TEST. HAD 12.5 VOLTS S TAB TABILIZED AT THE 12 VOLT BATTERY. STARTED VEHICLE. HAVE 13.8 13.9 VOLTS. TS. OK PER DOCUMENT 2596137. CLEARED ALL CODES.

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
24267940	1	219.15			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	87.06		
PARTS	219.05	0.00	306.81
LABOR	265.05	0.00	265.05
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	571.86	0.00	571.86

Job Card Date: 05/29/2013

Job Card Number: 62599

Repair Service Agent: 256053
SANDS CHEVROLET
16991 W WADDELL RD
SURPRISE AZ 85388-9602
6234557777

Odometer Reading: 12 MI
Authorization Code:

Process Date:
05/31/2013

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 9100038-N130142 - Replace GCM (inc testing of new module)

Causal Part Number

---See other Parts and/or Net Items

GM VDC NM
904 S 12TH ST

06/18/12

SANDS CHEVROLET LLC
16991 W WADDELL RD

PHOENIX, AZ 85007
602-258-9012

SURPRISE, AZ 85386
623-455-7777

DRIVER : 44561 RAMIREZ, CARMELO
TRUCK : WI9925
TRAILER: 269Q744

CONSIGNEE 166255*01

LN	LOAD/NO	VEHICLE I.D.	DESCRIPTION	COLOR	
①	9309987	1GKVKLED4 CJ [REDACTED]	CHEVY <u>TRAVERSE</u>	WHITE DIAMOND	QH
EXCEPTIONS					
				126457	
②	9313161	1G11F5RRX DF [REDACTED]	CHEVY MALIBU	WHITE DIAMOND	QH
EXCEPTIONS					
				130545	
③	9313411	1G1JC6SH3 C4 [REDACTED]	CHEVY SONIC LT Red	BLUESTREAM TI	QH
EXCEPTIONS					
				122034	
④	9313412	1G1JC6SH7 C4 [REDACTED]	CHEVY SONIC LT	SUMMIT WHITE	QH
EXCEPTIONS					
				122035	
⑤	9316518	1G1JC6SH0 C4 [REDACTED]	CHEVY SONIC LT	QUICKSILVER M	QH
EXCEPTIONS					
				122036	
⑥	9316987	1G11F5RR5 DF [REDACTED]	CHEVY MALIBU Gray	DK LABYRINTH	QJ
EXCEPTIONS					
				130546	
⑦	9317145	1GCRCEA1 C2 [REDACTED]	CHEVY SILVERADO LS	VICTORY RED	QH
EXCEPTIONS					
				126458	
⑧	9317853	1G1PF5SC4 C7 [REDACTED]	CHEVY <u>CRUZE</u> 1LT	Autumn	QH
EXCEPTIONS					
				122037	

May We help with your Used Car Transportation Needs? If so, call (877)9

REMARKS:

DEALER
SIGNATURE:

DATE 6/14/12 TIME : :

Please send claims to Fax# 888-275-8051 or call 405-619-1400.

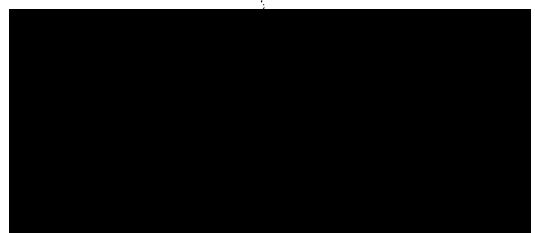
Required documents: Letter of Notification, Estimate, Delivery Receipt, tures

1/4/99

REMARKS:

CARRIER
SIGNATURE:

DATE 6-14-12 TIME : :





Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Loss of Battery Charge – Inspect Generator Control Module

MODELS: 2012-2013 Buick LaCrosse, Regal
2013 Chevrolet Malibu Eco
Equipped with eAssist

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Vehicles that were involved in Service Update 12238 but have not yet had the repair performed have been transferred to this recall. Vehicles that had parts replaced under Service Update 12238 prior to Nov 15, 2012, have also been transferred to this recall.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. Some of these vehicles have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If these warnings are ignored, eventually, the engine will stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

CORRECTION

Dealers are to inspect and, if necessary, replace the GCM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared

and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts.

Only a small number of vehicles are expected to require replacement of the generator control module. Parts can only be ordered from the Product Quality Center (PQC) when the service procedure determines that it is necessary to replace the generator control module. Orders placed without PQC approval will automatically cancel.

Note: Approximately 1% of vehicles will require replacement of the Generator Control Module.

Part Number	Description	Quantity/Vehicle
24267940	MODULE, GEN CONT (all 2012 MY & 2013 Malibu)	1 (If Req'd)
24267941	MODULE, GEN CONT (2013 LaCrosse, Regal)	1 (If Req'd)

SERVICE PROCEDURE

Caution: *This service procedure is intended to fully stress the generator control module beyond normal customer use. This stress, in rare cases, may result in smoke and thermal damage to the generator control module. For the extended idle portion of the service procedure (Steps 8 and 12), the vehicle should be located outdoors, with the right rear seat back down, and with the location of the power pack in view of an observer in the left rear seat during the complete idle portion. Do not remove any trim panels. If smoke is observed or smelled, even a trace level, or a popping or unusual noise is heard from the power pack, immediately turn off the engine and exit the vehicle. Continue to observe vehicle for 10 minutes, making sure event has subsided. Connect GDS2 tool, key on to RUN, and acquire freeze frame data from ECM and HPCM. Turn the key to the off position and disconnect 12V battery while vehicle waits for repair.*

Note: Install GDS2 to vehicle. Enter current vehicle make model. Perform a Vehicle Wide DTC check and record any Freeze Frame records. Select Module Diagnostics / HPCM / Data Display / 14V Power Module menu. Leave GDS2 connected and on this menu throughout the drive cycle. If any one of the following DTCs P0CA2, P1AF0 P1B0B P1E0C P1E12 is set, replace the Generator Control Module (GCM). Refer to *Generator Control Module Replacement* in SI.

Note: Perform the Generator Control Module inspection to determine if the Generator Control Module requires replacement. The inspection will take about 3 hours to complete.

- If the generator control module is replaced, it will **not** be necessary to repeat a 3 hour drive cycle. However, a charging system voltage output test must be performed. Complete one of the following tests:
 - Option A: Perform a DC Power Conversion Test. Refer to *DC Power Conversion Test* in SI.
 - Option B: Using the DIC and a voltmeter at the 12V battery, monitor the charging system voltage while a load is applied by turning on the vehicle accessories listed in Step 7 of this bulletin.

Note: Verify the 175 amp fuse torque and APM cable crimp at the UBEC stud end of the cable prior to performing the inspection below.

1. Install GDS2 to vehicle. Start engine and confirm the vehicle has enough fuel for the drive cycle and 2 hour idle test. A quarter-tank of fuel is required to complete the test. Add fuel as required.
2. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.
3. Change the driver information center to show Power Flow Display or use center console display.
4. Set parking brake and place shifter in Neutral position. Increase engine speed to 2,000 RPM.
5. Run in this mode until battery shown in Power Flow Display is completely filled.
6. Shift back to Park and release parking brake.
7. Turn on 12V loads.
 - Head lamps on with high beams
 - Air conditioning set to 78°F (25°C), Eco mode (green snowflake LED), recirc., BiLevel (foot / floor -- do not want Defrost enabled)
 - Cabin blower to high speed
 - Radio on, with sound muted.
 - Heated seats, if equipped
 - Rear defog, it will time out, no need to reinitiate
8. Allow vehicle to idle for approximately 15 minutes.
9. Perform drive cycle maintaining high 12V loads and air conditioning settings specified in Step 7.

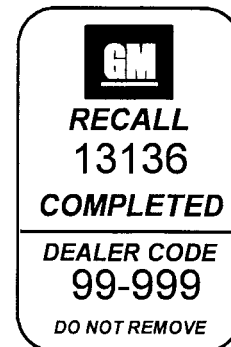
10. The drive cycle should contain the following maneuvers.
 - Perform at least 10 moderate to heavy accelerations followed by, brake regen events, with 15% brake apply (light to moderate). Perform these tasks from a vehicle speed of greater than 30 mph (50 km/h) down to at least 5 mph (8 km/h).
 - Perform at least 3 key off / key on cycles with a 2 minute off time, spread out throughout drive cycle. Note: you will need to turn high beams and heated seats back on after each key cycle.
11. Return vehicle to dealership (testing continues outside). Set parking brake and place shifter in Neutral and operate engine at 2,000 RPM until hybrid battery display shows full.
12. Place shifter in Park, release parking brake, and allow vehicle to idle for 2 hours with the following 12V loads on:
 - Head lamps with high beams
 - Cabin blower on highest setting
 - Air conditioning set to 78 deg. F (25 deg. C), Eco mode (green snowflake LED), recirc., Bi Level (foot / floor -- do not want Defrost enabled)
 - Heated seats on high
 - Windows up
 - Radio on, with sound muted
 - 4 way flashers on
 - Dome lights on
13. Turn off engine and all 12 V loads, headlamps, dome lamps, and hazard lamps. Wait 2 minutes, then restart engine.
14. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.
15. FOR CALIFORNIA VEHICLES ONLY: Install a Recall Identification Label and complete a "Proof of Correction" certificate upon recall completion.

RECALL IDENTIFICATION LABEL – California Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.

**COURTESY TRANSPORTATION – For US and Canada**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100017	Inspect GCM – No Further Action Req'd	3.0	*
9100018	Inspect & Replace GCM (inc testing of new module)		*
	- Malibu, Regal	5.5	
	- LaCrosse	6.0	

* Submit the cost of ¼ tank (15 litres) of gasoline required to perform the test in the Net Item field, not to exceed \$16.00 USD, \$24.00 CAD.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 13136.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If you continue to drive the vehicle, the loss of battery charge will cause the engine to stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

What will we do?

Your GM dealer will inspect and, if necessary, replace the GCM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 3 hours. If the GCM requires replacement, an additional 2 hours and 30 minutes up to 3 hours will be needed.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this no-charge recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as

proof of recall completion.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V173.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13136



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Loss of Battery Charge – Replace Generator Control Module

MODELS: 2012-2013 Buick LaCrosse, Regal
2013 Chevrolet Malibu Eco
Equipped with eAssist

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Due to part availability, customers will be contacted in phases.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. Some of these vehicles have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If these warnings are ignored, eventually, the engine will stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

CORRECTION

Dealers are to replace the GCM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts.

Parts can only be ordered from the Product Quality Center (PQC). Orders placed without PQC approval will automatically cancel.

Due to inventory constraints, please do NOT replace generator control modules on unsold vehicles at this time unless they are used for demonstration or loaner purposes.

Part Number	Description	Quantity/Vehicle
24267940	MODULE, GEN CONT (all 2012 MY & 2013 Malibu)	1
24267941	MODULE, GEN CONT (2013 LaCrosse, Regal)	1

SERVICE PROCEDURE

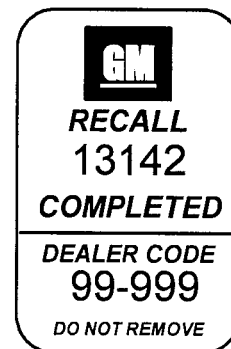
1. Remove Generator Control Module (GCM). Refer to *Generator Control Module Replacement* in SI.
2. Install new GCM. Refer to *Generator Control Module Replacement* in SI.
3. Perform a charging system voltage output test by following one of the 2 options below.
 - Option A: Perform a DC Power Conversion Test. Refer to *DC Power Conversion Test* in SI.
 - Option B: Using the DIC and a voltmeter at the 12V battery, monitor the charging system voltage while a load is applied by turning on the vehicle accessories listed below. Allow vehicle to idle for approximately 15 minutes with the load applied.
 - Head lamps on with high beams
 - Air conditioning set to 78°F (25°C), Eco mode (green snowflake LED), recirc., BiLevel (foot / floor -- do not want Defrost enabled)
 - Cabin blower to high speed
 - Radio on, with sound muted.
 - Heated seats, if equipped
 - Rear defog, it will time out, no need to reinitiate
4. FOR CALIFORNIA VEHICLES ONLY: Install a Recall Identification Label and complete a "Proof of Correction" certificate upon recall completion.

RECALL IDENTIFICATION LABEL – California Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.

**COURTESY TRANSPORTATION – For US and Canada**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100038	Replace GCM (inc testing of new module) - Malibu, Regal - LaCrosse	2.5 3.0	N/A

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 13142.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If you continue to drive the vehicle, the loss of battery charge will cause the engine to stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

What will we do?

Your GM dealer will replace the GCM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 30 minutes up to 3 hours.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this no-charge recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V173.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13142