

**DOCUMENTS REGARDING COUNTER-  
DESIGNATION OF RECORD ON APPEAL  
NOT PREVIOUSLY FILED BUT SUBMITTED TO  
CHAMBERS IN CONNECTION WITH TRIAL  
(NEW GM EXHIBITS)**

# Exhibit W

GM GlobalConnect

Date: 09/29/2009

Ref. number: Service / Service Operations / G\_0000039020

Subject: Saturn VTi Transmission Settlement Clarification

GM SERVICE AND PARTS OPERATIONS  
DCS2303  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 28, 2009

Subject: Saturn VTi Transmission Settlement Clarification

Models: Certain 2002 - 2005 Saturn VUE  
Certain 2003 - 2004 Saturn ION  
Equipped with VTi Transmission

To: All Saturn Retailers

Attention: Dealer Operator, General Manager, Sales Manager,  
Service Manager, Used Car Manager, Parts Manager  
and Warranty Administrator

As you know, General Motors Corporation (now Motors Liquidation Company or "MLC") previously entered into a class wide settlement agreement of certain litigation involving the VTi transmission in 2002-2005 model year Saturn VUE and 2003-2004 model year Saturn ION vehicles. Without admitting liability for any claims made in the litigation and to avoid the costs and expenses of further litigation, MLC agreed that after the effective date of the settlement it would reimburse customers for certain VTi transmission related expenses incurred after the expiration of the of the 5 year/75,000 mile limited warranty applicable to this transmission. In addition, as a customer good will matter prior to the effective date of the settlement, as contained in GM Administrative Message G\_0000020717, MLC put in place a practice of reimbursing eligible claims pursuant to the time, mileage and percentage reimbursement schedule contained in the settlement. However, before the effective date of the settlement, MLC was forced to file for bankruptcy protection.

When it emerged from the bankruptcy proceedings, General Motors Company ("GM") did not assume liability under the settlement or otherwise for any reimbursement obligations with respect to the VTi transmission. The Bankruptcy Court's order approving the 363 sale of MLC assets to GM specifically provides that such sale was free and clear of any MLC liabilities unless expressly assumed by GM. Therefore, the responsibility, if any, to provide reimbursement to customers under the settlement remains with MLC subject to the normal procedures of the Bankruptcy Court. Thus, GM Administrative Message G\_0000020717 is no longer effective and no reimbursement of VTi transmission related expenses should be made or will be honored by GM pursuant to the terms of the prior policy outlined in that message.

Going forward, repair of VTi transmissions in the subject vehicles should be addressed only pursuant to the terms of the 5 year / 75,000 mile limited express warranty extension issued via Saturn Special Coverage Bulletin 04020 dated March 2004 and superseded by Bulletin 04020A in January 2008.

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS

# EXHIBIT W

IN THE CIRCUIT COURT OF THE  
FIFTEENTH JUDICIAL CIRCUIT, IN AND FOR  
PALM BEACH COUNTY, FLORIDA

SHERIF RAFIK KODSY,

Plaintiff,

vs.

AH

CASE NO.: 09-CA-011174

GENERAL MOTORS CORPORATION,

Defendant.

FILED  
09 JUN 21 AM 9:53  
CIRCUIT CIVIL 8

**DEFENDANT'S MOTION FOR SUBSTITUTION  
OF PARTY AND MOTION FOR EXTENSION OF TIME  
TO RESPOND TO AMENDED TRIAL DE NOVO PLEADING**

Defendant hereby files this Motion for Substitution of Party and Motion for Extension of Time to respond to Plaintiff's "Amended Trial De Novo Pleading" and states the following in support:

1. This case was initially filed by Sherif Rafik Kodsy against General Motors Corporation on March 31, 2009 as a petition for trial de novo appealing the Florida New Motor Vehicle Arbitration Board's denial of his request for a refund under Florida Statutes Chapter 681, which is commonly referred to as Florida's Lemon Law.

2. On June 1, 2009, General Motors Corporation filed for bankruptcy. As part of its first-day filings, General Motors Corporation filed a motion seeking authorization to honor prepetition obligations to customers and certain other persons or entities. A copy of that motion is attached hereto as Exhibit "A." General Motors Corporation's motion explained to the bankruptcy court that consumer warranty claims are resolved through various means including General Motors Corporation's "own alternative dispute resolution mechanism, state-run dispute resolution mechanisms or in-court resolution." Exhibit A at page 15. General Motors Corporation advised that consumers need to "rely on the continued availability and honoring of

warranty claims.” Exhibit A at page 16. Thus, General Motors Corporation’s position was that it needed continued authority to address warranty disputes with consumers whether in-court or out-of-court.

3. General Motors Corporation’s motion was granted the same day it was filed. The bankruptcy court’s June 1, 2009 order is attached as Exhibit “B.” The bankruptcy court order expressly provides that General Motors Corporation in its business judgment was “authorized to perform and fully honor all obligations with respect to vehicle, and parts and accessory warranties whether arising prior to or after the Commencement Date.” Exhibit B at pages 2-3.

4. Pursuant to this Order, General Motors Corporation had authority from the bankruptcy court to litigate Plaintiff’s appeal of the Lemon Law arbitration decision. Therefore, General Motors Corporation did not request a stay and continued to defend this case after the commencement of the bankruptcy.

5. During the bankruptcy, General Motors Corporation’s assets were purchased by a new entity, NGMCO, Inc., now called General Motors Company, per an agreement that was approved by the bankruptcy court on July 5, 2009. A copy of the Amended and Restated Master Sale and Purchase Agreement is attached as Exhibit “C”, and the approval order is attached as Exhibit “D.” Per the agreement, General Motors Company purchased most of General Motors Corporation’s assets and assumed certain liabilities including:

Section 2.3 Assumed and Retained Liabilities

(a) The “Assumed Liabilities” shall consist only of the following Liabilities of the Sellers:

\* \* \*

(vii) (A) all Liabilities arising under express written warranties of Sellers that are specifically identified as warranties and delivered in connection with the sale of new, certified used or pre-owned vehicles or new or remanufactured motor vehicle parts and equipment (including service parts, accessories, engines and transmissions) manufactured or sold by Sellers or Purchaser prior to or after the Closing and (B) all obligations under Lemon Laws;

Exhibit C at pages 28-29. The agreement defined "Lemon Laws" to mean

a state statute requiring a vehicle manufacturer to provide a consumer remedy when such manufacturer is unable to conform a vehicle to the express written warranty after a reasonable number of attempts, as defined in the applicable statute.

Exhibit C at page 11. This definition encompasses Florida Lemon Law claims. See, e.g., sections 681.102(23); 681.104(2); Florida Statutes.

The agreement defined "Damages" to mean "any and all Losses, other than punitive damages." Exhibit C at page 5.

The agreement defined "Liabilities" to mean:

any and all liabilities and obligations of every kind and description whatsoever, whether such liabilities or obligations are known or unknown, disclosed or undisclosed, matured or unmatured, accrued, fixed, absolute, contingent, determined or undetermined, on or off-balance sheet or otherwise, or due or to become due, including Indebtedness and those arising under any Law, Claim, Order, Contract or otherwise.

Exhibit C at page 11.

6. As a result, General Motors Company assumed liabilities for claims against General Motors Corporation based upon Florida's Lemon Law or breach of General Motors Corporation's written warranty. At the same time, the bankruptcy court discharged General Motors Corporation from these same liabilities. Exhibit D at page 33.

7. General Motors Corporation remained in bankruptcy and is now known as Motors Liquidation Company. Motors Liquidation Company retained certain liabilities including: (1) all "Product Liabilities arising in whole or in part from any accidents, incidents or other occurrences that happen prior to the Closing Date"; (2) "all Liabilities to third parties for Claims based upon Contract, tort or any other basis; and (3) "all Liabilities arising out of, related to or in connection with any (A) implied warranty or other implied obligation arising under statutory or common law

without the necessity of an express warranty or (B) allegation, statement or writing by or attributable to [Motors Liquidation Co.]." Exhibit C at pages 30-32.

8. The bankruptcy court's order became effective on July 9, 2009, and the parties were authorized to close the transaction on or after 12:00 noon on that date. Exhibit D at page 48. The sale closed on July 10, 2009.

9. On October 7, 2009, Plaintiff served an "Amended Trial De Novo Pleading." In this pleading, Plaintiff has apparently elected not to pursue his appeal of the Lemon Law arbitration decision and has instead alleged claims for fraud (Count I), breach of express and implied warranty (Count II), bad faith (Count III), conspiracy (Count IV), negligence and strict liability (Count V), personal injury (Count VI), and punitive damages (Count VII).

10. Of the counts alleged in the "Amended Trial De Novo Pleading," the only one which is an assumed liability of General Motors Company and which has been discharged from the bankruptcy estate is the portion of Count II which is based upon an alleged breach of General Motors Corporation's written warranty. The other counts constitute retained liabilities of Motors Liquidation Company and are subject to the automatic bankruptcy stay.

11. Accordingly, General Motors Company should be substituted as the correct defendant for the breach of written warranty allegations of Count II and Motors Liquidation Company (formerly General Motors Corporation) should remain the defendant for all other claims asserted by Plaintiff in his amended pleading. If Plaintiff wishes to pursue a trial de novo appeal of the Lemon Law arbitration decision, the correct defendant for that appeal is General Motors Company.

12. Defendant also respectfully requests this Court grant an extension of time for the original and new defendants to respond to the "Amended Trial De Novo Pleading." Motors Liquidation Company likely will file a notice of automatic bankruptcy stay as to any claims

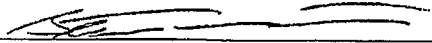


against it, but General Motors Company will defend itself against the written warranty claim. In the interest of efficiency and uniformity within the pleadings, Defendant respectfully requests this Court allow 20 days from the date the Court enters an Order on the above Motion for Substitution for the original and new defendants to respond to the respective allegations against them.

WHEREFORE, Defendant respectfully requests this Court enter an Order substituting General Motors Company as the correct defendant for the breach of written warranty allegations of Count II and Motors Liquidation Company (formerly General Motors Corporation) remaining as the defendant for all other claims asserted in the "Amended Trial De Novo Pleading" and granting 20 days from the date of the Order for the original and new defendants to respond to the claims against them. Additionally, if Plaintiff wishes to pursue a trial de novo appeal of the Lemon Law arbitration decision, the correct defendant for that appeal is General Motors Company.

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true copy of the foregoing has been furnished by U.S. Mail to Sherif R. Kodsy, 15968 Laurel Oak Circle, Delray Beach, Florida 33484, this 19<sup>th</sup> day of October, 2009.

  
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STEVEN I. KLEIN  
Florida Bar No. 0675245  
RUMBERGER, KIRK & CALDWELL, P.A.  
Post Office Box 1873  
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Telephone: (407) 872-7300  
Telecopier: (407) 841-2133  
*Attorneys for Defendant*

# EXHIBIT X

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3 21515 Hawthorne Boulevard, Suite 950  
4 Torrance, California 90503  
5 Telephone: (310) 316-1990  
6 Facsimile: (310) 316-1330

7 Attorneys for Defendant  
8 General Motors Corporation

9 UNITED STATES DISTRICT COURT  
10 EASTERN DISTRICT OF CALIFORNIA

11 KELLY CASTILLO, NICHOLE  
12 BROWN, and BARBARA GLISSON,  
13 *Individually and on behalf of all others  
14 similarly situated,*

15 Plaintiffs,

16 v.

17 GENERAL MOTORS  
18 CORPORATION,

19 Defendant.

Case No. 2:07-CV-02142 WBS-GGH

**STIPULATION AND [PROPOSED]  
ORDER RE CREATION OF  
SUBCLASS, APPROVAL OF  
SUBCLASS NOTICE, AND HEARINGS  
ON APPROVAL OF CLASS AND  
SUBCLASS SETTLEMENTS**

Hearing Date: March 30, 2009  
Time: 2:00 p.m.

RECITALS

20 1. R. L. Polk & Co. ("Polk") is a third-party vendor which GM engaged to  
21 generate the list of current and former owners of class vehicles that GM utilized in  
22 providing notice of the Settlement to the Class ("Mailing List"). Polk is the only company  
23 with comprehensive access to fifty state motor vehicle registration information for past  
24 and current vehicle owners along with their most current address information. The  
25 specific process that Polk used to generate the Mailing List is explained in the Declaration  
26 submitted by Polk on February 27, 2009. (Doc. No. 66.)

27 2. On Thursday, March 12, 2009, GM's counsel first learned from Polk that  
28 two discrete computer programming errors by Polk which Polk had discovered a few days

1 earlier had caused the omission from the Mailing List of certain individuals and  
2 businesses who are members of the Class provisionally certified by the Court. Both of  
3 these errors resulted from a process that Polk routinely runs to avoid including duplicate  
4 names on mailing lists, a process called "de-duping." Polk discovered these errors in the  
5 course of responding to a request by Class Counsel for additional Mailing List  
6 information.

7 3. The first error caused the first letter of individual Class Members' last  
8 names shown in the vehicle registration data to be inserted as the customer's middle initial  
9 on the Mailing List. Thus, for example, the names "John Y. Jones," "John J. Jones" and  
10 "John Jones" [no middle initial] as they appeared in the registration data for the same  
11 Vehicle Identification Number ("VIN") all became "John J. Jones" in the Mailing List.  
12 As a result, when Polk ran the "de-duping" program on these three identical names  
13 associate with a specific VIN, it erroneously eliminated all of these names from the  
14 Mailing List except the one with the most recent "transaction date." The term  
15 "transaction date" includes the initial vehicle registration, changes of address and  
16 renewals by each individual owner as well as any changes of ownership and registration,  
17 changes of address and renewals by the subsequent owner(s). Altogether, this error  
18 caused the omission from the Mailing List of 2,775 individual Class Member records.  
19 This does not mean, however, that the notice of Settlement was not mailed to all of these  
20 Class Members. To the contrary, the parties and Polk believe that most of these omissions  
21 did not result in Class Members actually failing to receive notice because "John Jones"  
22 and "John M. Jones" in the above example are likely to be either the same person or  
23 related members of a single family. This conclusion is based on the slim chance that any  
24 particular vehicle would be owned successively by unrelated persons with identical first  
25 and last names. It is possible, however, that a small number of people who are prior  
26 owners of a Class vehicle identified by a particular VIN were removed from the Mailing  
27 List during the "de-duping" procedure because a subsequent owner of the same vehicle  
28 coincidentally happened to have the same first and last names as the prior owner.

1           4.     The second error stemmed from the de-duping of the names of businesses  
2     which own or owned Class Vehicles identified by particular VINs. In those cases where  
3     more than one business owned a Class Vehicle identified by a specific VIN, the Polk de-  
4     duping process in error was set up to compare the personal name fields in the owner  
5     registration records. In the case of businesses, however, the personal name field was  
6     always blank. Thus, whenever a specific VIN was registered successively to two or more  
7     different businesses, the de-duping program erroneously eliminated all of the registration  
8     records except the one with the latest "transaction date" (as explained above). So for,  
9     example, if ABC Corporation bought a specific Saturn ION with a specific VIN and then  
10    sold it to XYZ Corporation, which in turn sold it to MNO Corporation, both the ABC and  
11    XYZ registrations would have been omitted from the Mailing List, and the Settlement  
12    Notice would have been mailed only to MNO Corporation. This error caused the  
13    omission of 4,315 Class Member records from the Mailing List. It is likely that a  
14    significant but unknown number of these omissions resulted in the Settlement Notice not  
15    being mailed to the Class Member.

16           5.     GM advised Class Counsel of the Polk errors late in the afternoon on March  
17    12, 2009, the same day that it learned of them. Subsequently GM and Class Counsel had  
18    further discussions with Polk to pin down the nature and scope of the errors and,  
19    specifically, the number of Class Members who may not have received timely notice of  
20    the Settlement. GM and Class Counsel also have had a series of discussions concerning  
21    the best way to remedy Polk's errors. On the one hand, Class Counsel does not want to  
22    delay the Settlement approval hearing set for March 30, 2009 because, in the event the  
23    Court approves the Settlement, Class Members will become eligible promptly to file  
24    claims for the Settlement benefits. On the other hand, Class Counsel and GM understand  
25    that Class Members whose names Polk erroneously omitted from the Mailing List are  
26    entitled to the same choice as other Class Members: to participate in the Settlement (if  
27    approved) or to remove themselves from the Class (*i.e.*, "opt out"). GM and Class  
28    Counsel, on behalf of the proposed Subclass of persons who may not have received notice

1 of the Settlement (as further defined below), have agreed to the following Stipulation to  
2 ensure that Subclass Members may receive their rights and benefits under the Settlement.

3 **STIPULATION**

4 Based on the above recitals, **IT IS HEREBY STIPULATED**, by and between  
5 Class Counsel and GM, by and through its undersigned counsel of record, that the Court  
6 may enter its order as follows to address the notice issues created by the Polk  
7 programming errors, effectuate the proposed settlement as to all Class Members in  
8 accordance with the terms previously proposed in the Stipulation of Settlement, permit the  
9 Settlement approval hearing to proceed on March 30, 2009, and ensure the mailing of  
10 appropriate notice to Class Members potentially affected by Polk's errors:

11 (a) As to any members of the proposed Class (1) to whom the Settlement  
12 Notice was actually mailed or (2) who otherwise actually received notice of the  
13 Settlement on a timely basis, the Settlement approval hearing shall go forward on March  
14 30, 2009;

15 (b) All other members of the proposed Class are excluded from the Class and,  
16 except for those who are shown on the "opt out" list (Doc. No. 67) as having submitted  
17 valid and timely requests for exclusion from the Class, will instead be members of a  
18 Subclass pursuant to F.R.Civ. P. 23(c)(5) ("Subclass Members"). GM on the date upon  
19 which the Final Notice and Claim Forms are mailed to Class Members will mail the  
20 original Notice of Settlement to Subclass Members with a cover letter and a Claim Form  
21 substantially similar to the attached Exhibit A informing them of (a) the possible mailing  
22 error, (2) their potential right to exclude themselves from the Subclass, and (3) a separate  
23 Subclass settlement approval hearing to be set on **June 1, 2009, at 2:00 p.m.**

24 (c) If the Court approves the Settlement as to Class Members at or after the  
25 March 30, 2009 hearing, the Court, so as not to delay the Effective Date of the Settlement  
26 and the ability of Class Members to claim Settlement benefits, will enter final judgment in  
27 favor of Class Members pursuant to F.R.Civ.P. 54(b) in substantially the form attached  
28 hereto as Exhibit B.

1 (d) If the Court subsequently approves the Settlement as to the proposed  
2 Subclass, the Court will enter final judgment in favor of Subclass Members in  
3 substantially the form attached hereto as Exhibit C. GM subsequently will mail  
4 Supplemental Final Notice and Claim Forms to potential Subclass Members in a form  
5 substantially similar to the Final Notice and Claim Forms mailed to Class Members.

6 (e) If the Settlement is approved as to Class Members, then absent an exclusion,  
7 Subclass Members will receive the benefits of the Settlement immediately and will have  
8 the ability to submit claims without further delay by submitting Claim Forms in  
9 substantially the form shown in the attached Exhibit A. Any claim submitted before the  
10 expiration of the Subclass opt-out deadline will constitute a waiver by the Subclass  
11 Member submitting the claim of the right to request exclusion from the Subclass and will  
12 affirm the Class Member's intent to be bound by the terms of the Settlement, including the  
13 release therein provided.

14 DATED: March 24, 2009

MARK BROWN  
LAKIN CHAPMAN LLC

C. BROOKS CUTTER  
KERSHAW, CUTTER & RATINOFF LLP

17  
18 By: [s] \_\_\_\_\_  
Mark Brown

19 Attorneys for Plaintiffs  
and the Class

20  
21 DATED: March 24, 2009

GREGORY R. OXFORD  
ISAACS CLOUSE CROSE & OXFORD LLP

22  
23 By: [s] \_\_\_\_\_  
Gregory R. Oxford  
24 Attorneys for Defendant  
25 General Motors Corporation  
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Good cause appearing therefor, **IT IS SO ORDERED**

DATED: April 14, 2009



WILLIAM B. SHUBB  
UNITED STATES DISTRICT JUDGE



**Tana Burton**

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From: caed\_cmecf\_helpdesk@caed.uscourts.gov  
Sent: Thursday, April 16, 2009 11:59 AM  
To: caed\_cmecf\_nef@caed.uscourts.gov  
Subject: Activity in Case 2:07-cv-02142-WBS-GGH Castillo et al v. General Motors Corporation Stipulation and Order

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U.S. District Court

Eastern District of California - Live System

**Notice of Electronic Filing**

The following transaction was entered on 4/16/2009 at 9:59 AM PDT and filed on 4/16/2009

Case Name: Castillo et al v. General Motors Corporation

Case Number: 2:07-cv-2142

Filer:

Document Number: 73

**Docket Text:**

**STIPULATION and ORDER [71], re Creation of Subclass, Approval of Subclass Notice, and Hearings on approval of Class and Subclass Settlements, signed by Judge William B. Shubb on 4/14/2009. It is hereby STIPULATED, by and between Class Counsel and GM, that Court may enter Order as follows to address Notice issues created by Polk programming errors, effectuate Proposed Settlement as to all Class Members in accordance with terms previously proposed in Stipulation of Settlement, permit Settlement approval hearing to proceed on 3/30/2009, and ensure mailing of appropriate Notice to Class Members potentially affected by Polk's errors. (Marciel, M)**

**2:07-cv-2142 Electronically filed documents will be served electronically to:**

C Brooks Cutter [bcutter@kcrlegal.com](mailto:bcutter@kcrlegal.com), [kdonnel@kcrlegal.com](mailto:kdonnel@kcrlegal.com), [kgradwohl@kcrlegal.com](mailto:kgradwohl@kcrlegal.com),  
[landerson@kcrlegal.com](mailto:landerson@kcrlegal.com), [yburnsworth@kcrlegal.com](mailto:yburnsworth@kcrlegal.com)

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Robert W. Schmieder PHV , II [robs@lakinchapman.com](mailto:robs@lakinchapman.com), [debbies@lakinchapman.com](mailto:debbies@lakinchapman.com),  
[docket@lakinchapman.com](mailto:docket@lakinchapman.com), [mattc@lakinchapman.com](mailto:mattc@lakinchapman.com), [paulas@lakinchapman.com](mailto:paulas@lakinchapman.com),  
[tanab@lakinchapman.com](mailto:tanab@lakinchapman.com)

**2:07-cv-2142 Electronically filed documents must be served conventionally by the filer to:**

The following document(s) are associated with this transaction:

**Document description:**Main Document

**Original filename:**n/a

**Electronic document Stamp:**

[STAMP dcecfStamp\_ID=1064943537 [Date=4/16/2009] [FileNumber=2996925-0  
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81a1a6d5a2b3265b87ec2d6357a78f6757b54086ef90c4171890e18eff203]]

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# EXHIBIT

Y

IN THE CIRCUIT COURT OF THE  
FIFTEENTH JUDICIAL CIRCUIT, IN AND FOR  
PALM BEACH COUNTY, FLORIDA

SHERIF RAFIK KODSY,

Plaintiff,

vs.

CASE NO.: 09-CA-011174

GENERAL MOTORS COMPANY  
and MOTORS LIQUIDATION COMPANY,

Defendants.

FILED  
10 JAN -8 PM 1:45  
P. R. BOGGS  
PALM BEACH COUNTY  
CIRCUIT CIVIL

**DEFENDANT GENERAL MOTORS, LLC'S ANSWER  
AND DEFENSES TO COUNT II OF PLAINTIFF'S AMENDED COMPLAINT**

Pursuant to the Court's December 17, 2009 Order Granting Defendant's Motion for Substitution of Party, Defendant General Motors, LLC ("GM") f/k/a General Motors Company, hereby files this Answer and Defenses to Count II of Plaintiff's Amended Complaint and states the following:

1. GM admits that General Motors Corporation was the manufacturer of the 2008 Hummer H2 vehicle, bearing Vehicle Identification Number 5GRGN23878H107653 which is the subject of this litigation ("Subject Vehicle").
2. GM admits that Plaintiff purchased the Subject Vehicle from Coral Cadillac, Inc., an independent dealership authorized to sell and service GM vehicles.
3. GM admits that General Motors Corporation issued a written New Vehicle Limited Warranty applicable to the Subject Vehicle. The terms of the warranty speak for themselves. On July 10, 2009, GM assumed responsibility for General Motors Corporation's written New Vehicle Limited Warranty.

4. GM admits that Plaintiff brought the Subject Vehicle to an independent dealer authorized to service Hummer vehicles under General Motors Corporation's written New Vehicle Limited Warranty and that work was performed as reflected on the dealer's repair invoices.

5. GM denies all remaining allegations of the Amended Complaint not specifically admitted herein.

**AFFIRMATIVE AND OTHER DEFENSES**

GM demands judgment in its favor based upon the following affirmative and other defenses:

1. Based on the final and binding decision of the Florida New Motor Vehicle Arbitration Board in favor of General Motors Corporation, Plaintiff's breach of warranty claim is barred by the rule against splitting causes of action.

2. Based on the final and binding decision of the Florida New Motor Vehicle Arbitration Board in favor of General Motors Corporation, Plaintiff's breach of warranty claim is barred by the doctrine of collateral estoppel.

3. The alleged problems with the Subject Vehicle are not defects covered by the written New Vehicle Limited Warranty.

4. There has been no breach of the written New Vehicle Limited Warranty because the Subject Vehicle's alleged defects have been corrected.

5. There has been no breach of the written New Vehicle Limited Warranty if Plaintiff has failed to report the alleged defects to a dealer authorized to perform repairs under the written New Vehicle Limited Warranty and allowed the dealer a reasonable opportunity to correct the defects.

6. To the extent that the problems complained of were the result of misuse, abuse, accident, neglect, unauthorized modifications, or improper maintenance by persons other than GM or General Motors Corporation, the problems are not covered by the written New Vehicle Limited Warranty and GM is not responsible for the damages alleged by Plaintiff and may not be held liable for same.

7. The written New Vehicle Limited Warranty applicable to the Subject Vehicle disclaims and excludes liability for incidental and consequential damages.

8. Plaintiff cannot pursue a cause of action for breach of implied warranty against GM because GM did not assume responsibility for any breach of implied warranty allegations against General Motors Corporation. See pages 30-32 of the Amended and Restated Master Sale and Purchase Agreement and the approval order attached to GM's Motion for Substitution of Party as Exhibits "C" and "D" respectively.

9. No implied warranty arose between Plaintiff and GM because Plaintiff did not purchase the Subject Vehicle from GM and no sales or transactional privity exists between Plaintiff and GM.

10. Plaintiff cannot maintain a cause of action for breach of an implied warranty against GM if the alleged defects did not exist when the Subject Vehicle was first sold. Alternatively, if the alleged defects existed at the time of sale, no implied warranty arose to the extent that Plaintiff either refused to examine the Subject Vehicle before the purchase or examined it as fully as desired, and an examination ought to have revealed the alleged defects.

11. The written New Vehicle Limited Warranty displaces any alleged implied warranty to the extent that the alleged implied warranty is inconsistent with the written warranty.

12. To the extent that Plaintiff has failed to use reasonable care to mitigate any alleged damages by taking reasonable measures to prevent and/or minimize the losses being claimed as damages in the instant matter, Plaintiff's claim for damages in this case is barred or diminished.

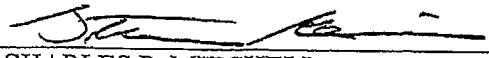
13. GM is entitled to a setoff for monies received through a judgment, settlement or otherwise by Plaintiff from any party or non-party to this action in relation to the damages alleged in the Complaint.

14. GM reserves the right to plead any and all additional affirmative and other defenses that may become known during discovery.

WHEREFORE, General Motors Company, respectfully requests this Court to enter judgment in its favor.

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true copy of the foregoing has been furnished by U.S. Mail to Sherif R. Kodsy, 15968 Laurel Oak Circle, Delray Beach, Florida 33484, this 6<sup>th</sup> day of January, 2010.

  
\_\_\_\_\_  
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STEVEN I. KLEIN  
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Motors Company*

# Exhibit Z



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
2	ION	2003	1G8AW14F93Z207777	8/19/2009	K7104	21489	\$2,879	CUSTOMER STATES AT TIMES FROM A LIGHT THE CAR DOES NOT MOVE. FOUND CONTAMINATION IN THE TRANS. CODES P1758, DRIVE RATIO, P1882,RATIO CONT. PERF. REPL. CASE COVER, VALVE BODY&PLATE, IN&OUTPUTSENS ., INTERNAL FILTER, TORQ. CONVERTER, B/AXLE SEALS, FLUSHEDLINES, CALABR. TCM, TEST DROVE. OK NOW.	corrected customer participation ~CUSTOMER PAYS 25% OF REPAIR.OUT OF 5/75 ~UNDER 100,000 MILES
3	ION	2003	1G8AW12F33Z199663	7/11/2009	K7000	34651	\$2,867	TECH VERIFIED CUST. CONCERN OF VEHICLE NOT MOVING IN ANY GEAR. FAULT CODES P0700/P0723 AND P1758 CURRENT. PERF. MAINLINEPRESSURETEST: .2 AMPS @1300RPM/480PSI, 1.0 AMPS @ IDLE/296 PSI. PUMP NO PRODUCING PRESSURES, BELT BROKEN, CAUSING CONCERN.REPAIRS WOULD EXCEED COST OF REMAN TRANSMISSION. REPLACED VTI TRANSMISSION, FLUID, ADDITIVE. TEST DROVE, STEERING WHEEL OFFCENTER, NECC. TOPERF. FRONT END ALIGNMENT. AFTER REPAIR, HEARD HISSING FROM TRANS. UPDATED TCM. CLRD. CODES. TEST DROVE GOOD,SHIFTING ASDESIGNED, STEERING WHEEL STRAIGHT, HISSING NOISE GONE.OWNER PAYING \$1000 TOWARDS THIS REPAIR, PER BOB S. WCC: 18F6C	VTI replacement with \$1000 owner participation. entered owner participation, need auth.
4	ION	2003	1G8AN12F13Z169371	9/17/2009	K7104	35624	\$4,090	CUST STATES TRANS HESITATES ON ACCEL NOISY ADVISE VERIFIED CONCERN PERFORM TRANS PRESSURE TEST REMOP VE TRASN DISASSEMBLE NEC TOREPLACE DAMAGCE CASE C OVER, VALVE BODY, TORQUE CONVERTER, SPEED SENSORS REINSTALL VERIFY LATEST CALIBRATION TEST DROVE TRANS NOISYSEE LINE 3	I approve this claim ~SERVICE MANAGER AUTH. VTI TRANS REPAIR UNDER WP
5	ION	2003	1G8AN12F33Z175043	7/18/2009	K7000	45761	\$3,328	CONVERTED	W#000H#000FN000MN000LN000NB143EB013MP000HI RIC

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6	ION	2003	1G8AW14F43Z207086	7/27/2009	K7104	46206	\$2,938	CUSTOMER STATES THAT THE VEHICLE IS BUCKING WHEN DRIVING AND WHEN PUTTING INTO REVERSE. TECH ROAD TESTED AND FOUND THAT THE WHEEL WAS A LOUD WHINNING NOISE AT START UP AND FROM A STOP, VEHICLE WAS BUCKING AT TIMES. TECH RAN PSI TEST AND FOUND THAT AT IDLE SPEED 136 PSI, AT 1400 RPM IT WAS AT 520 PSI. TECH FOLLOWED DOC ID 1837052, REPLACED THE CASE COVER AND THE FILTER WITH NEW FLUID. TECH TEST DROVE AND THE BUCKING IS NO LONGER PRESENT AND THE PSI AT IDLE AT SPEC AND ALSO WHEN DRIVING	Claim approved VTI did flush first done previous on 7-8-09 CSO 0347407 at 45374. VTI did flush first done previous on 7-8-09 CSO 0347407 at 45374. VTI did flush first done previous on 7-8-09 CSO 0347407 at 45374.
7	ION	2003	1G8AW14F43Z207086	8/22/2009	K7000	46866	\$3,806	CUSTOMER STATES THAT THE VEHICLE IS JOLTING AT ABOUT 50 MPH AND THE RPM'S WILL REV AND THE VEHICLE WILL NOT ACCELERATE, TECH ROAD TESTED TO VERIFY CONCLUSION, TECH NOTED THAT THERE IS AN INTERNAL FAILURE IN THE TRANSMISSION ASSEMBLY, TECH NOTED THAT THE FLUID HAS BEEN CHANGED AND THE HALF CASE ASSEMBLY HAS BEEN REPLACED. TECH REPLACED THE WHOLE TRANS ASSEMBLY AND TEST DROVE. THE VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.	claim approved Adjustment requested - Transmission is a VTI that pays 5.3hrs using Opcode K7000. The additional 0.60 is for the alignment. Please adjust the labor dollar amount to reflect this change. Transmission is a VTI that pays 5.3hrs using Opcode K7000. The additional 0.60 is for the alignment. Please adjust the labor dollar amount to reflect this change. Claim approved CUSTOMER STATES THAT THE VEHICLE IS JOLTING AT ABOUT 50 MPH AND THE RPM'S WILL REV AND THE VEHICLE WILL NOT ACCELERATE, TECH ROAD TESTED TO VERIFY CONCLUSION, TECH NOTED THAT THERE IS AN INTERNAL FAILURE IN THE TRANSMISSION ASSEMBLY, TECH NOTED THAT THE FLUID HAS BEEN CHANGED AND THE HALF CASE ASSEMBLY HAS BEEN REPLACED. TECH REPLACED THE WHOLE TRANS ASSEMBLY AND TEST DROVE. THE VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. NOTE: PRIOR RO#347407 ON 07/08/09 AT 45,374 MILES WAS FOR A TCM FLASH AND VTI FLUID FLUSH ONLY.

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8	ION	2003	1G8AN12F03Z199705	7/25/2009	K7000	47099	\$3,875	102 CUST STATES IT FEELS LIKE THE ENGINE IS NOT GETTING GAS UNDER ACCEL. TEST DROVE AND VERIFIED CONCERN, TESTED FUEL PRESSURE-OK, CHECKED EXHAUST SYSTEM BACK PRESSURE-OK. CHECKED FOR TROUBLE CODES, FOUND P1758 STORED IN TCM, REFERENCED TSB04-07-30-1 24E. DRAINED FLUID AND FOUND METAL BELT FRAGMENTS IN TRANS FLUID. RECOMMEND TO REPLACE TRANS. INSTALLED NEW TRANS AND FLUSHED COOLER LINES, TEST DROVE, OK. PERFORMED ALIGNMENT AND ADJUSTED FRONT TOE. TEST DROVE. OK ENTERPRISE RENTAL VIN#1G1AL58FX87327647 5 DAYS	Authorized vti special policy claim, original owner under 100k vp full claim as per Vti settlement guidelines. Original owner with less than 100k ~OK TO VP UNDER 100K ORIG OWNER ~ADD TIME FOR ALIGN
9	ION	2003	1G8AN12F53Z170295	8/31/2009	K7000	50250	\$3,784	ROAD TEST VERIFIED REMOVED TRANSMISSION DISASSEMBLED. FOUND PART METAL SHAVINGS INSIDE TRANS NEC TO R R TRANS AND ADJUST TOE TO CORRECT CONCERN	metal in trans ~NEEDS APPROVAL
10	ION	2003	1G8AN12FX3Z201623	8/24/2009	K7104	50258	\$4,386	TECH CONFIRMED CAR IS NOT SHIFTING INTERMITTENTLY DUE TO STRIPPED VTI TRANSAXLE BELT. TECH PERFORMED LINE PRESSURE TEST, PRESSURE AT 720PSI. TECH CONFIRMED BELT DAMAGE, AND REPLACED TRANSAXLE UNIT TO CORRECT CONCERN.	~WARRANTY POLICY DUE TO VTI SETTLEMENT
11	ION	2003	1G8AW14F83Z187442	9/1/2009	K7000	51026	\$3,805	CUSTOMER STATES TRANS IS LOUD AND WILL NOT PULL. VERIFIED INTERNAL BELT FALLING APART REPLACED TRANS AND RESET ALIGNMENT THIS IS ORIGINAL OWNER VERIFIED VIA TWIX	jaj VTI CLASS ACTION CLAIM. PER TWIX THIS IS THE ORIGINAL OWNER. PLEASE APPROVE. THANK YOU VTI CLASS ACTION CLAIM. PER TWIX THIS IS THE ORIGINAL OWNER. PLEASE APPROVE. THANK YOU

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12	ION	2003	1G8AN12F43Z197617	7/13/2009	K7000	51584	\$5,125	INSPECTED CONFIRMED CONCERN LOUD NOISE HEARD WHILE DRIVING ON TEST DRIVE PERFORMED SERVICE STALLINSPECTIONTRACEDTOINTERNALTRANSMISSION NOISE INTERNAL TRANSMISSION FAILURE NECESSARY TO REPLACED VTI TRANSMISSION AND FLUID..TESTDROVEVEHICLEONCEAGAINTRANSMISSION OPERATIONS NOW AS DESIGNED... .5HR. ADD TIME TO PERFORM LINE PRESSURE TEST	APPROVED PENDING POSSIBLE REVIEW. codes found when scanned, P0218(trans fluid overheat, P1758(Transmission Range Switch Indicates Drive Without Drive Ratio) andP1882(Ratio Control Performance), severe grinding noise heard from trans., heavy metal in fluid when drained please respond to pertinent return codes in your comments. special policy VTI coverage as per class action suite special policy VTI coverage as per class action suite special policy VTI coverage as per class action suite
13	ION	2003	1G8AN12F53Z200234	7/14/2009	K7000	54926	\$3,804	CUSTOMER STATES ENGINE RPM'S WENT HIGH AND NO MOVEMENT. VERIFIED CUSTOMERS CONCERN, AS PER CONVERSATION WITH ASHEY ON7/15/09AUTHREPLACEMENT OF TRANSMISSION. PLACED TRANSMISSION NO ORDER AND INSTALL. VERIFIED OPERATION (CODES P1758 WAS ACTIVE ATTIMEOFCHECKIN)	It is OK to pay done per class action law suit -discussed with dsm prior to replacing transmission done per class action law suit - discussed w/dsm prior to replacement of tranmission
14	ION	2003	1G8AN12F73Z192041	7/21/2009	K7104	56049	\$3,083	VERIFIED CONCERN,FOUND CODES P1841,P1758,TESTED LINE PRESSURE TO VERIFY PROPER VALVE BODY OPERATION,NORMAL,REFERREDTODOC#050730004, REPLACED TRANSMISSION SIDE COVER,TORQUE CONVERTER, FLUID AND FILTER,TEST DROVE 7 MILES AND NO FURTHER TROUBLESCODESOR DRIVEABILITY CONCERN.	goodwill warranty repair due to customer enthusiasm
15	ION	2003	1G8AN12FX3Z202402	9/3/2009	K7000	56080	\$3,963	VERIFIED CONCERN, FOUND CODES P1884, P1885, CHECL FLUID, FLUID BURNT AND FULL OF DEBRIS, FOUND BROKE N PIECES OF CHAIN ANDMETAL.NECESSARY TO REPLACE UNIT WITH FACTORY RECONDITIONED UNIT, PERFORM UPDA TE CALIBRATIONS AND ALIGNMENT AS PART OF REPAIR ASDESIGNEDAT THIS TIME CAM CASE 71-754480698	Auth for K7000 for VTi. Please be guided by the Settlement Clarification Global Connect message that was sent out on 9-29-09,number G_0000039020. Thanks. CASE 71-754480698-VEHICLE WILL NOT MOVE-CODES P1884 P1885-FLUID BURNT AND FULL OF DEBRIS FROM BROKEN PIECES OF CHAIN ANDMETAL-REPLACED TRANNY

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16	ION	2003	1G8AN12F13Z206001	8/4/2009	K7104	58143	\$2,854	CUSTOMER STATES TRANS FEELS LIKE ITS SLIPPING / NO ISEY / INSPECT FOUND TRANS PSI LOW AT IDLE 120PSI DTC P0841 P1758FOLLOWEDDOC#1614535 REPLACED CASE COVER AND FILTER CLEARED CODES	WP PER FOM-MW ~REPAIR AUTH PER FOM
17	ION	2003	1G8AN12F03Z182550	9/11/2009	K7000	58534	\$4,024	CUSTOMER STATES THE TRANSMISSION MAKES NOISE AND SLIPS. TECH VERIFIED TRANS SLIPS. TECH ORDERED AND INSTALLED NEWTRANSMISSION.RETESTED. ALL OK NOW. CAR RENTAL THRU ENTERPRISE PER PO#93011 RENTAL VIN #1G1ZA5E07AF105572	rk TRANS VLi RECALL OK PER BOB ~.9 ADD FOR ALIGNMENT WITH TOE AND TEST DRIVE ~SPECIAL VTI POLICY
18	ION	2003	1G8AN12F33Z188472	7/24/2009	K7000	58835	\$4,179	VERIFIED CONCERN. FOUND CODE FOR DRIVE WITHOUT DRIVE RATIO. FOUND METAL DEBRIS PRESENT IN TRANSMISSION. REPLACED TRANSMISSIONANDREPROGRAMD TCM. PLACED CUSTOMER IN RENTAL VEHICLE DURING DURATION OF REPAIR PER SATURN CUSTOMER ASSISTANCE.	o.k. -to Route to Tony for authorization to pay claim for CVT/VTi transaxle replacement. Extended Rental billed to repair order per SaturnCustomer Assistance. Instructed to place customer in rental vehicle during duration of repair process despite objection from DealerService Manager.
19	ION	2003	1G8AW12F13Z178682	7/14/2009	K7000	59988	\$4,308	C/S CAR WILL NOT ACCEL ROAD TEST--DID NOT ACCEL OVER 25 MPH INTERNAL TRANS FAILURE--REPLACED VTI TRANS AND CLEARED CODES 4 WHEELALIGNMENT ADJUST FRONT TOE--ROAD TEST	VTi special policy ~FOM AUTHD REPAIR.OUT OF VTI SPECIAL POLICY,ORIG. ~OWNER..TOW CORRECT..FROM BLUE EARTH TO HERE
20	ION	2003	1G8AW12F63Z199737	7/30/2009	K7000	60421	\$4,066	CUSTOMER STATES THE VEHICLE WILL NOT MOVE TOWED IN TECH STATES TRANS IS BURNED UP-REPLACED TRANS TO CORRECT CONCERN-REPLACED COOLERLINES AND PRESSURE TEST.	vti trans ~VTI ISSUE
21	ION	2003	1G8AW14F43Z202356	7/23/2009	K7104	63045	\$3,117	VERIFIED CONCERN TRANS HAS NO RESPONSE R&R PER BUL LETIN 040730024E R&R TRANS DISSASSEMBLE AND INSPECT REPLACED FAILED CASE HALFASSEMBLY. AND FILTER PERF ORMED ALIGNMENT AND ROAD TEST 3-DAY CAR RENTAL PO# 50387 INV# 264519	~OLH DUE TO DIAG,E2020 ~WARRANTY POLICY

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22	ION	2003	1G8AW12FX3Z198333	8/19/2009	K7000	63432	\$2,755	CUSTOMER STATES GRINDING NOISE ON ACCEL AND RPMS REV. TECH CONFIRMED-FOUND CODES P0741-42 AND P1882 FOUND FAULTY VTITRANSAXLE.REPLACED, FILLED AND ROAD TESTED. VERIFIED PROPER OPERATION	It is Ok to pay. the rental was not added to the original submission--resubmitting for addition of rental all rental days are needed to complete repairs to transmission and 2 campaigns It is ok to pay. CUSTOMER STATES GRINDING NOISE ON ACCEL AND RPMS REV. TECH CONFIRMED-FOUND CODES P0741-42 AND P1882 FOUND FAULTY VTITRANSAXLE.REPLACED, FILLED AND ROAD TESTED. VERIFIED PROPER OPERATION SATURN ASSISTANCE CENTER OK'D REPLACING TRANSMISSION IN THISBRANDED TITLE VEHICLE CUSTOMER STATES GRINDING NOISE ON ACCEL AND RPMS REV. TECH CONFIRMED-FOUND CODES P0741-42 AND P1882 FOUND FAULTY VTITRANSAXLE.REPLACED, FILLED AND ROAD TESTED. VERIFIED PROPER OPERATIONSATURN ASSISTANCE CENTER OK'D REPLACING TRANSMISSION IN THIS BRANDED TITLE VEHICLE
23	ION	2003	1G8AW12F23Z176276	8/29/2009	K7104	63626	\$3,969	CUST STATES VEH WOULDNT GO OUT OF PARK INTERMITTEN TECH TEST DROVE HEARD NOISES FROM TRANS AND HAD SL IPPING AT HIGH SPEEDS.TECHPERFORMED LINE PRESSU RE TEST - 0.2AMPS -1300-1400 RPM/715 PSI 1.0 AMP @ IDLE-190 PSI.TECH REPLACED CASE HALF,VALVE BODY TORQUECONVERTER & RIGHT AXLE SEAL TO CORRECT. TECH PERFORMED ALIGNMENT DUE TO SUBFRAME R&R.	A-AUTHVTI
24	ION	2003	1G8AN12F23Z206136	9/26/2009	K7000	64014	\$3,815	replaced vti transmission	ok to pay class action law suit on vti see abiove replaced vti transmission due to class action law suit

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25	ION	2003	1G8AN12F83Z175958	7/25/2009	K7000	64609	\$4,267	C/S TRANS JERKS & GRINDS.VERIFIED CONCERN R/R TRANS.NEEDS CASE COVER,FILTER,T/CONVERTER & FINAL DRIVE ASSM.LESS EXPENSIVE TOREPLACE UNIT.REPLACED TRANS ASSM. ADDITIONAL 2 HOURS TO DISMANTLE TRANS ASSM.FOR ESTIMATE	Approve VTI Transmission Replacement ~VTI TRANS.
26	ION	2003	1G8AW12F03Z163252	8/15/2009	K7000	65267	\$3,893	CUST STATES THAT VEHICLE WILL NOT MOVE IN GEAR CHECKED BY REMOVING TRANS AND DISASEMBLE TRANS FOUND TRANS HAD COME APART INSIDE NECTO REPLACE TRANSMISSION ASSEMBLY	Approve Transmission assy ~ADD 1 HR TO DISASSEMBLE TRANS FOR INSPECTION
27	ION	2003	1G8AN12F63Z206401	9/25/2009	K7104	65431	\$3,132	CUST STATES VEH NO START , FOUND TRANS MAKING GRIN DING NOISE , LOW PSI INTERNAL FAILURE WITH IN TRAN S , REPLACED CASE COVERASSYWITH FILTER , REPLACE D BOTH AXEL SEALS AND TORQUE CONVERTER SEAL , SET TOE	wp per fom-olh are nec-mw ~REPAIR AUTH PER FOM
28	ION	2003	1G8AW12F93Z205336	9/28/2009	K7104	67316	\$3,715	ROAD TESTED FOR NO REVERSE.VERIFIED CONDITION, REM OVED TRANSAXLE AND REBUILT, CUSTOMER SECOND OWNER, REINSTALLED TRANSAXLE ANDROAD TESTED FOR CORRECTI ON.	~USED, UNDER 100K ~ADD TIME FOR ALIGNEMNT, TESTS, ADD PARTS
29	ION	2003	1G8AN12F43Z207272	8/19/2009	K7104	68898	\$3,363	VERIFIED GRIND NOISE DUEING ACCEL/DECELL AT PARKIN G LOT SPEEDS.NOISE FROM VTI CASE COVER ASSEMBLY.FL UID LEVEL AND CONDITIONOKAY.REPLACED VTI COVER AND VALVE BODY ASSEMBLY.ADDED FLUID AND ADDITIVE. VERIFIED REPAIRS	~WARRANTY POLICY
30	ION	2003	1G8AW12F93Z184018	7/24/2009	K7000	69532	\$3,774	C/S CAR WILL NOT MOVE. DIAGNOSED AND FOUND CHAIN I NSIDE VTI TRANSMISSION SNAPPED AND CAR WONT MOVE. NECESSARY TO REPLACETRANSMISSION. FILLED WITH FLU ID AND TEST DROVE ALL OK NOW	dvm approved. ~ADD TIME FOR PRESS TEST/DIAG PER SI ~1ST OWNER UNDER 100K NO CHARGE
31	ION	2003	1G8AW14FX3Z204502	9/22/2009	K7000	69653	\$3,918	VERIFIED CUST CONCERN FOUND TRANS EXTREMELY NOISY C OST EFFECTIVE TO REPLACE TRANS REPLACED TRANS AND SET ALIGNMENT OPERATIONNORMALAT THIS TIME	Approved MULTIPLE SATURN OWNER CUST REQ ASSISTANCE ~MULTIPLE SATURN OWNER CUST REQ ASSISTANCE

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32	ION	2003	1G8AN12F13Z202353	7/18/2009	K7104	70982	\$3,948	CUSTOMER STATES THAT THE CAR WILL NOT ACCELERATE. VERIFIED AND FOUND CODES P1882 FOR RATIO ERROR. PERFORMED LINE PRESSURE TEST AND FOUND IT TO BE OUT OF RANGE. AS PER BULLETIN 05-07-30-004 THE TECH REPLACED THE VTI CASE COVER, TORQUE CONVERTER AND VALEBODY ASSEMBLY. RESET FRONT TOE. THE CAR IS NOW ACCELERATING AS DESIGNED. NO OTHER PROBLEMS FOUND AT THIS TIME.	VTI issue. within guidelines or class action message. ~OLH TO PERFORM LINE PRESSURE TEST AND ALIGN TOE
33	ION	2003	1G8AW12F03Z204236	8/11/2009	K7104	71022	\$3,239	VERIFIED NOISE FROM INSIDE TRANSMISSION. DIS-ASSEMBLED AND FOUND DRIVE ASSEMBLY COMING APART, TORQUE CONVERTOR DISCOLORED FROM OVERHEATING. REPLACED HALF CASE, CONVERTOR, FILTER, REALIGNED. VERIFIED NOISE GONE.	VTI TRANSMISSION, UNDER 75K MILES.
34	ION	2003	1G8AW12F43Z206412	8/11/2009	K7000	71069	\$3,777	CUST STATES THE TRANSMISSION TAKES A LONG TIME TO ENGAGE AND THE SES LIGHT IS ON. SCANNED CODE AND FOUND P0841 FLUID PRESSURE SENSOR FAULT. VERIFIED CODE AND REPLACED VTI TRANSMISSION AND PERFORMED ALIGNMENT TO CORRECT	approved ~REPLACED UNDER VTI WARRANTY
35	ION	2003	1G8AN12F43Z176489	9/26/2009	K7000	72040	\$2,996	TECH FOUND INTERNAL FAULT IN THE TRANSMISSION FOUND TRANSMISSION PRESSURE TESTING AT .2 AMPS AT 385 PSI, 1.0 AMPS PSI DROPS TO 70 TECH FOUND TRANSMISSION COMING APART INTERNALLY TECH REPLACED TRANSMISSION, SET FRONT TOE AND TEST DROVE 1000.00 DEDUCTIBLE FOR TRANSMISSION REPLACEMENT	Policy repair approved. TECH FOUND INTERNAL FAULT IN THE TRANSMISSION FOUND TRANSMISSION PRESSURE TESTING AT .2 AMPS AT 385 PSI, 1.0 AMPS PSI DROPS TO 70 TECH FOUND TRANSMISSION COMING APART INTERNALLY TECH REPLACED TRANSMISSION, SET FRONT TOE AND TEST DROVE 1000.00 DEDUCTIBLE FOR TRANSMISSION REPLACEMENT



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36	ION	2003	1G8AW12F53Z179642	8/17/2009	K7000	74071	\$2,857	C/S VEH WILL NOT MOVE. FOUND VTI BELT BROKEN. REPLACED THE TRANSMISSION ASSEMBLY. DURING REMOVAL OF CRADLE. FOUND LF SWAYBARNUTFROZEN. CUT OFF. INSTALLED NEW LF SWAY BAR.	bg Customer participation of \$973.68. part expediting is only for vehicle covered under bumper to bumper Auth warranty policy with 28\$ customer participation of \$973.68. ~WP AUTH KNOWN ISSUE CUST PAYING 25% PER SETTLEMNT ~.4 OLH FOR LINK. CP = \$973.68
37	ION	2003	1G8AW12FX3Z176073	8/3/2009	K7104	74334	\$3,658	CUSTOMER STATES HER CAR WILL NOT GO OVER 35 MPH AND ITS VERY NOISY--TECH PERFORMED BULLETIN #05-07 -30-003 NO MOVEMENT-- PRESSURECHECKS 1 AMPS 210PSI .2 AMPS 425 PSI--REPLACED COVER ASSEMBLY TO CORRECT PROBLEMS CAR HAD NO MOVEMENT RPELACED COVER ASSEMBLY PER	~DOCUMENT # 2134056 TIME FOR PRESSURE CHECKS AND ~AND TRANY FILTER
38	ION	2003	1G8AN12F93Z201807	9/16/2009	K7104	74664	\$3,672	CUSTOMER STATES THEY HAD THE TRANSMISSION REPLACED AT AN INDEPENT SHOP. NOW THE TRANSMISSION IS SLIPPING. CAR WENT UP TO 4K RPMSBUTSPEED WAS DROPPING. CAR IS RUNNING OK NOW. TRANSMISSION OPERATING NORMAL AT THIS TIME. CHECKED TRANSMISSION FLUID FOUND FLUIDBURNEDREC DOC#1614535 ON TEST DRIVE NOTICED DID NOTICE HESITATION FOUND COD FOR SPEED SENSOR PROBLEM REPLACED SPEEDSENSOR(DOC#1614535).DURING VALVE BODY REBUILD REMOVAL FOUND SLEAVE VERY STICKY. REPLACED REAR BODY ALSO. REPLACED: CASE COVER,VALVE BODY, TORQUECONVERTOR, AND SPEED SENSOR.TEST DROVE TRANSMISSION OPERATING NORMAL AT THIS TIME	done per class action law suit
39	ION	2003	1G8AN12F83Z186846	8/10/2009	K7104	74958	\$3,915	CHECKED VEHICLE FOR NOISE FROM VTI TRANSMISSION NO ISE. CHECKED AND FOUND SPECIAL POLICY 04020A COVER AGE FOR VTI TRANSMISSION.PERFORMED SPECIAL POLICY ADD TIME FOR VALVE BODY AND DIAGNOSTIC	~CASE# 71-755496694 NEED AUTH FOR SPECIAL POLICY ~04020A. NOT IN OUR EMPOWERMENT

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40	ION	2003	1G8AN12F73Z181394	9/22/2009	K7104	75255	\$4,093	DTC P0742&P1758..FOUND FLUID BURNT.R&R AND FOUND C ASE HALF PISTON LEAKING.AXLE SEALS LEAKING.TORQUE CONVERTEROVERHEATED...VALVEBODY RATIO MOTOR FAIL ED..REPLACED SEALS CASE HALF AND VALVE BODY...CONF IRMED REPAIRS...OPERATES AS INTENDED3-DAY CAR RENTAL PO#50707 INV# 276061	warranty policy ~OLH ADD TIME,E2020 ALIGNMENT,K6907 SEAL,K6560 VA- ~VLE BODY,WARRANTY POLICY
41	ION	2003	1G8AW12F53Z178202	8/6/2009	K7104	75652	\$3,734	O/S WHEN ACCELERATING CAR WILL NOT MOVE BUT RPMS GO TO 3500 VERIFIED CONCERN AND HEARD NOISE ON LINE 2.GRINDING NOISE &HESITATEREF#TSB1748601 PRESSURE TESTED .2 AMPS 1400RPMS 520 PSI.REP.CASE COVER,TORQUE CONV.VAL.BODY,FILTER INPUT/OUTSPEEDSENSORS.RENTAL\$70.08/06-07 V#1G1AT58H397106006COBA	O/S WHEN ACCELERATING CAR WILL NOT MOVE BUT RPMS GO TO 3500 VERIFIED CONCERN AND HEARD NOISE ON LINE 2.GRINDING NOISE &HESITATEREF#TSB1748601 PRESSURE TESTED .2 AMPS 1400RPMS 520 PSI.REP.CASE COVER,TORQUE CONV.VAL.BODY,FILTER INPUT/OUTSPEEDSENSORS.RENTAL\$70.08/06-07 V#1G1AT58H397106006COBA
42	ION	2003	1G8AW12F53Z178202	8/12/2009	K7000	75939	\$3,785	OWNER STATES LOUD WHINNING NOISE FROM VEHICLE IN REVERSE. VARIFIED NOISE ON ACCELERATION & REVERSE PERFORM LINE PRESSURE TEST.2AMPS, 1300 RPM, 595 PSI, 1.0 AMPS 150PSI AT IDLE. FOUND UNIT INTERNALLY FAILED, REPLACE ASSEMBLY. VTI HAD BEEN REBUILTPREVIOUSLY,DID NOT LAST	okay OWNER STATES LOUD WHINNING NOISE FROM VEHICLE IN REVERSE. VARIFIED NOISE ON ACCELERATION & REVERSE PERFORM LINE PRESSURE TEST.2AMPS, 1300 RPM, 595 PSI, 1.0 AMPS 150PSI AT IDLE. FOUND UNIT INTERNALLY FAILED, REPLACE ASSEMBLY. VTI HAD BEEN REBUILTPREVIOUSLY,DID NOT LAST. INSPECTED AND AUTHORIZED BY FOM. ~UNIT HAD BEEN REBUILT, REPAIR DID NOT LAST, HAD ~TO REPLACE ASSEMBLY
43	ION	2003	1G8AN12F03Z198893	9/17/2009	K7104	76322	\$3,484	C/S CAR RUNS ROUGH TRANS SLIPS IN REVERSE LOUD NOI SE.VER ,REMOV TRANS FOUND REVERSE CLUTCHED BURNED UPFLUID CONTAMINATED,INPUTSHAFT BEARING ON CASE H ALF DAMAGED,TORQUE CONV SHOWS SIGNS ON OVERHEATING ,REPL REV CLUTCHES AND RELATED PARTS.CASE COVER ASSM,TORQUE CONV,ALIGNED ,SET FRT TOE.TEST DROVE.OAD	~WP PER CAMPAIGN OLH TO REPL REVERSE CLUTCHES ALIG ~N RD TEST RENTAL TO ORDER PART,PART DAMAGE2 DAYS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
44	ION	2003	1G8AW12F53Z205849	7/27/2009	K7104	76887	\$3,421	INSPECTED AND PERFORMED LINE PRESSURE CK AND FOUND THAT CAR NEEDS CASE COVER ASSM. REPLACED SIDE COVER ASSM AND RELATEDCOMPONENTS.TEST DROVE AND INSPECTED NO MORE PROBLEMS FOUND.	warranty policy vti trans
45	ION	2003	1G8AW12F83Z206395	8/5/2009	K7104	80370	\$2,715	CUST STATES VEHICLE WILL NOT SHIFT WHEN DRIVING AN D SES LIGHT IS ON, TECH VERFIED CODE P1882 AND HEA RD ALOUDGRINDINGNOISE,CHECKED LINE PRESSURE AN D WAS OK, R&R TRANNY REPLACED CASE COVER AND TORQU E CONVERTER PER 05073000 ANDREINSTALLEDTRANNY,R OADTESTED, FOUND TRANNY SLIPPINGAND CODE P1882 RECHECKED LINE PRESSURE AND WAS OK STILL, R&R VALV E BODY ANDFOUNDINTERNAL FAULTWITHRATIO CONTROL MOTOR AND REPLACED VALVE BODY ASSEMBLY, INSTALLED UPDATED SPEED SENSOR AND ROAD TESTED,WASOPPERATI NG ASDESIGNBED,CHECKED ALIGNMENT AND SET FRONT T OE AND ROAD TESTED AGAIN, IS OPOPERATING AS DESIGNE D	added amounts for participation, parts and labor. VTI transmission concern, 25% customer participation.
46	ION	2003	1G8AN12F23Z190388	8/28/2009	K7000	80872	\$2,884	TECH VERIFIED CUSTOMER COMPLAINT OF CAR NOT MOVING FOUND VTI BELT HAS COME APART - REPLACED VTI TRANSMISSION AND ALIGNED - ALL OKATTHIS TIME	claim reviewed fom approved customer to pay 25% of vti transmission replacement - 2nd owner under 100k miles
47	ION	2003	1G8AW12F63Z192769	8/18/2009	K7104	81752	\$2,992	CUSTOMER STATES VEHICLE WILL NOT MOVE.VERFIED NO M OVEMENT,LINE PRESSURE LOW.MAX 350 PSI,NEC TO R&R T RANS ANDINSPECT.FOUNDDRIVEBELT BROKEN.NE CTO RE PLACE CASE COVER GASKET,FILTER AND ALL COMPONENTS, P/N5297659,REASSAMBLE AND INSTALLTRANS.NEC TO CEC KEANDADJUST FRT TOE.OK NOW.	per VTI class action

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
48	ION	2003	1G8AW14F83Z186954	7/16/2009	K7000	81779	\$3,859	CUST STATES TRANS HAS NO MOVMENT.TECH VERIFIED THE CONCERN,FOUND NO PRESSURE IN THE SYSTEM.TECH DIS- ABLED THE TRANS & FOUNDREVERSE GEAR DAMAGED & THE CASE DAMAGED DUE TO THE REVERSE LOCKING RINGS COM- ING APART.TECH INSTALLED NEW TRANS ASSEMBLY,PERFO-RMED ALIGNMENT & ADJUSTED FRONT TOE.TEST DROVE AFTER REPAIR - OK AT THIS TIME	I approve this claim ~SERVICE DIRECTOR INSPECTED & VERIFIED CONCERN - ~AUTH. VTI TRANS REPAIR
49	ION	2003	1G8AN12F13Z176577	9/28/2009	K7000	85063	\$3,710	VERIFIED TRANSMISSION WONT MOVE IN REVERSE AND SLI PS IN FORWARD GEARS. CHECKED FOR CODES-HAS P0741 P 1883.CHECKED POWER ANDGOUNDS-OK REPLACED FAULTY TRANSMISSION UNIT PER BULLETIN. CLEARED CODES AND ROAD TESTED- OK	Per discussion with prior DVM. ~1ST OWNER 85063 MILES SPOKE WITH RICH VOLPE, CAR ~WAS IN PROGRESS OF REPAIR
50	ION	2003	1G8AW14F63Z186046	7/15/2009	K7000	85527	\$3,901	CUSTOMER STATED THAT HE IS THE ORIGINAL OWNER. TECH FOUND THE TRANS MAKING A LOUD NOISE AND NOT PULLING IN EITHER DIRECTION.CHECKEDFLUID AND IT WAS BURNT. TECH REPLACED THE TRANS TO REPAIR	original owner ok per fom review.
51	ION	2003	1G8AW14F13Z195365	9/23/2009	K7104	86869	\$2,422	VERIFIED VEHICLE WOULD NOT ACCELERATE.FOUND CODE P0742 PER TSB 08-024A R&R CASE HALF PSI 600 AT2KREPLACEDAXLESEALS,FLUSHLINES,CLEAN DEBRIS AND TEST DROVE.	warranty policy, cusotmer participation \$666.34 olh trans filter fluid,line pressure test,k6907, seal E2020 alignment,warranty policy,customer participation \$666.34 olh trans filter fluid,line pressure test,k6907 seal,E2020 alightment, warranty policy, customer participation \$666.34 olh trans filter fluid,line pressure test,k6907 seal,E2020 alignment, customer participation \$666.34 ~OLH ADD TIME,K6907,E2020

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
52	ION	2003	1G8AN12F03Z175193	7/31/2009	K7000	87165	\$2,609	VERIFIED BUZZING NOISE ON ACCELERATE. ALSO NOTED ALL SPEED DELAY INTO GEAR. FOUND TRANS BAD. REPLA CED TRANS ANDFLUSHEDCOOLERLINES. SET FRONT TOE.	Goodwill replacement of trans. adjusted rental cost down to \$173 Goodwill repair for trans failure. 2nd owner - under 100k - replaced vti transmission for internal failure. customer paid \$1260.60 %25 of total repair.
53	ION	2003	1G8AW12F43Z175789	7/30/2009	K7104	87856	\$3,006	VERIFIED CUST CONCERN PER DOC #04-07-30-024E DTC P1758 FOUND LINE PRESSURE LOW 175 PSI, REPLACED TRANSMISSION CASE HALF AND FILTER,PERFORMEND 4 WHEEL ALIGNMENT.	~OLH DUE TO DIAG,E2020 ~WARRANTY POLICY
54	ION	2003	1G8AW12F33Z184130	8/5/2009	K7104	88774	\$2,801	TECH FOUND TRANNY INTERNAL NOISE. PERFORMED PRESSU RE TEST. 02AMP 1300RPM 415PSI 1.0AMP IDLE 131PSI. FOUND METAL SHAVINGS PRESENTIN TRANSMISSION. TECH REPLACED CASE COVER ASSEMBLY	~SERVICE MANAGER APPROVED REPLACEMENT OF VTI TRANS ~CUSTOMER 1ST OWNER DID NOT PARTICIPATE
55	ION	2003	1G8AN14F63Z175986	7/29/2009	K7000	89526	\$2,940	TECH FOUND BELOW NORMAL PRESSURE - 0.2 AMPS 1325RPM 304 PSI; 1.0 AMPS IDLE 189PSI. SPECS STATES SHOULD BE 0.2AMPS 1300-1400 RPM652-798 PSI 1.0AMP IDLE 152-268PSI . TECH FOUND NO FORWARD AND WHINING NOISE COMING FROM TRANSMISSION. TECH REPLACED COMPLETETRANSMISSION, FILLED W/FLUID, RESET MONITORS, PERFORMED ALIGNMENT AND ROAD TEST.	Approved FOM preapproved VTI trans. Customer did participate 25% toward cost. Submitting GM payment as a Net Item. Line Pressure readingsbelow normal and trans not repairable
56	ION	2003	1G8AW12F83Z202542	9/16/2009	K7104	89738	\$2,826	ROAD TEST AND CHECK TRANS OPERATION AND REPLACED FAILED VTI CASE COVER AND ALIGN FRONT WHEELS	VTi class action settlement Case VTi Class Action Settlement Case VTi Class Action Settlement VTi Class Action Settlement VTi Class Action Settlement Case VTi class action settlement
57	ION	2003	1G8AW14F83Z196609	7/31/2009	K7104	94613	\$3,202	FOUND INTERNAL FAILURE AT CASE COVER, REPLACED CAS E COVER PER TSB 05-07-30-004	~.3 OLH FOR FILTER, .8 FOR TOE SET

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
58	ION	2003	1G8AN12F23Z188592	8/18/2009	K7104	95180	\$2,522	ALIGN	TECH TEST DROVE AND VERIFIED THE CONCERN,VEHICLE WOULD NOT ACCELERATE.IN SHOP TECH TESTED LINE PRESSURE AND FOUND ALL PRESSURESWERELOW SHOWING SIGNS OF INTERNAL FAILURE.TECH INSPECTED THE FLUID AND FOUND IT WAS SEVERLY BURNT AND HAD METAL IN IT WITHTHECUSTOMERSAPPROVAL TECH REMOVED THE TRANSMISSION AND DISASSEMBLED.TECH FOUND THE CVT SHEEVES WERE SEVERLY GROOVED AND THE BELTWASDAMAGED.TECH REPLACED THE CVT CASE HALF,VALVEBODY TORQUE CONVERTER,SPEED SENSORS,AND COOLER LINES DUE TO METALCONTAMINATION.TECHALSO FLUSHED THE OIL COOLER TO REMOVE ANY METAL TRACES.TECH REINSTA LLED AND PERFORMED FLUID ALIGNMENTBECAUSE OF REMOVING THE CRADDEL AND ADJUSTED THE FRONT TOE.TECH TEST DROVE AND THE TRANSMISSION AND THE VEHICLEDROVE AS DESIGNEDAND NO FURTHER PROBLEMS EXIST.CONCERN WAS CORRECTED TIME ADDED TO FLUSH COOLER LINES AND ALIGN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
59	ION	2003	1G8AW12F63Z199222	8/26/2009	K7000	96038	\$3,180	REPLACED TRANSMISSION ASSY AND COOLER LINES. FLUSHED COOLER AND COMPLETE ALIGNMENT.	approved Adjusted Base Labor hours from 7.0 to 5.3 (per LTG) Moved 2.0 hours from Base Labor time to OLH for alignment. Moved 2.0 hours from Base Labor time to OLH for alignment. 2 Hours of base labor is for AlignmentFoward to DSSM for approval Foward to DSSM for approval of VTI replacment foward to dssm for approval Added 2 hours of OLH for alignment. Added 2 hours of OLH for alignment. Added 2 hours of OLH for alignment. Foward to DSSM for approval Added 2 hours of OLH for alignment to base labor time per DSSM If the 2 hrs OLH is for alignment, that time goes in as part of the base labor time. If not for alignment, take it off andresubmit the claim. NEEDS DSSM APPROVAL FOR REPLACEMENT OF VTI TRANSMISSION AND LOANER DAYS.
60	ION	2003	1G8AW12F53Z155888	9/18/2009	K7000	97225	\$3,134	VERY LOW PRESSURE, FOUND EXCESSIVE METAL IN THE FLUID. REPLACED TRANSMISSION, FLUSHED LINES AND PERFORMED ALIGNMENT.ROADTESTTOVERIFY FIX	bv SERVICE AGENT NOT ALLOWED TO SUBMIT K7000. 7 DAY RENTAL WHILE REPLACING VTI TRANS APPROVED BY CHAD. SEVICE AGENT NOT ALLOWED TO SUBMIT K7000. 7 DAY RENTAL WHILE REPLACING VTI TRANS APPROVED BY CHAD. ~OLH IS FOR ALIGNMENT
61	ION	2003	1G8AN12F63Z205524	7/23/2009	K7000	98102	\$3,756	CONVERTED	W#000H#000FN000MN000LN000NB181EB000M P000CUST RPTD TRANS CODES - FND P0606 INTERNAL DAMAGE TO DRIVE BELT REPLACED TRANS ASSEM PER VTI BULLETIN - CUST PAID 25 PERCENT OF TOTAL BILL - REPLACED TRANS ASSAM AND REPRGRAMMED TCM

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
62	ION	2003	1G8AN12F53Z184830	8/14/2009	K7104	98345	\$3,676	TECH VERIFIED CUSTOMER COMPLAINT OF TRANS SLIPPING - FOUND INTERNAL FAILURE IN VTI - REPLACED VTI CASE COVER, TORQUECONVERTER, VALVE BODY, OSS/ISS SENSORS AND ALIGNED - ALL OK AT THIS TIME	fom approved to wp vti trans case cover replacement due to age/mileage
63	ION	2003	1G8AN12F23Z205570	8/13/2009	K7104	99106	\$2,479	C.S. THAT THE TRANS IS MAKING A WHINE NOISE TECH FOUND CAR WOULD NOT MOVE FORWARD ALL THE TIME TECH PRESSURE TESTED THE SYSTEM FOUND OUT OF SPEC. TECH REFERED TO BULLETIN 05/07/30/004 SPEC: .2A@1300-1400RPM:529PSI 1.0A@IDLE95PSI SPEC152-268 SPEC 652-798PSI TECH REPLACED THE WORN COVER, TORQUE CONVERTER SPEED SENSORS SPACER PLATE TRANS FILTER AND SEALS AND GASKET. FLUSHED COOLER LINES ROAD TESTED AND THEN ALIGNED THE VEHICLE TO FACTORY SPEC.	overpaid..\$179.65..collected 25% ~PER LETTER CUST PAY 25%
64	ION	2003	1G8AW12F83Z186486	9/26/2009	K7000	101396	\$2,700	92 CUSTOMER STATES THAT THE VEHICLE IS NOT SHIFTING PROPERLY. TECH CONFIRMED THE CUSTOMERS CONCERN. TECH FOUND INTERNAL FAILURE IN THE TRANSMISSION. TECH INSTALLED A NEW TRANSMISSION AS NEEDED.	approved vti settlement claim - guest paid 25% of balance (\$1031.19) vp balance as per new owner with more than 100k ~GUEST PAY 25% AS PER A NEW OWNER WITH OVER 100K ~PER VTI SETTLEMENT
65	ION	2003	1G8AN12F93Z169635	7/21/2009	K7104	102367	\$3,796	FOUND THAT INTERNAL TRANSMISSION KNOCK FOUND THAT POSSIBLE BELT MALFUNCTION, REMOVE TRANSMISSION AND DISASSEMBLE FOUND THAT BELT COMING APART CAUSING OVERHEAT CONDITION CAUSING LOW PRESSURE FOUND THAT TORQUE CONVERTER SHEAVES FAILED CAUSING TRANSMISSION TO OVERHEAT REMOVE AND REPLACE TRANSMISSION BELT COVER ASSEMBLE VALVE BODY AND TORQUE CONVERTER REPLACE INTERNAL FILTER AND REASSEMBLE FLUSH COOLER LINES AND REFILL SYSTEM AND ROADTEST VEHICLE	~CUSTOMER



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
66	ION	2003	1G8AW12F93Z205725	7/29/2009	K7000	103679	\$3,811	OWNER STATES THAT RPM WILL GO UP BUT VEHICLE WILL NOT MOVE. VARIFIED CONDITION, CHECK FLUID, BLACK & SMELLS BURNED W/METALSHAVINGS, REMOVE UNIT AND DISASSEMBLE, FOUND BELT TEETH & SMALL METAL CHUNKS INSTALL REPLACEMENT ASSEMBLY, SET FRONT TOECHARGEDFOR REPAIR BY ANOTHER STORE WHEN UNDER WS	okay OWNER STATES THAT RPM WILL GO UP BUT VEHICLE WILL NOT MOVE. VARIFIED CONDITION, CHECK FLUID, BLACK & SMELLS BURNED W/METALSHAVINGS, REMOVE UNIT AND DISASSEMBLE, FOUND BELT TEETH & SMALL METAL CHUNKS INSTALL REPLACEMENT ASSEMBLY, SET FRONT TOECHARGEDFOR REPAIR BY ANOTHER STORE WHEN UNDER WS. ADD TIME TO SET TOE,DONE AT NO CHARGE, OWNER WAS CHARGED FOR REPAIR BY ANOTHERSTORE WHEN UNDER WS. ALL CONDITIONS INSPECTED BY FOM. REPAIRS AUTH BY FOM. ~ADD TIME TO SET TOE, DONE AT NO CHARGE, OWNER WAS ~CHARGED FOR REPAIR BY ANOTHER STORE WHEN UNDER WS
67	ION	2003	1G8AW12F43Z180782	7/24/2009	K7104	104917	\$3,082	TEST DROVE VEH AND TRANSMISSION MAKING A LOUD WHINING NOISE ALSO WILL NOT PULL REPLACED CASE COVER ASSY TORQUE CONVERTOR AND SPEEDSENSOR AFTER REPAIRS DROVE VEH AND VEH LOST POWER AND CK ENGINE LIGHT CAME ON	~OK TO REPAIR PER CORP GUIDELINES
68	ION	2003	1G8AW12F53Z187868	7/22/2009	K7104	106170	\$875	VERIFY CAR WONT GO INTO GEAR INSPECTED AND FOUND F AULTY CASE COVER CUSTOMER TO PAY 70% AND FACTORY 30% REPLACE CASE COVER9/9/0971-756643394 JESSIC HERRERA CHNG TIME ADD AUTH AE-IF REJ AGAIN-MAY 9 ROUTE	customer participation amount ~REPLACE TRANS CUST PAY 70% FACTORY COVER 30%
69	ION	2003	1G8AN12F73Z175921	9/10/2009	K7000	111562	\$4,052	C/S THE TRANSMISSION IS GRINDING ON ACCELERATION // VERIFIED CONCERN PERFORMED PRESSURE TEST FOUND BELT BROKEN // DEBREE INSIDEPUMPASSEMBLY. MOST COST EFFECTIVE IS TO REPLACE ASSEMBLY. NOW AS DESIGNED.	ok complete VTI assembly due to damage to the pump and internals. Cost analysis shows complete is cheaper then repair ~OLH FOR COOLER LINES, PRESSURE TEST, TOE SET

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
70	ION	2003	1G8AN12F23Z202801	7/31/2009	K7000	111692	\$3,022	REPLACED TRANSMISSION FOUND VTI TRANSAXLE BELT BROKEN, PRESSURE CHECK TRANSMISSION, FLUSHED COOLER LINES, AND REPLACED TRANSMISSION	approved jim cocking 9/24/09 add customer participation 111k miles orig owner should be 75% of repair. did cust pay portion of repair? jim cocking 9/01/09 ~WP PER BULLETIN
71	ION	2003	1G8AW14F83Z177798	8/22/2009	K7000	112143	\$3,021	CUST STATES WHILE DRIVING ENGINE REVS UP AND CAR W ILL NOT MOVE. TECHNICIAN VERIFIED FOUND CODE P0700 DRAINED FLUID FOUNDBELTFAILURE-BROKEN BELT. REPLACED.PERFORMED LINE PRESSURE TEST AT IDLE NO CHAN GE.REVIEWED ENGINE RPM AGAINST ISS-SAME ISSSHOULDREGISTER O. REPLACED TRANS AXLE ASSY.VERIFY REPAI R. UNABLE TO ALIGN CUST DECLINED CONTROL ARM BUSHI NG REPLACEMENT.	claim approved customer participation towards cvt transmission repair refer to G.M REF:G_0000020717 CUST PAID 25% OF REPAIR claim approved ~WP PER SERVICE REF#G-0000020717. CUST ORIGINAL OW ~NER CUST PAYS 25% OF REPAIR. VTI TRANS REPLACEMEN
72	ION	2003	1G8AW12F63Z176023	7/16/2009	K7104	112259	\$2,211	TRANSMISSION IS SLIPPING. REPLACED CASE COVER ASSEMBLY AND SUCTION FILTER. TRANSMISSION TESTED 185 PSI AT 1 AMP. CUSTOMER TOPAY25%,SATURN TO PAY 75% OF REPAIR	vti repair-customer pay 25%, saturn pay 75%
73	ION	2003	1G8AN12F23Z170979	7/27/2009	K7000	113114	\$2,486	CUST STATES THE CAR WONT SHIFT GEARS, TECH VERIFIE D CONCERN FOUND TRANSMISSION INTERNAL DAMAGE. BELT BROKEN. TECH REMOVED TRANSFORINSPECTION FOUND PARTS ALL THROUGH TRANSMISSION. TECH REPLACED TRANSM ISSION DURING REPLACEMENT SHIFT CABLE SEPERATED FROMHOUSING.TECH REPLACED CABLE PERFORMED ALIGNMENT ADJ FRONT TOE.	Based on technician comments, and VTI class action settlement I approved claim. Steve Taylor 9-AUTH
74	ION	2003	1G8AW12F63Z194537	8/24/2009	K7000	115238	\$3,402	CUSTOMER STATES CAR WONT GO OVER 35 MPH. FOUND CODES P0841, P1882 INTERNAL TRANS ISSUE. TECH INSP INSPECTED FOUND TRANS BELTBROKEAND METAL THROUGHOUT TRANS. TECH REPLACED TRANSAXLE, CLEARED CODES AND ROADTESTED,. TRANS OPERATING AS DESIGNED AT THIS TIME	Irr ~CUSTOMER PAID LABOR \$1000.00 INCLUDED ALIGN TO ~SPECS IN AGREEMENT WITH CLASS ACTION SUIT ~CUSTOMER PAID LABOR \$1000.00 INCLUDED ALIGN TO ~SPECS IN AGREEMENT WITH CLASS ACTION SUIT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
75	ION	2003	1G8AW12F83Z187170	7/28/2009	K7104	124957	\$2,779	CUSTOMER STATED TRANSMISSION HESITATES ON ACCELL INTERMITTENTLY. WORSE WHEN VEHICLE WARM\DRIVEN. NO CODES PRESENT.EXPERIENCESHUDDER\SLIP ON ACCEL FROM STOP 2 TIMES. BOTH IN DRIVE AND REVERSE. FLUID FULL. INTERMITTEN INTERNAL PRESSURE ISSUE.RECAL WITHLATEST TCM CAL. ROAD TESTED, CONDITION THE SAME. PRESSURE TEST, 1.0A 50-85PSI - FAILED. 1300RPM .2A 200 PSI. REMOVETRANSAXLE ANDREPLACE CASE COVER, INTERNAL FILTER WITH TORQUE CONVERTER AND SEAL. REPLACED VALVE BODY, TSS AND TOS SENSORS ANDFLUSHED COOLER.ALIGN SETR FRT TOE. WHEEL OFF CTR AFTER REPAIR. ROAD TESTED, OK CUSTOMER PAY 25% AND SATURN 75% DUE TO VTI ISSUEUNDER 125K	6.2hrs baase time op k7104 + .8 add for filter and psi test. also .7 for align set frt toe. customer pat \$1005.35 25% VTirepair class action letter ~VTI CLASS ACTION REPAIR 75% - AUTH FOR ALIGNMENT ~AUTH FOR BEYOND WTY LIMITS AND PARTS AMT
76	ION	2004	1G8AN12F54Z148279	9/18/2009	K7104	13896	\$3,836	CAR NOT ACCELERATING-MAY BE TRANS ISSUE-TECH TEST DROVE WITH CUSTOMER-VERIFIED CONCERN.PERFORM LINE PSI TEST. NO MOVEMENTATTIMES.FAILED LINE PSI TEST.213 PSI AT 3500 RPMS.-REMOVED TRANS-DISASSEMBLE COMPLETE TRANS & CLEANED INTERNAL PARTS.INSTL NEWOILPUMP,INTERNAL FILTER,END CASE & SPEED SEN- SORS-ADDED FLUID & ADDITIVE-TEST DRIVE AFT REPAIR ALL OK-ALSO PERFORMED ALIGNMENT.	olh for pump,sensors,cleaning and diag wp per bulletin and cust ~ADD TIME CLEAN ALL INTERNAL PARTS- ALIGNMENT & ~SENSORS

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77	ION	2004	1G8AN12F64Z122144	8/31/2009	K7104	15191	\$3,094	UNABLE TO VERIFY CONCERN.CHECKED & FOUND CODE P17 58 VTI RATIO CODE.PERFORMED LINE PRESSURE TEST-FOU ND PRESSURE LOW.CHECKED &FOUND BULLETIN STATING T O REPLACE TRANS SIDE COVER & TORQUE CONVERTER.REMO VED TRANS,R&R SIDE COVER & TORQUE CONVERTER.INSTAL LEDTRANS & TEST DROVE & VERIFIED REPAIR.ON TEST DRIVE FOUND STEERING WHEEL OFF CENTER.PERFORMED ALIGNMENT BY ADJUSTING FRONT TOE.TESTDROVE AGAIN AND VERIFIED REPAIR.OTHER HOURS TIME FOR LINE PRES SURE TEST & LABOR OP E2020 ALIGNMENT	~FOM TO AUTH EXTENDED VTI COVERAGE
78	ION	2004	1G8AN12F44Z143316	7/14/2009	K7000	16784	\$3,981	TECH FOUND CODE P0700 P1882 TECH NOTES TRANSMISSION MAKING NOISE AND TECH PRESSURE TESTED 100 PSI AT IDLE TECH REPLACED THETRANSMISSION	Authorization to replace transmission assemby. ~SUBMITTED UNDER EXTENDED ~REPLACED SENSOR PREV
79	ION	2004	1G8AN12F24Z127485	9/3/2009	K7104	18899	\$3,755	CUST STATES CHECK ENGINE LIGHT IS ON...TECH INSPEC TED AND FOUND CODES P1758 P0700 STORED AND VEH HAS INTERMITTANT HESITATIONONTEST DRIVE, TECH FOUND BULL 05-07-30-004 FOR CONCERN, TECH REPLACED CASE COVER WITH TORQUE CONVERTER AND VALVE BODY ASSY AN DRESETFRONT TOE, OP OK AT THIS TIME.	class action suit
80	ION	2004	1G8AN12F24Z157683	8/10/2009	K7104	20115	\$3,452	CUSTOMER STATES VEHICLE MOVING SLOWLY IN GEAR. UPO N INSPECTION TECH FOUND THE TRANSMISSION TO BE SLI PPING. UPON FURTHERINSPECTION TECH FOUND THE BELT TO HAVE CAME APART SPREAD METAL THROUGH TRAMISSIION TECH REBUILT TRANSMISSION AND RECHECKED WITH ALLG OOD AT THIS TIME.	~.5 TO PRESSURE TEST LINES
81	ION	2004	1G8AN12F34Z156008	9/8/2009	K7104	26814	\$2,801	TECH FOUND DTCP1882 DUE TO TRANSMISSION BELT MALFU NCTION TECH REPLACED VTI TRANSMISSION CASE COVER ASSEMBLY FLUSHED TRANS COOLER &REPLACED TRANS LIN ES CLEARED CODES TEST DROVE TO VERIFY REPAIR	~VTI TRANSMISSION 1 OWNER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
82	ION	2004	1G8AN12F94Z109551	9/17/2009	K7104	28107	\$2,661	TECH VERIFIED CAR WOULD NOT MOVE WHEN PUT INTO GEAR AND RPM'S WOULD REV UP- SUSPECTED VTI TRANS CONCERN- FOLLOWED TECH BULLETIN#05-07-30-003- PERFORMED LINE PRESSURE TESTS AND FOUND THEM TO BE OUT OF SPECS LOW-PROCEEDED WITH VTI CASE COVER, VALVE BODY, AND INTERNAL FILTER REPLACEMENT- ALSO REPLACED OIL COOLER LINES AND REPROGRAMMED TCM WITH REVISED CALIBRATIONS- ALIGNED VEHICLE AND TEST DROVE- ALL OK WARRANTY CLAIM CODE 18F6B	policy ~ADD TIME FOR LINE PRESSURE TESTS, OIL COOLER LINES ~REPROGRAM, WHEEL ALIGNMENT, INTERNAL FILTER
83	ION	2004	1G8AW14F04Z144635	8/29/2009	K7104	29422	\$2,978	VER. CONCERN ALSO FOUND INT NO MOVEMENT ALSO HEARD WHINE NOISE FOLLOWED BULL#05-07-30-004 R&R TRANS TO REPLACE COVER ASSM FOUND BELT DRIVEN PULLEY DAMAGED CLEAN AND REPLACE FILTER SEALED INSTALLED TRANS FOUND DELAY INTO GEAR INSTALLED NEW VALVE BODY PER FORMED ALIGNMENT TEST DROVE OK NOW	~OLH FOR FRONT TOE ADJUSTMENT
84	ION	2004	1G8AW14F34Z109488	7/30/2009	K7104	34745	\$5,635	CHECK AND VERIFY TRANNY SLIPPING AND MAKING NOISE- DRAIN TRANNY FLUID, FLUSH SYSTEM, ADD ADDITIVE AND REPROGRAM TCM. DRIVE CAR- NO CHANGE- REMOVE TRANNY FROM CAR AND DISASSEMBLE UNIT- REMOVE AND REPLACE TORQUE CONVERTER, CASE COVER AND VALVE BODY AND FILTERS. FILL W/FLUID, ALIGN AND ROADTEST, ALL OK, DONE.	Rebuilt noisy & slipping transmission as per extended coverage policy
85	ION	2004	1G8AW14F04Z137362	7/17/2009	K7104	37122	\$3,127	FOUND CODES P1758 P1882 FOLLOW DOC #1614535 NECESSARY TO REPLACE CASE COVER AND FILTER COMPLETED ALIGNMENT	wp per fom-olh are nec-mw

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR_MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
86	ION	2004	1G8AW12F44Z104805	9/16/2009	K7104	39897	\$6,132	CHECK AND DRIVE CAR TO VERIFY AND LOCATE SOURCE OF NOISE-DRAIN TRANNY FLUID,ADD ADDITIVE AND REPROGR AM TCMANDDRIVEAGAIN-NOCHANGE.REMOVE TRANSMISIS ON AND DISASSEMBLE-TECH FOUND BELT/CHAIN DAMAGED A ND CAUSING NOISE-REMOVE ANDREPLACECASECOVER,BELT,FILTERS,VALVE BODY AND TORQUE CONVERTER. FLUSH COOLER LINES,ALIGN CAR AND ROADTEST,ALL OK, DONE.	Overhauled tranny for noise concern as per extended coverage policy
87	ION	2004	1G8AW14F54Z118595	8/14/2009	K7000	41377	\$3,654	CUST STATES VEHICLE WILL NOT MOVE FORWARD OR REV. PRESSURE TEST SYSTEM FOUND NO PRESSURE FOUND CHAIN BROKEN INSIDETRANS.REPLACEDTRANS ASM.	vti trans vti trans 100% per dssm Don Mills
88	ION	2004	1G8AN14F54Z153415	7/13/2009	K7104	43077	\$3,143	VERIFIED CONCERN OF NOISE FROM TRANSMISSION. PERFO RMED FLUID FLUSH WITH ADDITIVE THEN CHECKED CALIBR ATION OF TCM AND RECHECKED.TRANSMISSION WAS STILL NOISY. PERFORMED LINE PRESSURE TEST, FOUND PRESSU RES LOW. DIS-ASSEMBLED TRANSMISSION TO REPLACE CAS ECOVER, FILTER, SPEED SENSOR. CLEANED OUT CASE AN D REINSTALLED THEN ROADTESTED VEHICLE. NOW NOISE I S GONE. RESET FRONT TOE, NOWOPERATES AS DESIGNED.	9/7/09 ~2.7 OLH FOR TRANS FILTER, LINE PRESSURE TEST, DRA ~IN & FILL AND ALIGNMENT
89	ION	2004	1G8AN12F74Z119530	9/9/2009	K7104	43831	\$3,181	CONFIRMED NOISE FROM THE TRANS ON ACC , PERFORMED FLUSH AND TCM REPROGRAM, NOISE STILL PRESENT REPLACED SIDE CASE COVER ASSEMBLYFORNOISE FOUND BROKEN BOLT IN SIDE CASE COVER, NEC TO DRILL AND EXTRACT BROKEN BOLT, PERFORMED ALIGNMENT AND IS NOW OPERATINGASINTENDED	FOM auth repairs ~PRESSURE TEST/EXTRACT BOLT/ ALIGN/FILTER/ ~FLUSH AND PROGRAM AUTH BY FOM
90	ION	2004	1G8AN12F14Z164933	9/8/2009	K7800	46295	\$3,499	TECH NOTES LOOSE CHAIN MAKING NOISE AND HARD SHIF TING, REPLACED 1/2 CASE AND T/C AXLE SEAL,VALUE BO DY AND FLUSHED COOLERLINESTEST DROVE 40 MILES WORKING AS DESIGNED	OLH auth by FOM. Parts correct. warranty policy for customer satisfaction ~AUTH BY FOM OLH

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
91	ION	2004	1G8AW12F64Z157831	8/25/2009	K7000	47358	\$3,902	CUSTOMER STATES TRANSMISSION NOISEY AND SHUDDERS TRANS NOISE AND SHUDDER ON START UP TO MOVE PERFORMED PERSSURE TEST INSTALLEDREMAN TRANSMISSION AND REFILL WITH FLUID AND ROAD TEST TO VERIFY REPAIR,REPLACED COOLER LINES	VTi special policy ~FOM AUTHD REPAIR, OUT OF VTI SPECIAL POLICY ~CUSTOMER SATISFACTION
92	ION	2004	1G8AW12F94Z147813	8/3/2009	K7000	47934	\$3,789	VERIFIED CUSTOMERS CONCERN, VEHICLE STRUGGLES TO GET INTO GEAR...PERFORMED INSPECTION, FOUND CODE- P0841-TFT SENSOR PERFORMANCE ANDCODE-P1882-GEAR RATIO CONTROL PERFORMANCE...CHECKED TRANSAXLE FLUID, FOUND METAL SHAVINGS AND DEBRIS IN THE FLUID...REC. REPLACETHE VTI TRANSALXE ASSEMBLY... REPLACED THE TRANSAXLE ASSEMBLY AS PER CUSTOMER OK AND AS PER INTERSTATE NATIONAL EXT. WARR. AUTH.#184742495977...SUBLET TO BIG-O TIRE FOR ALIGNMENT AFTER REPAIR...RECHECKED FOR PROPER OPERATION. NOW OPERATES AS PER DESIGN...	pay ~WORK DONE AS PART OF CLASS ACTION LAWSUIT AND ~TECHNICAL ASSISTANCE.
93	ION	2004	1G8AN12F84Z131654	7/14/2009	K7104	48623	\$3,006	VERIFIED CONCERN BULLETIN #04-07-30-024E LINE PRES SURE 170PSI R&R TRANS REPLACED CASE HALF AND FILTE R TOP OFF FLUID TEST DROVE.O.K PERFORMED 4 WHEEL A LIGNMENT	~OLH DUE TO DIAG,E2020 ~WARRANTY POLICY
94	ION	2004	1G8AN12F54Z129473	8/27/2009	K7000	49065	\$3,758	internal whining noise,replaced transmission assembly	o.k. -to replaced transmission
95	ION	2004	1G8AW12F34Z140596	9/16/2009	K7104	49601	\$2,992	VERIFIED CUST CONCERN R&R TRANS AND INSTALLED GEARS OK R&R REPLACED CASE HALF AND FILTER DUE TO INTERNAL LOUD KNOCKING SOUND WHENDRIVING, PERFORMEND ALIGNMENT.	~OLH ADD TIME & E2020 ~WARRANTY POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
96	ION	2004	1G8AN12F64Z130485	7/30/2009	K7104	49875	\$2,599	VERIFIED CUST COMPLAINT TRANS NOT ENGAGING.FOUND TRANS DRIVE BELT BROKEN.REMOVE CLEAN DEBRIS FROM T RANS, FLUSHOILCOOLERREPLACECASE COVER, TORQUE CONVERTER AND INTERNAL FILTER CLEAN ALL OTHER COMPONENTS.REASSEMBLE LINE PRESSURE AT 260 PSI820PSI.REPROGRAMWITH LATEST CALIBRATION ROAD TESTED VEHICLE TO VERIFY REPAIR.K5364 ADD 0.7 UPDATE CALIBRATION.TRANSPORTATIONPROVIDEDFORT WO DAYS DURING REPAIRS.	vti trans goodwill with customer participation per agreement with gm vti trans goodwill with customer participation per agreement with gm
97	ION	2004	1G8AW12F64Z154931	8/12/2009	K7000	52162	\$2,912	TECH CHECKED AND FOUND LARGE HOLE IN TRANSMISSION DIFF CASE. SIDE BEARING SHAFT CAME THROUGH. TECH INSTALLED NEW TRANSMISSIONANDSET ALIGNMENT TO SPEC. ALL OK NOW. TRANSMISSION REPLACED UNDER SPECIAL POLICY, SEE ATTACHED. GUEST PAY 25%	BV SERVICE AGENT NOT ALLOWED TO SUBMIT FOR K7000 ~ADD 1.3 TO COMPLETE ALIGNMENT
98	ION	2004	1G8AC12F94Z211244	9/21/2009	K7000	54631	\$2,589	C/S CHECK ENGINE LIGHT ON,TRANS WONT SHIFT OR SLAM S INTO GEAR,HESITATES.FOUND CODE P1758,DRIVE WITHO UT DRIVE RATIO.FOUNDVEHICLEWILL HESITATE INTO GE AR AT TIMES,NO MOVEMENT IN DRIVE OR REVERSE.UPON R EMOVAL FOUND FLUID DIRTY & METAL SHAVINGSINSIDE,EXCESSIVE CHAIN NOISE. REPLACED TRANS.	Repair approved. AUTHORIZATION 9 claim approved ~RESTRICTED LABOR OP
99	ION	2004	1G8AN12F24Z108757	9/3/2009	K7000	54640	\$3,800	CONVERTED	W#000H#000FN000MN000LN000NB029EB019MP000PLEAS
100	ION	2004	1G8AN12FX4Z127251	9/14/2009	K7000	56567	\$4,079	C/S GETTING NOISE FROM INSIDE ENGINE-- VERIFIED WHI NE AND KNOCK NOISE R AND R STARTER AND TORQUE CONV ERTER FROM FLYWHEEL NOISEWENT AWAY. RECONNECT TOR QUE CONV. PERFORMED LINE PRESSURE CHECK PRESSURES LOW BUT IN SPEC PERFORMED FLUID FLUSH. NOISE STILLTHERE. CALLED TAC RECOMMEND REPLACMENT- CALLED JO E S. WANTED TO OPEN TRANNY SEE IF ANYTHING VISABLE . OPEND TRANS FOUND CHUNKS OFMETAL ON MAGNET. COU LD NOT SEE WHERE IT CAME FROM.. REPLACED TRANS	approved ~4.0 OLH FOR ALIGN AND TEARDOWN OF TRANS FOR INSP ~ECTION. REQUEST DSSM REVIEW.-PRE APPROVED REPAIR



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
101	ION	2004	1G8AN12F74Z160580	9/9/2009	K7000	56655	\$4,144	CUSTOMER STATES WHEN TRYING TO ACCELERATE IT WOULD NOT ACCELERATE OVER 20MPH. VERIFIED CUSTOMER CONCERN FOUND VTI TRANSMISSION BELTBROKEN APART AND THROUGHOUT TRANSMISSION. REMOVED AND REPLACED VTI TRANSMISSION	ok as per daniel perkins ~REPLACED TRANS PER CLASS ACTION LAWSUIT. RENTAL ~NEEDED FOR 9 DAYS
102	ION	2004	1G8AN12FX4Z127492	7/27/2009	K7104	56894	\$2,929	TECH TEST DROVE PUMP NOISE REVERSE INOP AT TIMES TECH PRESSURE TESTED AT IDLE 120 PSI PUMP WEAK NO CODES TECH REPLACED THE CASEHALF AND PERFORMED A 4 WHEEL ALIGNMENT TECH TEST DROVE VEHICLE OK AT THIS TIME TECH ALSO REPLACED THE LEFT FRONT SWAYBAR LINKSTRIPPING WHEN REMOVING	~PARTS CORRECT
103	ION	2004	1G8AW12F14Z108522	7/24/2009	K7104	57489	\$3,783	CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON. CODES P0841, & P1758. PER DOC. # 1837052. REBUILD TRANS PER DOC. REPLACED CASEHALF, VALVE BODY, TORQUE CONVERTER ASSY, INTERNAL FILTER, R/SIDE AXLE SEAL, SPACER PLATE AND SEAL. REINSTALLED THE TRANS, CLEARED CODES, TEST DRIVE, OK NOW.	out of 5/75, under 100,000 miles
104	ION	2004	1G8AW12F64Z142360	7/15/2009	K7000	57777	\$2,872	CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THERE ARE GRINDING NOISES FROM THE TRANS TRANS WILL NOT ENGAGE, DTC P1882 RETRIEVED PRESSURE TEST 0 PRESSURE, FLUID SAMPLE HAS METAL DEBRIS INTERNAL TRANS DRIVE BELT FAILURE REPLACED TRANSMISSION ASSY	ok check engine light on and grinding heard from transmission when engaging. code p1882. performed pressure test and took fluid sample-- metal debris in transmission. necessary to replace transmission as per special policy ~REPLACED TRANS PER CLASS ACTION SETTLEMENT, 25% C ~CUSTOMER PARTICIPATION NECC TO ALIGN AFTR FRAM RMV
105	ION	2004	1G8AN12F94Z149077	8/14/2009	K7000	57900	\$2,907	INSPECTION FOUND NO REVERSE. CHECKED LINE PRESSURE 150LBS @ IDLE: LOW. FOUND FLUID CONTAMINATED. TECH REPLACED VTI TRANSMISSION ASSEMBLY. PERFORMED 4-WHEEL ALIGNMENT & ROADTESTED TO VERIFY	Vehicle within Vti parameters. DEBITED FOR CUSTOMER PARTICIPATION AMOUNT Authorization for transmission assembly replacement per special policy. ~75/25 SPLIT-SECOND OWNER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
106	ION	2004	1G8AN12F84Z164900	8/3/2009	K7104	57933	\$3,515	CUSTOMER STATES SES LAMP IS ON FND CODE P1882 VEHI CLE WILL NOT MOVE AND FLUID IS BURNT NEC TO REPLAC E PERFOREMD BULLETIN04-07-30-024E REPLACED ALL OK AFTER REPAIR	~POLICY REPAIR PER C/A LAWSUIT
107	ION	2004	1G8AB12F64Z213102	8/20/2009	K7104	58908	\$3,855	TESTED AND FOUND CODE P0472 SETTING FOLLOWED GM BULLETIN 040730032A, REPLACED CASE COVER AND FILTER TO GM SPEC, TEST DROVE VEHICLE NOW OPERATING AS DESIGNED	~WP CUST OUT BY 13 DAYS,
108	ION	2004	1G8AN12F34Z133649	8/26/2009	K7000	59200	\$3,753	CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON. CUSTOMER TRIED TO ACCELRATE AND THE CAR WOULD NOT GO. PULLED CAR OFF ROAD AND ITDIED. TRANS IS MAKI NG ALOT OF NOISE. NO FORWARD MOVEMENT.CODES P1887 1882 SET.PRESURES 14-1500 .2 AMPS 200-250.IDLE 1 A MP 0-50.REPLACED TRANS AND TEST DROVE	ok ~EST LESS TO REPLACE THAN TRY AND REPAIR ~\$1008.36 CP 2811.08 VP
109	ION	2004	1G8AW12FX4Z113881	9/10/2009	K7104	60324	\$3,724	SHE IS HEARING A WHINING NOISE-TECH VERIFIED-NOISE COMING FROM VTI TRANS-PERFORM LINE PSI TEST-FOUND INTERNAL TRANS ISSUE-REPLTRANSEND CASE -TORQUE CONVERTOR & INTERNAL FILTER-ALL RELATED PARTS-PER- FORM ALIGNMENT-TEST DRIVE ALL OK	wp per bulletin and cust good will ~ADD ON FOR ALIGNMENT & INTERNAL TRANS FILTER
110	ION	2004	1G8AW12F54Z125291	8/21/2009	K7000	61040	\$3,874	CUSTOMER STATES SEARCHES FOR GEAR WHILE DRIVING TECH CONFIRMED CONCERN. FOUND FAULTY VTI TRANSAXLE REPLACED, CLEARED CODES,TESTDROVE AND VERIFIED PROPER OPERATION	itis ok to pay CUSTOMER STATES SEARCHES FOR GEAR WHILE DRIVING TECH CONFIRMED CONCERN. FOUND FAULTY VTI TRANSAXLE REPLACED, CLEARED CODES,TESTDROVE AND VERIFIED PROPER OPERATION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
111	ION	2004	1G8AB12F74Z219782	9/16/2009	K7000	61075	\$4,104	TECH FOUND TRANSMISSION STILL NOT SHIFTING CORRECTLY, PERFORMED LINE PRESSURE TEST CAR FAILED LINE PRESSURE TEST,REPLACEDTRANSMISSION AND FLUID ALIGNED AS NEEDED	Repair approved. Vehicle only 1 month out of special policy. TECH FOUND TRANSMISSION STILL NOT SHIFTING CORRECTLY, PERFORMED LINE PRESSURE TEST CAR FAILED LINE PRESSURE TEST,REPLACEDTRANSMISSION
112	ION	2004	1G8AW12F34Z162291	8/27/2009	K7104	61601	\$3,270	VERIFIED TRANS IS STARTNG IN SECOND GEAR.FOUND TRA NS IS JERKING AND MAKING NOISE.R&R CASE HALF WAS S LIPPING ALSO 2 LEAKING AXLESEALS. PERFORMED ALIGN MENT. 5-DAY CAR RENTAL PO# 50596 INV# 275339	~OLH FOR ADD TIMES, ALIGNMENT AND AXLE SEALS REDUC ~ED FOR OVERLAP. JON WARRANTY POLICY
113	ION	2004	1G8AN12F94Z103507	9/21/2009	K7000	61638	\$3,814	GUEST STATES INTERMITTENT NO MOVEMENT - TECH FOUND CODE P1882 (RATIO CONTROL PERFORMANCE) STORED IN THE COMPUTER, THE TRANSMISSIONWAS NOISEY AND THE FLUID WAS DARK ALL DUE TO INTERNAL TRANSMISSION PROBLEMS. HE REPLACED THE TRANSMISSION AND CONFIRMED THE REPAIR.	Auth for K7000 for VTi replacement for the original owner. As a reminder use the VTi clarification in Global Connect messageG_0000039020 dated 9-29-09. Thanks. ~VTI TRANS ORIGINAL OWNER
114	ION	2004	1G8AW12FX4Z134391	9/8/2009	K7000	62540	\$4,788	CONVERTED	W#000H#000FN000MN000LN000NB198EB000M P000SPECIAL POLICY 04020A REPLACE TRANSMISSION PER LIMITS ON CLASS ACTION G 0000020717 HAD TO PURCHASE FROM SATURN DEALER. FOR TEAR DOWN,DIAGNOSIS. PUT BACK TOGETHER AND SHIP IT TO SATURND DEALER
115	ION	2004	1G8AN12FX4Z121434	8/13/2009	K7104	62560	\$3,375	VEHICLE HAS HARD TIME ACCELERATING PROPERLY AND MAKES GRIND NOISE ON ACCELERATION.TECH FOUND CODE P1758,TRANS GEAR RATIO.ASPERSATUNR BULLETIN #05.07.30.004,TECH PERFORMED LINE PRESSURE TEST AND FOUND PRESSURE LOW.AS PER SATURN BULLETIN TECHREMOVEDTRANSMISSION AND REPLACED TRANS CASE HALF,TORQUE CONVERTER,TORQUE CONVERTER SEAL, FLUSHED TRANS OIL COOLER AND SET FRONTTOE.TESTDROVE.OPERATION AS PER SATURN SPEC	SPLIT COST WITH CUSTOMER ~SPLIT COST WITH CUSTOMER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
116	ION	2004	1G8AN12F24Z121640	8/18/2009	K7000	62789	\$4,626	VERIFIED COMPLAINT. FOUND TRANS NOT SHIFTING WHEN HOT. PSI WHEN COLD WAS 73 PSI, HOT WAS 21 PSI. FLUID BURNT. NEC TO REPLACETRANSMISSION AND FLUSH COOLER. FILL TO SPECS. PERF TEST, OK 100 PERCENT GOODWILL, ORIGINAL OWNER VTI TRANS	ok ~GOODWILL TRANS
117	ION	2004	1G8AW12F84Z132767	8/19/2009	K7104	63069	\$2,501	INTERNAL BELT FOR TRANS BROKE CAUSING INTERNAL DAMAGE. REPLACED TRANS CASE HALF, TORQUE CONVERTER AND ALL RELEATEDPARTS.PROGRAMMED TCM.	warranty policy vti trans straight time for line pressure check and filter replace ~TIME FOR LINE PRESSURE, INTERNAL FILTER AND TCM
118	ION	2004	1G8AB12F94Z213854	8/24/2009	K7104	63114	\$2,478	TECH VERIFIED CAR MADE NOISE FROM TRANS AND WOULD'N 'T GO-VERIFIED CONCERN- FOUND CASE COVER BAD AND DIDLINEPRESSURETEST- REPLACEDCASECOVER,FILTER, AND TORQUE CONVERTER-ALL OK	I am trying to remove the special policy Cust Participation Policy ~ADD TIME FOR LINE PRESSURE TEST, ALIGNMENT, AND ~FILTER
119	ION	2004	1G8AC12F74Z216538	9/4/2009	K7104	63558	\$3,684	TECH CONFIRMED THE TRANSMISSION TO BE SLIPPING. RE PLACED THE SIDE CASE COVER AS NEEDED.	~OLH .80 OKAY NICKB FOT LINE PRESSURE TEST,FILTER ~ALIGNMENT
120	ION	2004	1G8AN12F84Z165142	8/10/2009	K7104	63684	\$3,645	CODES FOR TCC STOCK ON LOW LINE PRESSURE. REPLACED CONVERTOR, VALVE BODY, CASE COVER AND FILTER. NEC ESSARY TO REPLACE 1ST WARRANTYCASE COVER DUE TO B ROKEN PARKING PAW. TEST DROVE NORMAL.	~OLH FOR ADDS AND TIME FOR 1ST DEFECTIVE COVER
121	ION	2004	1G8AC12F74Z216538	9/14/2009	K7000	63708	\$3,278	C/S SES LIGHT ON VEHICLE WONT MOVE TAC CASE 11030206 INTERNAL FAULT WITH TRANSMISSION PER TAC REPLACE TRANSMISSION UNIT	saturn to pay for parts, cust to pay for labor per shawn andren nb per shawn andren unit per saturn nb no labor ~PER SHAWN A

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
122	ION	2004	1G8AW12F84Z128122	8/6/2009	K7000	63857	\$5,943	CUST STS VEHICLE WON'T,ROAD TEST,TRANS SLIPS,FOUND GRINDING NOISE FROM TRANS,PRESSURE TEST,SCAN FOR CODES,P1758,DO CUSTCOMPARSIONREPAIR OR REPLACE, REPLACED TRANS,CLEARED CODES,SET FLUID LEVEL TO SPECS,PERFORMED ALIGNMENT & CHECKED FRONT TOE TOSPECS,ROADTEST-OK	DANO VTI TRANS REPLACE PAYS 5.3 HRS,ADDITIONAL 0.5 FOR PRESSURE TEST AND 0.6 FOR ALIGN TIME W/ ADDITIONAL LABOR OF 0.1 FOR TOE SET,BOTHSIDES AND 0.2 FOR ROAD TEST AFTER ALIGNMENT: TOTAL 6.5 Why the 1.2 other labor hours. ~VTI TRANS REPAIR,ORIGINAL OWNER,POLICY DECISION
123	ION	2004	1G8AN12F34Z137765	7/23/2009	K7104	63894	\$3,165	C/S AFTER DRIVING VEH FOR ABOUT 5-10 MILES OR WHEN CAR IS WARMED UP FROM DRIVING WHEN TAKING OFF FROM A STOP, VEH WILLHESITATETHEN DO BUNNY HOPS. C/ CODEP1882,P0741,P0841 PRESENT IN TCM. REMOVED STAR TER AND INSPECTED TORQUE CONVERTER,BLUE ANDBURNED . C/REPLACED CASE COVER AND COVERTER COMPLETED ALIGNMENT AND SET FRONT TOE DW	cvf 7-30-09 12:47 PM 168402 LINE #1 A Auth Policy Decision cvf ~OK OLH FOR ALIGNMENT,TOE,DIAG ~\$0CP 1ST OWNER
124	ION	2004	1G8AW14F24Z149724	9/21/2009	K7000	64395	\$3,839	VERIFIED ON ROAD TEST. BAD VTI NOISE. FLUID IS BUR NT. LINE PRESSURE TEST. SEE ATTACHED. REPLACED VT I AND FLUSHED COLD TESTDROVENOISE NOW GONE	Approved VERIFIED ON ROAD TEST. BAD VTI NOISE. FLUID IS BUR NT. LINE PRESSURE TEST. SEE ATTACHED. REPLACED VT I AND FLUSHED COLD VERIFIED ON ROAD TEST. BAD VTI NOISE. FLUID IS BUR NT. LINE PRESSURE TEST. SEE ATTACHED. REPLACED VT I AND FLUSHED COLD
125	ION	2004	1G8AW12FX4Z148548	9/9/2009	K7104	64416	\$3,208	C/S CONSTANT NOISE WHEN PUTTING VEHICLE INTO GEAR TECH INSPECTED AND VERFIED CONCERN. TECH PERFORMED PRESSURE CHECK AND FOUND PUMPPRESSURE OK. FLUID LEVEL O. TECH REMOVED TRANS AND REPLACED CASE COVER AND TORQUE CONVERTER TO CORRECT INTERNAL TRANS NOISE.FLUSHED COOLER LINES AND PERFORMED ALIGNMENT FROM REPAIRS	

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
126	ION	2004	1G8AN12FX4Z131087	8/5/2009	K7000	64596	\$3,699	C\S CAR WILL NOT MOVE CODE P1758 BAND CAME APART TRANS FULL OF METAL REPALCED COMPLETE TRANSMISSION ASSY	APPROVED AFTER REVIEW ~BELOW 75000
127	ION	2004	1G8AN12F04Z151705	8/18/2009	K7104	65294	\$3,201	VERIFIED NO MOVEMENT FROM TRANSAXLE CODES P0738 P0 705.REPLACED CASE COVER, TORQUE CONVERTER, AND ISS OSS SENSOR FOR NOMOVEMENT.REPLACED SWITCH FOR CO DE P0705 CLEARED CODES REFILLED ROAD TEST.	multiple trans codes. previous trans replacement. Tom D
128	ION	2004	1G8AW12F64Z160311	8/18/2009	K7000	65330	\$3,041	CONVERTED	W#000H#000FN000MN000LN000NB174EB000MP000JOHN,
129	ION	2004	1G8AW12F74Z128287	8/18/2009	K7000	65500	\$2,833	TECH CHECKED FOR PROPER TRANS OPERATION CAR DOES NOT MOVE CHECKED CODES P07000 P1758 FLUIDBURNTCHECKEDPRESSURESRECOMENDREPLACEMENTTRANS AS COST TO REBUILD IS GREATER REMOVED TRANS INSTALLED REM AN UNIT ADDEDPROPERFLUIDSANDALIGNED ROADTEST TOVERIFY REPAIR NOTESECOND OWNER	mvl claim paid short so debited whole claim back and re-submitted as a reimburstment in or to get claim paid for correct amount. claim pad shortage but debited us back amount that was pd originally so debited shortage back and will resubmit it all over mvl claim short paid by \$431.70 submitted as adjustment thru reimburstment claim short paid by \$431.70 submitted as adjustment thru reimburstment mvl per saturn class action agrrement special policy per saturn class action agrrement special policy
130	ION	2004	1G8AW12F34Z117027	8/24/2009	K7104	66525	\$2,894	VERIFIED TRANSAXLE SLIPS UPON ACCELERATION AND RPM GAUGE REVS HIGH -- RUN LINE PRESSURE TESTS AND FOUND 0 LINE PRESSUREANDTORQUECONVERTER IS BURNED. REMOVE AND REPLACE TRANSAXLE CASE COVER AND TORQUE CONVERTER. PERFORM ALIGNMENT TO SPECS	PB adjusting customers participation due to tax was not included total \$929.10 customer participation \$861.97, olh due to trans fluid filter,line pressure test, E2020 alignment. PB - 9/11 ~OLH DUE TO TRANS FLUID FILTER, PRESSURE LINE & E2 ~000 ALIGNMENT, K5225 IN RELATED TO K7104

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
131	ION	2004	1G8AW12F04Z127370	8/4/2009	K7104	66617	\$5,385	ROAD TESTED/INSPECTED: VERIFIED. 1.FOUND VTI TRANSAXLE CASE COVER ASSEMBLY HAS AN INTERNALMECHANICALFAULT/WORN/STRIPPED CAUSINGMETALDEBRIS THROUGHOUT TRANSAXLE ASM. 2.FOUND BOTH FRONT VTI TRANSAXLE AXLE SHAFT OIL SEALSHAVE AMECHANICAL FAULT/LEAKING.100%OF PARTS/LABOR REPAIRS AUTHORIZED UNDER SATURN CLASS ACTION SETTLEMENT. -REPLACED VTI TRANSAXLE CASECOVERASSEMBLY.- REPLACEDVTITRANSAXLE INTERNAL OIL FILTER. - REPLACED VTI TRANSAXLE VALVE BODY ASSEMBLY. -REPLACED VTITRANSAXLETORQUECONVERTERASSEMBLY.- REPLACED VTI TRANSAXLE FRONT AXLE SHAFT OIL SEALS -REPLACED VTI TRANSAXLE FLUID. - ADJUSTEDFRONTWHEELALIGNMENTSETTINGS. REROADTESTED/REINSPECTED: ALL OK. COMPLETED.	Rebuilt noisy VTI tranny unit as per extended coverage policy
132	ION	2004	1G8AW12F34Z108876	7/13/2009	K7000	67162	\$4,018	TECH ROAD TESTED VEHICLE TO VERIFY EXCESSIVE WHINI NG NOISE. TECH PRESSURE TESTED TRANSMISSION AND FOUND PSI OUT OF RANGE.TECHFOUND TRACES OF METAL IN TRANS FLUID. TECH REPLACED TRANS ASSY, FLUSHED COOLER AND LINES, SET FRONT TOE AND ROAD TESTED.SUPPLIEDRENTAL# 1B3HB78K48D656851 2 DAYS	Premature trans failure. Original owner, under 100k - Saturn to pay for full repair as per special bulletin 0 OLH for pressure testing, flushing cooler andset front toe adjustment. ~OLH FOR PRESSURE TESTING, FLUSHING COOLER AND TOQ ~SET TOE.
133	ION	2004	1G8AN12F64Z120989	8/18/2009	K7000	67190	\$3,863	CUST STATES GRINDING NOISE AND HESITATION WHEN DR IVING, BELT SLIPPING AND COMING APART INSIDE TRANS , FLUID ALL BURNT, REPLACEDTRANSMISSION ASSEMBLY	Trans repair with low miles. ~REPLACED TRANS DUE TO LOW MILES AND KNOW CONCERNS

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
134	ION	2004	1G8AN12F74Z151751	8/3/2009	K7104	68014	\$3,623	VERIFIED VEHICLE MAKES A GRIND NOISE. R&R AND FOUN D DRIVEN PULLEY SHAFT SCORED. REPLACED COVER & CAS E BOXING THAT WAS DAMAGED.PERFORMED ALIGNMENT. 15-DAY CAR RENTAL PO# 50544 INV# 274585 CAR IN 8/1 TEAR DOWN & ADD PARTS ORDER 8/7,REPAIR COMP 8/11, VTIFAILED ON TEST DRIVE,ORDER NEW VTI 8/11,TORQUE	PB - 9/10/09 ~ OLH DUE TO LINE PRESSURE,TRANS FLUID FILTER,K710 ~5 .5,E2020 ALIGN,SEE LINE 1&2 FOR RENTAL TIMELINE
135	ION	2004	1G8AW12F44Z120065	7/13/2009	K7104	69309	\$3,149	CONFIRMED ERATIC POWER DELIVERY.FOUND CODES P0700, P1758,P1882.CHECKED & FOUND BULLETIN STATING TO RE PLACE TRANS COVER & TORQUENCONVERTER.PERFORMED LI NE PRESSURE CHECK.FOUND PRESSURE LOW.REMOVED TRANS R&R CASE COVER & TORQUE CONVERTER.INSTALLED TRANS. TESTDROVE & VERIFIED REPAIR.ON TEST DRIVE FOUND STEERING WHEEL OFF CENTER.PERFORMED ALIGNMENT BY ADJUSTING FRONT TOE.TESTDROVE.VERIFIED REPAIR. LABOR OP E2020 AND 1. IN OTHER LABOR HOURS IS FOR PERFORMING ALIGNMENT.	~FOM TO AUTH EXTENDED VTI COVERAGE
136	ION	2004	1G8AW12F44Z120065	7/17/2009	K7000	69471	\$4,472	CUST STATES LACK OF ACCELERATION-BARELY MOVES TECH REPORTED FLUID IS DARK DUE TO EXCESS HEAT ALSO DEBRIE FOUND IN FLUID, R&I TRANSTO DETERMINE CAUSE OF FAILURE-VTI DRIVE TENSIONER SEPARATION REPL TRANSAXLE ASSEMBLY & COOLER LINES AND INSTALL FLUIDS ANDADDITIVES-ROADTEST DRIVE NORMAL.	vti trans ~RENTAL NEEDED DUE TO SOP-TIME NEEDED FOR COMPLETI ~VIN# 3GNCA23B39S540281
137	ION	2004	1G8AW14F64Z143165	8/17/2009	K7000	69668	\$3,946	PREVIOUSLY VERIFIED VTI TRANS NOISEY. INSPECT AND REPLACED TRANS ASSM FOR METAL IN FLUID BELT CON CERN INTEERNAL FAILURE	Approved PREVIOUSLY VERIFIED VTI TRANS NOISEY. INSPECT AND REPLACED TRANS ASSM FOR METAL IN FLUID BELT CON CERN INTEERNAL FAILURE ~ORIGINAL OWNER NOPARTICIPATION



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
138	ION	2004	1G8AW12FX4Z124671	8/3/2009	K7000	69882	\$3,900	FOUND TRANS TO HAVE NO DRIVE OR REVERSE PERFORMED TRANS FLUSH WITH ADDITIVE AND ATTEMPTED TO TEST DR IVE STILL NO DRIVE ORREVERSEREPLACED TRANS ASSMB LEY TO REPAIR ALSO PERFORMED ALIGHNMENT ALL IS FIN E	jaj Original owner under 100K miles. performed vti flush and fill. found no change. jbw
139	ION	2004	1G8AW12F04Z130513	7/20/2009	K7000	72073	\$3,989	TECH CHK FOR CUSTOMER CONCERN. TECH FOUND TRANS SLIPPING AND GRINDING WONT GO OVER 20 MPH. TECH LOW OIL PRESSURE. CODE PO1892. TECHREPLACED TRANSMISSION ASSEMBLY.	approved jim cocking 8/26/09 ~EXTENDED WSP PER SATURN
140	ION	2004	1G8AW12F84Z131909	8/24/2009	K7000	72439	\$3,733	FOUND HEAVY INTERNAL NOISE PER CUSTOMER COMPLAINT FROM TRANSMISSION CHAIN COMING APART & TRANSMISSIO N SLIPPING. NECESSARY TOREPLACE TRANSMISSION. PCM /TC ADAPTIVE PARAMETERS RESET, TRANS OIL COOLER LI NES FLUSHED. ROAD TESTED OK	ok ~VTI TRANSMISSION. OLH/ADD FOR ACTUAL DIAGNOSIS
141	ION	2004	1G8AW12F24Z133400	8/21/2009	K7000	72596	\$3,039	CUSTOMER STATES CAR HAS NO GEARS,VERIFEID CAR HAS NO GEARS, DID NOT HAVE DRIVE OR REVERSE,CHECKED FO R CODES FOUND P1758TRANSRANGESWITCH DRIVE WITHO UT DRIVE RATIO, REMOVED AND INSPECTED TRANS FOUND DRIVE BELT BROKEN AND CAUSED DAMAGE TO CASE,ORDEREDANDREPLACED TRRANS ASSEMBLY,FILLED WITH FLUID AND REPROGRAMMED TCM. TEST DROVE NO CODES RETURNED CUSTOMER PARTICIPATION\$1012.99PLUSTAX NET ITEMS FOR FUEL,TOWING,AND CAR RENTAL 5 DAYS	ok'd vti...make sure you work returned h-routed claims in global. DZ \$1012.99 customer participation in warranty repair 75/25 applied to claim customer participation of \$1012.99 for warranty repair 75/25 applied to claim ~COST ANALYSIS REBUILD 4017.49, REPLACE 4998.64 ~OLH FOR ALIGNMENT & DIAG,TEAR DOWN OLD TRANS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
142	ION	2004	1G8AW12F54Z111021	8/29/2009	K7104	73321	\$2,842	VERIFIED CONCERN.FOUND BELT SLIPPING INSIDE TRANSMISSION AND BEARINGS NOISY IN SIDE COVER, REMOVEDANDREPLACEDTRANSMISSIONSIDE COVER,FLUID AND FILTER.RETESTED.GOOD.	goodwill warranty due to special coverage period vehicle is covered in class action settlement. falls within the 100,000 miles or less and original owner. bought new. gm is supposed to cover 100 percent. vehicle is covered in class action settlement. falls within the 100,000 miles or less and original owner. bought new. gm is supposed to cover 100 percent. vehicle is covered in class action settlement. falls within the 100,000 miles or less and original owner. bought new. gm is supposed to cover 100 percent.
143	ION	2004	1G8AN12F24Z146781	8/20/2009	K7104	73415	\$5,237	CHECK AND VERIFY CONCERN-REPROGRAM TCM- NO CHNAGE-D RAIN FLUID-METAL IN FLUID- TECH FOUND TRANNY BELT ISCOMINGAPARTANDAXLESEALSARELEAKING.RE MOVE T RANSMISSION AND DISASSEMBLE AND REPLACE VALVE BODY ,TORQUE CONVERTER ANDCASECOVER.REPLACEBOTHAXLESSEALSAND ADJUST FRONT TOE,DONE.	ok to pay Rebuilt tranny due to noise and poor shifting concern as per extended coverage policy, necessary to replace valvebody,torqueconverter, case cover and both axle seals; previously performed bulletin for tranny whine in July, flushed andreprogrammed; REMOVED 4.0 OLHs delete olh ,time included in labor op Rebuilt tranny due to noise and poor shifting concern as per extended coverage policy, necessary to replace valve body,torqueconverter, case cover and both axle seals seals Rebuilt tranny due to noise and poor shifting concern as per extended coverage policy, necessary to replace valve body,torqueconverter, case cover and both axle seals seals Rebuilt tranny due to noise and poor shifting concern as per extended coverage policy, necessary to replace valve body, torqueconverter, case cover and both axle seals

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
144	ION	2004	1G8AW14F44Z102520	9/10/2009	K7104	73466	\$3,200	C/S SES LIGHT ON-P0700,P0841,P1882-INT NO MOVEMENT ON ACCELERATION-PER BULLETIN AND SPECIAL POLICY REPLACE TRANS CASEHALF-PERFORMED REPLACEMENT-FLUS HED ALL LINES CLEARED CODES-CKS OK	~SPECIAL POLICY ON VTI TRANS-COMMITTED AND ORDERED ~FOR CUST BEFORE SPECIAL POLICY CHANGE OVER
145	ION	2004	1G8AW14F14Z115340	8/17/2009	K7104	73704	\$3,398	TECH REMOVED THE TRANSAXLE ASSEMBLY, TECH FOUND THE TRANSAXLE COVER ASSEMBLY BROKEN, TECH REPLACED THE TRANSAXLE ASSEMBLY COVER	~SPECIAL POLICY COVERAGE
146	ION	2004	1G8AW12FX4Z116103	8/27/2009	K7000	74214	\$3,488	VERIFY COMPLAINT. FOUND TRANS NOT MOVING. FOUND INTERNAL DAMAGE. NO PSI WHEN PERFORMING PRESSURE TEST. FLUSH COOLER. INSTALLSRTA.CUST PAYS 25 PERCENT, WARR 75 PERCENT	ok CUSTOMER PAID 25% ~VTI TRANS
147	ION	2004	1G8AW12F74Z124398	8/3/2009	K7104	74642	\$2,962	CUST STATED THAT THE CAR DID NOT WANT TO MOVE. TECH SCANNED FOR CODES,P1758 PRESENT.TECH PERFORME D BULLETIN#04-07-30-024E.PERFORMED LINE PRESSURE TEST 1.0 AMP ACTUAL 410 PSI, O2 AMP ACTUAL 800 PSI .PRESSURE HIGH. REMOVED TRANS AND FOUNDINTERNAL BELT FAILURE.REPL END COVER,FILTER,COOLER LINES DUE TO CONTAMINATION.TORQUE CONVERTER SEAL DUE TO LEAKING. REPL BOTH AXLESEALS DUE TO LEAK. REINSTALLED TRANS AND PERFORMED FLUSH AND FILL. PERFROMED ALIGNMENT ADJUSTING FRONT TOE.TESTDROVE TO VERIFY	~AUTH POLICY FOR VTI TTRANS REPAIRS
148	ION	2004	1G8AW12F54Z109303	8/20/2009	K7000	74769	\$2,616	VERIFIED TROUBLE WITH TRANSMISSION. FOUND LOUD GRI NDING AND DELAY INTO GEAR. FOUND TCM CODES P1758, P1882. FOUNDN TRANSBAD.REPLACEDTRANS, FLUSHED TR AND COOLER LINES. SET FRONT TOE.	Trans repair with multiple codes. 2nd owner under 100k customer participation \$1113.82CommentsDate Time Stamp SourceCode Approver VersionType Version Comment20090825 09:29 DW Not Available IC 0003 2nd owner under 100k customer participation \$1113.82 2nd owner under 100k customer participation \$1113.82

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
149	ION	2004	1G8AW12F94Z103052	8/31/2009	K7000	75943	\$3,845	C/S TRANS HAS NO REVERSE. TECH INSPECTED AND VERIFIED CUSTOMERS CONCERN. TECH FOUND NO PRESSURE SUPPLIED THROUGH VALVE BODYTOTRANS.FOUND MASSIVE INTERNAL DAMAGE TO REVERSE CLUTCH ASM DUE TO PRESSURE DIFF AND NOISE. TECH FOUND NEC TO REPLACE TRANS ASM.	ok doug Doug, Brian approved the trans replacement. The o;lh was for the alignment of .6 and the adjustment for the front camber. .7Totalof 1.4 Sarah Doug, Brian approved the trans replacement. The o;lh was for the alignment of .6 and the adjustment for the front camber. .7 Totalof 1.4
150	ION	2004	1G8AW12F24Z105855	7/29/2009	K7000	75991	\$2,776	replace transmission unit as per DSM, due to prev repair per TSB, but vehicle now has noise issue.prevreplacementofcasecover,valvebody and torque did not correct	dsm authorized and claim shows paid, but no dollar amount has been issued nor received parts billed at warranty prices. shows authorized by DSM, bu no dollar payment made parts are priced according to policy; claim shows paid bus lists \$0dollars.please reconsider appears to have been authorized but no payment made.pls reconsider it appears that this has been approved, but we have received no payment for this repair. Pls investigate and reconsider.Thanks Reviewed and verified repair with service manager. replaced unit as per DSM, owner pays 25% due to class action suit, second owner.Previous repair did not correct long-term
151	ION	2004	1G8AN12F04Z163806	8/3/2009	K7000	76029	\$3,806	REUIMBUREMSNT FOR REPAIRS DONE FOR VTI TRANSMISSIO N THROUGH NON SATURN FACILITY\$3805.80,PERFORMED TR ANS SERVICE THEN ALSOREPLACED VTI TRANSMISSION	ok ~REPLACED TRANS AT NON SATURN FACILITY
152	ION	2004	1G8AN12F54Z140957	8/27/2009	K7000	76423	\$2,884	TECH VERIFIED CUSTOMER COMPLAINT OF NO POWER - CODES P0700,P1882 - FOUND INTERNAL TRANSMISSION FAILURE - REPLACED VTI TRANSMISSIONAND COOLER LINES - ALIGNED AND TEST DROVE - ALL OK AT THIS TIME	claim reviewed fom approved customer to pay 25% of vti transmission replacement - 2nd owner under 100k miles

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
153	ION	2004	1G8AW12F14Z137275	9/15/2009	K7104	76481	\$3,698	CUSTOMER STATES VEHICLE WILL NOT MOVE FRWD/REV. FOUND BELT IN TRANS BROKEN. REBUILT TRANS. REPLACE D CASE HALF, PUMP FILTER, VALVEBODY, TORQUE CONVE RTER, SPEED SENSORS. FILL WITH FLUID. RAN TRANS. HEARD BAD GRIND NOISE IN FWD/REV.	~.3 OLH ADD TO REPLACE FILTER ~AUTH WP DUE TO KNOWN VTI CONCERN
154	ION	2004	1G8AW12F14Z137275	9/22/2009	K7000	76481	\$3,646	AFTER REBUILDING TRANS HAD GRIND NOISE (BEARINGS) WHEN IF FORWARD OR REVERSE. REMOVED TRANS AND RE- PLACED WITH FACTORY REBUILT.FILLED WITH FLUID & TEST DROVE. TRANS OPERATING NORMALLY @ THIS TIME. SIDE COVER REPLACED ON JOB CARD# 455364 BUT VEH WO ULD NOTMOVE. NEC TO REPL COMPLETE VTI TRANSAXLE.	bg ~NEC TO REPLACED ASSY DUE TO SIDE COVER REPLACEMENT ~T NOT WORKING. VEH WOULD NOT MOVE.
155	ION	2004	1G8AN12F94Z139648	9/1/2009	K7104	76601	\$3,394	CUSTOMER STATES CHECK TRANS OPERATION. CAR TOWED IN. TECH VERIFIED CONDITION. NO MOVEMENT. SES LIGHT. CODE P1758 SET. RANGE SWTICHDEVICE WITHOUT RATIO ERROR. INTERNAL BELT ISSUE. PULLED TRANS APART. FOUND BELT FAILURE. PIECES THROUGHOUT THE TRANS. REPLACEDTRANS FILTER AND CLEANED. REPLACED CASE COVER, SPEED SENSORS AND VALVEBODY. FLUSHED COOLER. REASSEMBLED. INSTALLED NEW TCM CALI-	~ADD TIME FOR ALIGNMENT, FILTER AND LINE PRESSURE ~TEST FALLS WITH IN CLASS ACTION GUIDLINES
156	ION	2004	1G8AN12F64Z124024	9/18/2009	K7104	77022	\$3,344	VERIFIED VEHICLE HESITATES UPON ACCELERATION. FOUND CODE P0841 PER TSB #04-07-30-24E. R&R CASE HALF AND LEAKING AXLE SEALS.REPLACED TRANS,AXLE SEALS,FLUSHED AND PERFORMED ALIGNMENT. 7-DAY CAR RENTAL PO# 50719 INV# 275953 CAR IN & DIAG 9/18, 9/22 STARTEDREPAIR,9/23 COMP-	PB ~OLH LINE PRESSURE,K6907 SEALS,E2020 ALIGN,CAR IN ~9/18,9/22-23 COMPLETE REPAIR, 9/24 CUST PICK UP

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
157	ION	2004	1G8AN14F74Z103325	7/27/2009	K7000	77284	\$4,136	<p>CUST STATES SES LIGHT HAS BEEN ON-SCREEN FLASHED TRANSMISSION IS HOT, VEHICLE STALLED AND RUNS POORLY. TECH FOUND CODESP0741-TORQUE CONV SYSTEM STUCK OFF, P0841 -TRANSMISSION FLUID SENSOR PERFORMANCE, P1882- RATIO CONTROL PERF. TECH ALSO TEST DROVE,WOULD NOT GO INTO GEAR PROPERLY AND CAR WOULD NOT EXCEED 30 MPH. TECH REPLACED PERFORMED LINE PRESSURE TEST, TECH REPLACED VTITRANSMISSION, PERFORMED AN ALIGNMENT INCLUDING SETTING TOE AND TEST DRIVE. OK DUE TO WEEKENDS AND PARTS ORDERING AND AFTER TRANSREPAIR- OTHER WARRANTY REPAIRS NECESSARY 2007 SATURN AURA</p> <p>1G8ZS57N67F152740</p>	<p>ok                      ~ADD TIME FOR PRESSURE TEST ALIGN, SET TOE,                      ~AND TEST DRIVE</p>
158	ION	2004	1G8AW12F34Z127699	8/20/2009	K7000	77330	\$3,982	<p>TESTED AND INSPECTED TRANSMISSION PRESSURE LOW AND METAL IN FLUID INTERNAL TRANSMISSION FAILURE REPLACED TRANSMISSION ANDFLUSHEDLINES REFILLED WITH ADDITIVE RESET ALIGNMENT AND ROAD TESTED</p>	<p>Auth for K7000 on VTi. Proposed settlement guidelines are no longer being used. Now we have just the policy and if is out of thatthen each case is taken on its own merits to determine goodwill assistance. Thanks.                      GOODWILL SERVICE AS AUTH BY WYMAN TO REPLACE VTI TRANSMISSION. ORIGINAL OWNER, NO EVC FOR THIS VEHICLE. VEHICLE IS OUT SPECIALPOLICY BY TIME AND MILEAGE. NO DEDUCTIBLE COLLECTED AS THIS IS AN ORIGINAL OWNER WITH LESS THAN 100,000 MILES AS THEY ARE ELIGIBLEFOR 100% COVERAGE. OLH TO ALIGN VEHICLE.</p>
159	ION	2004	1G8AN12F84Z157445	8/19/2009	K7000	77498	\$4,106	<p>FOUND CODE P1882 TRANS CONTROL ERROR. TRANS VERY N OISEY. NO ACCELERATION. INTERNAL TRANS FAILURE. RE PLACED TRANS AND FLUSED OIL COOLER. INSTALLED UPDA TED TCM CALIBRATION AND RESET FRONT TOE</p>	<p>Approved                      FOUND CODE P1882 TRANS CONTROL ERROR. TRANS VERY N OISEY. NO ACCELERATION. INTERNAL TRANS FAILURE. RE PLACED TRANS AND FLUSED OIL COOLER. INSTALLED UPDA TED TCM CALIBRATION AND RESET FRONT TOE                      ~ORIGINAL OWNER</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
160	ION	2004	1G8AW12FX4Z165236	9/21/2009	K7000	77745	\$2,532	CUST STATES THE TRANS IS NOT WORKING. WAS DRIVING AND AS CAR WAS TURNING AND ALL OF SUDDEN THERE WAS NO ACCELERATION.TECHINSPECTED& FOUND 2 CODES S ET P0742 & P1758-TRANS TORQUE CONVERTER CLUTCH AND TRANS RANGE SW-DRIVE W/O DROVE RATIO CHECKEDLINEPRESS .2 AMPS1350RPM 432PSI-1.0AMPS IDLE 110PSI. TECH REPLACED THE TRANSMISSION & PERFORMED A WHEEL ALIGNMENT TO CORRECT.	Auth VTI trans. 10/2/09 GEF 9-AUTH
161	ION	2004	1G8AN14F84Z112292	8/14/2009	K7104	77995	\$3,658	CUSTOMER STATES WHEN ACCELERATING HER CAR WOULD NOT MOVE--TECH FOUND NO MOVEMENT--HE PERFORMED BULLETIN #05-07-30-003 PRESSURECHECKS 1 AMP 205PS I .2 AMPS 465 PSI LOW PRESSURE--TECH REPLACED COVER ASSEMBLY TO CORRECT PROBLEMS	~TIME FOR PRESSURE CHECKS--REPLACED UNDER POLICY ~CLASS ACTION SETTLEMENT
162	ION	2004	1G8AW14F04Z164609	8/28/2009	K7800	78748	\$3,844	TECH NOTES TRANS MAKING NOISE WHEN SHIFTING, RPM GO UP AND SHIFTING WRONG REPLACED CASE 1/2 AND TEST DRIVE	parts correct. olh for diag, recon trans, measure and correct diff preload. warranty policy for customer satisfaction. ~AUTH BY FOM FOR OLH FOR ALIGNMENT
163	ION	2004	1G8AW12F84Z152517	7/14/2009	K7104	78825	\$3,684	THE TECH PERFORMED A PRESSURE TEST OF THE LINES AN D FOUND TEH END COVER NEEDED TO BE REPLACED ALONG WITH THE VALVE BODY	~VTI EXTENDED WRO OLH FOR ALIGNMENT
164	ION	2004	1G8AW14F84Z101032	9/10/2009	K7104	79114	\$3,066	VERIFIED NOISE FROM TRANS, PERFORMED LINE PRESSURE TEST--0.2 AMPS 1300 RPM 610 PSI AT 1.0 AMP AT IDLE 125 PSI, TECH REPLACED ENDCOVER AND FILTER, FLUSH LINES AND RESET FRONT TOE.	~FOM APPROVED POLICY REPAIR PER BULLETIN/ADD TIME ~FOR FILTER,PRESS TEST AND TOE-SET
165	ION	2004	1G8AW12F54Z133939	9/23/2009	K7104	79134	\$3,927	FOUND THATINTERNAL TRANSMISSION FAILURE FOUND THAT DRIVE BELT MALFUNCTIONED CAUSING INTERNAL TRANSMISSION FAILURE REMOVE ANDREPLACE TRANSMISSION AND REASSEMBLE	~WARRANTY POLICY CUSTOMER SATISFACTION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
166	ION	2004	1G8AN12FX4Z136466	7/27/2009	K7104	79626	\$3,347	CUST STATES THAT THIER IS A TAPPING NOISE COMING F ROM THE VEH, VERFIED CUST COMPLANT, ISOLATED NOISE TO INTERNALTRANSMISSION,REMOVED AND INSPECTED I NTERNAL COMPONENTS, FOUND TORQUE CONVERTER STATER BEARING WORN, FOUND BROKEN INPUT SHAFT,RETNERS ATRETAINER AT FOWARD CLUTCH ASSY, REPLACED CASE COVER, INTERNAL FILTER AND TORQUE CONVERTER, LINE PERSSURE TEST 175 PSI-490PSI,ALINGNMENT	service manager approved repair
167	ION	2004	1G8AW12F54Z132046	7/20/2009	K7104	79828	\$2,900	C\S CAR WILL JERK WHEN DRIVING SLIPPING NO DTC COD ES TEST DROVE SHEAVE BELT SLIPPAGE REPALCED CASE A SSY FLUSHED LINES AND VALVEBODY 2 DAYS RENTAL VIN	~COVERED UNDER 100 K ORIGINAL OWNER
168	ION	2004	1G8AW12F44Z109681	8/21/2009	K7000	79916	\$3,837	EXCESSIVE BELT SLIPPAGE CAUSED OVERHEATED TORQUE C ONVERTER, REPLACED TRANSMISSION ASSEMBLY	Auth for K7000 for VTi. The proposed settlement guidelines are NOT to be used any longer. The only thing is the Policy. If isbeyond policy then is like any other goodwill, which is case by case. Thanks. ~VTI ORIGINAL OWNER UNDER 100K
169	ION	2004	1G8AB12FX4Z227990	9/25/2009	K7000	80087	\$3,248	C/S TOWED IN TRANSMISSION WILL NOT MOVE. DIAGNOSED AND FOUND ISSUE WITH MAIN INTERNAL STEEL BELT AND NOSHIFTINGCHARACTERISTICS.INTERNAL FAILURE. RE PLACED WITH NEW VTI TRANSMISSION, REFILLED AND TES T DROVE OK NOW	ok \$500.00 deductible authorized by marjorie duff \$500.00 deductible authorized by marjorie duff ~OK \$500 DEDUCTIBLE FOR 3RD TRANSMISSION JUST OUT ~OF 12/12 PARTS WARR PER MARJORIE DUFF
170	ION	2004	1G8AN12FX4Z106058	9/14/2009	K7104	80848	\$3,177	C/S THE TRANS SLIPS WHEN IT GETS HOT,VER AND PERFR OMED PRESSURE TEST PRESSURES LOW AT 1 AMP,RPELACED CASE COVER ASSM.TORQUECONVERTOR,INTERNAL FILTER, REFILLED FLUIDS,PERFORMED ALIGNMENT,ADJUSTED FRT T OE.TEST DROVE.OPS AS DESIGNED	~OLH FOR PRESSURE TEST,INTERNAL FILTER,ALIGN ROAD ~TEST WP FOR CUSTOMER ENTHUSIASAM



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
171	ION	2004	1G8AN12F44Z159354	8/15/2009	K7104	80849	\$3,258	VERIFIED CUSTOMERS CONCERN WARMED UP TRANS AND TEST DROVE FOUND INT NO MOVEMENT WHEN IN GEAR CK MAIL LINE PRESSURE OK 50PSIFOLLOWED BULLETIN 05-07-30 -004 DOC#1614535 R&R TRANS TRANS TO REPLACE ACSE C OVER ASM AND INSPECT REPLACED FILTER NO MAJOR DAMA GEALIGNMENT OK NOW	PB - 9/2 ~OLH DUE TO LINE PRESSURE,E2020,CAR IN 8/15,ORDER ~8/16,PART ARRIVED & COMP REPAIR 8/19/09,WP
172	ION	2004	1G8AN12FX4Z154627	7/16/2009	K7000	80901	\$2,852	CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR TECHNICIAN VERIFIED CUSTOMERS CONCERN PULLED CODE P1758 TFT ABOVE THRESHOLD/FOUND TRANS BELT/BAND CAME APART CAUSED INTERNAL DAMAGE / OPENED TRANS TO INSPECT/TO MUCH DEBRIS / TECHNICIAN REMOVED AND REPLACED TRANS ASSEMBLY AND SET FRONT TOE TO CORRECT CUSTOMERS CONCERN / GM PARTICIPATION OF 75% \$2851.88 / CUSTOMER PARTICIPATION OF \$950.62	Cim Appv'd. CEC 803 EXCEEDS AGE AND MILEAGE LIMITS / 80,901 IN SERV 03/06/04 / PER SPECIAL COVERAGE VTI TRANS 100K / 75% / 25% SPLIT WITH SECONDOWNER / REPLACE \$ 4325 REPAIR \$ 4261 Comments Date Time Stamp SourceCode Approver VersionType Version Comment 20090806 12:29 DW Not Available IC 0007 803 EXCEEDS AGE AND MILEAGE LIMITS / 80,901 IN SERV 03/06/04 / PER SPECIAL COVERAGE VTI TRANS 100K / 75% / 25% SPLIT WITH SECONDOWNER / REPLACE \$ 4325 REPAIR \$ 4261 803 EXCEEDS AGE AND MILEAGE LIMITS / 80,901 IN SERV 03/06/04 / PER SPECIAL COVERAGE VTI TRANS 100K / 75% / 25% SPLIT WITH SECONDOWNER / REPLACE \$ 4325 REPAIR \$ 4261
173	ION	2004	1G8AW12F54Z132046	9/25/2009	K7000	81099	\$3,699	TECH STATES AFTER REPALCEING CASE ASSY TEST DROVE AFTER DRIVING 15 MINUTES TRANS MADE LOUD NOISE STARTED SLIPPING NO DTC CODES METAL IN FLUID REPALCED COMPLETE TRANSMISSION ASSY	approved ~REPLACED TRANS HAD PUT TWO CASES IN METAL THROUGH ~OUT
174	ION	2004	1G8AW12FX4Z144709	9/22/2009	K7000	81668	\$3,677	TECH FOUND TRANS TO BE NOT PULLING AT TIMES AND MAKING INTERNAL NOISE. TECH REPLACED THE TRANS TOP CORRECT.	vti ok Spoke with wyatt about this transComments Date Time Stamp SourceCode Approver VersionType Version Comment 20090928 12:03 DW Not Available IC 0003 Spoke with wyatt about this transAttached File(s) [Top]spoke with wyatt on this trans Spoke with wyatt about this trans

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
175	ION	2004	1G8AN12F84Z144968	7/15/2009	K7104	81862	\$3,274	TECH CHECK FOR CUSTOMER CONCERN TECH FOUND CAR HEST AND JRKS AFTER EXT STOP AND GO FOUND BULLETIN 05 07 30 003 FOUND TRANSAILEDTEC H REPLACED END CASE SENSOR AND RELATED PARTS #615 CLOSED FOR NANCI	olh for diag,sensors and fea wp per bulletin and cust good will ~VTI TRANS-UNDER 100,000 K
176	ION	2004	1G8AN14F34Z102205	9/4/2009	K7104	82251	\$3,528	TECH PERFORMED AND COMPLETED INSPECTION TECH FOUND CHAIN SLIPPING TECH REMOVED TRANSMISSION END COVER TO CORRECT CONCERN. TECHALSOADJUSTED TOE AFTER REAPIRS.	EXTENDED SPECIAL POLICY
177	ION	2004	1G8AB12FX4Z229321	8/25/2009	K7000	82273	\$3,810	TECH INSPECTED, VERIFIED CAR DOES NOT SHIFT INTO ANY OTHER GEAR BESIDES FIRST, CAR FREE REVS DUE TO AN INTERNALFAILUREOFTHETRANSAXLE ASSEMBLY.TECH REPLACED TRANSAXLE ASSEMBLY AND REFILLED FLUID AND DID AN ALIGNMENT, SET FRONT TOE AND TESTDROVETOVERIFYREPAIRS. REPAIRS COVERED UNDER WARRANTY DUE TO CLASS ACTION LAWSUIT, GUEST IS ORIGINAL OWNERS, AND THEY ARE IN BYTIMEBUTOUT BY5K MILES, COVERED AS A ONETIME GOODWILL.	j.j.semock/dvm reduced labor hrs to 1.3 2.7 OLH EXCESSIVE, WILL APPROVE 1.3 FOR DIAG, SETTING TOE & ROADTESTING. J.J.SEMOCK/DVM ~COVERED UNDER CLASS ACTION LAWSUIT ~COVERED UNDER CLASS ACTION LAWSUIT
178	ION	2004	1G8AW12F54Z128014	8/18/2009	K7104	83184	\$2,518	CS TRANS WILL NOT SHIFT-TECH PERFORMED DIAG-FAILED LINE PRESS TEST 520PSI (650PSI REC.)-ERRATIC READ INGS-TECH REPLACEDCOVERASSY-T/CONV-SPEED SENSORS - SPACER PLATE & FLUSHED COOLER PER TSB 05.07.30.00 4-ROAD TEST-ALL OPER AS DESIGNED-12MO/12K MILEWARRANTY-OWNER TO PAY 25% PER CLASS ACTION SETTLEMENT -	owner pd \$839.92...claim reduced 130.00 plus \$709.92 ~PERFORM ALIGN-PRESS TESTS-SPEED SENSOR TESTS-REPL ~ACE INTERNAL FILTER-ADD 2.0
179	ION	2004	1G8AN12F24Z156422	9/15/2009	K7104	83288	\$3,609	VERIFIED,PRESSURE TESTED,PRESURE LOW BUT WOULD NOT MOVE,R&R TRANS.DISASSEMBLE,BELT BROKEN DEBRIS WAS EVERYWHERE,REPLACED CASECOVER,VALVE BODY,FILTER, TORQUE CONVERTER,ALIGNED	~POLICY ORIGINAL OWNER,FALLS IN CLASS ACTION ~SETTLEMENT X-TRA TIME FOR ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
180	ION	2004	1G8AW12F94Z135791	7/31/2009	K7104	83357	\$3,148	VERIFIED CUSTOMER CONCERN OF EXCESSIVE NOISE FROM TRANSMISSION. PERFORMED FLUID FLUSH ON TRANSMISSIO N AND INSTALLED TCM UPDATE ANDRECHECK. STILL HAS NOISE. PERFORMED LINE PRESSURE TEST, FOUND SPECS L OW. REMOVED AND REPLACED CASE COVER,SPEED SENSORS AND FILTER,REASSEMBLED AND ROADTEST. NOW OPERATES QUIETLY. SET FRONT TOE AND ROADTEST, NOW OPERATES AS DESIGNED.	~2.7 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~,DRAIN & FILL AND ALIGNMENT
181	ION	2004	1G8AN12F74Z117454	9/24/2009	K7000	83576	\$3,901	TECH VERIFIED CONCERN, CAR WILL NOT MOVE IN ANY GE AR.CKD TRANS LINE PRESSURE 118PSI@IDLE 504 PSI AT 1400 RPM'S.TRANS INTERNALFAILURE.REPLACED TRANS,F LUSHED COOLER LINE,ALIGNED-ADJUSTED FRONT TOE+CAMB ER,TEST DROVE,VERIFIED REPAIR. CUSTOMER STATES CAR WILLNOT MOVE IN ANY GEAR	approved per previous Dsm. ~COVERED UNDER VTI SPECIAL POLICY-1ST OWNER UNDER ~100,000 MILES. 100%COVERAGE.
182	ION	2004	1G8AW12F14Z135462	8/14/2009	K7000	83576	\$4,022	CUST STATES VEHICLE APPEARS TO HAVE TRANSMISSION ISSUES, VEHICLE WILL NOT MOVE IN GEAR. TECH PRESSURE TESTED LINES, CHECKEDDIAGNOSTICS. TECH ADVISED BROKEN BELT INSIDE TRANSMISSION. PER CLAIM 71-750571079, TECH REPLACED TRANSMISSION, FLUSHED COOLERLINES, PERFORMED AN ALIGNMENT INC ADJUST TOE AND ROAD TEST. 4 DAY RENTAL	ok ~71-750571079 CLAIM # VTI
183	ION	2004	1G8AW12F54Z113755	8/26/2009	K7000	84358	\$3,806	CUSTOMER STATES THE TRANSMISSION IS SLIPPING. VERIFIED DELAY IN GEAR AND CODES PO841 AND PO842 SET. PERFORM FLUID PRESSURE.SPEC IS650 PSI.TEST AT 300 PSI.PUMP AND BELT WORN.METAL FLAKES IN FLUID.REPLACED TRANS.FLUSHED COOLER LINES AND SET FRONT TOE. ROADTESTGOOD.	o.k. -to ~OT HOURS TO PERFORM PRESSURE TEST,FLUSH COOLER ~LINES ,ALIGN, AND ROADTEST.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
184	ION	2004	1G8AW12F24Z164064	9/28/2009	K7104	84785	\$3,369	CUSTOMER STATES CAR DOES NOT WANT TO ACCELERATE FROM STOP ON HILLS, TECH TEST DROVE, VERIFIED ISSUE. CHECKED FLUID LEVEL, OK, NOT BURNT. LINE PRESSURES WITHIN SPEC. TECH SUSPECTS FORWARD CLUTCH SLIP. REMOVED TRANS, REPLACED END COVER, FILTER AND COOLER LINES. ALIGNED FRONT TOE AND TEST DROVE AS DESIGNED.	This is a first owner vehicle 84,785 miles. Was covered under special policy. This vehicle was torn down waiting on transmission. ~ADD TIME FOR FILTER, LINE PRESSURE TEST AND ~ALIGNMENT
185	ION	2004	1G8AW12F04Z119432	8/13/2009	K7104	85335	\$3,143	VERIFIED CUSTOMER CONCERN OF EXCESSIVE NOISE FROM TRANSMISSION. PERFORMED FLUSH AND REPROGRAMMED THE TCM. TRANSMISSION IS STILL NOISY. PERFORMED LINE PRESSURE TEST, FOUND PRESSURES LOW. REPLACED TRANSMISSION CASE COVER, FILTER AND SPEED SENSORS AND R ECHECK. SET FRONT TOE AND ROADTEST, NOW OPERATES AS DESIGNED.	~2.7 OLH FOR TRANS FILTER, LINE PRESSURE, DRAIN & ~FILL AND ALIGNMENT.
186	ION	2004	1G8AN12F84Z158529	8/12/2009	K7000	86151	\$3,924	TECH VERIFIED CUSTOMER COMPLAINT OF NOT GOING INTO GEAR - FOUND CODE P1758 - FOUND INTERNAL FAILURE IN VTI TRANSMISSION - REPLACED TRANSMISSION AND ALIGNED - TEST DROVE - ALL OK AT THIS TIME	claim reviewed ~FOM APPROVED TO WP VTI TRANS REPLACEMENT DUE TO ~AGE/MILEAGE
187	ION	2004	1G8AW12F04Z113856	9/4/2009	K7104	86550	\$2,969	C/S NOISE WHEN TURNING LEFT, VER NOISE TURNING EITHER DIRECTION USING CHASSIS EARS FOUND NOISE COMING FROM CASE COVER ASSM, BELT NOISE. REPLACED CASE COVER ASSEMBLY. INTERNAL FILTER, ALIGNED AND SET FT TO E, TEST DROVE. OPS AS DESIGNED	~WP FOR CUSTOMER ENTHUSIASM, RENTAL FOR CUSTOMER ENTHUSIASM TO OVERNIGHT PARTS OL ALIGN ROAD TEST
188	ION	2004	1G8AW12F74Z144621	8/26/2009	K7000	87130	\$2,606	C/S VEH HAS NO POWER, SHIFT FUNNY AND SES LIGHT IS ON. DIAGNOSED P0700. INTERNAL FAULT IN VTI TRANSMISSION. REPLACED UNIT UNDER EXTENSION OF FACTORY WARRANTY WITH 25% COVERAGE FROM CUST.	dvm approved marjorie we spoke and you were kind enough b4 the new gm to have cust pay 25%. TX Mark T ~CUST PAID 25% \$1,209

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
189	ION	2004	1G8AN12F54Z108641	8/17/2009	K7000	87660	\$3,749	CUST STATES THAT THE TRANSMISSION IS MAKING A ROAR ING NOISE AND DOES NOT SEEM TO BE SHIFTING SMOOTHLY. FOUNDEXCESSIVENOISEFROMINTERNAL TRANSMISSIO N. TRANSMISSION ALSO SLIPPING CAUSING DELAYED AND HARSH SHIFT. REPLACED TRANSMISSIONASSEMBLY. TESTDROVEANDIS OPERATING AS DESIGNED	claim approved Original customer has the 7 year, 100,000 mile warranty per the class action lawsuit. Your cmts state veh still under transmission wty? What wty? VTi wty expired in 2008 & veh is out of bumper to bumper. Vehicle is still under the Transmission Warranty Still in under the transmission warranty
190	ION	2004	1G8AN12F24Z131066	8/25/2009	K7000	87690	\$2,716	TECH FOUND THE TRANS PULLING FOWARD OR REVERSE. CHAIN MAKING NOISE BUT WON'T PULL. FLUID FULL OF CHAIN PARTS. TECH REPLACED TRANSTOREPAIR. CUSTOMER IS 2ND OWNER	trans ok 2nd owner w/ participation ok per fom review.
191	ION	2004	1G8AN12F54Z123558	7/25/2009	K7000	87751	\$3,946	TECH SCAN TESTED CODES P0700 AND P1882 STORED PERFORMED TRANSMISSION LINE PRESSURE TEST 90 PSI AT IDLE 600 PSI AT 1300 RPM'S.FOUNDTRANSMISSION INTERNALLY FAILED REPLACED TRANSMISSION ASSEMBLY SET FLUID LEVEL CLEARED CODES ROAD TESTED-OK GM RENTAL VIN#1GTD13E598151615	Replaced transmission due to internal failure. Paid pending further review ~VTI TRANSMISSION
192	ION	2004	1G8AN12F64Z120944	9/24/2009	K7000	88708	\$3,988	C/S TRANS WILL NOT MOVE TECH FOUND BROKEN CHAIN TECH REPLACED TRANS ASSY ALIGN VEHICLE AFTER ORIGINAL OWNER	Customer pormised coverage for VTi transmissio prior to notification of termination of law suit. ~POLICY ADJUST ON TRANS ASSY ~FOM AUTHD REPAIR, OUT OF VTI SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
193	ION	2004	1G8AW14F24Z133376	9/25/2009	K7104	88747	\$4,445	BURNT REVERSE CLUTCH IN TRANS, METAL IN TRANSMISSI ON. R&R TRANS, REPLACED CASE COVER ASSEMBLY, TORQU E COVERTER, &CONTROLVALVEBODYASSEMBLY. FLUSHED TRANS OIL COOLER & LINES. CHECKED ALIGNMENT & ADJU STED FRONT TOE.	BURNT REVERSE CLUTCH IN TRANS, METAL IN TRANSMISSI ON. R&R TRANS, REPLACED CASE COVER ASSEMBLY, TORQU E COVERTER, &CONTROLVALVEBODYASSEMBLY. FLUSHED TRANS OIL COOLER & LINES. CHECKED ALIGNMENT & ADJU STED FRONT TOE.goodwill
194	ION	2004	1G8AN12F04Z155432	8/31/2009	K7000	88950	\$3,739	CUSTOMER STATES WHEN CAME TO A STOP WENT TO PRESS GAS WOULD NOT GO, TECH INSPECTED FOUND VTI TRANS B AD, R&R TRANSMISSION, FLUSHEDLINES, CHECKED PSI-G OOD, TEST DROVE WORKING PROPERLY	original owner trans ok ~ORIGINAL OWNER, PURCH. WITHIN 5 YRS, UNDER 100K ~CHANGED TO W/POLICY DUE TO 830 REJECT ERROR
195	ION	2004	1G8AW12F24Z137124	8/11/2009	K7000	88989	\$5,341	CONVERTED	W#000H#000FN000MN000LN000NB094EB197M P000p0741 p1884 slips and stays in 2nd gear replace trans per tsb 04020a 5bbbe26 1.0 gpm at 77 degBARRY - THE SPECIAL POLICY DOES "NOT" AUTOMATICALLY MEAN TO REPLACE TNE ENTIRE TRANS. THERE ARE BULLETINS FOR REPAIRING. PLEASEUSE MOST COST-EFFECTIVE METHOD TO MAKE A "QUALITY" REPAIR. MJC,DVM
196	ION	2004	1G8AN12F94Z116824	8/26/2009	K7104	89349	\$3,507	CUST STTAEES ONCE THE VEHICLE IS WARMED UP THE VEHI CLE HAS A HARD TIME GOING THROUGH GEARS AND ALSO D ELAYS WHEN GOING FROM REVERSE TO DRIVE. CHECKED CO NFIRMED.REMOVED TRANS AND REPLACED FAILED INTERNAL PARTS. ALL OK	~CORRECTED

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197	ION	2004	1G8AW12FX4Z146315	9/23/2009	K7104	89789	\$3,052	TECH FOUND CODES P0742, P1758--TECH FOUND TRANS SHIFTING ERRATIC AND NO MOVEMENT-PERFORMED LINE PRESSURE TEST- IDLE 120PSI, 1200RPM560PSI-TECH REMOVE TRANS AND INSPECT-TECH REPLACED FILTER AND END COVER TO CORRECT. TECH PERFORMED FRT TOE ALIGNMENT.	~FOM APPROVED UNDER COVERAGE VTI.
198	ION	2004	1G8AW14F14Z141520	9/16/2009	K7104	89931	\$3,732	CUST STATES TRANS NOISY ON ACCEL VERIFIED CONCERN, PERFORM TRASN PRESSURE TEST, DIA G LOW PRESSURES REMOVE TRANS AND NEC TO REPALCECA SE COVER, VALVE BODY, FILTER SPEED SENSORS AND NEC FLUID, FLUSHED COOLER LINES REPROGRAM TCM SET TOE ON ALIGNMENT TEST DROVE OKAT THIS TIME	~SERVICE MANAGER INSPECTED & AUTH. VTI TRANS REPA- ~IR - OLH FOR RELATED REPAIRS TO VTI
199	ION	2004	1G8AW12F74Z158227	8/3/2009	K7104	91230	\$2,773	CUSTOMER STATES TRANS IS SHIFINT ERRATICALLY AND I S SLIPPING,TECNITIAN FERIFIED CONCERN FOUNDCODESP0841,P1758ANDP1882INTHETCM ANDTHE TRANS WAS S LIPPING WHEN ACCELERATING.REPLACED THE CASECOVER,T ORQUECONVERTER,VALVEBODYANDFILTERPERB ULLETIN05-07-30-004ADJUST THE FRONT TOE AFTER REPAIR AND & TEST DROVE TO VERIFY PROPER TRANS REAPIR	803 EXCEEDS MILEAGE AND TIME / PER SPECIAL VTI POLICY GUIDLINES CUSTOMER PAY 988.00 / 082 2.0 OLH REQUIRED FOR INSPECTION ANDCLEANUP 803 EXCEEDS MILEAGE AND TIME / PER SPECIAL VTI POLICY GUIDLINES CUSTOMER PAY 988.00 / 082 2.0 OLH REQUIRED FOR INSPECTION ANDCLEANUP 803 EXCEEDS MILEAGE AND TIME / PER SPECIAL VTI POLICY GUIDLINES CUSTOMER PAY 988.00 / 082 2.0 OLH REQUIRED FOR INSPECTION AND CLEANUP ~CUSTOMER PARTICIPATION AT 988.00
200	ION	2004	1G8AC12F64Z220225	8/11/2009	K7000	91315	\$2,851	TECH FOUND THE VEHICLE NOT MOVING IN EITHER DIRECTION. TECH FOUND THE FLUID EXTREMELY BURNT UP. TECH REPLACED THE TRANSTOREPAIRCUSTOMER STATES THAT SHE IS THE SECOND OWNER	resubmit and ok to pay this is the one I spoke to you about. 2nd owner 2nd owner with part. ok per fom review. 2nd owner

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
201	ION	2004	1G8AN12F04Z112421	8/12/2009	K7000	91317	\$3,770	C: C/S WHILE DRIVING THE SES CAME ON - THE ENGINE FEELS ROUGH - SEEMS LIKE TRANSMISSION WAS SLIPPING COULD NOT GO OVER 20 MPH:TECHINSPECTED VEHICLE AND SCANNED SYSTEM FOR CODES P1882 & P1841 RATIO CONTROL ERROR - TECH FOUND TRANSMISSION WAS SLIPPINGANDJERKING - TECH INSPECTED TRANSMISSION FLUID - FLUID WAS BLACK AND BURNT - TECH FOUND TRANSMISSION PUMP TO BE VERY NOISEY C:TECHREPLACED THETRANSMISSION ASSEMBLY TECH FLUSHED TRANSMISSION COOLER - TECH CHECKED ALIGNMENT AND SET FRONT TOE(S) - TECHUPDATEDTCM TO LATESTCALIBRATION UPDATE - TECH ROAD TESTED VEHICLE TO ENSURE PROPER OPERATION - TECH FOUND VEHICLE TO BE OPERATIONASDESIGNED	I approved based on VTI class action settlement. Steve Taylor VEHICLE POLICY DUE TO MULTI SATURN OWNER AND THE ORIGINAL OWNER VEHICLE POLICY DUE TO MULTI SATURN OWNER AND THE ORIGINAL OWNER
202	ION	2004	1G8AW12F34Z108683	7/29/2009	K7104	91371	\$3,098	TECH FOUND TROUBLE CODE P1758 PRESENT DUE TO WORN OUT VTI SIDE COVER. TECH REPLACED VTI SIDE COVER, FILTER, FLUID ANDREPROGRAMMEDTCM (#199). TECH ALSO REALIGNED VEHICLE AND TEST DROVE, ALL CHECKS GOOD.	fom approved vti transmission repairs
203	ION	2004	1G8AN12F94Z159673	8/26/2009	K7000	91752	\$3,721	C/S THE CAR WILL NOT GO IN GEAR HAS TO DRIVE SLOW TECH INSPECTED TRANSMISSION FOUND METAL IN FLUID DUE TO INTERNAL DAMAGEFROMTHEVTI CLASS ACTION SUIT ENGIN TECH ALSO REPLACED COOLER LINES TECH REPROGRAMED TCM W/UPDATED PROGRAM CODE#18335 TOWED IN DUE TONONDRIVEABLE	VTI Special coverage claim a this is a VTI special coverage class action car customer participated in repair ~TOWED IN VIT CLASS ACTION CAR
204	ION	2004	1G8AW12FX4Z153295	8/31/2009	K7104	92598	\$3,025	CUSTOMER STATES SOUNDS ROUGH LIKE HAS NO POWER BACKING UP GRABBING NOISY OVER BUMPS CODE P1882 NEEDS TORQUE CONVERTER AND CASECOVER SPEED SENSOR NEED REPLACED REPLACED CASE COVER TORQUE CONVERTOR AND SPEED SENSORS PER BULL/05-07-30-004	~OK TO REPAIR AS PER CORP GUIDELINES



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
205	ION	2004	1G8AN12F24Z151737	7/29/2009	K7104	93145	\$3,344	P1758 DRIVE WITHOUT DRIVE RATIOS. CHECKED FLUID LE VEL. FLUID OK BUT DARK. CHECKED PRESSURE.ONLY 30 3 5 PSI AT IDLE. ONLY250PSIATFULL PRESSURE. BOTH ARE LOW. SEARCHED BULLETINS AND FOUND 05.07.30.004 FOR THIS CONCERN. NECESSARY TO REPLACE CASE COVERANDTORQUECONVERTOR FOR INTERNAL SEAL LEAKAGE AND OVERHEATING. ALSO NECESSARY TO REPLACE TRANS FILTE R DUE TO LARGE AMOUNT OFSEDIMENTDEBRISON THE BOTTM OF TRANS SUMP. REINSTALLED TRANS. NECESSARY TO CHECK ALIGNMENT DUE TO ENGINE FRAME REMOVAL. N ECESSARYTO ADJUSTLEFTAND RIGHT FRONT CAMBER AND FRONT TOE. RECHECK OK NOW	VTI CLASS ACTION
206	ION	2004	1G8AW12F74Z133456	8/24/2009	K7104	93966	\$2,823	TRANS WILL NOT PULL.CHECKED FLUID PRESSURES "0" FOUND INTERNAL BELT BROKE CONTAMINATING ENTIRE TRANS ASSM.COMPLETE TRANS ASSMONNATIONAL BACK ORDER(NO AVAILABILITY DATE GIVEN)NEC.TO REPLACE COVER, CONVERTER, VALVE BODY, OUTPUT SPEED SENSORS. ADDITIONAL 2.0TOCOMPLETELY DISMANTLE TRANS	vti trans.additional 2.0 to clean entire trans assm.belt disintergrated causing severe contamination.complete trans assm onbackorder,repared trans instead of replacement. ~TO CLEAN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
207	ION	2004	1G8AW12F84Z161752	7/14/2009	K7104	94316	\$2,969	VERIFIED VEHICLE NOT MOVING. PERFORMED LINE PRESSU RE TEST. .2AMP 100 1.0 150. FOUND DEBRIS IN TRANS FLUID FROM VTIBELT.REMOVEDTRANS AND DISASSY FOR FURTHER INSPECTION. FOUND VTI BELT BROKEN AND DEB RIS ALL OVER THE INSIDE OF THE TRANSMISSION.REMOVED ALLBROKEN PIECES FROM TRANSMISSION AND CLEANED ALL DEBRIS. REF TO DOC 1837052 AND REPLACED CASE COVER, FILTER, VALVE BODY,INPUTANDOUTPUT SENSOR S, AND TORQUE CONVERTER. REASSY TRANS AND REINSTAL LED INTO VEH. RESET FRONT TOE AND REPROGRAMEDTCM.ROADTESTED,TRANS SHIFTS AS DESIGNED NOW.	SUBMITTING ADJUSTED CLAIM, CUSTOMER PAID 992.48 TOWARDS REPAIR, OMITTED ON ORIGINAL CLAIM ENTRY GOODWILL, OLH REQUIRED ~.8 FOR SET TOE .5 FOR LINE PRESSURE TEST 1.1 FOR ~FLUSH AND REPROGRAM 1.0 FOR DEBRIS REMOVAL.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
208	ION	2004	1G8AW12F24Z116709	9/14/2009	K7000	94346	\$4,057	C/S WHINE IN TRANS. TECHNICIAN DIAGNOSED NOISE IS COMING FROM THE TRANS. FA ILS PRESSURE TEST 475 PSI DRAINED FLUID AFTER FL USHAND METAL IS COMING OUT TRANS DRAIN. TECHNICIAN REPLACED TRANSMISSION FILLED WITH FL UID AND ADDITIVE. ROAD TEST, NOISE GONE. ALIG NED ADJUSTED FT TO BOTH FT CAMBER.	ok dave beatty N REPLACED TRANS AS AGREES replaced transmission as agreed with DSM20091215 12:25 DW Not Available IC 0030 As agreed with dsm20091215 12:22 DW Not Available IC 0028 Partial paid labor only needed to add parts, no core on part. replaced assy as agreed with dsm20091215 12:19 DW Not Available IC 0026 parts are correct pricing now 20091215 12:17 DW Not Available IC 0024 price reduced to current pricing 20091215 12:14 DW Not Available IC 0022 was pre-authorized with dsm20091215 12:14 DW Not Available IC 0020 parts correct, no core shown in system, and fluids needed 20091215 11:53 DW Not Available IC 0018 Parts are correct, they were not paid on original claim. Help. 20091112 16:06 DW Not Available IC 0016 n20091112 16:05 DW Not Available IC 0014 zdfg20091112 15:57 DW Not Available IC 0012 Dave Help 20091112 15:56 DW Not Available IC 0010 This one went through with out trans some how. part not paid on orig claim 20091112 15:55 DW Not Available IC 0008 This one went through eith out trans some how. part not paid on orig claim 20091112 15:54 DW Not Available IC 0006 Part was not paid on original claim 20090930 11:16 TK Larry Regan IC
209	ION	2004	1G8AN12F34Z160690	8/17/2009	K7000	95661	\$3,839	CUST STATES THE VEHICLE WONT MOVE OUT OF DRIVE, TE CH VERIFIED FOUND CAR WILL NOT MOVE BUT HAS NORMAL LINE PRESSURE, TECH REPLACED TRANSMISSION TO CORRE CT, NOTE: THERE IS A TOWING REIMBURSEMENT IN N ET ITEMS THAT IS PAYABLE TO CUSTOMER	I approved based on VTI class action settlement. Steve Taylor 9-AUTH
210	ION	2004	1G8AN12F24Z117104	7/18/2009	K7104	96151	\$3,758	CUSTOMER STATES TRANSMISSION IS SLIPPING. TECH CON FIRMED. TEST DROVE CAR AND FOUND A RATTLE NOISE CO MING FROM THE TRANSMISSION AREA. FOUND VEHICLE WIL L PULL OFF SLOW LIKE IT DONT WANT TO MOVE. CHECK L INE PRESSURE @ 1.2 PSI. REPLACED TRANS CASE HALF, VALVE BODY, CONVERTER, FILTER, FLUID AND ADDITIVE.	Transmission falls within parameters for class action law suit.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
211	ION	2004	1G8AN12F44Z117752	8/21/2009	K7000	96237	\$4,191	CUSTOMER STATES THE CAR WILL NOT ACCELERATE. TECH FOUND CAR DOES NOT MOVE IN DRIVE, INTERNAL FAILURE OF VTI TRANS.TECHREPLACEDTRANS, SET FRONT TOE AND TEST DROVE OKAY.	claim approved per the class action lawsuit this 2004 ion under 100k should be covered, as well as rental and tow. I can fax you the document ifyou need a copy. Thanks! per my letter of 08/09/2009, VTI transmissions fall under any other policy decisions. This veh is 6 yrs old with 92K. also, yourcharging for rental + tow on a veh outside of wty. Special policy for VTI has expired. CUSTOMER STATES THE CAR WILL NOT ACCELERATE. TECH FOUND CAR DOES NOT MOVE IN DRIVE, INTERNAL FAILURE OF VTI TRANS. TECHREPLACEDTRANS,
212	ION	2004	1G8AW14F04Z164125	7/17/2009	K7000	97172	\$2,876	VERIFY CONCERN VEHICLE WILL NOT MOVE. CODE P1758 .REMOVE TRANS AND DISMANTLE.. FOUND BELT BROKEN. R EMOVE SIDE AND FRONT COVERSMALLPIECES OF METAL T HROUGH OUT UNIT. REPLACE TRANS AXLE AND ALIGN AND ROAD TEST OK	ok andy customer paid 958.51 vti trans repair ok andy ~VTI FAILURE// FOLLOW CLASS ACTION LETTER
213	ION	2004	1G8AW12F64Z125574	7/20/2009	K7000	97793	\$3,864	VERIFIED THE CONCERN, RAN DIAG, OIL PRESSURE TESTE D, TECH STATED THAT THE VTI TRANSMISSION NEEDS TO BE REPLACED DUETOINTERNALFAILURE---TECH REPALCE D THE TRANSMISSION ASM, OIL COOLER LINES, PERFORME D FLUSH & REFILL OF THE TRANSMISSION FLUIDWITHAP PROVALFROM DANIELLE H. AT SATURN FOR 100% COVERAG	Approved rec'd approval from saturn for replacement rec'd approval for coverage 7 replacement by danielle at saturn warranty assistance ~OLH FOR REPLACING THE OIL COOLER LINES, & OIL ~PRESSURE TEST--DANIELLE H. APPROVED REPAIR
214	ION	2004	1G8AW12F14Z100050	7/22/2009	K7104	98955	\$2,478	C\S TRANS IS SLIPPING NOISEY AND SES LITE IS ON CODE P0841 PRESENT REPLACED CASE ASSY VALVE BODY A SSY FLUSHED	covered under guidelines customer paid 25% covered under wp customer participation 25%covered 25 a auth wp custoemr paying 25% of repair customer paid 25% submitting for remainder

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
215	ION	2004	1G8AW12F44Z157150	7/20/2009	K7000	99250	\$3,992	CUSTOMER STATES VEHICLE WILL NOT MOVE- TECH STATES DISSASSEMBLE TRANS AND FOUND CHAIN BROKE-REASSEMBLE TRANS FOR CORE- REPLACED TRANSMISSION TO CORRECT CONCERN	trans replacement ~VTI ISSUE
216	ION	2004	1G8AN12F24Z142651	7/29/2009	K7104	99895	\$3,641	VERIFIED CUST CONCERN FOUND DTC P1758 R&R CASE HALF AND FOUND SLIPPING, REPLACED CASE HALF AND FILTER, FLUSH TRANS AND ALIGN, THEN FOUND DTC P070 4 LINE PRESS 200-800, FOUND VALVE BODY SOLENOID STICKING, REPLACED VALVE BODY ASSEMBLY.	~OLH DUE TO DIAG,K6560,E2020 ~WARRANTY POLICY
217	ION	2004	1G8AN12F24Z142651	8/7/2009	K7104	99934	\$3,484	VERIFIED CAR JERKING. WARMED UP TRANS TEMP & TEST DROVE FOUND INTERMITTENT NO MOVEMENT IN GEAR.FOLLO W BULL #05-07-30-004DOC#1614535 LINE PRESSURE.R&R TRANS TO REPL CASE COVER ASM & INSPT.FOUND BELT DR IVEN PULLEY DAMAGED PART OF COVER ASM.REPL WRONGRIGHT AXLE SEAL.CLEANED DEBRIS & REPL FLUID FILTER	PB - 9/2 ~OLH FOR SI ADD TIME,ALIGNMENT AND ALXE SEAL LABOR ~REDUCED FOR OVERLAP,REPEAT REPAIR,WARRANTY POLICY
218	ION	2004	1G8AW12F84Z139119	7/31/2009	K7104	99998	\$3,740	CONFIRMED CUSTOMERS CONCERN TRANSMISSION LOUD GROW LING NOISE REOLACED CASE COVER,TRANS FILTER, TORQU E CONVERTER REPLACED DRAINEDAND FILLED REPROGRAMM ED TCM AND TEST DROVE.O.A.D.	~FOMOM AUTH ADD TIME
219	ION	2004	1G8AW12F54Z109107	8/4/2009	K7000	100638	\$3,454	CUSTOMER STATES SES LIGHT CAME ON, CAR HAS NO RESP ONSE WHEN IN GEAR. FOUND METAL SHAVING IN TRANS. B ELT CAMEAPART,METALTHROUGHOUT TRANS. REPLACED T RANS., LINES CLEANED OIL COOLER. ADJUSTED TOE. ROA D TESTED AND OK.	CLINT: THE TECHNICIAN GMIN IS INCORRECT ON THIS CLAIM ALSO & IT LOOKS LIKE THE CUSTOMER PAID PART OF THIS REPAIR. IS THATCORRECT? MIKE customer paid \$2903.32 / requesting \$1162.99 in warranty reimbursment 25% customer paid \$2903.32 / requesting \$1162.99 in warranty reimbursment 25%

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
220	ION	2004	1G8AN12F44Z149777	7/10/2009	K7000	100861	\$3,676	C: HEARING A LOUD KNOCKING TYPE NOISE AT IDLE. MUCH LOUDER WHEN DRIVING. C: TECH TEST DROVE TO VERIFY NOISE.METAL KNOCKING NOISE-LIKELY BELT NOISE INSIDE TRANSMISSION TECH CHECKED FLUID LEVEL AND CONDITION. FLUID FULL BUT APPEARS AND SMELLS BURNT.HASMETALSHAVINGS THROUGHOUT. C: TECH REPLACED TRANSMISSION ASSEMBLY. FLUSHED COOLER AND COOLER LINES. REFILLED AND ADDED VTIADDITIVE.VEHICLE POLICY FOR OWNER ENTHUSIASM. ORIGINAL OWNER OF VEHICLE AND HAS MULTIPLE SATURNS ALSO HAD SATURN EXTENED SERVICEPLAN	I approved trans replacement based on technician comments and the VTI class action settlement. I appoved it at 100% due to customerloyalty. Steve Taylor C: HEARING A LOUD KNOCKING TYPE NOISE AT IDLE. MUCH LOUDER WHEN DRIVING. C: TECH TEST DROVE TO VERIFY NOISE.METAL KNOCKING NOISE-LIKELY BELT NOISE INSIDE TRANSMISSION TECH CHECKED FLUID LEVEL AND CONDITION. FLUID FULL BUT APPEARS AND SMELLS BURNT.HASMETALSHAVINGS THROUGHOUT. C: TECH REPLACED TRANSMISSION ASSEMBLY. FLUSHED COOLER AND COOLER LINES. REFILLED AND ADDED VTIADDITIVE.VEHICLE POLICY FOR OWNER ENTHUSIASM. ORIGINAL OWNER OF VEHICLE AND HAS MULTIPLE SATURNS ALSO HAD SATURN EXTENED SERVICEPLAN
221	ION	2004	1G8AW14F74Z119635	7/10/2009	K7104	100983	\$3,567	CUST STATES TRANS LEAK/TRANS CODE VTI PARTS. TECH VERIFIED TRANS LEAK AND TRANS NOISY, REMOVE TRANS AND TEARDOWN REPLACE CASE COVERSPEED SENSORS, VAL VE BODY,PLATES FILTER & ALL NEC FLUID,REPROGRAMMED TCM,PERFORMED ALIGNMENT & LINE PRESSURE TEST-TEST DROVE AFTERREPAIR-OK AT THIS TIME	~OLH IS FOR LINE PRESSURE TEST,TRANS FILTER,REPRO- ~GRAM & ALIGNMENT
222	ION	2004	1G8AW12F84Z154042	9/22/2009	K7104	103253	\$2,953	P0841 TRANS FLUID PRESS PERF TRANS SHUTTERS AND SL IPS. LINE PRESSURE TEST GOOD 700 PSI. R&R TRANS REMOVED AND REPLACED COVER, ALLSEALS AND GASKETS BELT WAS STRETCHED. ROAD TESTED AND ALL OK ON ROAD TEST	~WP TO ENSURE CUSTOMER ENTHUSIASM, ON KNOWN CONCE ~RN. OT HOURS USED TO COMPLETE TASK.
223	ION	2004	1G8AN12F34Z141699	8/10/2009	K7000	105840	\$3,244	VERIFIED COCNERN FOUND CODES P0841 AND P1882 ALSO NO MOVEMENT IN FORWARD AND REVERSE. PERF PRESSURE TEST AT 1.0 AMPS 186PSI.FOUNDBELT CAME APART AN D DAMAGED CASE AND PUMP REPLACED TRANS.	cust satisfaction. cust pd labor. belt came apart and damaged case and pump. necessary to replace trans. dl customer satisfaction. customer paid labor. warranty covering parts only. belt came apart and damaged case and pump. necessary to replace trans. dl

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
224	ION	2004	1G8AW12F24Z148639	9/24/2009	K7104	108788	\$3,097	GUEST STATES TRANSMISSION WILL NOT SHIFT. FOUND P1882 IN TCM. FOLLOWED BULLETIN TO REPLACE CASE COVER, TORQUE CONVERTOR, FILTER AND CLEAN OUT COMPLETELY. CHECKED FOR PROPER OPERATION, REPROGRAMED TCM, SENT TO ALIGNMENT.	~REPAIRS APPROVED
225	ION	2004	1G8AW12F04Z154455	9/8/2009	K7000	114440	\$2,796	TECH VERIFIED CUST COMPLAINT, TECH FOUND P0841 IN TCM. TECH TECH TESTED AS PER CHART, FOUND LOW LINE PRESSURE AND METAL IN FLUID. TECH REMOVED TRANS AND DISASSEMBLED. FOUND VALVES STICKING IN V-BODY AND EXCESSIVE PLAY IN DRIVE BELT. CALLED TAC (CASE#11021817), TAC RECOMMENDED TRANS REPLACEMENT. TECH REPLACED TRANS, FLUSHED COOLER AND SET TOE. RENTAL#3GNCA13B39F641444 4 DAYS TECH NOTED R/FSWAY BAR LINK WAS SEIZED, COULD NOT LOOSEN TO DROP SUBFRAME, HAD TO REPLACE LINK.	ok'd vti trans first owner over 100K 25% cust partic DZ first owner. removed sway bar link as not of related to vti repair. first owner or subsequent owner? lose the sway bar as this is not part of the vti settlement customer paid towards repaier ~OLH FOR OLH FOR PRESSURE TESTING, TEAR DOWN, ~FLUSH COOLER, AND SET TOE.
226	ION	2004	1G8AN12F74Z159574	7/28/2009	K7104	115054	\$3,798	CUST STATES TRANS WILL NOT GO FORWARD OR BACK VERIFIED CODE P1882, REMOVED TRANS AND REPLACED CASE COVER, VALVE BODY, GASKETS, FILTER, TORQUE CONVERTER, SPEED SENSOR, ASSEMBLED PERFORMED TCM REPROGRAM AND ALIGNED TOE BOTH SIDE, NOW WORKING AS DESIGNED, NOTE VEHICLE NEEDS VALVE COVER GASKET 188.1 END CAP SEAL 96.24, REAR BRAKE SERVICE 58.89, DECARB SERVICE 130.00, FUEL FILTER 100.00, PLUGS 96.56, BOTH STRUTS LEAKING 673.33, ALIGNMENT 99.99 AND CV BOOT TORN 386.56, CUSTOMER ADVISED AND DECLINED REPAIRS AT THIS TIME	~SERVICE MANAGER INSPECTED & VERIFIED TRANS CONCE- ~RN, AUTH. VTI TRANS REPAIR-

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
227	ION	2004	1G8AN12F04Z148237	7/10/2009	K7104	116329	\$3,967	CUSTOMER STATES THE ENGINE STARTS BUT VEHICLE WILL NOT ACCELERATE. CONFIRMED CUSTOMER CONCERN. CHECKED FOR CODES AND FOUND CODE#P1882 TO BE SET. FOUND WE WOULD NEED TO REPLACE THE TRANSMISSION CASE HALF, TORQUE CONVERTER, VALVE BODY, TRANS FILTER, REPROGRAM THE TRANSMISSION & FLUSH COOLER. CUSTOMER PORTION OF REPAIR, APPR. \$1000.00 CALLED CUSTOMER SEVERAL TIMES, DID NOT HEAR BACK. CUSTOMER CAME IN AND AUTHO REPAIR 8/20/09 REMOVED TRANS ASSY AND DISASSEMBLED, FOUND THE DRIVE BELT BROKEN AND TRANS ASSY FULL OF BELT TEETH AND METAL SHAVINGS, UPON FURTHER INSPECTION FOUND THE DIFFERENTIAL GEARS DAMAGED FROM CONTACT WITH THE BROKEN BELT TEETH. DUE TO DAMAGED DIFF. REPLACED COMPLETE TRANS ASSY. AND FLUSHED COOLER LINES. CALIBRATED TCM AND ROAD TESTED. ALL OK.	done per class action law suit
228	ION	2004	1G8AN12FX4Z106240	8/3/2009	K7000	116603	\$3,034	c/s That the transmission went out when driving. Tech inspected and verified no movement. from trans. tech performed line pressure test, pressure within specs. removed trans and disassembled. found belt came apart inside trans and caused internal case damage and caused severe contamination to all internal components. tech replaced trans and flushed cooler and lines. performed alignment set front toe and front camber both sides and test drove to vconferm repairs.	ok doug olh of 4 hours is= 1.0 for the teardown, .5 to pressure test, .9 to flush cooler lines, .6 for the alignment, .7 to adjust the front camber on both sides, .1 to adjust front toe, and .2 for the road test. Sarah



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
229	ION	2004	1G8AW12F64Z151138	7/11/2009	K7104	117477	\$3,982	TECHNICIAN VERIFIED CUSTOMER CONCERN OF RATTLE NOISE FROM ENGINE COMPARTMENT. TECHNCIAN FOUND NOISE COMING FROM TRANSMISSION.TECHNICIAN PERFORMED TRANSMISSION FLUID REPLACEMENT. TECHNICIAN ROAD TESTED VEHICLE. NOISE STILL PRESENT. TECHNICIAN CONTINUEDDIAGNOSTIC. TECHNICIAN FOUND DTC: P1822. TECHNCIAN PERFORMED LINE PRESSURE TEST. TECH FOUND LINE PRESSURE OUTSIDE ACCEPTABLE RANGE.TECHNICAN FOUND VALVE BODY BAD AND VTI TRANSMISSION CASE COVER ASSEMBLY BAD. TECHNICIAN REMOVED AND REPLACED CASE COVER, VALVEBODY, AND FILTER. TECHNICIAN RE-INSTALLED TRANSMISSION. TECHNICIAN PERFORMED ROAD TEST. TECHNICA PERFORMED ALIGNMENT SETTING FRONTCAMBER AND TOW. VEHICLE NOW OPERATES AS DESIGNED.	~FOM AUTHORIZES OTHER HOURS FOR ROAD TEST, DIAG, ~FILTER REPLACEMENT, VALVE BODY AND ALIGNMENT.
230	ION	2004	1G8AW12FX4Z118546	8/22/2009	K7104	117508	\$3,025	C/S THE CAR WOULD NOT GO OVER 20 MPH. CONFIRMED IS SUE FOUND VTI IS BAD REPLACED CASE COVER INTERNAL FILTER COOLER LINESBURNTREVERSE CLUTCH DISC. TES T DROVE FOUND STILL SHUTTERS ALSO TALKED TO TAC RE PLACED VALVE BODY AND INPUT OUTPUT SPEED SENSOR ANDPERFORMED AN ALIGNMENT	customer portion of vti repair ~OLH FOR COOLER LINES INT FILTER VLVE BDY AND INPU ~T & OUTPU SPD SNSR. ALIGNMENT. WP FOR VTI

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
231	ION	2004	1G8AW14F94Z126344	8/4/2009	K7000	118174	\$4,302	<p>ok on trans                      VERIFIED CONCERN, SLIPS AT STOPS, NO CODES, FLUID LEVEL AND COLOR GOOD, DID LINE PRESSURE TEST, 120 PSI AT IDLE, .2 AMP AT1500RPM720 PSI, CALLED TA C, CASE 10958515, ADVISED TO REPLACE TRANSMISSION, REPLACED TRANS FLUSHED COOLER LINES, TEST DROVE ANDVERIFIEDFIX OLH FOR COOLER LINES AND LINE PRESSURE20090819 01:00 DB Not Available IC 0001 ~OLH FOR COOLER LINES AND LINE PRESSURE, AND FOR ~TEST DRIVES, MUST DRIVE 60 MILES TODUPLICATE</p> <p>VERIFIED CONCERN, SLIPS AT STOPS, NO CODES, FLUID LEVEL AND COLOR GOOD, DID LINE PRESSURE TEST, 120 PSI AT IDLE, .2 AMP AT 1500RPM720 PSI, CALLED TA C, CASE 10958515, ADVISED TO REPLACE TRANSMISSION, REPLACED TRANS FLUSHED COOLER LINES, TEST DROVE AN DVERIFIEDFIX OLH FOR COOLER LINES AND LINE PRESSURE</p> <p>~OLH FOR COOLER LINES AND LINE PRESSURE, AND FOR ~TEST DRIVES, MUST DRIVE 60 MILES TO DUPLICATE</p>	<p>ok on trans                      VERIFIED CONCERN, SLIPS AT STOPS, NO CODES, FLUID LEVEL AND COLOR GOOD, DID LINE PRESSURE TEST, 120 PSI AT IDLE, .2 AMP AT1500RPM720 PSI, CALLED TA C, CASE 10958515, ADVISED TO REPLACE TRANSMISSION, REPLACED TRANS FLUSHED COOLER LINES, TEST DROVE ANDVERIFIEDFIX OLH FOR COOLER LINES AND LINE PRESSURE20090819 01:00 DB Not Available IC 0001 ~OLH FOR COOLER LINES AND LINE PRESSURE, AND FOR ~TEST DRIVES, MUST DRIVE 60 MILES TODUPLICATE</p> <p>VERIFIED CONCERN, SLIPS AT STOPS, NO CODES, FLUID LEVEL AND COLOR GOOD, DID LINE PRESSURE TEST, 120 PSI AT IDLE, .2 AMP AT 1500RPM720 PSI, CALLED TA C, CASE 10958515, ADVISED TO REPLACE TRANSMISSION, REPLACED TRANS FLUSHED COOLER LINES, TEST DROVE AN DVERIFIEDFIX OLH FOR COOLER LINES AND LINE PRESSURE</p> <p>~OLH FOR COOLER LINES AND LINE PRESSURE, AND FOR ~TEST DRIVES, MUST DRIVE 60 MILES TO DUPLICATE</p>
232	ION	2004	1G8AW12F04Z142192	8/4/2009	K7000	118889	\$3,703	<p>VERIFIED SES LIGHT IS ON AND VEHICLE DOESN'T WANT TO ACCELERATE. SCANNED WITH TECH 2 FOUND CODE P175 8 TRANS RANGE SWITCH.DRIVEWITHOUT DRIVE RATIO PE R DOC 1837052 REPLACED CASE COVER ASSEMBLY MORE CO ST EFFECTIVE TO REPLACE TRANS ASSEMBLY. REMOVED ANDREPLACED TRANS ASSEMBLY. NOW WORKS AS DESIGNED</p>	<p>approved                      vti transmission dl                      ~WP TRANS DUE TO COST EFFECTIVE &amp; STILL TAKES CARE ~OF CUSTOMER CONCERN WITH VTI TRANS. DL</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
233	ION	2004	1G8AW12F34Z158371	8/31/2009	K7000	119322	\$3,745	C/S THE VEHICLE IS NOT SHIFTING CORRECTLY. TECH VERIFIED THE VEHICLE NOT SHIFTING CORRECTLY. RPELACED THE CASECOVER,T/C,V/B,&FILTER. DROVE VEHICLE APPROX. 2 BLKS & VEHICLE WOULD NOT MOVE- TOWED VEHICLE BACK TO THE SHOP. FOUNDLOWLINEPRESSURE-REPLACEDTHECASE COVER A 2ND TIME & STIL LOW LINE PRESSURE. CONTACTED DSM FOR AUTHORIZATION TO REPLACE THEWHOLETRANSASSY. REPLACEDANDADJUSTED THE FRONT TOE TO CORRECT ALIGNMENT. TEST DROVE AND VERIFIED REPAIR.	Clm Appv'd. CEC 073 OLH EXCEEDS AGENTS LIMIT / 12.7 REQUIRED PER 2X COVER REPLACEMENT WITH NO ACTION / CASE COVERS REMOVED FROM CLAIM PARTSLIMITEDTO SEALANTS AND FLUIDS / 024 NOT AUTH LAB OP K7000 / VTI REPLACED PER SPECIAL POLICY GUIDLINES CP 1248.42 073 OLH EXCEEDS AGENTS LIMIT / 12.7 REQUIRED PER 2X COVER REPLACEMENT WITH NO ACTION / CASE COVERS REMOVED FROM CLAIM PARTS LIMITEDTO SEALANTS AND FLUIDS / 024 NOT AUTH LAB OP K7000 / VTI REPLACED PER SPECIAL POLICY GUIDLINES CP 1248.42 803 EXCEEDS VEHICLE WARRANTY / REPAIR VTI TRANS PER SPECIAL POLICY GUIDE LINES / CP 1248.42
234	Vue	2002	5GZCZ43D12S835927	7/23/2009	K7000	39686	\$3,925	FOUND NOISE TO BE FROM TRANSMISSION FAILING, NECESSARY TO REPLACE TRANSMISSION	ok ~CLASS ACTION
235	Vue	2002	5GZCZ43D12S832056	7/14/2009	K7104	42421	\$3,501	FOUND VTI BELT SLIPPING-REPLACED VTI CASE COVER ASSEMBLY	~.3 OLH FOR COOLER LINES-REFER TO E2020 ALIGNMENT ~FOR ADDITIONAL 1.6 REG HRS-
236	Vue	2002	5GZCZ43D22S830946	7/14/2009	K7000	46612	\$3,965	C/S ENGINE LIGHT IS COMING ON. VERIFIED CONCERN AN D FOUND TRANSMISSION NOISEY. VERIFIED CONCERN AND NEC. TO REPLACE TRANSMISSIONASSEMBLY. ALL OK AT THIS TIME.	so we dont repair transmissions at saturn? whats the repair vs relacement analysis? I need this in the future in the comments, notjust the r.o. ~VTI
237	Vue	2002	5GZCZ33D02S836495	9/28/2009	K7104	50110	\$3,629	C/S VEHICLE WULD NOT STAY IN GEAR,TECH VERIFIED RETRIEVED CODE P1758/INTERNAL FAULT IN CASE COVER. TECH REPLACED COVER,FILER,VALVEBODY AND LINES PER BULLETIN 05-07-30-004/NOW OPEPRATING AS DESIGNED. RENTAL DUE TO LENGTH/1G8Z557N98F144049	~POLICY DUE TO PREVIOUS TRANSMISSION CONCERNS AND ~REPLACEMENT.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
238	Vue	2002	5GZCZ33D72S837661	7/23/2009	K7000	50780	\$4,869	VERIFIED COMPLAINT, FOUND TRANS MAKING GROWLING NOISES. PERFORM PRESSURE TEST, FOUND 54 PSI, FLUID BURNT, REPLACE VTI AND FLUSHCOOLER. GOODWILL 100% ORIGINAL OWNER AND PAST HISTORY 1G2ZH57N394159975E 3 DAYS RENTAL. INV 881534--YR. GOODWILL	ok ~GOODWILL
239	Vue	2002	5GZCZ43D72S835057	8/26/2009	K7104	50896	\$3,230	CUSTOMER STATES TRANS NOISY IN PARK AND NO ACCEL-PARTS IN-CONFIRMED CUST COMPLAINT PRESSURE TEST 1.0 AMP-251PSI, .2 AMP-530PSIINTERNAL LEAK IN SIDE COVER-REPLACED TO CORRECT SEE LINE 2 FOR CONT REPAIRS	~.5 ADD PRESSURE TEST ~WP-ORIGINAL OWNER UNDER 100K
240	Vue	2002	5GZCZ43D52S837261	8/8/2009	K7104	53333	\$3,878	C/S SES LIGHT ON,TRANS WILL NOT PULL.TECH FOUND CODE P1758 AND VERIFIED NO MOVEMENT. DISASSEMBLED VTI TRANS AND FOUND TORQUECONVERTER HAD OVERHEATE D AND CAUSED INTERNAL LEAKS.PRESSURE TEST 1.0 ACTU AL 200 PSI, .2 AMP ACTUAL 500 PSI,PRESSURES LOW. REPLSIDE COVER, CONVERTER,VALVE BODY DUE TO LEAK. UPDATED COOLER LINES,INTERNAL FILTER.REINSTALLED AND PERFORMED FLUSH AND FILL.PERFORMED ALIGNMENT AND ADJUSTED FRONT TOE AND CAMBER. TESTDROVE TO VERIFY REPAIRS. ALSO REPL LEAKING AXLE SEALS	~AUTH POLICY FOR VTI TRANS REPAIR
241	Vue	2002	5GZCZ43D92S835397	7/18/2009	K7104	56090	\$4,903	ROAD TESTED. VERIFIED OWNER CONCERN. PERFORMED NEE DED DIAGNOSTICS/INSPECTIONS. TECH NOTED NOISE FROM TRANSMISSION FLUID PUMP.NOTEDFLUID BURNT. CONVER TER OVERHEATED. NECESSARY TO REPLACE CASE COVER/TO RQUE CONVERTER/SPEED SENSORS/RELATED GASKETS ANDSEALS.REASSEMBLED. INSTALLED NEW FLUID AND ADDITI VE. ROAD TESTED FOR PROPER OPERATION. OK	ROAD TESTED. VERIFIED OWNER CONCERN. PERFORMED NEE DED DIAGNOSTICS/INSPECTIONS. TECH NOTED NOISE FROM TRANSMISSION FLUID PUMP.NOTEDFLUID BURNT. CONVER TER OVERHEATED. NECESSARY TO REPLACE CASE COVER/TO RQUE CONVERTER/SPEED SENSORS/RELATED GASKETS ANDSEALS.REASSEMBLED. INSTALLED NEW FLUID AND ADDITI VE. ROAD TESTED FOR PROPER OPERATION. OK - known concern

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
242	Vue	2002	5GZCZ33D12S831676	7/20/2009	K7000	56748	\$3,009	CUSTOMER STATES VEHICLE HAS NO FORWARD OR REVERSE GEARS TECH STATES VERIFIED CONCERN FOUND FAILING VTI REPLACED VTI AND ALL RELATED PARTS OPERATING AS DESIGNED	It is oK to pay. system does not carry over customer participation amount Ok to pay CUSTOMER STATES VEHICLE HAS NO FORWARD OR REVERSE GEARS TECH STATES VERIFIED CONCERN FOUND FAILING VTI REPLACED VTI AND ALL RELATED PARTS OPERATING AS DESIGNED
243	Vue	2002	5GZCZ43D82S833916	9/16/2009	K7000	58555	\$3,039	CST STATES THAT THE VEHICLE VIBRATES AND MAKES CLU N KING NOISE AT IDLE. TECH VERIFIED CONCERN. TECH PER FORMED LP TEST. TECH FOUND INTERNAL TRANS FAILURE AND DAMAGE THROUGHOUT THE TRANS. TECH REPLACED THE C ASE COVER, TORQUE CONVERTER, I/O SENSORS, COOLER LINES AND RELATED PARTS. TEST DROVE.	reviewed by dvm. gbj OK WP 75/25% SPLIT WITH CST AS PER THE VTI EXTENDED VEHICLE POLICY ~OK WP 75/25% SPLIT WITH CST. TECH HAS EXTRA TIME F ~OR LP TEST AND COOLER LINES
244	Vue	2002	5GZCZ33D72S837885	9/18/2009	K7104	59485	\$3,813	VERIFIED CONCERN, NO MOVEMENT, PERFORMED LINE PRES SURE TEST, .2 AMP 710, 1.0 AMP 310. RE. DOC ID 161 4535 INSTALLED TRANSCASE COVER TORQUE CONVERTER, VALVE BODY, INPUT AND OUTPUT SPEED SENSORS CHECKED TCM FOR LATEST CALIBRATION, RESET FRONT TOE NOW OPERATING AS DESIGNED, COVERED UNDER WARRANTY DUE T O REPAIR MADE ON 04-30-2009 AT 52,490 MILES	OVERHAULED TRANS-VTI TRANS SPECIAL COVERAGE
245	Vue	2002	5GZCZ33D42S832630	7/20/2009	K7104	59661	\$3,548	THE TECH INSPECTED THE VEHICLE AND FOUND THE VALVE BODY NOT HOLDING PRESSURE IN THE LINES AND THE TORQUE CONVERTER OVERHEATED. THE TECH ALSO FOUND TE H BELT SHAVINGS ALL THROUGH OUT THE TRANS THE TECH REMOVED AND REPLACED	wro extended on vti nickb
246	Vue	2002	5GZCZ33D12S833072	9/8/2009	K7000	60340	\$3,967	C. STATES TRANSM SSION JERKING-TECH VERIFIE D AND O FUND INTERNAL FAULT IN TRANSM SSION-LOW PRESSURE A ND BURNT FLUID-BELT COMING A PART-E PLACED TRANSMISS ION AND ROAD TESTED-OK	approve necessary to replace unit due to belt slippage- fluid contaminated

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
247	Vue	2002	5GZCZ43D02S837247	7/24/2009	K7000	60865	\$4,966	CUSTOMER SUBMITTED NEEDED DOCUMENTATION FOR REPAIR REIMBURSEMENT--PROCESSING WILL BE COMPLETED & CUSTOMER REIMBURSED WHEN SATURN CORPORATE FINISHES NECESSARY STEPS ON ITS END	approved ~APPROVED PER VIRGINIA GILLERT
248	Vue	2002	5GZCZ43D82S836055	9/2/2009	K7104	62064	\$3,352	TECH FOUND TRANS INOP-FOUND CODES P0700, P0701 P1882-PERFORM TRANS PRESSURE TEST-1.0 AMP 145PSI .2 AMP 610 PSI TECH FOUND NEED TO REPLACE TRANS END COVER AWD, REPLACE COOLER LINES, TRANS FILTER SET ALIGN TOE, TECH REPLACED LINE SEALS AT TRANS LEAKING-	~FOM APPROVED POLICY REPAIR AND EXCESSIVE PARTS ~DUE TO OLD STYLE LINES AND SEALS LEAKING
249	Vue	2002	5GZCZ43D82S836055	9/18/2009	K7000	62384	\$4,130	CUSTOMER STATED THAT CAR LEAKING FLUID AND MAKING WHINE NOISE. VERIFIED NOISE FROM INSIDE TRANS AND FLUID LEAKING FROM CASE HALF.DRAIN FLUID AND FOUN D DIRTY(METAL SHAVINGS) . NECESS. TO REPLACE ENTIR TRANS DUE TO CONTAMINATION. REMOVED TRANS AND REPLACED W/NEW AND REALIGNED TO CORRECT.	approved ~FOM APPROVED TRANS DUE TO END COVER JUST REPLACED ~09/03/09 AND REPAIR COST EXCEEDS ASS'Y COST
250	Vue	2002	5GZCZ43D72S829226	7/20/2009	K7000	64875	\$3,868	TECHNICIAN TEST DROVE THE VEHICLE.VERIFIED THE CONCERN.LINE PRESS.A21300 RPM WAS 450 PSI IDLE 100 PSI.FLUID WAS BURNED.FOUND METAL IN THE FLUID.REPLACED UNIT AND REPROGRAMMED TCM.ROAD TEST ED.ALL SET	mvl REPAIRED PER CLASS ACTION SUIT PER SATURN REPAIRED PER CLASS ACTION SUIT PER SATURN
251	Vue	2002	5GZCZ43D12S836785	9/8/2009	K7104	66301	\$3,847	C/S NOISE FROM TRANS AT IDLE AND COASTING. TECH TEST DROVE AND VERIFIED NOISE AND FOUND TRANS SLIPPING ON ACCEL. REMOVED TRANS AND DISASSEMBLED FOUND BELT SLIPPING ON SHEAVES. ALSO EXCESSIVE DEBRIS AND CONTANIMATION THROUGHOUT TRANS. REPLACD CASE COVER ASMDUETO SLIPPING-REPLACED VALVE BODY AND SPEED SENSORS DUE TO CONTANIMATION. REPLACED TORQUE CONVERTER DUE TO NOISEY OPERATION- PERFORMED ALIGNMENT, ADJUSTED FRT TOE AND RF CAMBER, TEST DROVE-O.K.	all approved per Brian Michelin

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
252	Vue	2002	5GZCZ43D92S836355	7/16/2009	K7000	68280	\$4,176	C/S TRANSMISSION WAS SKIPPING, TESTED PRESSURES NO INTERNAL PRESSURE, TRANS COMING APART INTERNALLY REPLACED VTI	Claim approved. let's try this one more time. keeping fingers crossed! Invalid GMIN number supplied for Technician. Please provide correct GMIN # for tech C/S TRANSMISSION WAS SKIPPING, TESTED PRESSURES NO INTERNAL PRESSURE, TRANS COMING APART INTERNALLY Invalid GMIN number supplied for Technician. Please correct C/S TRANSMISSION WAS SKIPPING, TESTED PRESSURES NO INTERNAL PRESSURE, TRANS COMING APART INTERNALLY
253	Vue	2002	5GZCZ43D92S829146	7/13/2009	K7000	68309	\$3,983	C/SA SOMETHING LEAKING--DOES NOT MOVE NO LEAKS FOUND--VEHICLE WOULD NOT MOVE FOUND INTERNAL TRANS FAILLURE--REPLACED VTI TRANS	VTi special policy ~FOM AUTHD REPAIR,OUT OF VTI SPECIAL POLICY ~ORIGINAL OWNER...
254	Vue	2002	5GZCZ43D02S828046	9/4/2009	K7104	68449	\$3,341	TEST DROVE, TRANS WHINES UNDER ACCEL HISTORY CODE P1758 FOLLOWED BULLETIN 05 07 30 004 PULLED TRANS AND REPLACED CASE COVER, TCONVERTER WITH SEAL AND DRIVERS AXLE SEAL. UNABLE TO FREE UP LINES. CORRECTED FLUID LEVEL WITH ADDITIVE. SET FRONT TOE. TEST DROVEOK. INSTALLED TCM CAL ONE DAY RENTAL 3GSCL33P48S512934 PICK UP 9/8 DROP OFF 9/8	~OLH FOR SETTING FRONT TOE ~UNDER 100K ORIGINAL OWNER VTI CONCERN
255	Vue	2002	5GZCZ43D32S838229	7/27/2009	K7104	69760	\$3,495	TECHNICIAN SCANNED FOR CODES,DTC #P1882 WAS STORED HE FOUND NO MOVEMENT.DISASSEMBLED THE TRANS AND THE BELT WAS BROKEN.LINEPRESSURE WAS OK (720 PSI) REPLACED THE COVER,FILTER,TORQUE CONVERTER,COOLER LINES,CLEANED INTERNAL COMPONENTS,SET FRONT TOE ANDINSTALLED RECALIBRATION	~ST TO CHECK LINE PSI,REPL.FILTER,RECALIBRATE TCM. ~ADJUST TOE AND ROADTEST.COVERAGE UNDER CLASS ACT.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
256	Vue	2002	5GZCZ43D72S831624	9/22/2009	K7000	70759	\$3,071	TECH VERIFIED CONCERN,CKD TRANS FLUID-FLUID DIRTY- METAL IN FLUID.CKD TRANS PRESSURE 215 PSI@.1 AMPS-LOW.NEEDSTRANSREPLACEMENT.REPLACED TRANS ASSEMBLY,FLUSHED COOLER LINES,ALIGNED-ADJUSTED REAR TOE,F RONT TOE+CAMBER,ROAD TESTED+VERIFIEDREPAIR.CUST STATES IS TRANSMISSION IS STARTING TO SLIP CUSTOMER PAYS 25%	approved. customer pays 25%-this is a vti trans repair. auth 9 ~CUSTOMER PAYS 25%
257	Vue	2002	5GZCZ43DX2S833321	8/10/2009	K7000	71282	\$3,109	TECH R&R VTI SIDE COVER IN ORDER TO INSPECT SIDE COVER ASSEMBLY, FOUND CLUTCH SNAP RING COMING APART, CLUTCH PACKS COMING APARTANDTRANSMISSION ASSEMBLY DAMAGED. TECH REPLACED COMPLETE VTI ASSEMBLY, PERFORMED TCM CALIBRATION, WHEEL ALIGNMENT AND ROADTESTED,ALL CHECKS GOOD.	approved FOM APPROVED TRANSAXLE REPLACEMENT DUE TO CASE BEING DAMAGED WITH \$1000 CUSTOMER PARTICIPATION. ADD TIME FOR DIAG,FILTER,PRESSURETEST AND TOE-SET
258	Vue	2002	5GZCZ43D42S836795	9/25/2009	K7000	71384	\$4,891	CHECK TRANS MAKING NOISE. DTC'S P0841,P1758,P1882. FOUND EXCESSIVE GRINDING NOISE FROM TRANS ASSY CA SE COVER AREA. CHK PRESSURE125PSI@ .09 AMP/350 @ .02 AMP. REMOVE/DISASSEMBLE TRANS-METAL DEBRIS IN FLUID/FINE PARTICLES. CASE COVERED SCORED,EXCESSI VE WEARONPUMP GEAR. NEC TO REPLACE TRANS ASSY, I NSTALL FLUID/ADDITIVE. INSTALL UPDATE TCM CALIBRAT ION. PERFORM ALIGNMENT, SET FRONTTOE.TEST DRIVE.	ok continued issue with vti - last one 4/12/07 - plus the vti was covered til the letter came to us on the 28th of sept - wascommitted to repair - refile to WG.jerry lotz, svc mgr why is this warranty? dave orr ~PER JERRY LOTZ, SVC MGR
259	Vue	2002	5GZCZ43D82S829736	8/24/2009	K7104	71938	\$2,360	CS THAT THE SES LIGHT IS ON. TECH FOUND A CODE P08 42 IN SYSTEM. TECH FOUND TRANS SLIPPING AND GRINDI NG. TECH REPLACEDCOVERASSEMBLY, PUMP, FILTER AND TRANS LINES. TECH RESASSEMBLED AND TEST DROVE. OK NOW.	ok wp 75/25% split with cst as per vti extended vehicle special policy. ~WP REPAIR, 2ND OWNER, UNDER 100K. ~CUSTOMER PAY 25%



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
260	Vue	2002	5GZCZ43D72S836645	7/16/2009	K7000	72512	\$2,579	VTI NOISE-PRESS TEST-GOOD. VTI BELT SLIPPING, FLUID BURNED. REPLACED VTI TRANS, FLUSHED COOLER AND REPROGRAMMED. OK'D BY FERRINI-2ND OWNER 75/25	Authorization for transmission assembly replacement. replaced vti trans per discussion. 75% saturn=\$2578.88. 25% cust pay=\$893.46. Total claim=\$3472.34. saturn reduced labor time again, parts charge is higher than requested?? k7000 is 7.3 + .5 press. test. vti replacement ok'd by P. Ferrini. changed claim to a sublet, only \$2578.88 due after cust pay portion (less than saturn's amount)
261	Vue	2002	5GZCZ43D92S836775	8/24/2009	K7000	74278	\$2,991	C1: CUSTOMER STATES WHEN TURNING LEFT LOST POWER, WO NT GO INTO GEARS AT THIS POINT C2: BROKEN C3: TECH CONFIRMED CONCERN, REMOVED DRAIN PLUG AND PIECES OF DRIVE CHAIN FELL OUT. REPLACED VTI TRANSMISSION, FOLLOWED FLUID ADDITIVE PROCEDURE AND ALIGN ED. TEST DROVE, OPERATING AS DESIGNED	vti trans C1: CUSTOMER STATES WHEN TURNING LEFT LOST POWER, WO NT GO INTO GEARS AT THIS POINT C2: BROKEN C3: TECH CONFIRMED CONCERN, REMOVED DRAIN PLUG AND PIECES OF DRIVE CHAIN FELL OUT. REPLACED VTI TRANSMISSION, FOLLOWED FLUID ADDITIVE PROCEDURE AND ALIGN ED. TEST DROVE, OPERATING AS DESIGNED
262	Vue	2002	5GZCZ43D92S834945	9/14/2009	K7000	74443	\$3,724	TECH CHECKED FOR TRANS SLIPPING ROAD TEST TO VERIFY CHECKED FOR DTC NONE FOUND CHECKED FLUID LEVEL AND PRESSURE FLUID BURNED AND METAL SUSPENDED IN FLUID REMOVED AND PERFORMED COST ANALYSIS REPLACED TRANS FILLED FLUID AND ROAD TEST PERFORMED ALIGN PAPEPO#122176	mvl repaired per saturn class action settlement agreement
263	Vue	2002	5GZCZ43D32S831880	9/15/2009	K7104	75134	\$3,969	REPLACED TRANS CASE COVER VALVE BODY AND COOLER LINES	~LOW MILES ORIGINAL OWNER

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
264	Vue	2002	5GZCZ33D82S827916	9/16/2009	K7104	79028	\$2,490	CST STATES THE ENGINE AND REDUCED POWER LIGHT ARE ON AND THE VEHICLE WOULD NOT MOVE IN GEAR.TECH VER IFIED CONCERN.TECHFOUNDPCODESP0741 AND P1882 SET TECH FOUND THE TRANS BELT SLIPPING INTERNALLY.TECH R&R THE TRANS ASM AND REPLACED THE CASECOVER,TORQUECONVERTER,COOLER LINES AND ALL OTHER RELATED PARTS.TEST DROVE.NO FURTHER CONCERN.	ok wp 75/25% split with cst as per vti special policy extended coverage ok wp 75% / 25% split with cst as per the vti extended special policy ~OK WP 75% / 30% SPLIT WITH CST AS PER VTI EXTENDE ~D SPECIAL POLICY COVERAGE.
265	Vue	2002	5GZCZ33D82S827916	9/17/2009	K7000	79348	\$6,035	C/S AFTER PICKING UP VEH WHICH WAS JUST REPAIRED I N ALBANY FOR VTI CONCERN,TRANS IS SHUTTERING AND RPM'S RACING,HAS GRINDINGNOISE. TEST DROVE VEH. C HECK FLUID,LEVEL IS FULL BUT IS BLACK AND BURNT. O IL PUMP IS VERY LOUD WHILE DRIVING. CHECK FOR CODE S,FOUND CODE P1882,TSB 05-07-30-004 PERF OIL PSI TEST,@ .2 AMP @ 502PSI, @ 1.0 AMP @ 120PSI,OIL PRE SSURE IS LOW. WILL NEED CASEHALF,TORQUE CONV., VALVE BODY,OIL PUMP AND FILTER DUE TO FLUID CONTAM INATION. THERE IS METAL IN THE OIL. REPLACED TRANS AND TESTDROVE VEH. SET ALIGNMENT,FRONT AND REAR TOE AND VERIFIED REPAIR.	dano ~VTI TRANS REPAIR,POLICY DECISION
266	Vue	2002	5GZCZ33D12S824940	9/11/2009	K7104	79451	\$5,825	CHECK AND VERIFY NOISE-NOISE IS COMING FROM TRANSM ISSION-DRAIN TRANNY FLUID AND REPROGRAM TCM-NO CHA NGE-SOME METALINFLUID-REMOVETRANNY AND REPLACE INTERNAL COMPONENTS-VALVE BODY,TORQUE CONVERTER,ET C.-PARTS NOISEY/BELT SNAPPING-REPLACEPARTS,FILLFLUIDS,PROGRAM TCM AND ALIGN FRONT END OF TRUCK-DRIVE/ROAD TEST TRUCK-ALL OK,DONE.	Rebuilt tranny due to noise concern as per extended coverage policy
267	Vue	2002	5GZCZ33D02S832026	7/16/2009	K7104	80843	\$3,468	CUST STATES THERE IS NO MOVEMENT IN DRIVE OR REVERSE. TECH FOUND CASE DRIVE PULLEY SHEAVES BELT BROKEN AND FUILLDISCOLORED,REPLACE DRIVE PULLEY TORQUE CONVERTER AND AND FILTER AND FUILD TEST DROVE FINE.	vti trans repair ~SPECIAL POLICY FOR VTI TRANSMISSION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
268	Vue	2002	5GZCZ43D62S830576	8/24/2009	K7000	83000	\$4,345	C/S VEHICLE WILL NOT MOVE. INSPECTED VEHICLE AND FOUND TRANSMISSION INTERNALLY BINDING. REPLACED VTI, FLUSHED COOLER LINES, AND ADJUSTED FRONT TOE.	Approve use of K7000 & excess days & miles. ~PAUL SUBMITTING FOR VTI REPAIR
269	Vue	2002	5GZCZ43D72S833776	9/10/2009	K7000	84001	\$2,703	C/S VEHICLE WILL BARELY MOVE BEING TOWED IN TECH FOUND LOT'S OF METAL IN FLUID NO MOVEMENT REPLACED TRANS ASSY ALIGNED	VTi special policy - customer paid 25% vti special policy...class act settlement....owner name don kerryhendrickson....guest is paying 25% of repair....total repair4780.19....c/p 1562.56....gm 3217.63 ~POLICY ADJUST OWNER PAYS 25%
270	Vue	2002	5GZCZ43DX2S836817	8/3/2009	K7000	84002	\$2,572	CUST. STATES THE TRANSMISSION WAS SLIPPING. TECH TEST DROVE AND VERIFIED. LINE PSI 0.2 AMPS 253 PSI 1.0 AMP 66 PSI. FOUND TRANSHADVERY LITTLE MOVEMENT. TECH DISASSEMBLED TRANS. AND FOUND METAL SHAVINGS FROM INTERNAL BELT THROUGHOUT TRANS. INCLUDING THESIDECOVER AND CASE HALF. TECH REPLACED TRANS ASSEMBLY AND ALIGNED VEHICLE TO CORRECT. CUST. IS SECOND OWNER AND IS RESPONSIBLE FOR 25% OF THE REPAIR.	Auth vti trans. 8/27/09 GEF 9-AUTH
271	Vue	2002	5GZCZ43D82S833950	9/23/2009	K7104	84736	\$3,940	FOUND VEH WILL NOT GO FORWARD DUE TO INTERNAL FAILURE IN TRANS. TRANS MAKING NOISE, FLUID FOUND BURNT. METAL FOUND IN FLUID. REPLACED TRANS AND TEST DROVE. EJ'S TOWING 85.00	~VEHICLE WAS IN BEFORE THE WARRANTY WENT BACK TO ~5 YEARS OR 75000 MILES
272	Vue	2002	5GZCZ43D52S830276	8/27/2009	K7104	85000	\$3,149	DIAG AND REPLACED COVER ASSEMBLY, TRANS FILTER AND FLUID, PERFORM LINE PRESSURE TEST AND ALSO PERFORMED ALIGNMENT AND TEST DRIVE	VTi trans. added cust participation
273	Vue	2002	5GZCZ43D72S836015	7/13/2009	K7000	86877	\$4,114	OWNER HAS CONCERN WITH THE VEHICLE NOT DRIVING. TECH CONFIRMED THE CONCERN AND FOUND METAL IN TRANNNY FLUID, INTERNAL DAMAGE TO THE TRANNNY. TECH REPLACED THE TRANSMISSION AND ALIGNED THE VEHICLE. ALL CHECKS OUT GOOD.	BV Service Agent is not allowed to submit transactions for labour code K7000.

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274	Vue	2002	5GZCZ43D02S831528	8/12/2009	K7104	87182	\$4,087	TECH FOUND THE CASE COVER DRIVE NOT OPERATING PROPERLY, VEHICLE WOULD NOT MOVE, REPLACED CASE ASSEMBLY, COOLER LINES, INTERNALFILTER AND VALVE BODY. FLUSHED SYSTEM. OTHER LABOR FOR LINES, INTERNAL FILTER AND COOLER LINES.	~OH FOR COOLER LINES, INTERNAL FILTER AND VALVE ~BODY
275	Vue	2002	5GZCZ43D62S836197	9/1/2009	K7000	87232	\$3,985	WHEN PUTTING VEHICLE IN GEAR TRANS BANGS.INSPECTED AND FOUND CODES P1782,PO843.FOUND TRANS SLIPPING, DISASSEMBLED FOUND FOWARDCLUTCH TO BE BURNED ALSO REVERSE SLIGHTLY BURNED.NEC TO REPLACE WHOLE TRAN S ASSM AND PERFORM ALIGNMENT TO CORRECT CONDIITON.	trans burned up ~NEEDS APPROVAL
276	Vue	2002	5GZCZ43D42S835775	8/25/2009	K7000	88012	\$4,000	CUSTOMER STATES THE TRANS MAKES A GRINDING NOISE A ND WILL NOT ENGAGE AT TIMES , PERFORM SYSTEM PRESS URE TEST LINE PRESSCOMMANDED142, ACTUAL 92 DTC P 1758 INTERNAL TRANS BELT FALURE REPLACED TRANS ASS Y ALIGNED	ok replaced transmission ~ADD TIME FOR ALIGNMENT AND PRESSURE TEST ~PER CLASS ACTION SUIT 100% ORIG OWNER
277	Vue	2002	5GZCZ33D22S832464	9/21/2009	K7000	89311	\$5,617	TRANS VERY NOISEY AND SLIPPING, PERFORM DOUBLE FLU ID FLUSH AND RECALIBRATION AS PER BULLETIN, NOCHANGEINPERFORMANCEORNOISE,SPOKEWI TH TAC-- CASE #11040133, RECOMMENDED REPLACE TRANS ASSEMBLY AND COOLER LINES,PERFORMTRANSAXLEANDCOOLERLINEREP LACEMENT,REPROGRAM TCM WITH PROPER CALIBRATION AND ROAD TEST - GOOD, RESET FRONT TOE TO SPECS. ADDTIMETOPERFORMDOUBLEFLUIDFLUSH 1.1 HRS.ADD TIME TO RESET FRONT TOE, ROAD TEST 1.0 HRS. ADD TIME TO REPLACE COOLER LINES .3 HRS.	ok to pay when claim was paid no parts mark-up was paid corrected with correct markup and parts cost when claim was paid no parts mark-up was paid corrected with correct markup and parts cost approved. vti trans issue, original owner, TAC-- CASE #11040133 vti trans issue, original owner, TAC-- CASE #11040133
278	Vue	2002	5GZCZ43D42S837185	7/17/2009	K7104	89453	\$2,345	CUST STATES GETTING VIBRATION AT IDLE WAS TOLD TRANS CONCERN AFTER REPLACING CENTER SUPPORT BEARI NG TECH NOTED NOISE FRM BEARINGIN CASE COVER TECH REPLACED COVER AND LINES AND ADJUSTED FRT TOE CKS OK	~AUTH BY SM CUST SATISFACTION

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279	Vue	2002	5GZCZ43D52S835431	8/13/2009	K7000	89831	\$4,015	TECH FOUND IN REVERSE VEHICLE WILL NOT MOVE TRANS FEELS AS THOUGH IT IS BINDING UP TECH REPLACED REPLACED VTI TRANS AND PERFORMED WHEEL ALIGNMENT	I approved claim but in future entire assemblies will need prio approval of PQC and case provided in comments. Units not approved by PQC will be declined. mjc,dvm ~ORIGINAL OWNER LESS THAN 100K MILES ~100% COVERAGE
280	Vue	2002	5GZCZ43D92S834797	9/11/2009	K7000	90448	\$4,802	VEHICLEW WON'T MOVE AT TIMES CODE P0841 STORED TRANS FLUID PRESSURE SENSOR PERFORMANCE LINE PRESSURE TESTED 190PSI MAX LINEPRESSURE INT TRANS FAILURE MASSIVE NOISE IN GEAR. NEC TO REPLACE TRANS ASSY CLAIM 182D9	ok ~AUTH BY LARRY E./POLICIED TO PROMOTE CUST ENTHUS
281	Vue	2002	5GZCZ43D22S827836	7/20/2009	K7000	90863	\$3,806	TRANS VERY NOISEY AND HAS NO FORWARD MOVEMENT // TECH NOTES: REPLACED VTI TRANSMISSION DUE TO VTI COMING APART INTERNALLY // .50ADDFOR LINE PRESSURE TEST // CUSTOMER TO PAY 25% OF VTI REPAIR	auth transmission VTI TRANSMISSION CLASS ACTION SETTLEMENT CASE
282	Vue	2002	5GZCZ43D42S833816	8/7/2009	K7000	91442	\$1,204	RECEIVED CLASS ACTION LAWSUIT FOR VTI TRANSMISSION REIMBURSEMENT FOR REPAIRS	reviewed ~REIMBURSEMENT FOR REPAIRS DONE ON CSO 355837
283	Vue	2002	5GZCZ43D02S836115	8/15/2009	K7104	91707	\$2,583	replaced case cover assembly and replaced cooler lines with updated cooler lines	vti repair
284	Vue	2002	5GZCZ33D52S833432	8/4/2009	K7000	91783	\$4,101	C/S THAT WHEN YOU PUSH ON THE ACCELERATOR THERE IS A RUMBLING NOISE TECH FOUND INTERNAL FAULT IN THE TRANSMISSION TECHREPLACEDTHE TRANSMISSION SET F RONT TOE NO OTHER CONCERNS WERE FOUND	Claim approved C/S THAT WHEN YOU PUSH ON THE ACCELERATOR THERE IS A RUMBLING NOISE TECH FOUND INTERNAL FAULT IN THE TRANSMISSION C/S THAT WHEN YOU PUSH ON THE ACCELERATOR THERE IS A RUMBLING NOISE TECH FOUND INTERNAL FAULT IN THE TRANSMISSION
285	Vue	2002	5GZCZ43D32S835945	7/21/2009	K7000	92407	\$4,343	TECH INSPECTED CHECK FOR CODES - P1758 - P1882 - TECH PERFORM LINE PRESSURE TEST - 1300 RPM - 520 - FAILED - TECH DISASSEMBLEDTRANSMISSION - REPLACED TRANSMISSION UNIT - CLEARED CODES - ROADTEST - GOOD	Transmission replaced. Paid pending further review ~COST AFFECTIVE TO REPLACE UNIT

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286	Vue	2002	5GZCZ43D32S835377	7/13/2009	K7104	92754	\$4,149	TECH VERIFIED CUSTOMER CONCERN OF VEHICLE NOT ENGAGING ANY GEARS, FOUND DTC P0841, PERFORMED LINE PRESSURE TEST - IDLE AT 1AMPSANDAT 1500RPM 0.2AMPS, FOUND LINE PRESSURE BELLOW SPECS, TECH PERFORMED TRANS TEAR DOWN AND FOUND METAL SHAVINGS TECH REPLACEDCASECOVER, FILTER, TORQUE CONVERTER VALVE BODY, SPEED SENSOR, FLUID PUMP AND GASKETS. FLUSHED COOLER LINES ADDED FLUID ANDADDITIVE,SET FRONT TOE AND ROAD TESTED, NOW OPERATES AS DESIGN.	fom auth repairs
287	Vue	2002	5GZCZ33D52S832250	9/5/2009	K7000	92892	\$2,904	TECH VERIFIED CONCERN: LOUD GRIND IN PARK AND WHILE IN DRIVE. TECH REPLACED TRANSMISSION. NOISE NO LONGER PRESENT.	PB vti transmssion replace-per bulletin ~TRANSMISSION REPLACE
288	Vue	2002	5GZCZ33D12S829376	8/17/2009	K7000	93270	\$3,254	C/S TRANS NOT SHIFTING CORRECTLY,VERIFIED,TECH FOUND MULTI TRANS CODES,ROADTESTED,NO POWER/NOISEY RAN LINE PRES.TEST,..2 AP AMPS AT640RPM5,1AP AMP @ IDLE,FOUND METAL SHAVINGS IN FLUID,CASE COVER REPAIR DOESN'T APPLY,REPLACED VTI TRANS,ROADTESTED TO VERIFY REPAIRS	Approved per dealer comments ~OK WP ON VTI TRANSMISSION REPLACEMENT.GUEST TO ~PARTICIPATE ON ALL LABOR CHARGES.OK BOB C-FOM
289	Vue	2002	5GZCZ33D22S837311	9/14/2009	K7000	93577	\$4,171	TECH CONFIRMED CONCERN OF NO MOVEMENT FROM TRANS AND GRINDING/BANGING/SLIPPING.TECH PRESSURE TEST- ED SYSTEM,NORMAL.TECH FOUNDFLUID BURNED AND METAL CONTAMINATION.TECH REPLACED TRANS,COOLER LINES,FLUSHED COOLER,AND SET ALIGNMENT	ok ~WP DUE TO OUT BY TIME AND MILES,GREAT CUSTOMER
290	Vue	2002	5GZCZ43D92S836081	7/18/2009	K7104	93630	\$4,983	C/S WHILE DRIVING WOULD NOT ACCELERATE AND CHUGGED DOC#0407302YE -FOUND TRANS BOLT SEPARATED.REPLACED TRANS FILTER, VALVEBODY,CASEHALF,RESEALED TRANS &COOLER LINES.FOUND OIL COOLER LINE STRIPPED.REPLA CED COOLER,AXLE SEALS,TORQUE CONVERTOR SEAL,ALIGNEDVEHICLE.PROGRAMMED TCM.NOW OPERATES AS DESIGNED.	OLH 1.1 R&R COOLER, 1.3 R&R LINES, .8 ALIGN TRANS ~FILTER.3 PRESSURE TEST .5 ~OLH 1.1 R&R COOLER, 1.3 R&R LINES, .8 ALIGN TRANS ~FILTER.3 PRESSURE TEST .5

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291	Vue	2002	5GZCZ43D62S834837	7/17/2009	K7104	93937	\$3,798	CUSTOMER STATES VEHICLE WILL NOT MOVE IN GEAR. TECH TESTED AND VERIFIED, VEIHCLE WOULD NOT MOVE. TECH PERFORMED KINE PRESSURETEST 600 PSI AT 1300-140 0 RPMS AND 145 PSI AT IDLE. TECH REPLACED CASE COV ER, VALVE BODY ASSY, OIL COOLER LINERS, TORQUE CONVERTER , FILLED WITH FLUID AND ADDED ADDITIVE. TESTED,OK.	~VTI TRANSMISSION
292	Vue	2002	5GZCZ43D12S830856	9/23/2009	K7000	94802	\$3,034	VERIFIED CONCERN. FOUND METAL PRESENT IN TRANSMISSION. REPLACED TRANSMISSION & PERFORMED WHEEL ALIGNMENT SETTING FRONT AND REARTOE.CUSTOMER PAYS 25% SATURN/GM PAYS 75%	o.k. -to Route to Tony...this is the "last one" that we spoke of back on the 16th of this month. CVT Transaxle replacement. Customer payed25% of repair which equaled \$1,1011.29. Thanks - Ryan.
293	Vue	2002	5GZCZ43D22S836911	7/11/2009	K7104	95005	\$3,361	VERIFIED CUSTOMERS COMPLAINT-FOUND INTERNAL FAILUR E OF TRANSMISSION COVER AND PULLEYS.REMOVED AND RE REPLACED THE COVER,VALVEBODY,TORQUE CONVERTOR, REPLACED THE COOLER LINES AN FLUSHED COOLER ASSY. SET FRONT END ALIGNMENT.	~KNOWN ISSUE ON TYPE OF VEHICLE
294	Vue	2002	5GZCZ43D92S829776	7/10/2009	K7000	96262	\$3,516	C/S DRIVING E-WAY ON INCLINE, VEH FELT LIKE IT HAD NO POWER AND WOULD NOT MOVE. PRESSING ACC AND RPM S WOULD GO REAL HIGHT, BUT NOMOVEMENT ON VEH. C/ STARTED CAR AND DROVE-IT GOES APROX 100 FT THEN HA S NO GO-NO CODES. CHECKED PRESSURE-UP TO 575 PSI-A LL OK.DISASSEMBLED TRANS AND FOUND CASE IS BUSTED AND CROSS LEAKING OIL OUT OF VALVE BODY HOUSING. C / REMOVED & DISASSEMBLEDTRANS,REPLACED TRANS,ALIG	reviewed and approved.cws ~OLH .9 ALIGN 2.0 RE ASSEMBLE CORE

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295	Vue	2002	5GZCZ43D22S834835	8/19/2009	K7104	96808	\$3,714	INSPECTED TRANS OPERATION,DTC#P0741,FOUND NO REVERSE,JUMPS/SLIPS IN DRIVE,TCC SYST STUCK OFF, #04020A;SPECIALPOLICYADJ.VTITRANS,INTERNAL FAILURE TO CASE COVER,REPLACED CASE COVER,FLUSHED COOLER LINES,REPLACED FLUID,OPERATING CORRECTLY.	a this is for a VTI transmission
296	Vue	2002	5GZCZ43D12S834745	7/15/2009	K7104	96843	\$4,045	OWNER STATES THE TRANSMISSION IS NOISY. TEST DROVE AND VERIFIED. PERFORMED PRESSURE TEST. FOUND BELT IS SLIPPING. REPLACED CASEHALF. REBUILT TRANSMISSION. RESET FRONT TOE AND ROAD TEST. ALL CHECKS GOOD.	~OLH IS ADD TIME FOR TOE SET, LINE PRESSURE CHECK ~FILTER REPLACEMENT AND ROAD TEST AS PER SI
297	Vue	2002	5GZCZ33D62S832516	8/31/2009	K7000	97022	\$4,159	C/S THAT THE VEHICEL HAS GRINDING NOISE AND WILL NOT ACCELERATE, TECH VERIFIED, FOUND BROKEN INTERNAL DRIVECOMPONENTSWITHINTRANSAXLE,FLUID HAS METAL MATERIAL, TECH REPLACED THE TRANSAXLE UNDER CLASS ACTION SUIT,FLUSHED SYSTEM AND PROGRAM030730051AANDTESTED GOOD,VIN-3GNCA23B49S543867	Transmission replacement in line with Class Action Suit coverage. a this is for a VTI class action suit ~RENTAL FOR REPAIRS,PARTS ORDERED 2DAY,OLH ~LINE REPLACMENT AND FLUSH
298	Vue	2002	5GZCZ43D92S837599	9/2/2009	K7000	97281	\$4,839	UPON INSPECTION CONFIRMED HESITATION WHEN SHIFTING AND FOUND METAL DEBRIS IN THJE FLUID.REPLACED THE VTI TRANSMISSION IN ADDITIONREPLACED THE COOLER LINES TO CORRECT	approve ~AWD OWNER



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299	Vue	2002	5GZCZ33DX2S833264	8/11/2009	K7000	98147	\$3,032	O/S TRANS HAS GONE OUT. ON TEST DRIVE FELT TRANS SLIPPING AND LOUD NOISE.PERFORMED PRESSURE TEST AND PRESSURES VERY LOW85PSI.FOUNDMETAL IN FLUID REPLACED TRANS AND LINES.SET FRT TOE	okay O/S TRANS HAS GONE OUT. ON TEST DRIVE FELT TRANS SLIPPING AND LOUD NOISE.PERFORMED PRESSURE TEST AND PRESSURES VERYLOW85PSI.FOUNDMETAL IN FLUID REPLACED TRANS AND LINES.SET FRT TOE. DEBITING BACK CUSTOMER PARTICIPATION. O/S TRANS HAS GONE OUT. ON TEST DRIVE FELT TRANS SLIPPING AND LOUD NOISE.PERFORMED PRESSURE TEST AND PRESSURES VERY LOW85PSI.FOUNDMETAL IN FLUID REPLACED TRANS AND LINES.SET FRT TOE okay O/S TRANS HAS GONE OUT. ON TEST DRIVE FELT TRANS SLIPPING AND LOUD NOISE.PERFORMED PRESSURE TEST AND PRESSURES VERY LOW 85PSI.FOUNDMETAL IN FLUID REPLACED TRANS AND LINES.SET FRT TOE. INSPECTED AND AUTHORIZED BY FOM.
300	Vue	2002	5GZCZ43D22S836200	8/25/2009	K7000	99558	\$2,884	VERIFIED TRANS MISSION LOUD, GRINDING AND CLUNKING . FOUND TRANS BAD. REPLACED TRANS AND COOLER LINES . FLUSHED COOLER. SETFRONTTOE AND TEST DROVE.	VTi trans failure under 100K. vti repair - 2nd owner under 100k - customer paid 1038.90
301	Vue	2002	5GZCZ43D22S829876	9/16/2009	K7000	102061	\$3,959	CUST STS CHECK FOR CAR WILL NOT MOVE, TECH PERFORM ED PRESSURE CHECKS AND FLUID CHECK, FOUND TRANS CA SE COVER AND BELT BROKEN ANDMETAL SHAVINGS THROUG HOUT. TECH REPLACED TRANS ASMB PER BULLETIN	ok dave beatty ~25% CUSTOMER PARTICIPATION ~DSM APPROVED
302	Vue	2002	5GZCZ43D72S835155	8/5/2009	K7000	103051	\$3,134	C/S TRANS SLIPPPING GRINDING TECH FOUND FAILED TRA NS METAL IN FLUID REPLACED ASSY FLUSHED LINES NEW CALIBRATION ALIGNED FIRSTOWNER2ND TRANS ASSY 75/25 SPLIT OVER 100K	VTi special policy fom authd repair...vti special policy...class act settlement issue...first owner...shelly irene langefeld...total \$4355.05..cust pay \$1134.42....saturn \$3220.63 ~PLOICY ADJUST FIRST OWNER 2ND TRANS OVER 100K ~25/75 SPLIT

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303	Vue	2002	5GZCZ43D32S831524	9/26/2009	K7104	104528	\$3,319	CHK TRANS-WHINING-TECH VERIFIED-TRANS MAKING LOUD WHINING NOISE & WONT MOVE AT TIMES.PERFROM LINE PSI TEST.LOW PRESSURE.TRACEDBADEND COVER-INTER- NAL ISSUE. REMOVED TRANS & INSTALL NEW PUMP,SPEED SENSOR,END COVER-INTERNAL FILTER-PERFORM ALIGNMENT TEST DRIVETOVERIFY REPAIR-ALL OK	wp per bulletin and cust,good will ~ADD TIME LINE PSI TEST-INTERNAL FILTER,SPEED SEN- ~SOR-ALIGNMENT. RON OKED C/P \$ 750.00 DEDUCTIBLE
304	Vue	2002	5GZCZ43D62S832070	9/5/2009	K7104	105455	\$3,358	VERIFIED CUSTOMER CONCERN OF EXCESSIVE NOISE FROM TRANSMISSION. PERFORMED DRAIN & REFILL AND REPROGR AMMED THE TCM. ROADTESTED, BUTTRANSMISSION IS STI LL NOISY. PERFORMED LINE PRESSURE TEST, FOUND PRES SURES LOW. REMOVED TRANSMISSION AND REPLACED CASE COVER,FILTER AND SPEED SENSORS THEN REINSTALLED A ND RECHECKED. SET FRONT TOE ADJUSTMENT AND ROADTES TED. NOW OPERATES AS DESIGNED.	~2.9 OLH REQUESTED FOR FILTER, DRAIN & REFILL, LIN ~E PRESSURE AND ALIGN
305	Vue	2002	5GZCZ33D02S809586	9/11/2009	K7104	108113	\$1,078	C/S VUE WILL NORT MOVE. TECH FOUND CODE P1882 AND P0841 STORED LINE PRESSURE LOW 200PSI HIGH 400 PSI FOLLOWED BULLETIN05-07-30-004.REPLACED CASE COVE R, CONVERTER, INTERNAL FILTER AND PUMP. PERFORM ALIGNMENT AND TEST DROVE.	2ND OWNER VTI VUE WITH LESS THAN 125K MILES CUST ~PAYING 70% OF REPAIR ~2ND OWNER VTI VUE WITH LESS THAN 125K MILES CUST ~PAYING 70% OF REPAIR
306	Vue	2002	5GZCZ33D02S809586	9/14/2009	K7000	108135	\$3,985	T/S TRANS LOST LINE PRESSURE ON TEST DRIVE SET COD E P1882. 2ND CASE COVER REPLACED IN TRANS IN 21 MILES. CODE SWAP FROM P1882TOP1758 NOW HAS P1882 REPLACED TRANS AFTER 2 CASE COVERS FAILED AND ALIGNED FRONT END.	ok andy ~CUSTOMER PAID 2756.00 TOWARD FIRST COVER REPLACED ~ON 9/12/09 ~CUSTOMER PAID 2756.00 TOWARD FIRST COVER REPLACED ~ON 9/12/09
307	Vue	2002	5GZCZ43D52S836997	8/19/2009	K7000	109920	\$2,871	CUSTOMER STATES THE TRANSMISSION WILL NOT ENGAGE A ND A GRINDING , INSPECT TRANSMISSION , FLUID CONTA MINATED WITH METAL ANDDEBRISINTERNAL TRANSMISSIO N DRIVE BELT FAILURE REPLACED TRANSMISSION	jbb transmission replacement. customer participation Declined per conversation regarding claim amount. Resubmit when claim amount is corrected. thanks ~PER CLASS ACTION CUSTOMER PAY 25% ADD TIME FOR DI ~AG AND ALIGN

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308	Vue	2002	5GZCZ43D92S830796	7/14/2009	K7104	111832	\$1,583	CONFIRM CUSTOMER CONCERN - NOISE FROM TRANSMISSION SIDE COVER ASSEMBLY - REMOVED TRANS AND INSTALLED NEW SIDE COVER ASSEMBLY-REINSTALL TRANSMISSION AND REFILL WITH FLUID - TEST DRIVE AND OPERATION NO RMAL AT THIS TIME	EXTENDED VTI COVERAGE CUSTOMER PAID ALL THE LABOR AND 685.51 TOWARDS PARTS EXPENSE
309	Vue	2002	5GZCZ43D62S837852	7/29/2009	K7104	111911	\$2,436	TECH PERFORMED ROAD TEST AND DUPLICATED CONCERN. FOUND LOUD GROANING NOISE COMING FROM TRANS DURING ACCELERATION&REVERSE.PERFORMEDLINE PRESSURE TEST .02AMP 1400RPM 715 PSI 1.0AMP IDLE 179PSI. - NO RMAL. TECH DISASSEMBLED TRANS AND FOUNDMETALSHAVINGS PRESENTAND ONE SEAL SEPERATED. TECH REPLACED TRANSMISSION ASSEMBLY AND PERFORMED ALIGNMENT W/ADJUSTMENT TO FRONTTOE.ROADTEST VERIFIEDREPAIR	customer participated \$551.62 toward cost of repair customer participated 25% and is 2nd owner of vti trans ~CUSTOMER PARTICIPATED 25% IS 2ND OWNER OF VTI TRANS customer participated 25% and is 2nd owner of vti trans ~CUSTOMER PARTICIPATED 25% IS 2ND OWNER OF VTI TRANS
310	Vue	2002	5GZCZ43D12S809893	7/17/2009	K7000	115213	\$2,016	TECHNICIAN RAN DIAGNOSTICS, FOUND NO REVERSE BARELY MOVE FORWARD, RAN PSI TEST 74PSI OF LINE PRESSURE, BURNT FLUID, CHAINRATTLEING,REPLACED TRANSMISSION ASSEMBLY TO CORRECT ISSUE	reviewed spoke to dm about 50/50 repair with customer, he ok'd ~VTI SPECIAL POLICY, 2ND TRANSMISSION ISSUE ~SPOKE TO DM ABOUT 50/50 REPAIR
311	Vue	2002	5GZCZ33D32S834210	8/25/2009	K7104	115706	\$2,478	CUSTOMER STATES THE CAR SEEMS TO HAVE A LACK OF POWER, TECH VERIFIED AND FOUND VTI BELT SLIPPING, TECH REPLACED TRANS CASE HALFTOCORRECT AND PERFORM ED ALIGNMENT	a-auth
312	Vue	2002	5GZCZ43D32S829370	8/4/2009	K7000	116095	\$3,933	REPLACED COMPLETE TRANSMISSION DUE TO INTERNAL FAILURE	Replace transisson Corrected Send to GM for authop ~PER CARL CHRISTINSON DISTRICT SERVICE MANAGER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
313	Vue	2002	5GZCZ43D32S829370	9/26/2009	K7104	116541	\$3,953	WHINE NOISE AS DRIVING FROM THE TRANS-VERIFIED THE NOISE AND ALSO VEHICLE WILL BARELY MOVE-RAN LINE PRESSURE TEST AND FOUND 7PSI@1.0 AMP AND ALSO @.2 AMP-REMOVED THE TRANS AND REPLACED TH THE CASE COVER, TORQUE CONVERTER, VALVE BODY, AND TRANSCOOLERLINES-REINSTALLED TRANS AND TEST DROV DROVE-PERFORMED ALIGNMENT	Policy ~VEHICLE TOWED IN ON FRIDAY WAS DIAGNOSED AND ~REPAIRED ON MONDAY 9/28/09 FINISHED 9/29/09 A.M.
314	Vue	2002	5GZCZ33D42S837455	8/10/2009	K7000	121400	\$4,613	CUSTOMER REIMBURSEMENT FOR TRANSMISSION ASSEMBLY REPLACEMENT ON 8/21/07 AT 89114 MILES, R.O.#1211991 \$4613.06	BV reimburse customer for trans replacement per asst center reimburse cust for trans replacement per asst center
315	Vue	2002	5GZCZ43D12S837662	8/13/2009	K7104	123482	\$3,142	TECH TEST DROVE THE VEHICLE AND INSPECTED THE TRANSAXLE. TECH CONFIRMED THE VEHICLE HAD A HESITATION WHILE ACCELERATING DUE TO WORNAND STRETCHED DRIVE BELT. TECH FOUND IS NECESSARY AT THIS TIME TO REMOVE AND REPLACE THE TRANSAXLE CASE COVER AND RELATEDCOMPONENTS TO CORRECT CONCERNS.	~WARRANTY POLICY DUE TO VTI EXTENDED COVERAGE.
316	Vue	2002	5GZCZ33D62S838235	7/16/2009	K7000	124657	\$2,586	CUST STATES CAR WILL NOT PULL AND MAKING ALOT OF NOISE, VERIFIED NOISE AND NO PULL BELT BROKE REPLA CED TRANSMISSION OPERATEWS OK	reviewed and approved. -to asking for 2585.86 ans cust peticipated 3041.73\$ CORRECT AND RESUBMIT customer is 2nd owner. mileage is 124,657. this is warranty policy, replacement of transmission.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
317	Vue	2003	5GZCZ43D43S906801	8/12/2009	K7104	5318	\$3,715	CUSTOMER STATES TRANS NOT SHIFTING CORRECTLY TEST DROVE FELT SOMEWHAT SLUGGISH, CHECKED FOR CODES P1 758,P0722,P0723 PRESENT.CHECKED PUMP PRESSURES @ IDLE 135/142,@ 1200 RPM 475-482, ISS AND OSS MONIT OR DROPPING OUT AT TIMES, RECOMMEND OVERHAUL ANDREPLACEMENT OF ISS/OSS SENSORS,ALSO NOTICED LOUD WHINING NOISE FROM PUMP.NEEDED CASE COVER DUE TO D EBRIS AND ALSO REPLACEDCONVERTER, COOLER LINES FLUSHED RADIATOR COOLER,REPLACED PUMP AND FILTER A SSEMBLY, REASSEMBLED AND PERFORMED TCM UPDATE.PERF ORMEDALIGNMENT ADJUSTED LEFT FRT CAMBER,RIGHT REA R CAMBER, FRT AND REAR TOE,ROAD TESTED OK AT THIS TIME ORIGINAL OWNER RENTAL VIN1G1AT58H697295153	~OLH FOR LINE PRESSURE TEST,& TRANS FILTER ALSO ~ALIGNMENT, AND INTERNAL PUMP, ORIGINAL OWNER
318	Vue	2003	5GZCZ43D23S871692	9/24/2009	K7104	13000	\$4,211	VERIFIED CONCERN-INSPECTED AND FOUND TRANSMISSION INTERNALLY FAILED.FOUND BELT BROKEN-REPLACED CASE HALF AND VALVE BODY WITHTRANSLINES,ALIGNED TEST DROVE- VERIFIED REPAIRS.	should be covered under the vti warranty
319	Vue	2003	5GZCZ33D23S821787	8/3/2009	K7000	15069	\$4,044	CONVERTED	W#000H#000FN000MN000LN000NB197EB000M P000JOE..this Vue came in with no shift..found internal pressure 200PSI (600 min)..NEC To replace transmission and alignment.. reprogram trans control module..orig owner pls auth claim thank you Denise
320	Vue	2003	5GZCZ33D93S858898	8/20/2009	K7104	22346	\$3,182	DURING TEST DRIVE FOUND CASECOVER NOISE , REPLACED CASE COVER AND AND REPLACED FILTER , PERFORMED AL IGMENT AND TEST DROVE 12MONTHS12K MILE WARRANTY	wp per fom-mw ~PER FOM
321	Vue	2003	5GZCZ33D63S887937	7/29/2009	K7000	24955	\$4,111	C/S AT TIMES VEHICLE WILL NOT MOVIE. INSPECTED VEH ICLE AND FOUND VTI INTERNALLY BINDING. REPLACED VT I, FLUSHED COOLERLINES,ANDADJSUTED FRONT TOE. R OADTESTED, ALLL OK.	approved use of k7000 & out of warranty time limit paul,low mileage vti issue paul,low mileage vehcile. vti issue

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
322	Vue	2003	5GZCZ33D93S900860	9/2/2009	K7000	25196	\$4,102	C/S CK FOR REDUCED POWER/HESITATION	Approved per dealer comments Warranty policy VTI transmission. Parts only claim, labor paid by customer. Customer enthusiasm, loyal customer. Warranty policy VTI transmission. Parts only claim, labor paid by customer. Customer enthusiasm, loyal customer. Warranty policy VTI transmission. Parts only claim, labor paid by customer. Customer enthusiasm, loyal customer.
323	Vue	2003	5GZCZ33D53S907028	9/15/2009	K7104	26044	\$3,284	VERIFIED CUST CONCERN FOUND DTCS P1758,P0722 SET PER SI DOC# 1614535 R&R TRANS ASSEM TO REPLACE CAS E COVER ASSEMBL & INSP, CLEANEDDEBRIS AND REPLACE FILTER. REPLACED INPUT/OUTPUT SPEED SENSOR DUE TO FAILED, ALSO FOUND FLUID SEAPING THROUGH BOTH AXLE SEALS,REPLACED BOTH AXLE SEALS. SEALED TRANS AND	~OLH ADD TIME,K6907,K6310,E2020 ~WARRANTY POLICY
324	Vue	2003	5GZCZ43D53S837276	9/17/2009	K7000	26577	\$4,312	VERIFIED CONCERN, FOUND NOISE WORSE AS VEHICLE HEA TED UP, AFTER ROAD TEST VEHICLE WOULD NOT MOVE IN GEAR. FOUNDFLUIDBURNT,ANDMETAL IN FLUID. PER S .M. DISASSEMBLE TO THE POINT OF FAILURE.NOTED PRES SURE AT IDLE 147PSI POSSIBLY DUE TO DEBRISINPUMP ,FOUNDMETAL THROUGHOUT TRANSMISSION AD EXCESSIVE PLAY IN BELT. NECESSARY TO REPLACE WITH REMAN UNI T. INTIAL TESTGOOD.SECOND ROADTESTSHOWED INTERNAL CONCERN WITH REPLACEMENT UNIT	Auth for K7000. Thanks for detail on what diagnosed and found. veh slips then clunks into gear-no power-original owner-road test-after rd test veh would not move ingear-fluidburnt-disassemble-metal throughout trans and excessive play in belt-replaced trans owner states veh slips then clunks into gear-no power-let veh sit-road test-after rd test and veh hot would not move in gear-fluidburnt-r&r trans-metal throughout-replaced trans veh slips then clunks into gear-no power-original owner-road test-after rd test veh would not move in gear-fluidburnt-disassemble-metal throughout trans and excessive play in belt-replaced trans
325	Vue	2003	5GZCZ43D63S840543	8/31/2009	K7000	27306	\$3,970	DIAGNOSED THE C.V.T TRANNY TO BE VERY NOISY -- FOUND METAL FILLINGS IN TRANNY FLUID. TECH REPLACED THE C.V.T TRANNY.	ok to pay ~VTI TRANNY - POLICY

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
326	Vue	2003	5GZCZ33D63S888134	8/14/2009	K7104	27792	\$3,261	FOUND DTC 1750 P0841, FOLLOWED DOC 1614535, REPLAC E CASE COVER ASSEMBLY AND FILTER. CLEARED CODE, CO MPLETED ALIGNMENT SETFRONTTOE TEST DROVE	wp per fom-mw
327	Vue	2003	5GZCZ33D13S851945	7/27/2009	K7104	30805	\$3,248	TECH FOUND CODES P0218, P0741, P1758-PER BULLETIN #04-07-30-024E, TECH REPLACED REPLACED TRANS END COVER, FILTER, COOLER LINES, PERFORMED PRESSURE TEST SET FRT TOE. NOW OPERATING AS DESIGNED AT THIS TIME.	~FOM APPROVED WARRANTY POLICY PER BULLETIN
328	Vue	2003	5GZCZ33D13S870768	9/4/2009	K7104	31023	\$2,696	FOUND CVT BELT BROKEN-REPLACED CASE COVER, TORQUE C ONVERTER, COOLER LINES, AND INPUT SPEED SENSORS 75%/25% SPLIT-RESOURCE WARRANTY AUTHORIZATION FOR \$647.06 FOR NON WARRANTY PORTION #09585681	75/25 split-.3 OLH for filter-added customer participation amount under VTI settlement 75/25 split-.3 OLH for filter-added customer participation amount under VTI settlement add customer participation amount under VTI settlement ~75/25 SPLIT-.3 OLH FOR FILTER
329	Vue	2003	5GZCZ33D43S802125	7/14/2009	K7104	31320	\$3,440	C/S ENGINE LUNGER WHEN DRIVING. CONFIRMED ISSUE TE ST DROVE MULTIPLE TIMES THE HOTTER THE CAR GOT LOU DER THE TRANS WOULD WHINE AND GRIND AND SLIP AT CR UISE SPEED FLUID LEVEL OK REPLACED CASE HALF CONVE RTER COOLER PIPES INTERNAL FILTER ALIGN FRONT TOE AND REPROGRAM TCM	~OLH FOR INSTALL OF COOLER PIPES INTERNAL FILTER A ~LIGN AND TCM REPROGRAM WP FOR VTI CUSTOMER ENTHU

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
330	Vue	2003	5GZCZ33D13S837155	9/25/2009	K7104	32471	\$4,324	C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANS FLUID PRESSURE SENSOR-P1758&P0841PRESENTREPLACE CASE COVER & FILTER-PRESSURE TEST- RECALIBRATE TCM-PERFORMED ALIGNMENT-ADJUST FRONT & REAR TOE-goodwill20091001 12:27 DW Not Available IC 0005 C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANSFLUID PRESSURE SENSOR-P1758 &P0841PRESENTREPLACE CASE COVER & FILTER-PRESSURE TEST- RECALIBRATE TCM-PERFORMED ALIGNMENT-ADJUSTFRONT & REAR TOE-goodwill20090930 12:35 DB Not Available IC 0003 ~OLH FOR DIAG/REPAIR TIME SPENT20090930 01:09 DB Not Available IC 0001 ~OLH FOR DIAG/REPAIR TIME SPENT C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANS FLUID PRESSURE SENSOR-P1758&P0841PRESENTREPLACE CASE COVER & FILTER-PRESSURE TEST- RECALIBRATE TCM-PERFORMED ALIGNMENT-ADJUST FRONT & REAR TOE-goodwill C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANS FLUID PRESSURE	C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANS FLUID PRESSURE SENSOR-P1758&P0841PRESENTREPLACE CASE COVER & FILTER-PRESSURE TEST- RECALIBRATE TCM-PERFORMED ALIGNMENT-ADJUST FRONT & REAR TOE-goodwill C/S VEHICLE HAS NO POWER ON ACCELL/SLUGGISH TECH FOUND CASE COVER FAILING AND FAULT TRANS FLUID PRESSURE
331	Vue	2003	5GZCZ43D03S806212	8/7/2009	K7104	33549	\$2,844	TECH FOUND THE BELT INSIDE THE TRANSMISSION END COVER ASSEMBLY SLIPPING. TECH REMOVED AND REPLACED THE TRANSMISSION END COVER.PERFORMED AN ALIGNMENT.	~VEHICLE HAS LOW MILEAGE-CUST REQUESTED ASSISTANCE
332	Vue	2003	5GZCZ43DX3S911789	8/24/2009	K7104	33601	\$3,332	TECH CONFIRMED CUST COMPLAINT TECH TESTED AND FOUND CODE P0841 P1882 TECH FOUND HESITAION ON TAKEOFF-RAN LINE PRESSURE TEST .2 3921.0 89 TECH FOLLOWED ID#1614535 REPLACED CASE COVER, TORQUE CONVERTOR, TRANS FILTER AND FLUID AND PREFORMED CAL TECH TESTED AND ISOPERATING AS DESI	~OK TO POLICY DUE TO ONLY 33601 MILES ON VEHICLE. ~DGH.



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
333	Vue	2003	5GZCZ43D53S870228	7/17/2009	K7104	33809	\$3,427	NOTED HESITATION DURING TEST DRIVE.NESSY TO REPLACE VALVE BODY UNIT.TRANS PASSED LINE PRESURE TEST AND IS OPPERATING AS DESIGNED ATTHIS TIME.	~VP AUTH DUE TO SATURN POLICY ON VTI
334	Vue	2003	5GZCZ43DX3S914594	7/13/2009	K7104	33886	\$3,284	FOUND CODE P0841 DUE TO INTERNAL LEAK IN TRANS CAS E COVER CAUSING EXCESSIVE BELT SLIP AT SHEAVES REPLACED CASE COVERPERDOC#1614535, ALSO REPLACED FILTER, AND CONDUCTED LINE PRESSURE TEST, AND COMPLETED ALIGNMENT	wp per fom-olh are to diag and align veh-mw
335	Vue	2003	5GZCZ43D23S808625	9/18/2009	K7104	34338	\$4,922	ROAD TESTED. VERIFIED CONCERN. TRANS PUMP NOISEY.S SHUDDER ON ACCELERATION. FLUID OVERHEATED. REMOVED AND DISASSEMBLED TRANSASSY.NECESSARY TO REPLACE CASE COVER/TORQUE CONVERTER/SPEED SENSORS/PUMP. RE ASSEMBLED. FILLED WITH NEW FLUID/ADDITIVE. ROAD TESTED FORPROPER OPERATION. OK	ROAD TESTED. VERIFIED CONCERN. TRANS PUMP NOISEY.S SHUDDER ON ACCELERATION. FLUID OVERHEATED. REMOVED AND DISASSEMBLED TRANSASSY.NECESSARY TO REPLACE CASE COVER/TORQUE CONVERTER/SPEED SENSORS/PUMP. RE ASSEMBLED. FILLED WITH NEW FLUID/ADDITIVE. ROAD TESTED FORPROPER OPERATION. OK known concern
336	Vue	2003	5GZCZ33D93S823472	7/24/2009	K7000	34603	\$4,822	CUSTOMER STATES VEHICLE HESITATES AND SURGES ON TA KE OFF -TEST DROVE VEHICLE VERIFIED COMPLAINT SCAN NED TCM FOUND CODEP1758PRESENT,DUE TO INTERNAL P RESSURE LOSS IN VTI TRANSMISSION.REPLACED VTI TRAN SAXLE AND COOLER LINES RESET FRONT TOE AFTERREPAI RS	approve other labor for alignment, refer to RO 205370 left off original repair order aPPROVE ~VTI TRANS LOW MILEAGE
337	Vue	2003	5GZCZ33D93S910627	7/22/2009	K7104	34830	\$3,733	CUSTOMER STATES VEHICLE WILL NOT MOVE IN GEAR. TEC H TESTED AND VERIFIED, VEIHCLE WOULD NOT MOVE. TEC H PERFORMED KINE PRESSURETEST 600 PSI AT 1300-140 0 RPMS AND 145 PSI AT IDLE. TECH REPLACED CASE COV ER, VALVE BODY ASSY, OIL COOLER LINERS, TORQUE CONVERTER , FILLED WITH FLUID AND ADDED ADDITIVE. TESTED,OK.	~VTI TRANSMISSION

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
338	Vue	2003	5GZCZ43D33S810898	8/17/2009	K7000	35176	\$2,919	CUST STATES TRANSMISSION IS NOT SHIFTING CORRECTLY TECH VERIFIED TRANS WONT ENGAGE/MOVE CAR TECHDRAINEDFLUIDSOLIDSILVERISHCOLORTECH R&R TRANS AND FOUND COMPLETE CONTAMINATION OF FLUID REQUIRED COMPLETE NEW UNIT TO REPAIR. CUSTISTOPAY25% OFREPAIRCOST PERCLASSACTION SETTELMENT.	mvl claim pd short submitted for short amount then debit us back the pd amount so did a whole debit and now resubmitted for the wholeclaim amount by reimburstment line. claim pad shortage but debited us back amount that was pd originally so debited shortage back and will resubmit it all over mvl base time 7.3 hrs for awd claim only paid 5.4 hrs submitted for labor difference base time 7.3 hrs for awd claim only paid 5.4 hrs submitted for labor difference CORRECT AND RESUBMIT base time 7.3 hrs for awd claim only paid 5.4 hrs submitted for labor difference mvl per saturn class action agreement repaired using the % break down they authorized. customer paid 25% per saturn class action agreement repaired using the % break down they authorized. customer paid 25%
339	Vue	2003	5GZCZ43D63S812760	7/14/2009	K7104	35288	\$4,012	CUSTOMER STATES VEHICLE WILL TAKE A LONG TIME TO MOVE IN DRIVE AFTER BEING IN REVERSE.TECH WAS ABLE TODUPLICATECUSTOMERCONCERN.TECH FOUND DTC P0841 PRESENT.TECH REPLACED CASE COVER,FILTER , TORQUE CONVERTER AND REPLACED COOLER LINESWITHUPDATEDDESIGNE TO REPAIR CUSTOMER CONCERN.	wrh wrh
340	Vue	2003	5GZCZ43D73S850367	9/9/2009	K7000	35347	\$4,218	TECH VERIFIED THE CONCERN FOUND VEHICLE HARDLY MOVING. COMPUTER TESTED AND FOUND CODE P7000, AND P1599 IN ECM HISTORY, P0841 INTCM. LINE PRESSURE TEST AT 1 AMP 197 PSI, .2 AMP 685 PSI AT 1360 RPM. CHECKED FLUID, FOUND METAL THROUGHOUT. REPLACED TRANS,FLUSHED COOLER, SET TOE AND ROAD TESTED	k7000 ~PER THE VOICE MAIL MESSAGE EXTENED FULL COVERAGE ~TO THE CUSTOMER DUE TO HISTORY AND MILEAGE

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
341	Vue	2003	5GZCZ43D93S821873	8/26/2009	K7104	35404	\$3,544	VERIFIED CONCERN OF JERKING WHEN DRIVING. DETERMIN ED VTI IS NOT OPERATING AS DESIGNED. REPLACED INT ERNAL TRANS PARTS AS PERBULLETIN. ALLIGNED AND T EST DRIVE. ALL OPERATING AS DESIGNED	~RICKB AUTH ADD TIME FOR PUMP R&R AND ALLIGNMENT A ~S PER SI
342	Vue	2003	5GZCZ43D73S896894	9/10/2009	K7104	36077	\$2,860	CUSTOMER STATES THE CAR HAS NO REVERSE.VERIFIED CO NCERN.FOUND INTERMITTENTLY NO FORWARD GEAR AS WELL .FOLLOWED DOCID1614535,1586361.REPLACED TRANSAXL E CASE COVER,TORQUE CONVERTER,VALVE BODY,VEHICLE S PEED SENSORS.FOUND TORQUE CONVERTERSEALLEAKING D URING REPAIRS.REPLACED TORQUE CONVERTER SEAL. REASSEMBLED VEHICLE.PERFORMED ALIGNMENT.NOW OPERAT ES AS DESIGNED ATTHISTIME	policy 2nd owner guest paid 25% VTI coverage ~OLH ALIGNMENT POLICY 2ND OWNER 25% PARTICIPATION ~ONLY 36,080 MILES
343	Vue	2003	5GZCZ33D63S855540	9/28/2009	K7104	36184	\$3,192	TECH PERFORMED AND COMPLETED INSPECTION TECH TEST DROVE VEHICLE AND FOUND TRANS SLIPPING TECH REMOVED AND INSPECTED TRANSCOMPONENTSAND FOUND END CASE BELT ASSEMBLY BURNT TECH REPLACED END CASE AND FILTER TO CORRECT CONCERN.	EXTENDED SPECIAL POLICY
344	Vue	2003	5GZCZ43D93S845431	9/17/2009	K7000	36457	\$3,949	TOWED IN CUSTOMER STATES VEHICLE WON'T MOVE IN GEA R. CHECK & TEST LINE PRESSURES LOW CHECK ATTEMT TO ROAD TEST SLIPPING DISSAMBLEINSPECT AND FOUND EXT ENSIVE INTERIOR DAMAGE CHAIN CAME APART CONTAMINAT ING TRANSMISSION WITH METAL. TECHNICIAN INSTALLE D NEWTRANSMISSION & PROGRAMED TCM MODULE & COMPLE TED THE FOUR WHEEL ALIGNMENT. TECHNICIAN TEST DRO VE VEHICLE & FOUND NO PROBLEM ATTHIS TIME	Rich Volpe agreed to this one prior to transition; inside 75K miles, just 37K miles. This came in just prior to bulletin beingspread that GM wasn't honoring class action settlements. ~VTI TRANSMISSION 1.7 FOR ALIGNMENT & CLEANING ~LINES

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
345	Vue	2003	5GZCZ33D83S824595	8/4/2009	K7000	36463	\$3,003	TESTED TRANSMISSION FAILING PRESSURE CHECKED 1AMP AT DDLE 75PSI .2AMP AT 1400RPM 410PSI BEARINGS VER Y NOISEYINTERNALFAILUREREPLACED TRANSMISSION AND TESTED	Auth for K7000 for VTi. Thanks for the details. goodwill service to replace vti transmission as auth by wymann. vehicle has low mileage of 36463, out of special policy by time,inby mileage, no evc found for vehicle, customer loyalty. customer paid 25% of repairs as customer participation. this customer is the second owner of the vehicle. Wyman called the customer to verify this information. There are no comments on whether this is the original owner or a subsequent owner. If subsequent then I agree with the cost assistance, however if original owner I do not agree. Provide additional detail or make changes when resubmit. Thanks. goodwill service to replace vti transmission as auth by wymann. vehicle has low mileage of 36463, out of special policy by time, inby mileage, no evc found for vehicle, customer loyalty. customer paid 25% of repairs as customer participation.
346	Vue	2003	5GZCZ43D03S824757	9/24/2009	K7000	36814	\$4,039	C/S THE VEHICLE WILL NOT MOVE TRANSMISSION DOESN'T SEEM TO ENGAGE, SES LIGHT ALSO ON. FOUND CODES,P0742,P0842,P1882.DRAINEDFLUIDAND WAS FULL OF META L. INTERNAL FAILURE IN TRANNY. JUST HAD CASE HALF AND CONVERTER REPLACED. R/R TRANSMISSION. RECHECKE D,OK AT THIS TIME	ok dave beatty PLEASE CORRECT PER SPECIAL VTI TRANSMISSION POLICY. 1ST OWNER UNSER 100K. PAY 100%.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
347	Vue	2003	5GZCZ43D53S804455	8/7/2009	K7000	37168	\$4,180	CUST STATES TRANS IS MAKING GROWLING/WHINE NOISE DELAYS AND SLAMS INTO GEAR--VERIFIED CUST CONCERN WHINE/BUZZ NOISE WHEN RPM INPARK/NUETRAL 3 SEC DELAY INTO DRIVE-- BUZZ PLUG HEAVY GRIND MATCHING ROAD SPEED HAS RPM FLARE ON ACCEL WITH SPONGY SLIP ONREENGAGEMENT FLUID LEVEL GOOD RAN PRESS TEST , DRAIN FLUID, BURNED SMELL, FLUID DARK AND HAS METAL CONTAMINATION REPLACED TRANSASSY WITH NEW AND ALIGN TEST DROVE ALL OK	Claim approved. ~LABOR OP CORRECT FOR REPAIR DONE ON VEHICLE
348	Vue	2003	5GZCZ33D83S833054	8/7/2009	K7104	37262	\$3,947	TECH VERIFIED CUSTOMER COMPLAINT OF NO POWER FOUND INTERNAL FAILURE IN VTI - REPLACED VTI CASE COVER AND TRANS LINES - REPLACEDLEFTAXLE - ALIGN ED AND TEST DROVE - ALL OK AT THIS TIME	fom approved to wp trans repair due to age/mileage - vti
349	Vue	2003	5GZCZ43D43S891913	7/13/2009	K7000	38016	\$4,438	C/S TRANNY REVS AND DOES NOT ALWAYS ENGAGE - TECH FOUND TRANS SLIPS, FLUID BURNT, SMELLS AND DARK - REPLACED TRANSMISSION ANDINSTALLED NEW STYLE COOL ER LINES - COMPLETED FRONT AND REAR TOE ALIGNMENT	VTi special policy ~OTHER HRS ALIGNMENT AND NEW COOLER LINES ~APPROVED PER LIZ
350	Vue	2003	5GZCZ33D13S808965	8/12/2009	K7104	38504	\$4,961	SES LIGHT IS ON,P0841 P1758 CONDITION CAUSED BY L OW PRESURE IN THE TRANS.REPLACE THE UNIT.OPERATING AS DESIGN	REPLACE VIT TRANSMISSION. REPLACE VIT TRANSMISSION.
351	Vue	2003	5GZCZ43D13S877581	7/27/2009	K7104	38637	\$5,169	INSTALL TECH 2 CK LINE PRESS @ 1500 RPMS.2 AMPS, L INE PRESS 395 PSIAT IDLE L/P IS 135, R/R TRANS ASM ,TESTDROVEVEHICLE,FORTRANSPERF. , OPERATING AS DESIGNED	auth for transmission replacement. vehicle just out by time but under in mileage. USE LABOR OP FOR THE SPECIAL POLICY REPLACED VTI TRANSMISSION. IN 8/1/2008 AT 31857 MILES THE 1/2 CASE WAS REPLACED. THE SERVICE MANAGER CONTACTED CARL COOK ON7/30/2009 FOR OK TO PROCEEDS WITH REPAIR. REPLACED VTI TRANSMISSION. IN 8/1/2008 AT 31857 MILES THE 1/2 CASE WAS REPLACED.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
352	Vue	2003	5GZCZ43D33S855081	7/28/2009	K7104	38665	\$2,570	cust states vehicle will only go 30mph then rpms jump up to 7000 tow in tech noted p1758 r and r and replaced case coverassemblyand torque converter per bulletin 05 07 300 04 adjusted front toe test drove verified repair	auth by sm customer paid 1000.00 labor and warrantied all the parts cvi trans auth by sm
353	Vue	2003	5GZCZ43D73S856489	7/16/2009	K7000	38964	\$3,878	CONVERTED	W#000H#000FN000MN000LN000NB156EB000M P000Joe-VTI trans vehicle came in with loud roar noise no acceleration press test low when hot 200psi replace transmission per bulletin 0 deductible first owner
354	Vue	2003	5GZCZ33DX3S913858	8/12/2009	K7104	39003	\$5,142	CUST STS WHEN DRIVING CAR WILL JERK HARD. NO CODES STORED, PERFORMED LINE PRESSURE CK--INTERMITTANTLY DROPS TO 100 PSI @ IDLEAND160 @ 1400 RPM--SHOULD BE APPROX 200 AND 700 PSI. FOUND CASE COVER INTERNAL LEAKAGE CAUSING SLIPPAGE AND TCC OVERHEAT REPLACEDCASE,FILTER, CONVERTER AND FLUSHED OUT CASE COMPLETELY. RESET CAMBER AND TOE TO PRIOR SETTINGS AND ROAD TEST OK.	vti trans, first owner - in 100% coverage
355	Vue	2003	5GZCZ33DX3S839521	7/18/2009	K7000	39426	\$4,230	VEH TRANS SLIPS WONT MOVE AT TIMES.TEST DROVE VEHI CLE VERIFIED GRINDING NOISE.PERFORMED PRESSURE TEST. 180PSI @1.0AMP. 410PSIWITH.2AMP.NEC TO REPLAC E TRANS ASSM,COOLER LINES,PERFORMFRONT ALIGNMENT T O CORRECT CONDITION.	trans failure reqd replacement part delay over weekeind auth rental trans replacement ~NEEDS APPROVAL
356	Vue	2003	5GZCZ33D93S910711	9/3/2009	K7000	39815	\$4,096	VERIFIED CUSTOMER CONCERN TRANSMISSION NOISY DURIN G OPERATION. PERFORMED DRAIN AND REFILL AND REPROG RAMMED THETCM,ROADTESTED,VEHICLE STILL MAKING N OISE.PERFORMED LINE PRESSURE TEST, FOUND PRESSURES LOW.REPLACED TRANSMISSION ASSEMBLYANDRECHECK.SE T FRONTTOE AND ROADTEST. NOW OPERATES AS DESIGNED	Repair approved for VTI on low mileage vehicle. ~2.4 OLH REQUESTED FOR DRAIN & FILL, LINE PRESSURE ~ AND ALIGNMENT ~2.4 OLH REQUESTED FOR DRAIN & FILL, LINE PRESSURE ~ AND ALIGNMENT ~2.4 OLH REQUESTED FOR DRAIN & FILL, LINE PRESSURE ~ AND ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
357	Vue	2003	5GZCZ43D13S817087	8/4/2009	K7104	40569	\$3,115	CS CAR GROWLS ON ACCEL AND DECEL C DIAG VTI BELT FAILURE C REMOVE TRANS FOUND BELT COMING APART REPLACE CASE HALF AND BELT ASSEMBLYREPLACE FILTER SPEED SENSORS, TORQUE CONVERTER, VALVE BODY, REASSEMBLE REINSTALL TCM UPDATE TEST OK SAATURN PAYS PARTS CUST LABOR	~POLICY SATURN PARTS CUST LABOR
358	Vue	2003	5GZCZ33D03S839608	7/11/2009	K7104	41242	\$3,009	CUSTOMER CONCERN TRANS NOISEY AND WILL NOT ACCELER ATE OVER 25MPH,TECH PERFORMED LINE PRESSURE TEST, OK WITHIN SPEC,CODESP0218.P1758.TECH REPLACED TR ANS CASE COVER ASSEMBLY AS PER SPECIAL POLICY WARRANTY	nec to flush and replace filter as per bull and warranty for vti ~E AUTH ADDED PARTS AND LABOR NECESSARY FOR ~REPAIR
359	Vue	2003	5GZCZ33D23S839920	8/10/2009	K7000	41380	\$3,916	C/S TRANS SLIP WHEN ACCELERATING. TECH CONFIRMED FOUND TRANS. BELT HAD SLIPPED CAUSING INTERNAL DAMAGE THROUGHOUT; PRESS.TST 100PSI @ 1.0 AMP 10 PSI @ .1 AMP; REPL'D TRANS., SET FRONT TOE, REPROGRAM TCM. TEST DROVE, CK'D OK. .5 PRESS TEST, REPR TCM .3, SETTOE .8 SET TOE .8	vti ~WP-ORG. OWNER; ADD PRES.TST .5; REPR.TCM .3 ~SET TOE .8
360	Vue	2003	5GZCZ43D93S848622	7/11/2009	K7104	41634	\$3,968	VERIFIED CONCERN ON TEST DRIVE, FOUND NO SECOND GE AR, PERFORMED LINE PRESSURE TEST ON TRANS, FOUND S ECOND GEAR PERFORMLINEPRESSURE TEST ON TRANS. FO UND 700PSI AT 2500RPM(.02AMP) AND 500PSI AY IDLE (1.0AMP) 74 BELOW SPEC, ALSO FOUND VALVE BODY BINDINGCAUSING TRANS HARD SHIFT.R&R END COVER, VALVE BODY END, TORQUE CONVERTER ALIGNED VEHICLE. ROAD T ESTED TO VERIFIE	PER SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
361	Vue	2003	5GZCZ33D63S854369	9/28/2009	K7800	42075	\$3,955	VERIFIED CONCERN FOUND THE CASE HALF WITH INTERNAL FAULT - REPLACED TRANSMISSION CASE HALF - REPLACED THE TORQUE CONVERTER-REPLACED THE TRANSMISSION PUMP - RETEST - FOUND THE VEHICLE NOT SHIFTING CORRECTLY - INSPECTED AND FOUND THE VALVE BODY BAD-REPLACED THE VALVE BODY PERFORMED WHEEL ALIGNMENT - ADJUSTED THE TOE AND THE CAMBER - RETEST CHECKS GOOD	wp auth fom - should be covered under the vti warranty
362	Vue	2003	5GZCZ43D23S810228	8/26/2009	K7104	42197	\$3,998	CUST STATES THE VEHICLE IS SHAKING AND SHIFTING OD DLY, TECH VERFIED, CHECKED LINE PRESSURE AND WAS O K, CHECKED FLUID AND WASBLACKAND METAL FLAKES IN IT, R&R TRANNY AND REPLACED CASE COVER, FILTER, V ALVE BODY, FLUSHED OUT COOLER AND INSTALLED UPDATE DCOOLERLINES AND SPEED SENSOR, CHECKED ALIGNMENT SET FRONT TOE, TESTED, IS OPERATING AS DESIGNED	vti concern: falls witin the guidelines for assistance,:original owner. 100% coverage
363	Vue	2003	5GZCZ33D93S811385	9/1/2009	K7000	42220	\$3,910	INSPECTION FOUND TRANSMISSION SLIPPING. PERFORM LINE PRESSURE TEST: LOW. INSPECTED FLUID & FOUND BURNT. TECH REPLACED TRANSMISSIONASSEMBLY. REALIGN FRONT END. ROADTESTED TO VERIFY.	Authorization to replace transmission assembly. ~WP DUYE TO VTI POLICY ORIGINAL OWNER UNDER 100K
364	Vue	2003	5GZCZ43D43S815723	8/27/2009	K7104	42520	\$2,454	VERIFIED OWNERS CONCERN FOUND TRANS IS VERY LOUD AND IT SLIPS IN FORWARD GEAR AND AT TIMES WIL;L NO T MOVE IN REVERSE ALSOFLUIDIS BLACK REPLACED T HE CASE HALF AND ALIGN. DRIVE CAR ALL OK NOW	vti case half



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365	Vue	2003	5GZCZ43D23S818510	9/15/2009	K7104	42525	\$3,433	CONFIRMED CONCERN, FOUND NOISE FROM TRANS CASE COVER. REMOVED TRANS AND CASE COVER FROM TRANS FOUND CASE COVER ASSEMBLY LOOSE.REPLACED CASE COVER AND REINSTALLED TRANS. FOUND TORQUE CONV OVERHEATED AND OLD OIL COOLER LINES INSTALLED REPLACED CONVERTOR AND OIL COOLER LINES, PERFORMED ALIGNMENT, TEST DROVE VEHICLE AND IS NOW OPERATING AS INTENDED	~VTI REPAIR LOW MILEAGE AUTH BY FOM
366	Vue	2003	5GZCZ33D83S860643	7/16/2009	K7104	42685	\$3,440	CUSTOMER STATES TRANSMISSION SEEMS TO BE VERY LOU SEE ATTACHED DRIVEABILITY SHEET M.K.SPEED RELATED NOISIER THE FASTER YOU GO .TECH FOUND VEHICLE SLIPS FORWARD AND REVERSE LOUD GRINDING FROM TRANSMISSION PRESSURE TEST .2AMP 76 OPSI 1.0AMP 270PSI FOLLOW DOCUMENT 1614535 REPLACE D CASE COVER ASSEMBLY, SUCTION FILTER, TORQUE CONVERTOR AND COOLER LINES RESET TOE RECALIBRATED TCM R/T 6MILES OPERATION NORMAL CAUSAL PART CASE COVER	~POLICY PER FOM DUE TO EXTENDED VTI COVERAGE ~ ORIGINAL OWNER
367	Vue	2003	5GZCZ43D43S813972	8/17/2009	K7104	43035	\$3,332	HI-SCIPAGE...CHECK LINE PRESSURE-200-800..OK ...R & R TRANS...REPLACE CASE HALF, FILTER, FLUSHED, TEST DRIVE & ALIGNED...GOOD NOW 3-DAY CAR RENTAL PO# 49371 INV# 275044	~OLH ADD TIME TRANS FLUID FILTER, LINE PRESSURE ~E2020, WARRANTY POLICY
368	Vue	2003	5GZCZ43D83S866965	7/22/2009	K7104	43628	\$4,083	OWNER STATES TRANSMISSION SHIFTS ROUGH. SES LIGHT IS ON AND ENGINE DIES OUT WHILE DRIVING TCM CODE P0742 TRANSMISSION HEAVY METAL CONTAMINATION FROM TRANS. BELT WEAR. REPLACED COVER ASSEMBLY , INTERNAL FILTER, OIL COOLER , FLUSHED LINES, VALVE BODY AND TORQUE CONVERTER . PASSED TEST AFTER REPAIR	~OUT OF 5/75, UNDER 100,000

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369	Vue	2003	5GZCZ33D83S905967	7/21/2009	K7000	43702	\$4,087	VEH TRANS DOES NOT SHIFT AND MAKES NOISE.INSPECTED AND TEST DROVE VEHICLE.VEH DID NOT SHIFT.PERFORME D PRESSURE TEST. 0.2AMPAT1400RPM=620PSI. 1.0AMP AT IDLE =130PSI.REMOVED SIDE COVER FOUND METAL SHA VINGS INSIDE.NEC TO REPLACE TRANS ,COOLER LINES,PERFORMALIGNMENT TO CORRECT CONDITION.	trans replacement customer provided with rental during transmission repair 2 day rental trans replacement ~NEEDS APPROVAL
370	Vue	2003	5GZCZ33D13S882418	8/15/2009	K7104	44245	\$2,782	PERFORM LINE PRESS TEST 105PSI /PEFORMED BULLETIN 040730024E REPLACE CASE COVER AND FILTER AND PRGM TCM //CUST TO PARTICPATE 875.00	VERFIED TRANS REPAIRS CUST TO PARTIPATE FOR TRANSMISSION
371	Vue	2003	5GZCZ33D03S858319	7/23/2009	K7000	44378	\$4,041	C/S CAR WILL HESITATE AND SLIP ON ACCELERATION TRANS WITH LOW PRESSURES AND INTERNAL DAMAGE REPLACED TRANS WITH REMAN UNIT ANDSETTOE	Claim approved. I haven't had any other problems with this gmin number other than this one claim. Invalid GMIN number supplied for Technician. pls correct. I do not have this issue with any of my other stores. thanks CAR WILL HESITATE AND SLIP ON ACCELERATION TRANS WITH LOW PRESSURES AND INTERNAL DAMAGE REPLACED TRANS WITH REMAN UNIT AND SETTOE
372	Vue	2003	5GZCZ33D43S897012	9/28/2009	K7000	44611	\$4,044	VERIFIED VEHICLE MAKES A GRINDING SOUND. FOUND CODE P0842 NO MOVEMENT AND GRIND.PRESUME BELT BROKEN OR DAMAGED.POSS VALV BODYANDTORQUE CONVERTER. R&R TRANS ASSM FOUND METAL IN FLUID. REPLACED TRANS, AND PERFORMED ALIGNMENT.TEST DROVE GOOD NOW. TOWINGPO#50178 INV# 41273	Repair approved due to low mileage of vehicle. K7000 correct labor op for transmission assembly ~OLH ADD TIME & E2020 ALIGN ~CORRECT LABOR OP WARRANTY POLICY

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373	Vue	2003	5GZCZ33D23S842526	9/15/2009	K7800	44634	\$3,909	TECH NOTES VTI CHAIN FAILED, WOULD NOT MOVE, HAD V UE TOWED IN AND REPLACED T/C AND 1/2 CASE AND ALIGNMENT AUTH BY FOM OLH ANDALIGN E2020 TECH NOTES VTI CHAIN FAILED, WOULD NOT MOVE, HAD V UE TOWED IN AND REPLACED T/C AND 1/2 CASE AND ALIGNMENT AUTH BY FOM OLH ANDALIGNE202020090918 01:59 DB Not Available IC 0001 ~AUTH BY FOM OLH AND ALIGN E2020 TECH NOTES VTI CHAIN FAILED, WOULD NOT MOVE, HAD V UE TOWED IN AND REPLACED T/C AND 1/2 CASE AND ALIGNMENT AUTH BY FOM OLH ANDALIGN E2020 ~AUTH BY FOM OLH AND ALIGN E2020	
374	Vue	2003	5GZCZ43D33S818385	8/24/2009	K7800	44849	\$1,422	C/S FLUID LEAK UNDER ENGINE,VERIFY CONCERN,FOUND T RANSMISSION LEAKING FLUID,FOUND LEAK BETWEEN CASE HALVES,POOR SEAL,R&ITRANSMISSION,RESEALED CASE HALVES,REPLACED TORQUE CONVERTOR SEAL,AXLE SEALS,PTU SEAL,VALVE BODY COVER SEAL,ROAD TEST,FOUND STEERING WHEEL OFF CENTER,PERFORMED ALIGNMENT,FRONT AND REAR TOE SET,ROAD TEST,ALL OK CLASS ACTION SUIT VTI-ORIGINAL OWNER	~CLASS ACTION SUIT-VTI .30 DIAGNOSTIC TIME
375	Vue	2003	5GZCZ33D53S833982	7/27/2009	K7000	44871	\$4,075	C/S TRANS NOT SHIFTING PROPERLY ,VERIFIED,TECH FOUND TRANS CREEPS ALONG UPON ACCELERATION,TECH FOUND GREAT AMOUNT OF METAL SHAVINGSIN TRANS FLUID,TECH REPLACED THE FAILED VTI UNIT,ALSO,TECH PRESSURE CHECKED LINES,AND PERFORMED 4 WHEEL ALIGNMENT,ONE DAY RENTALVEHICLE	Approved per e-mail and dealer comments ~OK WP DUE TO VTI INTERNAL FAILURE & CONTAMINATION ~GUEST HAS ONLY 44,781 MILES,GREAT SVC HSTY.OK BOB
376	Vue	2003	5GZCZ33D93S860392	9/19/2009	K7104	44978	\$4,205	TECH FOUND INTERNAL DRIVE MODULE FAILURE CAUSING N OISE. REPLACED HALF CASE TORQUE CONVERTER VALVE BO DY FILTER FLUSHED LINESANDREALIGNED	VTI TRANSMISSION, ORIGINAL OWNER. UNDER 75K MILES.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
377	Vue	2003	5GZCZ33D83S862716	7/23/2009	K7000	45511	\$3,964	AFTER TECH INSTALL REPLACEMENT CASE COVER, TRANS WOULD NOT ENGAGE INTO FORWARD GEAR PRESSURES .2 AMPS=752PSI, 1.0 AMPS 247 PSI-NECTO REPLACE TRAN AND CASE COVER-RETESTED GOOD	ok andy VTI SPECIAL POLICY FOLLOWED DOC 883292 FOR PRESSURES ON REPLACEMENT OF TRANS ~VTI SPECIAL POLICY
378	Vue	2003	5GZCZ33D33S889192	8/29/2009	K7104	45531	\$3,362	VER CONCERN FOUND DTC P1758 &P0842 BULL #0407B024E R&R TRANS DISSASSEMBLE AND INSPECT REPLACED CASE H ALF AND FILTER RESEAL ROADTESTAFTER ROAD TEST STI LL HESITATING FOUND P0842 RESET DOC #1200942 REPLA CED VALVE BODY ASSM & ROAD TEST PERFORM ALIGNMENT. 5-DAY CARRENTAL PO# 50591 INV# 275436	~OLH DUE TO TRANS FLUID FILTER,PRESSURE LINE, ~E2020 ALIGNMENT,WARRANTY POLICY
379	Vue	2003	5GZCZ43D83S842620	9/8/2009	K7104	45621	\$3,770	GRINDING NOISE WHEN SLOWING AND LACKS ACCEL. TECH FOUND SIDE COVER MAKING GRIND NOISE. PRESS TESTED AND FOUND LINE PRESS LOW. R&RTRANS AND INSPECTED FOUND COVER DAMAGE AND FINAL DRIVE COMING APART. REPLACED VTI SIDE COVER, FINAL DRIVE AND FILTER ROAD TESTED(SEE CSO#12621) .5 FILTER, .3 PRESS	~WP FOR LOW MILEAGE, KNOWN ISSUE AND CUSTOMER ~ENTHUSISAM
380	Vue	2003	5GZCZ43D53S822180	7/28/2009	K7104	45714	\$5,966	CHECK AND VERIFY CONCERN-NOISE COMING FROM CASE CO VER-DRAIN FLUID,ADD ADDITIVE AND REPROGRAM TCM ANDCHECK- STILLSAMECONCERN.REMOVETRANSMISSION AND REPLACE FILTER,CASSE COVER,VALVE BODY,TORQUE CONVE RTER AND FLUIDS- INTERNALMALFUNCTION INSIDEOFTRA NNY- ALIGNTRUCK AND DRIVE,ALL OK,DONE.	Overhauled tranny for noise concern as per extended transmission policy
381	Vue	2003	5GZCZ43D03S802578	8/11/2009	K7104	45753	\$2,999	REPLACED VTI CASE COVER ASSEMBLY;DUE TO CODES IN COMPUTER(P0700;P1882)FLUSHED TRANS;PRESSURE TEST 132 PSI IDLE;422 PSI 1300RPM;LOWLINE PRESSURE; SUBLET ENTERPRISE RENTAL FOR RELATED REPAIRS VIN#1 G1AT58H697108719;4 DAYS RENTAL	vehicle falls under special policy for vti repairs.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
382	Vue	2003	5GZCZ33D83S902177	7/10/2009	K7104	45832	\$3,094	CUSTOMER STATES VEHICLE DOES NOT MOVE WHEN PUT INT O GEAR AFTER BEING IN PARK. CHECK FLUID AND TRANS PRESSURE, FOUND 60 LBSLOWDUETO INTERNAL LEAK. R AND R TRANS SIDE COVER ASSY	This should be covered under VTI trans special coverage Js specail policy
383	Vue	2003	5GZCZ33D83S810597	8/25/2009	K7104	45835	\$3,878	VERIFIED,NOISE DRAINED FLUID,FULL OF METAL,R&R TRANS,DISASSEMBLE,FOUND DIFFERENTIAL COMING APART, REPLACED DIFF.ASSEMBLY,CASEHALF,VALVE BODY,INT. FILTER,FRT.PUMP,ALL DAMAGED FROM METAL	~POLICY DUE TO ORIGINAL OWNER & CLASS ACTION ~SETTLEMENT
384	Vue	2003	5GZCZ33D63S848894	9/24/2009	K7000	46323	\$4,002	PERFORMED ROAD TEST AND VERIFIERD CONCERN. HEAVY DELAY. PERFORMED PRESSURE TEST. IDLE REQUESTED 160PSI, ACTUAL 80PSI 2200 RPMREQUESTED 250 PSI, ACTUAL 170 PSI FOUND FLUID BURNT AND TRANSMISSION SLIPPING REPLACED TRANSMISSION AND PERFORMED ALIGNMENT CAMBERADJUSTMENT .70 TOE ADJUSTMENT .20 ROAD TEST .20 PARTS WARRANTY, PREV REPLACED 2/19/09 @ 42865 MILES ON CSO	Not PW because Feb repair was a case half. OK as VP. ~PARTS WARRANTY, PREV REPLACED 2/19/09 @ 42865 ~MILES ON CSO 7144800
385	Vue	2003	5GZCZ33D13S833090	7/16/2009	K7000	46477	\$3,921	DIAGNOSE TRANSAXLE CONCERN -TECH INSPECTED AND VERIFIED CONCERN/GROWLING/WHINNING NOISE HEARD FROM THE TRANSAXLE -TECH REMOVED ANDREPLACED THE FAULTY TRANSAXLE ASSEMBLY -SPECIAL COST GIVEN	approved on 9-16-09 ~POLICY CVT TRANNY - ONLY 46K MILES
386	Vue	2003	5GZCZ33D33S908498	8/15/2009	K7104	47137	\$3,197	TECH FOUND PRESSURES AT 02 A 640 PSI @ 1.0AMP 140PSI-TECH FOUND END COVER VERY LOUD RATTLE TECH REPLACED TO CORRECT. TECH REPLACEDFILTER AND PERFORMED PRESSURE TEST AND ALIGNED FRT TOE.	~FOM APPROVED REPAIR PER BULLETIN
387	Vue	2003	5GZCZ33D33S908498	8/18/2009	K7000	47139	\$4,019	TECH FOUND TRANS VERY HARSH SHIFT AND VERY HARSH NOISE AT ALL TIMES-VERY SLOW MOVEMENT IN TRANS- TECH REPLACED TRANS-INTERNALFAILURE IN TRANS- PREVIOUS REPLACED END COVER CAUSED FAILURE TO TRANS. TECH PERFORMED FRT TOE WHEN COMPLETED.	approved ~TECH APPROVED TRANS ASSY AFTER REPLACING TWO END ~COVERS FOR CUSTOMER ENTHUSIASM

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388	Vue	2003	5GZCZ33D33S824679	8/26/2009	K7104	48326	\$3,464	TECHNICIAN CHECKED LINE PRESSURE.REMOVED THE COVER LINE PRESSURE 715 PSI - GOOD,DTC #P1758 (DRIVE WITHOUT DRIVE RATIO) WASSTORED.FOLLOWED TSB AND REPLACED THE END COVER,TORQUE CONVERTER (DEBRIS IN THE TRANS,REPLACED THE FILTER,AND UPDATED THECALIBRATION.	~OLH TO CHECK PSI,REPL.FILTER,RECALIBRATE,SET TOE. ~OK TO POLICY,WITHIN CLASS ACTION GUIDELINES. TD.
389	Vue	2003	5GZCZ43D73S824318	9/21/2009	K7104	48376	\$3,708	CS THAT THERE IS A TRANSMISSION PROBLEM. TECH ROAD TESTED VEHICLE AND FOUND TRANS MAKING A GRINDING N OISE AND HAS A DELAYED DRIVE.TECH PERFORMED LINE PRESSURE TEST. PRESSURE FLUCTUATED AND IS LOW. TEC H REMOVED TRANS DISASSEMBLED, REPLACED COVER, PUMP FILTER,AND SPEED SENSORS. TEST DROVE. OK NOW.	~TECH HAS ADD TIME FOR FILTER AND LINE PRESSURE TE ~ST. WP REPAIR ORIGINAL OWNER UNDER 100K.
390	Vue	2003	5GZCZ33D13S906393	9/1/2009	K7104	48754	\$3,490	TECH STATED TRANSMISSION BELT NOISEY AND TORQUE CO NVERTER SEAL LEAKING NECC TO REPLACE SIDE CASE COVER AND CONVERTER AND CONVERTERSEAL PRESSURE READINGS 75PSI AT IDLE AND 1AMP 400PSI AT 1500 RPM AND .2AMPS FOUND DEBRIS IN CONVERTER ANN SULLIVAN VTI CLAIM TWODAY RENTAL CAR ENTERPRISE	~VTI CLAIM TWO DAY RENTAL CAR ENTERPRISE ~VIN#1G1AT58H597154607 TWO DAY RENTAL
391	Vue	2003	5GZCZ43D33S882460	8/12/2009	K7000	48817	\$4,181	92 CUSTOMER STATES AT LOW SPEEDS THERE IS A HUMMING NOISE HEARD. TECH HEARD NOISE COMING FROM INSIDE THE TRANSMISSION.TECHINSTALLEDA NEW VTI TRANSMISSION, AND LINES. PROGRAMMED NOW OK.	approved add credit for missed rental Rental missed, now added Authorized vti special policy trans repair, original owner under 100k Vti settlement case - new owner less than 100k - no participation needed ~OLH ALLIGN AND COOLER LINE REPLACEMENT PER VTI ~SETTLEMEND CLAIM NEW OWNER WITH LESS THAN 100K

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392	Vue	2003	5GZCZ33D73S839993	8/6/2009	K7104	49166	\$5,878	CHECK AND VERIFY NOISE AND FLUID LEAK- DRAIN TRANNY FLUID,ADD ADDITIVE AND REPROGRAM TCM AND CHECK-NO CHANGE- INTERNALNOISECOMINGFROM TRANNY-BELT IS S LIPPING AND BREAKING-REMOVE TRANNY,DISASSEMBLE AND REPLACE DAMAGED TORQUE CONVERTER,CASECOVER,VALVEBODY ANDFILTER-REASSEMBLE TRANNY,FILL FLUIDS AND ALIGN TRUCK-DRIVE AFTER REPAIR,ALL OK,DONE.	Rebuilt noisy transmission as per extended coverage policy
393	Vue	2003	5GZCZ33D13S839861	9/8/2009	K7000	49177	\$3,836	WHILE DRIVING TRANS JERKS AND THERE IS A LOUD NOII SE.INSPECTED AND VERIFIED CONCERN.PERFORMED PRESSU RE TEST.0.2AMP AT1400RPM=625PSI. 1.0AMP AT IDLE 135PSI.DISASSEMBLED TRANS FOUND METAL SHAVINGS IN TRANS.NEC TO REPLACE TRANS ASSM ,FLUSH ,REPLACECO LER LINES AND PERFORM ALIGNMENT TO CORRECT CONDITI	metal in trans ~NEEDS APPROVAL
394	Vue	2003	5GZCZ33D63S875867	9/14/2009	K7104	49230	\$3,468	VERIFIED CUSTOMER CONCERN INSPECTED FOUND TRANS WA S SLIPPING AND VERY NOIISY. PERF PRESSURE TEST AT .2 AMPS 596 PSI AND AT 1.0AMPS162 PSI REMOVED AN D REPLACED CASE/PULLEY ASSEMBLY TORQUE CONVERTER FILTER AND TRANS LINES. ALIGNED FRONT AND REAR TOE ANDTESTDROVE. COMPLETE	customer satisfaction. vti trans. dl ~ADD TIME FOR PRESS TEST AND ALIGN FRONT&REAR DL

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
395	Vue	2003	5GZCZ33D93S835489	8/4/2009	K7000	49417	\$4,169	ROADTESTED AND INSPECTED, VERIFIED CONCERN. FOUND INTERNAL TRANSMISSION FAULT. REPLACED TRANSMISSION ASSMEBLE. RELAIGNASNEEDEDROADTESTED ALL OK. COLLECT \$1600.00 DEDUCT FROM CUSTOMER.	Auth for K7000. CAC case involved. REFUNDED CUSTOMER \$1600.00 ON MASTERCARD FOR PARTICIPATION AS THEY ARE THE ORIGINAL OWNER OF THIS VEHICLE AND VEHICLE HAS LESS THAN100,000 MILES. NO EVC CUSTOMER LOYALTY PER WYMAN. Per our conversation and CAC 71-752854860 please reimburse the customer the amount that you had charged for the VTI repair.Resubmit the claim for the entire amount at warranty. Thanks. GOODWILL SERVICE TO REPLACE VTI TRANSMISSION AS AUTH BY WYMAN. CUSTOMER IS OUT OF SPECIAL POLICY BY TIME, IN BY MILEAGE. ORIGINALOWNER NO EVC FOUND FOR VEHICLE. CUSTOMER PAID \$1600.00 PARTICIPATION TOWARDS REPAIRS AS VEHICLE DOES NOT HAVE SPECIAL POLICYCOVERAGE.
396	Vue	2003	5GZCZ33D63S871933	7/25/2009	K7104	49639	\$4,193	VERIFIED CONCERN ON ROAD TEST HEARD GRIND NOISE IN GEAR TRIES TO FLUSH SYSTEM METAL IN FLUID PERFO RMED LINE PRESSURE TEST@1400RPS280 PSI AT IDLE 3 00 PSI REMOVED TRANS AND TOOK APART NESS TO REPLA CE CASE COVER TORQUE CONVERTER VALVE BODY AND TRANLINES ALIGNFRONT END AND ROAD TEST OK	Repaired under VTI settlement guidelines original owner = 100% saturn
397	Vue	2003	5GZCZ43D73S863667	8/4/2009	K7000	49764	\$4,032	TECHNCIAN VERIFIED THE CUSTOMERS CONCERN SCANNED FOR DTC FOUND P1758. DRAINED FLUID FOUND METAL THROUGHOUT, DISEMBLEDANDFOUNDMETAL THROUGHOUT UNIT AND TORQUE CONVERTER. REMOVED AND REPLACED THE BURNT CVT UNIT AND CONVERTER. FLUSHEDCOOLERLINES,REPROGRAMED TCM AND REASSEMBLED. ROADTEST, CLEARED DTC, CUSTOMERS CONCERN CORRECTED.	pre approved w/ dvm POLICY REPAIR CAR WITHIN CLASS ACTION SUIT TERMS-HAD TO PERFORM FULL UNIT REPAIR DUE TO UNIT HAVING METAL THROUGHOUT ANDTORQUECONVERTER HOUSING BLUE FROM TEMPERATRE POLICY REPAIR CAR WITHIN CLASS ACTION SUIT TERMS-HAD TO PERFORM FULL UNIT REPAIR DUE TO UNIT HAVING METAL THROUGHOUT AND TORQUECONVERTER HOUSING BLUE FROM TEMPERATRE



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398	Vue	2003	5GZCZ43D33S841231	9/8/2009	K7000	50072	\$4,495	CUST STATES VEHICLE DOES NOT MOVE IN DRIVE TECH REMOVED TRANS, REMOVE SIDE COVER FOUND WORN BELT, FLUID IS BURNT AND HAS METALDEBRIE, REPL TRANS ASSEMBLY, REPL CORRODED COOLER LINES AND FLUSHED SYSTEM-ROADTEST FOR NORMAL OPERATION AFTER REPAIRS.	trans replaced ~ADD TIME FOR DIAG AND REPL COOLER LINES ~AND RESASSEMBLE CORE. VTI ISSUE
399	Vue	2003	5GZCZ33D83S865387	9/14/2009	K7104	50510	\$3,307	PROBLEM RELATED TO BULLETIN 05-07-30-004 CODE P1882FOR INTERNAL CASE COVER FAILURE NECC. TO REPLACE CASE COVER AND FILTER DUE TOCONTAMINATION	~.8 OLH FOR SETTING TOE AND .3 FOR PROGRAMMING ~POLICY APPROVED BY DSM
400	Vue	2003	5GZCZ33D23S844874	9/17/2009	K7104	50697	\$3,889	C/S CK ENGINE LAMP ON CAR WONT MOVE. T/S CONFIRMED . DIAG BELT SLIPPING IN THE TRANSMISSION.LOW PRESS URE420PSI@.1A.REMOVETRANS,REPLACE FILTER,SEALS, CASE COVER,VALVE BODY,SPACER,GASKETS AND TORQUE CO NVERTER.REPLACE LINES FOR COOLERANDFLUSH COOLERREINSTALL AND PERFORM FILL PROCEDURE.ADD ADDITIVE RETEST. =OK.STEERING OFF ALIGN FRONT AND REAR T OE, ROAD TEST = OK	C/S CK ENGINE LAMP ON CAR WONT MOVE. T/S CONFIRMED . DIAG BELT SLIPPING IN THE TRANSMISSION.LOW PRESS URE420PSI@.1A.REMOVETRANS,REPLACE FILTER,SEALS, CASE COVER,VALVE BODY,SPACER,GASKETS AND TORQUE CO NVERTER.REPLACE LINES FOR COOLER ANDFLUSH COOLERREINSTALL AND PERFORM FILL PROCEDURE.ADD ADDITIVE RETEST. =OK.STEERING OFF ALIGN FRONT AND REAR T OE, ROAD TEST = OK

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401	Vue	2003	5GZCZ33D33S881397	9/2/2009	K7104	50718	\$5,825	CHECK AND VERIFY CONCERN-INTERNAL MALFUNCTION OF BELT CODE STORED IN TCM-TRUCK STOPS MOVING ONCE TRUCK IS WARMEDUP-CHANGEFLUIDSAND REPROGRAM TCM-NO CHANGE-REMOVE AND DISASSEMBLE TRANSMISSION-TECH FOUND INTERNAL BELT FRAYED-REMOVE ANDREPLACEVLAVEBODY,FILTER,TORQUE CONVERTER AD CASE COVER.FILL W/ FLUID AND PERFORM FRONT TOE ALIGNMENT AND DRIVE TRUCK,ALL OK,DONE.	Transmission doesnt engage, rebuilt unit as per extended coverage policy
402	Vue	2003	5GZCZ33D93S871943	8/4/2009	K7104	50802	\$3,664	CUST STATES ROARING TYPE NOISE WHILE DRIVING VERIFIED CONCERN INTERNAL TRANS NOISE PERFORM PRES SURE TES LOW PRESSURE 125PSI/900PSI, DISASSEMBLE TRANS DIAG TRANS SHEEVES WORN NEC TO REPLACE CASE COVER VALVE BODY FILTER AND GASKET AND ALL NEC COMPONENTS REASSEMBLT ADD FLUID PERFORM ALIGNMENT TEST DROVE VEH AS NEEDED	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN-AUTH ~VTI TRANS REPAIR
403	Vue	2003	5GZCZ33D93S871943	8/6/2009	K7104	50806	\$5,985	CODE B WARRANTY DIAG NOISY TRANSMISSION	I approve this claim ~SERVICE MANAGER INSPECTED & VERIFEID THUMPING ~NOISE-AUTH. REPAIR TO VTI TRANS
404	Vue	2003	5GZCZ33D13S834126	8/17/2009	K7000	51028	\$3,980	VTI NOISE, FLUID BURNED AND METAL IN FLUID. PRESS. TEST LINES-OK. REPLACED VTI TRANS AND FLUSHED COO LER. OK'D BY P. FERRINI.	Authorization to replace transmission assembly. nec to replace vti trans. ok'd by p. ferrini prior to vacation.orig. owner
405	Vue	2003	5GZCZ43D63S817702	9/18/2009	K7000	51227	\$3,063	ROAD TEST EXPERIENCE EXTREME SLIP FROM TRANS WHEN COLD-HEAVY METALLIC GRIND FROM TRANS AT ALL TIMES- SEVERE INTERNAL FAILURE-NECTOREPLACE TRANS ASSEMBLY, COOLER LINES RECAL TCM WITH LATEST RELEASE NEC TO SET FRONT TOE	Approved based on dealer comments and dealer dicussion. Split with customer total amount of claim 4,138.30 cust paid 1075.00 asking payment of 3,063.30. OLH exceed ceiling due to setfront toe & test drive. ~EXCEEDS OLH DUE TO ALIGNMENT.SPLIT WITH CUST AMT ~OF CLAIM 4,138.30 CUST PD 1075.00 ASKING 3063.30

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406	Vue	2003	5GZCZ33DX3S916839	7/17/2009	K7000	51395	\$2,848	C/S SES LIGHT IS ON, SEEMS NOISY TECH SCANNED SYSTEM - CODE P0842 LINE PRESSURE LOW - TRANS VERY NOISY WHILE DRIVING. TECHREPLACEDTHE TRANS ASSEMBLY, REPLACED COOLER LINES, ALL FLUIDS AND ADDITIVE, ALIGNED FRONT TOE. RENTAL: VIN# KL1TD66638B269648 V-1AUTH#1976176	VTi special policy, customer paid 25%. FOM AUTHD REPAIR,OWNER NAME DONNA LOUISE CLAY,OUT OF VTI SPECIALPOLICY...CUST PORTION 1054.80,GM 3085.00
407	Vue	2003	5GZCZ43D53S896005	9/1/2009	K7104	51412	\$3,561	CUSTOMER SAYS THERE IS NOISE COMING FROM FRONT ESPECIALLY WHEN BRAKING--FOUND NOISE COMING FROM CVT--REPLACED TRANSSIDECOVERANDCHAIN	VTI- policy issue - ph VTI- policy issue - ph VTI- policy issue - ph
408	Vue	2003	5GZCZ33D33S859335	7/10/2009	K7000	51467	\$4,602	REPLACED VTI TRANSMISSION AND FLUSHED COOLER LINES AND SET FRONT TOE	OLH is not allowed. If this is for front end alignment after th repair, that labor time is added to the regular labor hours. Callif you don't understand. did not put customer participation in for vti transmission - customer's portion is 25% - appealing to get customer participationtaken out Claim has been approved GM AUTHORIZATION FOR VTI TRANSMISSION REPLACEMENT
409	Vue	2003	5GZCZ43D13S844547	8/3/2009	K7000	51607	\$5,945	CONVERTED	W#000H#000FN000MN000LN000NB039EB013M P0006BB0D37 1.8GPM AT 76F PQC CASE 10973824CASE#10973824
410	Vue	2003	5GZCZ43D03S820451	8/24/2009	K7000	51619	\$4,144	C/S VEHICLE LOCKED UP WHILE DRIVING.TECH FOUND VEHICLE WILL NOT MOVE IN DRIVE OR REVERSE,INSPECT- ED TRANS FLUID,FOUND IT DARKANDHAS A LOT OF METAL IN IT,TRANS DRIVE BELT BROKEN.REPLACED TRANSAXLE,OIL COOLER LINES,RECALIBRATED TCM TOLATESTCALIRATIONS,ALIGNED,ADJUSTED FRT TOE.ALL OK	mes 4trans Mary, please look over and approve. Let me know if you have any questions.

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411	Vue	2003	5GZCZ33D13S890194	8/3/2009	K7104	52031	\$3,692	C/S VEH FEELS LIKE TRANS IS SLIPPING AND OVER WEEK END VEH MAKING GROWLING NOISE.C/ CAR HESITATED ON ROAD. TEST AND SURGES FOLLOWEDSI-NO CODES IN TCM. CHECKED FLUID-FULL AND DIRTY. CHECKED LP PER DOC #1586361 PC 1 AMP PRESSURE 195 PSI NEXT STEP TO RE PLACE CASECOVER,VB AND LINES PER TSB. C/ REPLACED CASE COER,VALVE BODY,OIL COOLER LINES NESS,SEALS,F ILLER, FLUIDS AND HARDWARE. SPEEDSENSOR,FRONT TOE	~OLH FOR FILLER,LP/SET FRONT TOE,ROAD TEST
412	Vue	2003	5GZCZ33D03S820010	7/21/2009	K7000	52104	\$4,062	FOUND CODE DTC P1758 AND CODE P0841 TRANSMISSION C AUSING NOISE GRIND TYPE NOISE REPLACE COOLER LINES ADJUSTED TOE AND ROAD TESTTOCORRECT CONCERN	trans replacement customer provided with rental during repairs transmission repair trans replacement ~NEEDS APPROVAL
413	Vue	2003	5GZCZ33D13S862525	9/15/2009	K7104	52261	\$3,677	CONFIRMED NOISE FROM TRANS , PERFORMED BULLETIN TRANS FLUSH AND SOFTWARE UPDATE. TEST DROVE AND STILL HAS NOISE. REMOVEDANDREPLACED CASE COVER, ALSO FOUND PIECES OF PLASTIC SHIM FROM DIFFERETIAL, REPLACED DIFF CASE 1/2, FILTER ALL INTERNALPRESSURESNORMAL. IS NOW OPERATING AS INTENDED	FOM auth repairs
414	Vue	2003	5GZCZ33D33S837495	8/17/2009	K7104	52335	\$4,976	THE CAR WONT MOVE FORWARD,CONDITION CAUSED BY THE TRANS COMING APART INTERNALLY,REPLACE THE UNIT.RES ET THE TOE	GOODWILL POLICY REPAIR FOR TRANSMISSION REPLACEMENT
415	Vue	2003	5GZCZ43D93S817872	9/2/2009	K7104	52403	\$3,465	VERIFIED CONCERN CHECKED & FOUND INTERMITTENT NO M OVEMENT ENGINE LIGHT ILLUMINATED IN IPC AT THIS TI ME.DTC'S P1758,P0742 SET INTCM/P0700 ECM T-MALFUN CTION.FOLLOWED BULL#05-07-30-004 OR DOC#1614535.R& R TRANS ASM TO REPL CASE COVER & INSPECT.REPL TORQ UECONVERTER ASM DUE TO OVER HEATED & DTC PO742	~OLH DUE TO PRESSURE LINE,E2020 ALIGNMENT ~WARRANTY POLICY

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416	Vue	2003	5GZCZ43D33S865965	7/28/2009	K7104	52427	\$4,048	TECH CHECK FOR CUSTOMER CONCERN TECH FOUND INTERNAL FAULT CHECK VEHICLE AT TIME WHEN PUT INTO GEAR NO FORWARD MOVEMENT REMOVEDTRANS AND INSTALLED NEW END COVER INTER FILTER AND SPEED SENSOR CUST HAS A EXT SERVICE AGREEMENT ADJUSTER JIM WESTERN DEVERIFIEDPAYS 1000.00 VTI TRANS TRANS R REPAIR CLAIM NUMBER 1991489 FAX NUMBER 1-800-516-0256	~WP CUST PAID 1000.00 FOR GOOD WILL AND PER BULLET ~OTH FOR DIAG,SENSORS FILTERS AND FEA
417	Vue	2003	5GZCZ33D63S816088	7/30/2009	K7104	52477	\$4,279	CHECK AND VERIFY CONCERN-ONCE TRUCK GETS WARM,LIMITED MOVEMENT FROM TRANNY-DRAIN FLUID AND FLUSH SYSTEM ANDREPROGRAMTCM-NOCHANGE-METAL SHAVINGS IN FLUID-REMOVE TRANSMISSION-CODES P0714 AND P0742 ARE STORED AND PRESENT-DISASSEMBLETRANNY-METALSHAVINGSIN TRANNY-REPLACE DAMAGED CASE COVER,VALVE BODY AND TORQUE CONVERTER AND SUNCTION FILTER-CLEAR CODES ANDDRIVETRUCK-ALIGN,ADJUSTOE AND CHECK,ALL OK,DONE.	Rebuilt tranny unit as per extended coverage policy, 75% goodwill
418	Vue	2003	5GZCZ43D93S853626	7/21/2009	K7000	52495	\$4,358	CUSTOMER STATES HAD VEHICLE TOWED IN WITH NO MOVEMENT FROM TRANSMISSION TECH STATES VERIFIED CONCERN NO MOVEMENT FOUND BROKENVTIDRIVE BELT REPLACED AWD VTI TRANSMISSION TEST DROVE OPERATING AS DESIGNED	Ok to pay. CUSTOMER STATES HAD VEHICLE TOWED IN WITH NO MOVEMENT FROM TRANSMISSION TECH STATES VERIFIED CONCERN NO MOVEMENT FOUND BROKENVTIDRIVE BELT REPLACED AWD VTI TRANSMISSION TEST DROVE OPERATING AS DESIGNED WARRANTY POLICY OK PER ROBB HEATH FOM WARRANTY POLICY OK PER ROBB HEATH FOMCUSTOMER STATES HAD VEHICLE TOWED IN WITH NO MOVEMENT FROM TRANSMISSION TECH STATES VERIFIED CONCERN NO MOVEMENT FOUND BROKENVTIDRIVE BELT REPLACED AWD VTI TRANSMISSION TEST DROVE OPERATING AS DESIGNED

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419	Vue	2003	5GZCZ33D53S855111	9/19/2009	K7000	52623	\$4,077	CHECKED AND VERIFIED CONCERN WOULD NOT MOVE PERFOR MED PRESSURE TEST AT .2 AMPS 268 PSI AT 1.0 151 PS I PERFORMED TEAR DOWNFOUNDBDBELT CAME APART CAUSI NG DAMAGE TO TORQUE CONVERTER FRONT CLUTCH AND PUM P. REPLACED TRANS ASSEMBLY AND ALIGNED.	. vti trans. dl ~ADD TIME FOR ALIGN FRT R TOE ROAD TEST LINES & ~PRESSURE TEST. DL
420	Vue	2003	5GZCZ33D43S843581	8/31/2009	K7000	52669	\$4,162	TECH VERIFIED CONCERN - FOUND INTERNAL FAILURE INSIDE TRANSMISSION - REPLACED TRANSMISSION ASSEMBLY, COOLER LINES AND FLUSHCOOLER,PERFORMED ALIGNMENT FRONT TOE ADJUST.	Replaced trans for a internal failure. Hroute - Vti Transmission Repair - Original Owner under 100k no charge to customer.
421	Vue	2003	5GZCZ43D83S850894	7/13/2009	K7104	53092	\$3,123	CUST STATES THAT THERE IS A GRINDING NOISE ON ACCEL AND SOME SLIPPAGE-TECH REMOVED HALF CASE TO FIND METAL CONTAMINATION ANDRESTRICTTION IN VALVE BODY-TECH REPLACED HALF CASE, INSTALLED NEW FLUID WITH ADDITIVE,FILTER AND GASKETS TO CORRECT CONCERN-TECHALSO PERFORMED FRONT END ALIGN	~E2020-.7 ADD .2 FOR TOE SET ~VTI WARRANTY
422	Vue	2003	5GZCZ33D93S894106	7/15/2009	K7000	53385	\$4,115	TECH VERIFIED CUST COMPLAINT.TECH PRESSURE TESTED TRANS AND FOUND LOW LINE PSI. TECH REMOVED TRANS AND DISASSEMBLED FOR INSP.FOUNDEXCESSIVE SLACK IN DRIVE BELT AND METAL PARTICLES IN TRANS. TECH REPLACED TRANS AND COOLER LINES, SET FRONT TOE AND ROADTESTED.	Replaced trans with premature failure. OLH FOR PRESSURE TESTING, REPLACING COOLER LINES, ~FLUSH COOLER AND SET FRONT TOE. as per bulletin - customer falls under originalowner - no charge - saturn to cover 100 % mileage 53385. ~OLH FOR PRESSURE TESTING, REPLACING COOLER LINES, ~FLUSH COOLER AND SET FRONT TOE.

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423	Vue	2003	5GZCZ43D33S840676	8/5/2009	K7000	53512	\$4,045	TECH CONFIRMED CONCERN NO COMMUNICATION WITH ECM/T CM. NO CODES/ BAD TCM, ORDERED/ DID OIL PRESSURE T EST VTI BAD. REPLACEDASSEMBLYAND COOLER LINES CL EARED RELEARNED AND TEST DROVE. OPERATING AS DESIG NED	vti trans TECH CONFIRMED CONCERN NO COMMUNICATION WITH ECM/T CM. NO CODES/ BAD TCM, ORDERED/ DID OIL PRESSURE T EST VTI BAD. REPLACEDASSEMBLYAND COOLER LINES CL EARED RELEARNED AND TEST DROVE. OPERATING AS DESIG NED TECH CONFIRMED CONCERN NO COMMUNICATION WITH ECM/T CM. NO CODES/ BAD TCM, ORDERED/ DID OIL PRESSURE T EST VTI BAD. REPLACEDASSEMBLYAND COOLER LINES CL EARED RELEARNED AND TEST DROVE. OPERATING AS DESIG NED
424	Vue	2003	5GZCZ43D23S837932	7/27/2009	K7104	53784	\$2,687	GUEST STATES THE TRANS IS HESITATES THEN JERKS WHEN ACCELERATING AND MAKES A WIRING NOISE CHECK AND ADVISE TECH FOUND VEHICLE SLIPS FORWARD AND REVERSE LOUD GRINDING FROM TRANS. PRESSURE TEST .2AM P/750PSI 1.0AMP/250PSI FOLLOW DOCUMENT #1614535 RE PLACEDCASE COVER ASSEMBLY, TORQUE CONVERTOR, SUCTION FILTER AND COOLER LINES RESET FRONT TOE INSTALLED UPDATED TCM CALIBRATION R/T 6 MILES OPERATION NORMAL CAUSAL PART CASE COVER	~EXTENDED VTI COVERAGE 2ND OWNER CUSTOMER TO PAY ~25% OF REPAIRS
425	Vue	2003	5GZCZ33D33S865197	7/31/2009	K7104	53848	\$4,165	004 VERIFIED VEHICLE WILL NOT MOVE FORWARD-- FOUND CODE P0841 & P1758. RUN LINE PRESSURE TEST--130PSI & P/C SOLENOID 1.1 AMPS AT IDLE & LINE PRESSURE @ 700 & P/C SOLENOID .2 AMPS @ 1200 RPM. REMOVE AND REPLACE CASE COVER, FILTER, COOLER LINES AND VALVE BODY AS PER BULLETIN #05-07-30-	~OLH DUE TO DIAG & E2020 ~WARRANTY POLICY

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426	Vue	2003	5GZCZ33D33S848495	8/28/2009	K7000	53859	\$2,782	CK AND FOUND VEHICLE NOT MOVING INT DRV OR REV. AND LOUD GRIND FROM TRANS. UPON INSPECTION FOUND METAL IN THE FLUID AND THE TRANSBELT COMING APART. WAS NECC. TO REPLACE THE VTI UNIT DUE TO EXCESS METAL CONTAMINANT. TEST DROVE AND OK AFTER REPAIR.	ok 75% vp, 25% cust.pay for vti replacement on used owner w/53859miles. FOM Rhea Preston approved unit replacement due to severemetal contaminant from the belt having come apart in the vti unit. ~VTI CLASS ACTION COVERAGE FOR USED OWNER W/53859 ~MILES = %75 CP =25%
427	Vue	2003	5GZCZ43D23S905078	7/31/2009	K7000	53945	\$3,079	CUSTOMER STATES THERE IS A HIGH PITCH NOISE HEARD WHEN BACKING UP.TECHNICIAN FOUND NOISE COMING FROM TRANSMISSION.TESTEDPUMPPRESSURE.INTERNAL TRANS PROBLEM.METAL IN TRANS.REPLACED TRANSMISSION.SET FRONT TOE AND CAMBER ON BOTH SIDES.ROADTESTEDCONCERNCORRECTED.CUSTOMER PAYING 25%=\$1026.39	VTi transmission Steve, I made the adjustment for the owner's portion of the bill for the replacement of the vti transmission Special policy ~A AUTHO FOR WARRANTY POLICY/P AUTHO FOR EXCEEDS ~PARTS CEILING/E AUTHO FOR OTHER HOURS
428	Vue	2003	5GZCZ43D43S844753	7/20/2009	K7104	54014	\$1,508	CUSTOMER STATES TRANSMISSION NOISY,VERIFIED COMPLA INT,PERFORM TRANS PRESSURE TEST,1A-0PSI,0.2A-0PSI, DISSASSEMBLETRANS,ANDFOUNDCASE COVER DRIVE BELT SEPERATED,METAL FRAGMENTS FOUND,REPLACE CASE COVER,TORQUECONVERTER,VALVEBODY,PUMP,FILTER,SENSORS,LINES,INSTALL TRANS ADD FLUID W/ADDITIVE,PERFORM ALIGNMENT AND ADJUST TOE,RECHECK AND TESTDRIVE,OK	Warranty Policy - VTI Special Trans Warranty - Customer paid deductible due to mileage. Warranty Policy - VTI Special Trans Warranty - Customer paid deductible due to mileage.
429	Vue	2003	5GZCZ33D93S845438	7/31/2009	K7000	54015	\$3,889	FOUND MOANING NOISE FROM TRANS, NEC TO REPLACE VTI INTERNAL BELT DAMAGE, PRESSURE TEST WELL BELOW TEST PRESSURES, ALSO ALIGNED ANDADJUSTED FRT AND REAR TOE	ok ~CLASS ACTION
430	Vue	2003	5GZCZ43D53S820543	9/19/2009	K7000	54020	\$3,904	AFTER TRANS COVER REPLACEMENT TECH FOUND THE TRANS MAKING EXCESSIVE NOISE.TECH R&R THE TRANS ASM AND FOUND INTERNAL TRANS FAILLUREAFTER REBUILD.TECH R EPLACED THE TRANS ASM.TEST DROVE.NO FURTHER CONCERN.	reviwd by dvm. gbj ~NEC TO REPLACE THE TRANS ASM AFTER REBUILD FAILED ~AND DAMAGE THE TRANS



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431	Vue	2003	5GZCZ43D53S820543	9/19/2009	K7104	54020	\$4,061	CST STATES THE SERVICE WRENCH LIGHT IS ON AND THE VEHICLE IS VIBRATING AND MAKING A GRINDING NOISE.T ECH VERIFIED CONCERN.TECHFOUND THE NOISE COMING F ROM THE TRANS.TECH PERFORMED LP TEST.TECH R&R THE TRANS AND FOUND INTERNAL DAMAGE.TECH REPLACED THE CASECOVER,TORQUE CONVERTER,FILTERMI/O SENSORS AND ALL RELATED PARTS.TEST DROVE.NO FURTHER CONCERN.	~OK WP REPAIR AS PER VTI EXTENDED VEHICLE SPECIAL ~POLICY.EXTRA TIME FOR LP TEST AND FILTER
432	Vue	2003	5GZCZ33D93S806252	7/15/2009	K7104	54168	\$3,574	CS THAT THE TRANS MAKES ALLOT OF NOISE. TECH ROAD TESTED AND VERIFIED TRANS MAKING A GRINDING NOISE FROM PRESSURE PUMP. PERFORMEDPRESSURE TEST. WITHI N SPEC. DISSASSEMBLED TRANS, REPLACED PUMP, FILTER AND CASE COVER ASSEMBLY. REASSEMBLED TRANS. TEST D ROVE. OKNOW.	~ADD TIME FOR PRESSURE TEST AND FILTER. WP REPAIR ~ORIGINAL OWNER UNDER 100K
433	Vue	2003	5GZCZ43D03S865051	8/10/2009	K7104	54316	\$3,513	C.S. VEHICLE HAS NO FORWARD MOVING GEARS NOISE COM ING FROM TRANS TECH FOUND CODE P0842,P1758, TECH V ERIFIED CODES PERFORMED LINEPRESSURE TEST .2A@130 0-1400 RPM 591 PSI 1.0A@IDLE 107 PSI SPEC.2A@1300- 1400RPM 652-798PSI 1.0A@IDLE152-268PSI ISS1807RPM@ 30MPHOSS 604RPM@30MPH REPLACE CASE COVER FILTER F LUSH COOLER REPLACE SENSORS THEN ROAD TEST AND ALI GNED THE VEHICLE. OLD PART # FORTHE COVER IS 24227081 AND FOR THE CONVERTER IS 24227601 LUSH COOLER REPLACE SENSORS THEN ROAD TEST AND ALI GNED THE VEHICLE. OLDPART # FOR THE COVER IS 24227081 AND FOR THE CONVERTER IS 24227601 FIRST OWNER & UNDER 100K-100% WARRANTY	~FIRST OWNER & UNDER 100K MILES-100% PER LETTER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
434	Vue	2003	5GZCZ43D83S883703	9/1/2009	K7000	54330	\$3,900	CUSTOMER STATES TRANSMISSION INTERMITTENTLY NOT GO ING INTO GEAR. TECH TEST DROVE, CONFIRMED NO FORWA RD OR REVERSE. TRANSLUIDBURNED. REPLACED TRANSMISSION, FLUSHED LINES, TEST DROVE, OPERATING AS DESIGNE D.	It is ok to pay this claim vti trans 1st owner
435	Vue	2003	5GZCZ33D23S896361	7/13/2009	K7104	54589	\$3,335	CUSTOMER STATES THAT THE TRANSMISSION IS SLIPPING WHILE DRIVING. RAN PRESSURE TEST FOUND HIGH 705 LO W190/ REPLACED CASE COVER AND FILTER SET FRONT TOE AND RESEALED TCM. NEED EXTRA TIME FOE SETTING TOE TRANS FILTER AND LOW PRESSURE TEST 1.9 NEED ONE DAY RENTAL. INV D111101/VIN1G2ZH57N494182861	~GOODWILL FOR KNOWN CONCERN
436	Vue	2003	5GZCZ33D23S896361	7/16/2009	K7000	54640	\$4,251	TAC CASE#10946685/TRANS ASSEMBLY REPLACED PER (DVM MICHAEL PARKER 07-17-09 AND SERVICE MNGR J. MALONEY FOR CONINUAL VTI ISSUE/FOUNDCODES P1758, REPLACED TRANSMISSION ASSEMBLY PER COST COMPARISON. SET FRONT TOE-ROAD TESTED OK. TOW CHARGES	Approved, MDP ~WP PER MICHAEL PARKER
437	Vue	2003	5GZCZ33D63S913596	7/21/2009	K7000	54675	\$4,199	C/S AT TIMES VEHICLE WILL NOT MOVE. INSPECTED VEHI CLE AND FOUND VTI INTERNALLY BINDING. FLUSHED COOL ER LINES. REPLACED VTI AND ADJUSTED TOE. ROADTESTE D. ALL OK	Approved use of K7000 and excess days and time & valid secondary labor operation. PAUL VTI TRANS CLAIM PAUL VTI TRANS CLAIM ~PAUL VTI TRANS CLAIM
438	Vue	2003	5GZCZ33D03S863200	8/17/2009	K7000	54750	\$3,709	FOUND CHAIN BROKEN, CONVERTER NOISY, AND FLUID BURNED REPLACED TRANSMISSION.. VEHICLE AT TOTAL STAND-STILL	ok ~VTI TRANSMISSION - CUSTOMER PARTICIPATION 1052.35
439	Vue	2003	5GZCZ33D23S838296	8/20/2009	K7000	54797	\$4,030	GUEST STATES THAT VEHIVLE WILL NOT MOVE IN ANY GEAR. TECH VERFIED AND PERFORMED PRESSURE TEST SHOWED NO LINE PRESSURE. REMOVED TRANSMISSION AND FOUND METAL THROUGH OUT CASE AND CAS CRACKED CALL TECHNICAL ASSISTANCE CASE #11000538 AND REPLACED TRANSMISSION ASSEMBLY, PERFORMED WHEEL ALIGNMENT AND NOW IS OPERATING AS DESIGNED.	approved ~OLH AUTHORIZED FOR ALIGNMENT AND PRESSURE TEST ~PER TAC

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440	Vue	2003	5GZCZ33D33S816632	7/16/2009	K7104	54875	\$3,999	FOUND BELT INSIDE TRANSMISSION SLIPPING NECESSARY TO REPLACE CASE HALF - CAR WOULD NOT GO INTO GEAR	~CLASS ACTION LAWSUIT
441	Vue	2003	5GZCZ33D13S842095	7/23/2009	K7104	54906	\$2,443	CUSTOMER STATES SES LIGHT IS ON TECH STATES VERIFIED CONCERN FOUND CODE P0700 AND P0742 REFER TO SERVICE BULLETIN 01-07-30-010C VERIFIED ON ROAD TEST TRANS WHINE AND GROWL INTERMITTENT SHUDDER REPLACED CASE 1/2 AND CONVERTER, GASKETS, FLUID SPEED SENSOR AND ADDITIVE ROAD TESTED SES LIGHT CAME ON FOUND CODE P0717 ISS LOW VOLTAGE CHECKED AND FOUND NO RPM'S AT ISS-- FAULTY SENSOR REMOVED BATTERY TRAY AND VALVE BODY COVER REPLACED FAULTY SENSOR WITH NEW ONE CHECKED RPM'S ALL OPERATING AS DESIGNED	WARRANTY POLICY OK PER ROBB HEATH FOM WARRANTY POLICY OK PER ROBB HEATH FOM WARRANTY POLICY OK PER ROBB HEATH FOM
442	Vue	2003	5GZCZ43D53S815763	8/17/2009	K7000	54939	\$3,964	C/S GROWL NOISE IN LOW ACEL. CONFIRM CONCERN FOUND INTERNAL BANDING DMG.; PRESS. TEST - LOW 600 PSI 1.0A/75 PSIE @ .2A. REPLACED TRS. CK'D OK EST. LESSER COST TO REPL. THAN REBUILD.	vti ~VTI-ADD .5 PRS. TST; .9 SET TOE; .3 REPR. TCM
443	Vue	2003	5GZCZ43D13S886099	9/3/2009	K7104	54947	\$4,068	LINE PRESSURE TEST IN SPECS. DIASSEMBLED AND INSPECT CASE HALF AND TORQUE CONVERTER. REPLACED DAMAGED CASE HALF ASSM AND FILTER, RESEALED TRANS. PERFORMED ALIGNMENT AND ROAD TEST. P0842 RESET FOLLOWED DOC#12 00942. TESTED TFP SENSOR CIRCUT: FOUND VALVE BODY FAILED. REPLACED FAILED VALVE BODY, ROAD TEST. OK NOW	~OLH TRANS FLUID FILTER, LINE PRESSURE TEST, E2020 ~ALING, K6560 VAVLE. REQUIRED FOLLOW UP REPAIR. JON
444	Vue	2003	5GZCZ33D93S822354	7/15/2009	K7000	55111	\$4,007	CONFIRMED CUSTOMER CONCERN AFTER ROAD TESTING VEHICLE, THERE IS INTERNAL NOISE WITHIN THE TRANS PER FOM RR TRANSMISSION AND ADJUSTED FRT TOE ROAD TESTED VEHICLE IT IS OAD WITH NO NOISE AT THIS TIME	9/7/09 As per randi Wray to replace transmission As per randi Wray to replace transmission As per randi Wray to replace transmission ~OLH
445	Vue	2003	5GZCZ33D63S870538	7/17/2009	K7000	55165	\$4,625	HAD TO REIMBURSE CUSTOMER FOR VTI REPLACED AND RENTAL	approved ~CUSTOMER REIMBURSEMENT FOR VTI CLASS ACTION

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446	Vue	2003	5GZCZ33D43S844424	8/21/2009	K7000	55187	\$4,916	C/S CAR WOULD ONLY MOVE IN REVERSE. VERIFIED COMPLA INT NO FORWARD CAUSED BY BELT FAILURE. LINE PRESSU RE SHOWS LOW .2 AMPS1300-1400RPM(328 PSI) 152-268 PSI (89PSI)@1.0AMP IDLE. TRANSMISSION SO'D. RECEIV ED TRANS 08/25/09. INSTALLED 08/25-26, PICKED UP 08/26/09 (TIME LINE FOR RENTAL)	approve ~ORIGINAL OWNER, VTI
447	Vue	2003	5GZCZ33D93S875376	9/18/2009	K7104	55189	\$3,136	CHECKED LINE PSI. CHECKED FOR DTC'S..AND LEAKS///R& R TRANS AND INSPECT...FOUND CASE HALF ASSM DAMAGED ...REPLACED CASE HALF & FILTER... RESEALED TRANS... PERFORMED ALIGNMENT & ROAD TEST... OPERATES AS INTENDED	~OLH ADD TIME AND E2020 ~WARRANTY POLICY
448	Vue	2003	5GZCZ33DX3S902715	7/14/2009	K7104	55287	\$2,994	INSPECTED TCM FOR DTC - NONE STORED UPON TEST DRIVE NOISE HEARD IN NEUTRAL NO LEAKS FOUND - FOUND GRINDING NOISE COMING FROM CASE COVER NEC TO REPLACE CASE COVER CHECK ALIGNMENT AND TEST DRIVE	~OLH .8 FOR ALIGN AND TEST DRIVE ~GOODWILL FOR CUST SATISFACTION FOR LOW MILES based on class action lawsuit ~OLH .8 FOR ALIGN AND TEST DRIVE ~GOODWILL FOR CUST SATISFACTION FOR LOW MILES
449	Vue	2003	5GZCZ33D03S863536	9/5/2009	K7000	55369	\$4,758	TRANS NOT GOING IN GEAR NO REVERSE FLUID CONTAMINATED EXCESSIVE BELT SHEARS. NO PRESSURE AT CONTROL SOLENOID GRINDING AND GROWLING NOISE IN PARK. P074 1-P0742-P1992 REPLACE ASSY TO FIX OK AT THIS TIME	ok ~OK, TO PAY
450	Vue	2003	5GZCZ43DX3S847513	7/29/2009	K7000	55449	\$4,203	CUST STATES BUZZING NOISE COMING FROM CAR, TESCH NOTES FOUND NOISE COMING FROM TRANS, SLIPPIN G @2000 RPMS, REPLACEVTITRANSPERFORMFRT TOE ALIGNMENT	approved Moved 2.0 hours from base labor to OLH for alignment. FORWARD TO DSSM FOR APPROVAL Forward to dssm for vti transmission replacement ~FORWARD TO DSSM FOR TRANSMISSION REPLACEMENT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
451	Vue	2003	5GZCZ43D13S824749	9/21/2009	K7104	55451	\$2,540	C/S THE CAR DIED ON HIGHWAY RPMS JUMPED UP AND DOWN TO NOTHING,CAR WONT MOVE.VER TRANS LOUD WHINE,FO UND BELT COMPETLEYAPARTINSIDE,REPLACED CASE COVER ASS,INTERNAL FILTER,TORQ CONV,COOLER LINES AND R EMOVED ALL DEBRIES.PERFORMED ALIGNMENT,SET FRRTTOE.OPS AS DESIGNED	customer portion of vti repair ~WP FOR CUST ENTHUSIASM CUST TO PAY 25%,OLH TO REP ~FILTER,ALIGNMENT,ROAD TEST
452	Vue	2003	5GZCZ33D03S890557	7/22/2009	K7104	55608	\$4,211	VERIFIED CUST CONCERN FOUND INTERMITENT NO MOVEMEN T WHEN ACCLERATING INTO ANY GEAR DTC P0841 ALSO SE T FOUND FLUID LEAKING FROMBOTH AXLE SEALS FOLLOWE D BULETTIN #05-07-30-004 OR DOC#1614535 REPLACED 2 AXLE SEALS R&R TRANS TO REPLACE CASE COVER ASSM A NDINSPECT FOUND BELT DRIVEN PULLEYS DAMAGED,	PB - 8/1/09 ~OLH DUE TO DIAG,K6907,E2020,K6560,CAR IN 7/22,DIA ~G 7/23,ORDER PART 7/24,ARRIVED 7/28,REPAIR 7/30
453	Vue	2003	5GZCZ43D63S823919	7/29/2009	K7000	55689	\$3,757	CONFIRMED COMPLAINT OF NO MOVEMENT FROM VEHICLE & THERE IS SEVERE NOISE COMING FROM TRANS. LOCATED AS SEVERE INTERNAL TRANS DAMAGE.REPLACED VTI W/A REMAN UNIT. RECALIBRATED TCM & REPLACED 1ST DESIGN TRANS COOLER LINES. INSTALLED ADDITIVE AND ROAD TESTED OKAYNOW. SUBLET FOR A 4 WHEEL ALIGNMENT	mvl ~PART OF CLASS ACTION SETTLEMENT. ADD TIME FOR TCM ~CALIBRATION & TRANS COOLER LINES. ROUTE TO DSSM
454	Vue	2003	5GZCZ33D73S868197	7/11/2009	K7104	55742	\$3,591	VERIFIED SERVICE ENGINE SOON LIGHT IS ON -- RUN COMPUTER MONITOR CHECKS AND FOUND CODE PO700 TRANSAXLE CODE. TEST DROVE VEHICLEAND FOUND VTI TO HAVE GRIND NOISE. REMOVE TRANS AND REPLACE CASE COVER, COOLER LINES, VALVE BODY AND TRANS FILTER AS PER BULLETIN05-07-30-003	~OLH DUE TO DIAG ~WARRANTY POLICY
455	Vue	2003	5GZCZ43D53S835138	9/24/2009	K7000	55813	\$4,200	TECH CHK FOR CUSTOMER CONCERN. TECH FOUND TRANS SLIPS INTO NEUTRAL. TRANS HAS INTERNAL FAILURE. TECH REPLACED TRANS ASSEMBLY.	ok dave beatty repaire made befor warranty change ~THIS REPAIRED OKD BEFORE GM NEW VTI MESSAGE ~THANKS

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456	Vue	2003	5GZCZ33D03S890641	7/23/2009	K7104	55820	\$5,432	INSPECTED: VERIFIED. FOUND VTI TRANSAXLE CASE COVER ASSEMBLY HAS AN INTERNAL MECHANICAL FAULT/GRINDING/WORN/STRIPPEDCAUSINGMETALDEBRIS THROUGHOUT TRANSAXLE ASM.100% OF REPAIRS AUTHORIZED UNDER SATURN CLASS ACTION SETTLEMENT. -REPLACED VTI TRANSAXLE CASECOVER ASSEMBLY. - REPLACED VTI TRANSAXLEINTERNAL OIL FILTER. - REPLACED VTI TRANSAXLE VALVE BODY. - REPLACED VTI TRANSAXLE TORQUECONVERTER ASSEMBLY. -REPLACED VTI TRANSAXLEFLUID. - ADJUSTED WHEEL ALIGNMENT SETTINGS. REROAD TESTED/REINSPECTED: ALL OK. COMPLETED.	100% OF REPAIRS AUTHORIZED UNDER SATURN CLASS ACTION SETTLEMENT
457	Vue	2003	5GZCZ43D33S840046	7/29/2009	K7000	56020	\$4,117	C/S THE TRANSMISSION SEEMS TO SLIP.TECH FOUND CODE P0742 AND P0841.VEHICLE TRANS SLIPPINGBADLYFROMINTERNALPRESSURELOSS.PRESSURECHECK SHOWED.ONLY 100 PSI AT IDLE AND 180 PSI AT FULL PRESSURE. REPLACED TRANS ANDOILCOOLERSLINESW/PRESSURE TETEST & FLUSHEDCOOLER.ALIGNED,SET FRONT TOE.	mes 4trans vti Daryl just called on this one (check voicemail) also call us, this one had low pressure and fluid was full of medal particals, costanalysis shows that it's cheaper to replace vs. repair. Notes did not tell you that on global. Let us know if you would like to seeoriginal RO, we can fax it or you can stop by. curious regarding transmission replacements -- what diagnostics / tear down are we doing? Total hours (base + olh) is 9.2 per conversation on Friday. hi - per conversation, pls check labor time, thx, mary Mary, here is a vti, I had to seperate the hours in order for it to send to you, you can change it back in regular hours. Pleaselook over and approve. Mary, here is a vti. Please look over and approve. Mary, here is a vti. Please look over and approve.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
458	Vue	2003	5GZCZ33D53S907630	8/3/2009	K7104	56131	\$3,288	VERIFIED CONCERN, PREFORM DRAIN AND REFILL TWICE A ND ADDED ADDITIVE, RECALIBRATED TCM. ROAD TESTED V EHICLE, STILLSLIPPING.PREFORMED LINE PRESSURE TEST WITHIN IN 0.2 AMP PSI 780 AND 1 AMP PSI 220. PER DOC 1586361 R&R CASE COVER ADJUSTED FRONTTOE, ROA DTEST VEHICLE, NOW OPERATING AS DESIGNED.	olh for pressure test
459	Vue	2003	5GZCZ43D03S853966	9/8/2009	K7000	56149	\$3,082	C/S FROM A STOP @ ACCEL RPM'S ARE 4-5,000 W/LITTLE MOVEMENT-18MPH/TECH:TEST DROVE & CONFIRMED/ PRESSURE TESTED-OK/FOUNDFLUIDBURNT/TRANS DRIVE BELT WORN & DEBRIS THRUOUT TRANS/REPLACED TRANS ASSY./ALIGNED/UPDATED TCM/REPLACED TRANS COOLER LINES/FLUSHTRANS COOLER	vti Customer participation of \$1027.36. VTI transmission program. ~VTI OLH-SET TOE/PRESSURE TEST/FLUSH/REP LINES & ~REPRO TCM; CUST PARTICIPATION 1,027.36
460	Vue	2003	5GZCZ33D63S834932	9/21/2009	K7104	56253	\$3,818	CUST STATES VEHICLE HAVING TROUBLE SHIFTING OUT OF REVERSE, IN DRIVE FEELS LIKE IN NEUTRAL/VERIFEID C SUTOMER COCNERN/PERFORMEDLINEPRESSURE TEST-PC SO LENOID @ 1.0A-630 PSI, PC SOLENOID @ 0.2A-640 PSI/ CALLED TAC CASE #11038962 JAMES BREWER-WAS TOLD TOFOLLOW VTI CAMAPIN PROCEDURE/REPLACED CASE COVER, SPEED SENSOR, VALVE BODY, TRANS FILTER, REPROGRAM TCM AND R FILL FLUID ANDADDITIVE/TEST DROVEVEHICLE AND RECEHCK OPERATION-PERFORMED ALIGNMENT AND TE ST DROVE VEHICLE-ALL OK NOW	Policy - VTI trans warranty. ~OTHR HOURS FOR LINE PRESSURE TEST AND ALIGNMENT
461	Vue	2003	5GZCZ43D73S852989	8/6/2009	K7000	56460	\$4,000	C/S THE CAR GOES INTO GEAR BUT WONT MOVE. TECH FOUND BELT BROKEN IN TRANSMISSION. REPLACED TRANS AND FLUSHED TANS COOLER LINES.VTISETTLEMENT-FIRST OWNER.	vti trans replace ~VTICOST ANALYSIS REBUILD \$3,758.42/RPLA\$ 3,999.60 what is cost to repair vs cost to replace analysis ~VTICOST ANALYSIS REBUILD \$3,758.42/RPLA\$ 3,999.60

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
462	Vue	2003	5GZCZ33D23S892553	9/24/2009	K7104	56497	\$4,857	CUSTOMER STATES THEY HEARD A POP NOISE WHILE DRIVING AND VEHICLE WOULD NOT MOVE. R&R TRANS AND FOUND BELT SNAPPED. OVERHAULED TRANS AND REPLACED SIDE COVER. REINSTALLED AND TEST DROVE - OP TO SPEC	tech replaced cover assembly-overhauled trans, replaced side cover reinstalled, retest drove to verify repair, rental for cust while infor repair
463	Vue	2003	5GZCZ43D53S820610	7/31/2009	K7800	56728	\$3,919	VERIFIED CONCERN OF VEHICLE NOT MOVING IN ANY GEAR FOUND DTC CODES P1758 AND P1882 PRESENT. FOUND TSB#05-07-30-004 AND PERFORMED LINE PRESSURE TEST. 162 PSI AT .2 AMP AND 496 PSI AT 1.0 AMP. FOUND METAL KEYS IN TRANS FLUID FROM BELT. REPLACED TRANS AXLE ASSEMBLY AND TRANS COOLER LINES. SET FRONT TOE AND TESTED. TRANS AXLE OPERATES AS DESIGNED.	~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER ~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER ~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER ~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER ~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER LINES. Ivan, This is a VTI transmission claim. The customer paid \$1418.05. ~1.7 ADDED TO DO LINE PRESSURE TEST/ALIGN/CHANGE ~TRANS COOLER LINES.
464	Vue	2003	5GZCZ43D13S800502	9/14/2009	K7104	56796	\$3,263	VERIFIED TRANS IS LOUD ON ACCELERATION, TRANS SLIPS IN FORWARD AND REVERSE GEARS. NECESSARY TO REPLACE CASE HALF ASSEMBLY. REPLACED CASE HALF AND PERFORMED ALIGNMENT. OK AFTER REPAIRS.	vti case half per bulletin
465	Vue	2003	5GZCZ33D23S915877	8/10/2009	K7000	56849	\$3,395	CUST STATES SES LIGHT CAME ON TECH FOUND METAL IN THE TRANSMISSION FLUID TECH REPLACED THE TRANSMISSION ASM TO CORRECT THE CONCERN	vti trans talked to matt metal inside transmission replaced transmission assembly talked to matt vehicle had metal in transmission replaced trans assembly ~CUSTOMER TO PAY 25% OF BILL



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466	Vue	2003	5GZCZ33D03S872608	9/16/2009	K7104	56860	\$2,707	CUSTOMER STATES TRANS WON'T SHIFT LACKS POWER CHECK ANDF ROAD TEST DISSAMBLE TRANSMISSION BELT STRECHED AND PLAYINVARIABLEEXCESSIVE PLAY DISSAMBLE COMPLET AND OVERHAUL TRANS AND ROAD TEST OK GOODWILL 75/25 SPLIT ON TRANSMISSION REPAIRSCSO146706WRITTEN DUE TO CSO#144094 WOULD NOT PAY	vti split vti transmission second owner under 100,000 miles vti transmission customer participation second owner under 100,000 miles. reference job card #144094 ~VTI TRANSMISSION CLASS ACTION SUITE GUILDINES
467	Vue	2003	5GZCZ33D13S856109	8/19/2009	K7000	56910	\$2,827	FOUND GRINDING COMING FROM TRANS,PERFORME FLUSH W/ ADDITIVE TO TRY AND REPAIR.AAFTER FLUSH TRANS WASSTILLGRINDING.REPLACEDTRANSASSEMBLY AND PERFORM ED ALIGNMENT TO REPAIR.	jbb yes. original total was 3941.03. jbw has the cust pd amount of 1113.61 been removed from ln total? jaj not original owner. under 100k miles. cust paid 1113.61. jbw not original owner. under 100k miles. cust paid 1113.61. jbw ~1113.61 PAID BY CUSTOMER FOR REPAIRS
468	Vue	2003	5GZCZ33D23S861416	8/4/2009	K7000	57008	\$3,186	C/S VEHICLE WONT MOVE INTO GEAR. TEST DROVE VEHICL E, FOUND VEHICLE WONT GO FORWARD OR REVERSE. TEARD OWN TRANS, FOUND VTITRANSBELT MALFUNCTIONING. RE PLACED TRANS. CASE# 13142676 PER SATURN CUSTOMER C ARE	Claim approved. AUTHORIZATION 914 DAY RENTAL DUE TO PARTS ON ORDER AND TEARDOWN TIME/WEEKENDS claim approved ~RESTRICTED LABOR OP..CASE# 13142676 SAT CUST CARE
469	Vue	2003	5GZCZ33D93S847836	8/25/2009	K7000	57249	\$2,661	CUSTOMER STATES TRANS LOUD, KNOCKING, TECH INSPECT ED FOUND TRANS BAD, R&R TRANSMISSION, REFILLED, FL USHED LINES,PERFORMEDPSITEST, TEST DROVE, OPERA TING AS DESIGNED	2nd owner with participation second owner, paid \$1200.00, more than 25% Second owner, paid more than 25% actually. ~2ND OWNER, PAID 25% @\$1200.00
470	Vue	2003	5GZCZ33D13S848923	9/10/2009	K7104	57668	\$3,385	FOUND PREVIOUSLY REPAIRED VTI TRANS LEAKS RO 519896 03/10/09 53145 MILES PER GM POLICY DOC 1614535 REPLACED FAILED CASE COVERVTIVARIABLE TRANS ASSEMBLY	wp per fom-mw
471	Vue	2003	5GZCZ33D63S841220	8/21/2009	K7000	58019	\$3,244	TRANS FLARES WHEN SHIFTING AND SES LIGHT IS ON. VERIFIED CONCERN. CODE P1758 STORED. OVERHEATED BADLY. FLUID BLACK. REPLACEDTRANSAXLE AND REALIGNED FRONT SUSPENSION	Approving for Vti special policy. ~SPOKE WITH CHARLIE KRIPAS, DVM ~CUSTOMER PARTICIPATION PER CLASS ACTION SETTLEMEN

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
472	Vue	2003	5GZCZ43DX3S817556	9/1/2009	K7104	58153	\$3,495	TECHNICIAN TEST DROVE. FOUND BELT NOISY AND TRANS SLIPPED ON ONE OCCASION. LINE PRESSURE CHECKED OK @ 710 PSI. FOLLOWED TSB FORSLIP REPLACING TORQUE CONVERTER, END COVER. DEBRIS IN TRANS REPLACED FILTER, INSTALLED REDESIGNED COOLER LINES. SET FRONT TOE ANDINSTALLED TCM RECALIBRATION.	~OK TO POLICY PER CLASS ACTION GUIDELINES @ 100% ~ORIGINAL OWNER.ADD TIMES FOR ALIGNMENT,TEST/RECAL
473	Vue	2003	5GZCZ33D83S906231	7/28/2009	K7104	58159	\$3,391	VERIFIED WHEN DRIVING ON THE HIGHER GEARS TRANS IS SLIPPING.CHECKED FOR CODES,NO CODES FOUND.AFTER TR ANS WARMED-UP,TESTDROVE.FOUND INTERMITTENT NO MOVEMENT WHEN ACCELERATING IN ANY GEAR.ALSO WITH LOUD WHINE,GRIND NOISES.BOTH AXLE SEALS LEAKING TRANSF LUID.FOLLOW BULL#05-07-30-004.R&R TRANS TO REPLACE	~OLH DUE TO K6907,E2020 ~WARRANTY POLICY
474	Vue	2003	5GZCZ33D13S887263	8/12/2009	K7104	58321	\$2,602	C/S THE CAR WILL SEEM LIKE IT WANTS TO STALL. CONF IRMED ISSUE REC VTI REPLACED VTI INTER FILTER AND TRANS COOLER LINES. CAR OPSASDESIGNED	Customers portion of VTI repair. ~OLH FOR INTERNAL FILTER TRANS COOLER LINES AND AL ~IGNMENT
475	Vue	2003	5GZCZ33D43S852474	8/31/2009	K7104	58543	\$3,646	CAR WOULD NOT HARDLY MOVE FRONT OR BACKWARD/INTER- NAL NOISE/ CODES- P0742/P084/P1756/LINE PRESSURE 130PSI/REFER TOBULLETIN/REPLACED TRANS CASE/ CONVERT/FILTER/NEW FLUID WITH TRANS FLUSH//	~VERIFIED REPL OF ~VTI
476	Vue	2003	5GZCZ43DX3S911582	9/3/2009	K7104	58641	\$3,399	CUST STATES THAT SES LIGHT,REDUCED POWER LIGHT AND CAR WILL NOT ACCEL-TECH FOUND SES LIGHT CODE P0742 P01182, PO741-TECH FOUND THATAT .2 AMP-609 PSI AND AT 1.0 AMP 140PSI-TECH REPLACED SIDE CASE COVER AND ADDED FLUID WITH ADDITIVE TO CORRECT CONCERN	approved by dsm ~EXTENDED RENTAL DUE TO LABOR DAY HOLIDAY PARTS ~DELAY
477	Vue	2003	5GZCZ33D13S849998	9/24/2009	K7000	58751	\$4,342	REPLACED VTI TRANSMISSION	Will allow this one because of timing, right at time when announced class action terms were no longer in place. REPLACED VTI TRANSMISSION CLASS ACTION LAW SUIT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
478	Vue	2003	5GZCZ33D03S857963	7/21/2009	K7000	58968	\$4,051	CUSTOMER STATES THERE IS A KNOCK NOISE IN THE ENGINE. TECH CONFIRMED NOISE. FOUND NOISE FROM TRANSMISSION INTERNALLY. TECHREMOVEDLINES AND FOUND METAL PARTICALS IN FLUID AND IN VALVE BODY. TECH REPLACED TRANSMISSION AND REPLACED COOLER LINES ANDREALIGNED PERSPECS .	bp Error 024 : Service Agent is not allowed to submit transactions for labour code K7000. ~POLICY PER VTI 100K WARRANTY AND ADD FOR COOLER ~LINES AND ALIGNMENT WITH TOE AND ROADTEST.
479	Vue	2003	5GZCZ43D53S860766	8/25/2009	K7104	59058	\$2,595	GUEST STATES CHECK ENGINE LIGHT--ADVISE-- POSSIBLE TRANS CONCERN-SLIGHT HESITATION INTO REVERSE TECH FOUND CONDITION NOTDUPLICATEDREFERENCED BU LLETIN 050730004 CODES P0842 P1758 STORED INTERNAL FLUID LEAK CAUSAL CASE COVER REPLACED CASE COVER, FILTERANDCOOLER LINES, TORQUE CONVERTOR VERIFIE D PROPER OPERATION AFTER REPAIR PERFORM ALIGNMENT SET FRONT TOE	EXTENDED VTI COVERAGE CUSTOMER PAID \$865.02 TOWARDS REPAIRS
480	Vue	2003	5GZCZ33D03S865500	8/4/2009	K7104	59117	\$2,984	CUSTOMER STATES THAT THE VEHICLE WILL NOT SHIFT OU T OF GEAR, VEHICLE WAS TOWED IN, TECH VERIFED AND THE VEHICLE WILL NOTGOFORWARD, TECH FOUND DTC P1 758 PER TSB 050730004, REPLACE THE CASE COVER. TEC H REPLACED AND ROAD TESTED	Customer in vti trans mileage.
481	Vue	2003	5GZCZ33D03S865500	8/5/2009	K7000	59117	\$3,969	CUSTOMER STATES THAT THERE IS A LOUD WHINNING NOIS E IN THE TRANSMISSION AND HAS A HARD TIME SHIFTING , TECH VERIFIEDCONCERN,CASECOVER WAS JUST REPAL CED AND DID NOT FIX THE CONCERN, TECH REPLACED THE VTI ASSEMBLY, TECH ALIGNED THE VEHICLE TO SPECSANDROADTESTED. THE VEHICLE IS WORKING AS DESINGE D AT THIS TIME.	Claim approved VTI Trans. OLH for alignment.
482	Vue	2003	5GZCZ33D93S839932	9/23/2009	K7000	59203	\$3,989	CUSTOMER STATED VTI TRANSMISSION WILL NOT ACCELERA TE.TECH VERIFIED CONCERN AND ROAD TEST CAR AND FOUND THE TRANSMISSIONSLIPPINGANDNOT PICKING UP ANY SPEED.TECH REPLACED TRANSMISSION RE- TESTED AND CAR OPERATED THE IT SHOULD.	discussed with service manager VTI CLASS ACTION. ORIGINAL OWNER. VTI CLASS ACTION. ORIGINAL OWNER.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
483	Vue	2003	5GZCZ43D83S843878	8/20/2009	K7104	59243	\$3,149	C/S WHINNING NOISE WHEN DRIVING, TECH FOUND THE TORQUE CONVERTER OVERHEATED & VARIABLE DRIVE SLIPPING & REPLACED THE TORQUECONVERTER,CASE COVE R & VALVE BODY.	~WRO EXTENDED ON VTI NICKB
484	Vue	2003	5GZCZ33D63S868241	8/14/2009	K7000	59302	\$4,204	TECH FOUND THE TRANS NOT MOVING IN EITHER DIRECT- ION. TECH FOUND FLUID BURNT. TECH REPLACED THE TRANS AND COOLER LINES TO REPAIRoriginal owner	trans and rental ok ok per fom review.
485	Vue	2003	5GZCZ33D43S840311	9/14/2009	K7104	59330	\$4,087	CUSTOMER STATES TRANS WONT MOVE ON ACCEL. TECH FOUND BELT IN TRANS COMING APART. TECH PRESSURE TESTED SYSTEM, FLUSHED TRANSLINESANDREPLACED COVER ASSEMBLY, ROADTESTED CAR, TRANS SHIFTING PROPERLY NOW	Irr vti trans part of class action suit ~OLH FOR ALIGNMENT, AND TO FLUSH LINES AND PSI ~TEST PER LTg, policy on trans and lop for axle seal ~OLH FOR ALIGNMENT, AND TO FLUSH LINES AND PSI ~TEST PER LTG
486	Vue	2003	5GZCZ33D13S909858	7/17/2009	K7000	59340	\$4,204	TECH VERIFIED CONCERN.FOUND BELT SLIPPING.CHECKED PRESSURE,LOW 125 @2000 RPMS.FLUID HAS METAL IN IT. REPLACED TRANS ASM+FLUSHEDCOOLER LINES.ADJUSTED F RONT CAMBER+TOE,ROAD TESTED OK. 5 DAYS CAR RENTAL VIN#1G8ZS57N18F140688. C/S WHEN PUTTING IN DRIVE+PRESSINGGAS MOTOR WILL ADD TIME FOR ALIGNMENT AND PRESSURE TEST MOTOR WILL REV AND CAR WILL MOVE. ADD TIME FOR ALIGNMENT AND PRESSURE TEST	approved. beyond warranty repair was done per class action before that program was cancelled. ~REV+CAR WILL MOVE.COVERED UNDER SPECIAL VTI COVER ~AGE. ADD TIME FOR ALIGNMENT AND PRESSURE TEST

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487	Vue	2003	5GZCZ43D33S879008	8/21/2009	K7000	59381	\$4,027	CUSTOMER STATES VEHICLE WOULD SLIP WHEN PUTTING INTO DRIVE, SLIPPED GOING UPHILL, REVS BUT WOULD NOT GO INTO FORWARDGEAR-REVERSE THEN STOPPED WORKING TECH STATES VERIFIED CONCERN FOUND FAULTY VTI TRANSMISSION WITH CODE P1758 NO FORWARD OR REVERSE ALSO HEARDLOUD NOISE POSSIBLY BELT BROKE REPLACED TRANSMISSION ASSEMBLY, FILLED FLUIDS, AND TEST DROVE ALL OPERATING AS DESIGNED AUTH #4444680	It is ok to pay CUSTOMER STATES VEHICLE WOULD SLIP WHEN PUTTING INTO DRIVE, SLIPPED GOING UPHILL, REVS BUT WOULD NOT GO INTO FORWARDGEAR-REVERSE THEN STOPPED WORKING TECH STATES VERIFIED CONCERN FOUND FAULTY VTI TRANSMISSION WITH CODE P1758 NO FORWARD OR REVERSE ALSO HEARDLOUD NOISE POSSIBLY BELT BROKE REPLACED TRANSMISSION ASSEMBLY, FILLED FLUIDS, AND TEST DROVE ALL OPERATING AS DESIGNED AUTH #4444680 ~75% COVERED BY GM 25% COVERED BY CNA CUSTOMER ~OWES 100.00 DEDUCT
488	Vue	2003	5GZCZ43D23S907185	9/4/2009	K7104	59399	\$3,739	CONFIRMED NOISE, PRESSURE CHECKED, DISASSEMBLED DEBREE IN FLUID FROM BELT REPLACED SIDE COVER FILTER, VALVE BODY REF BULLETIN#05-07-30-003 REASSEMBLED TEST DRIVE OK	~OLH NEEDED 2.0 PRESSURE CHECK, FILTER, ALIGNMENT
489	Vue	2003	5GZCZ33DX3S884605	8/1/2009	K7104	59432	\$3,821	CUST STATES THE TRANS IS NOT SHIFTING PROPERLY. ROAD TEST AND VERIFIED CUST CONCERN. SES LIGHT WAS ON CODES P1758 AND P1882. NO REVERSE. PER DOC ID 161453 5 PERFORMED LINE PRESSURE CHECK 500PSI AT .2 AMPS 100PSI AT 1.0 AMPS. PER DOC ID REPLACED VTI CASE HALF, VALVE BODY. TORQUE CONVERTER. ROAD TEST AFTER REPAIRS. PERFORMED ALIGNMENT ADJUSTING TOE ONLY	A-AUTH

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490	Vue	2003	5GZCZ43D93S819041	7/16/2009	K7000	59522	\$4,172	C1:CUSTOMER STATES 15-30MPH JERKS, LACKS RESPONSIV ENESS C2:FOREIGN MATERIAL C3:TECH CONFIRMED CONCERN, CHECKED DTC'S ANDFOUNDCODEP1882. TRANSMISSION ID GRINDING.FLUID DISCOL ORED. REPLACED TRANSMISSION AND FOLLOWED FLUID ADD ITIVE PROCEDURES.ALIGNEDANDTESTDROVE. OPERATING AS DESIGNED ENTERPRISE 2G1WB57K891120647	trans ok C1:CUSTOMER STATES 15-30MPH JERKS, LACKS RESPONSIV ENESS C2:FOREIGN MATERIAL C3:TECH CONFIRMED CONCERN, CHECKED DTC'S ANDFOUNDCODEP1882. TRANSMISSION ID GRINDING.FLUID DISCOL ORED. REPLACED TRANSMISSION AND FOLLOWED FLUID ADD ITIVE PROCEDURES.ALIGNEDANDTESTDROVE. OPERATING AS DESIGNED ENTERPRISE 2G1WB57K891120647
491	Vue	2003	5GZCZ43D73S889167	7/28/2009	K7000	59542	\$4,140	COMPLAINT:WHEN TRYING TO ACCLERATE-THE VEHICLE WIL L NOT GO ANYWHERE AND THE RPMS GET REALLY HIGH,VER IFIED CONCERN,FOUND INTERNALBELT SLIPPING,CHECKED FLUID LEVEL-CHECKS OK,INTERNAL BELT FAILURE OF VT I TRANSMISSION,REPLACED VTI TRANSMISSION&CHECK ALIGNMENT-SET BOTH FRONT TOE.	Approved by GH. ~PART WTY ON TRANS, CASE COVER UNIT REPLACED 3/09 ~@ 54623 MILES, CSO# 203469
492	Vue	2003	5GZCZ43D03S850422	9/4/2009	K7000	59559	\$3,915	VERIFIED CAR HESITATING. FOUND TRANSSLIPPING. REPL ACED TRANS ASSY, FLUSHED LINES AND SET FRONT TOE.	Replaced trans for a slipping condition. VTI repair - under 100k original owner. no customer participation
493	Vue	2003	5GZCZ33D83S870492	9/11/2009	K7000	60124	\$4,089	TECH FOUND TRANS HAS FAILED TECH REPLACED TRANS AS PER CLASS ACTION LAW SUIT CUSTOMER IS THE ORIGN INAL OWNER ADDED TIMEFORPRESSURE TEST AND COOLER LINES ALSO PERFORMED ALIGN AND SET TOE FRT AND REA R	trans ok ok per fom review. original owner

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494	Vue	2003	5GZCZ43D83S842214	8/12/2009	K7104	60338	\$2,932	C.S SOUNDS LIKE RE Ving AND VIBRATION WHEN DRIVING , REPLACED VTI CASE HALF AND PRESSURE TEST	~UNDER WARRANTY SPECAIL POLICY
495	Vue	2003	5GZCZ43D43S853226	8/11/2009	K7000	60507	\$4,157	CUSTOMER STATES VEHICLE HAS LACK OF POWER IN FOR- WARD GEARS. TECH TEST DROVE AND VERIFIED. CHECKED AND FOUND CODES P0742ANDP1882NO MOVEMENT. FOUND VTI FAULTY. REMOVED AND REPLACED VTI WITH NEW FILL ADDITIVE - CLEARED CODES - VERIFIED PROPER OPERATION	it is ok to pay CUSTOMER STATES VEHICLE HAS LACK OF POWER IN FOR- WARD GEARS. TECH TEST DROVE AND VERIFIED. CHECKED AND FOUND CODES P0742 ANDP1882NO MOVEMENT. FOUND VTI FAULTY. REMOVED AND REPLACED VTI WITH NEW FILL ADDITIVE - CLEARED CODES - VERIFIED PROPER OPERATION
496	Vue	2003	5GZCZ33D03S865772	8/11/2009	K7000	60670	\$3,837	CUSTOMER STATES HAD TRANS REPAIRED AT NOBBLES TRAN SMISSION AND AUTO REPAIR- PER NOBBLE'S INVOICE #923 0-REBUILT CVTTRANS,REPLACEDTORQUE CONVERTER,VALV E BODY WITH SOLENOIDS,REFILLED WITH TRANS FLUID AN D ADDITIVE-CUSTOMER SEEKING REIMBURSEMENTFOR REPA IRS////	reimbursement via CAC and special settlement from GM Needs GM Auth - Restricted labor operation code, submitting for reimbursement. Submitted with DBC assistance with labor operationand net item (ref#: 71-758558118/Jessica). George spoke with Dwight to get pre-approval. ~9/11/09 GM REP. REVIEWED AND APPROVED
497	Vue	2003	5GZCZ33D43S903911	8/21/2009	K7000	60700	\$4,318	1G2AS18H297150585 PONT G5 IN 8-21-09 12:17PM OUT 8-27-09 3:49PM PUT CUST IN RENTAL FOR REPAIRS PERFORMED LINE PRESSURE TEST. 175PSIMAX. SPECS 375 MIN. REPLACED TRANSMISSION AND PERFORMED ALIGNMENT. SET FRONT TOE	Approved per class action guide. mjc,dvm original owner, low mileage

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498	Vue	2003	5GZCZ33D93S904875	8/22/2009	K7104	60894	\$3,668	TECH PERFORMED AND COMPLETED INSPECTION TECH REMOVED TRANS ASSM AND FOUND DRIVE BELT BROKEN TECH REMOVED AND CLEANED ALL PARTS TECH REPLACED ` END COVER ASSM TECH REPLACED TRANS FILTER AND PERFORMED PRESSURE TEST, TECH TEST DROVE VEHICLE AND FOUND VEHICLE TO HAVE A HARD SHIFT TECH	EXTENDED SERVICE POLICY, ALSO USING K6560
499	Vue	2003	5GZCZ33D93S847917	7/13/2009	K7000	60912	\$2,795	TECH ROAD TESTED AND VERIFIED DELAY INTO GEAR AND LOUD WHINING NOISE FROM TRANS. TECH PRESSURE TESTED AND FOUND LINE PSI OUT OF SPEC. TECH REPLACED TRANS ASSY AND COOLER LINES, FLUSHED COOLER, SET TOE AND ROAD TESTED.	Trans replaced with low pressure. OLH FOR PRESSURE TESTING, REPLACING COOLER LINES, ~FLUSHING COOLER AND SETTING TOE. customer paid 1084.54 as per special bulletin. ~OLH FOR PRESSURE TESTING, REPLACING COOLER LINES, ~FLUSHING COOLER AND SETTING TOE.
500	Vue	2003	5GZCZ33DX3S862720	7/27/2009	K7104	60954	\$3,849	CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR TECH CHECKED FOR BULLETINS AND PERFORMED PRESSURE LINE TEST--HAS 200 PSI AND SHOULD BE 246 PSI R/R TRANS TO INSPECT-- FOUND METAL SHAVINGS IN VALVE BODY AND TORQUE CONVERTER BURNT--NECESSARY TO REPLACE CASE COVER, VALVE BODY, LINES, CONVERTER, AND SENSORS--REFILLED FLUID AND ADJUSTED FRONT TOE--TEST DROVE AND VEHICLE IS OPERATING/SHIFTING AS DESIGNED	Repair vehicle per class action settlement. Original owner with less than 100 k miles ~OH FOR PRESSURE TEST/ADJUSTING TOE
501	Vue	2003	5GZCZ33D23S835768	7/11/2009	K7000	61171	\$4,005	TECH FOUND TRANSMISSION SLIPPING. DRAINED SAMPLE FLUID, BLACK AND HAD METAL SHAVINGS. REPLACED TRANS LINES AND REPROGRAMMED TCM AND ALIGNED. ADDED E2020 FOR ALIGNMENT AND ROAD TEST	Clint: Invalid GMIN number supplied for Technician. you need to look into why this was an issue. Mike JOHN, THIS IS A VTI CLASS ACTION CLAIM. OTHER LABOR HOURS FOR E2020 ALIGNMENT AND ROAD TEST AFTER PERFORMED. other labor hours due to E2020 alignment and road test



	A	B	C	D	E	F	G	H	I
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502	Vue	2003	5GZCZ33D63S877960	7/31/2009	K7000	61193	\$3,137	REMOVE FLUID AND PAN, FOUND METAL IN TRANSMISSION PAN FROM BELT. REPLACED TRANSMISSION AND COOLER LINES, FLUSHCOOLER,PERFORMALIGNMENT	bv k7000 not allowed for dealer, guest paid 1045.78 which is 25% of 4183.10 for full trans replace repairs per VTI message per Chadplease advise. Replaced trans, plugs, fluid,bolts. ~ADD 1.5 FOR ALIGNMENT, ADD .80 FOR DIAG
503	Vue	2003	5GZCZ43D13S894624	9/9/2009	K7104	61193	\$4,596	TECH CONFIRMED CAR HAS NO MOVEMENT IN GEAR DUE TO INTERNAL TRANSAXLE DAMAGE. TECH PERFORMED LINE PRESSURE TEST, LOW AT 480 PSI BELTBROKEN APART, METAL IN FLUID. TECH REPLACED TRANSAXLE COVER TO CORRECT CONCERN.	~WARRANTY POLICY DUE TO VTI TRANSMISSION SETTLEMNT
504	Vue	2003	5GZCZ43D03S841431	8/24/2009	K7104	61342	\$3,180	CUSTOMER STATES CAR WILL NOT MOVE. VERIFIED CONCER N. PERFORMED LINE PRESSURE TEST. FAILED PRESSURE T EST AT 430 PSI AT 1350 RPM.50PSI AT IDLE. REPLAC ED TRANSMISSION CASE COVER, SPEED SENSORS, AND TORQ UE CONVERTER. ALIGNED FRONT TOE AND TEST DROVE. REPAIRVERIFIED.	75-25
505	Vue	2003	5GZCZ33D13S839889	8/14/2009	K7104	61370	\$4,679	CUSTOMER STATES TRANSMISSION WONT SHIFT.TECH FOUND TRANSMISSION NOT SHIFTING.TECH OVERHAULED TRANSMISSION TO REPAIR CUSTOMERCONCERN.	wrh
506	Vue	2003	5GZCZ33D13S884654	9/5/2009	K7000	61381	\$4,689	FOUND METAL IN FLUID, FOUND BELT WEARING INTERNALLY TRANS PRESSURE 765PSI	ok VTI TRANS REPLACE
507	Vue	2003	5GZCZ43D63S861571	8/27/2009	K7000	61455	\$4,089	TEST DROVE & FOUND TRANS. SLIPPING & GRINDING. PERFORMED LINE PRESSURE TEST: LOW. PUMP GRINDING: INSPECTED FLUID & FOUND METAL INFLUID (CONTAMINATED). TECH REPLACED TRANSMISSION ASSEMBLY. PERFORMED 4-WHEEL ALIGNMENT. ROADTEST TO VERIFY REPAIRS	Authorization to replace transmission assembly beyond warranty. ~WP DUE TO VTI POLICY. ORIGINAL OWNER UNDER 100K

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508	Vue	2003	5GZCZ43D23S887245	9/14/2009	K7104	61583	\$4,193	CUSTOMER STATES THE REVERSE GEAR IS SLIPPING CAR DOES NOT GO INTO REVERSE.TECH VERIFIED CUSTOMER COMPLAINT,CHECKED NOCODESFOUND.PERFORMED LP TEST-OK .R&R TRANSMISSION & FOUND CASE COVER BROKEN & TRAN S CASE DAMAGED.DAMAGE TO DIFFERENTIAL EARS,TOMUCHDAMAGE TO REPAIR.REASSEMBLE FOR CORE.REPLACED TRANSMISSION ASSEMBLY,TRANSFER MOUNTS & SHIFT SWITCH. INSTALLED UPDATEDCOOLERLINES, TOP OFF FLUID ROAD TEST OK CHECKED ALIGNMENT,SET FRONT TOE ROAD TEST OK	vti concern. falls within guidelines for 100% coverage for original owners, contacted dsm Pat D and explained that I had the vehicle here prior to the change in coverage. auth. internal damage to case. auth add time 2.0 hours for re-assembly of core
509	Vue	2003	5GZCZ43D23S869781	7/13/2009	K7800	62005	\$3,693	VERIFIED CONCERN, COULD NOT MOVE VEHICLE IN REVERSE, STARTED TAC CASE, INSTRUCTED TO REPLACE CASE HALF, TORQUE CONVERTERANDSENSORS	olh for diag. parts correct olh for diag. parts correct ~OLH FOR DIAGNOSIS
510	Vue	2003	5GZCZ43D43S859558	8/6/2009	K7000	62041	\$4,151	VERIFIED CONCERN. FOUND LITTLE TO NO MOVEMENT AND ALSO FOUND METAL DEBRIS IN TRANSMISSION FLUID. REPLACED TRANSMISSION &COOLERLINES, SET FRONT & REAR TOE, & TEST DROVE VEHICLE.	o.k. -to Route to Tony for authorization to pay claim for CVT/VTI transmission replacement.
511	Vue	2003	5GZCZ33D43S851745	8/10/2009	K7000	62063	\$3,871	CUSTOMER STATES VEHICLE WILL NOT GO INTO REVERSE SOMETIMES. FOUND INTERNAL TRANS FAILURE-TEAR DOWN AND FOUND DAMAGE INCASE-PRIMARYDRUM ASSY IN PEICES R AND R TRANS ASSY AND ALIGN.	ok'd trans replacement This is service order that Danny Bills service writer here called on. Part warranty on VTI trans assy-trans came apart and had no forward or reverse. Massive internal failure.
512	Vue	2003	5GZCZ33D43S851745	8/10/2009	K7104	62063	\$190	CUSTOMER STATES TRANS HAS NO REVERSE. ON 8/17/09 WAS ADVISED TO TEAR DOWN TRANS AS PER RAY (DISTRICT SERVICE MANAGER)- TEARDOWNANDFOUND PRIMARY FORWARD DRUM ASSY IN PEICES-HAVE COME APART AND DAMGED ENTIRE TRANS ASSY-METAL THROUGHOUT SYSTEM.	related repair in history Vehicle policy-tear down trans for inspection

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513	Vue	2003	5GZCZ43D73S816767	8/28/2009	K7104	62240	\$2,696	C.S. THAT THE CAR SOUNDS LIKE IT IS GRINDING ALL T HE TIME TECH VERIFIED GRIND NOISE FROM TRANS ( INT ERNAL ) TECH PRESUURE TESTEDTRANS FOUND LOW MAIN LINE PRESSURE TECH FOLLOWED BULLETIN 05/07/30/004A LINE PRESURE 501@.2A(SPEC 652-798)-268@1A(152/268S PEC IS162@OMPH TECH REPLACED THE COVER CONVERTER SPEED SENSORS CHANNEL PLATE FLUSHED COOLER LINES A ND UPDATED TCM ROAD TESTED ANDALIGNED.	~ CUSTOMER PAID 25% \$850.29-PER LETTER
514	Vue	2003	5GZCZ43D63S915466	7/31/2009	K7000	62252	\$4,193	CUST STATES CAR DOESNT GO WHEN ACCELERATIN, ONLY H AS REVERSE/VERIFIED COMPLAINT/FLUID IS DARK AND SM ELLS BURNT/LINE PRESSUREDOESNT GO ABOVE 100PSI/ DOESNT MATTER WHERE PC SOLENOID IS COMMANDED/REPLA CED VTI TRANSMISSION/TEST DROVE/VERIFIED REPAIR	claim approved ~VTI TRANS REPAIR / OLH DUE TO ADDS IN LTG
515	Vue	2003	5GZCZ43DX3S899725	8/24/2009	K7104	62477	\$3,296	FOUND APPLICABLE TSB 05-07-30-004 REPLACED TRANS CASE COVER, TORQUE CONVERTOR, AND COOLER LINES PER TSB - OPERATING AS DESIGNED	CUST STATES TRANS WILL NOT PULL AT TIMES - ALSO SEEMS TO GO IN AND OUT OF GEAR AT SLOW SPEEDS FOUND APPLICABLE TSB 05-07-30-004REPLACED TRANS CASE COVER, TORQUE CONVERTOR, AND COOLER LINES PER TSB - OPERATING AS DESIGNED COVER ASSEMBLY, VARIABLE DRIVE ANDDRIVEN PULLEY A CUST STATES TRANS WILL NOT PULL AT TIMES - ALSOSEEMS TO GO IN AND OUT OF GEAR AT SLOW SPEEDSFOUND APPLICABLE TSB 05-07-30-004REPLACED TRANS CASE COVER, TORQUE CONVERTOR, ANDCOOLER LINES PER TSB - OPERATING AS DESIGNEDCOVER ASSEMBLY, VARIABLE DRIVE AND DRIVEN PULLEY A
516	Vue	2003	5GZCZ43D73S914262	7/17/2009	K7104	62550	\$3,214	CODE P1758 BULLETIN #04-07-30-024E REPLACE CASE CO VER AND FILTER PULLEYS WERE SCRATCHED UP PERFORMED ALIGNMENT TEST DROVE	PB - 8/14/09 ~OLH DUE TO DIAG,E2020, REPEAT REPAIR ~WARRANTY POLICY,

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
517	Vue	2003	5GZCZ33D13S834238	8/14/2009	K7000	62624	\$4,182	CONFIRMED TRANSMISSION SLIPPING,CHECKED PRESSURE DEBREE IN FLUID,DISASSEMBLED SNAP RING GROUND WORN AWAY SNAP RING CLUTCH,PISTONCAME OUT OF PLACE CASE DANAGE,PARTS COST MORE THAN REBUILT TRANSMISSION REPLACED TRANSMISSION ASSEMBLY,ALIGNMENT BULLETIN05-07-30-004	goodwill for customer satisfaction ~2.0 ALIGNMENT PRESSURE TEST FILTER ~REPAIR EXCEEDS REPLACEMENT COST
518	Vue	2003	5GZCZ33D43S916450	7/31/2009	K7104	62685	\$3,149	C/S THERE IS A GRIND ON ACCEL - TECH REPLACED VTI CASE HALF - BOTH FRONT CRADLE BOLTS FROZEN - SPINNING NUT-TORCH TO LOOSEN BOLTS- CUT FROM FRAME - D ID COMPLETED ALIGNMENT	~OTHER HRS FOR ALIGNMENT AND CUTTING FROM FRAME ~UNDER VTI WARRANTY
519	Vue	2003	5GZCZ33D23S874165	8/18/2009	K7000	62783	\$4,075	CONFIRM TRANSMISSION GRINDING. PRESSURE TEST, LOW PRESSURE WHEN HOT. REPLACE TRANSMISSION AND COOLER LINES. ALIGN SUSPENSIONANDTEST DROVE. OK. GUEST PAID FOR TOWING, SUBMITTED FOR REIMBURSEMENT	rk vli per bob charles ~ADD TIME FOR PRESSURE TEST, REPLACE COOLER LINES ~AND ALIGN
520	Vue	2003	5GZCZ43D13S800550	9/15/2009	K7104	62888	\$3,135	STARTED VEHICLE AND PUT IT INTO GEAR AND IT WILL NOT MOVE. VERIFIED CONCERN. GIVE GAS AND IT SLIPS BADLY. CODE P1758 STORED. R&RTRANS AND REPLACED SIDE COVER AND FILTER. REPLACED LEFT AXLE SEAL/ SET FRONT TOE TO WITHIN SATURN SPECS	~ADD TIME FOR SIDE COVER AND TO SET FRONT TOE. ~GOODWILL VTI TRANS REPLACEMENT
521	Vue	2003	5GZCZ33D53S905540	7/20/2009	K7000	62913	\$3,254	CUSTOMER STATES SHE HEARD A CLUNK WAS ABLE TO ACCELERATE AND THEN CAR STOPPED AND WOULD NOT MOVE, FOUND METAL CHUNKS IN FLUID,CAR WILL NOT MOVE FORWARD OR BACKWARDS, REPLACE VTI TRANSMISSION, AND PERFORM ALIGNMENT.	Claim approved ~LABOR OP CORRECT FOR REPAIR DONE ON VEHICLE
522	Vue	2003	5GZCZ43D83S836137	9/8/2009	K7104	62937	\$2,715	VERIFY CONCERN. COMPUTER TEST CODE P1758 PRESENT. FOLLOW BULLITEN 04-07-30-024E/050730004/ REMOVE TRANS AND DISMANTLE REPLACECASECOVER ASSY TORQUE CONVERTER AND TRANSMISSION FILTER. REASSEMBLE. FILL FLUID PERFORM FLUID CK PROCEDURE ADD ADDITIVR PERFORMTORRESET.ROAD TEST OK	had to go back in and enter customer contribution amount. ~ADD TIME TO REPLACE FILTER AND PERFORM ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
523	Vue	2003	5GZCZ43D63S867256	9/24/2009	K7000	63000	\$3,270	TECH DUPLICATED CUSTOMER CONCERN. TECH FOUND BELT INSIDE HALF CASE BROKEN. TECH REPLACED TRANSMISSION. ADVISOR CONSULTED SATURNCUSTOMER ASSISTANCE. ADVISOR AND CUSTOMER AGREED TO CUST PAYING LABOR AND SATURN PAYING FOR PARTS.	ok to pay ~WARRANTY POLICY PER HELP FROM SATURN ASSISTANCE, ~CUSTOMER TO PAY LABOR.
524	Vue	2003	5GZCZ43D33S835946	8/18/2009	K7104	63207	\$4,019	C/S TRANSMISSION SLIPS.WILL NOT DRIVE OVER 40 MPH. T/S TEST DROVE AND CONFIRMED CONCERN.HEAR EXCESSIVE NOISEFROMTTRANSMISSION.CHECKED MAIN LINE PRESSURE-LOW.FLUID CONTAMINATED.REPLACED TRANSMISSION CASE COVER ASSEMBLY,VALVE BODY,INTERNALFILTER,TORQUE CONVERTER,COOLLER LINES. PEFORMED FLUID REFILL PROCEDURE.RESET ALIGNMENT INCLUDING FRONT CAMBER AND AND TOESETTINGS.TEST DROVE AND ALL TRANSMISSION FUNCTIONS ARE OPERATING AS DESIGNED.	40 MPH. T/S TEST DROVE AND CONFIRMED CONCERN.HEAR EXCESSIVE NOISEFROMTTRANSMISSION.CHECKED MAIN LINE PRESSURE-LOW.FLUID CONTAMINATED.REPLACED TRANSMISSION CASE COVER ASSEMBLY,VALVE BODY,INTERNALFILTER,TORQUE CONVERTER,COOLLER LINES. PEFORMED FLUID REFILL PROCEDURE.RESET ALIGNMENT INCLUDING FRONT CAMBER AND AND TOESETTINGS.TEST DROVE AND ALL TRANSMISSION FUNCTIONS ARE OPERATING AS DESIGNED.
525	Vue	2003	5GZCZ33D13S864131	9/15/2009	K7104	63232	\$2,555	REPLACE TRANSMISSION SIDE COVER AND COOLER LINES R EPLACE TORQUE CONVERTOR	replaced trans side cover and cooler lines, replaced torque convertor. adjustment to show customer participation amount. ~.8 ADD TIME TO REPLACE COOLER LINES AND PRESSURE ~TEST, WARRANTY POLICY 75%/CUSTOMER PAY 25%

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
526	Vue	2003	5GZCZ33D93S912555	7/31/2009	K7104	63253	\$3,031	CUSTOMER STATES TRANS HAS LATE SHIFT ENGAGEMENT NOISE AND LACKS POWER ON ACCEL CHECK ENGINE LIGHT ON P0442 P1758 REFER TODOCID1837052 PLACED CASE COVER AND FILTER STEERING OFF SET AFTER REPAIRS R ESET TOE ONLY HAD TO REPLACE TORQUE CONVERTORSEALWITHREPAIRS	WP PER FOM-MW WP PER FOM-MW
527	Vue	2003	5GZCZ43D33S824459	8/3/2009	K7104	63349	\$3,023	C/S SES LIGHT IS ON DTC P0841 TRANS NOT PULLING AND NOISEY COMPLETED PRESSURE TEST .2AMPS 435PSI 1.0AMPS 75PSI LINE PRESSURES OUTOFSECS NECC TO REPLACE CASE COVER AND AND TORQUE CONVERTE RAND VALVE BODY DUE TO DEBRIS IN TRANSMSSION- VALVE S STICKING-INSTALLEDNEWFLUID AND ADJUSTED VTI FRT TOE VTI POLICY CLAIM	customer paid \$1018.01 ~FRT TOE VEHICLE TOWED IN ~VTI POLICY CLAIM CUST TO PAY 25%
528	Vue	2003	5GZCZ33D23S852635	9/10/2009	K7104	63449	\$3,093	VERIFIED PERFORMED LINE PRESSURE TEST, 243 PSI AT IDLE; 701 AT 1300RPMs, GOOD. REMOVED TRANS, FOUND BEARING ONINPUTSHAFTSCORED,REPLACED CASE COVER PERFORMED ALIGNMENT, ADJUSTED TOE AND TEST DROVE. VERIFIED REPAIR. FAILED PART (15297659)	per class action
529	Vue	2003	5GZCZ33D23S916236	9/23/2009	K7104	63522	\$3,625	GUEST STATES SES LIGHT ON. SCANNED FOR CODES FOUND P1882, P0741 AND P0841. PERFORMED LINE PRESSURE TEST. FOUND INTERNAL MALFUNCTIONOF THE TRANSMISSION. INSTALLED NEW CAS COVER, TORQUE CONVERTER, SPEED SENSORS AND VALVE BODY. RECALIBRATED TCM TEST DROVE VEHICLE .VEHICLE NOW OPERATES PROPERLY. SENT TO POLLARD FOR ALIGNMENT	~APPROVED BY DISTRICT MANAGER
530	Vue	2003	5GZCZ43D73S818499	8/22/2009	K7000	63651	\$3,078	FOUND TRANSMISSION BELT BROKEN.REPLACED VTI TRANSM ISSION ASSEMBLY.OLH IS FOR LINES, AND RESETTNG TO E	Approved per class-action guide. mjc,dvm customer participation entered

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
531	Vue	2003	5GZCZ33D53S823257	9/24/2009	K7104	63791	\$3,124	CST STATES THE TRANS IS LOUD AND HESITATING WHILE DRIVING.TECH VERIFIED CONCERN.TECH FOUND THE NOISE COMING FROM THE TRANS.TECH PERFORMED LP TEST.TECH R&R THE TRANS AND FOUND INTERNAL DAMAGE.TECH REPLACED THE CASE COVER,TORQUE CONVERTER, I/O SENSORS, INTERNAL FILTER AND ALL RELATED PARTS.TEST DROVE.NO FURTHER CONCERN.	ok wp 75/25% split with cst as per the extended vti special policy warranty ~OK WP 75/25% SPLIT AS PER VTI EX VEHICLE SPECIAL ~POLICY.EXTRA TIME FOR FILTER AND LP TEST
532	Vue	2003	5GZCZ43D33S811226	8/6/2009	K7104	64172	\$3,342	CHECKED AND VERIFIED CUSTOMER CONCERN FOUND TRANS WAS NOISY PERFORMED PRESSURE TEST AT .2 AMPS 463 PSI AND AT 1.0 165 PSI REPLACED CASE COVER ASSEMBLY AND TRANS FILTER AND TORQUE CONVERTER REASSEMBLED AND CHECKED NOW WORKING AS DESIGNED.	vti trans coverage dl ~ADD TIME FOR FILTER AND FOR PRESSURE TEST. DL
533	Vue	2003	5GZCZ43D43S858345	9/21/2009	K7000	64187	\$3,191	FOUND CODE P1758 TRANS RANGE W/O DRIVE RATIO. P074 2 TORQUE CONVER CLUTCH STUCK ON. TRANS CONCERNS PER BULLETIN 04/07/30/024 REPLACED TRANS AND REPROGRAMMED TCM WITH CORRECT CALIBRATION CHECK AND ALIGNMENT.~CUST REQ ASSIST 64K 2ND OWNER CUST PAID RENTAL AND ~N LABOR AND INCIDENTAL PARTS ~CUST REQ ASSIST 64K 2ND OWNER CUST PAID RENTAL AND ~N LABOR AND INCIDENTAL PARTS ON NORMAL AT THIS TIME	Approved FOUND CODE P1758 TRANS RANGE W/O DRIVE RATIO. P074 2 TORQUE CONVER CLUTCH STUCK ON. TRANS CONCERNS PER BULLETIN 04/07/30/024 REPLACED TRANS AND REPROGRAMMED TCM WITH CORRECT CALIBRATION CHECK AND ALIGNMENT.~CUST REQ ASSIST 64K 2ND OWNER CUST PAID RENTAL AND ~N LABOR AND INCIDENTAL PARTS ~CUST REQ ASSIST 64K 2ND OWNER CUST PAID RENTAL AND ~N LABOR AND INCIDENTAL PARTS
534	Vue	2003	5GZCZ33D43S915962	7/24/2009	K7000	64233	\$4,416	1G8AK58F087100096 COBA IN 2:50 PM 7-24-09 OUT 7-28-09 AM 7-28-09 PUT CUST IN RENTAL FOR REPAIR PERFORM LINE PRESSURE TEST. 215 PSI-MIN. 300 PSI REPLACED VTI TRANS, SET FRONT TOE. UPDATE TCM	Approved per class action guidelines. In future need to get units approved by calling PQC center. mjc,dvm original owner less than 100k miles
535	Vue	2003	5GZCZ43D13S882828	7/27/2009	K7000	64395	\$4,023	CUST STATES TRANS REVS, SES LIGHT COMES ON, INTERNAL SLIPPAGE OF VTI BELT, CODE P0842, FLUID BURNT AND OVERHEATED. REPLACED TRANSMISSION AND COOLER LINES	Trans replacement for premature failure. ~REPAIRED DUE TO LOW MILES AND KNOWN CONCERN

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536	Vue	2003	5GZCZ43D93S855733	9/15/2009	K7000	64445	\$4,327	VERIFIED CUSTOMER CONCERN VEHICLE WILL NOT MOVE FORWARD.DROPPED TRANSMISSION AND PERFORMED TEAR DOWN.FOUND INTERNAL BELT HADFELLAPART.FOUND METAL SHAVINGS THROUGH OUT TRANSMISSION.CAUSING DAMAGE TO FINAL DRIVE GEARS.REPLACED TRANSMISSIONREASSEMBLEVEHICLE.ALIGN AND TEST DROVE.DURING TEST DRIVE NOTICED TRANSMISSION MAKING NOISE.DROVE APPROX 16 MILES.NOISE DID NOT GOAWAY.RANVEHICLE ON RACK AND HEARD LOUDEST NOISE COMING FROM END COVER.	VTI repair approved since vehicle in by mileage, out by time on special policy. please revise and auth for labour op K7000 (restricted), replaced trans after price comparison versus repair. FOM auth replacement. ~FOM AUTHORIZED ADDITONAL TIME
537	Vue	2003	5GZCZ43D83S822870	9/21/2009	K7000	64598	\$3,124	CHECKED AND FOUND PSI 550 AT 1300-1400RPMs NORMAL 652-798.AT IDLE 100 PSI SHOULD BE 152-268 TOOK FLUID SAMPLE FOUND METAL SHAVINGINFLUID REPLACED VTI UNIT AND PERFORMED ALIGNMENT	ok to pay REPAIRED UNDER VTI GUIDELINES WITH \$1041.22 CUSTOMER PARTICIPATION
538	Vue	2003	5GZCZ43D83S812193	9/17/2009	K7104	64612	\$3,390	ROAD TESTED,VERIFIED TRANS LABORING/SLIPPING.PERF TRANS SERVICE/FLUSH/FILL W/REPROGRAM-NO CHANGE.PER F PRESSURE.PERF PRESSURETEST-OK.REPLACED TRANS FI LTER,CASE COVER HOUSING,O-RINGS,VALVE BODY COVER G ASKET.RETESTED-OK.	~OLH DUE TO ADDS IN LTG
539	Vue	2003	5GZCZ43D53S916737	8/13/2009	K7104	64735	\$4,596	TECH CONFIRMED THERE IS A HESITATION WHILE DRIVING DUE TO BINDING VTI TRANSAXLE BELT. TECH PERFORMED LINE PRESSURE TEST, AT 720PSI. TECH REPLACED TRANSAXLE TO CORRECT CONCERN.	~WARRANTY POLICY DUE TO EXTENDED VTI WARRANTY
540	Vue	2003	5GZCZ33D23S882895	8/14/2009	K7000	64768	\$4,758	TRANS ASSY HARSH UPHIFTS WHINE NOISE AND GROWLING TRANS FLUID CONTAMINTATED AND TEMP SENSOR OUT OF RANGE REPLACE TRANS AND TESTEDOIL PRESSURE LINES BELOW SPECS	ok ~AUTH BY LARRY E
541	Vue	2003	5GZCZ33D33S899267	9/4/2009	K7000	64820	\$3,992	TECH FOUND INTERAL FALUIRE IN THE TRANS. FOUND BEL T BROKEN NEC TO REPLACE THE TRANS ASSEMBLY TO CORR ECT THE PROBLEM	ok ~VTI COVERED UNDER LAWSUIT



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542	Vue	2003	5GZCZ33D33S899267	9/22/2009	K7000	64822	\$85	REUIMBURSMENT FOR TOW BILL FOR VTI	jbb ~REUIMBURSEMSNT FOR TOW ~VTI WARRANTY
543	Vue	2003	5GZCZ33D33S863904	9/9/2009	K7000	64860	\$3,861	CUSTOMER STATES SES LIGHT IS ON, TECH INSPECTED FO UND CODES P0742, P0841. SOLENOID IS STICKING IN VA LVE BODY, AND TFP SENSORPERFORMANCE, LOW LINE PSI INTERNAL CASE LEAK, REPLACED TRANSMISSION, FLUSHED LINES, PSI TESTED, TEST DROVE, OPERATING AS DESIG NED	trans ok ~ORIGINAL OWNER, VTI TRANS REPLACEMENT.
544	Vue	2003	5GZCZ33D23S887661	7/30/2009	K7104	64869	\$2,934	CUST STATES A VIBRATION AND CHUGGING WHEN ACCEL AN D DRIVING IN TOWN SPEEDS. JUST STARTED TODAY. SEEM S TO HEISTATE WHENACCEL.JERKS ALOT. VERIFIED. .2 AMPS-357 PSI. 1.0 AMPS - 135 PSI. REPLACED CASE C OVER, VALVE BODY, AND INTERNAL FILTER. ALSO SET FRONTTOE. VERIFIED REPAIR.	SPECIAL POLICY 04020A ~SVC MGR AUTH ADD TIME
545	Vue	2003	5GZCZ33D33S889628	8/29/2009	K7104	65119	\$3,004	TECHNICIAN REPLACED END COVER FLUSHED FLUID LINES AND REASSEMBLED	WARRANTY SPECIAL POLICY EXTENDED
546	Vue	2003	5GZCZ33D13S835244	7/23/2009	K7104	65521	\$3,905	FOUND THAT NO MOVEMENT IN GEAR, DRAIN FLUID IN TRANSMISSION FOUND THAT METAL PIECES IN BELT REMOVE ANDDISASSEMBLETRANSMISSIONFOUND THAT BELT MALFUNCTIONED DUE TO OVERHEAT CONDITION FROM TORQUE CONVERTER AND FORWARD CLUTCH FAILEDCAUSING TORQUECONVERTERSHEEVES TO OVERHEAT, REMOVE AND REPLACE TRANSMISSION BELT DRIVE ASSEMBLY REPLACE VALVEBODY ASSEMBLY ANDTORQUE CONVERREASSEMBLEFLUSH COOLER LINES AND REFILL TRANSMISSION ROADTEST AND RECHECK	customer cvt special policy customer cvt transmission special coverage ~CVT TRANSMISSION SPECIAL POLICY CUSTOMER ~ON GOING CONCERN

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547	Vue	2003	5GZCZ33D13S835244	7/30/2009	K7104	65524	\$4,004	FOUND THAT NO CODES IN PCM AND OR TCM FOUND THAT INTERNAL CASE FAILURE CAUSING INCORRECT PRESSURE FOUND THAT NEEDING TO REPLACETRANSMISSION DUE TO TRANSMISSION FAILURE AFTER OVERHAUL, FOUND THAT WHEN DRUM CAME APART MUST HAD DAMAGE CASE, REMOVE AND REPLACETRANSMISSION ASSEMBLY AND FLUSH COOLER LINES AND REASSEMBLE REFILL AND ROADTEST	approve transaction ~CVT TRANSMISSION REPAIR SPECIAL POLICY
548	Vue	2003	5GZCZ43D53S840260	9/24/2009	K7000	65619	\$4,143	TECHNICIAN FOUND NO MOVEMENT IN DRIVE. TRANSMISSION FLUID PRESSURE IS LOW. TECHNICIAN FOUND METAL DEBRIS IN TRANSMISSION. DUE TOTRANSMISSION INTERNAL FAILURE. TECHNICIAN REPLACED TRANSMISSION ASSEMBLY AND COOLER LINES. PERFORMED ALIGNMENT AFTER TRAN INSTALLAND ROAD TEST. ASSY REPLACEMENT DUE TO CASE COVER REPLACE COST	ok ~AUTH DUE TO VEHICLE MILEAGE IN WARRANTY. OUT AGE ~ASSY REPLACEMENT DUE TO CASE COVER REPLACE COST
549	Vue	2003	5GZCZ33D03S813364	7/27/2009	K7000	65737	\$3,706	CONVERTED	W#000H#000FN000MN000LN000NB019EB000M P000SATURN TRANSMISSION
550	Vue	2003	5GZCZ43D13S819292	9/2/2009	K7000	65758	\$4,196	C/S VEHICLE STILL REVS WILL NOT GO ALSO MAKING GRO WL NOISE - DIAGNOSE AND REPLACE SLIPPING/SHUDDERIN G TRANSMISSION ASSEMBLY W/AWD- ALIGN TO RESET FRO NT TOEA	VTi special policy - previous repair to transmissin lines not related. ~OTHER HRS FOR DIAG AND ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
551	Vue	2003	5GZCZ43D83S914433	8/6/2009	K7104	65945	\$3,752	TEST DROVE AND VERIFIED OWNERS CONCERN. USING CHAS SIS EARS THE TECH FOUND THE NOISE COMING FROM INSI DE THE TRANSMISSION.CHECKEDAND FOUND THE FLUID I S BURNT AND THE LINE PRESSURE WAS HIGH. REMOVED TR ANSMISSION AND REPLACED THE CASE HALF,VALVE BODYANDGASKET, TRANSMISSION LINE FILTER, TORQUE CONVE RTER AND TRANSMISSION LINES. REINSTALLED THE TRANS MISSION AND REPROGRAMMED.CLEAREDCODES FROM TCM AND TEST DROVE. CONCERN CORRECTED.	Repair Trans replace case etc Send to GM for Autho TEST DROVE AND VERIFIED OWNERS CONCERN. USING CHAS SIS EARS THE TECH FOUND THE NOISE COMING FROM INSI DE THE TRANSMISSION.CHECKEDAND FOUND THE FLUID I S BURNT AND THE LINE PRESSURE WAS HIGH. REMOVED TR ANSMISSION AND REPLACED THE CASE HALF, VALVE BODYANDGASKET, TRANSMISSION LINE FILTER, TORQUE CONVE RTER AND TRANSMISSION LINES. REINSTALLED THE TRANS MISSION AND REPROGRAMMED.CLEAREDCODES FROM TCM AND TEST DROVE. CONCERN CORRECTED.
552	Vue	2003	5GZCZ43D13S857315	8/17/2009	K7104	66001	\$3,949	CUSTOMER STATES THE TRANS IS SLIPPING HIGH RPMS BUT NO SPEED. CHECKED AND VERIFIED CONCERN, SLUGGISH OPERATION AFTER IT WARM SUPANDELAY IN TO DRIVE. HAS CODE P1758. AS PER DOC#1614535 REPLACED TRANS CASE HALF, VALVE BODY, TORQUE CONVERTER, COOLER LINESANDALLNECESSARY GASKETS	done per class action law suit
553	Vue	2003	5GZCZ33D63S903358	9/21/2009	K7000	66037	\$3,246	CUSTOMER STATES THE ENGINE RUNS BUT THE TRANSAXLE WILL NOT ENGAGE. THE TECHNICIAN VERIFIED THE CONCERN, FOUND THE VTI TRANS NOTGOING INTO ANY GEAR. FOUND DEBRIS IN THE FLUID. DETERMINED THE TRANSMISSION HAD AN INTERNAL FAILURE. REPLACED THE TRANSMISSION,ALIGNED THE VEHICLE FOUND IT IS NOW OPERATING AS DESIGNED. NOT ORIGINAL OWNER, SPLIT COSTS 75% SATURN AND 25% OWNER PER AGREEMENT.	refer to correction line ~NEEDS DSM APPROVAL FOR VTI REPLACEMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
554	Vue	2003	5GZCZ43D23S873328	9/2/2009	K7000	66060	\$3,998	TRANSMISSION WAS TO BE REPLACED PER MARGERY DUFF CUSTOMER IS TO PAY THE \$700.00 CORE CHARGE	ok THIS CLAIM WAS SUBMITTED INCORRECTLY. THE CUSTOMER'S PARTICIPATION WAS CHARGED TO THE CUSTOMER ON A SEPARATE JOB. THEY PAID FOR THE TOWING AND SEVERAL OF THE PARTS ON A SEPARATE JOB LINE. WE ACTUALLY NEED THE TOTAL AMOUNT OF THIS REPAIR THAT IS BEING SUBMITTED FOR WHICH IS \$4978.14. PLEASE AUTH ok customer participation amount is \$1,781.28. These totals can be found on so#'s 210018 and 211425. This amount includes a \$700.00 core charge and misc. items needed to complete the repair. Thank you. Mike Scott The customer participation is not showing in Global. dave orr DAVIS THIS IS ACTUALLY A CLAIM THAT WAS AUTHORIZED BY MARJORIE DUFF. CUSTOMER HAS TO PAY \$1370.00 OF THE REPAIR. WILL YOU AUTH PLEASE., THANKS JACKIE ~OLH FOR OIL COOLER LINES
555	Vue	2003	5GZCZ43D33S905266	8/18/2009	K7104	66105	\$3,683	PRESSURE GOOD, R&R TRANS. FULL OF DEBRIS, REPLACED CASE HALF, VALVE BODY, TORQUE CONVERTER, & FILTER	~POLICY DUE TO CLASS ACTION SETTLEMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
556	Vue	2003	5GZCZ43D73S801878	7/16/2009	K7000	66125	\$4,449	CUSTOMER STATES TRANS IS SLIPPING & BANGING INTO R EVERSE- FOUND INTERNAL TRANS ISSUE- REPLACED DEFECTIVE VTI & MOUNTS-REALIGNEDF/E& TEST DROVE- OK NOWNOTE: REAR CONTROL ARMS ARE BENT AND REAR TIRES ARE BALD ON EDGES- VEHICLE TOWED IN RAMP CHARGE \$95.0080 MILES AT 5.00 PERPLUS5.00FUEL CHARGE= 340.00 ***vin corrected***	vti trans CUSTOMER STATES TRANS IS SLIPPING & BANGING INTO R EVERSE- FOUND INTERNAL TRANS ISSUE- REPLACED DEFECTIVE VTI & MOUNTS-REALIGNEDF/E& TEST DROVE- OK NOWNOTE: REAR CONTROL ARMS ARE BENT AND REAR TIRES ARE BALD ON EDGES- VEHICLE TOWED IN RAMP CHARGE \$95.0080 MILES AT 5.00 PERPLUS5.00FUEL CHARGE= 340.00 ***vin corrected*** CUSTOMER STATES TRANS IS SLIPPING & BANGING INTO R EVERSE- FOUND INTERNAL TRANS ISSUE- REPLACED DEFECTIVE VTI & MOUNTS-REALIGNEDF/E& TEST DROVE- OK NOWNOTE: REAR CONTROL ARMS ARE BENT AND REAR TIRES ARE BALD ON EDGES- VEHICLE TOWED IN RAMP CHARGE \$95.0080 MILES AT 5.00 PERPLUS5.00FUEL CHARGE= 340.00 CUSTOMER STATES TRANS IS SLIPPING & BANGING INTO R EVERSE- FOUND INTERNAL TRANS ISSUE- REPLACED DEFECTIVE VTI & MOUNTS-REALIGNEDF/E& TEST DROVE- OK NOWNOTE: REAR CONTROL ARMS ARE BENT AND REAR TIRES ARE BALD ON EDGES- VEHICLE TOWED IN RAMP CHARGE \$95.0080 MILES AT 5.00 PERPLUS5.00FUEL CHARGE= 340.00 **vin corrected** This VIN does not show up as good. Please look
557	Vue	2003	5GZCZ33D73S817914	7/14/2009	K7104	66151	\$3,136	VERIFIED TRANS IS MAKING A ABNORMAL GRINDING.PER BULLETIN# 04-07-30-024E R&R TRANS REPLACED CASE CO VER AND FILTER.TEST DROVE OKDUE TO SCRATCHES ON P PULLEYS AND NOISE. PERFORMED ALIGNMENT AND TEST DR OVE .	~OLH DUE TO DIAG,E2020 ~WARRNATY POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
558	Vue	2003	5GZCZ43DX3S902655	8/1/2009	K7000	66231	\$3,933	CUST STATES VEHICLE DIED WHILE DRIVING, HAD TO JUM P START.FOUND BATTERY TO BE BAD.REPLACEDBATTERY.AFTERREPLACINGBATTE RYTRIEDTOROAD TEST.WOULD NO T MOVE.HAS TRANS CONCERN.PERFORMED LINE PRESSURE C HECK AND FOUND ATO ATO .2AMPS643PSI1.6123PSIFOUNDTRANSTO COME APART INTERNALLY.REPLACED TRAN S.ROAD TEST.CORRECTED CUST CONCERN	I approved based on VTI class action settlement. Steve Taylor 9-authSTEVEN TAYLOR - PLEASE SEE EMAIL FROM 8/31/09 No prior approval from Saturn Service Plan. 9-AUTHSTEVEN - PLEASE SEE EMAIL FROM 8/31/09 Saturn Service Plan requires prior approval on K7000 before work is completed. No authorization. 9-AUTHATTN: STEVEN TAYLORFOM SAID TO SEND THIS TO YOU FOR APPROVAL. Dealer must gain approval from Saturn Service Plan, K7000 is a restricted labor operation. 9-AUTH R-AUTH
559	Vue	2003	5GZCZ43D83S882129	7/23/2009	K7000	66275	\$4,197	C/S THAT THE CAR WILL HESITATE WHEN ACCELERATING A T TIME ALSO CAR SOUNDS LOUDER THAN NORMAL TECH FOU ND AN INTERNAL FAULT INTHETRANSMISSION TECH REPL ACED THE TRANSMISSION AND ALIGNED NO OTHER CONCERN S WERE FOUND	Claim approved C/S THAT THE CAR WILL HESITATE WHEN ACCELERATING A T TIME ALSO CAR SOUNDS LOUDER THAN NORMAL TECH FOU ND AN INTERNAL FAULT INTHETRANSMISSION TECH REPL ACED THE TRANSMISSION AND ALIGNED NO OTHER CONCERN S WERE FOUND
560	Vue	2003	5GZCZ33D63S852508	9/17/2009	K7104	66317	\$2,952	PERFORMED DIAG SCANNED FOR CODES HAD P1758 TRANS RANGE SWITCH DRIVE WITHOUT DRIVE RATIO.CHECKED PUMP PSI WAS 113 AT IDLE TORETRANSDOWN FOUND FLUID B LACK AND CONTAMINATED,CASE COVER INTERMITTANT INOP R&R COOLER LINES FLUSJED COOLER FLASHED TCM WITH UPDATEANDTORQUE CONVERTER REASSEMBLED AND TEST DROVE TO VERIFY REPAIR PERFORMED ALIGNMENT ADJUSTE D REAR CAMBER AND FRT TOE AND TESTDROVE2ND OWNER PARTICIPATION \$983.84,RENTAL VIN 1G1AK5 8FX87323553	adjustment for customer participation in 75/25 warranty repair ~OLH FOR DIAG AND ALIGNMENT AND REPLAING FLUID PUM ~P 75/25 CUSTOMER PARTICIPATION

	A	B	C	D	E	F	G	H	I
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561	Vue	2003	5GZCZ33D03S902089	8/10/2009	K7000	66367	\$3,151	VEHICLE TOWED IN- TESTED AND INSPECTED TRANS FLUID BLACK,BURNT FOUND CODE P0784 FOUND BELT IN TRANS BROKEN- ORDEREDTRANS,REPLACEDTRANS INSPECTED COOLER LINES,BULLETIN #03-07-30-022A REPLACE TRANS COOLER LINES, ALIGNED SUSPENSION ROAD TEST-OK	bv SERVICE AGENT NOT ALLOWED K7000 - GUEST PARTICIPATION ADJUSTMENT. BV service agent not allowed to submit for K7000
562	Vue	2003	5GZCZ43DX3S916717	7/22/2009	K7000	66595	\$3,923	CS THAT THERE IS A LOUD NOISE WHEN 1ST STARTING OF F. TECH ROAD TESTED VEHICLE AND FOUND TRANS PUMP M A KING NOISE AND TRANSSLIPPING. TECH PERFORMED LIN E PRESSURE TEST. PRESSURES LOW. TRANS HAS EXCESSIV E INTERNAL WEAR. TECH PERFORMED COST ANALYSIS. REPLACED TRANS ASSEMBLY. ROAD TESTED. OK NOW	reviewed by dvm. gbj ~SPOKE WITH GLENN J. OKD TRANS REPLACEMENT. CHEAPE ~R TO REPLACE THAN REBUILD.
563	Vue	2003	5GZCZ33D13S849144	9/11/2009	K7000	66641	\$4,010	CHECKED AND VERIFIED CUSTOMERS CONCERN ALSO HEARD GRINDING NOISE THEN TRANS WOULD NOT MOVE PRESSURE TESTED AT .2 AMPS OPSI AT1.0AMP OPSI PERFORMED T EARDOWN FOUND BELT CAME APART AND DAMAGED FRONT CL UTCH CASS AND PUMP ASM REMOVED AND REPLACED TRANSASMALIGNED FRONT AND REAR TOE TEST DROVE	approved vti trans. dl ~ADD TIME FOR PRESSURE TEST AND ALIGNMENT DL
564	Vue	2003	5GZCZ33D63S892457	8/24/2009	K7104	66831	\$3,989	CUST STATES SES LIGHT IS ON INSPECT AND ADVISE VERIFIED CONCERN DIAG CODE P0842 AND P0841 P1882 D IAG PER DOCUMENT 1614535 AND DOC1200942 FOUND INT ERMITEN NO MOVEMENT, FAILED TRANS FLUID PRESSURE S NSOR, PERFORM LINE TEST PRESSURE PER DOC 883416 PRESSURE ATIDLE 1 AMP 265PSI 1400RPM .2 AMP=775 PSI REMOVE TRANS NEC TO REPLACE CASE COVER, FLUID, FILTER, COOLER LINES, VALVE BODY,CONVERTER, CONVERTER HOUSING BOLTS FILLED TRANS, SET TOE FRONT AND REAR TEST DROVE VEH UPDATE SOFTWARE IN TCM 18DES ROAD TEST OK ATTHIS TIME	~OLH IS ALLOWED FOR RELATED REPAIRS-TRANS FILTER/ ~LN PRESSURE TEST/PROGRAM/ALIGNMENT

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565	Vue	2003	5GZCZ33D13S864341	8/4/2009	K7104	66849	\$4,453	CONVERTED	W#010H#010FN007MN000LN007NB081EB000M P00031978644293197864229SHELLEYKRAHMER ADDITIONAL PARTS PRICING FOR ADDITIONAL PARTS SUBMITTED WR
566	Vue	2003	5GZCZ33D63S885802	9/15/2009	K7000	67017	\$5,729	CHECK AND VERIFY CONCERN-DRAIN FLUID AND REPROGRAM TCM-NO CHANGE-TRUCK HAS NO REVERSE AND TRUCK HAD H EAVY METAL ONMETALNOISE-LARGECHUNKS OF METAL IN FLUID-VTI OVERHAUL DONE TWICE-REMOVE AND REPLACE ENTIRE TRANSMISSION ASSEMBLY.TOP OFF FLUIDSAND ALIGN FRONTEND/ROAD TEST TRUCK,DONE.	ok to pay Replaced noisy tranny unit, VTI overhauled twice previously
567	Vue	2003	5GZCZ43D93S843906	8/12/2009	K7104	67040	\$3,397	VERIFIED THAT THE TRANSMISSION LAGS/RAN PRESSURE C HECK,HIGH 690/LOW 210, REPLACED CASE COVER AND FIO TER AND SET TOE CALIBRATEDTCM WITH UPDATE. NEED S XTRA TIME OF .3 TRANS FLUID FILTER/.5 LINE PRESS T EST. .9 FOR LABOR OP E2000/.4 FOR LABOR OP K5364WARRANTY POLICY FOR VTI KNOWN CONCERN	approved, mdp ~WARRANTY POLICY FOR VTI KNOWN CONCERN ~OK'D BY SERVICE MANAGER
568	Vue	2003	5GZCZ33D83S855068	9/12/2009	K7104	67095	\$2,976	C/S THERE IS A SQUEALING NOISE WHEN ACCELERATING. TRANS IS SLIPPING. REPLACED SHEAVE ASSY, FILTER FLUID, & ADDITIVE. CUST IS INENTERPRISE RENTAL CAR FOR 1 DAY - VIN# 1G1AT58HX97290327	~COVERED UNDER GUIDLINES FOR SETTLEMENT
569	Vue	2003	5GZCZ33D93S859677	7/21/2009	K7000	67127	\$4,167	CUST STATES THAT THERE IS A GRINDING NOISE IN THE TRANSMISSION WHILE DRIVING. TEST DROVE AND VARIFIED NOISE COMMING FROM THETRANSMISSION. DERETMAINED TRANSMISSION INTERNALLY FAILED. REPLACED TRANSMISSION ASSEMBLY.	approved ~REPLACED UNDER VTI CLASS ACTION SUIT ~ORIGIONAL OWNER.
570	Vue	2003	5GZCZ33D03S881986	9/5/2009	K7104	67162	\$3,071	COMPLETED INSPECTION & DIAGNOSIS. CODES P0742 P1758 NECESARY TO RPLC VTI CASE COVER, FILTER, AND FLUID. COMPLETED SAME.VERIFIED REPAIR. ROAD TESTED 9 MILES TOTAL. THIS REPAIR IS COVERED 100% BY SPECIAL POLICY. REF 04-07-30-024E COMPLETED WHEELALIGNMNT TOO	~OKAY PER DONNIE WITHIN PARAMETERS WHEN JOB ~ AUTHORIZED



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571	Vue	2003	5GZCZ33D23S840615	8/13/2009	K7104	67223	\$3,714	VERIFIED SERVICE ENGINE SOON LIGHT IS ON. FOUND TROUBLE CODES P0700,P1758. PERFORMED TRANSAXLE LINE PRESSURE TEST FOUND 68PSI, OUTOF SPEC. DISASSEMBLED TRANSAXLE AND FOUND CASE COVER BELT WORN AND LOOSE AND DEBRIS IN TRANSAXLE. REPLACED CASE COVER,INTERNALFILTER,TORQUE CONVERTER, VALVE BODY, COOLER LINES AND RIGHT AXLE SEAL TO CORRECT. ROAD TESTED GOOD	~VTI COVERED UNDER SPEACIAL VTI CLASS ACTION
572	Vue	2003	5GZCZ43DX3S812583	8/18/2009	K7000	67226	\$3,265	PERFORMED TRANS PRESSURE CHECK LOW PRESSURE35 PSI- DISSASEMBLED TRANS AND FOUND BELT BROKEN AND CASE DESTROYED.REPLACED VTI UNITANDOIL COOLER LINES PERFORMED ALIGNMENT	approved Repaired under VTI Settlement guidelines - Saturn = 75% Owner = 25%
573	Vue	2003	5GZCZ33D03S914663	9/9/2009	K7104	67265	\$3,293	VERIFIED CUSTOMER CONCERN OF NOISE FROM TRANSMISSI ON. PERFORMED DRAIN AND FILL AND REPROGRAMMED THE TCM. ROADTESTED, STILL MAKESNOISE. PERFORMED LINE PRESSURE TEST, FOUND PRESSURES LOW. REMOVED TRANS MISSION FROM VEHICLE TO REPLACE CASE COVER AND FIL TER,REINSTALLED AND ROADTESTED. SET FRONT TOE AND RECHECK. NOW OPERATES AS DESIGNED.	~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~, DRAIN & FILL AND ALIGNMENT
574	Vue	2003	5GZCZ43D33S849734	9/10/2009	K7000	67376	\$5,415	CUSTOMER REQUESTS REIMBURSEMENT OF \$5415.27 FOR A VTI TRANSAXLE REPLACEMENT DONE AT A NON SATURN FACILITY.	approved on 9-16-09 ~POLICY - VTI TRANNY-REPLACEMENT REIMBURSEMENT AS ~PER ASSISTANCE CENTER
575	Vue	2003	5GZCZ43D23S821472	9/22/2009	K7104	67500	\$3,768	CUSTOMER STATES VEHICLE TRANSMISSION SLIPS WHEN DRIVING, DIAGNOSED AND FOUND INTERNAL FAILURE INSIDE THE TRANSMISSION,REMOVEDTRANSMISSION AND PERFORMED OVERHAUL, TEST DROVE AND VERIFIED REPAIR	policy
576	Vue	2003	5GZCZ33DX3S878433	8/20/2009	K7800	67534	\$796	REIUMBURSMNT FOR REPAIRS ON VTI TRANSMISSION RO# 399942 64729 12-21-08	~REUIMBURSMNT FOR REPAIRS

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577	Vue	2003	5GZCZ33D33S891511	8/28/2009	K7000	67563	\$4,020	ROAD TEST TO VERIFY PERFORMED PRESSURE TEST AT 17 0 PSI WITH 1 AMP COMMAND PRESSURE TEST AT 425 PSI WITH 02 AMP COMMAND PRESSUREBELOW SPECS REPLACED TRANSAXLE ASSEMBLY FLUSH AND REPLACED COOLER LINES ADJUST FRONT TOE AND ROAD TEST TO VERIFY REPAIR	transaxle required replacement ~OLH FOR ALIGNMENT AND R R COOLER LINES AND FLUSH ~****NEEDS APPROVAL*****
578	Vue	2003	5GZCZ43D33S899369	7/23/2009	K7000	67573	\$3,972	CUSTOMER STATES VEHICLE WILL NOT MOVE IN GEARS. VEHICLE FAILED TRANS PRESSURE TEST. FOUND SEVERE INTERNAL DAMAGE AND METAL CONTENTIN FLUID. REPLACED TRANSAXLE. FLUSHED COOLER LINES. ALIGNED. TEST DROVE TO VERIFY REPAIR.	o.k. -to ~OT HOURS NEEDED FOR PRESSURE TEST, FLUSH LINES ~SET FRT TOE,ROAD TEST.OP USED TWICE BILLING ERROR
579	Vue	2003	5GZCZ33D43S877228	9/1/2009	K7000	67593	\$4,271	VERIFIED CUSTOMERS CONCERN TECH FOUND THE NOISE TO BE INTERNAL TO THE VTI TRANSMISSION. TECH PERFORME D THE LINE PRESSURE TESTS @IDLE 100 PSI @1500 RPM 410PSI-BELOW SPECS DAMAGE TO BELT. TECH REPLACED VTI TRANSMISSION ASSEMBLY INCLUDING LINES AND ALIG NEDVEHICLES FRONT TOE AND COMBER TEST DROVE ALL O K AT THIS TIME	Approval for VTI transmission replacement. ~OK PER FOM
580	Vue	2003	5GZCZ33DX3S888430	7/22/2009	K7104	67654	\$3,290	CS DELAYED TRANSMISSION ENGAGEMENT AND NOISE WHILE DRIVING C DIAG, ROAD TEST, CONFIRMED DELAYED ENGAGEMENT, E FOUND EXCESS NOISEINSIDE TRANSMISSION C REPLACED TRANSMISSION, ROAD TEST AFTER REPAIR, A LL OK NOW	~OUT OF WARRANTY REPAIR, SATURN TO PAY PARTS, CUST ~OMER TO PAY LABOR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
581	Vue	2003	5GZCZ33D63S873326	8/10/2009	K7104	67720	\$4,052	TECH VER.CUST CONCERN OF GROWLING NOISE COMING FR TRANS UPON ACCELERATION AND FIRST START. PER TSB 030730051A, PERF. TRANSFLUIDFLUSH AND FILL, REPROG. TCM (WCC: 1832A). NOISE STILL THERE, BUT STARTS TO DIMINISH UPON WARM UP.SOME ISSUES W/INTERNALFILTER. SOME HESITATION VERIFIED WHEN TRANS AT OPERATING TEMP. SOME SEEPAGE FROM BOTH AXLE SEALS. PER TSB050730003, PERF.MAINLINE PRESSURE TEST: .2 AMP @ 1350/602PSI, 1.0 AMP @ IDLE/248PSI. FOUND SOME BELT FRAGMENTS IN CASE. NECC. TOREPLACE CASECOVER, VALVEBODY/SPACER PLATE, INTERNAL FILTER, BOTH TRANSAXLE SEALS, TORQUE CONVERTER SEAL, TORQUE CONVERTER REPLACEDDUE TOCONTAMINATION AND SLIGHT OVERHEATING, UPDATED COOLER LINES, DUE TO PRESSURE REGULATOR. REINSTALLED TRANSMISSION, FILLED TRANSFLUIDAND ADDED ADDITIVE. TEST DROVE GOOD, NOISE GONE. SHIFTING AS DESIGNED.	parts excessive/olh for diag/wp per bob s. ~SEE TECH COMMENTS FOR OH AUTH BY DENISE FOR ~REPAIRS PER SI.
582	Vue	2003	5GZCZ33D13S904627	9/16/2009	K7000	67865	\$3,880	C/S WHEN STARTING VEHICLE AND PLACING INTO DRIVE O R REVERSE VEHICLE WONT MOVE. FOUND GROWL NOISE WHE N STARTING AND HESITATIONWHEN SHIFINV INTO REVER SE. TRANS SLIPS WHEN ACCEL RATING. REPLACED TRAN. TEST DROVE VEHICLE, OPERATING TO DESIGN.	claim approved ~RESTRICTED LABOR OP
583	Vue	2003	5GZCZ33D43S896717	9/21/2009	K7104	68267	\$2,600	LOW LINE PRESS, 3 PSISEE ATTACHED SHEETREPLACED TR ANS AND ADD FLUIDAND ADDITIVE ROAD TEST SET FTTOEANDCENTERWHEEL,WORKINGASDESIGNE	goodwill splitting claim with gmpp - missed rental splitting claim with gmpp. splitting claim with gmpp. goodwill repair

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584	Vue	2003	5GZCZ33D53S841208	7/20/2009	K7000	68282	\$4,078	CUST STATES CAR WOULDNT MOVE TECH FOUND AFTER DRAINING THE FLUID TO THE TRANS HE FOUND METAL IN THE TRANSLUIDINTERNALDAMAGE.TECHREPLACED THE TRANSMISSION TO CORRECT THE CONCERN	vti trans talked to matt about metal in transmission fluid replaced transmission assembly talked to matt about metal in transmission fluid replaced whole assembly per bulliten
585	Vue	2003	5GZCZ33D63S813708	7/15/2009	K7000	68373	\$3,323	TECH CONFIRMED CODE PRESENT P1752 NO DRIVE. PERFORM DIAGNOSIS TO DETERMINE TRANSMISSION REPLACEMENT. FOUNDSEVEREMETALCONTAMINATIONIN FLUID AND CAR DOES NOT ACCELERATE ABOVE 20 - 25 MILES PER HOUR. REPLACED TRANSMISSION COMPLETEREPLACEDCOOLERLINES AND PERFORMCOMPLETE FRONT END ALIGNMENT TO CURE CONCERN. CUSTOMER TO PAY 25% OF REPAIR SECOND OWNER UNDER100.000MILES.	vti trans customer participation corrected. customer participation is incorrect customer paid 25% of repair cost customer to pay 25% of repair
586	Vue	2003	5GZCZ33D03S891224	8/28/2009	K7104	68382	\$2,327	RR TRANS REPLACE CASE COVER & FILTER REPLACE COOLER LINES & TCM CALIBRATION UPDATE ROADTESTED 75% SATURN 25% OWNER SECOND OWNER	past 5/75 special vti policy extended special policy vti transmission
587	Vue	2003	5GZCZ43D03S861954	7/14/2009	K7000	68397	\$3,104	TECH CONFIRMED CUSTOMERS CONCERN. TECH FOUND NOISE COMING FROM TRANSAXLE. TECH PERFORMED TRANSMISSIO N PRESSURE TEST AND FOUNDIDLEAT 90 PSI, SHOULD B E 152-268. AT 1300-1400 RPMS PRESSURE IS 530 AND S HOULD BE 652-798. TECH FOUND MEDAL IN FLUID. TECHPERFORMEDCROSS COST ANALYSIS AND FOUND THE REPLAC EMENT TRANSMISSION TO BE MORE COST EFFECTIVE. TECH SCANNED COMPUTER AND RETRIEVEDERRORCODES P0841, P1758. TECH REMOVED SUBFRAME, REMOVED AND REPLACED VTI, INSTALLED SUBFRAME AND ALIGNED FRONT END AS REQUIRED.TECHROAD TESTED VEHICLE. OPERATES AS DE SIGNED. CUSTOMER PARTICIPATION IS \$1034.75 PLUS \$62.08 TAX FOR TOTAL CUSTOMER PAY OF\$1096.83.	OK'd VTI with cust part of 25% vti trans second owner, customers paid 25% of repair or 1034.75warranty owes 3104.31 ~2ND OWNER 25% PARTICIPATION

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588	Vue	2003	5GZCZ33D33S832524	7/17/2009	K7104	68440	\$3,946	C/S BAD HESITATION WHEN ACCELING/WILL NOT MOVE & THEN LUNGE FORWARD/ENGINE LITE IS ON/OFF/TECH: CONFIRMED/TRANS IN NEED OF RE-BUILD DUE TO WEAR/ REPLACED PUMP/CASE COVER/VALVE BODY/FILTER/BOTH AXLE SEALS/INPUT/OUTPUT SENSORS	~VTI-FLTR(.3)PRS TST.5/PRO.TCC.3/TOE.8 BOTH SEALS ~& PUMP(.2)REDUCED OLH TO 2.0
589	Vue	2003	5GZCZ33D33S902703	8/11/2009	K7104	68654	\$3,602	INSPECTED AND TEST DROVE PERFORMED LINE PRESSURE TEST AND FOUND CASE HALF IS NEEDED. REPLACED CASE HALF FILTER AND RELATED COMPONENTS TEST DROVE.	straight time to replace filter and check line pressure vti trans ~TIME FOR REPLACING FILTER AND LINE PRESSURE TEST
590	Vue	2003	5GZCZ43D83S899299	8/3/2009	K7000	68714	\$4,413	TECH CONFIRMED CUSTOMERS CONCERN. TECH FOUND CAR WOULD SHUTTER AND MAKE NOISE WHEN ACCELERATING CAR. TECH SCANNED COMPUTER AND RETRIEVED ERROR CODE P1758. TECH PERFORMED LINE PRESSURE TEST AND FOUND BOTH TESTS TO BE LOW PRESSURE. IDLE.1 AMP WAS 125 PSI, AND 1400 RPM AT .2 AMPS WAS 525 PSI. TECH FOLLOWED BULLETIN 05-07-30-004, AND 05-07-30-003. TECH FOUND FLUID TO BE BURNT AND BLACK. TECH FOUND VALVE BODY AND CASE HALF TO BE BAD. TECH PERFORMED CROSS COST ANALYSIS AND FOUND REPLACEMENT TRANSMISSION TO BE WITHIN \$93 OF REPAIR COST. TECH REMOVED SUBFRAME TO REPLACE TRANSMISSION AND TORQUE CONVERTER. TECH REPLACED TRANSCOOLER LINES. TECH ALIGNED FRONT END. TECH ADJUSTED FRONT TOE, AND ROAD TESTED. OPERATES AS DESIGNED. CUSTOMER REQUESTED RENTAL CAR. VIN 3GSC133P99S535742.	OK'd rental ~9 AUTH OLH FOR COOLER LINES .3, PRESSURE TEST .5, ~ALIGN .7, FRT TOE .2, ROAD TEST .2 XTRA RENTAL
591	Vue	2003	5GZCZ33D53S840544	9/3/2009	K7104	68774	\$2,997	CSSES LIGHT CAME ON & VUE HAS NO POWER- WON'T GO OVER 30-40MPH. TECH FOUND FAILURE W/TRANSMISSION. R&R TRANS. REPLACED CASE 1/2, INTFILTER, COOLER LINES, INPUT & OUTPUT SPEED, SENSORS, VALVE BODY, TORQUE CONVERTER, FLUSHED COOLER; TEST DROVE, OK NOW.	Customer participation is \$994.63. ~OLH REQ. .3 INT FILTER, 1.0 SPD SENSORS, ADJ R&L ~FRT TOE .8 & COOLER LINES .5. CP IS 25%.

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592	Vue	2003	5GZCZ33DX3S907588	7/24/2009	K7104	68854	\$4,025	TESTED AND INSPECTED, FOUND DTC P0741 AND GLOWLING NIOSE FROM TRANSMISSION,FLUSHED AND REFILLED TRANSMISSION, NOISE STILLPRESENT,PERFORMED LINE PRES SURE TEST .2 AMP 710 PSI 1.0 AMP 300 PSI. REF. DOC . ID 1614535 INSTALLED TRANSMISSION SIDE COVER, VALVE BODY,TORQE CONVERTER, INPUT AND OUTPUT SPEED SENSOR, RESET FRONT TOE, TEST DROVE. NOW OK	goodwill, product issue
593	Vue	2003	5GZCZ33D73S858883	8/25/2009	K7000	69032	\$3,254	C/S VEHICLE LACKS POWER FROM TAKEOFF,VERIFIED,TECH FOUND CODE/FLAG P0841,TFP SENSOR LOW RANGE,FLUID BURNT WITH METAL SHAVINGS,TECHREPLACED THE FAILED VTI TRANSMISSION ASSEMBLY	Approved per review with serv mgr ~OK WP REPLACEMENT OF VTI UNIT-GUEST TO PAY LABOR. ~JUST UNDER 75,000 MILE BUT OUT BY 15 MO.OK BOB C
594	Vue	2003	5GZCZ33D23S913854	8/4/2009	K7104	69058	\$3,271	CUSTOMER STATES SES LIGHT COMES ON ON, RED POWER AND NO ACCL. TECH STATES FOUND P1782 FOUND INTERNA TRANS FAILURE TECH STATES R/RTRANS REPLACED CASE COVER, TORQUE CONVERTOR, FLUID AND FILTER	~DONE AS OUTLINE 100 GOODWILL VEHICLES UNDER ~75K. CLASS ACTION SETTLEMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
595	Vue	2003	5GZCZ33D63S867574	7/13/2009	K7104	69161	\$4,952	ROAD TESTED VEHICLE AND VERIFIED NO MOVEMENT IN DRIVE OR REVERSE.CHECK LINE PRESSURE FOUND LOW AT 100PSI 1.0 AMPS AND520PSI.2AMPS.ISOLATED TO INTERNAL LEAK IN CASE COVER.REMOVE AND REPLACED CASE COVER.DURING TEST DRIVE TRANS WENT INTO LOW G EARANDSETCODE P1882 TRANS RATIO ERROR. AS PER FLOW CHART GOT SPEED SENSOR READING AND MUFFLED TO NO TONE FROM RATIOCONTROLMOTOR.REMOVEVALVE BODY COVER, FOUND VALVE BODY INSTALLED PROPERLY.REPLACE VALVE BODY AND RETEST VEHICLE AND STILL NORATIOCONTROL.OPEN TACCASE #10944359 ADVISED TO REPLACE INPUT/OUTPUT SPEED SENSORS.REPLACED SENSORS AND CONDITION STILLPRESENT.ISOLATEDONLY THING LEFTHAD INTERNAL LEAK IN LINE PRESSURE TO SHEVES. DISSASEMBLED SHEVES AND INSPECT.FOUND SEAL ON VARIABLEDRIVE PULLEYOPENING COVERHALF MISSING, REPLACED SEAL.REASSEMBLED AND CONDITION CORRECTED AND ALIGNED VEHICLE.K7104 WITH LINEPRESSURE TEST8.1,K65602.2,K6310 2.3,E2020 1.0,K7221 7.8	Claim is being approved based on the information provided and with good faith. The claim is subject to review adding on tow bill that was previously omitted ok. ROAD TESTED VEHICLE AND VERIFIED NO MOVEMENT IN DRIVE OR REVERSE.CHECK LINE PRESSURE FOUND LOW AT 100PSI 1.0 AMPS AND 520PSI.2AMPS.ISOLATED TO INTERNAL LEAK IN CASE COVER.REMOVE AND REPLACED CASE COVER.DURING TEST DRIVE TRANS WENT INTO LOW G EAR ANDSETCODE P1882 TRANS RATIO ERROR. AS PER FLOW CHART GOT SPEED SENSOR READING AND MUFFLED TO NO TONE FROM RATIO CONTROLMOTOR.REMOVEVALVE BODY COVER, FOUND VALVE BODY INSTALLED PROPERLY.REPLACE VALVE BODY AND RETEST VEHICLE AND STILL NO RATIOCONTROL.OPEN TACCASE #10944359 ADVISED TO REPLACE INPUT/OUTPUT SPEED SENSORS.REPLACED SENSORS AND CONDITION STILL PRESENT.ISOLATEDONLY THING LEFTHAD INTERNAL LEAK IN LINE PRESSURE TO SHEVES. DISSASEMBLED SHEVES AND INSPECT.FOUND SEAL ON VARIABLE DRIVE PULLEYOPENING COVERHALF MISSING, REPLACED SEAL.REASSEMBLED AND CONDITION CORRECTED AND ALIGNED VEHICLE. please
596	Vue	2003	5GZCZ33D13S912999	7/28/2009	K7104	69174	\$3,067	DURING SAFETY INSPECTION, FOUND SES LIGHT ON AND TRANS IS NOISY. NOISE COMING FROM INSIDE TRANS. REPLACED TRANS CASECOVER.REASSEMBLED AND CHECKED LINE PRESSURE. SET FRONT TOE TO SPECS. TEST DROVE: NOW OPERATES AS DESIGNED.	FOM verified and auth repairs ~0.5-LINE PRESSURE TEST, 0.8-SET FRONT TOE.
597	Vue	2003	5GZCZ33D13S872343	7/27/2009	K7104	69208	\$2,972	C\S SES LITE IS ON CAR WILL BARELY GO OVER 25 MPH CODE P1882 REPLACED CASE ASSY FILTER AND COOLER LI NES FLUSHED	~COVERED UNDER LAWSUIT GUIDLINES UNDER 100K
598	Vue	2003	5GZCZ33D83S880214	8/17/2009	K7104	69395	\$3,635	REPLACED TRANS CASE HALF, TORQUE CONVERTER, FILTER AND ALL RELATED PARTS	~SPECIAL WARRANTY

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599	Vue	2003	5GZCZ43D73S846254	8/20/2009	K7000	69613	\$3,231	TECH FOUND TRANS WILL NOT MOVE TECH CODES SETTING FOR SPEED RATIO TEHC FOUND INTERNALLY CHAIN BROKEN TEHC ADDED NEW TRANS %AGEASPER AGREEMENT	ok to pay vti trans-customer paid 1156.84
600	Vue	2003	5GZCZ33D03S912847	9/23/2009	K7000	69775	\$3,057	VERIFIED VEHICLE HAS LOSS OF MOVEMENT. REMOVED TRANS AND DISASSEMBLED - FOUND BELT MALFUNCTION/ SEPARATION MAINCASEDAMAGED.NECESSARY TO REPLACE TRANS ASSEMBLY.	approved. agreement was made before 9/30 message. REPLACED TRANS DUE TO MAIN CASE DAMAGE FROM BELT MALFUNCTION /SEPARATION PREVENTING VEHICLE FROM SHIFTING INTO GEAR. REPAIRED ASPER CLASS ACTION/SPECIAL POLICY, CUSTOMER PAID 25% PARTS AND LABOR ~PER FOM
601	Vue	2003	5GZCZ43D33S844842	8/24/2009	K7000	69811	\$2,980	P0716, 0717, ISS FAULT. NO REVERSE. CALL TAC. SAYS TO COST COMPARISON TRANS AND REBUILD DUE TO INTER NAL FAULT WITHCASEHALF.FLUIDDIRTY. REPLACED TRANSMISSION/COOLER LINES, FLUSHED COOLER LINES, ADDED FLUID AND ADDITIVE. ROAD TEST. SET BOTHFRONT TOE.ROADTESTED. OPERATING AS DESIGNED. COMPLETE 75% COVERED UNDER 2ND OWNER UNDER 100K MILES POLICY. WARRANTY POLICY.	Ok on VTI coverage per class action guidelines. 75% 2nd owner.krt replace transmission due to extent of damage, cost prohibitive to rebuild VTI transmission, followed class action coverage guidelines for first owner under 100k, 25% customer pay ~.8 FOR SETTING FRONT TOE. UNDER WARRANTY POLICY ~UNDER 100K 2ND OWNER. 75% COVERED BY SATURN.
602	Vue	2003	5GZCZ43D33S909978	8/18/2009	K7104	69857	\$4,232	CUST STATES THE SES LIGHT AND REDUCED POWER LIGHTS ARE ON.CAR IS NOT ACCEL.FOUND P1882 RATIO CONTROL PERF.FOUNDBULL#05-07-30-004INTTIM.NO MOVMENT WI TH P0841,1758,1882.REPLACED CASE COVER AND TORQUE CONVERTER DUE TO LOW PRESSURE IN FOWARDCLUTCH CAUSING BELTSLIP.	vti trans
603	Vue	2003	5GZCZ33D73S824474	9/21/2009	K7104	69896	\$3,496	TEHC FOUND P0721 CODES SETTING FOR TORQUE CONVERTOR AND SHEEVES SEST TO BE INSTALLED TECH ADDED BOTH TORQUE CONVERTOR ANDSHEEVESSET FOR CODES AND NO ISE THAT INTERNALLY TRANS WAS MAKING	vti trans.... ~OTHER HRS FOR DIAG AND PRESSURE TESTING ALONG ~WITH TOE ALIGN.



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604	Vue	2003	5GZCZ33D43S913645	8/25/2009	K7104	69964	\$3,647	REPLACED TRANS COVER ASSM AND RELATED PARTS-CAR WOULD NOT ACCEL.-SLAMMING HARD INTO DRIVE.	warranty policy vti trans
605	Vue	2003	5GZCZ33D53S876878	9/21/2009	K7000	70050	\$2,937	C/S AFTER DRIVING ON HWY FOR AWHILE CAR STARTS TO JERK AROUND TEST DROVE CAR HESITATES AT HWY SPEEDS ALSO TRANS IS VERY NOISY REPLACED TRANSMISSION AND TRANS LINES FLUSH COOLER	VTi special policy - customer paid 25% vti special policy....class action settlement....guest is paying 25% of repair....owner parbattie nadira bajjnath....owner paid 1058.60...gm 2996.86...total 4055.46 vti special policy....class action settlement....guest is paying 25% of repair...owner parbattie nadira bajjnathowner paid 1058.60...gm 2996.86....total 4055.46
606	Vue	2003	5GZCZ43D53S823782	7/27/2009	K7104	70064	\$3,761	CUSTOMER STATES VEHICLE MAKING GRINDING NOISE-TECH VERIFIED MULTIPLE NOISES DIAG TRANS NOISY-PERFORM TRANS PRESSURE TEST 175 PSI IDLE, 200PSI MAX TEAR DOWN TRANS NEC TO REPLACE CASE COVER FILTER LINES VALVE BODY, REBUILD REINSTALLED SET ALIGNMENT TEST DROVE OK AT THIS TIME CUST ADVISED ON CARRIER BEARING, RDM NOISE, LINKS AND LOW IDLE DECLINES AT THIS TIME	~SERVICE MANAGER INSPECTED & VERIFIED TRANS CONCE- ~RN, AUTH VTI TRANS REPAIR
607	Vue	2003	5GZCZ43D93S869177	8/15/2009	K7000	70122	\$3,985	WE VERIFIED THAT THE VEHS TRANSMISSION WAS SEIZE AN D BINDIN WE REPLACED THE CVT UNIT AS NEEDED AND PERFORMED OIL PRESSURE TEST.	pre reviewed w/ dvm entire trans unit needed -excessive metal cause unit to fail entire trans unit needed -excessive metal cause unit to fail
608	Vue	2003	5GZCZ33D33S883439	8/11/2009	K7104	70136	\$3,815	VERIFIED CONCERN REMOVED TRANSMISSION CASE HALF AN D INSPECTED. FOUND DRIVE PULLEY DAMAGED CAUSING NOISE.REPLACED CASE HALF AND FILTER.REASSEMBLED AND RESEALED TRANS.PERFORMED ALIGNMENT.AFTER ROAD TEST FOUND INTERMITTEN HESITATION.REPLACED VALVE BODY AND RETESTED.	~OLH DUE TO ADD TIMES,ALIGNMENT AND FOLLOW UP VALV ~BODY REPLACEMENT.JON

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
609	Vue	2003	5GZCZ33D33S878497	8/6/2009	K7000	70252	\$4,157	WE VERIFIED COMPLAINT AND FOUND CVT MAKING NOISE W E REPLACED CVT UNIT AND CLEARED CODES	complete unit auth complete trans unit due to failure of pump in trans from metal contam-then cost to repair more than replace
610	Vue	2003	5GZCZ43D13S812116	9/9/2009	K7000	70406	\$3,191	REPLACED TRANS	approve customer participation was \$1,462.78 so we are owed \$3,470.74. customer is 2nd owner. mileage on vehicle 70,406 miles. WARRANTY POLICY
611	Vue	2003	5GZCZ33D23S839786	7/31/2009	K7104	70418	\$3,929	FOUND THAT INTERNAL TRANSMISSION FAILURE FOUND THAT DRIVE BELT MALFUNCTION DUE TO FORWARD CLUTCH FAILURE CAUSING OVERHEATCONDITION, REMOVE AND REPLACE VARIABLE DRIVE AND PULLEY ASSEMBLY REPLACE VALVEBODY AND TORQUE CONVERTER, FLUSH COOLER LINESREASSEMBLE AND REFILL SYSTEM	~SPECIAL POLICY CVT TRANSMISSION FAILURE
612	Vue	2003	5GZCZ33D23S839786	8/20/2009	K7104	70423	\$4,079	FOUND THAT INTERNAL TRANSMISSION NOISE FOUND THAT INTERNAL FAILURE IN CASE FOUND THAT BELT MALFUNCTION REMOVE AND REPLACETRANSMISSION ASSEMBLY FLUSH COOLER LINES AND REASSEMBLE	approved jim cocking 9/29/09 ~TRANSMISSION FAILURE INTERNAL FAILURE ~CVT TRANSMISSION
613	Vue	2003	5GZCZ33D43S824223	8/31/2009	K7000	70473	\$4,785	PERFORMED PRESSURE TEST AND CAR TOWED IN AND 650 P SI TRANS IS SLIPPING BARELY MOVES NEC TO PULL DRAI N PLUG AND METAL IN FLUIDFLAES AND CLEAN OUT COOLER LINES AND REPLACE UNIT	ok ~OK TO ASSIST WITH REPAIR
614	Vue	2003	5GZCZ33D53S900922	7/31/2009	K7800	70543	\$2,910	CUSTOMER	TECH VERIFIED CUSTOMER CONCERN, REPLACED FILTER,TOOK OUT DIFFERENTIAL CLUTCH PLATES AND CLEANEDOUT METAL, REPLACED PLATES UNDER VALVE BODY,REASSEMBLED, TEST DROVE 8 MILES VERIFIED NO LEAKSCOMPLETED ALIGNMENT- AUTH 0949-9158 CUSTOMER CUSTOMER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
615	Vue	2003	5GZCZ33D63S838835	8/24/2009	K7000	70550	\$3,952	CONVERTED	W#000H#000FN000MN000LN000NB089EB000M P000Joe-VTI trans engine lite on code p1882 78psi no overhaul replace saturn vti transmission
616	Vue	2003	5GZCZ43D93S915042	8/27/2009	K7000	70651	\$3,996	C/S @ SLOW SPEEDS TRS JERKS & WHINES; TECH CONFIRMED CONCERN.TECH PRESS. TEST,LOW PRESSURE, FOUND BELT SLIPPING DUE TO LOWPRESSURE. REPLACED TRS., SET FRONT TOE, REPRO. TCM AND REPL. CRADLE NUT DUE TO WELD HAVING BROKEN. TEST DROVE, CK'D OK EST.REPLVSREPR-LESSER TO REPAIR	vti ~VTI ADD .5 PRES.TEST;SET TOE .9; REPRO TCM&BOLTS ~L/F CRADLE WELD BRK ON RETAINING NUT (.4 ST)
617	Vue	2003	5GZCZ33D53S812694	8/10/2009	K7000	70660	\$3,987	CUST STATES THE CAR JERKS IN LOW GEARS. TRANSMISSI ON MAKES GRINDING SOUND. VERIFIED CUST COMPLAINT A ND FOUND THE VTI TRANSMISSIONBROKEN INTERNALLY AN D METAL SHAVINGS INSIDE. REPLACED THE VIT TRANSMIS SION UNDER EXTENDED WARRANTY TO CORRECT AND PERFOR MEDALIGNMENT	approved ~UNDER WARRANTY
618	Vue	2003	5GZCZ33D53S900922	8/24/2009	K7104	70666	\$557	TO ACCOUNT FOR PARTS MISSED ON R/O#167105	Claim reviewed by DVM. TO ACCOUNT FOR PARTS MISSED ON R/O#167105
619	Vue	2003	5GZCZ33D83S838965	8/6/2009	K7000	70735	\$4,125	TECH CHECKED AND FOUND INTERNAL DAMAGE FROM BROKEN DRIVE BELT. REF DOC #04020A, 04-07-30-004, 05-07-30-004,05-07-30-003,05-07- 30-022A. NO DRIVE OR REVERSE, SES LIGHT ON, P1882, NO OUTPUT SPEED READING. LINE PRESSURE TEST OK. FLUID LEVELOK. FLUIDBURNT AND BROKEN PIECES OF BELT IN FLUID REPLACE TRANSMISSION, OIL COOLER LINES AND FLUSH COOLER. SET LEVEL, ADD ADDITIVEANDROADTEST. OK. ADD .8 TO REPLACE OIL COOLER LINES AND PERFORM PRESSURE TEST, 1.2 TO SET ALIGNMENT	BV SERVICE AGENT NOT ALLOWED TO SUBMIT K7000 OLH 2.0= ADD .8 TO REPLACE OIL COOLER LINES AND PERFORM ~PRESSURE TEST, 1.2 TO SETALIGNMENT PER CHAD PER VTI MESSAGE. ~ADD .8 TO REPLACE OIL COOLER LINES AND PERFORM ~PRESSURE TEST, 1.2 TO SET ALIGNMENT
620	Vue	2003	5GZCZ33D43S873650	9/3/2009	K7104	70738	\$4,276	REPLACE TRANAXLE COVER, TORQUE CONVERTOR, BELT VTI INTERNAL BELT FAILURE CAUSING METAL THRU OUT V ALVE BODY. PUMP. - REPLACE COVER- REPLACE OIL COOLER FOR METAL FILINGS	~REPLACE OIL COOLER FOR METAL FILINGS- LOW MILES

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
621	Vue	2003	5GZCZ33D93S890623	8/5/2009	K7104	70743	\$2,412	TECH FOUND TSB # 050730004 INTERMEDIATE NO MOVEMENT ON REVERSE NO DTCS INTERNAL FLUID LEAK IN TRANS TECH REPLACED TRANSCOVERTORQUE CONVERTER AND OIL CODES LINES PER TSB 050730004	TECH FOUND TSB # 050730004 INTERMEDIATE NO MOVEMENT ON REVERSE NO DTCS INTERNAL FLUID LEAK IN TRANS TECH REPLACED TRANSCOVERTORQUE CONVERTER AND OIL CODES LINES PER TSB 050730004
622	Vue	2003	5GZCZ33DX3S841740	8/31/2009	K7104	70848	\$5,255	ROAD TESTED/INSPECTED: VERIFIED. 1.FOUND VTI TRANSAXLE CASE COVER ASSEMBLY HAS AN INTERNALMECHANICALFAULT/WORN/STRIPPED/ METALDEBRIS CAUSING DAMAGE THRU TRANSAXLE ASSEMBLY. 2.FOUND BOTH FRONT VTI TRANSAXLE AXLE SHAFT OILSEAL HAVE AMECHANICALFAULT/LEAKING. 3.FOUND VTI TRANSAXLE OIL COOLER LINES HAVE A MECHANICAL FAULT/LEAKING.75% OF PART/LABOR REPAIRS AUTHORIZED UNDERSATURN CLASS ACTION SETTLEMENT.25% OF PART/LABOR REPAIRS AUTHORIZED BY CUSTOMERS EXPENSE. -REPLACED VTI TRANSAXLE CASE COVERASSEMBLY -REPLACED VTI TRANSAXLEINTERNAL OIL FILTER. -REPLACED VTI TRANSAXLE VALVE BODY. -REPLACED VTI TRANSAXLE TORQUE CONVERTER.-REPLACED VTI TRANSAXLEREVERSECLUTCHES. -REPLACED VTI TRANSAXLE OIL PUMP W/SEALS. -REPLACED VTI TRANSAXLE FRONT AXLE SHAFT OILSEALS - REPLACED VTI TRANSAXLE OILCOOLER LINES. REASSEMBLED/REINSPECTED: NOT OK. FOUND VTI TRANSAXLE TORQUE CONVERTER SEAL HAS AMECHANICALFAULT/LEAKING. -REPLACEDVTI TRANSAXLE TORQUE CONVERTER SEAL. - ADJUSTED FRONT WHEEL ALIGNMENT SETTINGS. REINSPECTED: ALLOK.COMPLETED.	Rebuilt noisy tranny unit as per extended coverage policy, customer participated in cost of repair

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623	Vue	2003	5GZCZ33D33S806828	9/24/2009	K7104	70857	\$3,763	CUSTOMER SEEKING REIMBURSEMENT FOR VTI REPAIR PAID FOR AT OUTSIDE SHOP.REPAIR PERFORMED ON 2/26/09 AT HESPERIATRANSMISSIONS-REPLACED THE TRANS COVER ASSEMBLY & RELATED COMPONENTS.VEHICLE HAD 70,857 MILES AT TIME OF REPAIR WHICH FALLS UNDER THE VTI COVERAGE UNDER WARRANTY POLICY.REIMBURSEMENT FOR CUSTOMER AT WARRANTY RATES FOR LABOR & PARTS IS \$3,762.84 - CUSTOMER'S RECEIPTS OF REPAIR ARE ATTACHED TO JOB CARD. *SERVICE MANAGER AUTH. REVIEWED AND REQUEST REIMBURSEMENT FOR CUSTOMER	I approve this claim ~SERVICE MANAGER AUTH. REIMBURSEMENT- COVERED UNDER ~WARRANTY POLICY PRIOR TO WARRANTY BLOCK
624	Vue	2003	5GZCZ33D63S914585	7/23/2009	K7000	70878	\$4,384	CUST STATES CHIRPING NOISE WHEN VEHICLE IS ON TECH CONFIRMED NOISE FROM TRANSAXLE, PROCEED TO INSPECT FLUID-FOUND EXCESSIVE METAL DEBRIS, OPENED TRANS PARTIALLY AND FOUND EXCESSIVE WEAR IN VTI TENSIONER AND BELT, REPL TRANSAXLE AND REASSEMBLED ORIGINAL FOR CORE RETURN.INSTALL FLUIDS & ADDITIVE	vti trans ~VTI
625	Vue	2003	5GZCZ33D23S906693	8/4/2009	K7000	70889	\$3,733	CONVERTED	W#000H#000FN000MN000LN000NB027EB000M P000OK TO RESUBMIT PER AREA REP
626	Vue	2003	5GZCZ43D83S823114	9/25/2009	K7104	70902	\$2,798	GUEST STATES THE CAR WILL RUN BUT NO MOVE CHECK TECH CONFIRMED VEHICLE RUNS WILL NOT MOVE IN FWD/ REV. REFERENCED BULLETIN040730024E REMOVED TRANS AND DISASSEMBLE TO INSPECT FOUND TRANSAXLE BELT FAILED DAMAGE TO DIFFERENTIAL DRIVE GEAR ALSO REPLACE CASE COVER, TORQUE CONVERTOR, TRANS COOLER LINE S, FILTER, OUTPUT SEALS AND HUB SEAL FLUID TO FULL UPDATED TCM PROGRAM CODE18F0B DROVE AND VERIFIED PROPER OPERATION CAUSAL PART TRANSAXLE BELT/CASE COVER PERFORMED ALIGNMENT SET FRT/REAR TOE	~EXTENDED VTI COVERAGE PARTS ONLY CLAIM

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
627	Vue	2003	5GZCZ33D03S900021	8/19/2009	K7000	70993	\$4,075	TECH ROAD TESTED VEHICLE AND FELT HESITATION ON ACCELERATION WHEN HOT, FOUND STORED CODE P1758 -- FLUID WAS DARK WITH METALFILLINGS. TECH REMOVED AND REPLACED THE TRANSMISSION, FLUSHED TRANNY COOLER. ALSO PERFORMED THE OIL PRESSURE TEST.	approved on 9-16-09 ~POLICY VTI TRANSMISSION
628	Vue	2003	5GZCZ33D53S873561	7/10/2009	K7000	71117	\$4,254	CUSTOMER STATES TRANSMISSION MAKES A GRIND NOISE WHEN DRIVING.TECH FOUND CASE COVER CRACKED AND METAL DEBRISINTRANSMISSION.TECHREPLACED TRANSMISSION AND COOLER LINES TO REPAIR CUSTOMER CONCERN. OK NOW	approved, mdp see prior approval comments WRH SEE PRIOR WRH forward to dsm for review and approval. per faxed estimate of overhaul and replacement WRH
629	Vue	2003	5GZCZ43D13S854219	7/17/2009	K7000	71310	\$4,290	ON TEST DRIVE TECH HEARD NOISE. TECH FOUND NOISE COMING FROM TRANSMISSION. TECH FOUND BELT STARTING TO BREAK. TECH REPLACEDTRANSMISSION.	ok ~RENTAL SERIAL NUMBER # 8S577591 ~ANOTHER VTI
630	Vue	2003	5GZCZ43D93S842299	8/25/2009	K7000	71336	\$3,970	DIAGNOSE TRANSAXLE BEING NOISEY/NOT SHIFTING CORRECLTY -TECH INSPECTED AND VERIFIED CONCERN TECH REMOVED AND REPLACED THE FAULTYTRANSAXLE ASSEMBLY	approved on 9-16-09 ~POLICY - VTI TRANSMISSION
631	Vue	2003	5GZCZ43D23S911186	9/24/2009	K7104	71382	\$2,319	FOUND CODE P1783, R AND R TRANSMISSION CASE COVER, FOUND BELT SLIPPING ON SHEEVES AND SOME METAL PARTICALS FOUND, REPLACEDTHECASECOVER, TORQUE CONVERTER AND FLUSHED COOLER LINES, CLEARED CODE A ND ROAD TESTED, 75% COVERED BY SATURN, 25%BYCUSTOMER/SERVICECONTRACT	customer paid 25% 2nd owner under 100k, customer paid 25% = \$896.11 ~2ND OWNDER UNDER 100K-CUSTOMER PAID 25% - 896.11

	A	B	C	D	E	F	G	H	I
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632	Vue	2003	5GZCZ33D83S912580	7/11/2009	K7000	71445	\$5,422	<p>KNOCKING NOISE HEARD FROM TRANS IN PARK AND NEUTRA L, WHINING NOISE HEARD FROM TRANS IN REVERSE, MULTIPLE FAILURES FOUND INSIDE TRANS., REMOVE AND REPLACE TRANS ASSEMBLY, FLUSH OUT COOLANT LINES, RESET FRONT TOE TO SPECS. ADD TIME TO RESET FRONT TOE AND ROADTEST 1.0HR. This is a vti trans part of class action and original owner with guidelines of repair program</p>	<p>approved pending possible review. resent per Karen C. PLEASE CHECK YOUR SUBMISSION FOR TECHNICIAN GMIN, CORRECT OR EXPLAIN AND RESUBMIT. This is a VTI tans assy and the primary coverage is with mfg not ssp or gmpp, this vehicle falls under the class action and is covered 100% due to original owner and under 100k. no mrp inspection required because it is not a mrp claim. Repair cost greater than replacement no record of mic/gmpp/ssp adjuster involvement KNOCKING NOISE HEARD FROM TRANS IN PARK AND NEUTRA L, WHINING NOISE HEARD FROM TRANS IN REVERSE, MULTIPLE FAILURES FOUND INSIDE TRANS., REMOVE AND REPLACE TRANS ASSEMBLY, FLUSH OUT COOLANT LINES, RESET FRONT TOE TO SPECS. ADD TIME TO RESET FRONT TOE AND ROADTEST 1.0HR. CLAIM WAS RETURNED SAID SPECIAL POLICY SECONDARY SERVICE CONTRACT PRIMARY</p>
633	Vue	2003	5GZCZ33D43S838476	9/18/2009	K7000	71536	\$4,269	<p>CHECKED AND VERIFIED CUST CONCERN NO MOVEMENT. FOUND PRESSURE TEST 0 PSI AT 2AMP AND 0 PSI AT 1.0 AM P. PERFORMED TEARDOWN FOUND BELT CAME APART AND DAMAGED TORQUE CONVERTER PUMP AND CASE ASSEMBLY. REPLACED TRANS ASSEMBLY AND ALIGNED</p>	<p>vti trans. dl ~ADD TIME FOR ALIGN FRT &amp; R TOE AND PRESS TEST DL ~ALSO TORQUE COOLER LINES DL</p>
634	Vue	2003	5GZCZ33D73S881130	7/14/2009	K7000	71545	\$4,067	<p>TECH FOUND NOISE COMING FROM THE TRANSMISSION ALSO THE TRANS QUIT PULLING AFTER REACHING OPERATING TEMP. FOUND OLD STYLE COOLANT LINES ON VEHICLE. TECH REPLACED THE TRANS AND COOLER LINES TO REPAIR. ORIGINAL OWNER</p>	<p>original owner ok per fom review.</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
635	Vue	2003	5GZCZ43D43S843750	7/13/2009	K7104	71547	\$3,656	C/S TRANS MAKING WHINING NOISE. TECH INSPECTED AND VERIFIED NOISEY AND PUMP PRESSUR LOW-100PSI AT IDLE THUS CAUSING BELT TO SLIPANDEXCESSIVE SLEEVE WEAR. TECH REPACED PUMP, CASE COVER ASM, AND TORQUE CONVERTER TO CORRECT. TECH FOUND DURING CRADLE REMOVALONSTABILIZER BRACKET NUT WELDS BROKE, HAD TO REMOVE LEFT CONTORL ARM FROM CRADLE TO REMVE BRACKETS. TECH PERFORMED ALIGN	ALL APPROVED PER BRIAN MICHELIN
636	Vue	2003	5GZCZ43D23S878450	8/1/2009	K7000	71557	\$3,973	THERE WAS A P1758 AND FOUND THAT THE BELT STRETCH E D CAUSING A LOT OF SCALE LIKE METAL FRAGMENTS INSI DETHETRANSMISSION-CONTAMINATING EVERYTHING INTER NAL-TECH REPLACED TRANSMISSION AND COOLER LINES	ok THERE WAS A P1758 AND FOUND THAT THE BELT STRETCH E D CAUSING A LOT OF SCALE LIKE METAL FRAGMENTS INSI DETHETRANSMISSION-CONTAMINATING EVERYTHING INTER NAL-TECH REPLACED TRANSMISSION AND COOLER LINES. CONDITION VERIFIED AND REPAIRSAUTH BY SERVICE MANAGER.
637	Vue	2003	5GZCZ43D53S903972	8/17/2009	K7104	71605	\$4,263	VERIFIED SERVICE ENGINE SOON LIGHT COMES ON FOUND TROUBLE P1758,P1882 AND P0700 VEHICLE TOWED IN AND WILL NOT DRIVE. FOUND LINEPRESSURE AT 64 PSI LOW. DISASSEMBLED TRANSAXLE AND FOUND METAL DEBRIS FROM DIFFRENTAL GEAR AND SPIDER GEAR COMING APART. REPLACEDDIFFERENTIAL IDLER GEAR, INTERNAL FILTER, CASE COVER, VALVE BODY AND TORQUE CONVERTER. CLEANED ALL TRANSAXLE INTERNALS AND FLUSHEDTRANSAXLE COOLER ROAD TESTED GOOD	~VEHICLE HAS VTI,FULL WARRANTY FOR VTI REPAIR



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638	Vue	2003	5GZCZ33D73S899837	7/15/2009	K7000	71648	\$5,410	WON'T MOVE IN ANY GEAR, SCAN SYSTEM, CODE P0758, PERFORM DIAGNOSTICS, NECESSARY TO REMOVETRANS.ANDDIS-ASSEMBLE,FOUNDCHAINBROKENINSIDE AND METAL THROUGHOUT TRANS., REPLACE TRANS ASSEMBLY WITH FACTORY REPLACEMENT,RE-ASSEMBLEOLDUNIT TOSHIPBACK,REPLACECOOLER LINES AND RESET FRONT TOE TO SPECS. ADD TIME .3HRS. TO REPLACE COOLER LINE, 1.0HR TORESET FRONTTOEANDROADTESTVEHICLE	APPROVED PENDING POSSIBLE REVIEW. vti repair original owner under 100k miles part of class action policy repair not ssp primary coverage factory program
639	Vue	2003	5GZCZ43D63S915273	8/18/2009	K7104	71652	\$3,602	CST STATES THAT THE SES LIGHT WITH THE WRENCH COME S ON.TECH VERIFIED CONCERN.TECH FOUND CODE P1882 S ET AND FOUND THE TRANSSLIPPING INTERNALLY.TECH PE RFORMED LP TEST AND R&R THE TRANS.TECH REPLACED TH E CASE COVER,TORQUE CONVERTER,INTERNAL FILTER,I/OSPEEDS SENSORS AND RELATED PARTS.TEST DROVE.NO FUR THER CONCERN	~OK WP REPAIR AS PER EXTENDED VTI SPECIAL POLICY ~EXTRA TIME FOR LP TEST AND INTERNAL FILTER
640	Vue	2003	5GZCZ43D93S879921	8/19/2009	K7104	71748	\$3,796	CUSTOMER STATES THAT THE TRANSMISSION IS MAKING WHINING NOISE. WHEN IT SHIFT THROUGH FIRST AND SECOND YOU HEAR THENOISE.VTITRANSMISSION. EST \$1000.00 FOR CUSTOMER COST TEST DROVE VEHICLE, VERIFIED THE CUSTOMER CONCERN FOUND TRANSMISSION TOBEVERYNOISEY. ALSO FOUND THE VEHICLE TO HESITAE ON START FORM A START. REPLACED CASE HALF, FILTER, COOLER LINES, VALVEBODY,SPEEDSENSORS, TORQUE CONVERTOR. FINISHED COOLOR PERFORMED LINE PRESSURE TEST. EXTRA TIME TO DIAG FAULTY VALVE BODY.	done per class action law suit done per class action law suit
641	Vue	2003	5GZCZ33D13S839004	7/29/2009	K7000	71807	\$3,995	NOISE IN TRANSMISSION, REVERSE INOP, PERFORMED PRESSURE TEST, BELOW 100 PSI. DRAINED FLUID, METAL IN FLUID. REPLACED TRANSMISSION	ok as per daniel perkins ~CUSTOMER PAID 25% SECOND OWNER

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642	Vue	2003	5GZCZ33D73S865977	9/15/2009	K7000	71808	\$4,239	VERIFIED GRINDING SOUND WHEN DRIVING & LOSS OF POW ER. FOUND CODE P0842 TRANS FLUID PRESSURE SENSOR P ERFORMED LOW CIRCUIT.(FAILEDTFP SENSOR) PART OF V ALVE BODY ASM.AS PER MORE COST EFFECTIVE & PER HIS TORY ORDER & REPL TRANS ASM,TRANSFERED PARTS.PERFO RMEDALIGNMENT TO CHECK & ADJUST FRONT TOE.ROAD	pb ~OLH DUE TO E2020,WARR POLICY,CAR IN 9/15,ORDER PA ~RT 8/16,PART IN 9/18,CAR SAT 9/19-20,REPAIR 9/22
643	Vue	2003	5GZCZ33D13S839102	7/28/2009	K7104	71840	\$3,462	TECH TEST DROVE VEHICLE VERIFIED CUSTOMER COMPLAINT. FOUND VEHICLE GRINDING AND RPMS RACING CODES P1758 TECH CALLED TACH SPOKEWITHJOE DINEEN CASE# 9026044. TECH CHECKED PRESSURES AS PER DOC 05-07-30-003. TECH FOLLOWED DOC # 05-07-30-004- REPLACE HALFCASE,VALVE BODY, AND COOLER LINES. TECH REPLACED SCASE HALF, VALVE BODY AND COOLER LINES AS PER DOC# 05-07-30-004. ADDITIONAL TIMEFORCOOLER LINE REPLACEMENT. TECH TEST DROVE VEHICLE AFTER REPAIRS OPERATING AS DESIGNED AT THIS TIME	done per outline of class action law suit
644	Vue	2003	5GZCZ33D53S850605	7/30/2009	K7000	71845	\$3,735	LINE PRESSURE TESTED, FOUND FLUID BURNT,FAILED TEST, REPLACED TRANSMISSION AND REPROGRAMMED TCM	ok as per daniel perkins ~CUSTOMER TO PAY 25% PER SPECIAL POLICY
645	Vue	2003	5GZCZ43D63S860260	9/2/2009	K7000	71890	\$4,013	C/S VEHICLE WONT MOVE IN REV AND SLUGGISH IN DRIVE VERIFIED CONCERN FOUND TRANS WONT PULL FLUID BURNT PRESSURE CHECKED BELOW SPECSREPLACED TRANS ASSEM. TO CORRECT COMPLETE FRONT END ALIGNMENT REPLACED COOLER LINES	approved ~ALIGNMENT

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646	Vue	2003	5GZCZ33D33S849968	7/22/2009	K7000	71926	\$2,627	C/S NO FORWARD OR REVERSE.TECH VERIFIED NO REV.ONL Y 20 MPH. FOUND TRANS GRINDING & KNOCKING ALL THE TIME.PERFORMED PRESSURECHECK1.0 ACTUAL 380 PSI, .2 ACTUAL 720 PSI PRESS HIGH.REMOVED AND DISASSEMB LED TRANS AND FOUND ENDCOVER LOWER SNAP RING CAMEAPARTWHERE ENDCOVER GOES INTO REVERSE CLUTCH PACK. AND DAMAGE TRANS .ALSO DAMAGE CASE WHERE REV ERSE CLUTCH SNAP RING HOLDS CLUTCHPACKINTO PLACE .REPL COMPLETE TRANSMISSION AND FILLED FLUIDS. PER FOMRED ALIGNMENT ADJUSTING FRONT TOE. REASSEMBLED OLD TRANSFORSHIPMENT. NOTE. GAVE TECH .8 FOR ALIGNMENT,ADJUSTING FRONT TOE.DUE TO RECALL,LINE 4 ALSO ADDED.4 FOR ADJUSTIN G REAR TOEANDCAMBER.NO ALIGNMENT TAKEN ON LINE 4	vti auth complete trans.damage internal due to snap ring coming apart. vti trans . owner paid \$1538.65 deductible. ~AUTH COMPLETE TRANS.OLH FOR TEAR DOWN,REASSEMBLE ~ALIGNMENT,PRESSURE TEST OWNER PAID \$1538.65 DED
647	Vue	2003	5GZCZ33D03S802235	9/26/2009	K7104	71957	\$3,489	CUSTOMER SAYS THE TRANS SEEMS TO BE SLIPPING-- FOUND CHAIN FOR VTI TRANS DRIVE COVER WORN AND SLIPPING--REPLACED TRANS COVERWITHCHAIN, TRANS OIL PUMP, FILTER AND AXLE SEALS AND DIFFERENTIAL SPIDER GEAR WASHERS THAT WERE BROKEN AND MISSING REPLACEDCOOLERLINES-REFILLED SYSTEM AND TEST DROVE--OK	cvt policy

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648	Vue	2003	5GZCZ43D73S912026	8/27/2009	K7104	72002	\$2,950	SCAN TESTED FAULT CODE P1758,TRANSMISSION IS SLIPP ING WHEN WARM.REFER TO SERVICE INFORMATION FOUND T WOBULLETINS04-07-30-024E,05-07-30-004.INSPECTED FLUID ,FLUID WAS BURN"T ,PERFORMED INTERNAL PRESSU RE TEST .20 AMP/1 AMP 200 PSI(LOW).R&R THETRANSM ISSION FOR INSPECTION,FOUND CONVERTER BLUE IN COLO R DUE TO OVERHEATING,REPLACED CASE COVER,VALVE BOD YINTERNAL FILTER,ALLRELATED GASKETS & SEALS INSTALLED UPDATE TCM CALIBRATION AND ROAD TESTED T O VERIFY REPAIR ALTERNATETRANSPORTATIONVIN#3GNCA13B19	wp per Pete Salich the vehicle was repaired under terms of the class action law .customer paid \$1000.00 per agreement ~WP PER PETE SALICH REPAIRED UNDER CLASS ACTION ~LAW SUIT,ADDITIONAL TIME FOR DIA,CAL
649	Vue	2003	5GZCZ33D53S894877	7/28/2009	K7000	72051	\$3,055	C/S SES LIGHT IS ON AND THERE IS A GRIND NOISE SCAED AND FOUND P0842 AND P1758 TRANS CODES FOUND TRANNY IS MAKING NOISEANDFLUIDISBURNT REMOVED AND REPLACED TRANSMISSION AND TESTED NOISE IS NOW GONE AND VEHICLE IS DRIVING NORMAL 1.0 ALIGNMENT	Vti special policy - customer paid 25%. SEE ABOVE SEE ABOVE other hrs for alignment-vti transmission-saturn 75%/customer 25%-TOTAL \$4072.88-CUSTOMER PAY 1018.23-SATURN\$3054.65-MICHELLEMARES-USED VEHICLE
650	Vue	2003	5GZCZ43D63S821278	8/25/2009	K7104	72121	\$4,339	CUST STATES THE TRANNY SEELS TO MAKING NOISE AND S LIPPING, TECH VERFIED AND CHECKED LINE PRESSURE WA S OK, INSTALLED A NEWCASECOVER AND FILTER AND TO RQUE CONVERTER AND VALVE BODY AND INSTALLED UPDATE D COOLER LINES, TEST DROVE, SET FRONT TOE ANDROADTESTED, IS OPPERATING AS DESIGNED	Vti concern, original owner: falls within guidelines for 100% coverage. add time for cooler and alignment
651	Vue	2003	5GZCZ43D53S895632	7/23/2009	K7104	72375	\$3,600	HONDA CONFIRMED NOISE,SCANNED FOR CODES AND CODE P0844,P 1758 STORED IN HISTORY.PER BULLETIN 04.07.30.032A REPLACED TORQUE CONVERTOR,CASEHALF AND TRANSMISSI ON FILTER.P.O #39893 25%PAYED BY CHEVIK BELL	~SPECIAL APPROVAL PER CLASS ACTION SUIT ~OLH TO PEFORM ALIGNMENT & TO REPROGRAM TCM

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652	Vue	2003	5GZCZ43D53S801538	9/22/2009	K7104	72467	\$3,340	CUSTOMER STATES THERE IS A SWISHING NOISE HEARD FROM VEHICLE WHEN STARTING FROM A STOP/ WHEN THE VEHICLE IS IN MOTION. TECHCONFIRMED LOUD NOISE FROM THE TRANSMISSION. TECH FOLLOWED DOC 1614535 & FOUND THE TRANS LINE PRESSURE TO BE TOO LOW, 190 PSI LS.TECH REPLACED THE CASE COVER, TORQUE CONVE RTER AND OIL COOLER LINES. TECH ALSO REPLACED THE TRANS FLUID AND ADDITIVE. TECHPEFORMED WHEEL ALIGNMENT AFTER AND ROAD TESTED.	~POLICY OK'D PER CLASS ACTION INFO - CPC ~ORIGINAL OWNER.
653	Vue	2003	5GZCZ43DX3S856924	7/20/2009	K7000	72532	\$4,284	CUSTOMER STATES THE CAR WILL NOT GO INTO REVERSE. TECH TEST DROVE CAR HAS NO REVERSE, SLIPS IN ALL GEARS AND FLUID ANDFLUIDBURNT.TECHREPLACED TRANS, RESET FRONT ALIGNMENT AND TEST DROVE OKAY.	Claim approved let's try it again! System states otherwise. You need to dig and find out why your tech has and incorrect GMIN and get it fixed. Nick is the tech that has been here the longest and it is his correct gmin number. Invalid GMIN number supplied for Technician. Please correct CUSTOMER STATES THE CAR WILL NOT GO INTO REVERSE. TECH TEST DROVE CAR HAS NO REVERSE, SLIPS IN ALL GEARS AND FLUID BURNT.TECHREPLACED TRANS, RESET FRONT ALIGNMENT AND TEST DROVE OKAY.
654	Vue	2003	5GZCZ33D13S890549	9/9/2009	K7104	72534	\$5,143	CONVERTED	W#000H#000FN000MN000LN000NB095EB000M P000ADDITIONAL COST FOR PARTS BOUGHT ELSEWHERE. MAIN PART 15297659 ADDITIONL PARTS PRICE IS 473
655	Vue	2003	5GZCZ43D53S845782	9/23/2009	K7104	72596	\$4,213	CONFIRMED CONCERN, REMOVED TRAMSMISSION FOUND A BROKEN BELT BROKEN IN TRANS . REPLACED CASE COVER, COOLER LINES, TORQUE CONVERTOR,OIL PUMP AND FILTER	~LOW MILEAGE 2ND REPAIR TO VTI ~AUTH BY FOM

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
656	Vue	2003	5GZCZ33D53S895396	9/1/2009	K7000	72620	\$11,220	TECH STATES THE CAR WILL NOT MOVE IN FORWARD GEARS. TECH STATES THERE IS AN INTERNAL CONCERN WITH THE VTI CASE HALF CAUSING CONCERN. TECH STATES REPLACED THE VTI CASE HALF, VALVE BODY, AND TORQUE CONVERTER AS PER TECH BULLETIN 04-07-30-24E. TECH TEST DROVE AND HEARD A WHINE NOISE IN THE TRANS AND WILL NOT SHIFT OUT OF 1ST. TECH STATES CONTACTED GM TECHNICAL ASSISTANCE AND CREATED CASE # 11021711 (BRIAN SPARKLE) AND WAS ADVISED TO GET LINE PRESSURE READINGS. TECH STATES LINE PRESSURE READINGS WERE BETWEEN 200-600 PSI IN GEAR AND 190 PSI IN NEUTRAL AND PARK. TAC STATES THE FLUID PUMP AND/OR THE VTI CASE HALF IS BAD CAUSING CONCERN. ON 09/8/09 @ 3:35 SERVICE CONTACTED JOHN DALEY AND ADVISED HIM ON CONCERN. JOHN DALEY ADVISED SERVICE TO LOCATE AREA OF CONCERN AND REPORT BACK TO HIM ON FINDINGS. TECH STATES FOUND THE NOISE TO COMING FROM THE VTI CASE HALF AND THE SHIFTING IS CAUSED BY THE PUMP NOT REGULATING CORRECTLY BUT PRESSURE PRIOR TO REPAIR WERE NORMAL. ON 09/10/09 SERVICE CONTACTED JOHN DALEY AGAIN AND INFORMED JOHN DALEY THE FINDINGS AND THEN AUTHORIZED AN ENTIRE UNIT TO BE	approve ~ADD TIME FOR K6560, K7104, E2020

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657	Vue	2003	5GZCZ33D63S844960	9/24/2009	K7104	72837	\$3,587	TECH VERIFIED CUSTOMERS CONCERN-TECH DROVE VEHICLE -TRANSMISSION MAKING GRINDING NOISE AND HESITATES ON LUNCH-SCANNED FORCODES,NONEFOUND-NECESSARY TO PERFORM LINE PRESSURE TEST AS PER DOC#1586361- PERFORM LAMP TEST,LINE PRESSURE 182 PSI 2AMP TEST 638PSI - ACCORDING TO DOC, LMAP TEST BELOW 246PSI REPLACE COVER ASSEMBLY VALVE BODY- TRANSMISSION WILL NEED TO BE REMOVE ANDDISASSEMBLED FORINSPECTION-REMOVED TRANS AND DISASSEMBLED-METAL SHAVINGS THROUGHOUT TRANSMISSION-NECESSARY TO REPLACE CASECOVER,VALVEBODY,PLATE,FILTER,INPUT OUTPUT SENSORS AND ORINGS-FLUSH TRANSMISSION LINES -REASSEMBLE TRANSMISSION-ADD ADDITIVES-FILLTRANS- PERFORM ALIGNMENT-TEST DROVE VEHICLE- OPERATING AS DESIGNED - WORK COMPLETED	VTI transmission repair was already in process when notice came out explaining Saturns change in policy on the class actionsettlement on the VTI transmission. Contacted my DVM and was told to complete repair under warranty ~OLH FOR LINE PRESSURE TEST/ALIGNMENT/FILTER
658	Vue	2003	5GZCZ33D03S807824	9/14/2009	K7000	72863	\$2,925	WOULD NOT MOVE WARM. CONFIMED. FLUID BURNED. DTC P0741, P0742, P1756 PRESENT. REPLACE TRANSMISSION, FLUSH COOLER LINES. WORKSASDESIGNED.	It is Ok to pay customer participation please be more detail next time ~75%-25% SPLIT

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659	Vue	2003	5GZCZ43D73S886057	7/13/2009	K7104	72895	\$3,170	FOUND INTERNAL GRINDING NOISE VTI CASE HALF	Special policy on case halves hi Ray- this is a vti transmission-the warranty is 60/75 the veh is out by age-also has extended warranty-per fom I was told tosendit to you-mw hi Ray- this is a vti transmission-the warranty is 60/75 the veh is out by age-also has extended warranty-per fom I was told tosend it to you-mw wp per fom-mw WOULD THIS BE COVERED UNDER THE SPECIAL POLICY FOR THE VTI'S THRU SATURN ? If no, please hold for review on Monday. Thanks. reviewed and resub-olh nec to repair the veh-all the parts are nec-mw reviewed and resub-olh nec to repair the veh-all the parts are nec-mw reviewed and resub-olh nec to repair the veh-mw
660	Vue	2003	5GZCZ33D13S821893	8/7/2009	K7104	73011	\$2,662	CUST STATES CAR WILL GO INTO LOW POWER MODE AFTER DRIVING A SHORT PERIOD. CAN ONLY GO ABOUT 8-10 MIL ES OR SO. SOUNDS LIKE VTI.VERIFIED FAILED TRANSMISSION. REPAIRED. VERIFIED.	~SVC MGR AUTH GOODWILL
661	Vue	2003	5GZCZ43D83S867047	8/3/2009	K7000	73019	\$3,859	CUST STATES CHECK GRINDING NOISE VERTIFIED INTERNA L TRANS COMING APART REPLACED TRANS OPERATES OK	o.k. -to Customer is 1st owner. Mileage on vehicle is 73,019. Customer had no participation. This is for k7000 trans. replacement. warrantypolicy.
662	Vue	2003	5GZCZ33D53S896273	9/11/2009	K7104	73027	\$3,822	VERIFIED TRANS DELAY. NEC TO PRESSURE TEST TRANS FOUND VTI PRESSURES BELOW SPECS. NEC TO REPLACE CASE COVER, TORQUE CONVERTER,ANDVALVE BODY AS WELL AS FLUSH LINES. REFILLED WITH PROPER FLUID AND ADDATIVE. VERIFIED REPAIR	4 days needed for vti, 4 due to weekend, had to order parts ~VTI



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663	Vue	2003	5GZCZ33D03S906255	8/28/2009	K7104	73057	\$3,725	TECH CHECK FOR CUSTOMER CONCERN TECH FOUND NO PERFORMANING PROPERLY WHEN COLDING STARTING THE SHUTS DOWN SPEED SENSORNOTOPERATINGNORMALLY TECH FOUND INTERNAL FAULT WITH TRANS TECH REPLACED END CPOVER AND RELATED PARTS	see above wp per bulletin olh for diag,sensors,ect
664	Vue	2003	5GZCZ43D93S874802	8/3/2009	K7104	73074	\$2,640	NEEDS CASE COVER	labor only billed at company portion and customer participation on entered. labor and participation corrected VTI TRANS
665	Vue	2003	5GZCZ33D13S802325	8/14/2009	K7104	73147	\$4,598	TECH INEPSTED THE VEHICLE AND THE TRANSAXLE. TECH FOUND THE VEHICLE DID NOT MOVE IN ANY GEAR DUE TO INTERNAL TRNASAXLE FAILURECAUSE BY WORN/SEPERATED TRANSAXLE DRIVE BELT. TECH FOUND IT NECESSARY TO REMOVE AND REPLACE TRANSAXLE DUE TO METAL CONTAMINATIONFROM SEPERATED DRIVE BELT. TECH TEST DROVE VEHICLE AFTER REPAIR AND ALL CONCERNS ARE CORRECTED AT THIS TIME.	~WARRANTY POLICY DUE TO VTI TRANSAXLE EXTENDED ~COVERAGE.
666	Vue	2003	5GZCZ43D33S819228	7/27/2009	K7104	73191	\$3,594	VERIFIED WHINE NOISE WHEN ACCELERATING. FOUND TRANS DRIVE BELT SLIPPING. PERFORMED LINE PRESSURE TEST LINE PRESSURE OK.REPLACEDCASE COVER ASSEMBY TORQUE CONVERTER, FLUID FILTER & LINES PER BULLET TEST DROVE NO FORWARD HAS REV-MOVES IN REV WHEN INNEUTRAL.CASE COVER IS FAULTY	~ADD TO REPLACE TRANS FILTER AND LINE TEST DL ~VTI TRANSMISSION WARRANTY ~ADD TO REPLACE TRANS FILTER AND LINE TEST DL ~VTI TRANSMISSION WARRANTY
667	Vue	2003	5GZCZ43DX3S837371	9/10/2009	K7000	73378	\$2,501	REPLACED TRANS DUE TO VTI NOT GOING INTO REVERSE,R EPLACED TRANS AND ALIGNED TO REPAIR,ALL IS FINE. CUST PAYED 1288.53 FORTHEIRPORTION OF REPAIR.	jaj CUST PAYED 1288.53. Not original owner. jbw

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668	Vue	2003	5GZCZ43D93S834056	8/21/2009	K7000	73512	\$3,981	CUSTOMER STATES THE TRANSMISSION IS GONE P0722/P1758/P0218 FOUND INTERNAL TRANSMISSION FAILURE/FOUND THE BELT COMINGAPARTREPLACETRANSMISSION/FLUSH COOLER AND LINES COMPLETE ALIGNMENT	approved Added rental vin as requested please add rental vin cleared request for 2 OLH hours. Foward to DSSM for approval Todd...Same thing as the previous traqnsmission claims. What is the OLH for?? Why does every transmission claim you submit have2.0 hrs OLH?? I think an explanation is in order. ~FORWARD TO DSSM FOR APPORVAL
669	Vue	2003	5GZCZ33D43S901625	8/8/2009	K7000	73553	\$3,940	CAR TOWED IN, NEVER ABLE TO DRIVE, AFTER VTI RE- BUILD TRANSAXLE DROVE FINE BUT HAD LOUD NOISE ONDEACCELERATION.SUSPECTDIFFERENTIAL OR FLUID PUMP. REPLACE ASSEMBLY.	okay CAR TOWED IN, NEVER ABLE TO DRIVE, AFTER VTI RE- BUILD TRANSAXLE DROVE FINE BUT HAD LOUD NOISE ONDEACCELERATION.SUSPECTDIFFERENTIAL OR FLUID PUMP. REPLACE ASSEMBLY. ADD TIME TO SET FRONT TOE. INSPECT AND AUTHORIZED BY FOM.20090814 00:58 DB Not Available IC 0001 ~ADD TIME TO SET FRONT TOE CAR TOWED IN, NEVER ABLE TO DRIVE, AFTER VTI RE- BUILD TRANSAXLE DROVE FINE BUT HAD LOUD NOISE ON DEACCELERATION.SUSPECTDIFFERENTIAL OR FLUID PUMP. REPLACE ASSEMBLY. ADD TIME TO SET FRONT TOE. INSPECT AND AUTHORIZED BY FOM. ~ADD TIME TO SET FRONT TOE

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
670	Vue	2003	5GZCZ33D43S901625	8/8/2009	K7104	73553	\$4,050	OWNER STATES WILL NOT MOVE, TOWED IN. FOUND VTI BELT BROKEN. CLEAN UNIT, REPLACE END COVER, OSS & ISS SENSORS, VALVE BODY,TORQUECONVERTER & FILTER SET TOE. TEST DROVE, TRANS PERFORMS NORMALLY BUT HAS KNOCKING NOISE ON DEACCEL,SUSPECT DIFFERENTIAL GEARNOISEOR FLUID PUMP.	OWNER STATES WILL NOT MOVE, TOWED IN. FOUND VTI BELT BROKEN. CLEAN UNIT, REPLACE END COVER, OSS & ISS SENSORS, VALVE BODY,TORQUECONVERTER & FILTER SET TOE. TEST DROVE, TRANS PERFORMS NORMALLY BUT HAS KNOCKING NOISE ON DEACCEL,SUSPECT DIFFERENTIAL GEARNOISEOR FLUID PUMP. ~ADD TIME TO CLEAN OUT ASSEMBLY DUE TO BROKEN BELT ~REPLACE FILTER AND SET FRONT TOE
671	Vue	2003	5GZCZ43D23S865679	8/12/2009	K7104	73599	\$2,581	CUSTOMER STATES HEARING LOUD GROWLING SOUND WHEN D RIVING TAKES A WHILE TO GO INTO 2ND ACTS LIKE IT W ANTS TO SKIP 3RD HASGOTTENLOUDER CK AND ADVISE. TECH FOUND CONDITION DUPLICATED PRESSURE READINGS BELOW SPECS INTERNAL CASE COVER FAILURE WHINE NOI SECOMINGFROM CASE COVER, POOR RETRO CONTROL REFERENCED DOC 875002 CASE COVER FAILURE LINE PRESSURE .2AMPS 400 PSI AND AT 1.0AMPSPRESSUREAT 140 BOTH BELOW SPECS SHEET ATTACHED REPLACED CASE COVER, FILTER, TORQUE CONVERTOR AND COOLER LINES CONFIRM PROPEROPERATION ANDNOISE GONE WHEN DRIV EN ALSO UPDATED TCM PROGRAM ALIGNMENT SET FRT TOE	EXTENDED VTI COVERGE CUSTOMER PAID \$860.48 TOWARDS REPAIRS ~EXTENDED VTI COVERAGE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
672	Vue	2003	5GZCZ43D63S801435	9/10/2009	K7104	73715	\$3,487	FOUND CASE COVER GRINDING FOUND DTC P1882, INTERNAL CASE COVER FAULTY DOC#1614535, PRESSURE TEST 150 PSI AND .2AMP 450 PSI,PRESSSPEC 652-798 AT .2 AND 152-268 PSI 1AMP//REPLACED CASE COVER ASSEMBLY FOUND BEARING NOISEY GRINDING ON NEW UNIT, PULLED TRANSANDREPLACED INPUT BEARING AND ALIGNMENT. time line 9-10 work in progress diag 9-11 ordered parts 9-14 rec. parts installed 9-15 hadto order parts bearing, 9-16 installed bearing.	approved rental due to parts delay 6 day time line in tech comments-mw
673	Vue	2003	5GZCZ43D93S891048	8/14/2009	K7104	73864	\$3,455	VEHICLE HAS HARD TIME ACCELERATING AND WHEN VEHICLE DOES ACCELERATE HEARS A GRIND NOISE.TECH PERFORMED LINE PRESSURE TEST ANDFOUNDPRESSURE LOW,(.2 AMPS-450PSI 1.0 AMPS-115PSI)AS PER BULLETIN #05.07.30.004,TECH REPLACED CASE END COVER,TORQUECONVERTER,TORQUECONVERTE R SEALS, FLUSHED AND REPLACED TRANS COOLER LINES. TEST DROVE.OPERATION AS PER SATURN SPEC.	SPLIT WITH CUSTOMER ~SPLIT WITH CUSTOMER
674	Vue	2003	5GZCZ43D03S801818	7/20/2009	K7000	74014	\$4,017	VERIFIED CONCERN, CAR WOULD NOT MOVE INTO GEAR EAS LY--TECH R&R TRANSMISSION ASM DUE TO INTERNAL FAI LURE GEARSBINDING--TECHTOPPED OFF FLUIDS, FLUSH ED OUT SYSTEM, REPLACED THE TRANSMISSION OIL COOLE R HOSES WITH APPROVAL FROM DANIELLE ATSATURN WARR ANTYASSISTANCE CENTER FOR 100% COVERAGE	Approved rear differential asm was making noise in the gears and we had already changed the fluid on the previous complanit ~OLH FOR REPLACING THE TRANS COOLER LINES
675	Vue	2003	5GZCZ33D43S886690	9/23/2009	K7000	74074	\$4,108	CUST STATES CAR WILL NOT MOVE ENGINE REVS UP TRANS MISSION WILL NOT GO. TECHNICIAN VERIFIED CODE 1758 FOUND VTI DRIVE BELT BROKEN.TECH REPLACED TRANSMISSION FLUSHED COOLER AND REPLACED LINES.	claim aproved ~WARRANTY POLICY PER DOC. ID. G_0000020717 CUST. ~ORIGINAL OWNER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
676	Vue	2003	5GZCZ43D63S812970	8/24/2009	K7000	74160	\$3,190	TECHVERIFIED VTI BELT BOKEN, TECH PERF TESTS AND REBUILD/REPLACE QUOTES, TECHREPL. TRANS,COOLING LI NES,AND ALIGNED THEN ROADTESTED	ok'd vti trans 2nd owner. DZ vti transmission second owner less than 100k miles customer paid 1063.40 warranty pays 3190.18cost analysis less to replace than repair
677	Vue	2003	5GZCZ43D43S834692	9/16/2009	K7104	74178	\$3,737	SES LIGHT ON - INSPECTED AND FOUND MULTIPLE TRANS CODES SET - INTERNAL TRANS FAILURE - NECESSARY TO REPLACE CASE COVER, PUMP,VALVEBODY - ROAD TEST - OK,	VTI- policy issue - ph
678	Vue	2003	5GZCZ33D63S803678	8/1/2009	K7104	74268	\$3,587	VERIFIED TRANSAXLE WILL NOT GO INTO REVERSE-- REMOVE TRANSAXLE TO INSPECT AND FOUND REVER CLUTCH PACK BURNED UP. REMOVE ANDREPLACE VTI CASE COVER, VALVE BODY AND SPEED SENSOR AS PER BULLETIN	~OLH DUE TO DIAG ~WARRANTY POLICY
679	Vue	2003	5GZCZ33D63S910780	9/10/2009	K7104	74271	\$3,663	DURING SERVICE TECH NOTICED THE TRANS MAKING NOISE AND THE TRANS SLIPPING EXCESSIVELY. TECH PERFORMED LINE PRESSURE TEST. PRESSURELOW. DISSASSEMBLED TR ANS,FOUND NECESSARY TO REPLACE COVER AND FILTER,PU MP. TECH REPLACED COVER, FILTER, LINES, CONVERTER, ANDPUMP. ADD TIME TO REPLACE FILTER AND LINE PRESSURE TEST	~WP REPAIR. ORIGINAL OWNER, UNDER 100K ~ADD TIME TO REPLACE FILTER AND LINE PRESSURE TEST
680	Vue	2003	5GZCZ33D13S824017	9/22/2009	K7000	74287	\$3,851	COMPLAINT VERIFIED FOUND BROKEN BELT INSIDE TRANSA XLE CAUSING INTERNAL DAMAGE; REPLACED TRANSAXLE; A LSO COOLER LINES ANDINSTALLED UPDATED TCM CALLIBRATION	jbb ~AUTH A RELATED TO GREAT CUSTOMER SERVICE AND FOR ~CUSTOMER SATISFACTION
681	Vue	2003	5GZCZ43D23S890906	8/18/2009	K7104	74318	\$3,461	GUEST STATES THAT WHILE ACCELERATING THE RPMS SEEM TO JUMP DRASTICALLY. FOUND TRANS WITH SLIPPING CONDITION FOUND GOOD PARAMATERS.PSI TEST FOR GOOD PSI. TEAR DOWN AND INSPECTION FOUND NO OBVIOUS REASONS FOR CONCERN. REPLACED CASE COVER AND TESTED. PROBLEMSOLVED. REPLACED FLUID, FILTER, AND SPEED SENSORS.	~REPAIRS APPROVED

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
682	Vue	2003	5GZCZ33D23S819084	7/31/2009	K7000	74447	\$4,011	FOUND VTI TRANS BELT HAD BROKE SENDING SMALL PIECE S OF METAL THROUGH OUT TRANS. RERPLACED TRANS ASSY UNDER CLASS ACTION SUIT ANDCUST PAID 25% OF REPAI R	PB - 8/14/09 ~OLH FOR COOLER LINES
683	Vue	2003	5GZCZ43D83S823517	7/22/2009	K7104	74449	\$3,772	C/S CAR WILL NOT MOVE IN GEAR RPM REV 3-3500. FOUN D CODE P1758 INTERNAL TRANS LEAK. REPLACED CASE CO VER TORQUE CONVERTER OILCOOLER LINES FOUND DEBRIS IN VALVE BODY REPLACED VALVE BODY. UPDATED TCM CA L. VERIFIED OPERATION PER TSB05-07-30-004	~VEHICLE POLICY PER CLASS ACTION; REPAIRS AS PER T ~SB 05-07-30-004
684	Vue	2003	5GZCZ33D43S838493	8/22/2009	K7000	74478	\$3,648	TECH INSPECTED, VERIFIED CAR IS FREE REVING AND WILL NOT GO OVER 25MPH. TECH FOUND AN INTERNAL FAILURE OF THE TRANSAXLEASSEMBLY.TECH FOUND FLUID BURNT AND P0842 AND P1758. TECH REPLACED ENTIRE TRANSAXLE, FLUID AND DID AN ALIGNMENT, SET FRONT TOE ANDTESTDROVE TO VERIFY. 1G1AL58F987334220 - GUEST IN ENTERPRISE RENTAL DUE TO PARTS DELAY AND ADDITIONAL DIAG NEEDED. 75% COVEREDUNDERFACTORY WARRANTY DUE TO IN BY MILES, AND OUT BY TIME FOR CLASS ACTION LAW SUIT. GUEST TO CONTRIBUTE \$500 TOWARDS REPAIR ANDTHEREST OF THE REPAIR TO BE COVERED UNDER WARRANTY AS A ONE TIME GOODWILL	J.J.SEMOCK/DVM verified vti
685	Vue	2003	5GZCZ43D53S816914	8/18/2009	K7000	74520	\$4,159	CODE SET P1758 FOUND IN TCM REMOVED TRANS FOUND FL UID BURNT AND TORQUE CONVERTER OVER HEATED (BLUE) COST EFFECTIVE TO REPLACETRANSREPLACED TRANS AND ALIGNED VEH TO SPEC	Approved CODE SET P1758 FOUND IN TCM REMOVED TRANS FOUND FL UID BURNT AND TORQUE CONVERTER OVER HEATED (BLUE) COST EFFECTIVE TO REPLACETRANSREPLACED TRANS AND ALIGNED VEH TO SPEC
686	Vue	2003	5GZCZ43D93S805155	8/25/2009	K7800	74590	\$3,233	CONFIRMED CUSTOMERS CONCERN.REPLACED CASING AND ALIEGNE D FRONT END.	FOM AUTH REPAIRS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
687	Vue	2003	5GZCZ43D13S909462	8/12/2009	K7000	74673	\$4,312	VERIFIED CUSTOMERS CONCERN TESTED LINE PRESSURE BOTH HIGH AND LOW WITHIN SPECTS NOTICED WHINE NOISE FROM TRANS FOUND FLUID BURNTREPLACED TRANS ASSEMBLY,COOLER LINES AND REFILLED FLUID PERFORMED ALIGN MENT TEST DROVE FINE	Approval to replace VTI transmisson. ~OK PER FOM
688	Vue	2003	5GZCZ33D93S877273	9/2/2009	K7000	74753	\$3,811	C/S TRANSMISSION WILL HESITATES TO SHIFT GEAR OR W ILL NOT SHEFT AT ALL. TEST DROVE CAN SLOW HISITATI ON INTO GARS LEFTED VEHICLE TO CHECKED TRANS FLUID LEVEL WAS BURNT & HAD METAL SHARINGS. REPLACED TRNS TEST DROVE GOOD.	jbb C/S TRANSMISSION WILL HESITATES TO SHIFT GEAR OR W ILL NOT SHEFT AT ALL. TEST DROVE CAN SLOW HISITATI ON INTO GARS LEFTED VEHICLE TO CHECKED TRANS FLUID LEVEL WAS BURNT & HAD METAL SHARINGS. REPLACED TRNS TEST DROVE GOOD. AUTH BY FIXED OPERATIONS MANAGER.INSPECTED AT EACH POINT BY FIXED OPERATIONS MANAGER. ATTACHED JOB CARD FOR YOUR REVIEW.
689	Vue	2003	5GZCZ43D13S883221	8/13/2009	K7104	74765	\$3,990	FOUND THAT INTERNAL NOISE REMOVE TRANSMISSION DISASSEMBLE FOUND THAT DRIVE PULLEY CAME APART DUE TO FORWARD CLUTCH FAILURE CAUSINGOVERHEAT CONDITION REMOVE AND REPLACE DRIVE PULLEY COVER ASSEMBLY, TRANSMISSION VALVEBODY AND INTERNAL FILTER REPLACE TORQUECONVERTER AND REASSEMBLE FLUSH COOLER LINES AND REFILL ROADTEST AND RECHECK	~SPECIAL POLICY CVT TRANSMISSION
690	Vue	2003	5GZCZ33D63S890174	8/4/2009	K7000	74954	\$3,191	C/S COMPLAINS OF NO MOVEMENT ON ACCEL THEN SLAMS I NTO GEAR AND ALSO SHUDDER WHEN SLOWING AND ACCELER ATING. PRESSURE @ 1.0 WAS 0.0@.2 1400 RPM PSI 590 PRESSURE LOW. INTERNAL TRANS PROBLEM. REPLACE TRAN S, COOLER LINES AND FLUSH COOLER. CHARGE ALL LABOR AND MISCPARTS COVERED BY EXT PLAN PER CONVERSATIO N WITH CARES AND LARRY HERRING.	dvm approved vehicle is outside special policy, entire claim should be gmpp ~PARTS ONLY SERVICE PLAN PD LABOR

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
691	Vue	2003	5GZCZ33D93S897524	8/31/2009	K7000	75002	\$3,981	CHECKED & VERIFIED CUSTOMERS CONCERN & FOUND GRIND ING NOISE & INTERMITTEN NO MOVEMENT.PERFORMED PRES SURE TEST AT 2APM 582 PSI&AT1.0AMP 136PSI.FOUND BELT CAME APART & DAMAGED PUMP & CASE.REPLACED TRA NS & COOLER LINES.ALIGNED FRONT & REAR TOE.	approved at dealer vti trans/special coverage. dl vti trans/special coverage. dl ~ADD TIME FOR PRESSURE TEST,LINE REPLACEMENT,FRT/R ~TOE
692	Vue	2003	5GZCZ33D13S911660	9/18/2009	K7104	75124	\$3,648	FOUND NO MOVEMENT IN FORWARD AND REVERSE AS PER TSB. PERFORMED LINE PRESSURE TEST AND REPALCED FILTER. FOLLOWED CASE COVERREPLACEMENT AND TESTED VEH NOW OPERATES NORMALLY	~REPAIRS APPROVED
693	Vue	2003	5GZCZ33D83S852378	9/8/2009	K7104	75141	\$3,344	C/S GEARS STICK--VERIFIED CONCERN. FOUND CODES P0841 & P1758 STORED. REFERRED TO BULL 05-07-30-00 4. LINEPRESSUREREADING@1400RPMWAS 630 & AT IDLE 178PSI. REPLACED TORQUE CONVERTER,CASE HALF AND TRANS LINES. TEST DROVE VEH CKS OK.	Claim over paid by 1664.13 Split with customer total amount of claim 3,344.06 cust paid832.06. Asking payment of 2,512.00. Cost analysis attached. Split with customer, total amount of claim 3,344.06. Custpaid 832.06 asking payment of 2,512.00. Cost analysisattached. Split with customer. Total amount of claim 3344.06 cust paid832.06 asking payment of 2,512.00, Cost analysis attatched tohard copy. ~SPLIT WITH CUST TOTAL AMT CLAIM 3,344.06 CUST PD ~832.06.ASKING FOR 2508.04
694	Vue	2003	5GZCZ43DX3S812857	8/14/2009	K7104	75314	\$4,339	TESTED TRANS. VERIFIED SLIPPING, REMOVED AND REBUI LT REPLACING SIDE COVER, VALVE BODY AND TORQUE CONVERTER. REASSEMBLED AND RE-SETFRONT TOE, ORIGINAL OWNER, UNDER 100K	~.3 FILTER, .5 LINE PRESSURE, .9 ALIGMENT, .5 ADD ~PARTS.
695	Vue	2003	5GZCZ33D63S816298	9/15/2009	K7000	75361	\$3,866	CUSTOMER STATES THE VEHICLE WILL NOT GO OVER 20MPH TRANS WILL NOT ENGAGE SLIPS, PERFORM SYSTEM DIAG DTC P0742, P0841, TCC STUCKONTRANS OVERHEATED COM MAND LINE PRESS 142 ACTUAL 15. INTERNAL TRANS FAILURE REPLACED TRANS ASSY AND FLUSH COOLER AND LINES	jbb ~ADD TIME FOR PRESS TEST AND SET TOE ~CUST PAY 25% PER CLASS ACTION SUIT



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
696	Vue	2003	5GZCZ33D83S850601	7/17/2009	K7000	75387	\$3,565	VERIFIED COMPLAINT. FOUND MAJOR INTERNAL DAMAGE TO VTI ASSY. PERFORM PRESSURE TEST. FAILED IN DRIVE. TRUCK WILL NOT MOVE INREVERSE.NEC TO REPL WITH UNIT. FLUSH COOLER. INSTALL SRTA. PERF TEST, OK. GOODWILL 75 PERCENT, CUST PAYS 25 PERCENT	ok goodwill customer paid 25% of claim ~GOODWILL 75 PERCENT, CUST PAYS 25 PERCENT
697	Vue	2003	5GZCZ33DX3S890811	8/24/2009	K7000	75437	\$4,163	OWNER STATES HEARS A NOISE FROM TRANSMISSION WHILE DRIVING AT CITY SPEEDS AND HIGHWAY SPEED. FOUND NOISE FROM TRANSMISSION. OPENEDTRANS, FOUND EXCES.METAL SHAVINGS THROUGH OUT TRANS FROM BELT COMING APART. ** REPLACED TRANS ASSY., REPLACED COOLER LINES,PROGRAMTCM, TEST DROVE, OK NOW.	vti trans ~OUT OF 5/75, UNDER 100K. SA NOT AUTHORIZED
698	Vue	2003	5GZCZ43D33S836031	7/23/2009	K7104	75465	\$3,191	TECH VERIFIED--PERFORMED DIAGNOSIS INCL. TEARDOWN TO CHECK TRANS (REM END COVR/INSPECT INSDE CLTCH & RING GEAR--SNAP RING CAMEAPARTFROM TAP)--TECH REPLACED TRANS WITH NEW TO CORRECT/ALIGNED/TESTED/ NOW CHECKS AS OK--WORK DONE PER CUSTOMER & FOMAUTHORIZATION(VTI POLICY--25% CUST PARTIC LINE 2)	~FOM APPRVD POLICY PER BULLETIN-ADD TIME FOR PRESS ~TEST/DIAG/TEARDOWN AND RE-ASSEMBLE TRANS/BAD CASE ~FOM APPRVD POLICY PER BULLETIN-ADD TIME FOR PRESS ~TEST/DIAG/TEARDOWN AND RE-ASSEMBLE TRANS/BAD CASE
699	Vue	2003	5GZCZ33D33S813875	9/5/2009	K7104	75478	\$3,344	CUSTOMER STATES CAR LOST REVERSE AND LOSES POWER W HEN DRIVING, TECH VERIFIED CONCERN, FOUND CODE P07 00, P0701, P0741,P1882,TESTED SYSTEM, FOUND TRAN SMISSION SIDE CASE FAILED, REPLACED TRANSMISSION S IDE CASE, OIL COOLER LINES, VALVE BODY, SPACERPLA TEAND GASKET, SET FEA, ROADTESTED OK	policy repair known concern

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
700	Vue	2003	5GZCZ33D93S881954	7/20/2009	K7000	75494	\$4,426	CUST STATES THE SES LIGHT COMES ON AND OFF LAGS UPON TAKE OFF AND REVS HIGHER PRIOR TO LUNCH TECH SCANNED SYSTEMS AND REPORTEDCODEP1756 NO DRIVE RATIO-POOR TRANS MOVEMENT, R&I TRANS AND FOUND INTERNAL BELT SEPARATION, REPL TRANS ASSY REPL RUSTED COOLERLINES,INSTALLED FLUIDS & ADDIT VES AND ROADTEST VEHICLE AFTER REPAIRS. NORMAL OPE RATION.	vti trans adjustment for rental not charged out vti trans belt separated ~ADD TIME AS FOLLOWS 1.0 SYSTEM OBD SCAN TEST ~.3 COOLER LINES REPLACEMENT .5 PRESSURE TEST
701	Vue	2003	5GZCZ33D53S838938	8/22/2009	K7104	75544	\$3,115	CUSTOMER STATED THE CAR WILL NOT MOVE NO GEARS HAD TOWED IN AND TRANS LOUD-TECH CHECKED AND VERIFIED THE CONCERN FOUND THETRANSWONT MOVE-FOUND CODES P1758-PERFORMED LINE PRESSURE TEST .2A 1300RPMs-70 5PSI-1.0A IDLE 225PSI OK-REMOVED THE TRANS FOUND FLUIDBURNT BADLY-AND METAL DEBRI THOUGH OUT AND CO NVERTER OVERHEATED-REPLACED CASE COVER - FILTER- CONVERTER AND INSTALLED ANDRECHECKEDALL OK	covered for customer ~PARTS WERE ORDERED AND COVERED UNDER VTI WARRNTY
702	Vue	2003	5GZCZ43D33S817253	8/26/2009	K7000	75553	\$2,548	C/S TRANS JERKING AND WILL NOT MOVE TECH CONFIRMED NEEDS REBUILT TRANS ASSY REPLACED AND ADDED FLUID	VTi special policy - customer paid 25% vti special policy...class action settlement....owner paying 25%owner name jayme garrard johnson....total 4540.28....c/p 1502.57gm 3037.71 ~POLICY ADJUST 75/25 SPLIT
703	Vue	2003	5GZCZ43D73S820706	9/10/2009	K7000	75561	\$4,226	CUST STATES VEHLICE WON'T GO INTO REVERSE. TECH PULLED TRANS APART AND FOUND REVERSE CLUTCH HOUSING DAMAGED DUE TO HOW CASEHALFCAME APART. REPLACED ENTIRE TRANSMISSION, CASE HALF HAD BEEN DONE ON 4/28/09 AT 72532 MILES AND ALSO AT 67008 MILES ON 10-21-08	ok needed to replace trans due to extensive case damage from belt coming apart
704	Vue	2003	5GZCZ33D23S898840	9/14/2009	K7000	75580	\$3,807	TECH VERIFIED CUSTOMER COMPLAINT OF SES LIGHT ON CODES P0700,P0842 - FOUND INTERNAL VTI TRANSMISSIO N FAILURE - REPLACED VTI TRANSMISSION AND ALIGNED TEST DROVE - ALL OK AT THIS TIME	claim reviewed ~FOM APPROVED TO WP 75% OF VTI TRANS REPLACEMENT ~DUE TO AGE/MILEAGE AND PREV TRANS CONCERNS

	A	B	C	D	E	F	G	H	I
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705	Vue	2003	5GZCZ33D63S904400	9/15/2009	K7000	75583	\$3,108	VEHICLE HAS NO FORWARDS GEAR OR BACKWARDS GEAR HOOKED UP TECH II-P1758 AND P1882 DRAWED FLUID HAS BELT LINKSCOMINGOUT-REPLACEDTRANS ASSEB LY UPDATED TCM CALIBRATION TEST DROVE OK NOW FILE #71-757894629 - SUBLET LINE TO VALLEY TOWINGINVOICE254333 75.60	Repair approved. CUSTOMER PARTICIPATION TOWARD REPAIR, CREDIT BACK TO SATURN 1076.60.LH CUSTOMER PARTICIPATION TOWARD REPAIR. 1076.60.LH Vehicle only out of SP by a few miles and a year, so repair approved. ~WP AS PER PENDING LAW SUIT WITH VTI.
706	Vue	2003	5GZCZ43D63S888981	8/18/2009	K7000	75758	\$4,160	TECH FOUND TRANS LEAKING BETWEEN CASE HALVES AND CHAIN MAKING A BAD NOISE. TOPPED OFF FLUIDS BUT DID NOT HELP. TECH R & RANDREPLACED THE TRAN S TO REPAIR. INSTALLED UPDATED COOLER LINES original owner	trans ok ok per fom review.
707	Vue	2003	5GZCZ33D23S881410	8/20/2009	K7000	75792	\$4,193	PERFORMED SCAN TEST AND FOUND CODE P0842 STORED PERFORMED LINE PRESSURE TEST. IDLE COMMANDED 170 PSI, ACTUAL 65PSI. 1500RPMCOMMANDED 245 PSI ACTUAL 140 PSI. TRANSMISSION SLIPS AND DOES NOT MOVE FORWARD OR REVERSE. REPLACED TRANSMISSION FOUND OIL COOLERLINES SEIZED TO COOLER. REPLACED ADD TIME .50 PRESSURE TEST, .30 REPLACE LINES K5260 COOLER REPLACEMENT 1.1 E2020 ALIGNMENT .60 SETUP, .70 BOTH CAMBER .20 BOTH TOE	ok as per daniel perkins--dsm ~ADD TIME , PRESSURE TEST, COOLER AND LINE AND ~ALIGNMENT, POLICY REPAIR UNDER VTI GUIDELINES
708	Vue	2003	5GZCZ33D73S824409	8/13/2009	K7000	75834	\$4,117	C/S THE CAR WILL NOT ACCEL. TECH. TESTED & VERIFIED CONCERN. FOUND THAT THE VTI TRANSMISSION BELT HAS BROKEN. REPL. THE VTI TRANS.REPL. THE TRANS COOLER LINES & FLUSHED. SET THE FRONT TOE AND TEST DROVE. ALL CHECKS OK.	Approved ~OLH TO REPL. TRANS COOLER LINES & FLUSH. TOE ~SET.
709	Vue	2003	5GZCZ33D23S809946	7/22/2009	K7104	75840	\$2,698	VERIFIED CONCERN. FOUND CODE P1758. TORE DOWN AND FOUND TRANS END COVER ASM. BAD. NECC. TO REPLACE TRANS END COVER, VALVE BODYASM,INTERNAL FILTER, FLUSHED COOLER LINES, REPLACED FLUID, REPROGRAMMED AND RESET ALIGNMENT TO CORRECT.	FOM APPROVED REPAIRS UNDER BULLETIN ~FOM APPROVED REPAIRS UNDER BULLETIN

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
710	Vue	2003	5GZCZ33D53S874709	9/10/2009	K7104	75862	\$2,514	C/S TRANS IS NOT WORKING PROPERLY AND SES LIGHT IS COMING ON. TECH FOUND CODE P1882 STORED FOLLOWED BULLETIN 05-07-30-004 FORP1882AND INTERMETANT NO MOVEMENT IN DRIVE. REPLACED VTI CASE COVER, TORQUE CONVERTER AND OIL COOLER LINES	~2ND OWNER VTI WITH LESS THAN 100K MILES CUSTOMER ~PAYING 25% ~2ND OWNER VTI WITH LESS THAN 100K MILES CUSTOMER ~PAYING 25%
711	Vue	2003	5GZCZ43D23S815784	8/14/2009	K7000	75917	\$2,801	TECH ROAD TESTED TO VERIFY CONCERN TRANS NOISE CHE CKED FOR CODES CHECKED TRANS PRESSURES IDLE 100PSI 1300420PSIFLUIDBURNTANDMETALSUSPENDED IN OI L REMOVED AND DISASSEMBLED TRANS METAL THROUGHOUT PERFORMED COST ANALYSIS REPLACED UNIT ANDROADTESTNOTEEXTRA TIMETO REMOVE RUSTED SUBFRAME BOLTS	mvl claim pad shortage but debited us back amount that was pd originally so debited shortage back and will resubmit it all overwill submit as reimburstment claim pad shortage but debited us back amount that was pd originally so debited shortage back and will resubmit it all over mvl per saturn labor base time for awd is 7.3 but was only paid 5.4 submitted for shortage mvl per saturn class action agreement repaired using the % break down they authorized. customer paid 25% per saturn class action agreement repaired using the % break down they authorized. customer paid 25%
712	Vue	2003	5GZCZ33D53S849292	7/30/2009	K7800	75926	\$4,605	CONFIRMED CUSTOMERS CONCERN TRANS FLUIDE SMELLED B URRNT AND NOT SHIFTING INTO GEAR. GRINDING/RATTLES NOISE. PERFORMED LINE TESTCHECK.FOUND LINE BELOW SPEC'S #BUL05-07-30-003.REMOVED TRTRANS S.O.P. TRANS CASE ASM.O.A.D.	~FOM AUTH REPAIRS AND ADD TIME FOR DRILING BOLTS
713	Vue	2003	5GZCZ43D23S815784	9/9/2009	K7000	75981	\$111	REFUNDED CUSTOMER 3 DAYS OF RENTAL DUE TO THIER SATURN VTI TRANS FAILING AND LEAVING THEM WITHOUT TRANSPORTATION. COVEREDUNDERCLASS ACTION AGREEMENT.	mvl CUST SEEKING REFUN OF RENTAL CAR SHE RENTED A CAR FOR 5 DAYS AND I SUBMITTED FOR 3 DAYS REFUN @ 37 ADAY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
714	Vue	2003	5GZCZ43D83S872698	8/6/2009	K7104	75981	\$4,558	TECH CONFIRMED THE VEHICLE DOES NOT MOVE IN DRIVE DUE TO VTI BELT SEPERATED INSIDE TRANSAXLE. TECH PERFORMED LINE PRESSURE TEST, AT710 PSI. TECH FOUND IT NECESSARY TO REPLACE TRANSAXLE TO CORRECT CONCERN.	~WARRANTY POLICY DUE TO LAWSUIT SETTLEMENT WITH ~VTI OWNERS
715	Vue	2003	5GZCZ43D23S877153	8/4/2009	K7104	76000	\$3,663	REPLACED SIDE COVER AND RELATED PARTS-CAR WOULD NO T MOVE WHEN OUT INTO GEAR.	~CAR COVERED UNDER SPECIAL-UNDER 100,000 MILES.
716	Vue	2003	5GZCZ33DX3S885172	8/21/2009	K7000	76196	\$4,102	CONVERTED	W#000H#000FN000MN000LN000NB173EB000M P000THIS IS A SATURN CASE CLOSED WITH PQC 8 31-09 AT 11:22AM CASE# 71-752476209-CUST STATES RPMS GO UP AND DOWN -TRANS SLIIPPING -FLUID PRESSURE LOW-REPLACED WITH SERTA PER PQC
717	Vue	2003	5GZCZ43D63S848318	7/20/2009	K7000	76201	\$3,959	VERIFIED SES LIGHT IS ON CAUSED BY TRANS WILL NOT GO INTO GEAR HAS CODE P0841 SET UPON INSPECTION O F TRANS FOUND DRIVEBELTBROKENAND HAS METAL DEBR EE THROUGHOUT TRANS. CORRECTION NECESSARY TO REPLA CE TRANS TO CORRECT. REMOVED TRANS AND REPLACED WITHNEWTRANS NOW WORKING AS DESIGNED.	replace transmission per policy dl replace transmission per policy dl
718	Vue	2003	5GZCZ33D33S842230	7/31/2009	K7104	76207	\$3,288	VERIFIED CUSTOMER CONCERN OF TRANSMISSION SLIPS IN FORWARD GEARS ALSO FOUND TRANSMISSION NOISY. PERF ORMED FLUSH WITH ADDITIVE ANDREPROGRAMMED THE TCM . TRANSMISSION STILL SLIPS AND MAKES NOISE. PERFOR MED LINE PRESSURE TEST, FOUND PRESSURES LOW.REPLAC ED CASECOVER, FILTER AND SPEED SENSORS AND ROADTE STED. SET FRONT TOE AND RECHECKED. NOW OPERATES AS DESIGNED.	~2.9 OLH FOR TRANS FILTER, LINE PRESSURE, DRAIN & ~FILL AND ALIGNMENT.
719	Vue	2003	5GZCZ43D63S848318	7/23/2009	K7000	76225	\$3,903	AFTER REPLACING VALVE BODY CODE RESET PROBLEM STIL L PRESENT. ACCORDING TO ENGINEERING NECESSARY TO R EPLACE THETRANSMISSIONASSEMBLY. COMPLETE. TEST D ROVE AFTER DONE NOW WORKING AS DESIGNED.	approved replaced valve body upper half line one. test drove for 6 miles code reset after 6 miles checked all electrical wires from tcm totrans. per tac case #10959385 advised to replace case cover assembly. dl

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
720	Vue	2003	5GZCZ43D23S868792	7/28/2009	K7104	76334	\$2,599	DIAG AND REPLACED CASE COVER,TRANS FILTER LINE PRESSURE TEST REPLACED VALVE BODY HAD DEBRIS IN IT	vti trans entered cust participation amount ~OLH FOR TRANS FILTER,PRESS TEST,AND ROAD TEST
721	Vue	2003	5GZCZ33D23S809946	8/24/2009	K7000	76343	\$4,019	TECH FOUND TRANS JERKS AND NOISY-TECH PERFORMED PRESSURE TEST .2AMPS 600PSI-- 1.0AMPS 210 PSI TECH FOUND ON DISASSEMBLE ALL BEARINGSWORN AND NOISY-ROUGH EDGE- TECH REPLACED TRANS TO CORRECT.	approved ~FOM APPROVED PARTS WARRANTY 08/12/09 75841MILES ~RO#458394
722	Vue	2003	5GZCZ33D03S915635	9/15/2009	K7000	76347	\$4,308	TECHNICIAN CONFIRMED CONCERN. ON ROADTEST TECH FOUND LOUD BUZZING SOUND COMING FROM TRANSMISSION ON HEAVY BRAKING AND DURING TAKEOFF, AFTER STOP. TECH PERFORMED TRANSMISSION FLUID PRESSURE TEST, .2AMPS @ 1300RPMS. ACT. PRESSURE 276 SPEC 652-798 AT 1.0 AT IDLEACT. 35PSI SPEC 152-268. TRANSMIS- SION FLUID PRESSURE BELOW SPEC. INTERNAL FAILURE WITH VARIABLE DRIVE PULLEY ASSEMBLY, CONVERTORAND VALVE BODY. TECHNICIAN FOUND IT NECESSARY TO RE- PLACE TRANSMISSION ASSEMBLY. TECH REMOVED AND RE- PLACED TRANSMISSION ASSEMBLYAND PERFORMED WHEEL ALIGNMENT; SETTING CAMBER ONE SIDE AND AFJUSTING TOE. TECH THEN ROADTESTED VEHICLE AND OPERATION IS NOW ASDESIGNED.	ok as per daniel perkins ~ADD TIME-PRESSURE TEST, E2020 CAMBER TOE ROADTEST
723	Vue	2003	5GZCZ33D33S912339	9/21/2009	K7000	76366	\$3,292	CUSTOMER STATES VEHICLE WONT GO OVER 10MPH. VERIFI ED. FOUND LINE PRESSURE 100 PSI AT IDLE, 268PSI AT 1200 BOTH OUT OF SPEC.FOUNDTOO MUCH DEBRIS TO RE PLACED CASE COVER. NECC TO REPLACE TRANS. REPLACED TRANS. VERIFIED REPAIR	Approved per dealer comments VTI transmission replacement ~COVERED PARTS ONLY, CUSTOMER PAID LABOR

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
724	Vue	2003	5GZCZ33D23S904166	9/12/2009	K7104	76427	\$3,694	TECHNICIAN RAN DIAGNOSTICS, INCORRECT GEAR RATIO S LEEVE, FOUND 46 TO 58 PSI IN TRANSMISSION, FLUID BURNT & WORN CLUTCHES DUE TOPRESSURE LOSS, REPLAC ED CASE COVER, TORQUE CONVERTER & VALVE BODY TO CORRECT ISSUES, OPERATING NORMALLY AFTER REPAIR	~SATURN VTI SPECIAL POLICY ON REPAIR - ORIGINAL ~OWNER
725	Vue	2003	5GZCZ43D23S890520	8/10/2009	K7104	76464	\$2,773	CS WILL NOT GO OVER 40 MPH-TECH TESTED LINE @ .2A 547(652 MIN)-P0841-P1882- REPLACED FAILED COVER ASS Y-CONVERTOR BLUED FROMO/HEATED-FLUSH COOLER-REPLA CE COOLER WITH NEW STYLE-SPEED SENSORS- 2ND OWNER T O PAY 25% OF TOTAL	~ADD .3 TRANS FILTER-.5 LINE PRESS TEST-1.6 ALIGN ~REPAIRED AT 25% CUST PART PER LETTER
726	Vue	2003	5GZCZ33D43S903472	8/19/2009	K7000	76477	\$4,014	TECH ROADTESTED VEHICLE -TECH FOUND SLIPS PRESSURE AT 430 PSI-TECH DRAINED FLUID DARK-TECH DISASSEMB LED AND FOUNDMETAL- TECHREPLACED TRANS ASSEMBLY F LUSHED LINES AND SET ALIGNMENT SPECS	approved VTI vti replacement ~POLICY VTI
727	Vue	2003	5GZCZ43D03S815900	8/3/2009	K7000	76654	\$3,137	TECH VERIFIED CONCERN FOUND INTERNAL FAILURE OF TH E VTI TRANSMISSION TECH REPLACED TRANSMISSION FLUS HED COOLER LINESPERFORMEDALIGNMENT TO FIX CONCER N	claim subj to review. VTI TRANSMISSION 2ND OWNER CUSTOMER PARTICIPATION \$1045.00 ~VTI TRANSMISSION 2ND OWNER
728	Vue	2003	5GZCZ43D03S911588	7/15/2009	K7800	76681	\$3,802	FOUND TRANS CASE BROKEN,RETAINER FOR SNAP RING BROKE,ALSO DAMAGED CASE HALF,HAD A CHUNK OUT OF IT	~POLICY 70/30%,ALL PARTS NEC.CASE BROKE,TOOK CHUNK ~OUT OF CASE HALF ALSO
729	Vue	2003	5GZCZ33D43S867377	7/22/2009	K7000	76723	\$4,224	VERIFIED CUST COMPL TRAN SLIPPING RAN LINE PRESSURE TEST FAILED / CODES P0218,P0742,P0842, P0843 PRESENT REPLACE TRANS ASSEMBLY /COOLER LINES AND UPDATED TCM CALIBRATION VERIFIED REPAIRS	claim approved ~OLH DUE TO RESETTING ALIGNMENT
730	Vue	2003	5GZCZ43D93S820691	8/25/2009	K7104	76751	\$2,714	TEST DROVE AND INSPECTED PERFORMED LINE PRESSURE TEST AND FOUND THAT CAR NEEDS CASE HALF AND RELATED COMPONENTS. REPLACED CASEHALF,TRANS FILTER AND RELATED COMPONENTS. TEST DROVE AND NO MORE PROBLEMS FOUND.	warranty policy vti trans straight time ~TIME TO LINE PRESSURE CK AND REPLACE FILTER

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731	Vue	2003	5GZCZ43D13S874244	9/10/2009	K7104	76753	\$3,355	FOUND CODES P1758 TRANS RANGE SWITCH AND P0700 FOR TRANS CODE.TRANS WILL NOT MOVE WHEN HOT. LINE PRE SSURE FALL TO 0 PSI AT1.0AMP.. FLUID BURNT.. RPE LACED VTI TRANS ASM TO CORRECT. COVERED UNDER CLAS S ACTION CASE.. CUSTOMER PAYS 25%	class action case
732	Vue	2003	5GZCZ43D43S813339	7/29/2009	K7104	76781	\$3,680	TECH VERIFIED CUSTOMERS CONCERN-TECH PERFORMED LINE PRESSURE TEST AS PER DO #1586361 - LOW LINE PRESSURE 196 PSI - SCANNED FORCODES- NO CODES PRESENT - NECESS TO REMOVE TRANSMISSION AND DISASSEMBLE - REPL CASE COVER AND VALVE BODY - FILTER - INPUT SENSORS- VALVEBODY PLATE - FLUSH TRANS.LINES-UPDATE WITH NEWEST SOFTWARE-ALIGNMENT- TEST DROVE VEHICLE - CONCERN CORRECTED	Repair per VTI transmission class action settlement Goodwill repair ~OLH FOR ALIGNMENT-DIAGNOSIS-FILTER-CLEANING
733	Vue	2003	5GZCZ43D13S844001	9/1/2009	K7104	76801	\$5,547	VERIFIED CONCERN - INSPECTION REVEALS THE TRANS FLUID IS OVERHEATED WITH METAL PARTICALES. DTC'S P1758, P0218. TESTED LINEPRESSURE.2 AMPS-186 PSI 1.0 AMP- 485 PSI. REPLACED SIDE COVER ASSY FLUSHED TRANS REPLACED FILTER AND PERFORMED ALIGNMENT. ROAD TESTVEH -OPERATES AS DESIGNED.	~.3 TO REPLACE TRANS FLUID FILTER 1.0 ALIGN ~.5 TO PERFORM LINE PRESSURE TEST. VTI TRANSMISSION CLAIM ~.3TO REPLACE TRANS FLUID FILTER 1.0ALIGN ~.5TO PERFORM LINE PRESSURE TEST



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
734	Vue	2003	5GZCZ43D53S845085	7/29/2009	K7104	76944	\$3,670	<p>customer participation amount added                      VERIFIED OWNER CONCERN. TRANS PUMP NOISEY/BELT SLIPPING. NO CODES PRESENT. PRESSURE COMMANDED 269 ONLY AT 69 PSI. FLUIDOVERHEATED.REMOVED AND DISASSEMBLED TRANS. NECESSARY TO REPLACE CASE COVER/TO RQUE CONVERTER/VALVEBODY/SPEED SENSORS/PUMP. FLUSHED COOLER.REASSEMBLED. INSTALLED NEW FLUID AND ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK - known concern</p> <p>VERIFIED OWNER CONCERN. TRANS PUMP NOISEY/BELT SLIPPING. NO CODES PRESENT. PRESSURE COMMANDED 269 ONLY AT 69PSI.FLUIDOVERHEATED.REMOVED AND DISASSEMBLED TRANS. NECESSARY TO REPLACE CASE COVER/TO RQUE CONVERTER/VALVEBODY/SPEEDSENSORS/PUMP .FLUSHED COOLER.REASSEMBLED. INSTALLED NEW FLUID AND ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK</p>	<p>customer participation amount added                      VERIFIED OWNER CONCERN. TRANS PUMP NOISEY/BELT SLIPPING. NO CODES PRESENT. PRESSURE COMMANDED 269 ONLY AT 69 PSI. FLUIDOVERHEATED.REMOVED AND DISASSEMBLED TRANS. NECESSARY TO REPLACE CASE COVER/TO RQUE CONVERTER/VALVEBODY/SPEED SENSORS/PUMP. FLUSHED COOLER.REASSEMBLED. INSTALLED NEW FLUID AND ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK - known concern</p>
735	Vue	2003	5GZCZ33D83S855779	8/13/2009	K7104	77119	\$3,935	<p>FOUND THAT INTERNAL TRANSMISSION FAILURE FOUND THAT NO LINE PRESSURE, REMOVE TRANSMISSION DISASSEMBLE FOUND THAT FORWARD CLUTCHFAILURE CAUSING OVERHEAT CONIDITION FOUND THAT CONVERTER SHEVES FAILED CASUING VARIABLE BELT MALFUNCTION REMOVE AND REPALCE DRIVEBELT PULLEY ASSEMBLY REPLACE INTERNAL FILTER TORQUE CONVERTER AND VALVEBODY FLUSH COOLER LINES AND REASSEMBLE REFILL SYSTEM ANDROADTEST VEHICLE</p>	<p>~CVT TRANSMISSION FAILURE SPECIAL COVERAGE</p>

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
736	Vue	2003	5GZCZ33D03S840919	9/21/2009	K7104	77145	\$3,531	C/S THE TRANS SLIPS ON HILLS & REVERSE.AT TIMES WILL HAVE RPM FLARE WHILE DRIVING.SATURN ASSIST CENTER GAVE OK FOR 50% SPLIT (PARTS& LABOR). VERIFIED CONDITION.TRANS CODE P1758 IN SYSTEM & FLUID BURNT.REPLACED TRANS WITH REMAN TRANS.TEST DROVE.OK PERFORMEDALIGNMENT CASE #71-758851612	~CASE #71-758851612 RESOLUTION WAS PROVIDED PRIOR ~TO NEW PARAMETERS
737	Vue	2003	5GZCZ33D33S875132	7/23/2009	K7104	77259	\$2,575	TECHNICIAN VERIFIED COMPLAINT AND PERFORMED LINE PRESSURE TEST, PRESS. OK (700PSI) FOUND THAT THE END COVER WAS WORN AND TORQUECONVERTER WAS FAULTY REPLACED END COVER AND TORQUE CONVERTER, FOUND METAL IN FILTER SO THAT WAS CHANGED AS WELL. REALIGNEDSUSPENSION TO SPECS. AND UPDATED TCM TO NEWEST PROGRAMMING.	~CUSTOMER QUALIFIES FOR 75% COVERAGE PER CLASS ~ACTION GUIDELINES.
738	Vue	2003	5GZCZ43D23S889366	7/30/2009	K7000	77280	\$4,071	CS THAT FROM A STOP THE VEHICLE DOES NOT ACCELERAT E, WILL JUMP IN GEAR. TECH ROAD TESTED AND VERIFIE D COMPLAINT. TECH FOUND THEPUMP MAKING EXCESSIVE NOISE AND TRANS SLIPPING. PERFORMED LINE PRESSURE TEST. PRESSURE LOW. DISASSEMBLED TRANS. PERFORMED COSTANALYSIS. REPLACED TRANS ASSEMBLY. OK NOW	reviewed by dvm. gbj ~WP REPAIR, CUSTOMER IS ORIGINAL OWNER. CUSTOMER ~HAD GMPP SERVICE PLAN WHICH HAS EXPIRED.
739	Vue	2003	5GZCZ43D03S915866	7/20/2009	K7104	77300	\$2,557	C1:CUSTOMER STATES SES LIGHT COMES ON AND VEHICLE LACKS POWER C2:TECH SCANNED FOR CODES AND CONFIRME D FROM BROKEN BELT IN VTIC3:TECH REPLACED CASE AN D PERFORMED ALIGNMENT	~CUSTOMER PAY 25% TOWARDS REPAIR AND TECH PAID ADD ~FOR ALIGNMENT
740	Vue	2003	5GZCZ33DX3S914542	9/16/2009	K7000	77357	\$4,006	TECH CHECKED FOR NOISE VERIFIED NOISE FROM CVT TRA NS LOW COAST GRING -FOUND METAL IN TRANS FLUID -PE RFORMED LINE PRESSURETESTS75PSI W/.2 AMP SPEC I S 650 @.2AMP-ALSO FOUND CODE P1748 -TECH REPLACED TRANS AXLE ASSEMBLY AND FLUSHED LINES AND SET ALIGNMENTSPECS	Authorization to replace transmission assembly. vti replacement vti replacement ~POLICY VT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
741	Vue	2003	5GZCZ43D03S804833	8/24/2009	K7000	77358	\$5,646	REPLACE TRANSMISSION ASSEMBLY AS PER CLASS ACTION SETTLEMENT	Approving based on information provided. ALL PARTS ARE IN NET AMOUNT AS PER YOUR INSTRUCTIONS. PLEASE PLEASE PAY THIS CLAIM! THANK YOU!!SUBMIT PART INDICATED AS NET ITEM M20091124 17:05 DW Not Available IC 0001 JAY, THIS VEHICLE IS A SATURN...WAS WORKED ON HERE AS THERE ARE ZERO OPEN SATURN DEALERSNEAR CUSTOMER'S HOME OR WORK. TRANSMISSIONPART # IS A SATURN PART #, NOT GM WHICH COULD NOT BE ACCEPTED, THEREFORE, IT IS IN NET.SATURN PART # IS 15297662 AND DEALER COSTIS \$3598.81. VEHICLE REPAIRED AS PER THE VTI CLASS ACTION SETTLEMENT. PLEASEAUTHORIZE.....REFER TO TSB 03-07-30-010 FOR MORE INFOPLEASE. PQC WAS NOT REQUIRED FOR THIS REPAIR! THANKS FOR TIMELY PAYMENT! CAROL SUBMIT PART INDICATED AS NET ITEM M JAY, THIS VEHICLE IS A SATURN...WAS WORKED ON HERE AS THERE ARE ZERO OPEN SATURN DEALERS NEAR CUSTOMER'S HOME OR WORK. TRANSMISSIONPART # IS A SATURN PART #, NOT GM WHICH COULD NOT BE ACCEPTED, THEREFORE, IT IS IN NET. SATURN PART # IS 15297662 AND DEALER COSTIS \$3598.81. VEHICLE REPAIRED AS PER THE VTI CLASS ACTION SETTLEMENT. PLEASE
742	Vue	2003	5GZCZ43D33S824350	9/3/2009	K7104	77360	\$3,346	INSPECTED AND TEST DROVE AND FOUND TRANSMISSION IS NOISEY AND CODE P1758. REMOVED TRANS AND REPLACE D CASE COVER, TORQUECONVERTOR, LEFT AXLE SEAL, T- CON CASE SEAL - UNABLE TO REPLACE COOLER LINE CUS TED TO COOLER. CORRECTED FLUID LEVEL PERFORMED ALIGNMENT AND SET FRONT TOE. TEST DROVE. COMPLETED BULL # 05-07-30-004NEW CALIBRATION IN TCM 24235201 1 DAY RENTAL VIN#:1G2ZH57N184254503	~WPED DUE TO ORIGINAL OWNER UNDER 100K VTI TRANS ~CASE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
743	Vue	2003	5GZCZ43D13S818577	7/16/2009	K7000	77402	\$2,699	STARTED WITH KNOCKING NOISE.SLIPPING WHEN ACCELERA TING.HEARD GEARS SWITCHING BUT VEHICLE WILL NOT MO VE. VERIFIED CONCERN.CHECKEDFLUID LEVEL.GOOD. FLUID BADLY BURNT AND HAS METAL IN IT. MAJOR INTERNAL FAILURE. REPLACED TRANS, FLUSHED COOLER ANDPERFORMEDALIGNMENT	Approving goodwill on Vti trans. inerror on original submission of job card 220048, we showed labor charged of 1500.00. there is no labor. customer showedparticipation of 670.00 on line 01 and then paid addtl 830.00 on a seperate line for a total of 1500.00 customer participation
744	Vue	2003	5GZCZ33D63S813661	9/8/2009	K7104	77479	\$4,786	ROAD TESTED. VERIFIED CONCERN. PERFORMED NEEDED DIAGNOSTICS/INSPECTIONS. TRANS PUMP NOISEY AND BELT CHATTERING. PRESSURE @56PSI.REMOVED AND DIS ASSEMBLED TRANS. NECESSARY TO REPLACE CASE COVER/ TORQUE CONVERTER/PUMP. FLUSHED COOLER. REASSEMBLED AND ADDED NEWFLUID/ADDITIVE. UPDATED TCM. ROAD TESTED FOR PROPER OPERATION. OK	DIAGNOSTICS/INSPECTIONS. TRANS PUMP NOISEY AND BELT CHATTERING. PRESSURE @ 56PSI.REMOVED AND DIS ASSEMBLED TRANS. NECESSARY TOREPLACE CASE COVER/ TORQUE CONVERTER/PUMP. FLUSHED COOLER. REASSEMBLED AND ADDED NEWFLUID/ADDITIVE. UPDATED TCM. ROAD TESTED FORPROPER OPERATION. OK - known concern
745	Vue	2003	5GZCZ33D13S865781	7/29/2009	K7000	77500	\$3,069	CUSTOMER STATES: VEHICLE WILL NOT ACCELERATE TECHNICIAN VERIFIED CUSTOMERS CONCERN FOUND CODES P0741 /P1882LINEPRESSUREHIGH/ERRATIC FOUND TRANSMISSION DRIVE BELT CAME APART INTERNALLY DOC# 1837052 / CONTACTED EXTENDED WARRANTYQUALITYGUARDSPOKE TOGEORGE AUTH # 9211038 / TECHNICIAN REMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER LINES AND SET FRONT TOETOCORRECT /GMCUSTOMER ASSISTANCE PROGRAM AVAILABLE TO CUSTOMER TO COVER 75% OF REPAIRS \$3068.90 / CUSTOMER PARTICIPATION OF \$1022.97	CIm appv'd. CEC 024 NOT AUTHORIZED K7000 / REBUILD COST EXCEED REPLACEMENT / 803 EXCEEDS WARRANTY TIME AND MILEAGE / PER VTI TRANSMISSION SPECIALPOLICY GUIDLINES VEHICLE AT 77,500 UNDER 100K SECOND OWNER /PARTICIPATION OF 25% 1022.97 803 EXCEEDS WARRANTY TIME AND MILEAGE / PER VTI TRANSMISSION SPECIAL POLICY GUIDLINES VEHICLE AT 77,500 UNDER 100K SECOND OWNER /PARTICIPATION OF 25% 1022.97
746	Vue	2003	5GZCZ43D23S878514	8/14/2009	K7000	77506	\$3,174	CUSTOMER STATES VEHICLE WILL NOT MOVE IN REVERSE. CODE P1758. CASE COVER HAS ALREADY BEEN REPLACED. PER DCSM REPLACETRANSMISSIONASSEMBLY	paid pending review. mm VTI trans. case cover done 12/06 at 55805 miles. replacement okayed by mark martin 8/18/09.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
747	Vue	2003	5GZCZ33D93S879735	8/5/2009	K7000	77518	\$4,142	C/STATES WAS DRIVING CAR, ENGINE REVED UP CAR WOU WOULD NOT MOVE HAD CAR TOWED IN, TECH VERFIEDCONCERN,INTERNALTRANSMISSIONFAILURE,BELT BROKEN,-NO PRESSURE. METAL THROUGHOUT REPLACED TRANSMISSION, ROAD TEST	Approve towing & repairs vehicle towed from columbus on a weekend day when guest was visiting family-had it towed to chagrín due to closest dealer to theirhome in chesterland, ohio-i reduced to \$175 I need more info why vehicle was towed from columbus / \$200 towing still excessive reduced tow bill to \$200.00 towing excessive / should tow to closest dealer VEHICLE TOWED FROM OUTSIDE OF COLUMBUS TO CHAGRIN BOULEVARD DUE TO TRANS FAILURE. ORIGINAL OWNER. COVERED UNDER CLASS ACTION SUIT
748	Vue	2003	5GZCZ43DX3S858267	8/17/2009	K7000	77560	\$4,153	C/S LOUD GRIND NOISE ON ACCEL FOUND INTERNAL TRANS NOISE--REPLACED FAILED TRANS REPLACED COOLER LINES-FLUSH COOLER ALIGNEDVEHICLE--SET FRONT TOE AND ROAD TEST NOISE GONE NOW	VTi special policy ~OK TO REPLACE PER LIZ ~OUT OF VTI SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
749	Vue	2003	5GZCZ43D43S813339	8/20/2009	K7104	77604	\$4,715	TECH VERIFIED CUSTOMER CONCERN-TECH FOUND VEHICLE WILL NOT MOVE-SES LIGHT IS ON-SCANNED FOR CODES- P0741/P1882- CHECKED SIFORBULLETINS AND FOUND DOC#1837052-TRANSMISSION NEEDS REMOVED- TECH FOUND CASE COVER ASSEMBLY INPUT SHAFT HAS EXCESSIVE PLAYEXCESSIVEPLAY- NECESSARY TO REMOVE TRANSMISSION- HAVE TO REPLACE CASE COVER ASSEMBLY-REPLACE FILTER -ALSO NEED TOREPLACECONVERTER/ORINGS/VALE BODY PLATE-FLUSH TRANS LINES-INSTALL TRANSMISSION-ADDED ADDITIVES-STARTED VEHICLE AND PUT INTOGEAR-NOFORWARD OR REVERSE-PERFORM LINE PREEASURE TEST- LAMP TEST PRESSURE @80 PSI- 2AMP TEST @50 PSI- LINE PRESSURE EXCESSIVELYLOW-CHECKEDALL CIRCUITS -FOUND NO CONCERNS-NO CODES FOUND-NECESSARY TO REPLACE VALVE BODY- REPLACED VALVE BODY AND SENSORS - R&RBATTERY FUSEBLOCK/BATTERY TRAY TI GAIN ACCESS TO VALVE BODY-REPLACE VALVE BODY AND SENSOR -EXCESSIVE WHINE GONE BUT NO FORWARD ORREVERSE-FOUND LINE PRESSURE STILL LOW-NECESSARY TO R&R TRANSMISSION AND REPLACE TRANSMISSION PUMP- NECES TO REPLACE FILTER AGAINDUE TOMETAL- REINSTALLED TRANSMISSION - NOW HAVE	pump failed after rebuild Trans pump failed after first repair on RO# 0217148.Damaged case cover, upper and lower valve bodys due to metal contamination intrans fluid.Olh nec to diag root cause of failure. Attempted to replace cover assembly, trans pressure still low. Remove trans againand replace valve body, pressure still low. replace upper valve body pressure still low.Remove trans again and replace pump.pressure is now OK . did not reinstall original valve bodys due to metal contamination ~OLH FOR DAIGNOSIS-ALIGNMENT-FILTER-LINE TEST ~EP
750	Vue	2003	5GZCZ43D93S894743	9/14/2009	K7000	77665	\$6,026	C/S HEARD LOUD NOISE & BURN SMELL & VEHICLE WOULD NOT ACCELERATED,SES LIGHT ON,VERIFY CONCERN.SCAN FOR CODES FOUND P1758. INSPECTTRANS. FOUND INTERN AL FAULT IN TRANSMISSION,METAL FOUND THROUGHOUT TRANS.VALVE BODY & TORQUE CONVERTOR,REPLACE TRANS. DUE TO COSTEFFECTIVENESS OF REBUILD.FLUSH LINES & ALIGN ROADTEST ALL OK AT THIS TIME REPAIR OK 100% PER DAN O. ON 9/21/09 PER JF	dano ~WARRANTY POLICY,REPAIR AT 100% PER DAN O ON 9/21 ~AT 10.50AM

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
751	Vue	2003	5GZCZ33D53S806863	8/19/2009	K7000	77666	\$4,067	TECH ROADTESTED VEHICEL FOUND HESITATING IN EVERY GEAR-TECH FOUND VTI PRESSURE AT 330 PSI (LOUD)TEC H DISASSEMBLED TRANS ANDFOUNDMETAL IN TRANS--TER CH REPLACED TRANS ASSEMBLY AND RESET ALIGNMENT SPE CS	vti replaced vti replacement,
752	Vue	2003	5GZCZ33D53S871311	8/5/2009	K7104	77793	\$3,338	VEHICLE WON'T MOVE/VTI BELT BROKEN/REPLACED VTI CASE COVER ASSM, FILTER, COOLER LINES AND TORQUE CONVERTER	~OTHER HRS FOR FILTER ADD ON-COVERED UNDER VTI ~SETTLEMENT
753	Vue	2003	5GZCZ33D83S859914	9/18/2009	K7000	77861	\$3,827	CUSTOMER STATES VEHICLE HAS HARD TIME REVERSING. VERIFIED CUSTOMER CONCERN TECH FOUND SNAP RING BROKEN OFF REVERSE CLUTCH AND CHAINBROKEN APART WITH METAL SHAVINGS THROUGHOUT TRANSMISSION. REMOVED AND REPLACED COMPLETE TRANSMISSION ASSEMBLY	ok as per daniel perkins ~AUTHORIZED PER DAN PERKINS FOR CLASS ACTION ~LAWSUIT ON VTI TRANSMISSIONS
754	Vue	2003	5GZCZ43D73S803615	7/30/2009	K7104	77901	\$1,401	REUIMBURSMNT FOR VTI REPAIRS DONE AT NON SATURN F ACILITY LONE STAR TRANSMISSIONS	~REUIMBURSMNT FOR REPAIRS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
755	Vue	2003	5GZCZ43D23S913441	8/24/2009	K7000	77914	\$2,991	TECH ROAD TESTED TO VERIFY CHECKED FLUID PRESSURES 2000RPM 200PSI IDLE 40 DRAINED FLUID FLUID BURNT AND METALINFLUIDR&RTRANSCHECKEDINTERNAL DAMA GE REPLACED W NEW UNIT AS BEST OPTION REPROGRAMMED TCM AND RAOD TEST TO VERIFY REPAIR	<p>Owner participation of \$1000, originally claim paid short by \$222, when that amount was requested, it paid but debited back the other \$2900 that had paid already; so retailer requested debit of \$222, now is requesting full pay amount of \$2900 original amount. claim short paid submitted for short pay and it debited back amount it originally paid so did full debit and resubmitted for total amount all over again did so as a reimbursement.</p> <p>mvl</p> <p>claim short paid by \$222.84 customer participation amount that was entered incorrect</p> <p>claim short paid by \$222.84 customer participation amount that was entered incorrect</p> <p>mvl</p> <p>per saturn class action suit repaired with customer participating 25%</p> <p>per saturn class action suit repaired with customer participating 25%</p>



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
756	Vue	2003	5GZCZ43D13S818269	9/15/2009	K7000	77996	\$4,277	VERIFIED OWNER CONCERN. VTI BELT SLIPPING. LINE PRESSURE COMMANDED 216 ONLY AT 66 PSI. PUMP WHININ G AND DELAY INTO GEAR.FLUIDBURNT AND METAL CONTA MINATION. NECESSARY TO REPLACE COMPLETE TRANS ASSE MBLY. ADDED NEW FLUID AND ADDITIVE. FLUSHED COOLERANDLINES. ROAD TESTED FOR PROPER OPERATION. OK - known concern	OK to pay Customer participation submitted incorrectly - dlr short 225.81 k7000 approved customer participation k7000 approved VERIFIED OWNER CONCERN. VTI BELT SLIPPING. LINE PRESSURE COMMANDED 216 ONLY AT 66 PSI. PUMP WHININ G AND DELAY INTO GEAR.FLUIDBURNT AND METAL CONTA MINATION. NECESSARY TO REPLACE COMPLETE TRANS ASSE MBLY. ADDED NEW FLUID AND ADDITIVE. FLUSHED COOLERANDLINES. ROAD TESTED FOR PROPER OPERATION. OK - known concern VERIFIED OWNER CONCERN. VTI BELT SLIPPING. LINE PRESSURE COMMANDED 216 ONLY AT 66 PSI. PUMP WHININ G AND DELAY INTO GEAR.FLUIDBURNT AND METAL CONTA MINATION. NECESSARY TO REPLACE COMPLETE TRANS ASSE MBLY. ADDED NEW FLUID AND ADDITIVE. FLUSHED COOLERANDLINES. ROAD TESTED FOR PROPER OPERATION. OK - known concern
757	Vue	2003	5GZCZ43D13S904956	9/23/2009	K7000	78020	\$4,194	102 CUST STATES ISSUES WITH VEHICLE SHIFTING AT LO W GEARS, FROM A STOP LACKS POWER. VERIFIED CONCERN BELT IN TRANS IS SLIPPING,HAS HAD CASE COVER ALR EADY, RECOMMEND TO REPLACE TRANS, INSTALLED NEW TR ANS AND COOLER LINES, FILLED AND TEST DROVE. OK PERFORMED ALIGNMENT, ADJUSTED FRONT TOE & DROVE, OK	approved. ~ADD FOR ALIGN TIME, ORG OWNER UNDER 100K MILES ~VP PER SVM
758	Vue	2003	5GZCZ43D73S865905	7/30/2009	K7000	78046	\$3,287	COMPLAINT-HE WAS DRIVING HEARD A LOUD NOISE, NOW THE VEHICLE WON'T GO ANYWHERE. VERIFIED CONCERN, PUT ON SCOPE CODE P1758-RATIOERROR, FOUND BELT FOR TRANSMISSION BROKEN. R&R AND REPLACED TRANSMISSION ASSEMBLY	Approved by GH. ~DUE TO CLASS ACTION LAW SUIT, COVERED 75% OF ~REPAIRS, CUSTOMER PAID 25%

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
759	Vue	2003	5GZCZ43D63S884834	9/12/2009	K7000	78078	\$6,150	ROAD TESTED/INSPECTED: VERIFIED. FOUND VTI TRANSMISSION CASE COVER ASSEMBLY HAS A INTERNAL MECHANICAL FAULT/NOISEY/WORN/STRIPPED.VTI TRANSMISSION OVERHAUL/REBUILD WAS PERFORM ON PREVIOUS SERVICE VISIT (SO#20980 AT 64,955MILES ON 10.14.07) - REPLACEDVTITRANSMISSION ASSEMBLY. - ADJUSTED FRONT WHEEL ALIGNMENT SETTINGS. REROAD TESTED/INSPECTED: ALL OK. COMPLETED.	ok to pay Repl VTI tranny unit, was previously rebuilt 10/14/07, provided 11 day rental until part arrived/installed
760	Vue	2003	5GZCZ33D83S801849	8/26/2009	K7104	78102	\$3,838	TECH FOUND NEC TO REPLACE THE FALIED INTERNAL PART S, NEC TO REPLACE THE CASE COVER, VALVE BODY, TOR QUE CONVERTER INTERNAL FILTERAND REPROGRAMED TCM TO CORRECT THE PROBLEM	~VTI COVERED UNDER LAWSUIT
761	Vue	2003	5GZCZ33D73S841663	8/25/2009	K7000	78174	\$3,842	VERIFIED CUSTOMERS CONCERN, NOISE FROM THE FRONT OF THE VEHICLE WHILE DRIVING..PERFORMED INSPECTION FOUND LARGE METAL SHAVINGS INTRANSAXLE FLUID (INTERNAL BELT FAILURE)...REC. REPLACE THE VTI TRANSAXLE ASSEMBLY...REPLACED THE VTI TRANSAXLE ASSEMBLY AS PERCUSTOMER OK AND AS PER WESTERN GENERAL AUTH. #XAU2169614...RECHECKED FOR PROPER OPERATION. NOW OPERATES AS PER DESIGN...	ok ~JOB CARD OPENED 8/25/09 BEFORE CHANGE IN CLASS ~ACTION STATUS. RESUBMIT AS PER JEN ROBBINS, DVM.
762	Vue	2003	5GZCZ33D43S838235	8/1/2009	K7000	78175	\$3,978	VEH TRANS BEGIN TO SLIP TO A POINT WHERE TRANS WON T SHIFT.INSPECTED AND PUSHED VEHICLE IN TO STALL.D RAINED FLUID FOUND METALSHAVINGS AND PIECES OF TI MING CHAIN INSIDE FLUID.NEC TO REPLACE TRANS ,FLUS HED AND REPLACED COOLER LINES,ADJUSTEDFRONT TOE.	FOUND METALSHAVINGS AND PIECES OF TI MING CHAIN INSIDE FLUID.NEC TO REPLACE TRANS ,FLUS HED AND REPLACED COOLER LINES,ADJUSTEDFRONT TOE. ~NEEDS APPROVAL

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
763	Vue	2003	5GZCZ33D63S863587	7/29/2009	K7000	78187	\$3,962	VEH TRANS SLIPS AND WONT ACCEL.AFTER REPLACEMENT O F TRANS SPEED SENSOR. TEST DROVE VEHICLE FOR 10MIL ES.FOUND CONDITION TO HAVERETURNED.FOUND INTERNA L PULLEY LEAKING CAUSING LACK OF FORCE ON CHAIN AS SM.NEC TO REPLACE TRANS,COOLER LINES AND PERFORM ALIGNMENT TO CORRECT CONDITION.	FOUND INTERNA L PULLEY LEAKING CAUSING LACK OF FORCE ON CHAIN AS SM.NEC TO REPLACE TRANS,COOLER LINES AND PERFORM ALIGNMENT TOCORRECT CONDITION. ~NEEDS APPROVAL
764	Vue	2003	5GZCZ33D93S870159	8/13/2009	K7000	78247	\$3,181	ROAD TEST AND VERIFY CONCERN PERFORM LINE PRESSURE TEST FOUND LINE PRESSURE 50 PSI AT IDLE. REMOVE TRANSMISSION INSTALLNEWTRANSASSEMBLY. FLUSH COOLER AND ROAD TEST ALL OK.	complete trans policy repair of transmission 75% only-needed full unit due to cost effective repair-too many internals failed-agreed torepairbefore end of class action suit policy repair of transmission 75% only-needed full unit due to cost effective repair-too many internals failed-agreed to repairbefore end of class action suit ~ADD TIME FOR PRESSURE TEST
765	Vue	2003	5GZCZ43D53S888504	7/27/2009	K7104	78277	\$4,584	TOW IN CAR WILL NOT ACCEL.FOUND TRANSMISSION SLIP- PING.TECH R&R TRANS-CKD LINE PRESSURE,LINE PRESSU-RELOW.DISASSEMBLEDTRANS,FOUND COVER AND BELT BR- OKEN.OVERHAULED TRANS,REPLACED COVER,PUMP,FILTER, VALVE BODY AND TORQUECONVERTER.CLEANED THROUGHLY,INSTALLED UPDATED LINES & REPLACED STRIPPED COOLER ROAD TESTED-OK.	all parts required for repair,tech replaced cover assembly-overhauled trans,replaced cover,pu,p,filter,valve body and torqueconverter.cleaned throughly,installed updated lines,and replaced stripped cooler,retetsed-ok.
766	Vue	2003	5GZCZ33D03S849801	7/15/2009	K7000	78279	\$3,795	ROAD TEST FOUND EXCESSIVE NOISE COMMING FROM TRANS MISSION FURTHER CHECK FOUND METAL SHAVING COMMING FROM INSIDE TRANSMISSION CHECKFLUID PRESSURE .02 AMP AT 15000 RPM 60PSI AT IDLE 1.0 AMP 125 PSI REP LACED TRANSMISSION	EXCESSIVE NOISE COMMING FROM TRANS MISSION FURTHER CHECK FOUND METAL SHAVING COMMING FROM INSIDE TRANSMISSION CHECKFLUID PRESSURE.02 AMP AT 15000 RPM 60PSI AT IDLE 1.0 AMP 125 PSI REP LACED TRANSMISSION ~NEEDS APPROVAL

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
767	Vue	2003	5GZCZ33D83S863381	7/14/2009	K7000	78457	\$3,902	PERFORMED DIAGNOSTIC TEST,FOUND CODES #P0742/P1758 /P0700,TRANS AXLE BELT MALFUCTION,SPECIAL POLICY ON VTI TRANS,CASECOVER/TORQUECONVERTER/VALVE-BODY,REPAIR COST \$4215.00,REPLACEMENT COST \$4475.00,OKAYED BY M.PORHOUSE 07/14/09 SPECIAL WARRANTYPOLICYCOVERAGE.	Internal failure, cost analysis performed, approved outside of warranty coverage this was pre approve for VTI repair ~WARRANTY POLICY REPAIRS,APPROVED BY M.PORHOUSE ~07/14/09
768	Vue	2003	5GZCZ43D23S865097	8/31/2009	K7000	78461	\$3,862	VERIFIED CONCERN-FOUND DRIVE BELT FOR TRANSMISSION BROKE APART CAUSING METAL CONTAMINATION THROUGHOUT TRANSMISSION-NECESSARYTOREPLACE TRANSMISSION ASSEMBLY	K7000 APPROVED VERIFIED CONCERN-FOUND DRIVE BELT FOR TRANSMISSION BROKE APART CAUSING METAL CONTAMINATION THROUGHOUT TRANSMISSION-NECESSARYTOREPLACE TRANSMISSION ASSEMBLY
769	Vue	2003	5GZCZ43D23S879937	9/21/2009	K7104	78467	\$3,135	OWNER STATES THERE IS A KNOCKING NOISE FROM ENGINE AREA AT IDLE IN PARK. TECH VERIFIED CONDITION. INSPECTED VEHICLE. FOUND NOISECOMING FROM TRANSMISSION.R&R TRANS & INSPECT.FOUND CASE HALF BEARINGS WORN CAUSING NOISE. REPLACED CASE COVER ASSEMBLY.REASSEMBLE &VERIFIED NOISE GONE	~NO METAL CONTAMINATION.REPEAT REPAIR SO#179497 ~OUT OF 5/75, UNDER 100,000K
770	Vue	2003	5GZCZ43D63S820163	8/14/2009	K7000	78487	\$2,595	CUSTOMER STATES THAT THERE IS A KNOCKING/WHIRLING NOISE ON DECELERATION. TECH FOUND THE NOISE COMING INTERNALLY FROM THEVITRANSMISION. TECH REPLAC ED VTI TRANSMISSION. SPLIT 75%/25% WITH CUSTOMER PER AREA MANAGER,	VTi special policy, customer paid 25%. vti special policy claim, class action settlement....75/25 splitowner paid 1632.52, owner name gary grassle....gm amount 3170.51total 4803.03 liz heggerty advised and authd..
771	Vue	2003	5GZCZ43D03S822653	7/24/2009	K7104	78755	\$4,460	VEHICLE ONLY HAS REVERSE,WONT ENGAGE IN AND FORWARD GEAR.TECH FOUND LINE PRESSURE LOW.AS PER SATURN DOCUMENT #1614535,TECH REPLACEDTRANS CASE COVER,FLUSHED TRANS COOLER AND SET FRONT TOE.TEST DROVE.OPERATION AS PER SATURN SPEC CUSTOMER REQUESTS ALTERNATETRANSPORTATION FOR 5 DAYS VIN#8F101397	~COMPLETE TRANS REPLACED 12/04/08 AT 71678 MILES ~SO #171855

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
772	Vue	2003	5GZCZ33D03S881437	9/16/2009	K7104	78801	\$3,059	VERIFIED CONCERN NO CODES NO MOVEMENT IN DRIVE VTI BELT IS BROKEN. REPLACED CASE COVER AND FILTER CLEANED DEBRI INSTALLED SEALSSET FRONT TOE	~WP UNDER 100K ORIGIAL OWNER
773	Vue	2003	5GZCZ33D53S840494	8/7/2009	K7000	78806	\$2,959	REPLACED VTI TRANSMISSION DUE TO INTERNAL FAILURE OF COMPONENTS ONE TIME GOODWILL CUSTOMER TO PAY 25 % OF REPAIRS FORTRANSMISSIONONLY ALL OTHER REPAIRS ARE 100% CUSTOMER PAY	ok ONE TIME GOODWILL PENDING CLASS ACTION CommentsONE TIME GOODWILL PENDING CLASS ACTION ~ONE TIME GOODWILL PENDING CLASS ACTION
774	Vue	2003	5GZCZ43D83S898802	7/20/2009	K7104	78842	\$3,201	REPLACED VTI CASE COVER ASSEMBLY;DUE TO TRANSMISSI ON HAVING INTERNAL DAMAGE,CAUSING SES LIGHT TO SET COVERED UNDER VTSPECIALPOLICY;FLUSHED COOLER LINES;REPLACE TORQUE CONV.;DUE TO CONV BEING BLUE & OVERHEATED;LINE PRESSURE 125 PSI AT IDLE; 690 PSIAT1300-1500 RPM;LOW LINE PRESSURES	vti repair
775	Vue	2003	5GZCZ43D13S910045	9/4/2009	K7104	78860	\$2,689	RPM'S ARE RACING, SES LIGHT IS ON AND THE REDUCE POWER LIGHT IS ON-TEST DROVE VEHICLE AND DUPLICATED LACK OF POWER AND ALSO HAVEATRANS NOISE-CHECKED CODES AND FOUND 4 CODES SET P0700, P0701, P0841, AND P1882-RAN LINE PRESSURE TEST @.2 AMPS HAS 410PSI(SPEC652-798 PSI) @1.0 AMP HAS 120 PSI(SPEC 152-268 PSI)BOTH ARE LOW-FOLLOWED TSB#05-07-30-004-REMOVED THE TRANSMISSION ANDREPLACED THEEND COVER ASSEMBLY, TORQUE CONVERTER INTERNAL FILTER AND ASLO THE COOLER LINES-ALSO PERFORMED A ALIGNMENT SETTING FRONTTOE ANDROAD TESTING-ALL OK	Policy ~ADD TIME FOR FILTER, PRESSURE TEST, COOLER LINES, ~ALIGNMENT
776	Vue	2003	5GZCZ33D73S819078	7/24/2009	K7104	78871	\$3,469	FOUND VEHICLE WONT SHIFT INTO GEAR///CODES P1599 P0700/P0701/P1882/P0606/P0716/P0717/P1758 STORED//REPLACED SIDE COVER ASSEMBLY	~VERIFIED ~REPAIRS DONE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
777	Vue	2003	5GZCZ33D53S833612	8/24/2009	K7104	78903	\$4,158	C/S VEHICLE WONT MOVE TECH FOUND VTI UNIT BROKEN INTERNALLY METAL THROUGHOUT END COVER REPLACE VTI UNIT WITH RADIATOR AND LINES	wro extented on vti tow per saturn nb ext wro on vti trans tow per saturn nb extr wro on vti nb towing per saturn ext wro on vti towing per saturn nb tow per saturn wp ext wro on vti nb ~WRO EXTENDED ON VTI PARTS NEEDED
778	Vue	2003	5GZCZ43D93S856901	8/27/2009	K7000	79060	\$2,742	CUSTOMER STATED THE CHECK ENGINE CAME ON.TECH VERIFIED COMPLAINT AND FOUND CODE P0700,P0842, TRANSMISSION SLIPPING.TECHREPLACEDTRANSMISSION TO CORRECT PROBLEM.	ja VTI CLASS ACTION CLAIM. CUSTOMER PAID 25%
779	Vue	2003	5GZCZ33DX3S803389	7/17/2009	K7000	79131	\$4,160	C/S THE VEHICLE WILL NOT MOVE, FOUND TRANSMISSION TO BE OUT. R/R TRANSMISSION AND OIL COOLER LINES U NDER 2ND OWNER SPECIAL POLICY.SATURN 75% CUSTOMER PAY 25%.TEST DROVE OK AT THIS TIME.	approvedy JRA ~OIL PRESSURE TEST AND REPLACE OIL COOLER LINES. ~JOHN TOOK THE 25% OFF TRANSMISSION PRICE
780	Vue	2003	5GZCZ43D93S807780	8/6/2009	K7000	79153	\$3,925	C1:CUSTOMER STATES HEARS A BUZZ SOUND WHEN ACCELOR ATING C2:BROKEN C3:TECH CONFIRMED CONCERN, TEST DROVE AND INSPECTED.TRANSMISSIONFLUID BURNT WITH METAL IN IT. REPLA CED VTI AND FOLLOWED PROPER ADDITIVE PROCEDURES ALIGNED AND TEST DROVE,OPERATING AS DESIGNED	vti trans C1:CUSTOMER STATES HEARS A BUZZ SOUND WHEN ACCELOR ATING C2:BROKEN C3:TECH CONFIRMED CONCERN, TEST DROVE AND INSPECTED.TRANSMISSIONFLUID BURNT WITH METAL IN IT. REPLA CED VTI AND FOLLOWED PROPER ADDITIVE PROCEDURES ALIGNED AND TEST DROVE,OPERATING AS DESIGNED
781	Vue	2003	5GZCZ33D43S916609	8/15/2009	K7104	79245	\$2,165	VERIFIED NO MOVEMENT INDRIVE OR REVERSE. PERFORMED TRANS FLUID PRESSURE TEST - PASSES. INSPECT TRANS FOUND INTERNAL TRANSBLETBROKEN. NECESSARY TO REPLACE CASE ASSY., FILTER AND SEALS. CONVERTER & VALVE BODY OK. REALIGNED SUSPENSION AND RE ROAD TEST - OK	customer participation of 30% vti ~VP REPAIR - GST TO PAY 30% DED PER VTI CLASS ~ACTION

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
782	Vue	2003	5GZCZ43D43S856756	9/12/2009	K7000	79251	\$3,065	VEHICLE TOWED IN...WILL NOT MOVE. CAHIN BROKEN, FLUID BADLY BURNT, METAL THROUGHOUT. REPLACED TRANSAXLE ASSEMBLY.FLUSHEDCOOLERLINES. INSTALL UPDATED TCM CALIBRATION.	Authorization to replace transmission assembly per vti special policy. OWNER PAID 25% PER CLASS ACTION SUIT 0.5 OLH FOR PRESSURE TEST AND 1.2 FOR BROKEN CRADLE BOLTS REPAIR 0.5 OLH FOR PRESSURE TEST 1.2 FRONT BROKEN CRADLE BOLTS REPAIR OWNER PAID 25% PER CALSS ACTION SUIT ~.5 FOR PRESSURE TEST. 1.2 FOR BROKEN CRADLE BOLTS ~25% OWNER PARTICIP PER CLASS ACTION SUIT
783	Vue	2003	5GZCZ33D63S882205	9/28/2009	K7104	79269	\$3,358	VERIFIED GRINDING NOISE FROM TRANSMISSION. PERFORM ED DRAIN AND REFILL & ROADTESTED. TRANSMISSION STI LL NOISY. PERFORMED LINEPRESSURE TEST, FOUND PRES SURES LOW. DIS-ASSEMBLED TRANSMISSION TO REPLACE C ASE COVER SPEED SENSOR AND FILTER. RE-ASSEMBLED TRANSMISSION AND RECHECKED. SET FRONT TOE AND ROAD-T EST. NOW OPERATES AS DESIGNED.	~2.9 REQUESTED FOR TRANS FILTER,DRAIN & FILL, LINE ~PRESSURE AND ALIGNMENT
784	Vue	2003	5GZCZ33D53S893017	9/8/2009	K7000	79349	\$3,041	C/S TRANS WILL NOT PULL-CAR TOWED IN.BELT CAME UNDONE CAUSING EXCESSIVE TRANS DAMAGE.NEC.TO REPLACE TRANS ASSM. ADDITIONAL 2.0TOFLUSH LINES & TEAR DOWN CUSTOMER TO ASSIST ON 25% OF REPAIRS.	Approved trans assy vti warranty ~WARRANTY POLICY
785	Vue	2003	5GZCZ33D73S916183	9/15/2009	K7000	79481	\$2,961	TECH TEST DROVE,VERIFIED CONCERN,PERFORMED TRANS P RESSURE LINE TEST, 120 PSI AT IDLE/514 PSI@1400 RP M. LOW LINEPRESSURE.TRANSCOVER/VALVE BODY FAILUR E. REPLACED TRANSMISSION,FLUSHED COOLER LINES,PERF ORMED ALIGNMENT,TEST DROVE-OPERATING ASDESIGNED. C/STRANSMISSION SEEMS TO BE SLIPPING+THE WARMER T HE MORE IT SEEMS TO SLIP.	approved this is a vti transaction which was done prior to the cut off. customer paid 25% of claim. auth: 9 ~HE MORE IT SEEMS TO SLIP. CUSTOMER TO PAY 25%.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
786	Vue	2003	5GZCZ43D13S912880	7/21/2009	K7000	79585	\$4,517	C/S THERE IS A WHINING NOISE HEARD COMING FROM TRANS, ESPECIALLY ON COLD START UP. VERIFIED SLIGHTGROWLNOISEWHENCOLD,INTERMITTENTLY. PERFORMED TRANS FLUSH & UPDATED TCM CALIBRATION PER TSB 03-07-30-051A. LET CAR SITOVERNIGHT-HADSAMENOISEATSTART UP. REPLACED TRANSAXLE ASSEMBLY DUE TO INTERNAL NOISE & EXCESSIVE HISTORY OF TRANS PROBLEMS.FLUSHEDCOOLER&LINES,PERFORMED ALIGNMENT, SET LF & RF CAMBER & FRONT TOE. ALSO DUE TO EXCESSIVE AMOUNT OF TIMES CRADLEHASBEENREMOVED,STABILIZERBRACKET NUTS BROKE OFF CRADLE. CRADLE CAGE NUTS BROKEN. HAD TO CUT CAGE NUTS OUT & REPLACED CAGE NUTS&CRADLE.TESTDROVE. CHECKSOK. ALSO RIGHT AXLE SEAL LEAKING ON TRANSFER CASE. MOST LIKELY DUE TO EXCESSIVE AXLE REMOVAL &INSTALL.REPLACEDSEAL.CHECKS OK.	sarah - looks like trans was replace 1 yr ago.. claim type B.. ? Doug, this customer has been in for transmission concerns 6 different times, so the transmission was repaced this time with no costto the customer. The olh of 5.6 is for trans flush-.5 updating the tcm per bulltin #03-07-30-051A, Alignment .6, front camber .7,front toe .2, cooler flush .9, cradle swap 1.0, axle seal .5, test drive .2. Sarah correctd xxx correctd ~ADD 5.80 OLH. APPROVED BY SERVICE MANAGER.
787	Vue	2003	5GZCZ33D73S875490	7/24/2009	K7000	79671	\$2,919	TECH INSPECTED, VERIFIED SES LIGHT IS ON, FOUND P0700, P0701, P0841, P1882 IN TCM, FOLLOWING DIAG FOR CODES FOUNDVTIUNITHASINTERNALFAILURE.TECH REPLACED VTI TRANS UNIT AND DID A 4 WHEEL ALIGN AND VERIFIED REPAIR.	J.J.SEMOCK/DVM corrected Customer participation indicated is 720.00. Appears to be 2nd owner and 25% of 3892.02 would be 973.00 leaving a balance to GM of2919.02. correct & re submit. j.j.semock/dvm VERIFIED WP AND TRANS
788	Vue	2003	5GZCZ43D73S807938	9/24/2009	K7000	79756	\$3,681	C/S THE VEHICLE WILL NOT SHIFT AT 45 MPH AND WHE N STOPPING IT WILL NOT DOWNSHIFT,, IT JUST LERCHES UNTILSTOPPED.FOUNDDTC#'SP1758 & P1882. TRANS. AL READY HAS CASE HALF AND CONVERTER. TRANSMISSION HAS INTERNAL FAILURES. R/RTRANSMISSION,RECHECKED, OK AT THIS TIME.	ok dave beatty CORRECTING DUPLICATE AUTHORIZATION, VTI TRANSMISSION REPLACEMENT POLICY ~SPECIAL POLICY WARRANTY 2ND OWNER OF VTI TRANSMIS ~SION



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789	Vue	2003	5GZCZ43D03S912711	8/6/2009	K7800	79800	\$3,178	CUSTOMER STATES WHEN DRIVING THERE IS A BUZZING NOISE FROM THE FRONT END. SOUNDS LIKE SOMETHING IS LOOSE. TEST DRIVE AND FOUND VTI SIDE COVER CHAIN NOISE. R AND R CASE COVER.	VTi side cover
790	Vue	2003	5GZCZ33D43S870134	8/10/2009	K7104	79893	\$3,735	CUSTOMER STATES VEHICLE HAS LOSS OF POWER. CHECK & ADVISE FOUND VEHICLE HAS NO POWER TRANS SLIPPING AND NOISY PERFORM LINE PRESSURE TEST FOUND PRESSURE LOW 200 AT 1.1 AMP 425 AT .2 AMP REMOVE TRANS TEARDOWN NEC TO REPLACE CASE COVER, VALVE BODY FILTER SPEEDS SENSORS AND ALL NEC COMPONENTS PERFORM TCM PROGRAM SET ALIGNMENT ADJUST TOE TEST DROVE OK AT THIS TIME CUSTOMER ADVISED WATER PUMP LEAKING DECLINES REPAIRS 580.19	~SERVICE MANAGER VERIFIED CONCERN-AUTH. VTI TRANS ~REPAIR
791	Vue	2003	5GZCZ33D43S816378	8/20/2009	K7104	79929	\$3,689	CUSTOMER STATES VEHICLE WILL SLAM WHEN COMING TO A STOP VERIFIED CONCERN FOUND TRANS FLUID IS BLACK AND BURNED CODE P1882 AND P1758 CODE DETECTED REMOVED TRANS REPLACED FAULTY CASE COVER AND VALVE BODY REASSEMBLED AND TEST DROVE SLAMMING ELIMINATED AND NOISE ELIMINATED VERIFYING REPAIR	~POLICY PER C/A LAWSUIT
792	Vue	2003	5GZCZ43D13S894770	9/2/2009	K7000	79988	\$3,769	GM no longer has new parts available for this trans. Had to replace entire assembly	Auth Saturn VUE Trans replacement 2/23/10 GEF AGED CLAIM aged claim aged claim dated claim submission
793	Vue	2003	5GZCZ43DX3S820408	8/6/2009	K7000	80035	\$4,088	TECH NOTES TRANSMISSION SLIPPING AND MAKING NOISE TECH PERFORMED PRESSURE TESTED FOUND 150 POUNDS OF PRESSURE AT IDLE TECH REPLACED THE TRANSMISSION AND PERFORMED A 4 WHEEL ALIGNMENT	Authorization to replace transmission assembly per special policy. ~GOODWILL DUE TO VTI POLICY

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794	Vue	2003	5GZCZ33D33S868097	8/15/2009	K7000	80039	\$3,786	VEH CHECK ENG LIGHT COMES ON.FOUND CODES P1758,P07 42.TEST DROVE VEHICLE FOUND SEVERE GRINDING NOISE AND SHUDDER WHEN HOT.PERFORMEDPRESSURE TEST.AT 1. 0 PSI=185.AT 2.0 PSI=560.REPLACED WHOLE TRANS ASSM ,FLUSH,REPLACED COOLER LINES,FRONT ALIGNMENT TO CO RRECTCONDITION.	trans replacement ~NEEDS APPROVAL FOR TRANS
795	Vue	2003	5GZCZ43D33S911164	8/21/2009	K7104	80040	\$4,610	CUSTOMER STATES TRANS MAKING NOISE AND WILL NOT FO RWARD OR REVERSE / INSPECT TRANS LOW LINE PSI DRAI N AND FOUND PIECES OF BELT INFLUID / REMOVE TRANS AND DISASSEMBLE AND CLEAN REPLACED CASE COVER ASS Y AND FILTER	ok'd under special policy ~OK TO FIX PER FOM
796	Vue	2003	5GZCZ43D73S859246	8/14/2009	K7000	80053	\$4,163	AS PER SATURN CORP. CUSTOMER IS TO GET REIMBURSED \$4162.96 FOR A TRANSMISSION REPLACED AT LEE MYLES ON 10-10-07 WITH 80053 MILESCVT TRANNY	approved on 9-3-09 ~CUSTOMER REIMBURSEMENT FOR TRANNY CVT
797	Vue	2003	5GZCZ33D23S906273	9/12/2009	K7000	80066	\$2,857	TECH FOUND VTI TRANS HAS FAILED TECH REPLACED TRAN S ASSY AS PER CLASS ACTION SUIT CUSTOMER IS NOT THE ORIGINAL OWNER ADDED TIMEFORPRESSURE TEST AN D COOLER LINES ALSO ALIGN AND SET TOE	trans ok with customer participation ok per fom review. customer paid 1021.15
798	Vue	2003	5GZCZ43D73S822634	7/23/2009	K7104	80100	\$4,019	CUSTOMER STATES THE TRANS WAS MAKING A CLUNKING NOISE AND THEN IT WOULD NOT RESPOND TO THE THROTTLE, ENG REVS WILL NOT MOVE.CHECKEDAND VERIFIED CONCERN. REMOVED TRANS ASSY AND DISASSEMB LED. FOUND THE BELT BROKEN. REPLACED TRANSMISSION CASE ASSY. WITHVALVE BODYAND TORQUE CONVERTER, FLUSHED SYSTEM. REASSEMBED AND INSTALLED INTO VEHICLE. PERFORMED 4 WAY ALIGNMENT AND ROAD TESTEDALIGNMENTPERFORMED AT BELLEVUE SATURN.	done per class action law suit outline

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799	Vue	2003	5GZCZ33D03S881812	8/25/2009	K7104	80255	\$3,264	CUSTOMER STATES THAT THE REDUCED POWER AND MIL LIGHTS ARE COMING ON. TECH VERIFIED CODES P0502, P0700,P0701,P0722.TECH PERFORMEDLINE PRESSURE TEST, 250 PSI IDLE-OK.CONTACTED TAC(CASE 11005884) ADVISED TO REPLACE THE CASE COVER AND BOTH SPEED SENSORS, DURINGREPAIRS, TECH FOUND THE RIGHT AXLE SEAL LEAKING. TECH INSTALLED NEW CASE COVER, SPEED SENSORS AND AXLE SEAL, REPROGRAMMED THE TCM.#03065. TECH DROVE VEHICLE, VERIFIED THE STEERING WHEEL OFF CENTER. TECH ALIGNED VEHICLE, ADJUSTED THE FRONT TOE AND REAR TOE.RECHECKED. OPERATING NORMAL.	~VTI CONCERN
800	Vue	2003	5GZCZ43D33S882720	7/13/2009	K7104	80347	\$2,994	TECH FOUND GRINDING NOISE COMING FROM CASE COVER ANS TRAN SEEMS TO SLIP NEED TO REPLACE TECH REPLACED CASE COVER TECH REPLACED ANDFOUND CASE COVER THAT WAS REPLACED WAS BAD	~CASE# 71-755496694 NEED AUTH FOR VTI TRANS FOR ~POLICY 04020A
801	Vue	2003	5GZCZ43D33S882720	7/14/2009	K7104	80347	\$3,991	PERFORMED INSPECTION-FOUND EXCESSIVE NOISE FROM THE TRANSMISSION, TRANSMISSION NOT PULLING WELL FROM A STOP, EXCESSIVE METAL INFILTER-LOW LINE PRESSURE-REPLACED THE CASE COVER, FILTER, TORQUE CONVERTER AND VALVE BODY.	~OTH FOR ADD TIMES.
802	Vue	2003	5GZCZ43D43S817715	8/10/2009	K7000	80348	\$4,226	TECH CONFIRMED CONCERN OF CLICKING/RINGING NOISE COMING FROM UNDER CAR AND FOUND NOISE INSIDE TRANS,TECH PRESSURETESTED-NORMAL.TECH FOUND FLUID BURNED AND METAL CONTAMINATED,TECH REPLACED TRANS,COOLER LINES,SET TOE	ok ~WP DUE TO OUT BY TIME AND MILES,OLH DUE TO ~ALIGNMENT

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803	Vue	2003	5GZCZ33D63S832811	9/11/2009	K7104	80358	\$3,452	<p>CUST STATES THE THERE IS A DELAY WHEN PUT INTO GEAR AND TRANS CATCHING AFTER CAR IS WARMED UP TECH CONFIRMED CONDITION WITH TESTDRIVE AND FOUND THE TRANSMISSION TO HAVE DELAY IN GEAR AFTER WARMED UP. TECH PERFORMED LINE PRESURE TEST AND FOUND NO LINE PRESURE AT IDLE AND SHOULD BE 152-268. TECH REPLACED CASE COVER, VALVE BODY AND SPEED SENSORS RECHECKED AFTER REPAIR ALL OK</p>	~FOM AUTH REPAIR AND ASH ON 9/23/09
804	Vue	2003	5GZCZ33D13S858457	9/4/2009	K7104	80490	\$4,806	<p>ROAD TEST-VERIFIED COMPLAINT. NOTED TRANS SLIPPERY FOLLOW TSB 04-07-30-024E. R&amp;R TRANS REPLACE CASE COVER, FILTER, VALVE BODY. REASSEMBLE. TOP OFF CK ALL GEARS, REV OK</p>	<p>ok                      VEHICLE came in shop with trans problem late friday 09/04 09/05 09/06 not open 09/07 vehicle was diagnosed and parts ordered cover assembly and converter came in late 09/08 vehicle repaired 09/09 when test drove vehicle still had problem diagnosis of faulty case half just replaced done on 09/10 parts ordered parts came in late 09/11 09/12 09/13 weekend not open repair completed 09/14 when repair completed noticed had internal leak in trans diag and repair leak on 09/15 customer picked up 09/17 please                      Shop delays not a reason for longer rental; pls provide more detail on parts delay, or reduce rental, thx.                      14 days for diagnosis time, waiting for parts ordered, and two large trans repairs also weekends in between please review                      Looks like two K7104 cases, but why 14 days in rental? Pls explain and resubmit, thx.                      this is a 14 day rental for customer that had two large trans repairs done on this ticket service manager approved rental for customer satisfaction please review                      service manager approved</p>

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805	Vue	2003	5GZCZ33D13S836975	8/1/2009	K7000	80566	\$3,324	ROADTEST FOR TRANSMISSION CONCERN. TRANSMISSION KNOCKING AND WHINING. EXCESSIVE METAL IN FLUID. EVALUATE OVERHAUL VS.REPAIR.REPLACED TRANSAXLE ASSEMBLY. REPLACED STRIPPED OIL COOLER. INSTALL UPDATED COOLER LINES. ROADTEST OK. OWNER PAY \$1107.86WARR POLW/25% OWNER PARTIC PER CLASS ACTION SUIT 0.3 PRESSURE TEST/OIL COOLER LINES/OIL COOLER WARR POL W/25% OWNER PARTIC PERCLASS ACTIONSUIT	Authorization to replace transmission assembly per special policy. 25% customer / 75% GM. OWNER HAS 25% PARTICIPATION FOR VTI TRANSAXLE REPLACEMENT ~0.3 PRESSURE TEST/OIL COOLER LINES/OIL COOLER ~WARR POL W/25% OWNER PARTIC PER CLASS ACTION SUIT
806	Vue	2003	5GZCZ33DX3S874138	8/15/2009	K7104	80694	\$3,479	TECH PERFORM INSPECTION AND FOUND INTERNAL BELT BROKEN,LOTS OF LITTLE PIECES INSIDE,REPLACED COVER AND VALVE BODY,COOLER LINES ANDINTERNAL FILTER.	~VTI TRANS REPLACEMENT
807	Vue	2003	5GZCZ33D63S864514	9/24/2009	K7000	80713	\$3,046	NOISE FROM TRANS.R/R TRANS.& DISMANTLED FOR INSPEC TION.FOUND METAL THROUGH T OUT TRANS ASSM.ALSO DAMA GE TO FINAL DRIVE.LESSEXPESETO REPLACE TRANS ASSM.THAN TO REPAIR.REPLACED TRANS ASSM. CUSTOMER PARTICIPATION \$1003.00 2.0 HRS ADDITIONAL TO DISMANTLE&REASSEMBLE	Approved rental and repair vti warranty
808	Vue	2003	5GZCZ33D33S846567	8/31/2009	K7104	80770	\$6,214	CHECK AND VERIFY CONCERN-CODE P1882 IS STORED-CODE FOR REMOVING AND REBUILDING VTI TRANNY.ATTEMPTTRANNYFLUSH,WITHADDITIVE ANDREPROGRAM TCM-NO CHAN GE-PUSH TRUCK INTO SHOP-REMOVE AND REPLACE VALVE B ODY,TORQUECONVERTER,LEAKINGTRANNYLINES ANDBURN TOUTREVERSE CLUTCH.SPEED SENSORS ARE DAMAGED AS WELL.PERFORM FRONT END ADJUSTMENT AND DRIVETRUCK, ALL OK,DONE.	Rebuilt failed VTI tranny, code P1882, including all clutches & damaged speed sensor Rebuilt failed VTI tranny, code P1882, including all clutches & damaged speed sensor
809	Vue	2003	5GZCZ43D63S846844	8/15/2009	K7000	80850	\$4,116	WOULD NOT MOVE. CONFIRMED. TRANSMISSION BELT BROKEN. REPLACE TRANSMISSION. WORKS AS DESIGNED.	itis ok to pay ~FIRST OWNER

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810	Vue	2003	5GZCZ33D93S867195	8/11/2009	K7104	80899	\$4,091	ROAD TESTED/INSPECTED: VERIFIED. FOUND VTI TRANSAXLE CASE COVER ASSEMBLY HAS AN INTERNAL MECHANICAL FAULT/WORN/STRIPPEDCAUSINGMETALDEBRIS THROUGH TRANSAXLE ASSEMBLY.75% OF PART/LABOR REPAIRS AUTHORIZED UNDER SATURN CLASS ACTION SETTLEMENT.25% OFPART/LABOR REPAIRS AUTHORIZED BY CUSTOMER. -REPLACED VTI TRANSAXLE CASE COVER ASSEMBLY. -REPLACED VTI TRANSAXLEINTERNALOILFILTER. -REPLACED VTI TRANSAXLE CONTROL VALVE BODY. -REPLACED VTI TRANSAXLE TORQUE CONVERTER ASSEMBLY. -REPLACEDVTITRANSAXLEFLUID. -REPROGRAM VTI TRANSAXLE CONTROL MODULE(TCM). - ADJUSTED FRONT WHEEL ALIGNMENT. REROAD TESTED/REINSPECTED: ALLOK.COMPLETED.	75% goodwill rebuilt tranny unit as per extended coverage policy
811	Vue	2003	5GZCZ43D33S913738	9/9/2009	K7000	80946	\$4,239	CUSTOMER STATES CAR DOES NOT MOVE,ENGINE RUNS OK T RANS INOP, R&R TRANS AND DISSASSEMBLE,FOUND BELT B ROKEN IN TRANS AND DAMAGDEDCENTER CARRIER ASSEMBL Y AND CASE DID COST ANALYSIS WOULD COST TOO MUCH P ARTS AND LABOR TO REBUILD \$4686.91, TO REPLACE \$4724.07.REPLACED ORIGINAL OWNER TRANS ASSEMBLY,AS PER COST ANALYSIS.FLUSHED COOLER LINES, REPLACED COOLER LINES AND PERFORMED TCMUPDATE, TEST DROVE STEERING WHEEL OFF CENTER, PERF ORMED 4 WHEEL ALIGNMENT ADJUSTED REAR CAMBER, FRT & REAR TOE, TEST DROVE CAR OKNOW. ORIGINAL OWNER OF VEHICLE.	ok'd vti trans. DZ ~OLH FOR TEAR DOWN OLD TRANS, FLUSH COOLER LINES, ~ALIGNMENT,PRESSURE TEST AND REPLACE COOLER LINES
812	Vue	2003	5GZCZ33D83S852025	9/15/2009	K7000	81178	\$3,331	CONVERTED	W#000H#000FN000MN000LN000NB159EB000M P000REPLACE TRANSMISSION AS PER SPECIAL POLICY 04020A AND CLASS ACTION SUIT LETTER-- -CUSTOMER PAID 25 PE RCENT AS PER POLICY-- TRANSMISSION PART NUMBER IS 1 5297663

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813	Vue	2003	5GZCZ33D53S832220	8/17/2009	K7000	81238	\$3,838	TRANSMISSION INOP PRESSURE TOO LOW REPLACED COMPLETE TRANSMISSION ASSEMBLY;AND CHECKED PRESSURES	ok ~AUTH A RELATED TO GREAT CUSTOMER SERVICE AND FOR ~CUSTOMER SATISFACTION
814	Vue	2003	5GZCZ33D83S875028	7/23/2009	K7104	81322	\$3,053	CUST STATES TRANSMISSION SLIPS-LINE PRESSURE TEST LOW 125@IDLE 560@1300RPM'S. REPLACED CASE COVER, TORQUECONVERTERANDINTERNALFILTERADJUSTED FRONT TOE - ROAD TEST VEH	TYPE: IC VERSION NUMBER: 0003goodwill cust to pay25% TYPE: IC VERSION NUMBER: 0003goodwill cust to pay25% TYPE: IC VERSION NUMBER: 0003goodwill cust to pay25% TYPE: IC VERSION NUMBER: 0003goodwill cust to pay25% goodwill cust to pay25%
815	Vue	2003	5GZCZ33D93S886748	9/1/2009	K7104	81345	\$3,069	CODES P0841 AND P0440 NOT ACTIVE. INTERNAL PSI LEAK IN CASE COVER. LINE PRESSURE TEST GOOD AT 725 0. 2 AMPS. R&R TRANS. REPLACEDCASE COVER AND COOLER LINES. UPDATED TCM PROGRAM	~WP TO ENSURE CUSTOMER ENTHUSIASM ON KNOW CONCERN
816	Vue	2003	5GZCZ33D73S801518	8/19/2009	K7104	81346	\$4,013	CUSTOMER STATES THE TRANS IS SLIPPING, RPM REV WILL NOT MOVE. CHECKED AND VERIFIED CONCERN. NO CODES SET IN SYSTEM.REMOVEDTRANSMISSION AND TOOK APART, FOUND THE BELT CAME APART. BELT PARTS ALL OVER INSIDE TRANS ASSY. REPLACED CASE HALF, VALVEBODY,TORQUE CONVERTER, COOLER LINES ALL NECESSARY SEALS AND GASKETS, REPLACED FILTER. RE-INSTALLED INTO VEHICLE AND FILLED WITHFLUID.UPDATED TCM CALIBRATION TO MOST CURRENT. ROAD TESTED AND VERIFIED REPAIR.	done per class action law suit

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817	Vue	2003	5GZCZ33D63S889901	7/27/2009	K7000	81405	\$2,810	CUST STATES THE CAR WILL NOT ACCELERATE, TECH CONFIRMED, FOUND LINE PRESSURE LOW, TECH DRAINED FLUID, FOUND METALTHRUOUTFLUID, FOUND TRANS CASE ON BOTH SIDES SCORED, BELT COMING APPART, TECH REPLACED TRANS ASSEMBLY, TEST DROVE CHECKS OK	Closest dealer tow: \$65.00 hook up fee, 2.47 per mile at 85 miles away. south side of Brunswick Ga to Savannah ga claim also rejecting for excessive tow amount of \$275.00. Why excessive tow charges? owner paid 25% of repair due to under 100k miles. belt in trans broke, more cost effective to replace than to rebuild. ~MORE COST EFFECTIVE TO REPLACE TRANS THAN TO ~REBUILD DUE TO COST OF NEEDING BOTH CASE 1/2S
818	Vue	2003	5GZCZ33D33S904452	7/23/2009	K7000	81406	\$4,219	CUSTOMER STATES TRANS IS SLIPPING. CONFIRMED CONCE RN- TRANS VERY NOISY. CHECKED FLUID FULL OF DEBRIS - PERFORMED PRESSURETEST-LOWACCROSS TEST- REPLACED VTI UNIT & COOLER LINES. RESET TOE & ROAD TESTED QUICKLY DUE TO CONDITION OF L/R TIRE (WORN TOSECONDARYRUBBER. ALSO NOTICED A WHEEL BEARING TYPE NOISE THAT WILL REQUIRE FURTHER DIAGNOSIS	vti trans CUSTOMER STATES TRANS IS SLIPPING. CONFIRMED CONCE RN- TRANS VERY NOISY. CHECKED FLUID FULL OF DEBRIS - PERFORMED PRESSURETEST-LOWACCROSS TEST- REPLACED VTI UNIT & COOLER LINES. RESET TOE & ROAD TESTED QUICKLY DUE TO CONDITION OF L/R TIRE (WORN TOSECONDARYRUBBER. ALSO NOTICED A WHEEL BEARING TYPE NOISE THAT WILL REQUIRE FURTHER DIAGNOSIS---rental adjustment vti ok CUSTOMER STATES TRANS IS SLIPPING. CONFIRMED CONCE RN- TRANS VERY NOISY. CHECKED FLUID FULL OF DEBRIS - PERFORMED PRESSURE TEST-LOWACCROSS TEST- REPLACED VTI UNIT & COOLER LINES. RESET TOE & ROAD TESTED QUICKLY DUE TO CONDITION OF L/R TIRE (WORN TOSECONDARYRUBBER. ALSO NOTICED A WHEEL BEARING TYPE NOISE THAT WILL REQUIRE FURTHER DIAGNOSIS



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
819	Vue	2003	5GZCZ33D03S853587	9/25/2009	K7104	81544	\$3,462	COULDN'T CONFIRM CONCERN VEHICLE WAS MOVING BUT NOTICED HESITATION DURING LAUNCVHING PERFORMED DOC #1552594 BY RECALIBRATINGTCMDRAIN RE-FILL TRANS FLUID TWICE AND ADDED ADDITIVE, AFTER FINISHING REPAIR CAR WOULDN'T MOVE FORWARD OR BACKWARD PERFORMEDLINEPRESSURE TEST IT IS OUT RANGE ALSO NOTICED TORQUE CONVERTER IS DISCOLORED RR TORQUE CONVERTER AND REMAN CASE COVER ROADTESTEDVEHICLE NO CODE WERE RESET VEHICLE DROVE AS DESIGNED ADJUSTED FRONT TOE	COULDN'T CONFIRM CONCERN VEHICLE WAS MOVING BUT NOTICED HESITATION DURING LAUNCVHING PERFORMED DOC #1552594 BY RECALIBRATINGTCMDRAIN RE-FILL TRANS FLUID TWICE AND ADDED ADDITIVE, AFTER FINISHING REPAIR CAR WOULDN'T MOVE FORWARD OR BACKWARD PERFORMEDLINEPRESSURE TEST IT IS OUT RANGE ALSO NOTICED TORQUE CONVERTER IS DISCOLORED RR TORQUE CONVERTER AND REMAN CASE COVER ROADTESTEDVEHICLE NO CODE WERE RESET VEHICLE DROVE AS DESIGNED ADJUSTED FRONT TOE
820	Vue	2003	5GZCZ43D73S875236	9/17/2009	K7104	81622	\$4,106	SES LIGHT IS COMING ON-FOUND CODE P0700 SETTING- CHECKED TRANS LINE PRESSURES AND FOUND PRESSURES ARE LOW-REMOVED THE CVT TRANSANDREPLACE THE FILTER, TORQUE CONVERTER AND THE CASE HALF- REINSTALLED AND TESTED-TRANS HAS A INTERNAL BELT NOISE PERFORMEDALIGNMENT	Policy
821	Vue	2003	5GZCZ43D13S816652	8/18/2009	K7000	81693	\$2,940	C-HAVING PROBLEMS WITH TRANSMISSION C-TEST DROVE & FELT HESITATION & TRANS BOUNCE FROM START C-REPLACED TRANSMISSION,FLUID,ADDITIVE, ALIGNED 1G1AK55F777349868 ONE DAY RENTAL DURING REPAIR	Per prior DVM Dennis McConnell. cust participation dvm approve claim..djm....9-12-09.. ~75/25 SPLIT
822	Vue	2003	5GZCZ33D63S821212	8/17/2009	K7000	81731	\$4,322	VERIFIED CONCERN. FOUND SHEAVES NOT CHANGING AND METAL IN FLUID. REPLACED TRANSMISSION & COOLER LINES AND PERFORMEDALIGNMENTSETTING FRONT AND REAR TOE;TEST DROVE VEHICLE.	o.k. -to Replaced CVT/Vti transaxle ASM. Placed customer in rental vehicle during duration of repairs per the Saturn Customer AssistanceCenter despite objection from dealer service manager.
823	Vue	2003	5GZCZ33DX3S815168	7/20/2009	K7000	81778	\$4,805	CONVERTED	W#000H#000FN000MN000LN000NB087EB000M P000TRANS SLIPS WORN VARIABLE BELT REPLACED TRANSMISSI ON VTI SPECIAL POLICY ORIGINAL OWNER

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
824	Vue	2003	5GZCZ33DX3S839065	7/13/2009	K7000	81826	\$4,246	C/S TRANSMISSION MADE CLUNK NOISE -- TECH NOTES: VERIFIED TRANSMISSION NOISE // REPLACED TRANS DUE TO CLUTCH COMING APPART //ADD1.4 FOR ALIGNMENT AND RE-FLASH // 4 DAYS RENTAL PO# 51368	auth transmission sending for authorization
825	Vue	2003	5GZCZ33D33S839666	7/14/2009	K7000	81879	\$4,109	TECH CHECKED AND FOUND FLUID DIRTY- PRESSURE MAX IS 210 PSI @.2 AMPS(LOW)TECH REMOVED AND DISASSEMBLE D-FOUND PUMP CHAINHASEXCESSIVE PALY;CONVERTOR IS BLUE;DEEP SCORING ALONG HUB RADIUS RATIO CONTROL ARM IS LOOSE-COST EFFECTIVE IS TO REPLACE-TECHREPLACED TRANS ASSEMBLY;FLUSHED AND SET ALIGNMENT	approved vti replacement ~POLCI
826	Vue	2003	5GZCZ43D43S848589	7/30/2009	K7104	82002	\$4,003	CUSTOMER STATES TRANSMISSION IS NOT SHIFTING AS DESIGNED (SHIFTS HARD). TEST DROVE AND VERIFIED CUSTOMERS CONCERN. SCANED FORCODESP1758/P0742 ACTIVE. R & R FOR INSPECTION. FOUND TORQUE CONVERT ER, VALVE BODY, WORN. REPLACED CASE HALF, INTERNAL FILTER,COOLERLINES,VALVE BODY, TORQUE CONVERTER (K5267) TEST DROVE AND VERIFIED REPAIR.	done per outline of class action law suit
827	Vue	2003	5GZCZ43D43S844526	9/28/2009	K7000	82104	\$2,912	C-HAVING PROBLEMS WITH TRANSMISSION C-P1758 DRIVE W/O DRIVE RATIO - TRANS BELT BROKEN C-REPLACED TRANSMISSION, FLUID,ADDITVIE,ALIGNED RECALIBRATED TCM - WCC 188DA	Per agreement with prior DVM, also customer participation. CUSTOMER PARTICIPATION dvm approve claim..djm..10-1-09. ~25/75 SPLIT

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828	Vue	2003	5GZCZ43D73S890965	7/28/2009	K7104	82107	\$3,216	TECH CHK'D TRANS - CAR WOULD NOT MOVE-PUSHED INTO SHOP. LINE PRESS TEST-READS LOW. REMOVED TRANS- CHK'D OIL CONDITION - HAS ALOTOFMETAL SHAVINGS IN OIL. CHK'D DRIVE BELT- NOT BROKEN, BUT ALSO NOT GRIPPING. REPL'D END COVER ASSY. REPL'D SEALS,REPL'DOILPUMP,REMOVED & INSPECTED REV CLUTCH REPL'D FILTER,&COOLER LINES, UPDATED TCM. ALIGNED FRT END, ADJ CAMBER RT SIDE, ADJ TOE IN.ROADTEST RPR COST IS SPLIT 75% SATURN & 25% CUSTOMER AS PER CLASS ACTION LAW SUIT.	Cust Participation TECH CHK'D TRANS - CAR WOULD NOT MOVE-PUSHED INTO SHOP. LINE PRESS TEST-READS LOW. REMOVED TRANS- CHK'D OIL CONDITION - HAS ALOTOF METAL SHAVINGS IN OIL. CHK'D DRIVE BELT- NOT BROKEN, BUT ALSO NOT GRIPPING. REPL'D END COVER ASSY. REPL'D SEALS, REPL'DOILPUMP,REMOVED & INSPECTED REV CLUTCH REPL'D FILTER,&COOLER LINES, UPDATED TCM. ALIGNED FRT END, ADJ CAMBER RT SIDE, ADJ TOE IN.ROADTEST RPR COST IS SPLIT 75% SATURN & 25% CUSTOMER AS PER CLASS ACTION LAW SUIT. ~REPL'DCOOLER LINES,UPDATED TCM,ALIGN W/ ADJ ~CLASS ACTION CUSTOMER PAYS 25 %
829	Vue	2003	5GZCZ43D23S842614	7/27/2009	K7104	82176	\$3,180	THE TECH INBSPECTED THE VEHICLE AND FOUND AN INTERNAL FAILURE WITH THE TRANS THE TECH REMOVED AND REPLACED THE VALVE BODY, ENDCOVER AND CONVERTER ALONG WITH SENSORS AND FILTERS AN ALIGNED THE VEHICLE	~ST NB EXTENDED WRO ON VTI
830	Vue	2003	5GZCZ43D43S844199	9/16/2009	K7000	82192	\$3,695	CONVERTED	W#000H#000FN000MN000LN000NB118EB008M P000THIS CLIAM YOU AUTH FOR TRANS REPLACEMENT CUST TO PAY 25% WARRANTY TO PAY 75% CUST PAID \$132
831	Vue	2003	5GZCZ43D43S814295	8/1/2009	K7104	82227	\$3,260	TECH VERIFIED CAR WON'T MOVE, FOUND LOW PRESSURE/ NOISY VTI TRANS, 500PSI AT IDLE @ 1AMP, 800PSI @ 1500, REPLACED END COVER TOCORRECT; ROADTESTED, NEW END COVER ONLY HAS 200PSI @ IDLE, 600PSI @ 1500RPM, SEE RO#459046 FOR PARTS WARRANTY.	~FOM APPROVED POLICY REPAIR DUE TO BULLETIN

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
832	Vue	2003	5GZCZ33D93S885924	7/17/2009	K7000	82242	\$2,954	CST STATES THE CAR DOES NOT MOVE IN GEAR.TECH VERI FIED CONCERN.TECH PERFORMED LP TEST.TECH FOUND INT ERNAL DAMAGE IN THETRANS.TECHR&R THE TRANS AND F OUND EXCESSIVE DAMAGE.ASLO FOUND THE TRANS PUMP MA KING NOISE.TECH REPLACED THE TRANS ASK AND TRANSL INES.TESTDROVE.NO FURTHER CONCERN.	reviewed by dvm gbj ok wp 75/25% split with cst as per the vti extended special coverage and glen jacob ~OK WP REPAIR 75/25 SPLIT AS PER GLEN JACOB.EXTRA ~TIME FOR LP TEST AND LINES.
833	Vue	2003	5GZCZ33D23S814421	7/13/2009	K7000	82310	\$3,842	CUSTOMER STATES TRANS NOT SHIFTING / CODES PRESENT 1758 PO841 PRESSURE PERFORMANCE CONDITION NOTICED FLUIDCONTAMENATEDCLUTCHMATERIAL INTERNAL DAMAG E INSTALLED NEW TRANSMISSION ASSEMBLY / AFTER REPA IRS RESET FRONT TOE ONLY	Approved trans repalce for customer satisfaction - unit half not repairing problem wp per fom-mw wp per fom-mw ~OK TO REPAIR PER SOM
834	Vue	2003	5GZCZ33D33S853356	7/22/2009	K7000	82330	\$4,809	CONVERTED	W#000H#000FN000MN000LN000NB113EB000M P000VEH WILL BARELY GO INTERNAL FAILURE VARIABLE BELT LOOSING TEETH REPLACED TRANSMISSION VTI SP
835	Vue	2003	5GZCZ43D53S894433	8/15/2009	K7000	82404	\$3,700	CONFIRMED LACK OF POWER AND VEHICLE WOULD NOT MOVE FORWARD WHEN ATTEMPTING TO DRIVE INTO SHOP. LOCATE AS SEVERE INTERNAL VTITRANSAXLE DAMAGE. REPLACED THE VTI TRANS ASSEMBLY. INSTALLED ADDITIVE (TCM CALIBRATION IS CURRENT). ROAD TESTED AND OKAY NOW.SUBLET FOR A 4 WHEEL ALIGNMENT	mvl ~PART OF CLASS ACTION SETTLEMENT ~ROUTE TO MY DSSM

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
836	Vue	2003	5GZCZ43D53S816718	8/20/2009	K7104	82407	\$2,800	CUSTOMER STATES VEHICLE WILL NOT MOVE. TECH FOUND P1758, P0606, BULLETIN 05-07-30-004 THIS ISSUE OF INTERMITANT LOSS OFDRIVE,MUSTREPLACE SIDE COVER AND LIST OF PARTS. REMOVED TRANS AND DISASSEMBLED -REPLACED INTERNAL FILTER, REPLACED CASE COVER,REPLACEDSPEED SENSORS AND ASSOCIATED GASKET, REASSEMBLED AND TORQUED ALL FASTENERS TO SPEC, REPLACED TORQUE CONVERTER,REPLACEDTRANS,PERFORMED 4WHEEL ALIGNMENT, ALL OK AFTER TEST DRIVE 12/12 WARRANTY	transmitted as .75 hours and sublet instead of full amount with customer participation vue trans issues. approved by mark martin before repair done. ~FILTER, ALIGN, REAR TOE, FRONT TOE, ROAD TEST
837	Vue	2003	5GZCZ43D53S889295	9/10/2009	K7000	82443	\$4,194	C/S CHECK ENGINE LIGHT IS ON SCAN CHECK FOR CODES P0700 P1758 VTI INTERNAL NOISE REPLACED TRANSMISSON COOLER LINES FLUSH COOLERPERFORM FOUR WHEEL ALIGN ADJUST FRONT TOE BOTH SIDES ROAD TEST TO CONFIRM RENTAL 1DAY VIN9F134686	VTi special policy ~FOM AUTHD REPAIR, OUT OF VTI SPECIAL POLICY, VTI ~CLASS ACT SETTLEMENT, OWNER MARIA ST. MICHAEL
838	Vue	2003	5GZCZ33D03S873077	9/1/2009	K7104	82447	\$3,993	FOUND THAT INTERNAL NOISE IN TRANSMISSION FOUND THAT BELT MALFUNCTION CAUSED BY FORWARD CLUTCH OVERHEATING CAUSING LOSE OFPRESSURE REMOVE AND REPLACE DRIVE BELT COVER ASSEMBLY REPLACE INTERNAL FILTER REPLACE VALVEBODY AND TORQUE CONVERTER FLUSH COOLERLINES AND REASSEMBLE REFILL SYSTEM ROADTEST AND RECHECK	approved jim cocking 9/29/09 ~WARRANTY POLICY CUSTOMER CVT TRANSMISSION REPAIR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
839	Vue	2003	5GZCZ43D83S874869	7/13/2009	K7104	82450	\$4,901	SES LIGHT ON.CODES P0741 AND P1748.VEHICLE BANGS AND SLIPS INTO GEAR WHEN HOT.TECH PERFORMED LINE PRESSURE TEST AND FOUND LINEPRESSURE LOW.(.2A-570 PSI---652-798...1.0A-140PSI---152-260).TECH FOUND INTERNAL FLUID LEAKAGE.TECH REPLACED TRANS CASECOVER,TORQUE CONVERTER,CONVERTER SEAL,TRANS COOLER LINES,INPUT AND OUTPUT SPEED SENSORS AND SET FRONT TOE.TEST DROVE FOR 15MILES.OPERATION AS PER SATURN SPEC.	approve ~CVT WARRANTY .PREV REPAIR TO CVT ON ~7/10/2009 82247 MLS SO#175113
840	Vue	2003	5GZCZ43D33S865190	7/10/2009	K7000	82459	\$3,871	TEST DROVE AND FOUND TRANSMISSION HAD NO PULL FULL OF METAL FLUID BURNED NOISE IN ALL GEARS NO LEAKS AND HADABADVIBRATION,FLUIDBURNED, AND CHAIN NOISY REPLACED TRANSMISSION - POWERTRAIN WTY	ok VTI TRANSMISSION VTI TRANSMISSION VTI TRANSMISSION REPLACEMENT VTI TRANSMISSION ~VTI TRANSMISSION - NO CUSTOMER PARTICIPATION
841	Vue	2003	5GZCZ43D43S814295	8/21/2009	K7000	82497	\$4,062	TECH VERIFIED TRANS INOP, 600 PSI @ IDLE 0.1 AMP, 700 PSI @ 1500 RPM, MAJOR GRINDING NOISES, ALREADY REPLACED END COVER 3 TIMES,INSTALLED NEW TRANS ASSM AND PERFORMED FRONT TOE ADJUST TO CORRECT.	approved ~FOM APPROVED COMPLETE TRANSAXLE DUE TO BAD CASE
842	Vue	2003	5GZCZ33D43S855701	8/27/2009	K7000	82532	\$4,614	UPON INSPECTION CONFIRMED THE CAR IS SLUGGISH WHEN SHIFTING GEARS,FOUND LOUD TRANSMISSION BELT NOISE AND DELAYED REVERSE.CHECKEDTRANS FLUID AND FOUND METAL AND DEBRIS.REPLACED THE TRANSMISSION DUE TO INTERNAL FAILURE.NEW FLUID WITH ADDITIVE WAS ADDED	approve ~75% OF VTI
843	Vue	2003	5GZCZ43D93S843193	9/3/2009	K7104	82558	\$3,484	DELAY WHEN SHIFTING INTO GEAR, JERKS WHEN GOING UPHILL/INTERNAL VTI FAULT/REPLACED CASE COVER, COOLER LINES, INTERNAL FILTER, INPUT& OUTPUT SPEED SENSORS, TORQUE CONVERTER.	~.3 OTHER HRS FOR FILTER ADDON, .3 OTHER HRS FOR ~SPEED SENSORS, 100% COVERAGE UNDER SETTLEMENT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
844	Vue	2003	5GZCZ33D53S847235	8/21/2009	K7000	82562	\$5,095	C/S CAR WON'TY GO FORWARD. VERIFIED COMPLAINT FOUND CODE P1758 BULL # 08-07-30-024E. PERFORMED L INE PRESURE TEST .2 AMPS 1300-1400652 -798PSI (398 PSI) 1.0 AMPS IDLE 152 -268 PSI (86 PSI) REPLACED TRANS. DIAGNOSED CAR 08/22/09- S/O'D TRAN S ASSY, RECIEVED TRANS08/25/09. COMPLETED AND PIC INVOICE# D555262 VIN-1G6DF577790107157	approved ~KED UP 08/27/09
845	Vue	2003	5GZCZ43D43S909505	9/1/2009	K7104	82680	\$3,856	DUPLCATED CONCERN FOUND CODE PO700, PO701 AND P1153 SET IN SYTEM REFERRED TO BULLITIN AND REPLACED TRANSMISSION CASE COVERTORQUECONVERTOR AND VALVE BODY CLEARED CODE AND DROVE VEHICLE NOW OPERATING NORMALLY	Policy
846	Vue	2003	5GZCZ33D23S905320	8/6/2009	K7104	82954	\$3,331	SES LIGHT ON/NO ACCELL PASSED 35MPH.P1882 FOUND/FL USHED TRANS/AND CALIBRATED/ROAD TESTED LOW ACCELL. PRESS TEST HIGH 680LOW200/REPLACED SIDE COVERE,F ILTER. SET TOE,ROAD TESTED/AND CALIBRATED TCM 1.4 .5 LINE PRESS/TRANS FILTER .3/	warranty policy for vti repair ~FOM APPROVED FOR KNOWN PROBLEMS WITH VTI TRANS
847	Vue	2003	5GZCZ33D13S834014	7/25/2009	K7104	83010	\$3,775	CS THAT WHEN MOVING IN REVERSE THERE IS A GROANING NOISE. TECH ROAD TESTED AND VERIFIED CUSTOMER COMP LAINT. TECH FOUND THE TRANSSLIPPING AND PUMP MAKI NG NOISE. TECH PERFORMED LINE PRESSURE TEST. FOUND PRESSURE LOW. TECH REPLACED COVER ASSEMBLY, PUMP, FILTER,AND CONVERTER. TEST DROVE. OK NOW	~ADD TIME FOR LINE PRESSURE, FILTER AND PUMP REPLA ~CEMENT. WP ORIGINAL, OWNER IS ORIGINAL
848	Vue	2003	5GZCZ33D53S809973	8/19/2009	K7000	83019	\$4,113	CUST STATES TRANS WILL NOT MOVE, NO REVERSE, BARELY MOVES IN FWD. INTERNAL BELT COMING APART, REPLAC ED TRANS ASSEMBLY	Replaced trans with internal failure. ~REPLACED DUE TO KNOWN CONCERN, CUSTOMER CONTACTED ~ SATURN CUSTOMER ASSISTANCE
849	Vue	2003	5GZCZ43D23S890212	8/17/2009	K7000	83068	\$3,788	CONVERTED	W#000H#000FN000MN000LN000NB124EB000M P000JOE VTI replaced due to trans jerking severely customer paid 1269.29 leaving a 3153.56 balan

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
850	Vue	2003	5GZCZ33D13S888719	8/12/2009	K7104	83185	\$3,386	CONFIRMED CONCERN.FOUND BELT AND PULLEYS NOISY. REMOVED TRANSMISSION ASSEMBLY AND REPLACED CASE COVER ASSEMBLY.RE-INSTALLANDCHECKEDFLUID LEVEL ROAD TEST.NOW AS PER DESIGNED.PERFORMED WHEEL ALIGNMENT.ADJUSTED FRONT TOE TO SPEC.	APPROVED BY SERVICE MANGER APPROVED BY SERVICE MANGER ~F.O.M. AUTHORIZED ADDITIONAL TIME
851	Vue	2003	5GZCZ43D63S876023	9/24/2009	K7000	83277	\$4,089	INSPECTION FOUNDN NOISE FROM TRANSMISSION PUMP WHILE ACCELERATING. FOUND FLUID BURNT & CONTAMINATED. ALSO CHATTERING IN REVERSE.PERFORMED LINE PRESSURE TEST & FOUND LOW. TECH REPLACED TRANSMISSION ASSEMBLY. PERFORMED 4-WHEEL ALIGNMENT & ROADTESTED TO VERIFYREPAIRS.	Authorization for transmission assembly replacement per proposed VTI class action settlement. guidelines ~WP DUE TO ORIGINAL OWNER VTI POLICY UNDER 100K
852	Vue	2003	5GZCZ33D53S854184	8/18/2009	K7104	83296	\$3,693	CUSTOMER STATES THE TRANS IS SLIPPING. CHECKED AND VERIFIED CONCERN. TRANS MAKES LOUD GRINDING NOISE FROM TRANS AND TRANSISLIPPING. FOUND METAL PARTICALS IN TRANS FLUID. REMOVED TRANS AND DISASSEMBLED.REPLACED TRANS CASE HALF, VALVE BODY, SPEEDSENSORAND THE INTERNAL FILTER. REASSEMBLED AND RE-INSTALLED INTO VEHICLE. ROAD TESTED AND VERIFIED REPAIR.	done per class action law suit
853	Vue	2003	5GZCZ33D03S821853	7/30/2009	K7000	83361	\$3,254	CUST STATES VTI ISSUE,ROAD TEST VERIIFED LOUD NOISE FROM TRANSMISSION.DUE TO VTI TARN S FAILURE. REPLACED TRANSMISSION	Approved per dealer comments ~OK WP ON VTI PARTS ONLY.GUEST TO PAY ALL LABOR ON ~TRANSMISSION REPLACEMENT.OK BOB C-FOM



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854	Vue	2003	5GZCZ43DX3S893262	8/26/2009	K7000	83375	\$4,525	PERFORMED ROAD TEST AND VERIFIED CONCERN MONITORED DATA ON TECH 2. LINE PRESSURE COMMAND IN DRIVE AT IDLE 145 PSI. ACTUAL 60 PSI. LINE PRESSURE COMMAND IN REVERSE 145PSI. ACTUAL PRESSURE 10 PSI. TRANSMISSION EXTREMELY NOISY DURING OPERATION. REPLACED TRANSMISSION. NECESSARY TO REPLACE COOLER AND LINES. LINES WOULD NOT SEPERATE FROM COOLER. PERFORMED ALIGNMENT R&R COOLER .3 R&R LINES .3 ALIGNMENT SET UP .6, TOE .1, ROAD TEST .2 LINE PRESSURE TEST .5	ok as per daniel perkins--dsm ~ADD TIME FOR PRERSSURE TEST, COOLER AND LINES ~ALIGNMENT
855	Vue	2003	5GZCZ33D03S881356	7/28/2009	K7104	83390	\$3,777	CODE P1882. FOLLOWED TSB# 050730004 FOR SES LIGHT ON. T/C SEAL & RT. AXLE SEAL LEAKING- RAN PRESSURE TEST-ALL OK. REPLACED CAMCOVER, VALVE BODY, TORQ- UE CONVERTER, OIL COOLER LINES, INPUT & OUTPUT SPEED SENSORS, T/C SEAL, RIGHT AXLE SEAL. ALIGNED CAR-ADJUSTED FRONT TOE. TEST DROVE - OK	~VEHICLE POLICY--ORIGINAL OWNER--DUE TO CLASS ACTI ~ON SUIT, TO PROMOTE CUSTOMER ENTHUSIASM
856	Vue	2003	5GZCZ43D93S871592	9/21/2009	K7104	83416	\$2,660	C.S. TRANS ISSUE, VEHICLE WIL NOT MOVE. TECH INSPECTED AND VERIFIED NO MOVEMENT. TECH SCANED FOR DTC'S, NO CODES FOUND. TECH REF BULLETIN# 04-07-30-024E.. TECH PRESURE TESTED TRANS. .2A @ 427PSI 1.0A @ 141PSI. PRESURES OUT OF SPEC, TECH FOLLOWED BULLETIN. TECH REPLACED COVER ASM, BURNT CONVERTER, FILTER, SENSORS, FLUSHED COOLER, TECH ALIGNED VEHICLE AND ROAD TESTED. VEHICLE OPERATED AS DESIGNED AT THIS TIME.	~VTI REPAIR-25% CUST PART PER LETTER
857	Vue	2003	5GZCZ43DX3S879247	7/13/2009	K7000	83490	\$3,947	VEHICLE WONT MOVE, TRANS BELT IS BROKEN LOTS OF METAL IN FLUID. REPLACE TRANSMISSION ASSEMBLY, FLUSH TRANS COOLER. REPLACE COOLER LINES THAT HAD TEMP VALVE. FILL FLUID AND ADDITIVE, ROAD TEST CHECK ALIGNMENT AND ADJUST FRONT TOE. VEHICLE OK	BV Service Agent is not allowed to submit transactions for labour code K7000. ~.50 OLH FOR DIAGNOSTIC AND PRESSURE TEST

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858	Vue	2003	5GZCZ33D53S872443	9/4/2009	K7000	83527	\$4,141	CONVERTED	W#000H#000FN000MN000LN000NB047EB000M P000SATURN VUE TRANSMISSION, 50-50 SPLIT OK PER AVM
859	Vue	2003	5GZCZ43D53S851288	7/16/2009	K7104	83549	\$2,587	C/S 4 TO 5 SECOND DELAY IN REVERSE. CONFIRMED ISSU E. PERFORMED TSB 050730004 INSTALLED NEW CASE HALF OIL COOLER LINESINTERNALFILTER. PERFORMED ALIGN MENT AND ADJUST FRONT TOE	customer portion of vti repair ~OLH FOR REPLACING INTERNAL FILTER COOLER LINES A ~AND ALIGNMENT. WP FOR VTI CONCERN
860	Vue	2003	5GZCZ33D63S876159	8/21/2009	K7000	83575	\$4,003	ROAD TEST TRANNY NOT MOVING FOWARD CHECK FLUID PRE SSURE AT .02 AMP 1400 RPM 605 P51 AT 10 AMP EXCESS IVE METAL SHAVINGS REPLACEDTRANSMISSION OIL COOLE R LINES	trans replacemnt ~NEEDS APPROVAL
861	Vue	2003	5GZCZ43D63S910834	7/17/2009	K7000	83608	\$4,216	REPLACED TRANSMISSION BROKEN DRIVE BELT, METAL SCATTERED THROUGH OUT TRANS	approved jim cocking 8/04/09 ~WP PER SERVICE MANAGER
862	Vue	2003	5GZCZ43D03S911526	9/3/2009	K7104	83829	\$2,660	TEST DROVE VEHICLE -FOUND WHINE NOISE COMING FRO M TRANS-RAN PRESSURE TEST AT IDLE 205 PSI-AT 1400 RPMS TRANS HAD 720PSI-CK'DFORCODES- HAD P0742,P P841 AND P 1882- REF TO TSB 05-07-30-004. NEC TOM R EPLACE CASE COVER, T. CONV AND LINES ALL CK OK NOW	Split with customer total amount of claim 3,546.15 cust paid 886.54 asking payment of 2,659.61. OLH exceed had to replace trans oilcooler lines. Split with cust total amount of claim 3,546.15 cust paid 886.54 asking payment of 2,659.61. OLH exceed ceiling due to had toreplace trans oil cooler lines. ~EXCEEDS OLH FOR COOLER LINES-SPLIT WITH CUSTOMER ~TOTAL CLAIM 3546.15-CUST PD 886.54 ASKING 2569.61
863	Vue	2003	5GZCZ33D83S852560	9/16/2009	K7000	83962	\$3,994	TECH VERIFIED CUSTOMER COMPLAINT OF HESITATION FOUND INTERNAL FAILURE IN VTI TRANSMISSION - CODES P0841&P1798 AND NO OSS SIGNAL -REPLACED VTI TRANS AND ALIGNED - TEST DROVE - ALL OK AT THIS TIME	claim reviewed ~FOM APPROVED TO WP VTI TRANS REPLACEMENT DUE TO ~AGE/MILEAGE AND ORIGINAL OWNER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
864	Vue	2003	5GZCZ33D73S906138	8/13/2009	K7000	83997	\$3,823	CUSTOMER STATES THE VEHICLE WONT GO OVER 30MPH. VERIFIED CUSTOMERS CONCERN AND FOUND THE TRANS SLIPPING AND NOTSHIFTINGCHECKEDOILPRESSURES WERE LOW REMOVED THE PAN AND VALVE BODY FOUND THE OIL MIXED WITH ALOT OF METAL RECOMEND A COMPLETETRANSREPLACEDTHETRANS SET THE TOE AND TEST DROVE OK AT THIS TIME	It is Ok to pay done per class action law suit done per class action law suit done per class action law suit - trans was contaminated thta's is why he didn't do the case half
865	Vue	2003	5GZCZ33D93S869741	9/16/2009	K7000	84000	\$3,248	WOULD NOT MOVE DUE TO BROKEN BELT IN TRANS FOUND V ALVE BODY CONTAMINATED REPLACED COMPLETE TRANS GOO D NOW	PB customer participation \$749.59, K7000 is correct labor op for trans. customers participation \$749.59, replacing trans with labor op k7000 was less expensive. ~OLH ADD TIME & E2020
866	Vue	2003	5GZCZ33D73S913977	9/24/2009	K7104	84042	\$3,838	CS TRANS GROWLS ON ACCEL C DIAG VTI BELT NOISE C REMOVE TRANS REPLACE CASE HALF, TORQUE CONVERTER COOLER LINES FLUSH COOLER TEST OK	~VTI POLICY OLH FOR COOLER LINES
867	Vue	2003	5GZCZ33D73S908326	9/24/2009	K7104	84099	\$3,288	VERIFIED CUSTOMER CONCERN OF TRANSMISSION SLIPS AN D IS NOISY. PERFORMED LINE PRESSURE TEST, FOUND PR ESSURES LOW.REMOVED/DIS-ASSEMBLED TRANSMISSION, F OUND TRANSMISSION FULL OF METAL DEBRIS, MAKING IT NECESSARY TO CLEAN OUT CASE AND FLUSHCOOLER LINE S. REPLACED CASE COVER, FILTER AND SENSORS AND REC HECKED, SET FRONT TOE AND ROADTEST. NOW OPERATES A S DESIGNED.	~2.9 OLH REQUESTED FOR FILTER, LINE PRESSURE TEST, ~FLUSH COOLER LINES AND CLEAN OUT TRANS & ALIGN
868	Vue	2003	5GZCZ43D13S801813	9/4/2009	K7104	84112	\$3,278	CUST STATES VEH WILL NOT GO INTO REVERSE...TECH IN SPECTED AND FOUND TRANS HAS NO REVERSE AND IS SLUG GISH ON ACCELERATIONWITHWINDING TYPE NOISE...TEC H REMOVED TRANS AND INSPECTED AND FOUND DAMAGE TO REVERSE CLUTCH HUB ASSY AND CASE ASSY AND ALSO FOUNDSCORING ON BELT AND PULLEYS, TECH REPLACED TRAN S ASSY AND REALIGNED FRONT END AND TESTED FOR CONC ERNS.	calss action suit

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
869	Vue	2003	5GZCZ33D73S839573	9/18/2009	K7000	84116	\$3,994	TRANS HAS VERY LOW LINE PRESSURES AND VERY DELAYED ENGAGEMENT FROM VALVE BODY LINE PRESSURE CONTROL FAULTS. ALSO HAS LOUDCHAINNOISE AND DRIVE CLUTCH NOISE. RAN DIAGNOSTIC SCAN AND FLUID PRESSURE TEST FOUND OPSI AT IDLE AND MAX 140PSI. DISASSEMBLEDTRANS ANDMADE PARTS VS REPLACEMENT ESTIMATE. REPLACED TRANSASSEMBLY, REPROGRAMMED TCM WITH LATEST SOFTWARE, REALIGNED FRONT TOE-IN, REPLACED COOLER LINES. TEST DROVE AND ALL WORKING AS DESIGNED. TAC CASE #11038015(DAN ROWLEY)	Approved! CUST STATES THERE IS LOUD NOISE FROM TRANSMISSION, CHECK AND ADVISE TRANS HAS VERY LOW LINE PRESSURES AND VERY DELAYED ENGAGEMENTFROM VALVE BODY LINE PRESSURE CONTROL FAULTS. ALSO HAS LOUD CHAIN NOISE AND DRIVE CLUTCH NOISE. RAN DIAGNOSTIC SCAN AND FLUIDPRESSURE TEST FOUND OPSI AT IDLE AND MAX 140PSI. DISASSEMBLED TRANS AND MADE PARTS VS REPLACEMENT ESTIMATE. REPLACED TRANSASSEMBLY, REPROGRAMMED TCM WITH LATEST SOFTWARE, REALIGNED FRONT TOE-IN, REPLACED COOLER LINES. TEST DROVE AND ALL WORKING ASDESIGNED. TAC CASE #11038015(DAN ROWLEY) TRANSMISSION ASSEMBLY - REPLACE
870	Vue	2003	5GZCZ33D93S894011	7/16/2009	K7000	84150	\$3,831	CUST STATES WHEN DRIVING RPM'S GO UP BUT VEHICLE N OT GOING TECH TEST DROVE CONFIRMED CONCERN CASE HA LF WAS REPLACED 06/26/09 RO292690 MILEAGE 83156 TECH WAS INFORMED TO REPLACE TRANS AFTER REPAIR TE ST DROVE OK	Comments do not explain why v/ returned, why trans. vs. case half as outlined in the special policy. ~A AUTH PER FOM RESTRICTED LABOR OP
871	Vue	2003	5GZCZ33D83S807764	7/27/2009	K7104	84155	\$3,288	VERIFIED CUSTOMER CONCERN OF NOISE FROM TRANSMISSI ON. PERFORMED DRAIN AND REFILL/FLUSH WITH ADDITIVE AND ROADTESTED. TRANSMISSIONWAS STILL NOISY.PERFO RMED LINE PRESSURE TEST, FOUND PRESSURES LOW.REPLA CED CASE COVER AND FILTER AND REASSEMBLED TRANSMIS SIONAND ROADTESTED. SET FRONT TOE, NOW OPERATES A S DESIGNED.	~2.9 REQUESTED FOR DRAIN AND FILL, LINE PRESSURE A ~ND ALIGNMENT
872	Vue	2003	5GZCZ33D13S859981	7/21/2009	K7104	84312	\$3,288	PERFORMED INSPECTION OF TRANS,FOUND CODES #P0841/ P1758,FOUND FLUID LEAK AT CASE COVER CAUSING BELT TO SLIP,NOISE COMING FROM FINALDRIVE ASSEMBLY, LACK OF LUBE,REPLACED FINAL DRIVE ASSEMBLY,COST ANALYSIS OF REPAIR \$3771.00 REPLACE \$4985.00 CUSTOMER PAYING\$1257.00	~SPECIAL VTI POLICY REPAIR

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
873	Vue	2003	5GZCZ33D23S914793	8/27/2009	K7104	84363	\$3,988	===== ===== CUST STATES CRUISE CONTROL WORKING WHEN ENGINE, TECH VERIFIED FOUNDVTIPRESSUREDROPPING TO BELOW 3 00 PSI REPLACED VALVE BODY AND TRANS CASE HALF AN D TORQUE CONVERTER TO CORRECT TECH ROAD TESTEDOKAT THISTIME. CUST IN RENTAL FOR 4 DAY RENTAL FROM HERTZ	A-AUTH
874	Vue	2003	5GZCZ43D53S833406	8/19/2009	K7000	84429	\$3,033	C-VEHICLE DOES NOT MOVE C-BELT BROKEN C-REPLACED TRANSMISSION, FLUID,& ADDITIVE, ALIGNED	Per agreement with prior DVM. CUSTOMER PARTICIPATION dvm approve claim..djm....10-1-09. ~75/25 SPLIT
875	Vue	2003	5GZCZ43D83S889145	9/24/2009	K7000	84444	\$4,270	VERIFIED CONCERN. PERFORMED NEEDED DIAGNOSTICS/PRE SSURE TESTS. LINE PRESSURE BELOW COMMANDED SPEC. FLUID BURNT/METALCONTAMINATION.INTERNAL TRANS FAULT. NECESSARY TO REMOVE AND REPLACE VTI TRANS ASSEMBLY. REFILLED WITH NEW FLUIDANDADDITIVE. ROADTESTED FORPROPER OPERATION. OK.	ok to pay customer participation ok to pay VERIFIED CONCERN. PERFORMED NEEDED DIAGNOSTICS/PRE SSURE TESTS. LINE PRESSURE BELOW COMMANDED SPEC. FLUID BURNT/METALCONTAMINATION.INTERNAL TRANS FAULT. NECESSARY TO REMOVE AND REPLACE VTI TRANS ASSEMBLY. REFILLED WITH NEW FLUID AND ADDITIVE. ROADTESTED FORPROPER OPERATION. OK. VTI known concern VERIFIED CONCERN. PERFORMED NEEDED DIAGNOSTICS/PRE SSURE TESTS. LINE PRESSURE BELOW COMMANDED SPEC. FLUID BURNT/METALCONTAMINATION.INTERNAL TRANS FAULT. NECESSARY TO REMOVE AND REPLACE VTI TRANS ASSEMBLY. REFILLED WITH NEW FLUID AND ADDITIVE. ROADTESTED FORPROPER OPERATION. OK. VTI known concern

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
876	Vue	2003	5GZCZ43D53S861173	7/31/2009	K7000	84681	\$3,960	TECH ROAD TESTED INSPECTED FOUND TRANSMISSION CHURPING LINE PRESSURE TESTED 120 IDLE 525 AT 1300 RPMS FOUND TRANSMISSION COOLERLINES FAULTY REPLACED TRANSMISSION ASSEMBLY AND COOLER LINES SET TRANMISSION FLUID LEVEL REPROGRAMED TCM ROAD TESTED-OK	Replaced transmission. Claim paid pending further review ~VTI TRANSMISSION
877	Vue	2003	5GZCZ43D13S833838	8/24/2009	K7000	84721	\$4,056	TECH REPLACED VTI TRANSMISSION DUE TO EXCESSIVE NOISE	Authorization to replace transmission assembly. vti replacement less than 100,000 mi
878	Vue	2003	5GZCZ33DX3S834254	8/17/2009	K7104	84856	\$3,309	C\S CAR WILL BARELY MOVE SLIPPING CODE 1882 PRESNE T R AND R TRANS REPLACED CASE COVER TORQUE CONVERT ER DUE TO DEBRIS AND HEAT ANDCOOLER LINES TSB 040730024E 1 DAY RENTAL VIN 1G2ZH57N594108400E	~ORIGINAL OWNER COVERED VP
879	Vue	2003	5GZCZ33D73S841632	7/29/2009	K7104	84909	\$3,474	C/S TRANS IS HESITATING WHEN ACCLERATING. TECH TEST DROVE AND SCANNED TCM-FOUND P1758 - TRANS DRIVE RATIO W/ODRIVESELECTED,PERFORMED TSB 05-07-30-004. REPLACED CASE COVER ASM AND TORQUE CONVERTER, PERFORMED ALIN FROM REPAIRS	ALL REPAIRS PER APPROVED PER BRIAN MICHELIN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
880	Vue	2003	5GZCZ33D73S841632	8/4/2009	K7000	84931	\$4,195	<p>C/S TRANS HESITATING WHEN ACCLERATING. TECH TEST DROVE AND VERIFIED CONCERN, SCANNED ECM/TCM-NO DTC CHECKEDINPUTANDOUTPUTSENSORS-OK. TECH PERFORME D LINE PRESSURE TEST AND FOUND OK. TECH SUSPECT PROB IN CASE COVER THAT WAS JUST REPLACED.DUETONUMBEROF DAYS DOWN FOR PREVIOUS REPAIR SVC MGR APPROVED REPLACING THE TRANS AND FLUSHED COOLER AND SET ALIGNMENT FROM REPAIRS</p>	<p>OK - doug                      Doug, First repar was done per bulltin, Vehicle return full of metal, Had completely flushed system first time. For customersatfication we replaced trans insted of anouther repair. Saturn Customer Assistranc was also involved and pushing for replacementper Customer Replaced. This was reviewed by Brian. Please Advise. Sarah looks like a comeback.. did not make it 30 days... will review in person. doug                      Doug, Comparason and alignment sheet are ATTACHED TO THE SO. OLN ALIGNMENT .6 ADJUSTMENT OF THE LEFT FRONT CAMBER .4, FRONT TOE.2CHECK PRESSURE .5 WITH A TOTAL OF 2.0. the 4 DAYS OF RENTAL IS DUE TO THE TRANSMISSION NEEDING TO BE ORDERED. sARAHCommentsDate Time Stamp SourceCode Approver VersionType Version Comment20090901 16:09 DW Not Available IC 0003 Doug, Comparason and alignment sheet are ATTACHED TO THE SO. OLN ALIGNMENT .6 ADJUSTMENT OFTHE LEFT FRONT CAMBER .4, FRONT TOE .2CHECK PRESSURE .5 WITH A TOTAL OF 2.0. the 4 DAYS OF RENTAL IS DUE TO THE TRANSMISSIONNEEDING TO BE ORDERED. sARAHAttached File(s) [Top]                      Doug, Comparason and alignment sheet are ATTACHED TO THE SO. OLN ALIGNMENT .6</p>
881	Vue	2003	5GZCZ43D73S822634	9/11/2009	K7104	85000	\$3,846	<p>CUSTOMER STATES THE TRANS IS SLIPPING, WOULD NOT GO INTO GEAR AND DELAY GOING INTO GEAR. USUALLY HAPPENS MOST WHEN COLD. CHECKEDANDFOUND NO STORED CODES. ROAD TESTED AND DID NOT FEEL ANY DELAY INTO DRIVE OR REVERSE WHEN HOT OR COLD. NOTED DRIVING PERFORMANCETOBE NORMAL AT THIS TIME. CHECKED FOR BULLETINS AND FOUND DOC#1614535 WITH SERVICE MANAGER APPROVAL REPLACED TRANS. CASE HALFANDTORQUE CONVERTER. RE-ASSEMBLED AND TEST DROVE. ALL OK. HAD 4 WAY ALIGNMENT PERFORMED.</p>	<p>done per class action law suit agreement</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
882	Vue	2003	5GZCZ33D63S897724	8/10/2009	K7104	85002	\$3,743	CUSTOMER STATES TRANS DELAYS ON TAKEOFF--TECH CK CODES-P1758 & P1882--PRESS TEST 75PSI @ 1.0AMP-- 450PSI @ .2AMP--FOLLOW BULL#04-07-30-024E--REPLAC E CASE COVER-COOLER LINES-SPEED SENSOR-VALVE BODY-INSTALL UPDATE CAL-FLUSH- SET FRONT TOE & ROAD TEST.CLASS ACTION SETTLEMENT PENDING	~OH FOR PROGRAM-SET TOE--FILTER & PRESS TEST
883	Vue	2003	5GZCZ33D03S857087	7/13/2009	K7104	85098	\$6,634	CONVERTED	W#000H#000FN000MN000LN000NB238EB000M P000PARTS2-24221233 2-24211013 24211127 15297659 2224228273 24220201 15297655 2-15250985 15234609 2-24211020 15863186 24222291 24226576 2- 15250985 15234609 15297657 24219045 2-15250985 15234609 24220892 152
884	Vue	2003	5GZCZ33D83S824452	9/14/2009	K7000	85114	\$3,268	TECH CONFIRMED NO MOVEMENT AND SERVICE ENGINE LIGHT IS ON WITH P0742,P1758. TECH PRESSURE TESTED AND FOUND THE INTERNAL DRIVE BELTFAILED. TECH REPLACED THE TRANSAXLE AND PERFORMED AN ALIGNMENT. ROAD TESTED OPERATES AS DESIGNED.	ok ~ORIGINAL OWNER. GUEST PAID LABOR
885	Vue	2003	5GZCZ33D33S887037	9/1/2009	K7104	85123	\$3,630	CUST STATES SES LIGHT IS ON VEH FEELS SLUGGISH, L OSES POWER, KICKS INTO GEAR, VERIFIED CONCERN DIAG CODE PO1758 PRESENT, DIAGINTERNAL TRANS FAILURE PERFORM LINE PRESSURE TEST .02 AMPS 780PSI 1.0 AMP PRESSURE 255PSI, NEC TO REPLACE SIDE COVER AND FI LTER ASNEEDED CALIBRATE TCM RESET TOE ON ALIGNMEN T TEST DROVE VEH CLEARED CODE OK AT THIS TIME	~SERVICE DIRECTOR INSPECTED & VERIFIED CONCERN - ~AUTH. VTI TRANS REPAIR
886	Vue	2003	5GZCZ33D93S873837	9/5/2009	K7000	85171	\$4,924	CONVERTED	W#000H#000FN000MN000LN000NB189EB000M P000CUST RPTD TRANS SLIPPING - FND TRANS WITH INTERNAL FAILURE - RE PLACED TRANS ASSM OKD BY MANNY CARREON PQC WILL NOT TAKE CLAIM ON VTI SPECIAL POLICY #04020A FLUSH CODE 6BDZE36 SERIAL# 1148



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
887	Vue	2003	5GZCZ43D93S802613	8/7/2009	K7000	85282	\$3,620	REPLAECD TRANSISSION C/O CAR WILL NOT MOVE--FOUND NO FORWARD OR REVERSE GEARS AT ALL-PRESSURE TESTED--NECESSARY TOREPLACETRANSMISSON AND LINES TO CORRECT	approved. vehicle part of class action suit for replacement of transmission. Customer NOT original owner and less than 100,000 miles,participated 30% per bullitin (1439.03)Transmission not engaging internally
888	Vue	2003	5GZCZ33D63S816866	9/22/2009	K7104	85350	\$4,125	TECH TEST DROVE VEHICLE CAR HAS NO MOVEMENT AT TIM ES STOP PERFORM LN PRESSURE CHECK FAILED PRESSURE 187 PSI AT 3500 RPMREMOVEDTRANS AND DISSAEMBLE C COMPLETE TRANS CLEAN OUT TRANS INSTLLED OIL PUMP IN TERN TRAN FILTER END COVER AND RELATED PARTS	olh for diag,pump fea and cleaning parts for pump
889	Vue	2003	5GZCZ43D83S913475	8/27/2009	K7104	85361	\$5,292	TOW IN CUST STS CK FOR NO DRIVE/REVERSE.CODE PO218 PO842,843,1883,1884,PO722,&1758 STOREDINTERM.PERFORMEDLINEPRESSURETEST-FALLSTO90PSI @ IDLE & 140 @ 1300RPM.LEAKING SIDE COVER CAUSING BLET SLIP PAGEANDCONVERTEROVERHEAT.REPLACECOVER,FILTER&CONVERTER,FLUSHOUTTRANS AND ROAD TEST.VEHICLE MOVES NOW AND MOST CODES REPAIRED-SEE LINE#6.	see above special coverage due to class action law suit replaced cover assembly,see tech comments replaced cover assembly,filter,converter,flush out trans,road test,vehicle now moves and most codes repaired-see line #6 was done per clas action lawsuit same as above tech replaced cover assembly-leaking,replaced cover,filter and converter,also see repair line #6 for other repairs related
890	Vue	2003	5GZCZ33DX3S834254	8/19/2009	K7000	85400	\$4,094	C/S THAT THE VEHICLE WILL NOT ACCLERATE AND RPMS HIGH WITH NO MOVMENT, TECH VERIFIED, FOUND NO TORQUE CONVERTERPRESSUREAPPLIED,FOUND INTERNAL DRIVE BELT MECHANISIM BBROKEN AND METAL SHAVINGS THROUGHOUT, REF KNOXVILL REPAIR INVOICE PREV REP.TECHREPLACED THETRANSAXLE WITH NEW AND RETEST GD	Repl of trans that was prev repl at another Saturn dealer - failed on customer in transit. this is special coverage this was done at other saturnr facilitiy ~REPLACED THE TRANSAXLE AS A RESULT OF FAULTY ~REPAIR FROM SATURN OF KNOXVILLE SO # 281394

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
891	Vue	2003	5GZCZ33D03S838474	9/4/2009	K7000	85500	\$2,650	CUST STATES VEHICLE MAKES A NOISE LIKE SOMETHNG WA S LOOSE. VEHICLE JUST REVS, FEELS LIKE ITS NOT SHI FTING. TECHINSPECTED&VERIFIED NOISE AND CAR WOU LD BARELY MOVE AND WOULDN'T GO INTO REVERSE. TECH PERFORMED LINE PRESSURE TEST 2 AMPS1300-1400RPM553PSI &1.0 AMP AT IDLE 100PSI. TECH FOUND THERE T O BE INTERNAL PARTS FAILURE. TECH REPLACED THE VTI ASSEMBLY TOCORRECT.	Auth VTi Trans. 9/15/09 GEF 9-AUTH
892	Vue	2003	5GZCZ43D13S809524	7/16/2009	K7000	85561	\$4,060	CUSTOMER STATES THERE IS A GRIND NOISE WHILE DRIVING TECH STATES VERIFIED CONCERN GRINDING KNOCKING NOISE AND NO FORWARD MOVEMENTATFIRST DELAYED SHIFT HARSH WHINE GRIND AND SHUDDER FAULTY VTI REPLACED VTI AND ALL RELATED COMPONENTS OPERATING AS DESIGNED	Ok to pay. YET ANOTHER VTICUSTOMER STATES THERE IS A GRIND NOISE WHILE DRIVING TECH STATES VERIFIED CONCERN GRINDING KNOCKING NOISE AND NO FORWARD MOVEMENTATFIRST DELAYED SHIFT HARSH WHINE GRIND AND SHUDDER FAULTY VTI REPLACED VTI AND ALL RELATED COMPONENTS OPERATING AS DESIGNED
893	Vue	2003	5GZCZ33D43S858484	9/17/2009	K7104	85764	\$3,488	VERIFIED CONCERN, TRANS IS SLIPPING, FOUND VALVE BODY IS STUCK, HAS DAMAGED SIDE COVER, RUN PRETEST HIGH PRESSURE 680 LOW 210REPLACE CASE COVER, VAL VALVE BODY , FILTER. RECALIBRATE TCM AND SET FRONT TOE	~OK'D BY SERVICE MANAGER
894	Vue	2003	5GZCZ33D53S801176	8/21/2009	K7000	85929	\$3,910	CUSTOMER STATES VTI TRANSMISSION WENT OUT, TECH VERIFIED, PER DOC 1344382 TECH REPLACED VTI TRANS- MISSION, TECH REPLACED TRANSCOOLER LINES DURING REPAIR. TEST DROVE ALL OK AT THIS TIME.	Approved ~COVERED AS WARRANTY POLICY PER GUIDELINES
895	Vue	2003	5GZCZ43D63S820602	8/12/2009	K7104	85978	\$3,431	R/R TRANS,REPLACED THE SIDE CASE COVER,TORQUE CONV ETER,COOLER LINES,FILLED FLUID ROAD TESTED GOOD SET FRONT END TOE	~1.0 ADD TIME FOR SETTING THE TOE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
896	Vue	2003	5GZCZ43D93S843033	9/10/2009	K7104	86030	\$3,894	C/S SES LIGHT IS ON AND WHEN ON CRUISE DOES NOT WO RK. TECH PULLED CODE P0842,P1882.TESTDROVE AND FOU ND NOISEY TRANSMISSION.CHECKED LINE PRESSURE.1.0 AMP ACTUAL 220PSI, 02 AMP ACTUAL 562 PSI,PRESSURES LOW.FOLLOWED BULLETIN 05-07-30-004.REPL VTI END COVER,COOLER LINES DUE TO LEAK. VALVE BODY FOR INTERNAL FAILURE,TORQUE CONVERTER DUE TO OVERHEATI NG. REP BOTH AXLE SEALS,LEAKING.PERFORMED ALIGNME NT ADJUSTING FRONT TOE. PERFORMED FLUSH AND FILL TESTDROVE	~OLH FOR DIAG,ADD TIME AND ALIGNMENT
897	Vue	2003	5GZCZ43D53S811874	9/23/2009	K7000	86048	\$5,545	VERIFIED CONCERN NECESSARY TO PRESSURE TEST TRANS1 .0-0 PSI AND .2-0 PSI-REMOVED TRANS INSPECTED TO F IND BELTBROKENNECESSARYTOREPLACE TRANS ASSEMBL Y. RENTAL 1G8ZS57N18F205314	Previously approved claim shorted on parts prices thru global parts were not paid correctly thru global ok to pay REPLACE DUE TO DURABILITY OF PART OLH SHOWN AS DI ~AG AND ALIGNMENT ~REPLACE DUE TO DURABILITY OF PART OLH SHOWN AS DI ~AG AND ALIGNMENT
898	Vue	2003	5GZCZ33D73S842523	9/9/2009	K7104	86061	\$2,295	TECH VERIFIED NOISE FROM VTI TRANS, NO DTC'S, VERY NOISY WHEN DRIVING, PERFORMED LINE PRESSURE CK, 0.2 AMPS 590 PSI, 1.0 AMPSIDLE160 PSI, REC. END COVER AND FILTER TO CORRECT; TECH R&R'D TRANS TO REPLACE END COVER AND FILTER, FLUSHED COOLER LINESPROGRAMMEDTCM AND PERFORMED FRONT TOE ADJUSTMENT.	FOM APPROVED POLICY REPAIR-CSO GENERATED AND WORK ~DONE BEFORE POLICY CHANGE @ 75% POLICY ~FOM APPROVED POLICY REPAIR-CSO GENERATED AND WORK ~DONE BEFORE POLICY CHANGE @ 75% POLICY
899	Vue	2003	5GZCZ33DX3S883616	7/28/2009	K7104	86078	\$4,060	VERIFIED CUST CONCERN, CHK LINE PRESSURE WITH IN SPECS, R&R TRANS FOUND PULLEY BELT SLIPPING, REPLA -CE CASE HALF, FOUNDRATIOCONTROL MOTOR INTERMIT- TENT STUCK.REPLACED VALVE BODY ASSEMBLY TSB 507300 4.7-DAY RENTAL PO# 50404 INV# 274439 CAR IN 7/28,DIAG7/30,ORDER PARTS 7/31,ARRIVE & REPAIR 8/3/09	PB - 8/13/09 Paul, this is a VTI trans, 100% wp original owner to 100K. OLH is for alignment and valve body replacement. V/body LBR reduced foroverlap. Jon Wells 88K is outside of Warranty Goodwill Policy - Denied ~OLH DUE TO DIAG,E2020,K6560,CAR IN 7/28,DIAG 7/30 ~ORDER PARTS 7/31,ARRIVED & REPAIR 8/3/09.WARR POL

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
900	Vue	2003	5GZCZ43D73S816882	9/4/2009	K7000	86231	\$3,818	CUST STATES THE CAR WONT GO JUST MAKES WHINE NOISE TECH REPLACED VTI TRANS ADD .7 TO ALIGN .2 SET TOE AND .2 ROAD TEST	approved ~SPECIAL COVERAGE PER USED CAR UNDER 100K 75% COVE ~RAGE CUST PAYS 25%
901	Vue	2003	5GZCZ43DX3S872671	8/6/2009	K7000	86298	\$2,633	TECH RECONFIRMED SHEAVES BELT BROKEN- TECH REMOVED TRANSAXLE AND REPLACED TRANSAXLE AND RESET ALIGNE MNT SPECS	Authorization for transmission assembly replacement. vti replacemnet, with cust contribution of 1475.00 need to show customer contribution and resub vti replacemnet
902	Vue	2003	5GZCZ33D73S905930	8/11/2009	K7000	86377	\$3,946	CUSTOMER STATES IT SEEMS LIKE THE TRANS WILL NOT LET YOU ACCELERATE. TECH FOUND TRANSMISSION GROWLI NG AND SLIPPING. TECHREPLACEDTHE TRANSMISSION ASSEMBLY AND ALIGNED PER SPECS. RETEST DROVE. ALL OK NOW.	rk ok per bob charles VLi for trans ~POLICY COVERED UNDER TRANS EXTENDED WARRANTY ~FIRST OWNER 100% COVERAGE. 1.0 ADD FOR ALIGNMENT
903	Vue	2003	5GZCZ43D63S814556	8/24/2009	K7104	86613	\$3,635	CODE P0742 - TECH VERIFIED DELAY WHEN PUTTING INTO GEAR AND NOISE FROM TRANSMISSION. INSPECTED AND FOUND SHEEVES BROKEN. REPLACEDSHEEVES, TORQUE CONVERTER, INPUT & OUTPUT SENSORS, TRANSMISSION FILER, CVT FLUID AND CVT ADDITIVE. TEST DROVE TO VERIFY. PERFORMEDALIGNMENT. WITHIN WARRANTY GOODWILL	~WITHIN WARRANTY GOODWILL
904	Vue	2003	5GZCZ33DX3S893787	9/15/2009	K7104	86650	\$2,562	CUST STATES HAVE A TRANS NOISE WHEN DRIVING CHECKED AND VERIFIED NOISE COMING FROM CASE COVER AND ALSO NO MOVEMENT ATTIMESDETERMINED TO HAVE I NTERNAL LEAK IN CASE COVER ASSEMBLY REPLACED CASE COVER, TORQUE CONVERTER, COOLER LINES FILTER AND FLUSHCOOLER LINES ROAD TEST AND CONFIRMED REPAIR	customer payed 811.00 ded ~NEC TO REPLACE FILTER AND THE COOLER LINES ~CP-\$811 FOR PARTICIPATION
905	Vue	2003	5GZCZ33D13S847376	7/30/2009	K7000	86687	\$2,321	CUSTOMER HAD REPLACEMENT OF VTI TRANS COMPLETED AT HODGE TRANSMISSION 265 BROADFORD RD 15425. TOTAL BILL 2968.00. TOW 126.75.CUSTOMER REIMBURSED 75% OF TOTAL BILL AMOUNT COMES TO 2321.06.	ok per cac ~NET ITEM REIMBURSMENT AMOUNT. W

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
906	Vue	2003	5GZCZ33D63S867641	8/20/2009	K7000	86727	\$3,777	TECH VERIFIED CUSTOMER COMPLAINT, FOUND TRANS MAKI NG LOUD WHINE NOISE AND WOULD NOT GO INTO DRIVE OR REVERSE DUETOINTERNALMALFUNCTION IN TRANS. REPLACED TRANS. TO CORRECT PROBLEM. ADDL LABOR OPP. CODE E2020 .60 ADD .20	jbb mike the 25% has already been removed customer paid \$1395 discussed with service manager VTI CLASS ACTION CLAIM. CUSTOMER PAID 25%
907	Vue	2003	5GZCZ43D13S801116	9/14/2009	K7000	86913	\$3,966	CUSTOMER STATES HAVING TRANS ISSUES .. VUE WILL NO T MOVE INTERMIT.. CAUSE CODEP1758 .. NEC TO TAKE P RESSURE RADINGS WHEN HOTO.2AMP @ 1400 RPMS.. & 1.0 AMP @ IDLE .. PRESSURE WAY OUT OF NORMAL RANGE ... TRANS NOISEY HAD DERIS PRESENT WHEN DRAUN PLU G WASREMOVED NEC TO REPLACE TRANS TO RESOLVE CUSTOMER CONCERN UNDER 1ST OWNER 100% PLICY UP TO 100K ..CUSTOMER SATISFIED	dvm approved.
908	Vue	2003	5GZCZ33DX3S897967	7/16/2009	K7000	86918	\$3,959	TECH VALIDATED CONCERN-TECH FOUND VEHICLE WOULD NOT PULL IN THE FORWARD GEAR-TECH HEARD NOISE INSI DE TRANSMISSION-NEC TOREPLACEAND RETESTED	ok andy SPECIAL POLICY VTI TRANS ~SPECIAL POLICY VTI TRANS
909	Vue	2003	5GZCZ43D93S872354	9/10/2009	K7104	87045	\$3,799	VERIFIED SHIFT CONCERN P1758 STORED -FLUID DARK AN D FINE METAL -REMOVED SIDE COVER FOUND CRACKED BUR NT WARPED CLUTCHES- REPLACEDTRANS VLV BDY SIDE CO VER AND TORQUE CONVERTER PERF BULLETIN -REPLACED F I;LTER FLUSHED LINES AND CLEARED CODES ROAD TESTO K	policy repair car out of warr by POLICY REPAIR- PARTS WARR OUT BY 5K MILES AND BY 2 ~MONTHS-CUSTOMER PAYING \$100 TOWARD REPAIRpolicy repair car out of warr byCommentsDate Time Stamp SourceCode Approver VersionType Version Comment20090919 01:04 DB Not Available IC 0001 ~POLICY REPAIR-PARTS WARR OUT BY 5K MILES AND BY 2 ~MONTHS-CUSTOMER PAYING \$100 TOWARDREPAIRAttached File(s) [Top] ~POLICY REPAIR-PARTS WARR OUT BY 5K MILES AND BY 2 ~MONTHS-CUSTOMER PAYING \$100 TOWARD REPAIR
910	Vue	2003	5GZCZ43D33S808813	8/20/2009	K7000	87074	\$2,774	FOUND TRANS NOT OPERATING IN ANY GEAR,REPLACED TRA NS ASSEMBLY AND PERFORMED ALIGNMENT TO REPAIR VEH, ALL IS FINE.CUSTOMER ISPAYING1082.87.	jaj CUSTOMER ISPAYING 1082.87. Not original owner. jbw

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
911	Vue	2003	5GZCZ33D03S840404	7/13/2009	K7104	87095	\$1,830	CUST STATES WHEN ACCELERATING, THE CAR SEEMS TO BE WORKING HARDER THAN IT USE TO. ALSO MAKING A WHIRL ING, GRINDING NOISE.TECHINSPECTED & FOUND THE PR ESSURES TO HIGH & THE FLUID CONTAMINATED. TECH REB UILT TRANSMISSION. TOOK OUT ON TEST DRIVE & FOUNDSTILLMAKING NOISE. TECH PROCEEDED TO NEXT STAGE A ND REPLACED THE CASE HALF. SEE MORE NOTES	A-AUTH
912	Vue	2003	5GZCZ43D73S839045	7/10/2009	K7104	87192	\$2,988	C.S. WAS DRIVING VEHICLE, TRANS STARTED TO MAKE WHINE NOISE, TRANS JUST REPAIRED TECH VERIFIED CONCERN. CONTACTED TECHNICALASSISTANCE. ADVISED TO REPLACED FAULTY COVER ASSEMBLY, FLUID PUMP AND SPEED SENSORS, AND FILTER. TECH PERFORMED PRESURE TEST: .2AMP @ 1300 - 1400RPM @ 165 PSI 1.0 AMP @ IDLE 75 PSI BOTH BELOW SPEC, PERFORMED RECOMMENDED REPAIRS : FLUSHED COOLER AND ALIGNED.TECH ROAD TESTED ALL OPERATION AS DESIGNED AT THIS TIME.	~NEW COVER ASSY FAILED AFTER 157 MILES- CALLED TAC ~10927654---REPLACE AGAIN
913	Vue	2003	5GZCZ33D23S886283	9/28/2009	K7000	87202	\$4,141	TECH STATES LOUD NOISE FROM TRANSMISSION WHEN DRIVING. FOM OK ADD ON. HAD A CODE STORED (P0842) INTERNAL FAILURE OF CHAIN. TECHINSTALLED NEW TRANSMISSION ASSEMBLY. ORIGINAL OWNER.	Customer promised coverage prior to law suit termination notification. ~SPECIAL POLICY ADJUST OUT OF VTI POLICY ~FOM AUTHD, CUSTOMER SATISFACTION
914	Vue	2003	5GZCZ33D83S902163	7/13/2009	K7104	87238	\$3,138	CUSTOMER STATES AT TIMES VEHICLE WILL NOT MOVE VERIFIED CONCERN FOUND CODE P1882 AND TRANS WILL NOT MOVE FOLLOWED STEPS IN BULLETIN040730024E AND REMOVED TRANS AND DISSASSEMBLED REPLACED CASE CAO VER AND FILTER REASSEMBLED TRANS AND TEST DROVE CO DE ELIMINATED	~REPAIR OK PER C/A LAWSUIT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
915	Vue	2003	5GZCZ43D43S848611	9/21/2009	K7000	87275	\$3,916	CHECKED AND CONFIRMED CONCERN, DRAIN FLUID AND FOUND DEBRI FROM DRIVE BAND, RECOMMEND TRANSMISSION ASSEMBLY, REPLACED TRANSMISSION UNDER SPECIAL POLICY COVERAGE, TOPPED OFF FLUID AND TEST DROVE VEHICLE, VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.	<p>Claim approved.</p> <p>REJECTED: 'Special policy is 5/75K and this vehicle does not qualify. Therefore, some customer participation should have been collected. Please adjust parts markup to 20% for store participation to help cover repair.' DONE.</p> <p>Special policy is 5/75K and this vehicle does not qualify. Therefore, some customer participation should have been collected. Please adjust parts markup to 20% for store participation to help cover repair.</p> <p>CHECKED AND CONFIRMED CONCERN, DRAIN FLUID AND FOUND DEBRI FROM DRIVE BAND, RECOMMEND TRANSMISSION ASSEMBLY, REPLACED TRANSMISSION UNDER SPECIAL POLICY COVERAGE, REF MSG# G_0000020717, TOPPED OFF FLUID AND TEST DROVE VEHICLE, VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
916	Vue	2003	5GZCZ43D13S907193	8/11/2009	K7104	87411	\$2,773	<p>CUSTOMER STATES TRANS NEEDS TO BE REPLACED AND SES LIGHT IS ON VERIFIED CONCERN FOUND CODES P1882,P07 00,P0701 FORTRANSMISSIONPERFORMED PRESSURE TEST AND FOUND @ IDLE AND 1.0 AMPS PRESSURE IS LOW 110 PSI, THE PUMP IS MAKING LOUD WHINING NOISEDUE TOINTERNAL FAILURE,TRANS LEAKING FLUID AT CONVERTER SEAL AND RIGHT SIDE AXLE SEAL. PERFORMED BULLETIN 05-07-30-004 REPLACEDCASECOVER ASSEMBLY,TORQUE CONVERTER ASSEMBLY, FLUSHED COOLER LINE AND REPLAC ED TRANS FILTER.ALSO REPLACED PUMP DUE TO NOISE ANDPRESSURES BEING LOW.REPLACED TORQUE CONVERTER SEAL AND RIGHT SIDE AXLE SEAL.PERFORMED TCM UPDATE AND INSTALLED NEWESTCALIBRATION,INSTALLED NEW FLUID AND ADDITIVE.PERFORMED ALIGNMENT ADJUSTED FRT AND REAR TOE AND REAR CAMBER,TEST DROVE CAR NOWOPERATING ASDESIGNED. RDM IS BINDING AND LOC KING UP DUE TO INTERNAL FAILURE REMOVED RDM AND RE AR AXLES AND DRIVE SHAFTSO IT CANBE DRIVEN ASFWD CUSTOMER WILL TAKE CAR TO GET RDM REPLACED CUSTOMER PARTICIPATION OF 25% OF REPAIR (924.50) PLUS TAX</p>	<p>customer participation for warranty repair 75/25 customer participation amount \$924.50 for vti repair                      ~OLH FOR ALIGNMENT, DIAG,TEST DRIVING AND REPLACIN ~G PUMP, RIGHT SIDE AXLE SEAL FLUID FILTER</p>
917	Vue	2003	5GZCZ33D43S832578	9/22/2009	K7000	87523	\$4,262	<p>TROUBLE SHOOT TRANSMISSION GROWL NOISE. CHECK FLUID BURNT AND METAL IN FLUID. LINE PSI IS LOW. BAD TRANSMISSION PLUS HASALREADYHADCASE HALF REPLACED. R&amp;R TRANSMISSION. FLUSH COOLER LINES RESET CAMBER AND TOE. TRANSMISSION MOUNT WAS BROKEN UPONREMOVAL.                      R&amp;RFRONTTRANSMISSION MOUNT.</p>	<p>approved                      vti class action claim                      vti class action claim</p>



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
918	Vue	2003	5GZCZ33D63S832288	8/27/2009	K7104	87527	\$3,615	TECHNICIAN CALLED T.A.C. AND WAS ABLE TO CORRECT GUAGE ISSUE.LINE PRESSURE WAS GOOD (750 PSI).RE- PLACED END COVER AND FOUND THETORQUE CONVERTER WAS DISCOLORED,AND THE RIGHT AXLE SEAL WAS LEAKING REPLACED THE END COVER,TORQUE CONVERTER AND AXLE SEAL.	~OK TO GOODWILL 100% PER CLASS ACTION GUIDELINES ~ORIGINAL OWNER.OLH FOR ADD TIMES AND AXLE SEAL
919	Vue	2003	5GZCZ43D33S850821	9/28/2009	K7104	87553	\$4,665	CONVERTED	W#010H#010FN005MN000LN007NB109EB000M P00031984629183198462918KARENBECKICKAREP LACE COVE ASSEMB. NUMEROUS BULLETINS. DISC WITH REP EARLI
920	Vue	2003	5GZCZ43D73S909000	9/8/2009	K7104	87612	\$2,675	GUEST STATES THAT CHECK ENGINE LIGHT AND REDUCED P OWER LIGHT ON--CODE STORED P1882. LAST WEEK CHUNKI NG INTO 2ND GEAR.-- POSSIBLEEXPENSE TO GUEST UP T O \$1100.00 IF A WARRANTED CONCERN--ADVISE TECH CONFIRMED SES LIGHT AND REDUCED POWER LIGHT L OCK P1882CURRENT DROVE SHORT DISTANCE AND VERIFIE D NO RETRO CONTROL REFERENCED BULLETIN 050730004 FLUID PRESSURE OK AT .2AMP/650PSI1.0AMPS/200PSI CAUSAL PART CASE COVER REPLACED CASE COVER, FLUID FILTER, TRANS COOLER LINES AND TORQUE CONVERTOR RE PROGRAMMED TCMAND CLEARED CODES FILL FLUID TO FU LL AND DROVE VERIFIED PROPER OPERATION, ALIGNMENT SET FRONT/REAR TOE TO SPECS	~EXTENDED VTI COVERAGE CUSTOMER PAID LABOR OF \$880 ~.28

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
921	Vue	2003	5GZCZ43D83S916165	8/31/2009	K7000	87714	\$5,518	REPLACED TRANSMISSION, LINES AND COOLER TO COR- RECT. POLICIED REPAIR AS A GOODWILL GESTURE FROM THE SERVICE DEPT AS PERSERVICEMGR. C/O SES LIGHT/REDUCED POWER LIGHT ON FOUND CODES P0700/P0701/P1882-FLUID BURNT/METAL THRU OUT-NECES SARY TOREPLACETRANMISSION ASSEMBLY WITH LINES CUSTOMER W/EXCELLENT SERVICE HISTORY-WP RPR	approved. REPLACED TRANSMISSION, LINES AND COOLER TO COR- RECT. POLICIED REPAIR AS A GOODWILL GESTURE FROM THE SERVICE DEPT AS PERSERVICEMGR. C/O SES LIGHT/REDUCED POWER LIGHT ON FOUND CODES P0700/P0701/P1882-FLUID BURNT/METAL THRU OUT-NECES SARY TOREPLACETRANMISSION ASSEMBLY WITH LINES CUSTOMER W/EXCELLENT SERVICE HISTORY-WP RPR
922	Vue	2003	5GZCZ33D43S840907	8/6/2009	K7000	87726	\$2,852	NO MOVEMENT IN DRIVE OR REVERSE. NECESSARY TO REP LACE TRANS ASSY, COOLER LINES AND RECALIBRATE TCM ADD TIME FOR OIL PRESSURETEST.50, TCM UPDATE .30 OIL COOLER LINE .30 AND ALIGN 1.0 FRONT TOE	Approved. mjc,dvm customer participated 25%-second owner less than 100k miles
923	Vue	2003	5GZCZ43D73S807843	8/12/2009	K7000	87825	\$3,948	CUSTOMER STATES THE TRANSMISSION IS MAKING A NOISE .TECH TEST DROVE VEHICLE AND VERIFIED CUSTOMERS CO NCERN.FOUND A LOUD NOISECOMING FROM THE VTI TRANS MISSION ASSSEMBLY.REPLACED TRANSMISSION, FLUSHED T RANSMISSION COOLER LINES,TEST DROVE AND RE-CK'D.NO ISEIS GONE-OPERATING PER DESIGN.PART WAS ORDERED 8/12/09 @ 87451 MILES .VEHICLE RETURNED FOR REPAIR -S 8/20/09 @ 87825 MILES.	it is ok topay ~FIRST OWNER
924	Vue	2003	5GZCZ33D23S814404	8/8/2009	K7000	87880	\$3,278	CUSTOMER STATES THE VEHICLE HAS BEEN SITTING FOR 2 YEARS BECAUSE THE TRANS SLIPS. TECH STATES THE TRANS HAS ANINTERNALFAILURE-REPLACED VTI TRANS TO CORRECT CONCERN 75/25 SPLIT	75% vti trans 75/25 split customer paid \$1053.57 plus tax

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
925	Vue	2003	5GZCZ33D43S860767	7/27/2009	K7000	87900	\$2,897	C/S CAR DIES AND SLIPS AT TIMES FOUND TCC SLIP 10 RPM OR LESS ENGINE STALL STICKING VALVE IN BODY CA USED TORQUE CONVERTER TO OVERHEAT REPALED TRANSMISSION ASSY DUE TO BODY CASE AND CONVERTER BAD CUSTOMER PAID 25% OF REPAIR	APPROVED AFTER REVIEW SECOND OWNER BETWEEN 75K - 100K CUSTOMER PAID 25% OF REPAIR TOTAL CUSTOEMR PAY 975.00 how are u submitting claim less 25% customer pay???? transmission replacement customer paid 975.00 of repair
926	Vue	2003	5GZCZ33D43S843404	7/22/2009	K7000	88048	\$2,667	REPLACED TRANSMISSION ASSEMBLY; DUE TO VTI BELT BEING BROKEN INSIDE TRANSMISSION; WARRANTY SPECIAL POLICY REPAIR UNDERSPECIAL COVERAGE	Processed per information given by dealers. All claims are subject to review. vehicle is a vti repair
927	Vue	2003	5GZCZ33D83S889897	9/19/2009	K7104	88108	\$3,934	CUST STATES WHEN IN REVERSE TRANS MAKES NOISE VERIFIED, PER DOC 1614535 REMOVE TRANS TO REPLACE CASE COVER, TORQUE CONVERTER, VALVE BODY, FILTER I NSTALL TRANS FILL TO CORRECT LEVEL, ADD SUPPLEMENT VERIFY LATEST CAL IN TCM, 24235202, SET FRONT AND REAR TOE, ROADTEST, NOW WORKING AS DESIGNED	~SERVICE MANAGER AUTH. VTI TRANS REPAIR- OLH IS FOR ~RELTAED REPAIR/ALIGNMENT
928	Vue	2003	5GZCZ33DX3S903606	8/15/2009	K7000	88117	\$4,245	TECH FOUND TRANS HAD NO FORWARD GEARS- HAS REVERSE AT TIMES. NO CODES PRESSURE AT .2 AMPS RPM 1300 693PSI 1.0AMP IDLE 196 PSIOK-REMOCVE TRANS TEAR DOWN-FOUND CASE DAMAGE AT REVERSE CLUTCH SNAP RING CAME OUT AND BROKE CASE-TECH REPLACED TRANS AND ALIGN FRRTTOE.	approved ~FOM APPROVED ADD TIME FOR ALIGNMENT AND TEARDOWN ~RE-ASSEMBLE FOR DIAG- REPLACED TRANS 4 CASE DAMAGE
929	Vue	2003	5GZCZ43D13S835993	9/17/2009	K7104	88175	\$3,691	C/S VEG SKIPS & RPMS HI. VEH STOPPED, WOULDN'T MOVE TOWED IN. VERIFIED NO DRIVE OR REVERSE. LINE PRESS TEST- OK. TRANS NOISY. REMOVE TRANS, REPLACE CASE COVR VALVE BODY, TORQUE CONV & FILTER. REINSTALL TRANS. RAN ON LIFT TO WARM UP, HAD GOOD REVERSE & DRIVE AFTER APPROX 20 SECONDS NO REVERSE OR DRIVE..	~TRANS COVER JUST REPLACED ON 3-17-09 @76134 MILES ~IN BY TIME OUT BY ONLY 41 MILES COVER UNDER POLICY

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
930	Vue	2003	5GZCZ33DX3S911947	7/30/2009	K7000	88254	\$4,101	CHECK INTERMITTENT NOT MOVING. PRESSURE TEST, LOW AND OUT OF SPEC. REPLACE TRANSMISSION AND PROGRAM. ALIGN SUSPENSION. CAR RENTAL2DAY	bp CHECK INTERMITTENT NOT MOVING. PRESSURE TEST, LOW AND OUT OF SPEC. REPLACE TRANSMISSION AND PROGRAM. ALIGN SUSPENSION. CAR RENTAL2DAY.Ok per Bob Charles for repairs
931	Vue	2003	5GZCZ43D83S843721	7/20/2009	K7104	88284	\$3,214	CUSTOMER STATES VEHICLE IS SLOW TO ACCELERATE VERIFIED CONCERN FOUND AND LOUD GRIND NOISE FROM TRANS DURING ACCELERATION FLUIDLEVEL OK CODE P1758 SET FOLLOWED STEPS IN BULLETIN 040730024E REMOVED TRANS REPLACED FAULTY CASE COVER AND FILTER ASSYTEST DROVEAFTER REPAIR NOISE ELIMINATED NO CODES SET	~POLICY PER C/A LAWSUIT
932	Vue	2003	5GZCZ33DX3S910426	7/14/2009	K7000	88300	\$4,592	DUPLICATED CONCERNS FOR VEHICLE, FOUND DTC P0841, P1750, FOLLOW BULLETIN #1614535, REPLACED CASE COVER FAILED TORQUECONVERTERBURNT, SIDE DIFFERENTIAL BEARING BAD AND CASE HALF DAMAGED, REPLACED TRANSMISSION ASSEMBLY, COMPLETED ALIGNMENTtime line for the 9 day rental day 1 veh came in late day 2 diag. trans day 3 week end day 4 week end day 5 order parts day 6waiting for parts day 7 still waiting for parts day 8 repaired the veh and test drove day 9 test drove customer picked up veh.	ongoing concern with trans noise - approved unit replacemnt Ray the time line is in tech comments.thank youMarsha
933	Vue	2003	5GZCZ33D83S845429	9/15/2009	K7000	88308	\$3,961	R & R AUTOMATIC TRANSMISSION AND PERF.ALIGNMENT. WARRANTY 12MONTHS 12K MILES WHICH EVER COMES FIRST TECHNICAL IDENTIFIED NOISECOMING FROM DIFFERENTIAL IN TRANS.OBTAINED FLUID SAMPLE, FLUID BURNT & CONTAMINATED WITH METAL.INTERNAL FAILURE AT TRANS.PERFORMED ALIGNMENT AFTER TRANS WAS REPLACED.	ok ~FOLLOWED CLASS ACTION SUIT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
934	Vue	2003	5GZCZ33D23S861318	8/31/2009	K7000	88339	\$2,900	CK AND FOUND VEHICLE NOT MOVING IN FWD OR DRIVE W/ LOUD GRIND AT TRANS. R&R TRANS AND FOUND METAL IN THE FLUID AND FOUND METAL THROUGHOUT THE UNIT DUE TO A BROKEN METAL BELT. REPLACED THE UNIT TO CORRECT AND OK AT THIS TIME.	ok Used vehicle w/88344 miles, used owner. Vti replacement under class action guidelines - customer pays 25%, vp 75% of repair. FOM authorized replace of unit due to contaminate throughout the vti unit and fluid from the metal belt having come apart. ~75% VP, 25% CP PER CLASS ACTION GUIDELINES FOR ~USED UNIT W/88339MI. APPR. UNIT REPL DUE TO CONT.
935	Vue	2003	5GZCZ33D43S895051	8/17/2009	K7104	88379	\$3,063	VERIFIED CONCERN CODES P0741 TORQUE CONVER STUCK P0841 TRANS FLUID PRESS. SENSOR AND P1758 TRANS RANGE NO DRIVE RATIO PERFORMED PRESSURE TEST 0 PSI AT IDLE REMOVED TRANS AND DISSASSEMBLED BELT STRETCHED AND SOME TEETH MISSING NESS TO REPLACE CASE COVER TQ CONVERTER AND VALVE BODY REASSEMBLED ALIGN FRONT END AND ROAD TEST OK	Repaired under VTI Settlement Guidelines Saturn = 75%, Owner = 25%
936	Vue	2003	5GZCZ33D43S915458	9/8/2009	K7104	88461	\$3,487	SES LIGHT IS COMING ON AND CAR IS HESITATING-TEST DROVE AND VERIFIED THE HESITATION-FOUIND CODE P1882- FOLLOWED BULLETIN 05-07-30-004-REPLACED THE CASE COVER, TORQUE CONVERTER, FILTER, AND ALSO THE COOLER LINES-ALIGNED AND ROAD TESTED ALL OK	Policy SES LIGHT IS COMING ON AND CAR IS HESITATING-TEST DROVE AND VERIFIED THE HESITATION-FOUIND CODE P1882- FOLLOWED BULLETIN 05-07-30-004-REPLACED THE CASE COVER, TORQUE CONVERTER, FILTER, AND ALSO THE COOLER LINES-ALIGNED AND ROAD TESTED ALL OK ~ADD TIME FOR TRANS FILTER, OIL COOLER LINES, ~AND ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
937	Vue	2003	5GZCZ43DX3S902090	8/31/2009	K7104	88506	\$3,676	C/S HEARS NOISE IN TRANS & HAS HESITATION ON ACC. TECH PRESSURE TESTED TRANS.PRESSURE OUT OF SPECS. TEST DROVE VEHICLE & HEARD LOUDWHINE NOISE & BAD HESITATION IN FORWARD & REVERSE. FOUND CODE P1758 IN TCM. REMOVED TRANS & REPLACED CASE HALF,PUMP, FILTER, VALVEBODY,COOLER LINES, & SPEED SENSORS FILLED WITH FLUID.TEST DROVE VEHICLE, OPERATING OK AT THIS TIME. (PRESSURE TEST=.2 AMPS-1400RPM- 525 PSI/1.0 AMP-IDLE-325 PSI)	~.5 OLH FOR PRESSURE TEST/.3 OLH TO REPLACE FILTER ~WARRANTY POLICY-KNOWN VTI CONCERN
938	Vue	2003	5GZCZ33D43S881215	7/20/2009	K7104	88546	\$2,985	INTERNAL CONCERNS GM SPECIAL POLICY FACTORY REPAIRS VTI TRANS CASE HALF SCAN TESTING DTC P0700/P0842 INTERNAL VTI FAILURE GEARSAND CASE REPLACED CASE HALF PER POLICY	~REPAIR AUTH PER FOM
939	Vue	2003	5GZCZ43D03S822703	8/1/2009	K7000	88560	\$4,110	CODE SET P1758 TRAQNS RANGE DRIVE WITHOUT DRIVE RA TIO TRANS VERY NOISY BELT SLIPPING IN TRANS REPLAC ED TRANS ASSEM ANDINSTALLEDUPDATED COOLER LINES AND TCM SOFTWARE RRESET FRT TOE AND TEST DROVE	Approved CODE SET P1758 TRAQNS RANGE DRIVE WITHOUT DRIVE RA TIO TRANS VERY NOISY BELT SLIPPING IN TRANS REPLAC ED TRANS ASSEM ANDINSTALLEDUPDATED COOLER LINES AND TCM SOFTWARE RRESET FRT TOE AND TEST DROVE
940	Vue	2003	5GZCZ43D83S818463	7/16/2009	K7000	88663	\$4,097	CUSTOMER STATES RPMS FLUCTUATE AND SURGE ON ACCEL OR DECEL ALSO HESITATES WITH HEAVY ACCEL TECH STATES VERIFIED CONCERNROADTESTEDVERIFIED SURGE DROPS 10 MPH CONSISTANTLY GOING FROM 40 TO 30 MPH LOUD KNOCKING/GROWL NOISE STARTS SLIPPING LONG DELAYTOREVERSEAND BAD SHUDDER FAULTY VTI REPLACED VTI AND TORQUE CONVERTER FILLED FLUID RAOD TESTED OPERATING AS DESIGNED	resubmission is for one more rental day that was not properly billed on the first submission Ok to pay. CUSTOMER STATES RPMS FLUCTUATE AND SURGE ON ACCEL OR DECEL ALSO HESITATES WITH HEAVY ACCEL TECH STATES VERIFIED CONCERN ROADTESTEDVERIFIED SURGE DROPS 10 MPH CONSISTANTLY GOING FROM 40 TO 30 MPH LOUD KNOCKING/GROWL NOISE STARTS SLIPPING LONG DELAY TOREVERSEAND BAD SHUDDER FAULTY VTI REPLACED VTI AND TORQUE CONVERTER FILLED FLUID RAOD TESTED OPERATING AS DESIGNED

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
941	Vue	2003	5GZCZ33D33S866205	8/24/2009	K7000	88707	\$3,978	VEH DOES NOT MOVE WHEN PUT IN GEAR.INSPECTED AND V ERIFIED TRANS DOES NOT MOVE.REMOVED TRANS DRAIN PLUG,METAL SHAVINGS COMING OUTOF DRAIN HOLE.FOUND T RANS CHAIN BROKEN.NEC TO REPLACE TRANS ASSM,FLUSH, REPLACE COOLER LINES,ADJUSTED FRONT TOE AND TEST D ROVE TOCORRECT CONDITION.	metal in trans ~NEEDS APPROVAL
942	Vue	2003	5GZCZ33D83S911736	8/5/2009	K7000	88748	\$3,892	CONCERN:SLUGGISH UPON ACCEL AND MAKEING HIGH PITCH NOISE AND SERVICE ENGINE AND LOW POWER LIGHT CAME ON CAUSE:VTI BELT STRETCHEDCORRECTION:TEST DROVE VEHICLE WHINING NOISE DUE TO STRETCHED BELT. AFTER 15 MIN TEST DRIVE REDUCED POWER LIGHT CAME ON & CAR WOULDNOT ACCEL PAST 15 MPH. STOPPED AT RED LIGHT VEHICLE WOULDNT MOVE AT ALL. REPLACED VTI TRANMISSION APPROVED BY MARK MARTIN 8/6/9 @1:31PM	paid pending review. mm ~APPROVED
943	Vue	2003	5GZCZ33D03S854996	8/20/2009	K7000	88913	\$2,814	92 GUEST STATES THAT WHILE DRIVING DOWN ROAD VEHICLE STOPPED MOVING. TOWED IN BY GUEST. TECH VERIFIED THE CUST CONCERN, CODEP1758STORED. REPLACED THE TRANSMISSION AS PER INTERNAL FAILURE AND ALLIGNED THE VEHICLE AS NEEDED, NOW OK.	Authorized VTI transmission repair, GM pays 75%, Owner pays 25% per VTI special policy settlement As per used owner less than 100k guest charged \$1001.57 (25%) vp balance as per vti settlement claim ~VP 75% , CUSTOMER PAY BALANCE AS PER VTI ~SETTLEMENT CLAIM

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
944	Vue	2003	5GZCZ33D63S841850	9/2/2009	K7104	88950	\$2,802	CUST STATES HEARS WHINING/HUMMING SOUND AND VEHICLE FALRING AT TIMES/CHECKED AND VERIFIED CUSTOMER CONCERN/NOISECOMINGFROMTRANS/PIN POINT NOISE TO TRANS/PERFORM LINE PRESSURE TEST- PC SOLENOID @ 1.0 A, 160PSI @2.0A, 640PSI/REPLACED CASECOVERASSEM,VALVE BODY,TORQUE CONVERTER,FILTER AND COOLER LINE S/REINSTALL TRANS AND REFILL FLUID, ADDED ADDITIVE ANDROADTEST- PERFORMALIGNMENT AND RECEHCK OPERAT ION-ALL OK NOW	Warranty Policy - Special policy VTI trans repair. Warranty Policy - Special policy VTI trans repair.
945	Vue	2003	5GZCZ33D73S860522	8/19/2009	K7000	88978	\$4,168	CODE P1758 TRANSMISSION GRINDING METAL IN FLUID LOW LINE PRESSURE INTERNAL TRANSMISSION FAILURE REPLACED TRANSMISSION FLUSHEDLINESREFILLED WITH ADDITIVE AND TESTED	Auth for K7000 for VTi. Only thing out there now on these is the Policy. The guidelines of the proposed settlement are no longer tobe used. Thanks. ONE TIME GOODWILL SERVICE AS AUTH BY WYMAN TO REPLACE VTI TRANSMISSION AS THIS VEHICLE IS JUST OUT OF SPECIAL POLICY BY TIME ANDMILEAGE. CUSTOMER IS FIRST OWNER, NO EVC FOUND FOR VEHICLE. NO PARTICIPATION COLLECTED TOWARDS REPAIRS AS THIS VEHICLE IS UNDER100,000 AND CUSTOMER IS ORIGINAL OWNER AS PER PENDING CLASS ACTION LAWSUIT ~1.00 FOR ALIGNMENT E2020 LABOROPERATION ~GOODWILL WITH 1083.34 PARTICIPATION
946	Vue	2003	5GZCZ33D03S861768	8/26/2009	K7000	89145	\$4,646	TECH VERIFIED CUSTOMER CONCERN AND FOUND VTI TRANSMISSION FAULTY. TECH REPLACED VTI TRANSMISSION, OIL COOLER LINES ANDPERFORMEDWHEEL ALIGNMENT AS PER SATURN SPEC. ALL OPS NORMAL AT THIS TIME.	ok TECH VERIFIED CUSTOMER CONCERN AND FOUND VTI TRANSMISSION FAULTY. TECH REPLACED VTI TRANSMISSION, OIL COOLER LINES ANDPERFORMEDWHEEL ALIGNMENT AS PER SATURN SPEC. ALL OPS NORMAL AT THIS TIME. ~ADDED TIME FOR DIAG/WHEEL ALIGNMENT/OIL PRESSURE ~TEST/REPLACE OIL COOLER LINES



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
947	Vue	2003	5GZCZ33D13S856059	9/8/2009	K7104	89155	\$3,914	CUSTOMER STATES HEARS A LOUD SQUEAL NOISE WHEN STARTING - NEED TO OVERHAUL CVT AS PER BULLETINS - PERFORMED GM BULLETINS04-07-30-024E & 04-07-30-03 2A - REPLACED CASE COVER, TORQUE CONVERTER, VALVE BODY AND INPUT/OUTPUT SPEED SENSOR - SET FRONT TOETESTED OPERATION - NOW OPERATING AS DESIGNED	~WP CUST OUT OF SP COVERAGE AND PENDING LAWSUIT
948	Vue	2003	5GZCZ33D23S854823	9/10/2009	K7000	89268	\$3,906	OWNER STATES VEHICLE WILL NOT MOVE. CONFIRMED CONDITION. INSPECT TRANSAXLE....REQUIRES NEW UNIT. (COST TO OVERHAUL EXCEEDSUNITCOST). REPLACED TRANSAXLE ASSEMBLY. FLUSH OIL COOLER. PROGRAM TCM. ROADTEST OK.	Authorization to replace transmission assembly. REPLACED UNDER TERMS OF OF CLASS ACTION SUIT 100% ORIG OWNER ~WAAR POL UNDER TERMS OF CLASS ACTION SUIT (ORIG ~OWNER)
949	Vue	2003	5GZCZ43D23S836666	7/25/2009	K7000	89273	\$4,139	CUST STATES WHEN DRIVING CAR SHAKES TECH FOUND THE BELT IN THE TRANSMISSION INTERNALLY BROKE METAL IN THE FLUID.TECHREPLACEDTHETRANSMISSION TO CORRECT THE CONCERN	1/2 case already replaced talked to matt half case done 50000 miles ago metal in transmission replaced transmission assembly ~ADD TIME 2.0 FOR ALIGNMENT AND AWD
950	Vue	2003	5GZCZ33D83S888801	8/27/2009	K7104	89389	\$4,125	VERIFIED CUSTOMERS CONCERN, TRANS HAS NO MOVEMENT. PREFORMED LINE PRES TEST, AT 0.2 AMPS AND 1400RPM 420 PSI AND AT 1.0 AMP 220PSIPRESS LOW. REOMVE TRANS, COVER ASSEMBLY HAS COME APART FULL OF METAL PARTICALS, NESS TO DISSASSEMBLE AND CLEAN OUT UNI T OFMETAL,AND ALSO FLUSH TRANS COOLER, INSTALLED NEW CASE COVER AND FILTER, INSTALLED NEW COOLER LI NES, AND TORQUE CONVERTER, RAODTESTEDAFTER ASSEM EBLY AND NOW IS OPERATING AS DESIGNED, SET FRONT T OE AFTER REPAIR. COOLER LINES AND TORQUE CONVER DO NE FROMFOLLOWINGDOC #05-07-30-004.	VERIFIED CUSTOMERS CONCERN, TRANS HAS NO MOVEMENT. PREFORMED LINE PRES TEST, AT 0.2 AMPS AND 1400RPM 420 PSI AND AT 1.0 AMP 220PSIPRESS LOW. REOMVE TRANS, COVER ASSEMBLY HAS COME APART FULL OF METAL PARTICALS, NESS TO DISSASSEMBLE AND CLEAN OUT UNI T OFMETAL,AND ALSO FLUSH TRANS COOLER, INSTALLED NEW CASE COVER AND FILTER, INSTALLED NEW COOLER LI NES, AND TORQUE CONVERTER, RAODTESTEDAFTER ASSEM EBLY AND NOW IS OPERATING AS DESIGNED, SET FRONT T OE AFTER REPAIR. COOLER LINES AND TORQUE CONVER DO NE FROMFOLLOWINGDOC #05-07-30-004. ~FLUSH COOLER, CLEAN DEBRY, SET TOE, COOLER LINES

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
951	Vue	2003	5GZCZ43D33S836336	8/10/2009	K7104	89520	\$3,884	GUEST STATES VEH IS MAKING A GRINDING NOISE. FOUND NOISE COMING FROM TRANSMISSION. PERFORMED LINE PRESSURE TEST. FOUND LESS THAN 100 PSI AT LAMP DURING TEST. REPLACED CASE COVER, FILTER, SENSORS, TORQUE CONVERTOR. CLEARED OUT THOROUGHLY. CHECKED FOR NOISE. REPROGRAMMED TCM. SENT TO ALIGNMENT.	~REPAIRS APPROVED
952	Vue	2003	5GZCZ33D73S903708	9/21/2009	K7000	89548	\$4,101	TECH CHK FOR CUSTOMER CONCERN. TECH FOUND TRANS HAS INTERNAL FAILURE CAR WONT ACCL. TECH REPLACED TRANSMISSION ASSEMBLY.	ok dave beatty ~JOB CARD OPENED BEFORE CHANGE IN WARRANTY ~COVERAGE
953	Vue	2003	5GZCZ33D23S896697	9/14/2009	K7104	89596	\$3,382	CUST. STATES THE SES LIGHT IS COMING ON & THE VUE WILL NOT MOVE INTERMITTENTLY. FOUND CODE P1758 IN THE TCM & INTERMITTENTLY THE VEHICLE WILL NOT MOVE AFTER BACKING UP & TRYING TO GO FORWARD. REPLACED THE CASE COVER ASSEMBLY & THE VALVE BODY DUE TO POSSIBLE INTERNAL LEAKAGE & PRESSURE CONCERNS. ADJUSTED THE FRONT TOE TO CORRECT ALIGNMENT AFTER REPAIR. WP-NOTE VTI REPAIRED 7-11-09 ON RO#279016 MILEAGE WAS 84219 - REPAIR WAS 2 MONTHS AGO & DRIVEN 5377 MILES	803 exceeds warranty time / REPLACED VTI COVER PER SPECIAL POLICY / REPAIR COMPLETED 07/11/09 AT 84219 JOBCARD 279016
954	Vue	2003	5GZCZ33D63S875836	8/13/2009	K7000	89628	\$2,476	92 CUSTOMER STATES WHEN IN PARK AND AT IDLE THERE IS A RUBBING NOISE AND IT GOES AWAY. REPLACED THE NOISY TRANSMISSION, INTERNAL FAILURE.	Authorized vti special policy repair, Guest paid 25% GM pays 75% per agreement used owner less than 100k guest paid 25% - \$1331.84 vp balance as per vti settlement claim ~USED OWNER UNDER 100K GUEST PAID 25%
955	Vue	2003	5GZCZ33D43S893171	8/7/2009	K7104	89650	\$3,912	CUST STATES TRANS HAS NO POWER ON ACCEL DOES NOT ENGAGE WORSE WHEN HOT AND KICKS ON DOWNSHIFT. FOUND CONCERN PRESENT GRINDING/BUZZ NOISE. TECH REMOVED TRANS, REPLACED CASE COVER, FILTER, SPEED SENSORS VALVE BODY, TORQUE CONVERTER (OVER HEATED), REPROGRAMMED TCM.	~SERVICE MANAGER VERIFIED CONCERN-AUTH. VTI TRANS ~REPAIR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
956	Vue	2003	5GZCZ43D93S812820	9/21/2009	K7000	89666	\$3,864	VERIFIED CONCERN. INSPECTED AND FOUND LINKS FROM TRANSMISSION BELT IN FLUID. TRANSMISSION NEEDS TO BE REPLACED. REMOVED ANDREPLACED TRANSMISSION.	approved ~GOODWILL TO CUSTOMER. PART OF THE VTI TRANS ~LAWSUIT. SUBMITTED BEFORE SUIT EXPIRED
957	Vue	2003	5GZCZ33D43S865127	7/13/2009	K7000	89734	\$3,976	TECH VERIFIED--PERFORMED DIAGNOSTICS-- CODE P0542-- GREAT DEAL OF NOISE ON DRIVE/BEARING NOISE, DIFF NOISE & NOT CHANGINGGEARS--LOWPRESSURE TEST (.2A @1300RPM MAX 500PSI--LOW 1A 200 PSI OK)-- TRNS FLUID SMELLS BURNT--TECH REPLACED TRANS WITH NEW TOCORRECT--VTISPECIAL COVERAGE--RETESTED/OK	approved ~1.3 ADD FOR ALIGN & PRESSURE TEST--FOM AUTHORIZED ~TRANS REPLACEMENT UNDER VTI SPECIAL COVERAGE/CASE DAMAGED ~1.3 ADD FOR ALIGN & PRESSURE TEST--FOM AUTHORIZED ~TRANS REPLACEMENT UNDER VTI SPECIAL COVERAGE
958	Vue	2003	5GZCZ33D63S823428	8/28/2009	K7000	89748	\$4,012	CUSTOMER STATES VEHICLE TOWED IN WITH GROWLING IN TRANSMISSION TECH STATES VERIFIED CONCERN NO MOVEMENT AND LOUD GROWLANDVIBRATIONIN TRANS SES LIGHT ON FOUND CODES P1758,P0742,P0741,P2707 SHIFT LOCK CONTROL FAULTY--FAULTY VTI REPLACEDVTITRANSMISSION-CONVERTER-FLUIDS-ROAD TESTED OPERATING AS DESIGNED	It is Ok to pay this claim CUSTOMER STATES VEHICLE TOWED IN WITH GROWLING IN TRANSMISSION TECH STATES VERIFIED CONCERN NO MOVEMENT AND LOUD GROWLANDVIBRATIONIN TRANS SES LIGHT ON FOUND CODES P1758,P0742,P0741,P2707 SHIFT LOCK CONTROL FAULTY--FAULTY VTI REPLACED VTITRANSMISSION-CONVERTER-FLUIDS-ROAD TESTED OPERATING AS DESIGNED

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959	Vue	2003	5GZCZ33D53S833156	7/18/2009	K7104	89750	\$3,385	CHK TRANS -DELAYS BEFORE IT TAKES OFF-TECH TEST DROVE VEHICLE-CAR ACTED UP & BLEW OUT ON TEST DRV (BOLT BLEW ON TRANS)- PERFORMPRESSURE TEST-FOUND INTERNAL FAULT FROM END COVER.REPL END CASE,INTERNAL FILTER,PRESSURE SENSORS.REASSEMBLE & TEST DRV STILLSLIGHT DELAY FROM PARK TO DRIVE.DIAGNOSED TO BAD VALVE BODY-REPL VALVE BODY ASSY-TEST DRV 5-10 MILES-NOW PERFORMING AS DESIGNED.	~CUSTOMER PAYS \$1000.00 DEDUCTIBLE PER RON K ~ADD TIME FOR VALVE BODY & SENSORS (2)
960	Vue	2003	5GZCZ33D53S913072	8/14/2009	K7000	89772	\$4,052	TECH VERIFIED CONCERN--FOUND CODE P0442 CAUSING MI L ILLUMINATION--FOUND LINE PRESSURE COMMANDED 128 PSI--ACTUAL LINE PRESSURE @32PSI--REPLACED VTI TRANSAXLE ASSEMBLY--REPLACED OIL COOLER LINES--ROA D TESTED--ALL OK AT THIS TIME	Approved vehicle fell under the special coverage for the vti transmissions vehicle fell under the special coverage for the vti transmissions ~OLH FOR OIL PRESSURE TEST & REPLACING OIL COOLER ~LINES
961	Vue	2003	5GZCZ43D13S815131	8/12/2009	K7000	89847	\$4,188	CUST STATES THE TRANSMISSION IS MAKING NOISE & DOS ENT MOVE WELL. TECH VERIFIED CONCERN PERFORMED LIN E PRESSURE TEST FOUND 60PSIATIDLE 200 PSI AT 15 00 RPMLOW INTERNAL PRESSURE. TECH REMOVED TRANSMIS SION FOR INSPECTION DISASSEMBLED TRANS FOUND INTERNALDAMAGE.TECH REPLACED TRANSMISSION TO CORRECT PERFORMED ALIGNMENT ADJ FRONT & REAR TOE DUE TO SU FRAME R&R. TEST DROVESYMPptomCORRECTED.	Auth VTi Trans 8/20/09 GEF 9-AUTH
962	Vue	2003	5GZCZ43D73S816929	7/21/2009	K7000	89940	\$3,971	FOUND GROWL NOISE IN THE TRANSMISSION AND CODES SET FOR TRANS, METAL IN FLUID, REPLACED THE TRANSMISSION	ok ~CLASS ACATION LAWSUITE
963	Vue	2003	5GZCZ33D43S872594	9/17/2009	K7000	90093	\$3,809	TECH FOUND THAT THE TRANS CHAIN INTERNALLY STRETCH ED AND WHINING BADLY WHEN DRIVING. TECH REPLACED TRANS AND FLUSHED COOLERLINESTOCORRECT. TRANS O RDERED ON PREV VISIT ON 9/09/09	trans ok Customer paid 25% and we ordered the trans on 9/09/2009 on cust pev visit. Okay per fom review. Customer paid 25% and we ordered the trans on 9/09/2009 on cust pev visit.

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964	Vue	2003	5GZCZ43D23S813887	8/3/2009	K7104	90105	\$2,609	ROAD TESTED AND INSPECTED - DIAGNOSED TO INTERNAL FAILURE IN VTI UNIT REPLACED TRANS DRIVE PULLEY ASM AND TORQUE CONV.PERTSB-05-07-30-004 - OPERATING AS DESIGNED	ROAD TESTED AND INSPECTED - DIAGNOSED TO INTERNAL FAILURE IN VTI UNIT REPLACED TRANS DRIVE PULLEY ASM AND TORQUE CONV.PERTSB-05-07-30-004 - OPERATING AS DESIGNED
965	Vue	2003	5GZCZ43D23S808043	7/31/2009	K7000	90121	\$3,055	VTI WILL NOT PULL. CHECKED CODES--NO CODES. RAN PRESSURE TEST. ZERO PRESSURE. INTERNAL VTI FAILURE -FLUID BURNT, METAL INFLUID.REPLACED VTI TRANS UNIT, COOLER LINES, FLUSHED SYSTEM. ALIGNMENT RES- ET SUBLET TO QUANTRELL WP/CP SPLIT PER GUIDELINES75%/25%	Reviewed & approved by Charles Marshall, DVM. VTI split per settlement guidelines, customer paid 25% (\$1018.38).Second owner, under 100k miles. Internal VTI failure. Replaced unit. Net item for sublet alignment after installing trans. ~VTI SPLIT PER SETTLEMENT GUIDELINES, 2ND OWNER, ~UNDER 100K MILES, C/P 25%. OLH=PRESS.TEST/COOLER
966	Vue	2003	5GZCZ43D03S891505	8/19/2009	K7000	90251	\$2,686	CUSOTMER states vehicle shudders in gear and there is a rattle noise the transmission. test drive vehicle and found thattransmission shudders and there is ametal noise from the transmission. Tear down of trans confirmed that vti drive belt comingapart and metal throughout system. Replace trans assy-customer paid \$1000 towards repair.	approved trans replacement Should be corrected. Thanks Ray need more details on repair - make sure line total is reduced by customer payment Customer paid \$1000 toward repair/replacement of VTI transmission. customer paid \$1000 toward repair
967	Vue	2003	5GZCZ33D53S901455	7/24/2009	K7104	90252	\$2,437	C/S WHEN DRIVING THERE IS A ROTATIONAL RATTLE NOIS E. CONFIRMED ISSUE COMING FROM VTI. REPLACED CASE COVER INTERNAL FILTERANDTORQUE CONVERTER ALSO AL IGNED AND ADJUSTED FRONT TOE	customers portion of vti repair ~OLH FOR REPLACING FILTER AND ALIGNMENT WP FOR VTI
968	Vue	2003	5GZCZ43DX3S865929	8/13/2009	K7000	90316	\$2,819	FOUND DTC P0842, P0841, AND P0700 IN TCM AND PCM R&R THE TRANSMISSION TO REPAIR INTERNAL FAILURE OF TRANSMISSION.	vti. Cust pd 25% of replacement. jaj VTI CLASS ACTION. CUSTOMER PAID 25% OF REPAIR.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
969	Vue	2003	5GZCZ33D73S898204	9/22/2009	K7000	90358	\$3,882	CUSTOMER STATES TRANS IS LOUD AND SLIPPING. VERIFIED CONCERN. BELT HAD COME APART INTERNALLY CAUSING PROBLEM REPLACED VTI UNDERCLASS ACTION SUIT 2ND OWNER CUSTOMER PAY 25%	jbb john this claim was paid short \$425.93 looks like when it was submitted the 25% the customer paid was taken out 2 time instead of 1 time It appears this claim has already been paid on 9/29/09. jaj VTI CLASS ACTION. CUSTOMER PAID 25% jaj VTI CLASS ACTION. CUSTOMER PAID 25% VTI CLASS ACTION. CUSTOMER PAID 25%
970	Vue	2003	5GZCZ43D53S817206	9/10/2009	K7104	90362	\$2,851	TECH VERIFIED VEHICLE WILL NOT MOVE IN REVERSE. TECH FOUND TSB 050730004 AND PERFORMED SERVICE TO CORRECT. TECH REPLACED SIDECASE AND COOLER LINES AND FOUND TORQUE CONVERTER OK. TECH PERFORMED ALIGNMENT TO CORRECT AND VEHICLE NOW WORKING AS DESIGNED	per special policy on vti repairs ~OTHER HOURS FOR ALIGNMENT TEST AND TOE
971	Vue	2003	5GZCZ33D73S899966	8/21/2009	K7104	90366	\$2,614	R/R TRANS COVER ASSY ROAD TEST. GM SPECIAL COVER- AGE PORTION CHECKS GOOD.	VP AUTH DUE TO VTI POLICY. GUEST PAID 25% OF REPAIR.
972	Vue	2003	5GZCZ33D53S842665	8/11/2009	K7000	90401	\$4,211	TECH CHK FOR CUSTOMER CONCERN. TECH FOUND NO MOVEMENT IN DRIVE- TECH FOUND CODES P1758 TECH REPLACED TRANSMISSION ASSEMBLY FLUSHED COOLER.	approved jim cocking 8/19/09 ~WP REPAIRS SECOND TIME REPAIRS
973	Vue	2003	5GZCZ43D43S821716	9/4/2009	K7104	90401	\$2,372	TECH FOUND VTI TRANSMISSION TO HAVE EXCESSIVE NOISE AND MINIMAL MOVEMENT DUE TO WORN CHAIN. TECH REPLACED VTI SIDE COVER AND FILTER. TECH ALSO PERFORMED WHEEL ALIGNMENT, ALL CHECKS GOOD. (PRESSURE:720PSI)	~FOM APPROVED POLICY PER BULLETIN WITH PARTICIPATION ~FOM APPROVED POLICY PER BULLETIN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
974	Vue	2003	5GZCZ33D73S866644	9/16/2009	K7000	90619	\$2,463	CUSTOMER STATES SES LIGHT ON CODES P0700 0742 0841 1882 1758 SET IN CONTROLER. FLUID PRESSURE READINGS LOW TO ERRATIC AT TIMES.UNABLE TO GET PROPER READINGS MORE SO AT HIGHER TEM PS. REPLACED TRANS ASM. COVERED PARTS OF THE REPAI R AS GOODWILL, CAR IS OUTFWARRANTY	approved CUSTOMER STATES SES LIGHT ON CODES P0700 0742 0841 1882 1758 SET IN CONTROLER. FLUID PRESSURE READINGS LOW TO ERRATIC AT TIMES.UNABLE TO GET PROPER READINGS MORE SO AT HIGHER TEM PS. REPLACED TRANS ASM. COVERED PARTS OF THE REPAI R AS GOODWILL, CAR IS OUTFWARRANTY. ~\$1415.57 43% CP/\$1876.46 57% VP ~\$1415.57 43% CP/\$1876.46 57% VP
975	Vue	2003	5GZCZ33D13S817326	8/12/2009	K7000	90660	\$3,894	TECH INSPECTED - TECH PERFORMED LINE PRESSURE TEST - 99 PSI IN DRIVE - 100 PSI IN REVERSE - FAILED - TECH FOUND METAL IN FLUID -TECH REPLACED TRANSMISSION ASSEMBLY - ROADTEST - GOOD	Transmission replaced. Paid pending further review ~VTI TRANSMISSION
976	Vue	2003	5GZCZ43D53S838931	7/16/2009	K7800	90680	\$4,450	VERIFIED CONCERN FOUND THE VTI CASE HALF BAD AND LOCKED UP - CUSTOMER REQUESTED A NEW TRANSMISSION - REPLACED THETRANSMISSIONANDTOPPED OFF THE FLUID - INSTALLED THE VTI ADDITIVE- RETEST CHECKS GOOD	wp coverage should actually be under the vti coverage of 125000 miles wp coverage should actually be under the vti coverage of 125000 miles
977	Vue	2003	5GZCZ33D73S865980	9/17/2009	K7000	90689	\$2,767	TECH CHECKEDTHE TRANS OPERATION- FOUND THE TRANS S LIPPING AND GRINDING ON ACCEL. REPLACED THE TRANS ASEMBLY, FLUSHED THECOOLER,AND ALIGN FRONT TOE.	Used vehicle with VTI trans failure. VTI repair under 100k 2nd owner - customer paid 25% of bill.
978	Vue	2003	5GZCZ43D83S887508	8/26/2009	K7104	90813	\$3,917	CS THAT THE VEHICLE SOUNDS LIKE ITS RUNNING ROUGHER THAN NORMAL. TECH ROAD TESTED AND FOUND TRANS SLIPPING, PUMP MAKING EXCESSIVENOISE. PERFORMED LIN E PRESSURE TEST. PRESSURE LOW. REPLACED TRANS COVE R, PUMP, AND FILTER, 6 DAYS RENTAL, CAR LEFT OVER WEEKEND,PARTS DELAY SEVERAL DAYS. WNER UNDER 100K, FULL COVERAGE	reviewed by dvm. gbj ~ADD TIME FOR FILTER AND LINE PRESSURE. ORIGINAL O ~WNER UNDER 100K, FULL COVERAGE
979	Vue	2003	5GZCZ43D63S873803	9/3/2009	K7104	90904	\$2,996	CUST STATES WHEN DRIVING FELT LIKE WOULD NOT GO CHECKED AND FOUND INTERNAL LEAK IS CASE COVER REPLACED CASE COVER AND REPLACEDINTERNAL TRANS FI LTER TESTED AND CONFIRMED REPAIR	~NEC TO TO PARTS WARRANTY THE CASE COVER

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
980	Vue	2003	5GZCZ43D73S895759	7/24/2009	K7104	91000	\$3,809	INSPECTED VEHICLE, VERIFIED CONCERN OF NO MOVEMENT FOUND THE CASE HALF TO BE FAILING INTERNALLY - REPLACED THE TRANSMISSIONCASEHALF ASSEMBLY WITH NEW TRANSMISSION OIL PUMP AND NEW FILTER - REINSTALLED TRANSMISSION. FILLED TRANS FLUID TEST DROVE VEHICLE-CHECKS OK AFTER REPAIRED	wp coverage should be under the vti 125000 mile warranty
981	Vue	2003	5GZCZ43D33S848549	8/7/2009	K7104	91001	\$3,842	C/S THE VEHICLE WILL NOT GO INTO REVERSE. TECH VERIFIED VEHICLE WOULD NOT GO INTO REVERSE & MOVE FORWARD INNEUTRAL.DISSASSEMBLEDTHE TRANS AND FOUND A CLUTCH IN THE CASE COVER BURNED. REPLACED THE CASE COVER, TORQUE CONVERTER, VALVE BODY,& FILTERDUE TOCONTAMINATION. ALIGNED FRONT TOE. AND VERIFIED PROPER OPERATION	803 EXCEEDS WARRANTY AGE AND MILEAGE / PER VTI STRANSMISSION SPECIAL POLICY COVERAGE / 91,001 MILES LESS THAN 100K / 100% FORORIGINAL OWNER
982	Vue	2003	5GZCZ43D13S835086	8/3/2009	K7000	91044	\$4,103	TECH ROAD TESTED VEHICLE AND HEARD A WHINING NOISE COMING FROM THE TRANSMISSION ON ACCELERATION. FELT A DELAY FROM PARK TO DRIVEFOUND CODES P1758, STORED IN THE TCM FOUND THE TRANSMISSION TO BE INTERNALLY FAULTY. TECH REPLACED THE TRANSMISSION ALSO OILPRESSURE TEST VEHICLE.	approved on 9-27-09 ~CVT TRANNY
983	Vue	2003	5GZCZ33D43S856539	7/31/2009	K7000	91113	\$3,191	TECHNICIAN FOUND BURNT FLUID, PSI FROM PUMP @ 60 - 110 PSI, BELOW SPECIFICATION, HAS RATIO SLIPPAGE, R&R TRANSMISSION & INSTALLEDUNIT	reviewed ~SATURN WTI POLICY
984	Vue	2003	5GZCZ33D13S868566	8/25/2009	K7000	91221	\$3,989	VEH LACKS POWER AFTER IT WARMS UP.INSPECTED AND VE RIFIED VEH NOT ACCELING AFTER WARM UP.PERFORMED PRE SSURE TEST..2AMP=820PSI.1.0AMP=200PSI.NEC TO REPL ACE TRANS ASSM,FLUSH COOLER LINES,REPLACE LINES AN D PERFORM ALIGNMENT TO CORRECT CONDITION.	trans required replacement ~NEEDS APPROVAL



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
985	Vue	2003	5GZCZ33D93S869755	7/15/2009	K7104	91234	\$3,705	GUEST STATES TRANSMISSION NOT SHIFTING. SCANNED FOR DTCS AND FOUND P0701 AND P1882. FOUND INTERNAL MALFUNCTION OF THE CASE COVERASSEMBLY. INSTALLED NEW CASE COVER, VALVE BODY, TRANNY FILTER, AND SPEED SENSORS. INSTALLED ADDITIVE AND PROGRAMED TCM. SENT TOPOLLARD FOR ALIGNMENT.	TRANSMISSION NOT SHIFTING. SCANNED FOR DTCS AND FOUND P0701 AND P1882. FOUND INTERNAL MALFUNCTION OF THE CASE COVERASSEMBLY. INSTALLED NEW CASE COVER, VALVE BODY, TRANNY FILTER, AND SPEED SENSORS. INSTALLED ADDITIVE AND PROGRAMED TCM. SENT TOPOLLARD FOR ALIGNMENT. ~AUTHORIZATION REQUESTED
986	Vue	2003	5GZCZ33D93S863020	8/28/2009	K7000	91313	\$2,934	TECH PERFORMED ROAD TEST & DUPLICATED CONCERN OF HIGH RPMS & ROUGH SHIFTING. PERFORMED LINE PRESSURE TEST AND FOUND LOW@.2AMPS/1300 RPMS 725PSI AND 1.0AMP @ IDLE 214PSI. REPLACED VTI TRANSMISSION, DR AINED LINES AND INSTALLED FLUID/ADDITIVE. PERFORMED FRONT TOE ADJUSTMENT. ROAD TEST VERIFIED CUSTOMER CONCERN CORRECTED	Approved tech consulted with service manager and determined it was more cost effective to replace VTI transmission than to rebuild. Customer did participate toward cost of replacement; therefore are asking for \$2933.61 from GM as net item to cover 75% of cost
987	Vue	2003	5GZCZ43D03S817629	7/21/2009	K7000	91440	\$4,475	CHECK TRANSAXLE SHIFT CONCERN. DELAYED ENGAGE, NOISE AND VIBRATION. TRANSAXLE IS FULL OF METAL DEBRIS. REPLACED TRANSAXLE ASSEMBLY. REPLACED STRIPPED OIL COOLER. REPLACED OIL COOLER LINES WITH UPDATED PARTS. FLUSH SYSTEM. REPROGRAM TCM	Authorization for transmission replacement. ~1.2 OLH TO REPLACE OIL COOLER, COOLER LINES, & ~TCM PROGRAM. 100% PER CLASS ACTION SUIT
988	Vue	2003	5GZCZ33D53S885631	8/17/2009	K7104	91442	\$2,954	TESTED AND INSPECTED, CONFIRMED NOISE AND TRANS SLIPPING, PERFORMED LINE PRESSURE TEST .2 AMP 710 1.0 AMP 295. REFERED TO DOC#1614535, REPLACED SIDE COVER ASSY, TEST DROVE, THIS REPAIR WAS DONE ON R O#104316 AT 83423 MILES	product issue, goodwill
989	Vue	2003	5GZCZ33D93S870646	9/10/2009	K7104	91500	\$3,249	OWNER STATES THE SES LIGHT IS ON, CODES P0700, P0741 P1758 IN SYSTEM, TECH FOUND TRANSMISSION NOISY. DISASSEMBLE TRANS, FOUND SHEEVEBELT WORN CAUSING INTERNAL CONTAMINATION. DIFFERENTIAL CARRIER THRUST BEARING COMING APART. REPLACED COVERASSEMBLY VALVE BODY SENSORS, CONVERTER, CLEAN ASSEMBLY	out of 5/75, under 100,000 miles ~ADD OP CODES FOR ADDITIONAL PARTS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
990	Vue	2003	5GZCZ33D63S908625	9/10/2009	K7000	91558	\$3,353	FOUND THAT FAULTY TRANS IS CAUSING ISSUE REPLACED TRANS FLUSHED COOLER AND REPLACED RELATED COMPONETS AND RETESTED, VEHICILEISDRIVEIN AS FACTORY DESIGNED - WAR 75% CUST 25% RESP. CUSTOMER PAYS \$1149.28	75% vti trans 75/25 split vti issue
991	Vue	2003	5GZCZ33D73S913025	8/4/2009	K7000	91574	\$4,875	CONVERTED	
992	Vue	2003	5GZCZ43DX3S874453	8/12/2009	K7104	91580	\$3,303	TRANSMISSION MAKING NOISE , FOUBD CASE COVER NEEDS REPLACEMENT , DOC#1614535, REPLACED CASE COVER , PERFORMED ALIGNMENT SET TOE	WP PER FOM-OLH ARE NEC TO REPAIR THE VEH- MW
993	Vue	2003	5GZCZ33D23S898935	9/14/2009	K7104	91598	\$2,262	TEST DROVE. DUPLICATED FLUID BLACK PRESSURE TEST 102 AT IDLE 375 1300 RPM. REPLACED CASE COVER,FILT ER,FLUSHCOOLER,REPLTORQUECONVERTER PLUGGED UP	CLAIM PROCESSED PER INFORMATION PROVIDED BY DEALER. ALL CLAIMS SUBJECT TO REVIEW. vti repaired before bulletin regarding new guidlines for vti repairs.
994	Vue	2003	5GZCZ43D33S914047	7/29/2009	K7104	91630	\$2,694	C/S TRANS SLIPS ON TAKE OFF.FOUND CODES P1441/P175 8 PRESSURE TEST .1AMP@1500RPM 451PSI REPLACED CASE COVER INTERNAL TRANSFILTERVALVE BODY TORQUE CON VERTER CLEANED COOLER LINES VERIFIED OPERATION. OWNER PAYS 25%,BAL TO SATURN AS VEHICLE POLICY	failed to enter customer participation.pls adjust to reflect difference of \$912.55 Thank you ~OWNER PAYS 25% AS PER CLASS ACTION AGREEMENT
995	Vue	2003	5GZCZ33D83S878804	7/23/2009	K7104	91634	\$4,195	CHK FOR WHINING HEARD WHILE DRIVING-TECH VERIFIED VTI NOISE.DIS-ASSEMBLE-FOUND PLASTIC RATIO TAB BROKEN,REPL END COVERASSY,PUMP,&FILTER.FOUND PLASTIC WITHIN DIFF SHIFTED & BROKEN INTO GEARS ALSO UNABLE TO NORMALLY REMOVE INTERMEDIATTE SHAFT FROMDIFF,WHENREMOVED SHAFT BY REMOVING CENTER PIN FROM DIFF & HAMMERING OUT FOUND SHAFT DAMAGED REPL DIFF SHAFT ALSO.REASSEMBLE & TESTDRIVE-OK	wp for cust.good will per bulletin ~WTTY SPECIAL POLICY-VTI-ORIGINAL OWNER- UNDER 100K ~OKED PER RON K. ADD TIME FOR PSI TEST & SPD SENSR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
996	Vue	2003	5GZCZ43D83S811206	9/15/2009	K7104	91799	\$943	VERIFIED CONCERN. FOUND TRANS LEAKING. FOUND FLUID LEAKING FROM CASE COVER. R&R TRANS FROM VEHICLE. REMOVED ENDCOVERSANDCASEHALF-FOUND VARI DRIVE, VARIABLE DRIVEN & TRANS CASE SEALS BROKEN CAUSING LEAK THROUGH END COVER OFCASEHALFS.REPLACEDSEALS,REINSTALL TRANS,ALIGN AND TEST DRIVE. CONCER	service manager approved service manager approved ~CORRECTED
997	Vue	2003	5GZCZ43DX3S819601	8/18/2009	K7000	91827	\$5,630	C/S TRANSMISSION SLIPS VERIFY CONCERN VEIRFY PROPE R FLUID LEVEL PRESSURE WAS ONLY AT 120 PSI, FOUND BURNT CLUTCHES &DEBRISINTRANSMISSION REPLACE TRANSMISSION DUE TO BETTER COST EVALUATION THAN RE BUILD, ALSO HAD TO REPLACE OLD STYLE LINES & COOLER DUETOBEING SEIZED, PERFORM ALIGNMENT ROADTEST PROGRAMMED TCM & RECHECK OPERATION	DANO VTI TRANS REPAIR,CUST TO PARTICIPATE. LABOR IS \$820.12,PARTS SHOULD BE \$4707.88 LESS \$980.00 FOR CORE FOR A TOTAL OF \$4548.00.CUST. CONTRIBUTED \$1314.51 LEAVING A BALANCE OF \$3233.49 TO SATURN. THANK YOU. Check line total and resubmit. DANO VTI TRANS REPAIR,CUST TO PARTICIPATE ~OTHER LABOR TIME .5 TEST,.3 LINES,1.1 COOLER,1.1 ~ALIGNMENT,.3 PROGRAM
998	Vue	2003	5GZCZ33D63S865114	7/29/2009	K7000	91909	\$2,937	C/S TRANS SLIPPING AND HESITATES ON ACCEL R/T CAR HESITATES AND LOUD GRIND NOISE INTERNALLY SLOW SPEEDS-- REPLACEDFAILEDTRANS--FLUSH COOLER A ND REPLACED COOLER LINES	VTi special policy - Customer paid 25%. VTI SPECIAL POLICY...OWNER NAME CAROL AND WALLY HOLZNAGELOWNER PAID 25%,ORIGINAL OWNER...GUEST PAID 1058.61 SATURNPORTION 2996.85 TOTAL REPAIR 4055.46
999	Vue	2003	5GZCZ33D53S844335	9/2/2009	K7000	91920	\$3,301	TECH CONFIRMED AND FOUNDN TRNAS HAS INTERNAL FAILUE -TECH INSTALLED TRANS ASSEMBLY INSTALLED PREVIOU SLY AT BATTERY SHOPINVOICE100940	Authorization to replace transmission assembly. POLICY PART ONLY, install 1 year prior at outside facility; invoice# 100940 ~POLICY PART ONLY
1000	Vue	2003	5GZCZ43DX3S866756	8/17/2009	K7000	91940	\$4,105	TECH ROAD TESTED VEHICLE AND HEARD A WHINING, GRINDING NOISE COMING FROM THE TRANSMISSION -- FOUND STORED CODE P0842, LINE PRESSURETESTED AND FOUND READINGS BELOW SPECS -- TRANNY HAS INTERNAL LEAK. TECH REPLACED THE TRANSMISSION, FLUSHED COOLER LINES.	approved on 9-16-09 ~VTI TRANNY - POLICY

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1001	Vue	2003	5GZCZ33D43S848179	8/24/2009	K7104	91955	\$3,190	C/S THE CAR WILL NOT GO INTO GEAR. VERIFIED CONCER N. NO DTC'S. LINE PRESSURE IS 450. INTERNAL TRANS FAILURE. FOUND THE TRANSDRIVEBELT TO BE BROKEN. REPLACED THE END COVER ASSEMBLY,AND FILTER. DISASSEMBLED AND CLEANED THE INTERNAL COMPONENTS. PERFOR MED A4WHEEL ALIGNMENT. ADJ FRONT TOE. TEST DROVE	correcetd
1002	Vue	2003	5GZCZ43D33S901315	8/31/2009	K7000	92018	\$4,171	C/S NO PULL/VERIFIED CONCERN FOUND P1758.TRANS PRE SS 160PSI @ IDLE & 540PSI @1400RPM TOO LOW.FOUND VTI BELT BROKEN.NEC TO REPLACETRANS ASM,COOLER LINES WITH UPDATED DESIGN. FOUND OUTDATED SOFTWARE I N TCM.RPRG TCM.AFTER REPLACING TRANS FOUND NEW TRANS COOLERLINES LEAKING @ CRIMP THAT HOLDS RUBBER	Approved based on dealer discussion and comments ~TO METAL LINE.REPL TRANS COOLER LINES.PRTS AMT EX ~CEED,OLH EXCEED REPL COOLER LINES X 2.ORG OWNER.
1003	Vue	2003	5GZCZ43D53S821725	8/24/2009	K7000	92095	\$3,134	CUST STATES TRANS WILL NOT GO IN REV//FOUND WOULD NOT PULL AND GRINIDING. LINE PRESS @ 80PSI @ 1400 RPM. NEC TO REPLACETRANSASM.TEST DROVE VEH AFTE R REPAIR-ALL CKS OK.	Approved based on dealer comments and discussion Cust paid 1,044.59 asking GM for payment of 3,133.75 Customer is responsible to pay \$1,044.59. GM will pay 75% and customer pay 25%. GM Total should be \$3,133.75. Please correct andresubmit. Split with customer. Total amount of claim 4,178.34. Cust paid1000.00 asking payment of 3,178.34. Cost analysis attached. ~TOTAL AMOUNT OF CLAIM 4,178.34 SPLIT WITH CUST ~CUST PAID 1000.00 ASKING PAYMENT OF 3,178.34
1004	Vue	2003	5GZCZ43D53S852554	7/24/2009	K7000	92149	\$4,246	TECH VERIFIED CONCERN. TECH FOUND TRANSMISSION GRINDING AT TIMES AND NOT PULLING PROPERLY. PRESSURE TEST SHOWED LOW INTERNALFLUIDPRESSURE AND HE FOUND FAULT CODES P1758 AND P0742. TECH REMOVED AND REPLACED TRANS ASSEMBLY AND COOLER LINES AND RESETALIGNMENT 09SATURN AURA 9F114739 ORIGINAL OWNER	trans ok ok per fom review.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1005	Vue	2003	5GZCZ33D53S834372	8/6/2009	K7000	92401	\$4,083	VERIFIED CUSTOMERS CONCERN TECH FOUND INTERNAL FAILURE IN TRANSMISSION REPLACED VTI TRANSMISSION AND PERFORMED WHEEL ALIGNMENT	ok ~OLH FOR AWD/WHEEL ALIGNMENT
1006	Vue	2003	5GZCZ33D03S911004	8/7/2009	K7000	92431	\$3,869	CUSTOMER STATES HEARD SOME CLICKING NOISE, PULLED OVER, SHIFTED INTO DRIVE AND HEARD THUMP NOISE, VEHICLE WILL NOT MOVE, TECH VERIFIED CAR WILL START BUT NOT MOVE. TESTED TRANS AND FOUND INTERNAL FAULTS IN TRANSMISSION. TECH REPLACED TRANSMISSION AND SET TOE. TEST DROVE ALL OK AT THIS TIME.	Approved ~COVERED AS WARRANTY POLICY, CUSTOMER IS ORIGINAL OWNER.
1007	Vue	2003	5GZCZ33D93S838652	8/5/2009	K7000	92455	\$5,158	REIMBURSEMENT TO CUSTOMER FOR VTI REPLACEMENT- WORK PERFORMED AT AAMCO 07/31/08.	Approved based on dealer comments and dealer discussion. ~REIMBURSEMENT TO DIANE MORRIS AMOUNT OF 5157.74
1008	Vue	2003	5GZCZ33D13S889157	8/3/2009	K7000	92471	\$4,061	CUST STATES TRANS JUST REVS, BELT COMING APART IN TRANSMISSION, REPLACED TRANSMISSION AND COOLER LINES	Replaced trans with internal failure. ~REPLACED DUE TO KNOWN CONCERN AND OUTSIDE OF SPEC POLICY
1009	Vue	2003	5GZCZ43D03S885977	8/24/2009	K7000	92471	\$3,937	FOUND TRANSMISSION NOISY, SLIPPING, SHUDDERING AND NO MOVEMENT AT TIMES FOUND TRANS FLUID FULL OF METAL NECESSARY TO REPLACE TRANSMISSION PRESSURE TEST AND REPLACED TRANSMISSION- TRANS REPLACEMENT WAS DONE AT LAST RESORT & NO OTHER ALTERNATIVE	approved - following bull procedures to replace valve body first ~VTI TRANSMISSION - CUST PURCHASED NEW..PREV DID ~VALVE BODY REPL - DIDN'T WORK-REPL TRANS
1010	Vue	2003	5GZCZ33D83S884540	8/10/2009	K7000	92747	\$3,942	TECH PERFORMED ROAD TEST AND DUPLICATED LOUD NOISE FOUND FLUID LEVEL FULL, WITH STRONG BURNT ODOR PRESENT. PERFORMED LINE PRESSURE TEST .2AMPS 670 PSI 1.0AMPS 225 PSI-GOOD AND W/IN SPECS DRAINED FLUID AND FOUND METAL SHAVING PRESENT IN FLUID. REPLACED VTI TRANSMISSION AND PERFORMED ALIGNMENT W/ADJUSTMENT TO FRONT TOE. PERFORMED ROAD TEST	Looks like this claim already paid. Call me to discuss Mick, when we sent for this claim thru ADP we asked for a total of \$3130.22, however GWM cannot read this, so when u paid, u paid atotal of \$3942.32. I am having to resubmit this back to u and I put in the difference of \$812.10 in the customer participation amount box. Approved ~CUSTOMER PARTICIPATED 25% TOWARD COST OF REPAIR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1011	Vue	2003	5GZCZ33D53S889632	7/15/2009	K7104	92925	\$3,475	TEST DROVE AND VERIFIED VEHICLE JERKING, PERFORMED LINE PRESSURE CHECK, OK PRESSURES WITHIN SPECS 20 0 PSI AT IDLE, 740 PSI AT1400RPM PERFORMED TSB 0 5-07-30-004 REPLACED CASE COVER ASSM, TORQUE CONVE RTOR AND 2 SPEED SENSORS, PERFORMED ALIGNMENT SET LFCAMBER,VERIFIED REPAIRS	correcetd per policy APPROVED PER BRIAN MICHELIN ~OLH .5 LPT ALIGN 1.4
1012	Vue	2003	5GZCZ33D63S878655	9/4/2009	K7000	92934	\$3,705	UPON INSPECTION AND TEST DRIVE CONFIRMED INTERNAL FAILURE IN TRANSMISSION. REPLACED THE TRANSMISSION ASSY AND COOLER LINES TOCORRECT	ok needed to add customer participation amount approve ~VTI REPLACE
1013	Vue	2003	5GZCZ33D63S913761	9/15/2009	K7000	93040	\$3,999	INSPECTION FOUND NO ACCELERATION. PERFORMED LINE PRESSURE TEST: FOUND LOW. INSPECTED FLUID & FOUND CONTAMINATED. TECH REPLACED VTITRANSMISSION ASSEMBLY. ROADTESTED TO VERIFY	Authorization to replace transmission assemby. ~WP DUE TO VTI POLICY ORIGINAL OWNER UNDER 100K
1014	Vue	2003	5GZCZ43D83S886844	9/8/2009	K7000	93247	\$4,318	CUST STATES THAT TRANS MAKES NOISE WHEN OPERATING TECH FOUND THAT NOISE DUE TO INTERNAL TRANS VTI FAULT-TECH REPLACED TRANSMISSIONASSEMBLY TO CORRECT CONCERN	approved by dsm ~E2020-.7 AND ADD .2 FOR TOE SET ~SIX DAYS DUE TO LABOR DAY HOLIDAY PARTS DELAY
1015	Vue	2003	5GZCZ33D83S909114	8/7/2009	K7000	93258	\$3,852	C1:CUSTOMER STATES THE VEHICLE DOESNT MOVE WHEN PU T INTO GEAR C2:BROKEN C3:TECH CONFIRMED CONCERN,INSPECTED AND FOUND THEVTIFUNCTION IS THE CONCERN, INSPECTED FLUID, FULL OF METAL. REPLACED VTI TRANSMISSION AND FOLLOWED ADDITIVE PROCEDURE. ALIGNEDANDTEST DROVE, OPERAT ING AS DESIGNED	vti trans C1:CUSTOMER STATES THE VEHICLE DOESNT MOVE WHEN PU T INTO GEAR C2:BROKEN C3:TECH CONFIRMED CONCERN,INSPECTED AND FOUND THEVTIFUNCTION IS THE CONCERN, INSPECTED FLUID, FULL OF METAL. REPLACED VTI TRANSMISSION AND FOLLOWED ADDITIVE PROCEDURE. ALIGNEDANDTEST DROVE, OPERAT ING AS DESIGNED

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1016	Vue	2003	5GZCZ33D33S893873	7/29/2009	K7000	93272	\$3,983	TECH PERFORMED ROAD TEST AND FOUND VEHICLE DRIVES SLUGGISH. WOULD NOT GO OVER 20MPH. CODE P1884-RATIO CONTROL MOTOR COIL A2CONTROL CIRCUIT SET. CHECKED TRANS FLUID LEVEL & CONDITION. FOUND FLUID BLACK W/METAL SHAVINGS PRESENT. LINE PRESSURE @ .2AMPS700PSI 1.0 AMPS 240PSI -READINGS GOOD. TRANS FAILURE DUE TO BURNT FLUID CONDITION. TECH REPLACED TRANSMISSION. PERFORMED ALIGNMENT & SET FRONT TOE. FINAL ROAD TEST VERIFIED REPAIR	Approved ~VTI TRANS REPLACED @ 100% -CUSTOMER 1ST OWNER, FOM PRE-AUTHORIZED
1017	Vue	2003	5GZCZ43D13S820975	7/16/2009	K7104	93290	\$3,031	C/S WHILE DRIVING VEHICLE IT WON'T SHIFT CORRECTLY, JERKS AND GRINDS. TECH VERIFIED CONCERN FOUND LINE PRESSURES AT 7PSI AND 110PSI, FOUND COVER CONVERTER AND VALVE BODY ARE WORN. REBUILT TRANSMISSION BY REPLACING INPUT/OUTPUT SHAFT SNRS PUMP/BOTH AXLE SEALS/FILTER/ADJUSTED TOE AND TEST DROVE-OPERATING AS DESIGN.	warranty policy for vti transaxle with \$1010.46 customer participation. ~VTI-C/P 1010.46; ADD.5 P/TST;.9TOE;.3 REPR.TCM;.2 ~TWO SEALS;.2 PUMP;.3 FLTR;PREV.7-19-03@10220
1018	Vue	2003	5GZCZ33D83S899605	8/13/2009	K7104	93405	\$3,806	TECH FOUND INTERNAL FAULT INSIDE TRANSMISSION, NEC TO REPLACE THE TRANSMISSION CASE COVER, TORQUE CONVERTER, VALVE BODY, TRANS SENSOR AND FLUID TO CORRECT THE PROBLEM	~VEHICLE COVERED UNDER LAWSUIT
1019	Vue	2003	5GZCZ33D63S845980	9/4/2009	K7104	93461	\$3,071	VERIFIED VEHICLE WILL NOT ACCELERATE IN DRIVE OR REVERSE. FOUND TRANSAXLE LINE PRESSURE AT 84PSI DISASSEMBLED TRANSAXLE AND FOUND VTI BELT BROKEN WITH TEETH AND METAL DEBRIS IN TRANSAXLE. CLEANED OUT TRANSAXLE, REPLACED COOLER LINES, INTERNAL FILTER, CASE COVER, VALVE BODY AND TORQUE CONVERTER TO CORRECT. ROAD TESTED GOOD. 12 MONTH/12,000 MILE PARTS AND LABOR WARRANTY	~VTI COVERAGE PER CLASS ACTION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1020	Vue	2003	5GZCZ33D93S847626	8/25/2009	K7104	93478	\$3,433	HAD CODE P1758,FOLLOWED DOC# 1837052,DRAINED FLUID BURNED & FULL OF DEBRIS,BUL#04-07-30-021E,R&R & DISASSEMBLE,METAL INPUMP,FILTER,& CONVERTER,REPL. CASE COVER,PUMP,FILTER,& CONVERTER	~POLICY ORIGINAL OWNER UNDER 100K,CLASS ACTION ~SETTLEMENT
1021	Vue	2003	5GZCZ33D13S849029	7/15/2009	K7104	93510	\$2,898	CUSTOMER STATES SERVICE ENGINE LIGHT IS ON AND VEHICLE WILL NOT EXCEED 20 MPH--TECH VERIFIED AND SCANNED FOR CODES(P0841P01758P0742, TRANS CODES) FOUND/REFERRED TO BULLETIN TO PERFORM TRANS TEAR DOWN FOR PROPER DIAG--FOUND TORQUE CONVERTER BLUEFROMHEATAND METAL SHAVINGS THOUGHOUT TRANS-- NECESSARY TO REPLACE CASE COVER ASSEMBLY VALVE BODY, VALVE BODY PLAY,TORQUECONVERTERCONVERTER SEAL, FILTER, O-RINGS, INPUT AND OUTPUT SENSORS, AND ALSO TRANSMISSION LINES--TECH PERFORMED ALL REPAIRSANDADDED FLUIDADDITIVE AND RESET FRONT END ALIGNMENT--TEST DROVE VEHICLE AND IS NOW OPERATING/SHIFTING AS DESIGNED	Nec to repair VTI transmission per class action settelment. Customer paid 25% of repair. Nec to repair VTI transmission per class action settelment. Customer paid 25% of repair ~OH FOR LINES, TEST, AND ALIGNMENT
1022	Vue	2003	5GZCZ33D43S908879	7/21/2009	K7000	93534	\$5,295	CUST STATES TRANS NOISE-ERRATIC SHIFT. CONFIRMED BY AAMCO TRANS. REPLACE TRANS. CUST. REIMBURSEMENT PER SATURN CUSTOMER SERVICE71-741223786	Ok to pay. ~CUST REIMBURSE PER CHRISTIAN SWANSON, CUST SVC



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1023	Vue	2003	5GZCZ33D83S869973	9/10/2009	K7000	93542	\$4,174	FOUND SES LAMP ACTIVE P1884 RATIO CONTROL MOTOR COIL A2 CONTROL CIRCUIT P0701 TRANS CONTROL SYSTEM PERFORMANCE P1599ENGINESTALLFOLLOWED FLOW CHART TEST 20 AMP CONNECTION. AT CIR CUIT 639, AND 5507. FOUND CIRCUIT WORKING AS DESIGNED. FOUND INTERNALLY FAILING RATIO MOTOR (PART OF VALVE BODY) RECOMEND TO REPLACE VALVE BODY. 9/15 REMOVED, AND TORE DOWN TRANS. NOTED FLUID HAS A BURNT SMELL, DISCOLORED. UPON TEAR DOWN FOUND METAL FRAGMENTS THROUGH TRANS ALSO FOUND SHIEVE SEEMS TO HAVE EXCESS TRAVEL. PERFORMED FLUID PRESSURE TEST. FOUND READING WITHIN SPEC. FOUND PRESSURE AT IDLE 173 PSI PROVIDED COST ANALASYS SUMMARY 9/17 PERFORMED TRANSMISSION REPLACEMENT. ROAD TESTED OPERATION AS DESIGNED STEERING OFF CENTER PERFORMED ALIGNMENT WITH FRONT TOE SET (SEE ATTACHED) SEE ADVISEMENT	Auth for K7000 for Vti. Remember that on 9-29-09 a message was sent out stating that the proposed settlement was no longer ineffect and that the Policy is what we are to be guided by. Global Connect message G_0000039020. Thanks. reduced pwr light on and poor acceleration-r&r trans-fluid burnt and discolored-tear down-metal throughout-replaced VEH HARD TO ACCELERATE AND REDUCED PWR LAMP ON-CODES P1884-P0701-P1599-R&R TRANS AND TEARDOWN-FLUID BURNT-METAL THROUGHOUT TRANS-REPLACED TRANS-PERFORM ALIGNMENT
1024	Vue	2003	5GZCZ33D03S915019	8/25/2009	K7104	93581	\$2,760	CUST STATES THAT THE VEHICLE WOULD ONLY GO INTO REVERSE WOULD NOT GO INTO ANY OTHER GEAR. TECH STATES THAT VERIFIED CUSTOMERS CONCERN FOUND LINE PRESSURE LOW IN DRIVE 105 PSI. NEC TO REPLACE CASE COVER ASSY AND TRANS FILTER TO CORRECT CUSTOMERS CONCERN	Customer paid \$919.88 deductible. ~VEHICLE IS STILL COVERED UNDER THE ADDITIONAL ~WARRANTY ON VTI'S
1025	Vue	2003	5GZCZ43D63S885031	8/18/2009	K7104	93608	\$3,057	CUSTOMER STATES THAT THE CAR IS SLIPPING TECH VERIFIED TO FIND THAT THE PCM SET CODES- P0218 AND P1758-PERFORMED LINE PRESSURE TEST AND FOUND TO BE AT .2 AMPS 1300 RPM'S AND 1.0 AMP AT IDLE 740 AN D 220 PULLED APART AND FOUND FLUID BURNT DUE TO OVERHEATED CONVERTER AND CASE COVER SLIPPING TECH R PLACED ALL PARTS LISTED AND RECHECKED AL LO.K.	~SATURN PAID 70 PERCENT CUSTOMER PAID 30 PERCENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1026	Vue	2003	5GZCZ43D33S800226	8/10/2009	K7000	93631	\$3,973	CUST STATES WHILE DRIVING THE CAR SOUNDS VERY NOISY. DIAGNOSED AND FOUND NOISE COMMING FROM VTI TRANSMISSION. VTI TRANSMISSIONINTERNALLT FAILED. REPLACED TRANSMISSIO ASSEMBLY AND COOLER LINES.	approved ~REPLACED UNDER PARTS WARRANTY.
1027	Vue	2003	5GZCZ33DX3S846887	7/24/2009	K7000	93656	\$3,550	COMPLAINT-VEHICLE STRUGGLES TO GO OVER 35MPH, TRANSMISSION SOUNDS NOISEY. TEST DROVE, VERIFIED CONCERN, FOUND BELT FOR CVTTRANSMISSION SLIPPING NOT ALLOWINING VEHICLE TO GO OVER 35MPH. R&R AND REPLACED TRANSMISSION ASSEMBLY,COOLER LINES, FLUSH COOLERAND PERFORMED ALIGNMENT	Approved by GH. ~DUE TO CLASS ACTION LAW SUIT COVERED MOST OF ~REPAIR. CUSTOMER PAIDED \$500.00 TOWARD REPAIR
1028	Vue	2003	5GZCZ43D23S843343	9/21/2009	K7104	93694	\$5,804	CHECK AND DRIVE TRUCK-LOUD WHINE AND GRIND IS OCCU RING-DRAIN TRANNY FLUID,ADD ADDITIVE AND REPROGRAMTCM- NOCHANGE.REMOVETRANSMISSION AND DISASSEMBLE- REMOVE AND REPLACE CASE COVER,VALVE BODY,TORQUE CO NVERTER,FILTER ANDREASSEMBLE.TOP OFFFLUIDS AND ACHECK/ALIGN FRONT END,DONE.	Rebuilt noisy tranny unit as per extended coverage policy
1029	Vue	2003	5GZCZ33D03S904537	8/31/2009	K7000	93715	\$3,762	CODES P0700, P0701, P1882 PRESENT. TRANS. WHINING FROM BELT SLIPPAGE. REPLACED TRANSAXLE AND COOLER LINES. FOLLOWED THEGUIDELINESOF POLICY	OK vti per letter
1030	Vue	2003	5GZCZ43D83S886844	9/14/2009	K7000	93766	\$4,467	CUST STATES THAT CAR WILL NOT MOVE WHEN ACCEL- TECH REPLACED BINDING INTERNALLY TRANSAXLE ASSEMBLY AND NEW FLUID TO CORRECTCONCERN-ADD TIME FOR DISASSEMBLY OF TRANS HALF CASE-TECH FOUND THAT BEARINGS FOR TRANS SCATTERED THROUGHOUT TRANS ASSEMBLY-REQUIREFULL TRANS REPLACE	approved by dsm ~PREV REPLACED 9/10/09 ~2.0 FOR DISASSEMBLY OF BROKEN TRANS TO DIAGNOSE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1031	Vue	2003	5GZCZ33DX3S900995	7/13/2009	K7000	93788	\$4,484	TECHNICIAN VERIFIED THE CUSTOMERS CONCERN SCANNED FOR DTC P0841/P1758/P0842 PERFORMED LINE PSI TEST (FAILED) REMOVEDANDDISASSEMBLED AND FOUND BELT FAILED AND SOME LINKS CAME ARAPRT, METAL THROUGHOU UNIT AND CHIPPED GEAR TEETH. TECHNICIAN ALSONOTEDEXCESSIVE METAL IN OIL COOLER. REMOVED FRT FASCIA AND REPLACED OIL COOLER. REASSEMBLED AND RETEST, CUSTOMERS CONCERNCORRECTED.REMOVED AND REPLACED THE FAULTY TRANSMISSION UNIT AND COOLER LINES. REASSEMBLED AND ROADTEST, CUSTOMERS CONCERN CORRECTED.	vti issue POLICY REPAIR CAR WITHIN CLASS ACTION TERMS-FULL UNIT NEEDED METAL THROUGHOUT ~ADD TIME FOR ADDITION PARS
1032	Vue	2003	5GZCZ33D63S901352	7/22/2009	K7000	93791	\$3,950	CUSTOMER STATES THE VEHICLE WILL REV UP ON THE RPM'S AND NOT MOVE. THERE IS ALSO A GRINDING NOISE HEARD WHILE DRIVING.TECHNICIANFOUND INTERNAL BELT SLIPPING.REPLACED TRANSAXLE.SET FRONT TOE AND ROADTESTED VEHICLE.CONCERN CORRECTED.CUSTOMER IS THE ORIGINALOWNER OF THE VEHICLE.	Special policy on VTi ~A AUTHO FOR WARRANTY POLICY/P AUTHO FOR EXCEEDS ~PARTS CEILING/E AUTHO FOR OTHER HOURS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1033	Vue	2003	5GZCZ43D13S876995	7/22/2009	K7104	93800	\$5,730	ROAD TESTED/INSPECTED: VERIFIED. 1.FOUND VTI TRANSMISSION CASE COVER ASSEMBLY HAS AN INTERNALMECHANICALFAULT/SLIPPING/WORN/STRIPPED CAUSING METAL DEBRIS THROUGHOUT TRANSMISSION ASSEMBLY. 2.FOUND BOTH VTI TRANSMISSION AXLESHAFT OILSEALS HAVE AMECHANICAL FAULT/LEAKING.SATURN SETTLEMENT AUTHORIZED 100% OF REPAIRS. -REPLACED VTI TRANSMISSION CASE COVER ASSEMBLY. -REPLACEDVTI TRANSMISSION INTERNALOILFILTER. -REPLACED VTI TRANSMISSION VALVE BODY. -REPLACED VTI TRANSMISSION TORQUE CONVERTER. -REPLACEDVTI TRANSMISSION AXLESHAFT OILSEALS. -ADJUSTED WHEEL ALIGNMENT SETTINGS. REROAD TESTED/REINSPECTED: NOT OK.SEE LINE #2 FORFURTHER DIAGNOSTICS/REPAIRS. REROAD TESTED/REINSPECTED: ALL OK. COMPLETED.	SATURN SETTLEMENT AUTHORIZED 100% OF REPAIRS
1034	Vue	2003	5GZCZ33D43S854547	7/14/2009	K7000	93980	\$4,028	C\S SES LITE IS ON TRANS IS STICKING IN GEAR CODE 0218 0962 PSI .2 475 1.0 80 PSI R AND R TRANS METAL IN FLUID STATOR CONCNERTERDAMAGED REPALCED COMPLETE TRANSMISSION 2 DAYS RENTAL 5Y2SP67079Z444885E OUT 07\14 IN 07\16	APPROVED AFTER REVIEW ~TRANSMISSION REPLACEMENT
1035	Vue	2003	5GZCZ43D83S868103	9/8/2009	K7104	94000	\$3,939	CAR TOWED IN-STOPPED RUNNING-TECH VERIFIED-NO MOVE MENT.CHK CODES-CODE P1758-RATIO W/O DRIVE-PERFORM LINE PSI TEST-FAILEDTEST.274PSAT 3,000 RPMS.RE-MOVE TRANS-TORE TRANS DOWN & CLEANED ENTIRE TRANS INSTALLED NEW TRANS OIL PUMP INSTALL NEW INTERNALFILTER-INSTALLSPEED SENSORS,NEW END CASE-TORQUE CONVERTOR-RE-INSTALLED TRANS-ADDED FLUID & ADDITIVE-TEST DROVE AFT REPAIRS-ALLNOW OK-PERFALIGNMT	wp per bulletin,olh for diag,sensors,tear down to clean ~ADD TIME FOR ALIGNMENT,SPEED SENSORS-CLEAN ENTIRE ~TRANS INSIDE. WTTY SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1036	Vue	2003	5GZCZ33D23S836659	8/11/2009	K7000	94003	\$3,907	C/S WHEN DRIVING CAR WILL JUMP OUT OF GEAR. DID IT AT 70MPH WHILE DRIVING ON FREEWAY & WHEN JUST TAKI NG OFF FROM A STOP. FOUNDLIMPRESS AT 515 .2 AMP 205 1.0AMP. FOUND LOTS OF METAL IN FLUID REPLACED TRANS.	ok C/S WHEN DRIVING CAR WILL JUMP OUT OF GEAR. DID IT AT 70MPH WHILE DRIVING ON FREEWAY & WHEN JUST TAKI NG OFF FROM A STOP. FOUNDLIMPRESS AT 515 .2 AMP 205 1.0AMP. FOUND LOTS OF METAL IN FLUID REPLACED TRANS. INSPECTED AND AUTHORIZED GOODWILL BY FOM.
1037	Vue	2003	5GZCZ33D33S848187	8/28/2009	K7104	94127	\$2,543	TEST SYSTEM NECESSARY TO REMOVE AND REPLACE THE TRANSMISSION COVER AND OVERHAUL AS NEEDED. REFERENCE SPECIAL POLICY ON THEVTITRANSMISSION.	vti class action settlement
1038	Vue	2003	5GZCZ33D53S884950	8/13/2009	K7104	94141	\$3,870	ROAD TESTED THE VEHICLE AND DUPLICATED A HESITATIO N IN FORWARD GEARS.SCAN TESTED NO FAULT CODES IN A NY MODULE.PERFORMED INTERNALTRANSMISSION PRESSURE TEST .2 AMP 580 PSI/1 AMP 120 PSI.LOW PRESSURE PERFORMED TEAR DOWN AND INSPECTION,THE TECH FOUND CONVERTERBLUE (OVERHEATED),CASE COVER WORN.REPLAC ED THE CASE COVER,VALVE BODY,TORQUE CONVERTER AND RELATED GASKETS AND SEALS.INSTALLED UPDATED TCM CALIBRATION,FLUID AND ADDITIVE .ROAD TESTED TO VER IFY REPAIR. ALTERNATE TRANSPORTATION FOR TWO DAYS TO DIAGNOS ANDREAPIR VEHICLE VIN# 1G1AT58H097286691	~ADDDITIONAL TIME FOR PREEASURE TEST,NEW CALIBRATION ~REPAIRED UNDER CLASS ACTION LAW SUIT
1039	Vue	2003	5GZCZ33D43S872966	8/4/2009	K7000	94152	\$4,073	CUSTOMER STATES, TRANS WILL NOT GO FORWARD OR BACK WARD - FOUND CHAIN BROKEN DISASSEMBLED TRANS -FOUN D CHAIN BROKEN/PINIONBROKENDIFF TEETH BROKEN PUM P BROKEN CASE DAMAGED BY PERFERED COST ANALYSYT - REFER TO ESTIMATE SHEET ADVISED TO REPLACE UNIT CHEAPER THAN TO REBUILD	ok'd replacement unit PER FOM-MW
1040	Vue	2003	5GZCZ43DX3S912344	9/18/2009	K7000	94235	\$3,992	VERIFIED THAT THERE IS A LOUD NOISE COMING FROM IN SIDE THE TRANS BEARING NOISE ON LEFT SIDE OF TRAN S ASSM REPLACED THETRANSASSM ALL OK NOW	bv vti trans replacement

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1041	Vue	2003	5GZCZ43D53S804438	8/18/2009	K7000	94286	\$4,048	C/S TRANS MAKING HUMMING NOISE,VERIFIED ON ROAD- TEST,BEARING NOISE IN TRANS,TECH REPLACED THE AWD TRANSASSEMBLY,PERFORMEDALIGNMENT AND FRONT TOE ADJUSTMENT,PREVIOUS VTI INSTALLATION ON 6/27/09, RO# 1289348,AT 92,822 MILES	Approved per dealer comments ~OK W1 AS VTI WAS INSTALLED ON 06/27/09 ONLY 1,464 ~MILES AGO ON JOB CARD#1289348.OK BOB C-FOM ~OK W1 AS VTI WAS INSTALLED ON 06/27/09 ONLY 1,464 ~MILES AGO ON JOB CARD#1289348.OK BOB C-FOM
1042	Vue	2003	5GZCZ33D73S841677	7/29/2009	K7104	94335	\$2,586	CUST STATES TRANS SLIPS & WON'T GO FAST...OK IN REVERSE.TECH FOUND TRANS SLIPPING BADLY IN FORWARD PRESSURE TESTED (.2AMPS-1300RPM-325 PSI/1.0 AMP- IDLE-95 PSI). PRESSURES OUT OF SPECS. REBUILT TRANSMISSION. REPLACED CASE HALF, VALVE BODY, PUMPFILTER &SPEED SENSORS. FILLED WITH FLUID AND TEST DROVE.	Customer paid \$1000.00 customer participation. Claim submitted for the full amount in error. Self debit of \$1000.00 ~.5 OLH FOR PRESSURE TEST/.3 OLH TO REPLACE FILTER ~AUTH WP-VTI UNDER 100,000 MI/\$1000.00 DEDUCTIBLE
1043	Vue	2003	5GZCZ33DX3S903069	7/10/2009	K7104	94508	\$2,934	CUSTOMER STATES VEHICLE IS MAKING A TRRIBLE GRINDI NG NOISE. TECH FOUND NO CODES. VEHICLE WOULD NOT M OVE AND HAD ALOUDGRINDINGFROM TRANS. TECH REMOV ED TRANS ANS DISASSEMBLED. TECH FOUND A LOT OF MET ALLIC DEBRIS IN FLUID AND PIECES IN THEBOTTOM OFTHETRANS. TECH REMOVED AND REPLACED TRANS SIDE CO VER ASSEMBLY. TECH REPLACED VALVE BODY DUE TO META LLIC CONTENT.TECHREPLACEDTORQUE CONVERTER AND F LUSHED COOLER LINES. TECH THOROUGHLY CLEANED CASE HALVES AND INSTALLED NEW FILTER. TECHINSTALLED TORQUECONVERTER SEAL AND USED NEW DESIGN INPUT SENS OR. TECH REASSEMBLED WITH EXACT AMOUNT OF SEALER, USING ALL TORQUESPEC.TECHPERFORMED ALIGNMENT AN D ROAD TESTED. OPERATIONAL AFTER REPAIR.	VTI REPAIR NECESSARY TO ORDER PARTS vue trans issues ~OTHER HOURS DUE TO REPLACING FILTER, PRESSURE TES ~TING & ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1044	Vue	2003	5GZCZ33D33S870402	9/16/2009	K7104	94596	\$2,847	TECH INSPECTED AND VERIFIED TRANSMISSION WAS VERY NOISY DUE TO FAILED BEARING ON INPUT SHAFT. TECH REPLACED CASE COVERASSEMBLY,ADDED NEW FLUID AND TEST DROVE WITH NO PROBLEM. DID A 4 WHEEL ALIGN SET FRONT AND REAR TOE AND FRONT CAMBER. COVERED UNDERWARRANTYAS ONE-TIME GOODWILL DUE TO PRIOR REPAIRS.	VERIFIED WP
1045	Vue	2003	5GZCZ43D83S913329	7/27/2009	K7104	94655	\$3,366	CONFIRMED CUSTOMER CONCERN PERFORMED ALL THE PROCEDURES OF BULLETIN 030730051A RECALIBRATE TRANS FLUSHED TRANS FLUID TWICE ANDADDEDADDITIVE ROAD TESTED VEHICLE TRANS STILL LOUD,WITH THE ENGINE SPEED AT IDLE INCREASE THE LINE PC SOLENOID AMPERAGE TO 1 AMPLINEPRESSURE IS BELOW 246 PSI DECREASE THE LINE PC SOLENOID AMPERAGE TO 0.2 AMP LINE PRESSURE IS BELOW 600 PSI RR CASE COVERASSEMBLYROAD TESTED VEHICLE IT IS OAD AT THIS TIME	Per Fom to replace the case cover
1046	Vue	2003	5GZCZ33D33S882808	8/25/2009	K7000	94658	\$4,331	TECH VERIFIED BUCKING AND DELAY INTO FORWARD OR REVERSE. TECH FOUND P0841 AND P0842 IN TECM. TECH PRESSURE TESTED TRANS,HIGHPSINORMAL, LOW PSI WAS WAY BELOW SPEC. TECH FOUND METAL IN FLUID, CALLED TAC, TAC OKED REPLACEMENT OF TRANS ASSY.TECHREPLACEDTRANS, FLUSHED COOLER AND SET TOE SUPPLIED COURTESY RENTAL #2GTEK23C391138182 3 DAYS-vti trans original owner	ok'd vti DZ vti trans-original owner you need to indicate in comments if this is a vti and what owner it is and if not first owner, enter participation DZ low pressure-found debris when draining trans-original owner ~OLH FOR PRESSURE TESTING, DIAG AND TO SET TOE.
1047	Vue	2003	5GZCZ33D33S821359	8/31/2009	K7104	94692	\$2,994	OWNER STATES SOMETIMES WHEN SLOWING DOWN & THEN HESITATES ON ACCEL.TECH VERIFIED CONDITION INSPECTED VEHICLE.TRANSSLIPPING.R&RTRANS FOUND METAL FROM SHEEVE BELT THROUGHOUT TRANS.REPLACED COVER ASSEM,VALVE BODY,TORQUR CONVERTER,SPEEDSENSOR,COOLER LINES &FILTER.ROAD TEST OK	corrected customer participation ~OUT OF 5/75, CUST PAYS 25%

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1048	Vue	2003	5GZCZ43D53S841831	7/13/2009	K7104	94702	\$1,524	CUSTOMER STATES VEHICLE WOULD NOT ACCELERATE. FOUND TRANS SLIPPING DUE TO BELT SLIPPAGE. REPAIR OF VTI TRANSMISSION - REPLACEDSIDE COVER ALONG WITH TORQUE CONVERTOR, VALVE BODY AND FILTER. RETESTED OK	replaced cover assembly
1049	Vue	2003	5GZCZ43D83S913329	7/29/2009	K7000	94704	\$4,023	ROAD TESTED VEHICLE WITH THE CUSTOMER TRANSMISSION IS LOUDER THAN BEFORE, PER FOM ROBERT GILLAM RR TRANSMISSION, ROAD TESTED VEHICLEIT IS OAD AT THIS TIME, ADJUSTED FRT TOE VEHICLE IS OAD AT THIS TIME	9/7/09 ~AUTHORIZED BY ROBERT GILLAM.
1050	Vue	2003	5GZCZ43D73S808944	7/24/2009	K7104	94711	\$4,597	SES LIGHT IS ON,SCAN THE TCM FOUND LOW PRESURE IN THE TRANS,REPLACE THE TRANS OPERATING AS DESIGN	REPLACE TRANSMISSION. VTI TRANS WITH PRIOR HISTORY.
1051	Vue	2003	5GZCZ33D43S880842	9/18/2009	K7104	94832	\$3,305	CUSTOMER STATES TRANSMISSION EXTREMELY NOISE PRESS GAS CAR NO GO, PLEASE ADVISE. TECH INSPECTED FOUND TRNAS INTERNALLYFAILED,TECHREPLACED CASE HALF AND REALIGNED TOE TO CORRECT.	A-AUTH
1052	Vue	2003	5GZCZ43D43S801076	9/12/2009	K7104	94835	\$4,508	CUST STATES TRANS SLIP/NOISY. TECH VERIFIED CONCER RAN LINE PRESSURE TEST FOUND LOW @ 75PSI @1.0 AMPS VTI BELTFAILED- METALPIECESFILLED TRANS. REPLACE D VTI CASE/COVER,FILTER,TORQUE CONV,CLEAN VALVEBOD ASM. & SPEED SENSORS. ADJ TOE TEST OK ATTHIS TIME	left valve body off when previously submitted CUST STATES TRANS SLIP/NOISY. TECH VERIFIED CONCER RAN LINE PRESSURE TEST FOUND LOW @ 75PSI @1.0 AMPS VTI BELT FAILED- METALPIECESFILLED TRANS. REPLACE D VTI CASE/COVER,FILTER,TORQUE CONV,CLEAN VALVEBOD ASM. & SPEED SENSORS. ADJ TOE TEST OK AT THIS TIME
1053	Vue	2003	5GZCZ43D63S885501	7/20/2009	K7000	94945	\$4,386	C/S TRANSMISSION IS MAKING NOISE WHILE TRAVELING/ TECH:FOUND THE TRANS SLIPPING CAUSING DEBRIS TO CLOG THE VALVE BODY/PRESSURETESTED-FOUND LOW PSI @ 100PSI @ 1.0A 625 @ .2A/REPLACED TRANS/FLUSHED/ ALIGNED/TCM PROGRAM.	cobalt ~VTI-PRESSURE TEST/TCM PROGRAM/ALIGNED/FLUSH OLHRS ~C/REQ TRS FOR WORK - SOP FREIGHT



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1054	Vue	2003	5GZCZ33D23S805573	8/24/2009	K7000	94971	\$3,238	CHECKED CUSTOMER CONCERN WITH TRANS, DELAYS INTO FORWARD, CHECKED FOR CODES NONE PRESENT. EXTERNAL LEAKS PRESENT, TORQUE CONVERTER SEAL LEAKING, COOLER LINE SEALS AND VALVE BODY GASKET. PERFORMED LINE PRESSURE TESTING AT IDLE 106 LBS, SPEC 152-268, @ 1350 RPM MS462 PSI SPEC 652-798, DISASSEMBLED TRANS AND DID COST COMPARISON REBUILD \$39327.67 OR REPLACE \$4483.77, OVER 80% FOR REPLACEMENT, ORDERED TRANS AND AND INSTALLED. REPLACED OLD STYLE COOLANT LINES, AND FLUSHED COOLER, PER ALIGNMENT SET LEFT AND RIGHT FRONT CAMBER AND TOE, ROAD TESTED OK AT THIS TIME CUSTOMER TO PARTICIPATE IN REPAIR \$1079.35 PLUS TAX	ok'd vti trans. DZ listed customer participation in proper column, amount of \$1079.35 for 75/25 split you need to enter customer participation in claim before I can approve....not in comments, but before line total DZ ~CUST 2ND OWNER 25% PARTICIPATION OLH FOR DIAG ~ALIGNMENT PUMP REPLACEMENT & RENTAL
1055	Vue	2003	5GZCZ43D23S907512	8/31/2009	K7104	95049	\$3,287	VERIFIED GRIND NOISE FROM VTI FOLLOWED BULLETIN 05 07 30 004 FOR INTERMITTANT NOISE DISASSEMBLED TRANS AND REPLACED CASE HALF, TORQUE CONVERTER SEAL, REASSEMBLED, INSTALLED, FILLED FLUID, INSTALLED NEW TCM CALIBRATION. SET FRONT TOE UNDER 100K ORIGINAL OWNER	cores added to parts ~UNDER 100K SPECIAL POLICY ORIGINAL OWNER
1056	Vue	2003	5GZCZ43D33S805894	8/21/2009	K7000	95163	\$3,854	VERIFIED CONCERN-SCAN COMPUTER DATA TO FIND CODE P0841-PERFORM DIAGNOSIS AND FOLLOW DIAGNOSIS FOR CODE P0841 - NECESSARY TO PERFORM LINE PRESSURE TEST TO FIND LOW LINE PRESSURE-NECESSARY TRACE CIRCUIT 452 AND 596 AT TRANSMISSION CONTROL MODULE - OK. FOUND TRANSMISSION FLUID CONTAMINATED WITH METAL NECESSARY TO REPLACE TRANSMISSION ASSEMBLY ROADTEST AFTER REPAIR-OK. OTHER HOURS SHOWN AS DIAGNOSIS	k7000 approved VERIFIED CONCERN-SCAN COMPUTER DATA TO FIND CODE P0841-PERFORM DIAGNOSIS AND FOLLOW DIAGNOSIS FOR CODE P0841 - NECESSARY TO PERFORM LINE PRESSURE TEST TO FIND LOW LINE PRESSURE-NECESSARY TRACE CIRCUIT 452 AND 596 AT TRANSMISSION CONTROL MODULE - OK. FOUND TRANSMISSION FLUID CONTAMINATED WITH METAL NECESSARY TO REPLACE TRANSMISSION ASSEMBLY ROADTEST AFTER REPAIR-OK. OTHER HOURS SHOWN AS DIAGNOSIS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1057	Vue	2003	5GZCZ43D63S899429	7/15/2009	K7000	95176	\$4,402	TECH ROAD TESTED FOUND NOISE COMMING FROM TRANSMISSION PERFORMED LINE PRESSURE TEST 90 PSI AT IDLE 150 PSI AT 1300 RPMS.PERFORMEDFLOW TEST- LOW FLOW OUT OF TRANSMISSION COOLER REPLACED TRANSMISSION ASSEMBLY,TRANSMISSION OIL COOLER AND LINES.SET TRANSMISSIONFLUID LEVEL ROAD TESTOK	Transmission replaced. Paid pending further review ~TRANSMISSION OIL COOLER REPLACEMENT TIME
1058	Vue	2003	5GZCZ33D53S900564	8/11/2009	K7000	95259	\$4,848	TOWED IN/ CAR WILL NOT MOVE IN ANY GEAR/WHINING NOISE/PRESSURE TESTED TRANS/105 PSI/FOUND METAL IN BOTTOM/ BELT BROKEN/ REPLACEDTRANS ASSEMBLY AND COOLER LINES/04-07-30-024A	ok ~VERIFIED REPAIRS ~DONE
1059	Vue	2003	5GZCZ43D73S819281	8/17/2009	K7000	95316	\$3,167	C/S CAR WWILL NOT ACCLERATE INTER. ADVISE DUPLICATED CONCERN PERFORMED LINE PRESSURE TEST PSI AT 40, FAILED REPLACEDTRANSMISSIONANDFLUID SET ALIGNMENT, ROAD TESTED GOOD	I don't know if you actually looked at the changes before you rejected this claim again. however i put in a \$1000.00customer/service agent participation prior to the last submission. Per my email on 08/08/2009, VTi falls under same guidelines as any other goodwill request. veh is 6 years old. Nocustomerparticipation noted. Veh is 6 yrs old with 95K. C/S CAR WWILL NOT ACCLERATE INTER. ADVISE DUPLICATED CONCERN PERFORMED LINE PRESSURE TEST PSI AT 40, FAILED REPLACEDTRANSMISSIONANDFLUID SET ALIGNMENT, Per my email on 08/08/2009, VTi falls under same guidelines as any other goodwill request. veh is 6 years old. No customerparticipation noted. C/S CAR WWILL NOT ACCLERATE INTER. ADVISE DUPLICATED CONCERN PERFORMED LINE PRESSURE TEST PSI AT 40, FAILED REPLACEDTRANSMISSIONAND FLUID SET ALIGNMENT, C/S CAR WWILL NOT ACCLERATE INTER. ADVISE DUPLICATED CONCERN PERFORMED LINE PRESSURE TEST PSI AT 40, FAILED REPLACEDTRANSMISSIONAND FLUID SET ALIGNMENT,

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1060	Vue	2003	5GZCZ33D13S905227	9/24/2009	K7000	95353	\$3,812	TECHNICIAN VERIFIED TRANSMISSION INOP; FOUND BELT BROKEN, PIECES BROKEN UP IN TRANS, CASE SCORED. FINAL DRIVE GEARS DAMAGED. REPLACED TRANSMISSION AND PERFORMED ALIGNMENT. TEST DROVE.	Reviewed with Kevin Katchmark, I had sent memo out on 9/29 with new approach on Vti, customer already gone and happy by then, Kevin had discussed with prior DM Rich Volpe, who felt that if done prior to understanding new game plan would be OK to approve this time. ~REPAIRED PER CLASS ACTION LAW SUITE
1061	Vue	2003	5GZCZ43D83S901407	8/28/2009	K7104	95606	\$3,261	TECH VERIFIED CONCERN - TORE DOWN TRANSMISSION AND FOUND THAT THE DRIVE BELT WAS BROKEN. INSPECTED PUMP - GOOD. FOUND SOME METAL IN CONVERTER. TECH REPLACED CONVERTER, COVER ASSEMBLY, O-RINGS, VALVE BODY, SOACER PLATE, FILTER AND COOLER LINES. TECH FOUND THAT THE PUMP DRIVEN GEAR SPACERS WERE THE FIRST DESIGN AND WORN - TECH REPLACED WITH UPDATED DESIGN. TECH THEN UPDATED TCM AND PERFORMED ALIGNMENT. RECHECKED AFTER REPAIR AND ALL OKAY NOW CAR DRIVING PROPERLY.	TECH VERIFIED CONCERN - TORE DOWN TRANSMISSION AND FOUND THAT THE DRIVE BELT WAS BROKEN. INSPECTED PUMP - GOOD. FOUND SOME METAL IN CONVERTER. TECH REPLACED CONVERTER, COVER ASSEMBLY, O-RINGS, VALVE BODY, SOACER PLATE, FILTER AND COOLER LINES. TECH FOUND THAT THE PUMP DRIVEN GEAR SPACERS WERE THE FIRST DESIGN AND WORN - TECH REPLACED WITH UPDATED DESIGN. TECH THEN UPDATED TCM AND PERFORMED ALIGNMENT. RECHECKED AFTER REPAIR AND ALL OKAY NOW CAR DRIVING PROPERLY. ~2ND OWNER - UNDER 100K, ADD TIME COOLER LINES, ~INSPECT PUMP AND CLUTCH, TCM, ALIGN, AXLE SEALS
1062	Vue	2003	5GZCZ43D83S812078	8/10/2009	K7104	95635	\$2,629	CUSTOMER STATES HAS SES LIGHT NO FORWARD MOVEMENT TECH STATES R/R TRANSMISSION FOUND CHAIN MISSING TEETH. TECH STATES REPLACED CASE COVER, TORQUE CONVERTOR, FLUID FILTER AND LINES. NORMAL OPERATION AFTER REPAIR	completed as outlined by class action suit with deductible
1063	Vue	2003	5GZCZ33D33S883442	9/26/2009	K7000	95829	\$4,332	DUPLICATED CUSTOMER CONCERN / NECESSARY TO REPLACE TRANSMISSION ASSY AND ALIGN FRONT END DUE TO SUB FRAME REMOVAL / EXTENDED CAR RENTAL DAYS DUE TO TRANSMISSION AVAILABILITY	jbb ~ORDERED TRANS 1ST CAR IN HAD TO WAIT FOR PARTS

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1064	Vue	2003	5GZCZ33D53S857733	9/22/2009	K7104	95835	\$4,687	CUST STS CREAK FOR LOUD HUM/GROWL NOISE THAT INCR- EASES WITH SPEED UP TO 40MPH.FOUND NOISE FROM TRA- NS UPON TEST DRIVEONLIFT,DISASSEMBLE TRANS,FOUND SPIDER GEARS IN DIFF ASSEMBLY CHIPPED & NOISY.REP- LACED SIDE COVER,DIFF ASSEMBLY,AXLE SEALS,FILTER&PUMP AND 1ST DESIGN TRANS LINES,RETESTED-OK,ALSO PERFORMED FRONT END ALIGMENT,SETTING FRONT TOE.	vti warranty repaired under class action law suit
1065	Vue	2003	5GZCZ33D23S914728	9/15/2009	K7104	95850	\$3,116	PER DOC #1614535 CHECKED OIL COOLER LINES THEY ARE THE NEWER DESIGN, TORQUE CONVERTER IS IN GOOD CONDIDTION PERFORMED LINEPRESSURETEST PRESSURE TEST IS BELOW SPECS RR CASE COVER AT IDLE WITH PC SOLENOID AT 1 AMP PRESSURE IS BELWO 246 PSI, BETWEEN1400-1500RPMWITH PC SOLENOID 0.2 AMP PPSSURE TESTED BELOW 600 PSI AS WELL	OLH FOR PRESSURE TEST
1066	Vue	2003	5GZCZ33D43S873423	9/17/2009	K7000	95898	\$4,197	OWNER STATES CAR MAKES A LOUD WHINNING NOISE AND WILL NOT GO WHEN HOT. VARIFY CONCERN,LINE PRESSURE TEST BELOW SPEC, REMOVE UNITTOINSPECT, METAL IN UNIT VALVE BODY, TORQUE CONVERTER BLUE, CLUTCHES OVERHEATED,MORE COST EFFECTIVE TO REPLACE ASSEMBLYREPLACECOOLER LINES, PERFORM ALIGNMENT	jbb OWNER STATES CAR MAKES A LOUD WHINNING NOISE AND WILL NOT GO WHEN HOT. VARIFY CONCERN,LINE PRESSURE TEST BELOW SPEC, REMOVE UNITTOINSPECT, METAL IN UNIT VALVE BODY, TORQUE CONVERTER BLUE, CLUTCHES OVERHEATED,MORE COST EFFECTIVE TO REPLACE ASSEMBLYREPLACECOOLER LINES, PERFORM ALIGNMENT. AUTH BY FIXED OPS MANAGER.
1067	Vue	2003	5GZCZ33D83S850372	8/24/2009	K7000	95986	\$2,927	TECH FOUND VEHICLE WILL NOT MOVE IN DRIVE OR REVE RSE. TRANSMISSION LINE PRESSURE IS GOOD @ .2 AMPS =220PSI. DRAINEDFLUID,BLACK. FOUND VTI BELT BR OKEN. REPLACED TRANSMISSION AND ALIGNED. NO FURT HER CONCERN. JC	approved Service Manager pre-approved replacement of VTI transmission. Customer participated 25% toward cost of repair. Asking GM toparticipate \$2926.85 (in net item) toward repair

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1068	Vue	2003	5GZCZ43D73S812217	9/14/2009	K7104	96015	\$3,743	ROAD TESTED VEHICLE VERIFIED GRINDING/CRUCHING NOI SE FLUIDS DARK AND BURNT. CHECK ENGINE LIGHT IS ON U0121 LOSS OFCOMMUNICATIONW/TCM.P0442 EVAP LEAK SMALL. REMOVED TRANS AXLE ASSEMBLY AS PER SI.INSPE CTED CASE HALF ASSEMBLY,CASE COVER DOES HAVEDAMAG E TOINTERIOR SURFACE,METAL THRU OUT CASE HALFS REPLACED CASE HALF, PUMP,SEALS, CLEANED REST OF CA SES THROUGHLY, REINSTALLEDTRANS ASPER SI. REFILL FLUIDS TO PROPER LEVEL, REPROGRAMMED TCM WITH PROP ER CALIBRATIONS, ROAD TESTED CAR VERIFIED OPERATIO NPULLS LEFTSLIGHTLY, PERFORMED 4 WHEEL ALIGNMNET ADJUSTED REAR CAMBER AND TOE AND FRT TOE,TEST DRO VE OK NOW,PERFORMED LINE PRESSURETEST FORDIAG AT IDLE 240 PSI LOW, AT 1400 RPMS 515 CAR RENTAL VIN 1GNDV23W48D203001 CUSTOMER PARTICIPATION OF \$956.6 3	did not bill enough for rental days. needed to cover time the car was in the shop ~OLH FOR DIAG ALIGNMENT, FILTER REPLACEMENT ~CUSTOMER 25% PARTICIPATION \$956.63
1069	Vue	2003	5GZCZ33D43S814906	8/3/2009	K7000	96135	\$3,953	CHECK FOR CAR NOT MOVING WHEN PUTTING INTO DRIVE CHECKED SEVERAL TIMES AND WHEN PUTTING INTO PARK ENGINE JUST REVED CAR NOT MOVING.FOUND VTI TO HAVE INTERNAL FAILURE REPLACED TRANS AND RESET ALIGNMENT ROAD TEST OK	ok ~IN APRIL REPLACED LINES AND FLUID PER DOCUMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1070	Vue	2003	5GZCZ43D13S880982	9/8/2009	K7104	96147	\$2,805	VERIFIED VEH ONLY GOES FORWARD. NO REVERSE. CRUNCH ING AND GRIDING IN EVERY GEAR. FLUID IS BURNT WITH MEATAL SHAVINGS AND BLACKINCOLOR. REMOVED TRANSA XLE ASSEMBLY FROM VEHICLE. SPLIT CASE HALVES OF TR ANSAXLE. INSPECTED CLUTCHES, PUMP, DRIVE BELT-METALLICDEBRIS THRUOUT-TORQUE CONVERTER FULL OF DEBRIS. FLUSHED TRANS COOLER. REPLACED TRANS COOLE R LINES WITH NEW DESIGN.REPLACED TRANSPUMP, FILT ER, CASE HALF, SEALS, CLEANED INSIDE OF CASE. REPLACED VALVE BODY COVER GASKET, CLEANED COVER. REBUILTTRANSAXLE.REINSTALLED TRANSAXLE. REINSTAL ED AS PER SI INSTRUCTIONS. REFILLED TRANS WITH FLU ID. REPROGRAMMED TCM WITH NEWSTCLIBRATION.START ED VEHICLE. RAN TRANS TO PROPER TEMP. CHECKED FLUI D LEVEL. ADDED FLUID TO GET PROPER LEVEL. THEN ADD ED DEXCVTADDITIVE.ROAD TESTED VEH-OPERATION OK PULLS TO LEFT. PERFORMED ALIGNMENT-ADJUSTED REAR T OE, FRT TOE AND CAMBER. ROADTESTED-VERIFIEDOPERATION-OK SECOND OWNER ON VEHICLE 25% PARTICIPA TION AMOUNT OF \$934.85 W/O TAX	customer participation in vti repair in amount of \$934.85 ~OLH FOR ALIGNMENT, TEST DRIVE AND DIAG AND FLUID ~FILTER, REPLACED TRANS FLUID PUMP 2ND OWNER ALL P
1071	Vue	2003	5GZCZ33D43S868707	9/14/2009	K7000	96150	\$4,038	CUST STATES DELAYS INTO GEAR NOISE IN TRANS. CHECK ED CONFIRMED. REPLACED FAILED TRANSAXLE. ALL OK	ok ~VTI CASE/WAS JUST REPLACED/2-2009 11,000 MILES AG ~O NEEDED TO BE DONE
1072	Vue	2003	5GZCZ33D93S812682	7/31/2009	K7104	96177	\$3,071	VERIFIED VEHICLE IS HARD TO ACCELERATE UPHILL ENGINE REVS HIGH TO MOVE VEHICLE.FOUND TROUBLE CODES P1882,P0741. CHECKED LINEPRESSURE FOUND AT 85 PSI. DISASSEMBLED TRANSAXLE AND FOUND METAL DEBRIS IN VALVE BODY AND TORQUE CONVERTER FROM FAULTY CASECOVER.REPLACED CASE COVER,TRANSFILTER VALVE BODY AND TORQUE CONVERTER. CLEANED INSIDE OF TRANSAXLE AND FLUSHED COOLER LINES. ROADTESTED GOOD	~VTI COVERAGE PER CLASS ACTION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1073	Vue	2003	5GZCZ33D53S836381	7/29/2009	K7000	96267	\$4,052	VERIFIED TRANS NOISY. FOUND EXCESSIVE GRINDING CAUSED BY BELT SLIPPAGE/HARSH ENGAGEMENT. REPLACED TRANS ASM. ORIGINAL OWNER/UNDER100K MILES	Auth for K7000 for VTi. Remember to provide details on any prior replacements. Thanks. ~VTI ORIGINAL OWNER UNDER 100K
1074	Vue	2003	5GZCZ43D33S863522	7/27/2009	K7000	96306	\$3,695	CONFIRMED SEVERE NOISE AND NO MOVEMENT FROM TRANS. LOCATED AS SEVERE INTERNAL TRANS DAMAGE. REPLACED VTI WITH A REMAN SERTA UNIT.FILLED FLUID AND THEN INSTALLED TRANS ADDITIVE. ROAD TESTED OKAY NOW. SUBLET FOR A 4 WHEEL ALIGNMENT	mvl ~PART OF CLASS ACTION SETTLEMENT ~ROUTE TO MY DSSM
1075	Vue	2003	5GZCZ33D23S867071	8/10/2009	K7000	96440	\$5,609	TRANS WILL NOT ENGAGE, FLUID BURNT SEVERELY, CASE HALF RECENTLY REPLACED AT ANOTHER SATURN FACILITY, 4/30/09, CSO#1134882,92732MILES -- NO GOOD, NECESSARY TO REMOVE AND REPLACED TRANS ASSY WITH SATURN SUPPLIED ASSEMBLY, FLUSH COOLER LINES AND RESETFRONTTOE TO SPECS. CUSTOMER HAD VEHICLE TOWED IN AT HER EXPENSE, CUSTOMER TO BE RE-IMBURSED IF APPROVED CUSTOMER HAD VEHICLE TOWEDINAT HER EXPENSE, CUSTOMER TO BE RE-IMBURSED IF APPROVED ADD TIME 1.0HRS. RESET FRONT TOE .5HRS PERFORM DIAGNOSTICS	APPROVED PENDING POSSIBLE REVIEW, VTI trans replacement, repaired previously at another saturn facility, tac case #10339823
1076	Vue	2003	5GZCZ43D63S875177	8/17/2009	K7104	96585	\$2,834	P1758 DRIVE WITHOUT DRIVE RATIO. VERIFIED NO MOVEMENT IN DRIVE. FOUND LINE PRESSURE LOW (350PSI MAX)FOUNDBULLETIN050730004TOREPLACE CASE COVER TORQUE CONVERTOR AND COOLER LINES DUE TO INTERNAL INPUT SHAFT LEAKAGE. R&R TRANS.REPLACEDLOWER CASE,TORQUECONVERTOR, ALSO NECESSARY TO REPLACE FILTER DUE TO METAL DEBRIS IN TRANS. CLEANED CASE AND REASSEMBLEDWITHNEWSEALS.REPLACEDCOOLER LINES - LINES SEIZED TO COOLER. ALSO NECESSARY TO REPLACE COOLER. OK NOW.	enterprise refunded us for rental - customer canceled? refer to ck #0000070079 11.19.09 \$90.00 - self debit for rental charge paidon claim PER CLASS ACTION VTI TRANS PER CLASS ACTION VTI TRANS

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1077	Vue	2003	5GZCZ33D33S885479	7/25/2009	K7000	96638	\$4,056	PERFORMED LINE PRESSURE TEST. 215 PSI-SPECS 325PSI REPLACED TRANSMISSION AND UPDATE TCM. SET FRONT TOE. ORIGINAL OWNER	Approved per class action guidelines. mjc,dvm ~ADD TIMES FOR UPDATE AND ALIGNMENT ~ORIGINAL OWNER
1078	Vue	2003	5GZCZ33D53S908504	8/4/2009	K7104	96638	\$3,731	CUSTOMER STATES, TRANS NOT SHIFTING AND SERVICE WR ENCH LIGHT ON, MAKING NOISE - FOUND CODES P1758, F OLLOWED BULLETIN05-6-30-004STATES REPLACE CASE C OVER AND FILTER ALSO FOUND CODE P1888 AND P0711 I N VALVE BODY FOR TEMP SENSOR - REPLACED CASECOVER ,FILTER AND VALVE BODY, ALIGN TEST DROVE	wp per fom-mw ~REPAIR AUTH PER FOM
1079	Vue	2003	5GZCZ43D73S909370	9/11/2009	K7104	96648	\$3,003	TECH VERIFIED CUST COMPLAINT. TECH REMOVED STARTER AND CHECKED TORQUE CONVERTER BOLTS, OK. TECH PRESSURE TESTED TRANS,OK.TECHREMOVED TRANS AND REMOVED SIDE COVER FOR INSP. TECH FOUND EXCESSIVE PLAY IN SIDE COVER ASSY. TECH REPLACED SIDE COVERASSYANDINSTALLED TRANS. TECH ROAD TESTED TO VERIFY NOISE WAS GONE. TECH SET TOE AND ROAD TESTE D AGAIN.	vti repair vti repair ~OLH FOR PRESSURE TEST, REMOVE STARTER AND CK TC ~BOLTS, SET FRONT TOE.
1080	Vue	2003	5GZCZ33D93S846959	9/9/2009	K7000	96690	\$4,218	CUSTOMER STATES THERE IS A NOISE COMING FROM THE ENGINE AREA. TECH CONFIRMED LOUD NOISE COMING FROM THE TRANSMISSION. TECH ADVISEDPRESSURE OK BUT INTERNAL BELT NOISY AND SLIPPING. TECH REPLACED TRANSMISSION ASSEMBLY, PERFORMED AN ALIGNMENT, SET TOE AND ROADTEST. OK 5 DAY LOANER VEHICLE 2008 SATURN VUE 3GSDL73798S549764	ok ~ADD'L FOR LINE PRESSURE TEST, ALIGN, SET TOE ~AND ROAD TEST
1081	Vue	2003	5GZCZ33D23S837620	7/21/2009	K7104	96709	\$3,112	CUSTOMER STATES VEHICLE WONT MOVE IN DRIVE. VERIFI ED. FOUND PST AT IDLE 32 PSI, AT 1200 810. BOTH O UT OF SPEC. REPLACEDCASECOVER, FILTER, LINES. VE RIFIED REPAIR....TROUBLE CODE P0742	VTI case cover replacement ~PREV REPLACED4-17-09 MIL 92056 RO 118629
1082	Vue	2003	5GZCZ33D23S867071	9/14/2009	K7000	96733	\$3,867	DIAGNOSED VEHICLE AND FOUND CODE P1882 STORED -- CVT BELT MALFUNCTION OVERHEATED. TECH REPLACED THE CVT TRANSMISSION.	ok to pay ~VTI TRANNY - POLICY



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1083	Vue	2003	5GZCZ33DX3S855427	9/16/2009	K7000	96816	\$4,070	C/S CAR WONT MOVE. FOUND SEGMENTS OF INTERNAL TRAN SMISSION BELT WHEN DRAIN PLUG WAS REMOVED. REPALCE D VTI TRASACLE ASSEMBLY&CHECKED ALIGNMENT.	ok C/S CAR WONT MOVE. FOUND SEGMENTS OF INTERNAL TRAN SMISSION BELT WHEN DRAIN PLUG WAS REMOVED. REPALCE D VTI TRASACLE ASSEMBLY&CHECKED ALIGNMENT. ONE TIME GOODWILL PER SERVICE MANAGER. NO CUSTOMER PARTICIPATION AMOUNT.
1084	Vue	2003	5GZCZ43D53S880709	9/21/2009	K7104	96854	\$2,854	CHECKED CUSTOMER CONCERN WITH TRANS ROAD TESTED CA R IN PARKING LOT, WAS VERY NOISEY AND GRINDING.TOR E DOWN AND INSPECTEDFORPOSSIBLE REBUILD, DID LIN E PRESSURE TESTING FIRST, IDLE 106 PSI, AT 1350 RP M 428 PSI, ALSO HAVE ISSUE WITH ISS/OSS,PERFORMEDVOLTAGE TESTS AND SENSOR OPEN AT TIMES, NOTE TRAN S TO TRANSFER CASE SEAL LEAKING FLUID,VALVE BODY C OVER GASKET LEAKINGFLUID ASWELL. TORE DOWN TRANS FOUND FINE DEBRIS THROUGH OUT TRANS,POSSIBLE PUMP MATERIAL, CASES SEEM TO BE OK, R&&R VALVE BODY COVER, TOREPLACEC OSS/ISS SENSOR, INSTALLED NEW GASK ET, REASSEMBLED VEHICLE AND UPDATED TCM WITH LATES T CAILBRATION CODES, ROADTESTEDTRANS OPS AS DESI GNED,PERFORMED ALIGNMENT SET FRT AND REAR TOE, LEFT AND RIGHT SIDE CAMBER, REROAD TESTED OK NOW 2ND VEHICLEOWNER75/25 SPLIT FOR REPAIR CUSTOMER PARTICIPATION \$951.25	2ND OWNER, 75/25 PARTICIPATION IN WARRANTY REPAIR FOR TRANS \$951.25 ~2ND VEHICLE OWNER 75/25,

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1085	Vue	2003	5GZCZ43DX3S812566	7/27/2009	K7000	96911	\$3,991	CUST STATES TRANS DOES NOT WANT TO SHIFT/MOVE. TECH CHECKED AND CONFIRMED POOR ACCELERATION AND LOUD NOISE FROM TRANSMISSION. TECHPERFORMED LINE PRESSURE CHECK AND FOUNDN ONLY 180 PSI AT IDLE. TECH CALLED TAC & WAS ADVISED TO REPLACE CASE COVE R, VALVE BODY ANDINPUT/OUTPUT SPEED SENSOR. CALLED DVM AND PER CONVERSATION WAS ADVISED TO REPLACE TRANSMISSION ASSEMBLY. TECH REPLACED THETRANSMISSION ASSEMBLY AND INSTALLED NEW TRANS FLUID AND ADDITIVE. TECH PERFORMED WHEEL ALIGNMEN T AND ROAD TESTED AFTER.	reviewed ~POLICY OK'D PER CONVERSATION WITH DVM - HISTORY ~OF TRANS REPAIRS. OWNER TO PAY \$100.00 CO-PAY
1086	Vue	2003	5GZCZ33D53S839300	9/4/2009	K7000	96933	\$2,883	CUSTOMER STATES VEH ACTS AS IF IT IS GOING TO STA RT LIGHTS WORK ETC BUT WILL NOT START. BAD NOISE A T 30 MPH AND CAR ACTS LIKE IT DOES NOT WANT TO GO FLUSHED VTI & RECALED TCM, DID NOT CORRECT ISSUE. FLUID IS VERY BURNT. PRESSURE.2 AMP 500-600.1.0AMP100-200EST LOWER TO REPLACE THAN REBUILT	approved VP 2255.60 69%/ CP 1013.98 31% - CUSTOMER STATES VEH ACTS AS IF IT IS GOING TO STA RT LIGHTS WORK ETC BUT WILL NOT START. BAD NOISEA T 30 MPH AND CAR ACTS LIKE IT DOES NOT WANT TO GO FLUSHED VTI & RECALED TCM, DID NOT CORRECT ISSUE. FLUID IS VERY BURNT. PRESSURE.2 AMP 500-600.1.0AMP100-200EST LOWER TO REPLACE THAN REBUILT VP 2255.60 69%/ CP 1013.98 31% VP 2255.60 69%/ CP 1013.98 31% VP 2255.60 69%/ CP 1013.98 31% ~VP 2255.60 69%/ CP 1013.98 31%
1087	Vue	2003	5GZCZ33D23S842302	8/10/2009	K7104	96987	\$3,625	VERIFIED CONCERN,PERFORMED LINE PRESSURE TEST AND FOUND POOR PRESSURE,SPOKE WITH TAC SUPPORT,CASE #10980809,WAS ADVISEDTOREPLACEVALVE BODY,SIDE COVER,LINES,FLUID,FILTER AND ADDITIVE.RETESTED COLD AND WARM.VERIFIED REPAIR. NOT A REPEAT REPAIR. REPAIRSARE RELATED THOUGH DUE TO THEM BOTH BEING TRANSMISSION PROBLEMS. GOODWILL WARRANTY REPAIR.	ok VERIFIED CONCERN,PERFORMED LINE PRESSURE TEST AND FOUND POOR PRESSURE,SPOKE WITH TAC SUPPORT,CASE #10980809,WAS ADVISEDTOREPLACEVALVE BODY,SIDE COVER,LINES,FLUID,FILTER AND ADDITIVE.RETESTED COLD AND WARM.VERIFIED REPAIR. NOT A REPEAT REPAIR. REPAIRSARE RELATED THOUGH DUE TO THEM BOTH BEING TRANSMISSION PROBLEMS. GOODWILL WARRANTY REPAIR.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1088	Vue	2003	5GZCZ43D23S906912	7/11/2009	K7000	96993	\$2,848	404 CUST STATES NOISE FROM TRANS.TECH VERIFIED CON CERN,LOW SPEED GRIND/GROWL AND HIGHER SPEED CLICKI NG TYPE NOISE FROM FINALDRIVEAREA OF TRANS.FLUID BURNT AND METAL SHAVINGS THROUGHOUT TRANS.PERFORM ED LINE PRESSURE TEST AND FLUID PSI LOW 110 PSI AT 1AMP AND550 PSI AT .2 AMPS.REMOVED TRANS AND CA SE,HALF INSP AND FOUND EVIDENCE OF SLIPPING BELT A ND DAMAGE TO FINAL DRIVEASSMGEAR.REPLACED TRANS PER MOST COST EFFECTIVE REPAIR,PER COST ANALYSIS A ND AVAILABILITY OF PARTS.FLUSHED TRANS COOLER LINES,FILLEDAND ADDED ADDITIVE AND ALIGNED.ADJUSTED R EAR TOE,LEFT REAR CAMBER AND FRONT TOE AS NEEDED T O MEET SPEC,VERIFIEDREPAIR,OPERATINGAS DESIGNED.	Authorized VTI replacement per special policy, used owner paid 25% vti settlement claim - used owner less than 100k. guest paid 25%-\$1107.78 - vp - \$3155.74  ~OLH AS PER SI FOR DIAG AND ALIGNMENTVVP AS PER SV ~M WITH 25% CUST PARTICIPATION AS PER GM ~OLH AS PER SI FOR DIAG AND ALIGNMENT VP AS PER SV ~M WITH 25% CUST PARTICIPATION AS PER GM
1089	Vue	2003	5GZCZ33D13S835681	9/21/2009	K7000	97035	\$5,060	FOUND CODE P0742 TCC-PRESSURE LOW AND SLIPPING REPLACED TRANSMISSION / NECESSARY TO ALIGN AND SET TOE DUE TO SUBFRAME REMOVAL	jbb ~CLASS ACTION
1090	Vue	2003	5GZCZ33D13S908385	9/17/2009	K7104	97096	\$2,941	CUSTOMER STATES TRANS WILL NOT PULL AT TIMES AND NOISY NO DTC CODES PRESENT AUDIBLE SHAVE NOISE REP ALCED CASE ASSY AND FILTER	~ORIGINAL OWNER COVERED UNDER VP PER GUIDELINES
1091	Vue	2003	5GZCZ33D63S837734	9/9/2009	K7104	97149	\$7,402	CONFIRMED CUSTOMERS CONCERN REPLACED TRANS END	~FOM AUTH REPAIRS
1092	Vue	2003	5GZCZ33D93S879394	7/27/2009	K7104	97287	\$3,620	CUSTOMER STATES NOISE FROM TRANS WHEN DRIVING 30- 45MPH - INSPECTED AND FOUND END COVER ASSEMBLY NOISY - REPLACED TRANS SIDECOVERASSEMBLY, TRANS INTERNAL PUMP AND FILTER, COOLER LINES AND FLUSH	VTI policy repair - ph

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1093	Vue	2003	5GZCZ33D53S878033	8/18/2009	K7104	97323	\$3,052	CUST STATES THAT WHILE DRIVING AND ACCELERATING TH E VEHICLE RPMS REV BUT THE VEHICLE DOESN'T WANT TO ACCELERATE.TECH FOUND THATTHETRANS WAS SLIPPING WHEN PUTTING INTO REVERSE OR FORWARD.TECH CHECKED PRESSURES AND FOUND THEM TO BE LOW. AND TRANS MAKI NGLLOUDWHINNING NOISE.TECH REPLACED CASE HALF,VAL VE BODY,INPUT AND OUTPUT SPEED SENSORS,INTERNAL F IILTER,UPDATED LINESET,TORQUECONVERTOR,FLUID,ADDI ITIVE,AND SEALANT.OPERATION OK AT THIS TIME. WARRAN TY POLICIED PARTS FOR CUST SATISFACTION.OPERATIONOK ATTHIS TIME.	class action suit.. cust paid labor
1094	Vue	2003	5GZCZ33D33S812399	7/20/2009	K7104	97356	\$2,805	VEHICLE TOWED TO SHOP - TRANSMISSION INOPERATIVE BELT BROKEN - METAL DEBRIS THROUGH TRANSMISSION - REPLACED CASECOVER,VALVEBODY,TORQUE CONVERTER, COOLER LINES,-CLEANED AND FLUSHED - ROADTESTED CHECKED FOR LEAKS - ALL OKAY	Correct labor Policy Correction ~PER JUDGEMENT - 75% COVERAGE
1095	Vue	2003	5GZCZ43D73S813268	7/20/2009	K7104	97509	\$3,841	VERIFIED,PRESSURE TEST,PRESS.GOOD,R&R AND DIASSEMB LE,FULL OF DEBRIS,BELT KNOCKING,REPLACED CASE HALF FILTER,CONVERTER,& VALVE BODY	~POLICY 70/30% PER CLASS ACTION SETTLEMENT
1096	Vue	2003	5GZCZ43D73S820592	7/24/2009	K7000	97786	\$4,872	VERIFIED COMPLAINT. FOUND VTI TRANS OVERHEATED AND LOUD GRINDING NOISE. PRESSURE TEST. FOUND LOW PSI. 57 PSI MAX PRESSURE. REPLVTI. FILL TRANS CASE. FILL TRANS. CK FOR LATEST CALIBRATION. PERF TEST 25 MILES. NO DTC'S. LINES 1 AND 2 GOODWILL DUE TO REPEATEDTRANS VTI FAILURES STRANDING CUST IN EARLY AM HOUR.	ok ~GOODWILL
1097	Vue	2003	5GZCZ43D73S906808	7/28/2009	K7104	97790	\$3,128	R/R TRANS,AND INSPECTED REPLACED THE SIDE CASE COVER ROAD TESTED NO ABNORMAL NOISES WERE HEARD	ok on side case ~PREV REPLACED ON 6/16/09 AT 96,402 MILES ON JOB C ~ARD#110082, PART DEFECTIVE,REPLACED PER BULLETIN
1098	Vue	2003	5GZCZ33D33S902295	8/3/2009	K7104	97807	\$3,146	CONVERTED	

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1099	Vue	2003	5GZCZ33D93S879394	8/20/2009	K7000	97814	\$4,170	CUSTOMER STATES KNOCKING TYPE NOISE HEARD WHILE ENGINE IS RUNNING - INTERNAL KNOCKING NOISE FROM TRANS ASSEMBLY - UNABLE TO REPAIR-REPLACED TRANS ASSEMBLY	approved days & distance use of K7000 & overlap to K7104. VTI policy issue - ph ph vti policy issue-ph ~ADD TIME TO PERFORM OIL PRESSURE TEST
1100	Vue	2003	5GZCZ43D13S809782	7/31/2009	K7000	97823	\$4,372	CUSTOMER STATES THE CAR GETS HOT TRANS WILL NOT SHIFT, TECH CONFIRMED, PERFORMED LINE PRESSURE TEST, TECH FOUND CODE P1758, P0741, P1882 STORED TECH FOUND BELT BROKEN, TECH REPLACED TRANS ASSEM REPLACED, TEST DROVE, CLEARED CODES, CHECKS OK	x ~CHEAPER TO REPLACE TRANS ASSEM THAN TO REBUILD ~W/ BROKEN BELT, OWNER PAID 25% OF REPAIR
1101	Vue	2003	5GZCZ43D03S887759	7/28/2009	K7104	97838	\$3,050	INSPECTED VEH & FOUND DRIVE BELT CAME APART INSIDE TRANSMISSION, REPLACED CASE COVER, TORQUE CONVERTER & VALVE BODY CUST STATES WHEN PUT VEH INTO GEAR IT WILL NOT MOVE, DRIVE OR REVERSE BOTH THE SAME	reviewed. contract was for the original owner. This is the second owner. ~WARRANTY POLICY PARTS & CUSTOMER PAID LABOR
1102	Vue	2003	5GZCZ33D93S865558	9/21/2009	K7000	97913	\$4,052	CUSTOMER STATES WHILE DRIVING CAR IS MAKING A TERRIBLE NOISE, DOES NOT WANT TO MOVE, TECH ROADTESTED AND VERIFIED CONCERN, PERFORMED LINE PRESSURE TEST, LOW LINE PRESSURE LOW AT .2 AMPS AND 1 AMP READING, REMOVED TRANSMISSION, DISASSEMBLED TO FIND BEARING BAD IN DIFFERENTIAL AND SIDE CASE DAMAGED, R REPLACED TRANSMISSION ASSEMBLY AND OIL COOLER LINES, REPROGRAMMED TCM, SET FEA AND ROADTESTED, OK	ok to pay Hi Troy the the last vti we did. this vehicle was from New York daughter was here going to school and was second owner. vehicle was under 100k and customer contributed 30% towards repair as per bulletin.
1103	Vue	2003	5GZCZ33D93S867049	9/11/2009	K7000	97921	\$3,744	CONFIRMED - VTI SLIPPING. ALSO SEVERE INTERNAL VTI NOISE DUE TO INTERNAL DAMAGE TO TRANSAXLE, REPLACED VTI WITH SERTA REMAN, FILLED WITH FLUID, INSTALLED ADDITIVE, RECALIBRATED TCM, SUBLET FOR ALIGNMENT	mvl ~ADD TIME FOR CALIBRATION OF TCM, SATURN CUST. ~ASST. HAS APPROVED, RTE TO DSSM

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1104	Vue	2003	5GZCZ33D23S846396	7/23/2009	K7000	97959	\$3,874	TEST DROVE TRANSMISSION NOT SHIFTING,SHIFTING HARD , GRINDING NOISE FROM TRANSMISSION AS WELL.REPLACE TRANSMISSION UNIT ORIGINALOWNER LESS THAN 100K MILES 100% COVERAGE	Approved. In future will also need comments to reference PQC case number and contact date. Entire units require contact to PQC.mjc,dvm ~ORIGINAL OWNER LESS THAN 100K MILES 100% COVERED
1105	Vue	2003	5GZCZ33D53S835506	8/20/2009	K7000	97983	\$2,898	TECH VERIFIED TRANSMISSION NOT ENGAGING WHEN PUT INTO GEAR. TECH FOUND TRANS FLUID CONTAMINATED DO TO INTERNAL BROKENBELT.PERSPECIAL POLICY TECH REPLACED TRANSMISSION TO CORRECT CUSTOMER CONCERN	Repair approved. Special Policy Transmission applies. Internal vti belt failure, belt broke sending metal through tran customer pay 25 Internal vti belt failure, belt broke sending metal through tran customer pay 25% ~OTHER HOURS FOR ALIGNMENT TOE ADJ AND ROAD TEST
1106	Vue	2003	5GZCZ43D23S813047	9/8/2009	K7104	98000	\$3,957	INSPECTED, VERIFIED ON TEST DRIVE, FOUND VEHICLE HAD HARD TIME SHIFTING INTO GEARS. PERFORMED LINE PRESSURE TEST ONVEHICLE,FOUND550PSI AT 1300RPM (.2 AMP) 135PSI AT IDLE (1AMP) LINE PRESSURE. BELOW SPEC NEC TO REPLACE END COVER, TORQUE CONVERTERANDVALVEBODY, ALIGNED VEHICLE SET FRONT TOE AND TEST DROVE	per class action per class action
1107	Vue	2003	5GZCZ33DX3S861910	7/22/2009	K7000	98145	\$3,180	OK SCANNED AND FOUND MULTIPLE CODES- TRANSMISSION IS GRINDING/ SLIPPING HARDLY MOVES- TRANS FLUID IS BLACK AND FULL OF METALDEBRISREPLACED TRANS ASSEMBLY RESSEMBLED FILLED WITH FLUID ROAD TESTED	bv SERVICE AGENT NOT ALLOWED TO SUBMIT K7000. TOW EXCESSIVE DUE TO NEEDING TOW FROM MANAWA = 75 MILES PER CHAD. ~ADD .9 FOR DIAG

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1108	Vue	2003	5GZCZ33D53S831486	8/13/2009	K7000	98217	\$2,878	FOUND DOC 2050337 CUST TO PAY DIFFERENCE OF \$2271.03 TO REPLACE TRANS RATHER REPAIR	Customer participated in this repair - Class Action VEH IN WITH TRANS SLIPPING UPON ACCELERATION RICK WAS IN CONTACT WITH YOU CUST WAS TO PAY DIFF REPAIR TO REPALCE TOTAL WAS \$5148.88 CUST PORTION WAS \$2271.03 WARRANTY PORTION IS \$2877.85 VEH IN WITH TRANS SLIPPING COST COMPARISON WITH PQC CUST WAS TO PAY \$2877.85 THE DIFFERENCE TOTAL WAS \$5148.88 WARRANTY TOTAL ISS\$2877.85 RICK WAS IN CONTACT WITH YOU ABOUT THIS CLAIM
1109	Vue	2003	5GZCZ43D53S838587	7/30/2009	K7000	98230	\$3,549	TECH PERFORMED LINE PRESSURE TEST 0.2AMPS 1350 RPM S 215PSI 1.0AMPS IDLE 38PSI. FOUND PRESSURES SEVER LY BELOW SPECS OF0.2AMPS1300-1400RPM S 652-798PSI 1.0AMPS IDLE 152-268PSI. TECH REPLACED TRANSMISSIO N, FILLED WITH FLUID AND PERFORMED ALIGNMENTWITHADJUSTMENT TO FRONT TOE. PERFORMED ROAD TEST	approved submitted for 75% in net as requested. thanks. Submit for 75% in net ~CUSTOMER 2ND OWNER & PARTICIPATING 25% TOWARD COS ~TS OF REPAIR
1110	Vue	2003	5GZCZ43D33S815860	9/16/2009	K7104	98272	\$3,730	VERIFIED CONCERN OF VEHICLE NOT MOVING IN FORWARD OR REVERSE.PERFORMED LINE PRESSURE TESTS AS OUTLIN ED IN TSB 680PSIAT1AMP//155PSIAT .2 AMP.FOUND METAL IN FLUID DURING TESTS.NECESSARY TO REPLACE SIDE COVER,FILTER,VALVE BODY,INPUTOUTPUTSPEEDSENSORS AND TORQUECONVERTER.FLUSHED TRANS COOLER LINES AND SET FRONT TOE.ROADTESTED.TRANSAXLE OPERA TES AS DESIGNED.	ADJUSTMENT IS FOR CUSTOMER PAY PORTION NOT BEING ADDED PREVIOUSLY ~.5 LINE PRESSURE TESTS/.3 FILTER/.9 SET FRONT ~TOE. PARTS EXCEEDED FOR PROPER REPAIR. VTI TRANS CLAIM ~.5 LINE PRESSURE TESTS/.3 FILTER/.9 SET FRONT ~TOE ~.5 LINE PRESSURE TESTS/.3 FILTER/.9 SET FRONT ~TOE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1111	Vue	2003	5GZCZ33D93S867049	9/24/2009	K7000	98301	\$455	TOW REIMBURSEMENT FOR S.O. # 189381, MILES IN = 97921, DATED 9-11-09, AT TIME WHEN ACCELERATING THE ENGINE WOULD REV AND THERE WASNO INCREASE IN SPEED, BUT THE TACH WOULD REDLINE, REPLACED VTI TRANSMISSION UNDER CLASS ACTION SETTLEMENT GUIDE LINES, VEHICLE WASTOWED FROM CARIBOU, MAINE TO BANGOR, MAINE BY BEALIEU'S GARAGE AND BODY SHOP, INVOICE # 12472, DATED 9-18-09 AT A RATE OF \$455 FORTHE TOW WITH NO TAX	mvl ~RTE TO DSSM
1112	Vue	2003	5GZCZ43D83S907465	9/3/2009	K7000	98474	\$4,105	CUST STATES NO REVERSE. TRANSMISSION VERY NOISEY. LINE PRESSURE LOW. REPLACE TRANSMISSION COMPLETE ALIGNMENT ADJUST FRONT TOE	ok jr ~9 AUTH FOR TRANS REPLACEMENT DUE TO PREVIOUS ~CASE COVER REPLACEMENT ON SAME VEH
1113	Vue	2003	5GZCZ33D53S878873	7/23/2009	K7000	98503	\$3,992	CUST STATES THE TRANS WILL NOT SHIFT INTO HIGHER S PEEDS, TEST DROVE, AND DUPLICATED PROMBLEM, PRESSU RE TESTED TRANS, REMOVEDANDREPLACED THE VTI TRAN MISSION AND COOLER LINES	Trans replaced per VTI policy. repaired due to known concern with transmission and outside of special policy coverage
1114	Vue	2003	5GZCZ43D53S900215	7/21/2009	K7000	98542	\$4,455	TECH VERIFIED CONCERN AND FOUND THE NEWLY INSTALLED CVT WAS DEFECTIVE AND MAKING NOISE. TECH DISASSEMBLED 2 TIMES AND 1 CASE COVERWAS ALREADY REPLACED. ORDERED ENTIRE TRANS ASSEMBLY DUE TO BEING MOST COST EFFECTIVE AT THIS POINT. ALL OTHER CARRIERS AND INTERNALPARTS WOULD BE NEEDED WITH NEW CASE HALF. INSTALLED NEW TRANS ASSEMBLY AND CHECKS OUT GOOD NOW. 11 RENTAL DAYS NEEDED	reviewed- ~ADD 1.1 FOR RESET FRONT TOE ~POLICY CVT REPLACEMENT ORIGINAL OWNER UNDER 100K



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1115	Vue	2003	5GZCZ43D53S900215	7/21/2009	K7104	98542	\$4,466	<p>TECH VERIFIED CONCERN AND FOUND THAT THE LOUD GRINDING/GROANING NOISE WAS COMING FROM THE VTI TRANSMISSION. TECH COULD FEEL THEBELT SLIPPING AT SLOW ACCELERATION. R&amp;R VTI TRANS AND FOUND THAT THE TORQUE CONVERTER WAS DISCOLORED AND OVERHEAT FROM SLIPPING.REPLACED FILTER, VALVE BODY, TORQUE CONVERTER, OLD STYLE LINES, AND CASE HALF ASSEMBLY FILLED WITH FLUID AND ADDATIVE. ROAD TESTEDAND HEARD A LOUD CLUNK/VIBRATION SOUND. UPON RETURNING TO TECH'S STALL, USED CHASSIS EARS TO VERIFY WHERE NOISE WAS COMING FROM.FOUND THAT THE NOISE WAS COMING FROM THE TRANSMISSION. TECH DISASSBLED THE ENTIRE TRANS AND FOUND CHIPPED TEETH ON THE PLANETARYGEARS. REPLACED THE CARRIER ASSEMBLY AND REASSEMBLED THE TRANS.SET FRONT TOE AND CHECKS OUT GOOD NOW WITH NO NOISE HEARD. ROADTESTED FOR 10 MILES.</p>	~PLOICY CVT FREE REPLACEMENT FOR ORIGINAL CUSTOMER ~UNDER 100K

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1116	Vue	2003	5GZCZ43D73S877455	8/7/2009	K7104	98598	\$5,868	AFTER TRANSMISSION WAS REBUILT AS PER REPAIRS ON LINE ONE, SES LIGHT CAME ON AND VEHICLE WOULD NOTACCELERATE. SCANNED FOR CODES AND FOUND DP1882. TEST DROVE VEHICLE WITH SCAN TOOL INSTALLED, RATIO CONTROL WOULD NOT GO OVER 1.0. CALLED TAC, CASE # 10986094. ATTEMPTED TO CONTROL TRANS RATIO WITH TECH 2, COULD NOT CONTROL TRANS RATIO. REPLACED NEWLY INSTALLED CASE HALF AS PER TAC THEN TEST DROVE AGAIN, SES LIGHT DID NOT RESET AND VEHICLE ACCELERATED AS SHOULD. CHECKED AND ADJUSTED FRONT TOE DUE TO TRANSMISSION R&R THEN TEST DROVE AGAIN. CONCERN WAS CORRECTED.	repair trans second time Send to GM for autho Repeat repair- Policy Send to GM for autho Policy-never left shop. AFTER TRANSMISSION WAS REBUILT AS PER REPAIRS ON LINE ONE, SES LIGHT CAME ON AND VEHICLE WOULD NOTACCELERATE. SCANNED FOR CODES AND FOUND P1882. TEST DROVE VEHICLE WITH SCAN TOOL INSTALLED, RATIO CONTROL WOULD NOT GO OVER 1.0. CALLED TAC, CASE # 10986094. ATTEMPTED TO CONTROL TRANS RATIO WITH TECH 2, COULD NOT CONTROL TRANS RATIO. REPLACED NEWLY INSTALLED CASE HALF AS PER TAC THEN TEST DROVE AGAIN, SES LIGHT DID NOT RESET AND VEHICLE ACCELERATED AS SHOULD. CHECKED AND ADJUSTED FRONT TOE DUE TO TRANSMISSION R&R THEN TEST DROVE AGAIN. CONCERN WAS CORRECTED ~TIME ADDED FOR ADJUSTING FRONT TOE ALIGNMENT
1117	Vue	2003	5GZCZ43D73S888424	8/27/2009	K7000	98629	\$4,053	CUSTOMER STATES THE TRANSMISSION IS MAKING A LOW MOANING NOISE. THE TECHNICIAN VERIFIED ABNORMAL NOISES. DETERMINED AN INTERNAL FAILURE OF THE TRANSMISSION. PRESSURE TESTED THE LINES, REPLACED THE TRANSMISSION AND ALIGNED VEHICLE. ROAD TESTED AND FOUND IT IS NOW OPERATING AS DESIGNED. This is the original owner.	* Need DSM approval for vti trans replacement for a original owner need to advise whether this is original owner and whether customer participation is involved Need DSM approval for vti transmission replacement. This is the original owner. ~A AUTHO FOR VTI WARRANTY REPAIR AND ADDED LABOR ~NECESSARY FOR JOB
1118	Vue	2003	5GZCZ33D83S913874	7/15/2009	K7104	98665	\$3,779	CAR TOWED IN - CUSTOMER STATES CAR WOULD NOT GO OVER 25MPH. TECH FOUND CODE P1882 PER BULLETIN 04-07-30-024E NECESSARY TO REBUILD TRANS. TEST DROVE GOOD.	~OTH FOR ALIGNMENT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
1119	Vue	2003	5GZCZ33D93S901264	8/12/2009	K7000	98702	\$4,958	REPLACE TRANSMISSION	pproved. REQUEST REIMBURSEMENT FOR TRANSMISSION PER CLASS ACTION. ORIGINAL OWNER AND LESS THAN 100,000 MILES. CUSTOMER PARTICIPATED BYREPLACING DEFECTIVE COOLER
1120	Vue	2003	5GZCZ43D03S835998	8/26/2009	K7000	98714	\$2,971	INSPECT FOR CODES, NO CODES, TRANS INOP, NOISE INS IDE, INSPECT FLUID, SHOWS METAL IN FLUID--REPLACED TRANS ASSY, ROAD TEST-GOOD	ok onetime goodwill prior to gm decision on goodwill
1121	Vue	2003	5GZCZ33DX3S909888	8/22/2009	K7000	98779	\$4,159	VERIFIED COMPLAINT.NO MOVEMENT IN DRIVE OR REVERSE . DO TO IINTERNAL BELT FAILURE. REPLACED TRANSMISS ION AND COOLER LINESDIAGNOSED 08/04/09, S/O'D TRA NSMISSION.RECIEVED TRANS ASSY 08/26/09. FINISED RE PAIR AND PICKED UP 06/28/09 INVOICE#D55293VIN-1G2Z57B48192989	approved ~PARTS AND RENTAL ONLY
1122	Vue	2003	5GZCZ33D43S839742	8/24/2009	K7104	98800	\$2,725	CUSTOMER STATES HAS HIGH PITCHED WHINE AND NO ACCL. TECH STATES FOUND SEVERE VTI NOISE INTERNAL R/R FOUND DRIVE CHAIN COMINGAPART,MISSI NG LINKS TECH STATES REPLACED CASE COVER/DRIVE CHA IN ASSY, TORQUE CONVERTOR, FLUID, FILTER, AND TEST DREOVE, NORMALOPERATIONAFTER REPAIR	car not operable---rental--- cust pay 25% as outlined in class action settlement ~CAR NOT OPERAABLE CAR DOWN DURING REPAIRS

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1123	Vue	2003	5GZCZ33D83S833586	9/8/2009	K7000	98898	\$3,953	FOUND INTERNAL TRANS FAILURE - RAN SCANNER TESTS AND PRESSURE TESTS - REMOVED AND DISASSEMBLED UNIT FOUND HARD PART FAILURE AND METAL THROUGHOUT TRANS REPLACED TRANS ASSEMBLY - SET TOE-IN - UPGRADED CALIBRATION IN TCM TO LATEST VERSION - ALL OK	approved! CUST STATES TRANS WILL NOT PULL FOUND INTERNAL TRANS FAILURE - RAN SCANNER TESTS AND PRESSURE TESTS - REMOVED AND DISASSEMBLED UNIT FOUND HARD PART FAILURE AND METAL THROUGHOUT TRANS REPLACED TRANS ASSEMBLY - SET TOE-IN - UPGRADED CALIBRATION IN TCM TO LATEST VERSION - ALL OK TRANSMISSION ASSEMBLY - REPLACE CUST STATES TRANS WILL NOT PULL FOUND INTERNAL TRANS FAILURE - RAN SCANNER TESTS AND PRESSURE TESTS - REMOVED AND DISASSEMBLED UNIT FOUND HARD PART FAILURE AND METAL THROUGHOUT TRANS REPLACED TRANS ASSEMBLY - SET TOE-IN - UPGRADED CALIBRATION IN TCM TO LATEST VERSION - ALL OK TRANSMISSION ASSEMBLY - REPLACE
1124	Vue	2003	5GZCZ33D33S898006	7/23/2009	K7104	98947	\$4,164	VERIFIED CONCERN - TESTDROVE VEH VERIFIED NOISE 4-5 MINUTES AFTER START-UP. PRESSURE TEST: .2A/ 625PSI 1.0A/140PSI. PROCEED TO REPLACE TRANS AXLE CASE COVER, VALVE BODY, AND TORQUE CONVERTER ASSY. FLUSHED THE TRANS AXLE AND COOLER ASM. ADJUST FRONT TOE AND TOPPED OFF FLUIDS. ROAD TEST VEHICLE NOISES ELIMINATED TRANS SHIFTS AS DESIGNED.	as per GM submit vti trans claim as policy as per GM submit vti trans claim as policy ~TO REPLACE TRANS FLUID FILTER .3 ~TO PERFORM LINE PRESSURE TEST .5
1125	Vue	2003	5GZCZ43D03S915396	9/9/2009	K7000	99010	\$3,505	CUST STATES VEHICLE WONT MOVE FORWARD OR REVERSE TECH REPORTED EXCESSIVE NOISE FROM TRANS, WILL NOT MOVE-REMOVED END COVER FOUND WORN BELT & DISCOLORED FLUID, REPL TRANS AXLE ASSY AND COOLER LINES INSTALL FLUID AND ADDITIVES AND REASSEMBLED CORE FOR RETURN.	vti trans 75/25 split

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1126	Vue	2003	5GZCZ33D43S851700	9/11/2009	K7000	99113	\$4,054	CUSTOMER STATES VEHICLE STALLS IN REVERSE AND HESTIATES IN FORWARD GEARS. TECH CONFIRMED - FOUND VTI MALFUNCTION. REPLACEDVTITRANSAXLE, TEST DROVE AND VERIFIED PROPER OPERATION	It is Ok to pay CUSTOMER STATES VEHICLE STALLS IN REVERSE AND HESTIATES IN FORWARD GEARS. TECH CONFIRMED - FOUND VTI MALFUNCTION. REPLACEDVTITRANSAXLE, TEST DROVE AND VERIFIED PROPER OPERATION
1127	Vue	2003	5GZCZ33D73S816665	8/17/2009	K7104	99129	\$4,315	GUEST STATES VEH WILL NOT ACCELERATE. TESTE DROVE VEH DUPLICATED CONCERN SLIPS OUT OF DRIVE, WILL NOT GO INTO REVERSE AT ALL. HASP1882 IN TCM. FOLLOWED DOC ID# 1614535 TO REPLACE PARTS AND COMPLETELY CLEAN OUT TRANSMISSION. R&R TRANS TOOK APART , UPON TAKINGCASE COVER OFF, A PIECE OF BELT BAND MATERIAL POOPED OUT AND FOUND CLUTCHS RETAINER HAD BROKEN THE CASE AND IS NOW UNUSALBE.REPLACED ENTIRE TRANS ASSY. REPROGRAMMED TCM. REPLACED COOLER LINES, CHECKED FOR LEAKS, CODES, AND PROPER OPERATION. SENT TOALIGNMENT.	~REPAIRS APPROVED
1128	Vue	2003	5GZCZ43D23S915920	8/17/2009	K7000	99150	\$5,455	VEHICLE WILL NOT MOVE, TAC CASE #10996156(TIM BLOOMER), DEBRIS FOUND IN FLUID, DRIVE BELT MATERI AL FOUND IN FLUID, LINEPRESSUREFOUND TO BE LOW, REMOVE AND REPLACE VTI TRANS. WITH COMPLETE UNIT RESET FRONT TOE TO SPECS. ADD TIME .5HRS. LINE PRESSURETEST ADDTIME 1.1HRS. ALIGNMENT AND ROAD TEST	approved pending review. concerned with flush procedure. VTI trans repair/replacement, TAC CASE #10996156(TIM BLOOMER)

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1129	Vue	2003	5GZCZ33D13S849130	9/28/2009	K7000	99208	\$4,030	C/S WHILE TRYING TO ACCELERATE OR TAKE OFF THERE IS A HESITATION.FOUND INTERNAL DAMAGE CAUSING THE TRANSMISSION TO SLIPUPONACCELERATION/TESTED LINE PRESSURE AND FOUND LOW. REPLACED TRANSMISSION ASSM ,REPROGRAMMED TCM AND ADJUSTED FRONT TOE IN.FOUNDCRADLE BOLTS RUSTED CAUSING BODY NUTS TO BREAK ON 3 OR 4 BOLTS; ENLARGED THE NUT HOUSING ACCESS HOLES. 3GNCA23BX9S539211.4K5364/.8 SET TOE/.8 CRADLE BOLTS VTI ORIG. OWNER OLHRS .4 TCM REPRO;;5-PRS TST .8 SET TOE; .8;C/REQ TRS FOR WORK	approved This vehicle is still owned by the original buyer and has less than 100,000 miles. According to the class action VTI lawsuit,vehicles still owned by the original purchaser with less than 100,000 miles, qualifies for 100% payment from GM warranty. Nocustomer participation is required. This job card was written on 09/28/09, before the new admin bulletin was issued on 9/29/09.Thanks for your help. did the customer participate in this repair? ~VTI ORIG. OWNER OLHRS .4 TCM REPRO;;5-PRS TST ~.8 SET TOE; .8;C/REQ TRS FOR WORK
1130	Vue	2003	5GZCZ33D43S836002	9/8/2009	K7104	99256	\$2,417	TECH VERIFIED CAR WOULD NOT MOVE WHEN PUT INTO GEAR-CHECKED TRANS LINE PRESSURES AND FOUND THEM T O BE OUT OF SPEC-REMOVED TRANSANDAND TOOK APART AND FOUND BELT HAD BROKEN AND FLUID WAS BURNT-PER- FORMED VTI CASE COVER REPLACEMENT AS PERBULLETIN#04-07-30-024E-REPLACED INTERNAL FILTER AND REMOVED BROKEN BELT PIECES-REPLACED TRANS COOLER LINES AND REPROGRAMMED TCMWITH REVISEDALIGNMENTS-PERFOR MED ALIGNMENT AFTER REPAIRS AND ADJUSTED AS NEEDED PERFORMED TEST DRIVE-ALL OK	TECH VERIFIED CAR WOULD NOT MOVE WHEN PUT INTO GEAR-CHECKED TRANS LINE PRESSURES AND FOUND THEM T O BE OUT OF SPEC-REMOVED TRANSANDAND TOOK APART AND FOUND BELT HAD BROKEN AND FLUID WAS BURNT-PER- FORMED VTI CASE COVER REPLACEMENT AS PERBULLETIN#04-07-30-024E-REPLACED INTERNAL FILTER AND REMOVED BROKEN BELT PIECES-REPLACED TRANS COOLER LINES AND REPROGRAMMED TCMWITH REVISEDALIGNMENTS-PERFOR MED ALIGNMENT AFTER REPAIRS AND ADJUSTED AS NEEDED PERFORMED TEST DRIVE-ALL OK. ~ADD TIME FOR REPLACING COOLER LINES,FILTER,LINE ~PRESSURE TEST,ALIGNMENT,TCM CALIBRATION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1131	Vue	2003	5GZCZ43D13S819843	8/19/2009	K7104	99333	\$4,321	VERIFIED CUSTOMER CONCERN. FOUND TRANSMISSION SLIPPING INTO DRIVE. SCANNED FOR CODES. NO CODES STORED. PERFORMED TRANS LINEPRESSURE TEST. FOUND PRESSURE BELOW SPEC. 1.0 AMP PRESSURE @ 35PSI .1 AMP PRESSURE @ 180PSI. FOUND IN NECCASARY TO REPLACE CASECOVER, FILTER, AND LINE. DURING REMOVAL OF TRANSMISSION LINES, FOUND LINES FROZEN TO COOLER. NECCASARY TO REPLACE AUXILARY COOLERINSTALLED NEW VALVE BODY AND GASKET. REINSTALLED TRANSMISSION. OPERATING PROPERLY ADD TIME .3 FILTER REPLACEMENT .5 LINE PRESSURETEST. 1.1 K5260 COOLER REPLACEMENT 2.2 K6560 VALVE BODY REPLACEMENT	~ADD TIME FOR FILTER, PRESSURE, COOLER AND VALVE ~BODY.
1132	Vue	2003	5GZCZ33D93S869285	9/15/2009	K7000	99382	\$3,890	CUSTOMER STATES CHECK AND ADVISE ON TRANSMISSION REVERSE TECH STATES VERIFIED CONCERN TRANSMISSION HAS NO REVERSE REPLACEDFAULTYTRANSMISSION AND ALL RELATED COMPONENTS TEST DROVE OPERATING AS DESIGNED	It is Ok to pay CUSTOMER STATES CHECK AND ADVISE ON TRANSMISSION REVERSE TECH STATES VERIFIED CONCERN TRANSMISSION HAS NO REVERSE REPLACEDFAULTYTRANSMISSION AND ALL RELATED COMPONENTS TEST DROVE OPERATING AS DESIGNED

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1133	Vue	2003	5GZCZ43DX3S834521	7/16/2009	K7000	99412	\$4,340	VERIFIED VEHICLE HAS NO REVERSE AND SLIPPING IN FORWARD GEARS AND GRINDING SOUND. PERFORMED TRANSMISSION LINE PRESSURE TEST (.2 AMP1300 RPM 325 PSI) SPEC 652-798 PSI AT 1.0 AMP AT IDLE 28- PSI SPEC 152-268 PSI. FOUND INTERNAL FAILURE WITH VALVE BODY AND CVTBELT DRIVE. FOUND IT PERFORMED ROAD TEST. NON ORIGINAL OWNER, VEHICLE UNDER 100,000 MILES CUSTOMER PARTICIPATION OF 25%. ADD TIMEFOR AUX COOLER AND LINES, LINE PRESSURE TEST AND ALIGNMENT AND SET UP. ADD TIME FOR COOLER, LINES, ALIGN, SET UP, CAMBER, ROAD TESTAND LINE PRESSURE TEST NWCASARY TO REPLACE TRANS, AUX COOLER AND LINES. UNABLE TO REMOVE LINES FROM COOLER. PERFORMED PERFORMEDFOUR WHEEL ALIGNMENT AND SET TOE AND PERFORMED ROAD TEST. NON ORIGINAL OWNER, VEHICLE UNDER 100,000 MILES CUSTOMER PARTICIPATIONOF 25%. ADD TIME FOR AUX COOLER AND LINES, LINE PRESSURE TEST AND ALIGNMENT AND SET UP.	ok as per daniel perkins ~ADD TIME FOR COOLER, LINES, ALIGN, SET UP, ~CAMBER, ROAD TEST AND LINE PRESSURE TEST
1134	Vue	2003	5GZCZ33D83S895361	8/10/2009	K7104	99469	\$3,746	TECH VERIFIED COMPLAINT. TECH CHECKED AND FOUND DRIVE BELT SLIPPING, LINE PRESSURE WAS AT 100PSI SHOULD BE AT 650 PSI AND PUMPNOISY. TECH REPLACED PUMP, VLAVE BODY, COOLER LINES AND TORQUE CONVERTER. DROVE AND VERIFIED REPAIR	~CUSTOMER CONTRIBUTED 25% OF THE SALE
1135	Vue	2003	5GZCZ33D93S824010	8/20/2009	K7104	99519	\$2,994	OWNER STATES WHILE DRIVING THE RPMS WOULD SHOOT UP TO 3000,COULD NOT GO OVER 30MPH & ENGINE WAS SPRDDERING. TECHVERIFIEDCONDITION.CODE P1758 IN SYSTEM.R&R & DISASSEMBLE TRANS.FOUND SHEEVE BLT WORN,INTERNAL CLUTCH FAIL,CONTAMINATION TO VLV BDYREPLCOVER,VLV BDY,TORQ CONVERT,FILT,FLSH COOLER	corrected customer participation ~REPL TRANS LINES ~OUT OF 5/75,UNDER 100,000K



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1136	Vue	2003	5GZCZ43D13S897457	9/4/2009	K7000	99550	\$3,629	CONFIRMED CAR DIED. FOUND TRANS WILL NOT ENGAGE F OR R. FOUND BITS OF BELT IN TRANS FLUID. REPLAC ED COMPLETE VTI TRANS. CHECKSOK NOW	ok ~CUST PARTICIPED 25% BY THE BOOK
1137	Vue	2003	5GZCZ33D83S913549	8/19/2009	K7000	99583	\$3,001	CUSTOMER STATES THERE IS A RUBBING NOISE WHEN COMING TO A STOP. TECH TEST DROVE HEARD GRINDING NOISE FROM TRANS, INTERNALTOVTITRANS. TECH REPLACED TRANS, REFILLED FLUID AND TEST DROVE, TRANS OPERATING NORMALLY.	Claim approved was being submitted less the deductible. left claim normal and put customer participation amount in to correct. Per my email on 08/08/2009, VTI trans falls under normal Goodwill guidelines. This veh is 6 years old. CUSTOMER STATES THERE IS A RUBBING NOISE WHEN COMING TO A STOP. TECH TEST DROVE HEARD GRINDING NOISE FROM TRANS, INTERNAL TOVTITRANS.
1138	Vue	2003	5GZCZ33D03S898951	8/26/2009	K7104	99658	\$3,634	CONFIRMED NOISY,NO POWER,CHECKED PRESSURE REF TO TSB 05-07-30-004,DISASSEMBLED TRANSMISSION DEBREE IN FLUID FROM BELT COMINGAPART,CLEANED DEBREE REPLACED CASE COVER,VALVE BODY,SPEED SENSOR,FILTER REASSEMBLED,SET TOE FOR ALIGNMENT	~2.0 ALIGNMENT,FILTER,PRESSURE TEST REMOVED DEBREE
1139	Vue	2003	5GZCZ43D23S859168	8/19/2009	K7104	99724	\$3,713	CUSTOMER STATES SES LAMP IS ON VERIFIED FND P0841 AND P0842 TFP LOW VOLTAGE NEC TO REPLACE CASE COVE R TO CORRECT PERFORMED ALL OKAFTER REPAIR	~POLICY REPAIR PER C/A SUIT
1140	Vue	2003	5GZCZ43D63S895106	7/20/2009	K7104	99774	\$3,548	FOUND TROUBLE CODES P1882 RATIO CONTROL PERFORMANC E P0701 TRANS CONTROL SYSTEM PERF, ROAD TEST VEHIC LE FOUND DELAY ENGAGEMENTINTOGEAR, AND NOISE ON DECEL FROM TRANS CASE COVER FOLLOW TSB DOC#1614535 PERFORMED LINE PRESS 110PSI IS LOW REPLACED CASE COVERASSEMBLY AND FILTER. NOTE:AFTER REPLACED CASE COVER, GRINDING NOISE FROM CASE COVER WORSE FROM O LD UNIT. R/R TRANS AND R/RCASECOVER, REMOVED REPLACED INPUT SHAFT BEARING NOTE 7/27/09 1340 HRS TALKED TO RAY M AND OK TO IN STALL NEW TRANS	problems with case halves making noise - ok'd extra repairs hi Ray this has a 10 day rental on it, it also states on 7-27-09 talked with you-ok to install new transmission.-per fom mw

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1141	Vue	2003	5GZCZ43D13S822581	7/27/2009	K7104	99794	\$2,744	VERIFIED CONCERN,VEHICLE WOULD NOT MOVE WHEN SHIFTED INTO GEAR.SCANNED FOR CODES AND FOUND P0742 ANDP1882.REFERREDTOTSB04-07-30-024E. REPLACED CASE HALF,VALVE BODY,FILTER,SPEED SENSORS AND TORQUE CONVERTER.AFTER TRANSWASREINSTALLED,TESTDROVE.CHECKED AND ADJUSTED FRONT TOE DUE TO R&R.CLEARED CODES THEN TEST DROVE AGAIN AFTER ALL REPAIRSWERECOMPLETED.CONCERNWASCORRECTED.	Correction Cust Participation VERIFIED CONCERN,VEHICLE WOULD NOT MOVE WHEN SHIFTED INTO GEAR.SCANNED FOR CODES AND FOUND P0742 AND P1882.REFERRED TOTSB04-07-30-024E. REPLACED CASE HALF,VALVE BODY,FILTER,SPEED SENSORS AND TORQUE CONVERTER.AFTER TRANS WAS REINSTALLED,TESTDROVE.CHECKED AND ADJUSTED FRONT TOE DUE TO R&R.CLEARED CODES THEN TEST DROVE AGAIN AFTER ALL REPAIRS WERE COMPLETED.CONCERNWASCORRECTED.
1142	Vue	2003	5GZCZ43D43S857681	7/13/2009	K7000	99800	\$4,112	CUST STATES TO CHECK RPM'S REVING WHEN TRYING TO A CCELERATE. TECH VERIFIED CONCERN. TECH FOUND THE T HE CVT BELT TOHAVEEXPLODED.TECH CHECKED FOR PRE SURES ALSO 7 FOUND PRESSURES TO BE LOW & TECH REPL ACED THE TRANSMISSION COMPLETE WITH TCMREPROGRAMMING &REALIGNMENT TO CORRECT CUST CONCERN.	Auth VTi Trans 7/22/09. GEF 9-AUTH a-auth
1143	Vue	2003	5GZCZ33D63S869423	9/10/2009	K7104	99820	\$3,159	FOUND CODE 1882 FOLLOWED DOC#1614365, REPLACE CASE COVER AND FILTER, RECAL PCM//AFTER INSTALLING CASE COVER INPUT SHAFTBEARINGNOISEY, REMOVE CASE COVER AND REPLACE BEARING, RE INSTALL CASE COVER	wp per fom-mw
1144	Vue	2003	5GZCZ33D43S884843	7/20/2009	K7104	99824	\$3,780	CUSTOMER STATES HIS TRANSAXLE IS SLIPPING AND ITS VERY NOISY--TECH PERFORMED BULLETIN #05-07-30-003 REPLACED TRASNAXLE CASE COVERASSEMBLY--TO CORRECT PRESSURE CHECKS 1AMP 100 PSI .2 AMPS 150 PSI--NO MOVEMENT CUSTOMER TO PAY 25% OF COST	~CASE COVER ASSEMBLY REPLACED UN CLASS ACTION ~SETTELMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1145	Vue	2003	5GZCZ33D63S812462	8/5/2009	K7000	99876	\$3,855	CUST STATES TRANS ERRATIC. TEST DRIVEN WITH FOM. FOUND TRANS EXTREMELY NOISEY ON WIND DOWN. CASE COVER PREVIOUSLY REPLACED.FOUNDBURNED FLUID CONTAMINATED. REPLACED TRANS. SET TOE. OK NOW.	approve vti extreme internal noise, fluid contamination. Case cover previously. Tom D.
1146	Vue	2003	5GZCZ43D03S809272	7/27/2009	K7104	99916	\$4,085	C1:CUSTOMER STATES THAT THERE IS A BUZZING NOISE W HEN DRIVING C2:TECH FOUND VTI MAKING NOISE AND C3: TECH REPLACED COVER AND PUMPAND ALIGNED FRONT END	~REPAIR POLICIED FOR CLASS ACTIO SETTELMENT ~ADD TIME FOR DIAG AND ALIGN
1147	Vue	2003	5GZCZ33D73S897733	9/9/2009	K7104	99925	\$3,981	VERIFIED CUSTOMERS COMPLAINT-FOUND NOISE COMING FROM THE VTI,FOUND THE VTI PULLEYS TO BE NOISY. REPLACED THE COVER,VALVEBODY,TORQUE CONVERTOR, COOLER LINES AND FLUSHED COOLER.SETR FRONT END TOE AND ROAD TESTED VEHICLE-TESTED GOOD	~ADDITIONAL TIME FOR ALIGN-SET TOE,PRESSURE TEST ~AND FLUSH LINES
1148	Vue	2003	5GZCZ33D73S876784	8/11/2009	K7000	99929	\$3,854	FOUND TRANSMISSION CHAIN RATTLING CAUSING NOISE, NECESSARY TO REPLACE THE TRANSMISSION	ok ~CLASS ACTION LAWSUITE
1149	Vue	2003	5GZCZ43D33S821917	7/10/2009	K7104	99975	\$3,993	TECHNICIAN VERIFIED THE CUSTOMERS CONCERN PERFORMED PRESSURE TEST FAILED, DISSESAMBLE AND FOUND METAL THROUGHOUT UNIT, GEARTEETHCHEWED. REMOVED AND REPLACED THE FAULTY CASE COVER, FILTER, VALVE BODY, TORQUE CONVERTER AND FLUSHED COOLER LINES ANDCOOLER.REASSEMBLED AND RETEST CUSTOMERS CONCERN CORRECTED.	rental not billed initaly ~ADD TIME TO PRESSURE TEST AND REPLACE FILTER
1150	Vue	2003	5GZCZ33D33S824312	9/9/2009	K7104	99981	\$3,072	TRANSMISSION HAS BEEN DIAGNOSED AND FOUND TO HAVE VTI END COVER INTERNAL FAULT CAUSING VEHICLE NOT T O MOVE REPLACE VTI END COVERAND FLUSH SYSYTEM REF 71-753237734 PER SATURN	~EXT WRO ON VTI APPROVAL BEFORE TNA RIZZA ~71-753237734 NB
1151	Vue	2003	5GZCZ33D13S860161	7/22/2009	K7000	99983	\$2,999	CUSTOMER STATES TRANS JERKING WHEN PUTTING INTO GE AR CAUSE TECH VERIFIED DELAY IN REVERSE PRESSURES WERE OFF ..., DELAY INFORWARD.. MAKING A CHAIN N OISE .. TECH FOUND CHAIN LINKS COMING OUT OF DRAIN HOLE NEC TO REPLACE TRANS UNDER 100K SECOND OWNERPAYS 25%OF CLAIM	dvm approved. customer portion applied. cust paid all labor and all other misc parts also. ~REQUIRES GMA

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1152	Vue	2003	5GZCZ43D63S904919	9/11/2009	K7104	99991	\$4,187	CUST CUST STATES THERE IS A BELT SUEEL NOISE WHEN STARTING THE VEH,TECH VERIFIED THE CUST CONCERN NO CODES STORED,TECH FOUNDNOMOVEMENT AT TIMES IN DRIVE AND REV TRANS SLIPS ON HILLS AND LOUD NOISE COMING FROM THE PUMP FLUID DARK.LINE PRESSURES AT 1.0AMPSREADING 220 PSI, AT .2 AMPS READING 505 REFERED TO DOC ID #1837052,1614535,AND1586361 REMOVED THE TRANS FROM THE VEHANDDISASSEMBLEMED FOUND METAL SHAVINGS IS FLUID AND PARTS OF BELT MISSING.TECH REPLACED THE TRANS PUMP,TRANS FILTER, CASECOVERHALF,VALVE BODY,SPEED SENSORS,GASKETS TRANS AXEL SEALS,TORQUE CONVERTER SEALS AND TORQUE CONVERTER.TECH REINSTALLED TRANSANDPERFORMED ALIGNMENT ADJUSTING THE REAR TOE,R/R CAMBER AND FRONT TOE AND INSTALLED PROGRAM TO THE TCM AND TEST DROVE TOVERIFYREPAIRS	policy for VTI trans. smetheny 1st owner under 100k.
1153	Vue	2003	5GZCZ33D43S849557	8/20/2009	K7000	99997	\$4,789	UPON INSPECTION TECH CONFIRMED CAR WILL NOT MOVE IN DRIVE DUE TO CODE P1578 STORED IN THE TCM. INTERNAL SEAL LEAKING IN TRANSCAUSING DAMAGE TO THE TRANS DRIVE BELT. REPLACED THE TRANS ASSY (CVT TO CORRECT.	approve ~OL FOR ALIGN TIME
1154	Vue	2003	5GZCZ33D63S886996	7/20/2009	K7104	100006	\$2,621	CONVERTED	W#000H#000FN000MN000LN000NB231EB000M P000CUST STS THAT VEH WILL NOT SHIFT OUT OF FIRST GEAR.CAN HEAR WHINING.DAVE ERIC TALKED TO YOUON THIS SATURN PER 050730004 REPL TRANS CASE CASE COVER,TORQUE CONVERTER AND TRANS COOLER LINES CUST PAID COPAY PER BULLETIN DIR

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1155	Vue	2003	5GZCZ43D93S856848	8/12/2009	K7104	100156	\$3,405	<p>CUSTOMER STATES THE TRANS IS SLIPPING, HAS DELAYED ENGAUGMENT INTO DRIVE AND REVERSE, RPMS REV HIGH VEHICLE WILL NOT MOVE. CHECKED AND VERIFIED GRINDING NOISE AND SES LIGHT IS ON. HAS CODE P0741 TORQUE CONVERTER CLUTCH SYSTEM STUCK OFF. P0842 TRANSFLUIDPRESSURE SENSOR CIRCUIT LOW VOLTAGE REMOVED TRANS AND TORE DOWN, FOUND METAL SLUDGE ALL OVER. BELT WAS LOOSE AND SCRAPING ALONG THE CASE HALF PULLEYS. REPLACED CASE HALF, VALVE BODY, TORQUE CONVERTER, FILTER, SPEED SENSOR, COOLER LINES AND FLUSHED OUT SYSTEM. REPLACED ALL NECESSARY SEALS AND GASKETS. TCM HAS CURRENT UPDATES. CLEARED ALL CODES AND ROAD TESTED. VERIFIED TRANS REPAIR.....NOTE: TIRES ARE SEVERLY CUPPED AND NOISEY, GROWLING NOISE FROM WHEELS POSSIBLY WHEEL BEARINGS OR TIRES. REAR DIFFERENTIAL IS VIBRATING AND GROWLING ON TURNS, FRONT SWAYBAR LINKS WORN AND KNOCKING. OVERDUE FOR OIL AND FILTER CHANGE. WARRANTY ON THIS REPAIR IS 12M 12K</p>	done per class action law suit

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1156	Vue	2003	5GZCZ33D93S878214	9/12/2009	K7104	100208	\$3,294	C-S THERE IS A NOISE WHILE DRIVING SOUNDS LIKE A WHEEL BEARING. C- TEST DROVE VERIFIED THE NOISE. FOUND NOISE INTRANSMISSION.DISSASSEMBLED THE TRANS FOUND THE DRIVE BELT COMING APART METAL FROM THE BELT IMPACTED IN THE CLUTCH PACKS AND DAMAGETO THE CASEALSO NOTED. C-REPLACED THE TRANSMISSION AS A UNIT PER COST EFFECTIVENESS OF REBUILD. REPLACEMENT WAS MORE COSTEFFECTIVE.REPROGRAMED THE TCM WITH THE NEW CALABRATIONS, FLUSHED THE COOLER LINES TO REMOVE ANY DEBRIS IN THE LINES OR THE TRANSCOOLER.REFILLED THE TRANS WITH VTI FLUID AND ADDITIVE. RETESTED OPERATION ALL OK AT THIS TIME.	PER FOM, WARRANTY 3 ON VTI PARTS. CUSTOMER TO PAY ~LABOR. ~PER FOM, WARRANTY 3 ON VTI PARTS. CUSTOMER TO PAY ~LABOR.
1157	Vue	2003	5GZCZ43D33S896651	7/13/2009	K7000	100437	\$3,037	TECH VERIFIED CONCERN SCANNED CODES P0700 P0742 ROAD TESTED BINDING & GRINDING-FLUID BLACK PERFORM ED PRESSURETEST-BELOWSPEC-REPLACED TRANSMISSION ASSEMBLY-ALIGNED VEHICLE ROAD TESTED & RECHECKED O K	Auth for K7000 VTi replacement with customer participation. Technician GMIN is invalid, please update your system. Thanks. REPLACE VTI TRANSMISSION AS AUTH BY FOM WITH 1250.00 DEDUCTIBLE. VEHICLE IS OUT OF SPECIAL POLICY BY TIME AND MIELAGE, ORIGINALOWNER, CUSTOMER PAID 25% OF REPAIRS. 1.50 OLH AS FOLLOWS: 1.00 FOR ALIGNMENT REFERENCED E2020 LABOR TIME AND .50 ADD TIME TOPRESSURE TEST. ~1.00 OLH FOR ALIGNMENT TIME REFERENCE E2020 ~.50 ADD TIME TO PRESSURE TEST.
1158	Vue	2003	5GZCZ33D13S916180	9/17/2009	K7104	100502	\$3,987	CS CHECK FOR NOISE IN DRIVELINE C DIAG, TEST DROVE TO VERIFY, TRANSMISSION WOULD NOT ENGAGE, NEEDS REPLACED C REPLACEDTRANSMISSION, TEST DROVE AFTER REPAIR, TRANSMISSION WORKING AS DESIGNED AT THIS TIME	~OLH TO PERFORM LINE PRESSURE TEST, OUT OF WARRANT ~Y REPAIR, OK'D PER FOM

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1159	Vue	2003	5GZCZ43D53S807758	7/25/2009	K7000	100504	\$4,174	VERIFIED NO FORWARD MOVEMENT, DOES MOVE IN REVERSE. CHECKED TRANS PRESSURE, 260-275 AT IDLE, MAX 760, PRESSURE O.K. REMOVED VALVEBODY COVER TO VERIFY RATIO CONTROL LEVER INSTALLED CORRECTLY, NO TROUBLE FOUND. FLUID CLEAN, NO DEBRIS. INTERNAL FAULT IN CASECOVER UNIT. R&R TRANSMISSION AND REPLACED COMPLETE ASSEMBLY. RESET TOE. TEST DROVE, VERIFIED OPERATING AS DESIGNED.	approved ~CASE COVER JUST INSTALLED ON R.O. 91783 AT 100472 ~MILES FAILED, TRANS REPLACEMENT AUTH'D FSM/PQC
1160	Vue	2003	5GZCZ33D83S909890	9/4/2009	K7000	100574	\$3,988	TECH VERIFIED COCNERN. TECH FOUND TRANS CODE FOR INCORRECT RATIO. TECH PERFORMED PRESSURE TEST AND FOUND LOW PRESSURE. TECHREMOVEDAND REPLACED TRANS ASSEMBLY AND COOLER LINES AND RESET TOE TO REPAIR. original owner	trans ok ok per fom review. original owner
1161	Vue	2003	5GZCZ43D03S863106	9/17/2009	K7000	100833	\$2,723	VERIFIED CONCERN - INTERNAL FAILURE OF TRANSMISSIO N - CODE P1758 SET - R&R TRANSAXLE - REPLACED WITH NEW TRANS AND FLUID.ONALIGNMENT, ADJUSTED FRONT AND REAR TOE. TEST DROVE TO VERIFY REPAIR. WARRANT Y POLICY DUE TO PREVIOUS CONCERN	J.J.Semock/DVM verified wp and labor operation for vti trans
1162	Vue	2003	5GZCZ33D83S818182	8/12/2009	K7104	101014	\$4,776	REMOVED TRANSMISSION AND TORN DOWN COMPLETELY. FOUND METAL THROUGHOUT.REBUILD TRANSMISSION WITHNEWPARTS,TRANSMISSIONFILTER,PUMP,TORQUE CONVERTER,BEARINGS,SEALS,ETC..)REFILLED TRANS.WITH YLUID AND ADDITIVE.TEST DROVE APPROX6MILES-OKNOTE HEARDSEVERE CLUNK FROM REAR SWAY BAR LINKS.	FOM AUTHORIZED FOM AUTHORIZED ~FOM AUTHORIZED ADDITIONAL TIME TO ALIGN
1163	Vue	2003	5GZCZ33DX3S875094	8/5/2009	K7000	101045	\$2,946	TRANSMISSION WILL NOT CHANGE GEAR RATIOS , PERFORM PRESSURE TEST 0 PRESSURE , DTC P0741, INTERNAL TRA NSMISSION FAILUREREPLACEDTRANSMISSION	ok replaced transmission ~ADD TIME FOR PRESS TEST,AND ALIGNMENT , WARRANTY ~PER CLASS ACTION 25% CUSTO PARTICIPATION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1164	Vue	2003	5GZCZ43D53S843322	8/15/2009	K7104	101110	\$4,596	DRIVE TRUCK TO VERIFY CONCERN-TRANNNY IS VERY NOISE Y-DRAIN FLUID,ADDNEW FLUID W/ADDITIVE AND REPROGRA M TCM- NOCHANGE-NOISEISWORSE-REMOVE TRANSMISSION AND DISASSEMBLE-TECH FOUND INPUT SHAFT BEARING IS CEASED AMD CAUSING NOISE-CASE COVER ISDAMAGED-REMOVEAND REPLACE CASE COVER,CASE COVER INPUT SHAFT BEARING AND FILL W/FLUID-DRIVE AND CHECK,OK,DONE.	Rebuilt noisy tranny unit as per extended coverage policy
1165	Vue	2003	5GZCZ33D63S872001	9/28/2009	K7104	101270	\$2,936	C/S VUE WILL NOT MOVE IN REVERSE. TECH FOUND CAR HAD FORWARD MOVEMENT IN ANY GEAR RANGE. R&R TRANS FOUND FORWARD CLUTCHES BURNEDANDSTUCK TOGETHER AND LINE PRESSURE LOW. REPLACED CASE COVER, TORQUE CONVERTER, VALVEBODY, FILTER AND COOLER LINES. FLUSHEDTRANS cooler. PERFORMED ALIGNMENT ORIGINAL OWNER WITH OVER 100K BUT LESS THAN 125K MILES. CUSTOMER PAYING 25% OF REPAIR COST.AGREEMENTOFFER MADE ON 9/28/09 BEFORE LATEST MESSAGE ON VTI SETTLEMENT WAS RELEASED ON 9/29/09 MESSAGE # G_0000039020 DATED 09/29/09	ORIGINAL OWNER OF VTI WITH LESS THAN 125K MILES ~OLH FOR PRESS TEST, FILTER AND ALIGNMENTcustomer paying 25% of repair based on offer made on 9/28/09 before latest doc came out on VTI coverage. ~ORIGINAL OWNER OF VTI WITH LESS THAN 125K MILES ~OLH FOR PRESS TEST, FILTER AND ALIGNMENT
1166	Vue	2003	5GZCZ33D23S912901	8/29/2009	K7104	101281	\$2,366	TECH VERIFIED CONCERN AND FOUND BULLETIN 050730004 FOUND BELT IN VTI SIDE COVER STRETCHED FOUND NECE SSARY TO REPLACE SIDECOVERANDTORQUE AXIS CONVER TER	TECH VERIFIED CONCERN AND FOUND BULLETIN 050730004 FOUND BELT IN VTI SIDE COVER STRETCHED FOUND NECE SSARY TO REPLACE SIDE COVERANDTORQUE AXIS CONVER TER
1167	Vue	2003	5GZCZ43D13S903872	7/10/2009	K7104	101584	\$60	TICKET FOR THE TOWING CHARGE ON VTI TRANS.	charge for towing, did not know it was part of repair.



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1168	Vue	2003	5GZCZ43D43S824468	8/24/2009	K7000	101650	\$1,231	TECH VERIFIED CUSTOMER COMPLAINT OF CAR NOT MOVING FOUND INTERNAL FAILURE IN VTI TRANSMISSION - REPLACED VTI TRANSMISSIONANDALIGNED - TEST DROVE - ALL OK AT THIS TIME	claim reviewed fom approved to wp 30% of vti transmission replacement due to age/mileage and not original owner
1169	Vue	2003	5GZCZ33D53S873026	8/17/2009	K7000	101681	\$2,760	C/STATES VEHICLE WILL NOT MOVE IN ANY GEAR FOUND BELT BROKEN IN TRANSMISSION CAUSING IT NOT TO MOVE IN ANY GEARREPLACEDTRANSMISSIONASSEMBLY DUE TO FLUID CONDITION AND BIG METAL FRAGMENTS. INSPECTED AND AUTHORIZED BY FOM.	job C/STATES VEHICLE WILL NOT MOVE IN ANY GEAR FOUND BELT BROKEN IN TRANSMISSION CAUSING IT NOT TO MOVE IN ANY GEARREPLACEDTRANSMISSIONASSEMBLY DUE TO FLUID CONDITION AND BIG METAL FRAGMENTS. CUST PARTICIPATION AMOUNT ENTERED CORRECTLY.20090914 16:15 TK Omar Vazquez IC 0008 Transaction shows no customer participation \$1,533.40.....ov20090910 16:43 DW Not Available IC 0006 C/STATES VEHICLE WILL NOT MOVE IN ANY GEAR FOUND BELT BROKEN IN TRANSMISSION CAUSING IT NOTTO MOVE IN ANY GEARREPLACEDTRANSMISSIONASSEMBLY DUE TO FLUID CONDITION AND BIG METAL FRAGMENTS. CUSTOMER PARTICIPATION AMTINCLUDED. AUTH BY FIXED OPS MANAGER.20090831 13:32 TK Omar Vazquez IC 0005 Transaction shows no customer participation. Try again.....ov20090821 11:10 DW Not Available IC 0003 C/STATES VEHICLE WILL NOT MOVE IN ANY GEAR FOUND BELT BROKEN IN TRANSMISSION CAUSING IT NOTTO MOVE IN ANY GEARREPLACEDTRANSMISSION ASSEMBLY DUE TO FLUID CONDITION AND BIG METAL FRAGMENTS.
1170	Vue	2003	5GZCZ33D13S838547	9/17/2009	K7104	101845	\$3,853	CUST STATES THE CHECK ENGINE LIGHT IS ON, POSSIBLE VTI CONCERN.TECH SCANNED AND FOUND CODE P0841 AND P0842 . TRANSMISSIONMAKINGNOISE-GRIND NOISE, PER FORMED LINE PRESSURE TEST -2A/521PSI 1.0/73PSI FOUND VTI CASE HALF NEEDS REPLACED. TECH REPLACED VITCASEHALF AND VALVE BODY AND FILTER TO CORRECT DID ALIGNMENT AND ROAD TEST.	A-AUTH

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1171	Vue	2003	5GZCZ33D53S863340	8/11/2009	K7000	101874	\$1,037	92 CUST STATES THAT THE CAR DOES NOT MOVE. TRANS MAY BE BAD. STARTED JERKING AND WOULD NOT ACCELERA TE PAST 30 MPH. RPMSSTAYHIGHANDCAR DOES NOT MOVE. TECH FOUND CODE P1758 AND NO REVERSE. TECH FOUND INTERNALLY FAILING TRANSMISSION. TECH INSTALLEDANEWTRANSMISSIONAND ALLIGNED, NOW OK.	Authorized adjusted add credit adjusted claim to reflect ammts guest paid and claim. amount is less on GM site guest paid 3463.69 and wty claim was 1037.38. VTI special policy repair, owner pays 70% GM pays 30% per settlement agreement adjusted as needed will have to reimburse guest 5% resubmit with correct line amounts and comments, used owner over 100K pays 70% gm pays 30% Vti replacement as per settlement claim, Guest paid 75% \$3315.55 Vp balance as per settlement - used over 100k ~CUSTOMER PAY 25%, VP 75% AS PER VTI SETTLEMENT ~OLH FOR ALLIGNMENT - TOWED IN 26 MILE TOW
1172	Vue	2003	5GZCZ33D53S863340	8/14/2009	K7000	101877	\$46	92 REIMBURSE GUEST FOR TRANSMISSION EVALUATION AND TOW CHARGE FROM A NONSATURN FACILITY. AS PER VTI SETTLEMENT CLAIM WE AREABLETOREIMBURSE OUR GUEST 30% OF THE BILL.	Authorized guest reimbursment non saturn facility reim guest for out of pocket reim 30% of tow and eval ~REIM 30% OF BILL PER VTI SETTLEMENT CLAIM
1173	Vue	2003	5GZCZ33D83S854647	9/18/2009	K7104	101944	\$3,679	TECH PERFORMED AND COMPLETED INSPECTION TECH FOUND REMOVED TRANS COMPONETS DAMGED TECH ALSO FOUND REVERSE CLUTCH DAMAGEDDUETODEBRIS IN TRANS TECH CLEANED OUT ALL INTERIOR COMPONETS AND REPLACED END COVER AND FAILED VALVE BODY TO CORRECT CONCERN.	EXTENDED SPECIAL POLICY EXTENDED SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1174	Vue	2003	5GZCZ43D73S880873	7/27/2009	K7104	102210	\$3,288	C-S THAT THE VTI TRANSMISSION WILL NEED REPLACED. DIAGNOSED ON THE LAST SERVICE. HAD GROWLING NOISES FROM THE TRANSMISSION,SHIFTING CONCERNS. INSPECT AND ADVISE. C-DIAG. CONFIRMED THAT THE VTI TRANSMISSION WILL NEED REPLACED. VERIFIED AT LOW SPEED BELTINSIDE OF TRANSMISSION WOULD GRIND AND HAS A WHINNING NOISE AT HIGHER SPEEDS. FOUND METAL IN THE FLUID C-REMOVED AND REPLACED THETRANSMISSION. COOLER LINES, FLUSH COOLER, AND RE-ASSEMBLED. UPDATED THE TCM CALIBRATION. TEST DROVE. ALL OK NOW. CUSTOMER TO PAYTHE LABOR, PARTS COVERED BY WARRANTY POLICY.	~PER FOM, WARRANTY POLICY ON VTI TRANSMISSION ~CUSTOMER TO PAY LABOR.
1175	Vue	2003	5GZCZ33D03S873600	8/18/2009	K7104	102254	\$1,132	SCAN SYSTEM FOR CODES HAD A P1758 AND A P1882 STORED. NECESSARY TO REMOVE AND REPLACE THE CASE COVER AND OVERHAUL ASNEEDEDPERBULLITEN 04-07-30-024E. OLH NEEDED TO CLEAN OUT BROKEN BELT.	vti class action settlement vti class action settlement decision

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1176	Vue	2003	5GZCZ33D63S821503	8/21/2009	K7104	102310	\$2,693	VEH TOWED IN LEAKING TRANS FLUID BADLY. INSPECTED FOUND TRANS SLUID LEAKING ONTO CASE VEH WILL NOT M OVE BUT VERY LOUDGRINDING.APPROX 1.5 QTS LOW ON FLUID , FOUND LEAKAGE IN TRANS CASE HALF SEALING. PERFORMED DOUBLE FLUSH PERFORMED TCM CALIBR PERTSB03-07-30-051A NOISE STILL PRESENT. CHECKED DTC S P1758 SET IN TCM CLEARED CODES. REFILLED TRANS FOLLOWED TSB 05-07-30-004DRAINEDVERY BAD BURN ING SMELL DARK FLUID. REMOVED TRANS DISASSEMBLED FOUND TORQUE CONVERTER SHOWING SIGNS OF SEVEREOVERHEATING,CONVERTER SHELL BLUED. UPON DISASSEM BLY FOOUND METAL FRAGMENTS UNDER VALVE BODY SPACER PLATE PAST FILTER AND FILTERHAS LOTS OFDEBRIS PRESENT PER TSB REPLACED CASE COVER AND TOR QUE CONVETOR. ALSO PART OF SERVICE REPLACE SPEED SENSORS DUE TO METALSHAVINGSMAGNETIZED TO HOUSIN ING . REPLACED VALVE BODY DUE TO METAL SHAVINGS FO UNDER ASSEMBLY ,ON DOWNHILL SIDE OF FLUID FILTERALSOREPLACED FLUID INTERNAL FILTER DUE TO LG AMOUNTS OF DEBRIS IN FILTER. REASSEMBLED AND REIN STALLED TRANS FLUID AND ALIGNEDTOSPECS. SET FRT TOE BOTH FRT CAMBER REAR TOE AND	vti class action, ~VTI POLICY DESICION PRIOR TO CHANGE OF CLASS ACTN
1177	Vue	2003	5GZCZ33D93S909347	9/25/2009	K7104	102324	\$1,014	c/ses light &reduced power light are coming on. verified customer concern. dtc p1882 for ratio error in vtitrans.audiblegrind/wine, barely accelerates. needs to be rebuilt replaced end cover , internal filter, converter, needed gaskets,seals &fluid.performed an alignment & test drove to verify repair.	customer participation correctd corrected

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1178	Vue	2003	5GZCZ33D33S915953	8/31/2009	K7104	102445	\$2,305	TECHNICIAN CHECKED TRANSMISSION LINE PRESSURES AND THEY WERE OK.DISASSEMBLED THE TRANS AND FOUND METAL SHAVINGSINTHECONVERTERANDFILTER.RE-PLACED THE CASE COVER,TORQUE CONVERTER AND RIGHT AXLE SEAL.	reviewed removed .5 from olh as requested by dsm. td reviewed with serv mrg and will adj accordingly thanks says i can't readjust an adjustment. our 263 was initially credited \$773.19 more than we submitted for. trying to readjust properlyusing customer participation field. td. added customer participation amount. td. changing initial figures and going to re-enter customer participation amount. td. ~CLOCKTIMES FOR ADD AND AXLE SEAL
1179	Vue	2003	5GZCZ43D13S880447	8/21/2009	K7104	102515	\$4,152	TECH VERIFIED CONCERN OF NO ACCELERATION, FOUND INTERNAL FAULT IN TRANS CASE COVER, TECH REPLACED CASE COVER, VALVEBODY,TORQUECONVERTER, FILTER ADDED FLUID AND ADDITIVE, SET FRONT TOE AND ROAD TESTED, NOW OPERATES AS INTENDED.	FOM VERIFIED AND AUTH REPAIRS FOM VERIFIED AND AUTH REPAIRS ~FOM VERIFIED AND AUTH REPAIRS
1180	Vue	2003	5GZCZ43DX3S813880	8/21/2009	K7000	102649	\$1,256	CUSTOMER STATES TRANS HAD LOUD WHINE AND STOPPED P ULLING--TECH FOUND CODES P1758 & P1882-RAN PRESSTEST.2AMP=425PSI--1.0AMP=85PSI--REF BULL #04-07-3 0-024E-- FOUND CASE BINDING CHAIN AND CHAIN DAMAGED --COST EFF TO REP TRANSASSY-- 2NDOWNER PAY 70%= \$2931.40 PLUS TAX \$252.10-VTI PENDING SETTLEMENT	jbb customer pay portion--\$2931.40--of vti repair-- 2nd owner over 100000 miles--pending vti transmission class action settlement. 70%of repair claim appears to be in order ~PENDING VTI TRANS CLASS ACTION SETTLEMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1181	Vue	2003	5GZCZ43D63S809163	7/30/2009	K7000	102701	\$3,127	CUSTOMER STATES NO FORWARD GEAR TECH STATES VERIFIED CONCERN NO FORWARD GEARS CODES P1758, P0700,P0742 VERY LOUDSCREECHFAULTYVTITRANS REPLACED VTI AND ALL NEEDED COMPONENTS ROAD TESTED OPERATING AS DESIGNED	It is OK to pay. system does not carry over the customer participation amount system does not carry over the customer participation amount It is ok to pay CUSTOMER STATES NO FORWARD GEAR TECH STATES VERIFIED CONCERN NO FORWARD GEARS CODES P1758, P0700,P0742 VERY LOUD SCREECH FAULTYVTITRANS REPLACED VTI AND ALL NEEDED COMPONENTS ROAD TESTED OPERATING AS DESIGNED ~ALL ADD TIME IS NEEDED TO SWAP FAULTY SHAFT FROM ~OLD TRANS TO NEW TRANS
1182	Vue	2003	5GZCZ33D23S843661	9/22/2009	K7104	103000	\$3,908	CS TRANS INOP WONT MOVE C DIAG VTI BELT FAILURE C REMOVE AND REPLACE TRANS RELEARN TCM TEST OK	VTI POLICY No care Was chargwed out VTI POLICY ~VTI POLICY CUST PAYS LABOR
1183	Vue	2003	5GZCZ43D93S800294	7/22/2009	K7104	103248	\$3,450	TRANS VERY NOISEY,WOULD BARELY MOVE,PRESSURE TEST PRESS.LOW,DRAINED FLUID,FULL OF DEBRIS,R&R AND DISASSEMBLE,DEBRIS EVERYWHERE,REPLACED CASE HALF, CONVERTER,VALVE BODY,SOL,COOLER LINES,PUMP & FILTER	~PART OF CLASS ACTION SETTLEMENT,OWNER PAID 70%
1184	Vue	2003	5GZCZ33D43S901172	8/29/2009	K7000	103307	\$4,281	PERF'D SYSTEM DIAG. FOUND CODES PO218 (TRANS. OVER HEATED) & CODES PO716 (INPUT SENSOR) R&R ON TRANS ASSY. REPL'D TRANS. ASSYASOUTLINED IN SPECIAL POLICY 04020A CUST. PARTICIPATION IS 25% SEE LINE 2	reviewed with david gaspard - fixed ops mgr REPL'D VTI TRANS. ASSY PER SPECIAL POLICY 04020A & WORKING W/ NICOLE JOHNSON CUST. ASSIST.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1185	Vue	2003	5GZCZ43D13S833709	8/5/2009	K7000	103333	\$3,079	404 CUST STATES THERE IS NOISE LEFT FRONT END WHEN SLOWING DOWN AND TURNING.TECH VERIFIED CONCERN.NO ISE FROM TRANS.PERFORMEDPRESSCHECK AND NEEDS CAS E HALF.DID REPAIR VS REPLACEMENT COST ANALYSIS AND MOST EFFECTIVE TO REPLACE TRANS.TECH REPLACED TRANS,COOLERLINES,FLUSHED COOLER.RE-ASSM AND VERIFIE D OPERATION.PERFORMED ALIGNMENT,HAD TO GRIND OUT S TRUTS TO MAKECAMBERADJUSTMENT.ADJUSTED FRONT CAM BER AND TOE,BOTH SIDES AS NEEDED AND VERIFIED REPA IR.ERAC UPON REPAIR AS NEEDED VIN#1GTDT13E398151743,SEVEN DAYS.	Authorized vti special policy trans repair, cust paid 25% guest paid 25 % as per new owner with 103xxx miles (\$1131.10) vp balance as outlined by vti settlement claim. ~OLH FOR PRESS TEST COOLER LINES AND ALIGNMENT AS ~PER SI VP WITH 25% CUST PARTICIPATION PER SVM
1186	Vue	2003	5GZCZ33D53S905957	9/4/2009	K7104	103346	\$3,938	FOUND CODES P0700, PO701, P0218, PO1882 PERFORMED LINE PRESSURE TEST , REPLACED CASE SIDE COVER, SPE ED SENSORS, VALVE BODY, TORQUECONVERTOR AND SET TOE. IS NOW OPERATING AS INTENDED	~VTI TRANS WARRANTY ASSISTANCE PROVIDED , AUTH ~PER FOM
1187	Vue	2003	5GZCZ43DX3S806556	8/19/2009	K7104	103379	\$2,637	ROAD TEST VERIFY LOUD ROAR NOISE FROM TRANS CAR SL IPS FOWARD AND REVERSE FOLLOW DOC ID 1614535 PRESS URE TEST 1.0AMP 260PSI2AMP750PSI REPLACED CASE COVER ASSEMBLY TORQUE CONVERTOR AND SUCTION FILTER RESET TOE ROAD TEST 6 MILES OPERATION NORMAL	extended vti coverage customer paid \$876.39 extended vti coverage customer paid \$876.39 towards repairs

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1188	Vue	2003	5GZCZ33D43S858176	9/12/2009	K7000	103406	\$1,184	REPLACED COMPLETE TRANS, ALIGNED VEHICLE & ROAD TESTED.30% VTI TRANS SETTLEMENT	Claim approved. That labor op does not work, it will not let me send you the claim using that labor op. At the time of repair (9/12/09) T5738 wasnot being used in the bulletin. PLease use labor op T5738. PER MARK HEINZ SEE PREVIOUS COMMENTS SEE ALL PREVIOUS COMMENTS DONE AS PER MARK HEINZ, SEE PREVIOUS COMMENTS. PER MARK HEINZ SEE PREVIUOS COMMENTS SEE ALL PREVIOUS COMMENTS DONE AS INSTRUCTED BY MARK HEINZ SPECIAL COVERAGE ON VTI TRANS, 30% SETTLEMENT AT TIME OF REPAIR SPECIAL COVERAGE ON VTI TRANS, 30% SETTLEMENT AT TIME OF REPAIR.
1189	Vue	2003	5GZCZ43D63S840820	7/14/2009	K7000	103610	\$2,764	TECH CONFIRMED CONCERN AND FOUND VEHICLE WILL NOTMOVE. TESTED AND FOUND 0 PSI. PULLED FLUID SAMPLEAND PIECES PF BELT CAME OUT OF DRAIN. BELT FAILED. REPLACED VTI AND LINES AND PERFORMED ALIGNMENT.RETESTED OK.	approved vti replacement; broken belt
1190	Vue	2003	5GZCZ33D63S883080	8/28/2009	K7104	103774	\$2,535	CUST STATES CK TRANS OP-LOSES POWER/HESITATES ON ACCEL. FOUND CODE P1882-RATIO CONTROL. PRESSURE TESTED TRANS-FOUND PRESSURESLOW.FOLLOWED BULLE- TIN 05-07-30-004.REPLACED CASE COVER, COOLER LINES (FLUSHED OIL COOLER), VALVE BODY, PUMP, FILTER, O-RINGS,ISS/OSS, VALVE BODY SPACER PLATE & COVER GASKET, BOTH AXLE AND TORQUE CONVERTER SEALS. REASSEMBLED & INSTALLED. ON TEST DRIVEFOUNDTRANS ACTING LIKE STUCK IN FIRST GEAR.(SEE JOB CARD #455031 FOR PARTS WARRANTY REPAIR).	resubmitting due to error on first submission. cust participation was \$1100.00. ~WARR POLICY-VTI REPAIR-25% CUST PAY/FREIGHT ~CHARGES/.5 OLH PRESS TEST-.3 OLH FILTER
1191	Vue	2003	5GZCZ33D53S849194	7/10/2009	K7104	103813	\$2,850	CUSTOMER STATES VEHICLE WILL NOT MOVE IN GEAR VERI FIED CONCERN	cusotmer participation per c/a lawsuit ~POLICY PER C/A LAWSUIT



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1192	Vue	2003	5GZCZ33D43S906307	8/20/2009	K7000	103969	\$3,552	VERIFIED CUSTOMERS CONCERN, VEHICLE WILL NOT GO INTO GEAR...PERFORMED INSPECTION, FOUND CODE- P1882-RATIO CONTROL PERF...PERFORMEDCIRCUIT INSPECTION, FOUND THE TRANSAXLE FLUID VERY DIRTY AND HAS METAL IN IT...REC. REPLACE THE VTI TRANS-AXLE ASSEMBLY...REPLACEDTHE VTI TRANSAXLE ASSEMBLY AS PER CUSTOMER OK...RECHECKED FOR PROPER OPERATION. NOW OPERATES AS PER DESIGN...	pay ~REPAIRS DONE AS PART OF CLASS ACTION LAWSUIT.
1193	Vue	2003	5GZCZ33D53S822108	8/4/2009	K7000	103978	\$3,095	CUSTOMER STATES WHILE DRIVING THE VUE WOULD NOT AC C. CAUSE TECH RAN SCAN FOR CODES NO CODES ON PCM, OR TCM.. RAN CHARGINGSYSTEMTEST ALL WITHIN NORMA L SPECS..TOOK FUEL SAMPLE .. SAMPLE OKAY ..TESTED FUEL PRESSURE... PRESSURE GOOD BUT FUEL PUMP IS VERYNOISEY MAY NEED NEW PUMP SOON !!!!! TEST DROVE 3 TIME ON THIRD THEST DRIVE TECH DUBLIC ATED NO MOVEMENT ...SWAPPED WITH KNOWNGOODTHROTTLE BODY.. STILL NO CHANGE.TESTED TRANS PRESS URES 0.2 AMPS AT 1300 652-798 1.0 AMPS AT IDLE 15 2-268 RECCOMEND NEW TRANSDUETO INTERNAL FAILURE .. INSTALLED NEW TRANS AND DROVE VUE.. NO OPERATIN G AS DESIGNED ... CUSTOMER TO PAY 25% TOWARDS REPA IR ..DUETO BEING 1ST OWNER OVER 100K MILES	dvm approved. cust paid all labor and misc parts plus 95.72 of trans ~POLICY FOR 100K OR OVER 1ST OWNER 75% SATURN ~25% CUSTOMER
1194	Vue	2003	5GZCZ33D43S909756	8/21/2009	K7000	104055	\$1,630	TECH VERIFIED VEH WILL NOT MOVE-- PERFORMED TRANS DIAG--DETERMINED TRANS BAND HAD COME APART--NOT REPAIRABLE-- TECH REPLACEDTRANSWITH NEW UNDER PROVISIONS OF VTI EXTENDED COVERAGE (CUST 2ND OWN --STRN 30%/CUST 70%)--AFTER REPLACEMENT, TRANS OPNORMALLY-- WORKDONE PER CUST, FOM, AUTHORIZED	approved ~ADD FOR ALIGN AND DIAG FOM APPROVED ASSY DUE TO ~CASE DAMAGED CommentsDate Time Stamp SourceCode Approver VersionType Version Comment20090830 06:32 DB Not Available IC 0001 ~ADD FOR ALIGN AND DIAG FOM APPROVED ASSY DUE TO ~CASE DAMAGED ~ADD FOR ALIGN AND DIAG FOM APPROVED ASSY DUE TO ~CASE DAMAGED

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1195	Vue	2003	5GZCZ43DX3S843266	9/8/2009	K7000	104244	\$3,123	C/S SES LIGHT IS ON SCA NCHECK P0842 LINE PRESSURE TEST .2AMP 1300-140 0 550PSI 1.0 AMP IDLE 120PSI LINE PRESSURE TEST LOWPRESSUREREPLACED TRANSSMISSON COOLER LINES FLUSH COOLER ALIGN FRONT TOE TEST DRIVE TO VERIFY	VTi special policy VTI SPECIAL POLICY, CLASS ACT SETTLEMENT....GUEST PAID 25% 922.89GM 3281.70....TOTAL 4204.59 OWNER NAME PAMELA ANN LINDQUISTFOM AUTHD REPAIR...CUSTOMER SATISFACTION
1196	Vue	2003	5GZCZ33D03S879896	7/29/2009	K7000	104406	\$2,626	TECH DUPLICATED CONCERN-TECH FOUND NOISE AND SLIPP ING-TECH FOUND FLUID PRESSURES 240 PSI N/G-FLUID B LACK AND FULL OFMETAL-TECHDISASSEMBLED AND FOUND TRANS NEEDS TO BE REPALCED -TECH REPLACED TRANSAX LE-FLUSHED LINES AND RESET ALIGNMENT SPECS	approved vti vti replacement w/ cust contribution of 25% \$1475 ~POLICY VTI
1197	Vue	2003	5GZCZ33D13S880149	7/11/2009	K7104	104540	\$2,930	CUST STATES VEH WILL NOT ACCELERATE...TECH INSPECT ED AND VERIFIED VTI INTERNAL FAULT CAUSING CONCERN , TECH REMOVED TRANSANDREPLACED FAULTY CASE COVE R, VALVE BODY, AND TORQUE CONVERTOR AND REINSTALLE D TRANS WITH FLUID AND ADDITIVE AND RECAL TCM.	SPECIAL POLICY.. VTI TRANS
1198	Vue	2003	5GZCZ43DX3S801485	8/27/2009	K7104	104561	\$3,381	TECH VERIFIED COMPLAINT AND FOUND NOISE FROM VTI TRANSAXLE. TECH REPLACED TRANSXLE CASE COVER AND COMPONENTS AND ALIGNED	~REPAIR VTI PER BULLETIN
1199	Vue	2003	5GZCZ33D83S854034	8/7/2009	K7104	104594	\$2,921	CUSTOMER STATES THE TRANS IS SLIPPING AND HAS A DELAYED ENGAUGMENT FROM PARK TO DRIVE. ROAD TESTED AND VERIFIED CONCERN HASADELAYEDENGAUGMENT AND SLIPS. AS PER DOC#1992122 REPLACED TRANS CASE HALF COVER, COOLER LINES, TORQUE CONVERTER, VALVE BODYVALVESSTICKING.REPLACED SPEED SENSOR. ROAD TESTED AND VERIFIED REPAIR.	adjusting for customer participation done per class action law suit

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1200	Vue	2003	5GZCZ43D93S818603	8/7/2009	K7104	104860	\$3,485	VERIFIED CONCERN.PERFORMED DIAG CIRCUIT CHECK AND FOUND O1758. PER BULLETIN, CHECKED TRANS PRESSURE AND FOUND BELOW SPEC.NECESSARYTO REMOVE TRANSMIS SION AND TEAR DOWN. REPLACED TRANSMISSION SIDE COV ER, TORQUE CONVERTER, FLUID FILTER, AND FILLED WIT HFLUIDAND TRANS ADDITIVE. ALL OK AFTER REPAIR.	auth
1201	Vue	2003	5GZCZ33D63S837202	7/27/2009	K7000	104960	\$1,200	CONVERTED	W#000H#000FN000MN000LN000NB120EB000M P000REQ AUTH FOR VTI TRANS SPECIAL POLICY SECOND OWNER OVER 100000 MILES- CUSTOMER PAYING 2800.26
1202	Vue	2003	5GZCZ43D33S839883	9/2/2009	K7000	105042	\$3,662	CUST STATES THE CAR WILL NOT GO INTO REVERSE REPLA CED VTI TRANS UNDER 75% COVERAGE FOR NEW CAR OWNER BETWEEN 100000-125000	Approved ~VTI SPECIAL COVERAGE OKED BY WALKER
1203	Vue	2003	5GZCZ33D33S815884	8/6/2009	K7000	105275	\$759	404 CUST STATES NOISE FROM TRANS AND WON'T ACCELER ATE FROM STOP.TECH VERIFIED CONCERN NOT MOVING WEL L,FOUNDCHAINS LIPPING.TOOKFLUID SAMPLE AND FOUND CONTAMINATED.RECOMMEND TRANS REPLACEMENT OR RE-BU ILD.PERFORMED PRESSURE TEST ANDDETERMINEDCASE HA LFNEEDED.DID REPLACE VS RE-BUILD ANALYSIS AND MOS T COST EFFECTIVE REPAIR IS REPLACEMENT OF TRANS.RE PLACED TRANSFLUSHEDCOOLERFOUND ALOT OF METAL CO COMING OUT OF COOLER.REPLACED COOLER AND LINES ALS O AS NEEDED AND VERIFIED REPAIR.PERFORMEDALIGNMENTASNEEDED TO MEET SPEC,ADJUSTED FRONT CAMBER AND TOE,BOTH SIDES.NOW OPERATNG AS DESIGNED.SEE ADDED LINE TO REPLACE COOLER.	Authorized vti special policy claim, Guest paid 70% GMpaid 30% per guidelines As per VTI settlement claim guest paid for 70% of the repair (\$2853.72) Vp Balance 30%. Guest is a used owner with less than 125k vti settlement claim ~OLH FOR PRESSURE TEST,COOLER,LINES AND ALIGNMENT ~AS PER SI,VP1 AS PER SVM WITH 70% CUST PAY.
1204	Vue	2003	5GZCZ43D23S912385	8/6/2009	K7000	105373	\$4,179	REPLACED VTI TRANSMISSION ASSEMBLY AND PERFORM WHEEL ALIGNMENT #23	ok ~WP FOR CUSTOMER ENTHUSIASM, BEEN REPLACED PREV ~OLH FOR ALL WHEEL DRIVE

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1205	Vue	2003	5GZCZ33D13S846311	9/8/2009	K7000	105590	\$3,207	TRANS SLIPS IN REVERSE, TEST DROVE, LOST FORWARD MOMENTUM, DISASSEMBLED, FOUND REVERSE CLUTCH BROKEN AND CASE DAMAGED INTERNALLY, REPLACED TRANS/ALIGNED	reviewed ~SATURN VTI SPECIAL POLICY
1206	Vue	2003	5GZCZ33D23S823443	7/21/2009	K7000	105650	\$5,524	C/S TRANS. IS NOISEY & HESITATES ROADTEST TO VERIFY CONCERN FOUND TRANS. VERY NOISEY REPLACE TRANS UNIT, ROADTEST FOUND CODE PRESENT AFTER REPAIR P0717 INPUT SPEED SENSOR CONTRACT TAC CASE 10955686 & SPOKE TO BERRY, INSTRUCTED TO CHECK INPUT SPEED SENSOR READINGS & LED BRIDGE FOR OHMS, CHECK SHORTS & GROUND FOUND NO PROBLEM AT THIS TIME REPLACE LED BRIDGE WITH ONE ON OLD TRANS, ROADTEST SETS SYSTEM OK AT THIS TIME UPON 2ND ROADTEST NOTED 2ND CODE P0716 CONTACT TAC SPOKE WITH GARY KIMMER TOLD TO CHANGE INPUT SPEED SENSORS DUE TO POSSIBLE INTERM. SHORT, REPLACE SENSOR CHECK FOR UPDATED TCM UPGRADE ROADTEST AGAIN ALL OK AT THIS TIME JN8AZ28R99T109078CUST PROVIDED W/ ALTERNATE TRANSPORTATION DUE TO VTI TRANS CONCERN, CUST PUT INTO NON GM PRODUCT AS THERE WERE NO GM VEH'S AVAILABLE AT ANY LOCATION AND ALTERNATE RIDE WAS A NECESSITY	DANO HAD TO REPAIR NEW REMAN VTI TRANS, CUST PARTICIPATED IN REPAIR. FAX COPY TO DAN O. PER JOHN F, SERV MANAGER OLH excessive hold for review. DANO VTI TRANS REPAIR, CUSTOMER PARTICIPATED 25% TOWARDS REPAIR ~OTHER LABOR TIME FOR E2020 1.5, K6563 2.3 ~K6310 2.3
1207	Vue	2003	5GZCZ33D83S914250	7/10/2009	K7104	105658	\$2,632	THERE IS A GROWLING/GRINDING TYPE OF NOISE FROM THE VEHICLE WHEN TRYING TO ACCELERATE, ALSO DOESN'T REALLY WANT TO MOVE - VERIFIED CUSTOMER CONCERN, FOUND DTC'S P1758 AND P1882. FOLLOWING SERVICE BULLETIN #05-07-30-004 REPLACED CASE COVER, FILTER, TORQUE CONVERTER AND NEW FLUID, ALIGNED VEHICLE.	~WP SPLIT WITH CUSTOMER

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1208	Vue	2003	5GZCZ43D63S864700	9/16/2009	K7104	105975	\$2,604	TECHNICIAN VERIFIED NO MOVEMENT WHEN IN DRIVE. CHECKED LINE PRESSURE,715 PSI (GOOD).FOLLOWED TSB AND REPLACED END COVER,TORQUECONVERTER AND FILTER THE COOLER LINES WERE ALREADY UPDATED.RECALIBRATED TCM AND SET FRONT TOE.	~OK TO GOODWILL @ 75% COVERAGE,PER CLASS ACTION ~GUIDELINES.ADD TIMES NECESSARY.TD
1209	Vue	2003	5GZCZ33D13S908791	7/20/2009	K7000	106061	\$2,874	FOUND TRANSMISSION BURNED UP. CHAINS NOISY.WHILE TEST DRIVING TRANSMISSION QUIT PULLING WHEN HOT. & WAS FULL OF METAL.FLUSHEDCOOLER LINES & REPROGR AMED BUT WAS NECESSARY TO REPLACE TRANSMISSION CUSTOMER PARTICIPATION = \$958.13	ok VTI TRANSMISSION ~VTI TRANSMISSION - CUSTOMER PARTICIPATION 958.13
1210	Vue	2003	5GZCZ43D13S872039	9/9/2009	K7104	106198	\$3,100	OWNER STATES VEHICLE SHAKED AND JERKED WHILE DRIVING AND STOPED MOVING. DISASSEMBLED TRANS.BELT SLIP CAUSED METALCONTAMINATION.REPLACED TRANS. CASE HALF,INTERNAL FILTER,TORQUE CONVERTER,VALVE BODY, TRANS. SEALS,INPUT SENSOR,ALLCONTAMINATED.CALIBRATED ANDTESTED GOOD AFTER REPAIR	corrected customer participation CUSTOMER PART MORE THAN CLAIM TOTAL corrected customer participation ~CORRECTED CASE TYPE, OUT OF 5/75,UNDER 125,000K
1211	Vue	2003	5GZCZ43D83S821749	7/24/2009	K7104	106280	\$3,260	TECH STATES FOUND GROWLING/GRINDING NOISE COMING FROM FROM FRONT AND REAR. FOUND NOISE COMING FROM TRANS SIDE COVER. R & R COVERFOUND COMING APART INTERNALLY. REPLACED TRANS END COVER AND SET FRONT TOE.	~FOM APPROVED REPAIR
1212	Vue	2003	5GZCZ43D13S868895	8/1/2009	K7104	106403	\$3,361	TECH VERIFIED CUSTOMER CONCERN OF LACK OF POWER, FOUND INTERNAL FAULT IN TRANS, TECH DISSASSEMBLED TRANS AND FOUND FAULTY CASECOVER, TECH REPLACED CASE COVER, FILTER, PUMP, BOLTS AND GASKETS. SET FRONT TOE AND ROAD TESTED, NOW OPERATES AS DESIGN.	~FOM AUTH AND VERIFY REPAIRS.
1213	Vue	2003	5GZCZ43D33S807273	9/5/2009	K7000	106458	\$3,382	CUST STATES THE CAR WOULD NOT MOVE ONLY RACED TECH FOUND CODES P1758 NO MOVEMENT TECH FOUND FLUID BURNT AND DISCOLORED TECHREPLACEDTRANS AND COOLER LINES ALL OK.	j.j.semock/dvm VERIFIED VTI AND CUSTOMER PAY PORTION ~75% COVERAGE FOR FIRST OWNER

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1214	Vue	2003	5GZCZ33D13S894133	8/13/2009	K7104	106541	\$3,655	CUSTOMER STATES WHILE DRIVING AT ANY SPEEDS FEELS LIKE THE ENGINE HAS A MISS, SLIPING FEELING AND JU MP IN RPMS. TECH FOUND PERBULLETIN TRANS NEEDS REPLACED. TECH REPLACED CASE COVER, TORQUE CONVERTER, VALVE BODY AND FILTER TECH FOUND SEALS MISSING INSIDETRANS - ORDERED AND REPLACED SEALS AND REINSTALLED. TEST DROVE GOOD.	~OTH TO DIAG, PRESSURE TEST,REPLACE FILTER AND ~PERFORM ALIGNMENT
1215	Vue	2003	5GZCZ33D93S858917	7/20/2009	K7104	106732	\$3,392	TECHNICIAN VERIFIED TRANSMISSION HESITATION WHEN PULLING OUT. FLUID LEVEL OK. METAL IN FLUID; POSSIBLE BELT SLIPPING. PULLED TRANSPART- METALLIC FLUID. REPLACED VALVE BODY, SPEED SENSOR AND INTERNAL FILTER. REASSEMBLED. SET TOE. ROADTESTED.	~PART OF CLASS ACTION SUIT
1216	Vue	2003	5GZCZ33D93S818921	7/23/2009	K7000	106747	\$1,205	INSPECTED AND FOUND TRANS FAULTY WARRANTY SPECIA L POLICY TO PAY 30% NON SATURN WARRANTY TO PAY 2825.00 CUSTOMER THE BALANCE	PB - 9/01 overpayment for this line-credit back overpayment for this line credit back PB - 8/6/09 trans replacement-saturn cover 30%-cover cover the balance ~TRANS REPLACEMENT-SATURN COVER 30%-CUSTOMER COVER ~THE BALANCE
1217	Vue	2003	5GZCZ33D03S855050	9/8/2009	K7000	106751	\$3,835	CUST STATES INTERMITTENT NO MOVEMENT IN DRIVE OR REVERSE. VERIFY NO MOVEMENT. CASE COVER PREVIOUSLY REPLACED.SCANNED FORCODES.P0742, FOUND FLUID CONTAMINATED WITH SHAVINGS. NEC TO REPLACE TRANS. TEST DRIVE. VERIFY REPAIR.	Approve numerous previous trans concerns. VTI Failure. Guest sought legal action previous repair.
1218	Vue	2003	5GZCZ43D73S851549	9/3/2009	K7000	106771	\$4,315	VERIFIED CONCERN INSPECTED TO FIND VEHICLE WILL NO T MOVE AND GROWLING NOISE PRESENT-NECESSARY TO REM OVE TRANS-DISASSEMBLEDTRANSTO FIND BELT BROKEN I NSIDE TRANS-NECESSARY TO REPLACE TRANSAXLE ASSEMBL Y-VEHICLE OPERATES AS DESIGNED-RENTAL 1G8ZS57N18F205314	K7000 APPROVED VERIFIED CONCERN INSPECTED TO FIND VEHICLE WILL NO T MOVE AND GROWLING NOISE PRESENT-NECESSARY TO REM OVE TRANS-DISASSEMBLEDTRANSTO FIND BELT BROKEN I NSIDE TRANS-NECESSARY TO REPLACE TRANSAXLE ASSEMBL Y-VEHICLE OPERATES AS DESIGNED-RENTAL 1G8ZS57N18F205314

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1219	Vue	2003	5GZCZ43D93S904560	8/17/2009	K7000	106864	\$1,171	C: SES LIGHT IS ON. TRANSMISSION IS NOISY/SLIPPING C: CODES P0700,TRANS.CONTROL MODULE. CODE 1758, TRANS.RANGE SWITCHDRIVEWITHOUTDRIVE RATIO. NEXT TECH TESTED PRESSURE. PRESSURE IS TOO LOW. TOOK FLUID SAMPLE. FLUID IS BURNT AND BLACK. ONTESTDRIVE,FOUNDSEVERE HESITATION ON ACCEL AND TRANS.FLUID PUMP VERY NOISY. C: TECH REPLACED TRANSMISSION ASSEMBLY.REPLACEDTRANS.COOLER LINES ANDFLUSHED. UPDATED TCM REFILLED WITH NEW FLUID AND VTI ADDITIVE. GM PAYING 30% OF REPAIR. OWNER PAYING70% OFCOST FOR REPLACEMENT	i approved. Steve Taylor correcting customer participation amount I approved repair based on VTI class action settelment. Steve Taylor veh.policy due to class action lawsuit. owner paid 70% gm paying 30% owner paid \$2,302.55
1220	Vue	2003	5GZCZ33D03S916493	8/19/2009	K7000	107019	\$3,432	INTERNAL DRIVE BELT FAILURE IN TRANSAXLE. REPLACED VTI AND FLUSHED COOLER AND LINES. FOLLOWED POLICY GUIDELINES.	OK INTERNAL DRIVE BELT FAILURE IN TRANSAXLE. REPLACED VTI AND FLUSHED COOLER AND LINES. FOLLOWED POLICY GUIDELINES.
1221	Vue	2003	5GZCZ43D43S808609	7/28/2009	K7000	107163	\$2,934	303-CUST STATES CAR WON'T MOVE TOWED IN, ENGINE RE VS NO MOVEMENT.VERIFIED CONCERN,CHECK TRANS, FLUID BURNT,METAL INFLUID,PRESSURETEST TRANS.2A=400PS I,1A=58 PSI LOW,VTI BELT SLIPPING,TRANS SEVERELY O VERHEATED,REPLACE TRANSMISSION,FLUSH,REFILL,PERFORMALIGNMENT,ADJUST F&R TOE,OUT OF SPEC,RETEST,OK 3GCEK133X8G304813 RENTAL VIN	Authorized vti special policy claim, original owner paid 25% per guidelines vti settlement claim - customer paid 25% (1146.33) vp balance 3269.57 as per a new owner with over 100k but less than 125k.Thank you ~OLH FOR PRESSURE TEST AND ALIGNMENT TIMES PER ~GMSI VP PER MATT C(SVM) 75/25 PER GUIDELINES

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1222	Vue	2003	5GZCZ33DX3S909387	9/3/2009	K7000	107289	\$4,117	VERIFIED CUSTOMER CONCERN OF NOISE DURING OPERATIO N AND SHUDDERS ON ACCELERATION. PERFORMED DRAIN ANDREFILL&REFILLANDPROGRAMMEDTCM, ROADTESTED. OPERATION IS STILL NOISY. PERFORMED LINE PRESSURE TEST, FOUND LINEPRESSUREWITHINSPECS.REPLACEDTRANSMISSIONASSEMBLY AND RECHECKED. SET FRONT TOE AND ROADTEST. NOW OPERATES AS DESIGNED.	VTI repair approved based on prior DVIM approval. PLEASE APPROVE. VERIFIED CUSTOMER CONCERN OF NOISE DURING OPERATIO N AND SHUDDERS ON ACCELERATION. PERFORMED DRAIN AN DREFILL&REFILLANDPROGRAMMEDTCM, ROADTESTED. OPERATION IS STILL NOISY. PERFORMED LINE PRESSURE TEST, FOUND LINE PRESSURE WITHIN SPECS.REPLACEDTRANSMISSIONASSEMBLY AND RECHECKED. SET FRONT TOE AND ROADTEST. NOW OPERATES AS DESIGNED. No customer contribution. Please reduce part markup and labor for store contribution and resubmit. ON ACCELERATION. PERFORMED DRAIN AN D REFILL &REFILLANDPROGRAMMED TCM, ROADTESTED. OPERATION IS STILL NOISY. PERFORMED LINEPRESSURETEST, FOUND LINE PRESSURE WITHIN SPECS.REPLACEDTRANSMISSION ASSEMBLY AND RECHECKED ON ACCELERATION. PERFORMED DRAIN AN D REFILL &REFILLANDPROGRAMMED TCM, ROADTESTED. OPERATION IS STILL NOISY. PERFORMED LINEPRESSURE TEST, FOUND LINE PRESSURE WITHIN SPECS.REPLACEDTRANSMISSION ASSEMBLY AND
1223	Vue	2003	5GZCZ43D13S859095	9/21/2009	K7000	107320	\$3,112	TECH FOUND METAL IN TRANSMISSION PAN, BELT SEPERATING ALSO. REPLACED TRANSMISSION AND COOLER LINES, REPROGRAM MODULE ANDPERFORMFRONT ALIGN	BV SERVICE AGENT NOT ALLOWED TO SUBMIT 7000. VTI GUEST PARTICIPATION. APPROVED BY CHAD. OLH FOR ALIGN AND DIAG. ~1.50 OLH FOR DIAG AND ALIGNMENT



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1224	Vue	2003	5GZCZ43D73S883966	7/30/2009	K7000	107400	\$5,592	TESTED VEHICLE - TRANS OUTPUT SPEED DROPPING - REPLICATED SENSOR,TESTED,TCM,PCM,VALVE BODY - STILL DROPPING -REPLACEDTRANSASSEMBLYAND TESTED OK	Approved excess days & distance use of K7000 and overlap due to failed serta trans goodwill VTI trans wty: customer continued to have problems with trans after trans converter replacement last month goodwill VTI trans wty; customer continued to have probs after trans converter replacement in july. customer continued to have probs after initial repair; falls under 12000 mi./12 month wty
1225	Vue	2003	5GZCZ33D43S897205	8/3/2009	K7104	107532	\$2,908	C/S TRANS NOISEY AND WHEN SHIFTING IT SLIPS TECH VALIDATED CONCERN COMPLETED PRESSURE TEST RESULTS 153PSI AT .2 AND 160AT.9CONTAMINATION METAL FLAKES IN VALVE BODY AND VALVES STICKING AND SCORED NECC TO REPLACE VALVE BODY AND TRANSFILTER.REPLACEDTORQUE CONVERTER/INSTALL NEW STYLE LINES,INSTALLED NEW DESIGN INPUT AND OUTPUT SPEED SENSORS,BOTH AXLE SHAFTSEALSLEAKING REPLACEDWITH NEW SEALS ROAD TESTED VEHICLE OPERATING TO SPECS	vti special policy claim vti special policy repair
1226	Vue	2003	5GZCZ33D53S916781	8/25/2009	K7104	107655	\$3,288	VERIFIED CUSTOMER CONCERN OF NOISY TRANSMISSION.PERFORMED DRAIN AND FILL AND REPROGRAMMED THE TCM. RECHECKED BUT STILL NOISY.PERFORMED LINE PRESSURE TEST, FOUND PRESSURES LOW. REPLACED CASE COVER, FILTER AND SPEED SENSOR, REASSEMBLED AND RECHECKED. (NO FURTHER NOISE). SET FRONT TOE AND ROADTEST, NOW OPERATES AS DESIGNED.	~2.9 OLH REQUESTED FOR TRAN FILTER, LINE PRESSURE, ~DRAIN & FILL AND ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1227	Vue	2003	5GZCZ33D73S835085	7/27/2009	K7104	107687	\$2,681	CUST STATES TO CHECK RATTLE NOISE WHEN IN DRIVE & REVERSE. TECH VERIFIED CONCERN. TECH FOUND THE TRAN S LINE PRESSURES @ IDLE1.0AMP205 PSI & .02 AMP S 1200-1400 RPM S 710 PSI. TECH REPLACED CASE HALF, TORQUE CONVERTER, FLUID, PUMP, & PERFORMED ALIGNME NT,&TCMREPROGRAMMING TO CORRECT CUST CONCERN.	A-AUTH
1228	Vue	2003	5GZCZ43D53S806786	9/8/2009	K7000	107858	\$1,228	TECH VERIFIED CONCERN, FOUND TRANS PRESSURE 115 AT IDLE,422 AT 1400 RPM'S. REPLACED TRANSAXLE ASSEMB LY, FLUSHED COOLERLINES,PERFORMED ALIGNMENT, TES T DROVE, VERIFIED OPERATING TO MANUFACTURERS SPECI FICATIONS. CUST STATES CAR WILL NOT MOVE IN GEAR	Authorized vti repair, owner paid 70% GM paid 30% this is a vti transmission repair.
1229	Vue	2003	5GZCZ43D33S878148	7/21/2009	K7000	107914	\$4,297	C/S OIL LEAKEN FROM VEHICLE. INSPECTED AND FOUND L EAKING FROM TRANS. ROADTESTED VEHICEL AFTER FILLIN G AND FOUND VIT INTERNALLYBINDING. REPLACED VTI. CLEANED COOLER LINES AND ADJUSTED FRONT TOE.	approved use of K7000, secondary lop and excess days & distance ~PAUL WP VTI. CUSTOMER HAS HAD NUMEROUS TRANSMISSI ~ON PROBLEMS WITH VEHICLE.
1230	Vue	2003	5GZCZ33D93S823651	7/27/2009	K7104	108025	\$820	CUSTOMER STATES THE VEHICLE WILL NOT GO INTO REVERSE. TECH INSPECTED AND NOTED THE CONDITION. CONDITION IS DUE TO FLUID LEAKDOWNCAUSING THE BELT TO SLIP WITHIN THE CASE COVER. REPLACED THE CASE COVER, TORQUE CONVERTER, AND TRANS FILTER. DROVE VEHICLE TO VERIFY.	Customer Participation amount for parts, please deduct \$1944.24 from payment ~AUTH TO POLICY AS REPAIR FOLLOWS THE GM CLASS ~ACTION SUIT
1231	Vue	2003	5GZCZ43D13S913222	8/7/2009	K7000	108118	\$3,831	DIAGNOSED THE C.V.T BELT TO HAVE SNAPPED -- BROKEN INSIDE TRANNY. REPLACED THE TRANSMISSION.	approved 9-16-09 ~VTI TRANNY - POLICY
1232	Vue	2003	5GZCZ33D33S859495	7/28/2009	K7000	109290	\$4,132	RECIEVED CAR WITH NO MOVEMENT IN DRIVE OR REVERSE PERFORMED LINE PRESSURE WITH .2 AMP AND 1400 RPM PSI WAS AT 489, AND WITHIN 1 AMPPSI WAS 258 RR TRANSMISSION ASSEMBLY COOLER LINES AND COOLER	9/7/09 ~.5 LINE PRESSURE TEST, .3 COOLER LINES 1 TOE ~ADJUSTMENT

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1233	Vue	2003	5GZCZ33DX3S862023	9/9/2009	K7000	109523	\$2,702	P1758, TRANS RANGE SWITCH DRIVE WITHOUT DRIVE RATIO FLUID VERY DIRTY. RECOMMEND REPLACE TRANS FOR DRIVE BELT FAULT.INSTALLEDNEWTRANSMISSION. ADJUSTED FRONT TOE, TEST DROVE. OPERATING AS DESIGNED. COMPLETE. UNDER SPECIAL COVERAGE. UNDER 125K ANDFIRSTOWNER. CUSTOMER TO PAY 25% OF TRANSMISSION REPLACEMENT. .8 OLH FOR ALIGNMENT, ADJUSTED FRONT TOE	75% coverage on VTI unit. krt vti issue. replaced trans instead of rebuild do to extent of internal damage vti policy issue. 1st time owner under 125k. ~UNDER 125K, 1ST OWNER. .8 OLH FOR TOE ADJUST ~E A
1234	Vue	2003	5GZCZ43D13S868895	9/21/2009	K7000	110086	\$4,217	TECH VERIFIED CUSTOMER CONCERN OF GRINDING NOISE AND LACK OF POWER ON ACCELERATION, TECH FOUND INTERNAL FAULT IN TRANSASSEMBLY,TECHREPLACED TRANS AND SET FRONT TOE, NOW OPERATES AS INTENDED.	Claim approved. Hi Mark. We replaced the trans with no participation, because the vehicle had already had repairs done twice within the last sixmonths with trans repairs. Please let me know if this is acceptable. Thank you! WB Why no customer participation? Mileage is way outside special policy. REPLACED TRANS BASED ON PRICE COMPARISON VERSUS REPAIRING EXISTING TRANS, AUTH BY FOM. ~REPLACED TRANS BASED ON PRICE COMPARISON VERSUS ~REPAIR EXISTING TRANS, AUTH BY FOM.
1235	Vue	2003	5GZCZ43D53S816587	8/18/2009	K7104	110149	\$1,053	TECHNICIAN FOUND THE TRANSAXLE WAS NOISY AND SLIPPING.CHECKED LINE PRESSURE (720 PSI - OK).RE- MOVED THE END COVER AND FOUND DEBRISIN THE CASE REPLACED THE END COVER,FILTER AND TORQUE CONVERTER INSTALLED TCM CALIBRATION AND RESET FRONT TOE	~OK TO GOODWILL POLICY AT 30% OFF PER CLASS ACTION ~GUIDELINES. OLH-ADD TIMES, ALIGN,RECAL,FILTER,PSI
1236	Vue	2003	5GZCZ33D73S832638	8/17/2009	K7000	110478	\$3,880	TRANSAXLE HAS INTERNAL BELT NOISE, METAL IN FLUID, LINE PRESSURE SHOWS NORMAL. REPLACED TRANSAXLE THAT WAS PREVIOUSLY REPLACED	OK TRANSAXLE HAS INTERNAL BELT NOISE, METAL IN FLUID, LINE PRESSURE SHOWS NORMAL. REPLACED TRANSAXLE THAT WAS PREVIOUSLY REPLACED

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1237	Vue	2003	5GZCZ43D13S818949	8/28/2009	K7000	110517	\$1,231	TECH VERIFIED THE CONCERN. FOUND LOUD RATTLE NOISE FROM THE TRANS ASSY. CHECKED LINE PRESSURES FOUND 625 PSI AT .2, 245 AT1.0.CHECKED FLUID SAMPLE AND FOUND THE FLUID BURNT AND METALLIC MATERIAL THROUGHOUT. REPLACED THE TRANS ASSY, FLUSHEDCOOLER,REPROGRAMMED THE TCM, AND SET VEHICLE TOE	ok to pay posting error-customer paid 75% k7000 approved ~PER CLASS ACTION SETTLEMENT, CUSTOMER RESPONSIBLE ~FOR 70 PERCENT
1238	Vue	2003	5GZCZ43D63S886406	8/6/2009	K7000	110972	\$4,184	351--C/S WHEN IN PARK OR NUETRAL,CAN HEAR KNOCKING NOISE.TECH VERIFIED CONCERN,NOISE COMING FROM THE INSIDE OF THE TRANS.FOUNDMETALTHOUGHTOUT, TECH REPLACED THE VTI,FLUSHED COOLER LINES AND ALIGNED. ADJ FRONT & REAR TOE, TEST DROVE NOW OK.\$0 DED PER (DSMJACKL &SVM MATTC) ORIG OWNER/PD DED 12/2007	Authorized vti transmission repair approved by Jack L and Matt C. per correction comments olh as per alignment and parts ~OLH FOR ALIGN, AND FLUSH CLR LINES.\$0 DED ~SVM MATTC AND DSM JACK L
1239	Vue	2003	5GZCZ33D63S840651	8/21/2009	K7104	111248	\$2,773	CUSTOMER STATES NO FORWARD MOVEMENT TECH STATES R/R TRANS FOUND DRIVE CHAIN BROKEN/IN PIECES TECH STATES REPLACED DRIVECHAIN/CASEASSY, TORQUE CONVERTOR, FLUID, AND FILTER. NORMAL OPERATION AFTER REPAIR	done as outlined by class action settlement
1240	Vue	2003	5GZCZ43D53S908296	9/12/2009	K7104	111364	\$2,525	VERIFIED FOUND CODES P0841 P1882 P0717 REFERED TO BULLETIN 05-07-03-004. NEC. TO REPLACE CASE COVER, TORQUE CONVERTER,FLUIDFILTERAND TRANS COOLER LINES. CHECKED CIRCUITS FOR P0171 ALL OK NEC. TO REPLACE INPUT/OUTPUT SPEED SENSOR ASSEMBLY REPLACEDCASECOVER,TORQUE CONVERTER, FILTER FLUSHED TRANS LINES. REPLACED SPEED SENSORS ALIGNED SET TOE TEST DROVE VERIFIED REPAIRS.	per class action
1241	Vue	2003	5GZCZ33D03S886590	8/19/2009	K7104	111452	\$2,544	C/S HUMMING NOISE WHEN DRIVING. VERIFIED CONCERN AND FOUND VTI BELT MAKING NOISE AND CAUSING CAR TO NOT PULL WHEN DRIVING.NEC.TOREPLACE VTI.	vti-trans repair-customer covered \$848.09 25% of repairs vti-trans repair

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1242	Vue	2003	5GZCZ43D93S875352	7/15/2009	K7800	111483	\$3,898	TEST DROVE - VERIFIED CONCERN - VEHICLE BROKE DOWN DURING THE TEST DRIVE - REMOVED THE TRASNMISSION CASE AND TORN DOWN - FOUNDTHECLUTCH DISC ON CASE HALF TO HAVE LOCKED TOGETHER METAL SHAVINGS FROM THE TRANSMISSION CASE IN THE TRANSMISSION - CLEANED ALLTHEMETAL SHAVINGS OUT OF THE TRANSMISSION - REPLACED THE TORQUE CONVERTER - REPLACED THE TRANSMISISON OIL PUMP - FLUSHED THECOOLERLINES - AND REINSTALLED THE TRANS LINES - REINSTALLED THE TRANSMISSION - AND FILLED WITH NEW FLUID INSTALLED THE VTI ADDITIVE-REINSTALLD THE CASE HALF - PERFORMED WHEEL ALIGNMENT - TEST DROVE - CHECKS GOOD	wp coverage should be under vti 125000 mile coverage
1243	Vue	2003	5GZCZ33D33S904581	9/1/2009	K7000	111523	\$3,770	CUSTOMER STATES TRANS. JERKS FROM PARK TO REVERSE VERIFIED, P1758 PRESENT, TRANS.FLUID BURNT AND METAL CONTAMINATED, REPLACEDVTIFOLLOWING GUIDELINES OF POLICY	OK vti replacement per letter

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1244	Vue	2003	5GZCZ43D43S809842	7/17/2009	K7000	111537	\$4,084	TRANSMISSION RECENTLY FLUSHED AND SOFTWARE UPDATE- INTERNALFAILUREWITHVTITRANSMISSION- REPLACETRANSMISSIONASSEMBLYANDPROGRA MCONTROLMODULE CHECK WHEEL ALIGNMENT ADJUSTFRONTTOE- IN.ROADTESTANDVERIFYPERFORMANCE CUSTOMER /WARRANTYPOLICY SPLIT	claim approved ok, i talked to jim the service writer he said,the cust was elgable for a 75% cust participation the customer paid 1234.49 thetotal of the transmission was 4937.96 the part billed to warrenty was 3032.07. the customer also had rear mirror and door done andshe paid for that, Jim is faxing you the whole ticket so you can look it over, thanks Starlet Sorry to send back but math doesn't add up. If cust paid \$1900.00 and claim is over \$4000. The sum total is, \$5900.00. That isexcessive. also cust participation portion is blank. Thanks Customer did pay 1900.00 of the ticket, and yes this is the original owner, thanks starlet Claim has been submitted for full amt yet cmnts state that customer participated. Also, is this original owner???? ok i tried and nothing is working help plzz thanks starlet warrenty is correct. correcte warrenty appro A is not working for warrenty corrected. corrected warrenty . corrected.
1245	Vue	2003	5GZCZ33DX3S886757	9/3/2009	K7000	111697	\$3,908	CUST STATES CAR WILL NOT MOVE, BROKEN VTI BELT INT ERNALLY IN TRANS, REPLACED TRANSMISSION ASSEMBLY	Policy replacement of trans. ~COVERED DUE TO ORIGINAL OWNER, NOTIFIED OF CLASS ~ACTION SUIT
1246	Vue	2003	5GZCZ33DX3S869859	9/14/2009	K7000	111823	\$4,293	TECH ROAD TESTED LINE PRESSURE TESTED IDLE 90 PSI 1300 RPM'S 150 PSI DISASSEMBLED TRANSMISSION FOUND METAL SHAVINGS INTRANSMISSION.REPLACED TRANSMISSION ASSEMBLY,TRANSMISSION COOLER AND LINES.SET TRANSMISSION FLUID LEVEL.ROAD TESTED-OK	approved pending further review ~REPLACED COOLER

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1247	Vue	2003	5GZCZ33DX3S879484	8/25/2009	K7104	111885	\$3,072	CUST STATES LOUD NOISE WHEN DRIVING UNDER 10MPH BE ARING TYPE NOISE, VERIFIED CONCERN TEST DROVE VEH DIAG NOISE AT LOW SPEEDS FROMTRANSMISSION PERFORM PRESSURE TEST 150PSI AT 1.1 AMPS 700PSI AT .2 AMP S, REMOVE TRANS AND REPLACE CASE COVER, REINSTALLE D TRANSVERIFIED UPDATED CALIBRATIION TOPPED OFF FLUID SET ALIGNMENT RESET FRONT TOE TES T DROVE 7 MILES OPERATING AS DESIGNED	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN-AUTH ~VTI TRANS REPAIR
1248	Vue	2003	5GZCZ33D33S891220	7/29/2009	K7104	111934	\$3,516	CUST STATES WHILE DRIVING THERE IS A CLICKING FROM TRANS AND SOUND LIKE HIGH PITCH REV, VERIFIED PERF ORMED TRANS PRESSURE TEST148PSI IDLE 700 PSI, REPLACED CASE COVER, VALVE BODY, FILTER, TEST DROV E VEHICLE FOUND TO HAVE NO FORWARD GEARS, SEE LINE 8 FORADDITIONAL REPAIR	~SERVICE MANAGER INSPECTED & VERIFIED TRANS CONCE- ~RN - AUTH. VTI TRANS REPAIR
1249	Vue	2003	5GZCZ33D53S834078	9/24/2009	K7104	112002	\$1,054	VTI REIMBURSMET FOR INV#87623 ON 7/31/08	~VTI CLASS ACTION LAWSUIT
1250	Vue	2003	5GZCZ33D53S905120	8/25/2009	K7000	112557	\$1,008	TECH PERFORMED TRANS PRESURE TEST ALL OK TECH FOUN D THAT TRANS WAS NOISEY.TECH REMOVED TRANS AND FOU ND DEBRIS.TECH REPLACEDHALFCASE AND TORQUE CONVE RTOR	Approved SG steve this is a vti claim that customer paid 70% of the bill.thanks Roger
1251	Vue	2003	5GZCZ33D03S847238	7/29/2009	K7000	112567	\$3,799	REPLACE VTI TRANSMISSION	APPROVED PENDING POSSIBLE REVIEW. request payment for replacement of vti transmission as per special policy guidelines. first owner of vehicle saturn to pay 75%andcustomer paid 25%. found trans making excessive noise and drive gear worn. request payment for replacement of vti transmission as per special policy guidelines. first owner of vehicle saturn to pay 75% andcustomer paid 25%. found trans making excessive noise and drive gear worn.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1252	Vue	2003	5GZCZ43D73S873521	8/24/2009	K7000	112595	\$3,130	REPLACED TRANSMISSION ASSEMBLY FOUND P1882,P0841 - REPLACED TRANSAXLE ASSEMBLY	approved jim cocking 9/24/09 must make corrections to participation in global cant do it inadp frank i show this claim already paid. please review. jim cocking 9/10/09 adjusted \$ for customer participation adjusted for customer participation approved jim cocking 9/05/09 ~EXTENDED COVERAGE W/DEDUCTIBLE
1253	Vue	2003	5GZCZ33D63S864951	8/3/2009	K7000	112622	\$4,135	C/S THAT TRANSMISSION WILL NOT GO INTO REVERSE GEAR, VERIFIED CONCERN, PERFORMED OBD2 NO CODES PERFORMED TRANS PRESS TEST ,0.2AMPS -700PSI 1.0AMP 200PSI, REMOVED TRANS., DISASSEMBLED FOUND REVERSE CLUTCH BACKING PLATE RETAINING RING BROKEN LOOSE FROMCASE, DEBRIS THROUGH OUT TRANS, UNABLE TO CLEAN ALL, REPLACED TRANSMISSION, PERFORMED RESET OF FRONT TOE AND CAMBER, RECHKDWITH ROAD TEST ..OK OPERATES AS DESIGNED. REPLD POLICY DUE TO 3RD TRANSMISSION REPLD IN THIS VEHICLE, PRIOR VISIT CUSTOMER PAIDPORTION TO PARTICIPATE IN REPAIR COSTS .CUSTOMER SATISFACTION DUE TO NUMEROUS TRANSMISSION CONCERNS CONFERRED WITH DSSM ON THISVEHICLE	j.j.semock/dvm ~WARRANTY POLICY DUE TO THIRD TIME TRANS FAILURE ~CUSTOMER SATIS. PRIOR TRANS REPR CUST PARTICIPATE
1254	Vue	2003	5GZCZ33D63S843520	8/4/2009	K7000	112882	\$3,043	TECH PERFORMED PRESSURE TEST 225PSI SPEC-MIN 375PSI TECH STATES NEEDS TRANS TECH REPLACED TRANS ASSEMBLY-SET ALIGNMENT TOEUPDATEDTCM.	Approved per class-action guidelines. mjc,dvm original owner customer participated 25% in repair
1255	Vue	2003	5GZCZ33D63S850063	7/10/2009	K7000	113067	\$4,171	CHECK CAR DOES NOT MOVE OR SHIFT. TECH FOUND VEHICLE DOES NOT MOVE, PUT IN GEAR AND ENGINE RACES. TECH FOUND FLUID BURNT,INTERNALFAILURE IN TRANSMISSION. TECH REMOVED VTI UNIT FROM VEHICLE. TECH REPLACED VTI TRANSMISSION UNIT, LINES, FLUID, FLUSHEDCOOLER ANDSET ALIGNMENT. ROAD TEST VEHICLE AND CONFIRM SHIFTING.	vti trans w/ towing CUSTOMER PAID 25% OF REPAIR and tow- need to have claim paid in order to reimburse for tow:) need customer participation ~OLH TO SET ALIGNMENT AND FLUSH COOLER. ~CUSTOMER PAID 25% OF REPAIR



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1256	Vue	2003	5GZCZ43D63S858444	8/3/2009	K7104	113090	\$3,616	TECH VERIFIED CUSTOMERS CONCERN-TECH PERFORMED LINE PRESSURE TEST-1.0 AMP-200 PSI SPEC OVER 246- .2 AMP-610-SPEC OVER 600PSI-NECESS TO REMOVE TRANSMISSION-NECESS TO REPLACE CASE COVER-VALVE BODY- FLUSH TRANSMISSION LINES-CLEAN TRANSMISSION-REPLACEFILTER-REPLENSORS- INSTALL TRANS-TECH DROVE VEHICLE - CUSTOMERS CONCERN ADDRESSED - WORK COMPLETED	Customers 25% was already deducted before RO was submitted Repair per VTI transmission class action settlement. Customer pays 25% of total repair ~OLH TO REPLACE FILTER-FLUSH LINES
1257	Vue	2003	5GZCZ43D43S876294	7/30/2009	K7104	113710	\$3,322	C-S THE CAR IS HAVING A HARD TIME ACCELERATING FROM A STOP. MAKES NOISE WHILE DRIVING C- TEST DROVE VTI BELT BROKE ON TEST DRIVE INLOT VERIFIED TRANSMISSION FAILURE C- REPLACED THE VTI UNIT, BELT FAILURE WHILE DRIVING METAL SHAVINGS AND BELT PARTS INSIDE THECASE AND CLUTCHES. MOST COST EFFECTIVE TO REPLACE THE UNIT AS A WHOLE. REPLACED THE TRANSMISSION COOLER LINES AND FLUSHED THEFLUID SYSTEM TO REMOVE METAL DEBRIS FROM FLUID STILL IN THE LINES AND COOLER TEST DROVE ALL OK AT THIS TIME	~PER FOR PARTS EXCEED OP CODE ~POLICY REPAIR VTI OK PER FOM
1258	Vue	2003	5GZCZ33D23S914275	8/24/2009	K7104	113807	\$1,176	TECH FOUND INTERNAL FAILURE OF TRANSMISSION DRIVE UNIT. REPLACED WITH TORQUE CONVERTOR, FILTER, VALVE BODY,SPEEDSENSORS.RE-ALIGNED. Customer service involved. Customer to pay 70%	2nd Owner, customer service involved. Customer pay 70%
1259	Vue	2003	5GZCZ43D73S882199	7/11/2009	K7000	113839	\$4,657	CUST STATES THE VEHICLE WONT MOVE PASS 20MPH TECH REPORTED DTC P1758 INCORRECT GEAR RATIO R&I TRANS PARTIALLY TOREDOWN- FOUNDINTERNAL VTI SEPARATION,CHAIN & PULLEY WORN. REPL TRANSMISSION FLUSHED COOLER LINES AND REPROGRAMMED TCM VEHICLE DRIVES NORMALAFTER REPAIRS.	vti trans ~RENTAL NEEDED VIN# 3GNCA23B29S544127 HHR ~ADD TIME FOR TRDWN/FLUSH COOLER LINES & TCM PROGR

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1260	Vue	2003	5GZCZ43DX3S871875	7/15/2009	K7000	113934	\$4,337	GUEST STATES THERE IS A LOUD NOISE COMING FROM THE TRANSMISSION WHILE VEHICLE IS IN MOTION, CAN ALSO FEEL SHAKING.ROAD TESTED ANDVERIFIED CONCERN.REM OVED TRANSMISSION AND DISASSEMBLED UNIT.FOUND OUTP UT SHAFT RACE AND BEARING DAMAGE.CLUTCHES BURNDT S EVERELYAND METAL THROUGHOUT TRANS.PERFORMED COST ANALYSIS AND REPLACED TRANSMISSION.ALIGNED FR ONT END AND ROAD TESTED VEHICLE AFTERREPAIRS. NOW OPERATES AS DESIGNED. RENTAL NEEDED DUE TO LENGTH OF REPAIRS VIN	approved ~PREAUTHORIZED
1261	Vue	2003	5GZCZ43D63S858444	9/23/2009	K7000	114215	\$4,222	TECH VERIFIED CUSTOMERS CONCERN-VEHICLE DOES NOT MOVE FORWARD OR REVERSE-LOUD GRINDING NOISE FROM TRANS AND ALSO WHINNING-SWS LIGHTIS ON-SCANNED FROM CODES-FOUND P0741/P0841-SI DOC #1837052 NECESS TO REPLACE CASE COVER AND FILTER- PARTS WERE RECENTLYREPLACE-NECESS TO PERFORM LINE PRESSURE TEST-PERFORMED TEST AND FOUND PRESSURE TO BE VERY LOW/AMP TEST APPROX. 50 PSI / AMP TEST 50PSI SHOULD BE AT LEAST 246 PSI / 600 PSI - SUSPECT POSSIBLE TANSMISSION PUMP FAILURE - NECESS TO PERFORM TEAR DOWN PROCESS- FOUNDHEAVY METAL SHAVINGS THROUGHOUT TRANS AND ALSO FOUND DAMAGE TO CARRIER ASSEMBLY AND TRANSFER GEAR-WOULD BE NECESS TO REPLACE CASECOVER ASSEMBLY,VALVE BODY,PLATE. CONVERTER,PUMP,CARRIER ASSEMBLY,TRANSFER GEAR, FILTER,FLUSH LINES. SUSPECT MECHANICAL FAILURE DUETO PUMP- WOULD RECOMMEND REPLACING UNIT DUE TO COST EFFECTIVENCESS. REPLACED TRANS UNIT, ADDED ADDITIVES-FILLEDTRANSMISSION- FLUSHED LINES AND PREFORMED ALIGNMENT- TEST DROVE VEHICLE SEVERAL MILES WITH NO CONCERNS-WORK COMPLETED- WAS ALSONECESSARY TO TRANSFER ALL NECESS	dealer had to replace trans due to extensive damage cause by pump failure ~OLH FOR ALIGNMENT/LINE PRESS./REASSEMBLE

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1262	Vue	2003	5GZCZ43D83S886049	9/19/2009	K7000	114446	\$4,371	SES LIGHT ON AND VEHICLE HAS NO MOVEMENT AND WONT ENGAGE INTO GEAR.CODE P1882,TRANS RATIO CONTROL PERFORMANCE AND P0722,OUTPUTSPEEDSENSOR CIRCUIT LOW VOLTAGE.TECH REMOVED TRANS FROM VEHICLE AND DISASSEMBLED TRANS.REMOVED CASE HALF AND INSPECTED AND FOUNDALLCLUTCH DISCS AND PLATES BURNED AND OVERHEATED.UNABLE TO REPAIR TRANS.CONTACTED JOHN DALY AND INFORMED HIM OF THE SITUATIONON9/22/09 AT 4:00PM AND WAS INSTRUCTED TO REPLACE COMPLETE TRANSMISSION.TECH REPLACED TRANSMISSION AND OILCOOLERLINES.TESTED.OPERATION AS PER SATURN SPEC CUSTOMER REQUEST ALTERNATE TRANSPORTATION FOR 4 DAYS DURING REPAIR AND VEHICLE WASTOWEDTO FACILITY.	ok to pay split repair with customer approve ~ADD TIME FOR DIAG,PRESSURE TEST AND REPLACE ~COOLER LINES
1263	Vue	2003	5GZCZ43D43S810828	9/1/2009	K7000	114891	\$3,440	REPLACED TRANSAXLE AS NEEDED, PER POLICY GUIDELINE S	OK ~INSTALLED PER VTI LETTER
1264	Vue	2003	5GZCZ43D93S877604	8/24/2009	K7000	115142	\$1,067	GM 30% PARTICIPATION FOR VTI RELATED REPAIRS. UNIVERSAL WARRANTY COVERED WHAT GM SHOULD COVER. PER GM UNIVERSAL WARRANTY ADMINPERSON	approved ~SPLIT REPAIRS 30% SATURN AND 70% UNIVERSAL WARRAN ~TY.OLH FOR ALIGN-SET TOE & TEST DRIVE-VTI TRANS
1265	Vue	2003	5GZCZ33D03S866050	7/14/2009	K7000	115162	\$4,528	FOUND VTI TRANS BELT BROKEN - REPLACED VTI TRANSMISSION AND FLUSHED COOLER LINES	OLH not allowed. If this is for alignment, the labor hrs are to be added to the regular labor hours. did not add in the customer participation portion - appealing to get the customer participation taken out did not put customer participation in the claim when submitting - appealing to get the customer participation taken out Claim has been approved GM AUTHORIZATION FOR REPLACEMENT OF VTI TRANSMISSION

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1266	Vue	2003	5GZCZ33D03S909849	8/29/2009	K7104	115179	\$2,706	CUSTOMER STATES TRANSMISSION NOT PULLING SES LIGHT IS ON. TECH VERIFIED FOUND CODES P0841 AND P1882. FOLLOWED BULLETIN050730004REPLACED SIDE COVER TO RQUE CONVERTER, FLUSH LINES AND COOLER. REPLACED T RANS FILTER. COMPLETED PERFORMED ALIGNMENTADJUST FRONTTOES. TEST DROVE ALL OK AT THIS TIME.	had to go back in and add the customer contribution ~FOLLOWINGVTI LETTER
1267	Vue	2003	5GZCZ43D83S843038	9/18/2009	K7000	115206	\$3,723	CUST STATES CAR WILL NOT SHIFT, TECH NOTES VTI TRANS NEED REPLACED. REFER TO CASE #71-754869147 REPLACE VTI TRANS,COOLERLINES,FLUSH TRANS COOLE R, ALIGN	approved FOWARD TO DSSM FOR APPROVAL FOWARD TO DSSM FOR APPROVAL ~FOWARD TO DSSM FOR APPROVAL
1268	Vue	2003	5GZCZ33DX3S909549	8/19/2009	K7104	115534	\$3,124	K5364,E2000 TRANSMISSION MAKES A GRINDING NOISE AND SLOW TO ACCEL. TECH ROAD TESTED, VERIFIED. PERFORMMED PRES SURE TEST HIGH 685 LOW 215,RETRIEVED CODE P1758. R&R COVER FOUND DAMAGED, REPLACED TRANS CASE COVER TCM RECAL OLD#24233412 NEW#24235202 SET TOE. ROAD TEST.RENTAL V#2CNDL33F096228266	~FOM APPROVED WP FOR KNOWN CONCERN - CUSTOMER PART- ~ICIPATING 20%

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1269	Vue	2003	5GZCZ33D83S904124	9/10/2009	K7000	115546	\$1,983	<p>O/S CAR WILL NOT PULL.FOUND VTI BELT                      BROKEN PERFORMED PRICE                      COMPARSION.CHEAPER TO DO WHOLE                      TRANS.PRESSURE READINGS WERE ATIDLE64PSI                      1 AMP READING AT 2000 RPMS 128 PSI AND                      20AMPS.REPLACED TRANS ADJUSTED OFF                      CENTER STEERING WHL.ALIGN SET                      FRTTOEANDROADTESTED GOOD</p>	<p>jbb                      This is for debit. Resubmit per our conversation.                      Contact Jon @ 636-295-1093 for claim                      review/resolution. thanks                      This was paid but the customer participation                      amount was not entered. This will come out as a                      debit back to GM for \$1638.16. Theway it works                      in Global is they do a complete debit and then                      pay the correct amount. If you have any more                      questions about thisclaim please feel free to give                      me a call @ 832-561-1687. Kevan-Anne                      duplicate claim?? Already paid?                      O/S CAR WILL NOT PULL.FOUND VTI BELT                      BROKEN PERFORMED PRICE                      COMPARSION.CHEAPER TO DO WHOLE                      TRANS.PRESSURE READINGS WERE ATIDLE64PSI                      1 AMP READING AT 2000 RPMS 128 PSI AND                      20AMPS.REPLACED TRANS ADJUSTED OFF                      CENTER STEERING WHL.ALIGN SET FRT                      TOEANDROADTESTEDGOOD. CUST                      PARTICIPATION AMOUNT LEFT OFF ORIGINAL                      CLAIM. PLEASE DEBIT 1638.16.                      jbb                      O/S CAR WILL NOT PULL.FOUND VTI BELT                      BROKEN PERFORMED PRICE                      COMPARSION.CHEAPER TO DO WHOLE                      TRANS.PRESSURE READINGS WERE ATIDLE64PSI                      1 AMP READING AT 2000 RPMS 128 PSI AND</p>
1270	Vue	2003	5GZCZ43D23S824632	8/11/2009	K7104	115717	\$1,134	<p>TECH TEST DROVE AND VERIFIED CUSTOMER'S                      CONCERN CAR WOULD NOT MOVE-HEARD                      SEVERE METAL GRIND NOISE FROM                      TRANSMISSION-REMOVEDTRANSANDFOUND                      BELT HAD SNAPPED-REPLACED FILTER, CASE                      COVER,COOLER LINES, AND VALVE BODY-                      REPLACED VALVE BODY DUE TO METAL                      ALLOVERTRANS-WHENREMOVING COOLER                      LINES THE THREAD ON THE COOLER STRIPPED-                      REPLACED COOLER AND PERFORMED                      ALIGNMENT-TEST DROVE-ALL OK</p>	<p>Cust participating                      Policy                      ~ADD TIME TO REPLACE COOLER LINES-                      PRESSURE TEST- ~ALIGNMENT-TRANS COOLER</p>

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1271	Vue	2003	5GZCZ43DX3S806251	8/7/2009	K7000	115920	\$3,189	TOWED IN FROM EUGENE CUSTOMER STATES WILL NOT MOVE TECH VERIFIED CONCERN AND FOUND MULTIPLE CODES ASWELLASFLUIDBURNT.TECHREMOVEDDISASSEMBLED TRAN SMISSION AND FOUND METAL THROUGH OUT.TECH DID COST ANALYST AND FOUNDMORECOSTEFFECTIVETOREPLACEDTRANSMISSION.TECH INSTALLED NEW TRANSMISSION AND I S OPERATING AS DESIGNED.OLH FOR CORE ASSEMBLING	Approved after review. The labor amount paid wrong. Please see previous reason or call Mille 1-800-653-3918Thank youMillie had to amend for labor rate should've been 7.3 and .8 for alignment.Also, .9 for reassembly of transmission for core Approved after review. Roy, I put in the participation amount.Thank you Steve, now go in and put the customer participation amount in the appropriate field and send back. Thanks. Roy roy- we did 25/75 Roy- We did 25/75 on this.
1272	Vue	2003	5GZCZ33D23S881391	7/13/2009	K7800	116000	\$3,756	TECH NOTES 1/2 CASE CHAIN LOOSE, REPLACED 1/2 CASE CONVERTOR AND FLUSHED OUT SET FRT ALINMENT	auth diag time by FOM. parts correct. warranty policy for VTI trans ~AUTH DIG TIME BY FOM
1273	Vue	2003	5GZCZ33D73S884674	9/21/2009	K7000	116370	\$3,157	TECHNICIAN CONFIRMED CONCERN. TECHNICIAN ROADTEST- ED VEHICLE AND CONFIRMED. TECH CHECKED DTC'S (DIAGNOSTIC TROUBLE CODES) ANDFOUNDPCODES P0965 & P0966. CODES SUGGEST NO LINE PRESSURE FROM CONTROL SOLENOID. ALSO TRANSMISSION OVERHEATED SEVERAL TIMES.TRANSMISSIONHAD SEVERE SLIPPAGGE, ALSO. DRAINED OUT FLUID AND FOUND EXCESSIVE METAL DEBRIS IN FLUID. TECH PERFORMED LINE PRESSURETEST AND FOUNDPRESSURE TEST RESULTS; FINAL REPAIR AMOUNT \$4548.60 25% CUSTOMER PARTICIPATION OF \$1180.05 SUBMITTED AMOUNT \$3368.55	At time of JC opening, facility handled charges correctly, prior to distribution of class action handling info (reverting to priorSP). repair performed as policy with 25% customer participation as customer is original owner with over 100k As discussed, please be sure customer participation amount shows on Global. Thanks, Marty ~ADD TIME FOR COOLER LINES, PRESSURE TEST, ~ALIGN. CUST PART 25% 1180.05

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1274	Vue	2003	5GZCZ33D93S851367	9/9/2009	K7000	116833	\$3,278	CONFIRM CUSTOMER CONCERN OF VEHICLE WILL NOT MOVE, IN ANY GEAR. PRESSURE TESETED TRANSMISSION AND FO UND 175 PSI @1.0 AMP &725 PSI@ 2 AMPS. DRAINED FL UID AND FOUND DEBRIS AND CHAIN MATERIAL IN FLUID. REMOVE AND REPLACED TRANMISSION WITH REMAN UNIT (P N#15297663)ROATEST, VERIFY NORMAL OPERATION AND FOUND STEERING WHEEL OFF CENTER, PERFORM ALIGNMENT AND ADJUSTED FRONT TOE. VERIFYSTEERING WHEEL IS STRAIGHT AND ALL SYSTEMS FUNCTIONING NORMAL	Approving Vti special policy. ~EXTENDED VTI COVERAGE PER FOM PARTS ONLY CLAIM ~CUSTOMER PAID LABOR OF \$1200.00 TOWARDS REPAIRS
1275	Vue	2003	5GZCZ33D53S861930	7/21/2009	K7000	117043	\$3,036	PERFORMED LINE PRESSURE TEST. FOUND 175 PSI. MIN 275 PSI. REPLACED TRANSMISSION AND REPROGRAMMED TCM. SET FRONT TOE	Approved per class action. However, as indicated in prior replies, detailed comments to support unit, as well as original or usedowner verification must be supplied or claims for K7000 will be declined. mjc,dvm customer participated 25%
1276	Vue	2003	5GZCZ33D83S910599	9/28/2009	K7104	117399	\$3,288	VERIFIED CUSTOMER CONCERN OF KNOCKING NOISE FROM T RANSMISSION. PERFORMED DRAIN AND FILL AND REPROGRAMMEDTHETCM.ROADTESTEDVEHICLE ,STILL NOISY. PER FORMED LINE PRESSURE TEST, FOUND PRESSURES LOW. RE MOVED TRANSMISSION ANDREPLACEDCASECOVER,SPEEDSENSORS ANDFILTER. RE-INSTALLED TRANSMISSION AND RECHECKED. SET FRONT TOE AND ROAD TEST. NOW OPERAT ES ASDESIGNED.	Spoke with FOM on claim. Prior DVM approved repair due to special policy. PLEASE AUTHO, OLD SYSTEM. THANK YOU Please add comments to address comeback on VTI repair. VTI CASE ~2.9 REQUESTED FOR TRANS FILTER, LINE PRESSURE,DRA ~IN & FILL AND SET TOE ~2.9 REQUESTED FOR TRANS FILTER, LINE PRESSURE,DRA ~IN & FILL AND SET TOE ~2.9 REQUESTED FOR TRANS FILTER, LINE PRESSURE,DRA ~IN & FILL AND SET TOE ~2.9 REQUESTED FOR TRANS FILTER, LINE PRESSURE,DRA ~IN & FILL AND SET TOE
1277	Vue	2003	5GZCZ43D33S896150	8/31/2009	K7000	117585	\$4,089	CUST STATES CAR WILL NOT MOVE WHEN PUT IN GEAR, IN TERNALLY SLIPPAGE OF TRANS BELT, REPLACED TRANS AS SEMBLY	Goodwill trans replacement just outside the parts warranty. ~REPLACED TRANS 101464 JUST OUTSIDE OF 12/12

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1278	Vue	2003	5GZCZ33D33S899382	9/14/2009	K7000	118090	\$2,521	PERFORMED DIAG, CHECKED CIRCUITS, FOUND COEDE P188 2 AND PO841, STORED, PERFORMED PRESSURE TEST FOUND LOWTRANSMISSIONPRESSURE,CAUSING BELT SLIPPAGE REPLACED TRANSMISSION AND ROAD TESTE D VEHICLE-CONCERN CORRECTED	ok to pay DEDUCTIBLE MISSED previous JC repair was for related issue- ses light and traction control - ok to pay THIS IS A VTI TRANS CLAIM ~SPECIAL POLICY FOR VTI TRANSMISSIONS
1279	Vue	2003	5GZCZ33D83S902468	7/27/2009	K7104	118122	\$1,065	R/R TRANS,REPLACED THE SIDE COVER ASSEMBLY.TORQUE CONVERTER FILTER AND FLUID, TOP TREATMENT.CLEARED THE CODES AND ROAD TESTED GOOD	adjustment to correct 70/30 customer pay / warranty split. 70/30 customer /warranty split. r and r trans, replaced side cover assembly,torque convertor, filter, fluid and toptreatment.repaired per csi ~70/30 SPLIT CUSTOMER PAY/WARRANTY POLICY ~REFER ALSO TO JOB CARD 111019, PARTS WARRANTY
1280	Vue	2003	5GZCZ33D03S849071	8/25/2009	K7000	118360	\$2,971	92 CUSTOMER STATES THAT THE TRANSMISSION WILL NOT SHIFT THE VEHICLE - WOULD NOT MOVE. TECH FOUND CODES1758.INTERNALTRANSMISSIONFAILURE - VEHICL E WOULD NOT MOVE. REPLACED THE TRANSMISSION AND ALLIGNED THE VEHICLE , NOW OK.	authorizing add credit for missed rental rental missed VTi special policy, GM pays 75% owner pays 25% per settlement agreement guest paid 25% (\$1102.86) vp balance as per vti settlement claim. new owner over 100k/less than 125k guest paid 25% (\$1102.86) vp balance as per vti settlement - new owner with over 100k but less than 125k ~GUEST PAY 25% - VP BALANCE AS PER VTI SETTLEMENT
1281	Vue	2003	5GZCZ43D63S898748	9/8/2009	K7104	118367	\$2,956	INTERNAL FAILURE IN CASE COVER ASSEMBLY. REPLACED CASE COVER, FILTER, O-RINGS AND SEALS, TORQUE CONVERTOR, AND VALVE BODY. HADMETAL SHAVINGS THROUGHOUT TRANSAXLE, HAD TO REPLACED VALVE BODY AND TORQUE CONVERTOR.	~VTI REPAIR-SPECIAL COVERAGE



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1282	Vue	2003	5GZCZ33D23S846415	7/14/2009	K7104	118448	\$2,931	CUST STS WHEN TRYING TO TAKE OFF CAR JERKS AND ACTS LIKE GOING TO STALL VERIFIED WHEN VEHICLE COL D FOUND VTISLIPINGPERFORMEDPRESSURE TEST AND FOUND LOW LINE PRESSURE REPLACED VALVE BODY,TORQUE C ONVERTR,PUMP AND END COVER PER BULLETINALSOREPLACEDCOOLER LINES. RETEST PASSED	vti transmission vti transmission
1283	Vue	2003	5GZCZ43DX3S817797	8/11/2009	K7104	118477	\$3,689	GRINDING NOISE AND LACKS ACCELERATION. RETRIEVED CODE P1758 - PERFORMMED PRESSURE TEST HIGH 695 LOW 205, REMOVED SIDE COVER, FOUNDBROKEN APART, REPLA CED COVER, VALVE BODY PLUNGER STICKING, REPLACED VALVE BODY, RECAL TCM K5364, ALIGN E2000,ROAD TEST RENTALPROVIDED V#1G1ZH57B584290477	~WP FOR VTI ISSUE - CUSTOMER PARTICPATED 20%
1284	Vue	2003	5GZCZ33D93S819454	7/16/2009	K7104	118731	\$2,032	CUSTOMER STATES WHEN TRYING TO GO FORWARD THE VEHICLE WOULD NOT MOVE FELT LIKE IT WAS IN NEUTRAL AND WAS ONLY ABLE TO GOINREVERSETECH STATES VERIFIED CONCERN OF NO MOVEMENT CONDITION FOUND CODE P1758--FOUND FAULTY VTI REPLACED VTI AND ALLNEEDEDCOMPONENTSOPERATING AS DESIGNED	WARRANTY POLICY OK PER ROBB HEATH FOM WARRANTY POLICY OK PER ROBB HEATH FOM
1285	Vue	2003	5GZCZ33D33S892206	9/28/2009	K7000	118818	\$3,920	FOUND TRANSMISSION MAKING NOISE NEC TO REPLACE TRA NSMISSION AND ADJUST TOE	ok ~REPLACED TRANS FEB 09 AUTH REPLACMENT PARTS WARR ~ANTY ****NEEDS APPROVAL****
1286	Vue	2003	5GZCZ33D73S823115	7/15/2009	K7000	118819	\$3,903	PRESSURE TESTED TRANSMISSION, BELOW 100 PSI DRAINED FLUID, FOUND METAL PIECES. REPLACED TRANSMISSION ASSEMBLY. CHECKED COOLERLINES,OK AT THIS TIME.	ok as per daniel perkins--dsm restricted labor op...required DSM for approval ~CUSTOMER PAYING 25% OF REPAIR.MILEAGE CORRECT ~INACURATE MILEAGE ON 139713..DAN PERKINS APPROVE
1287	Vue	2003	5GZCZ33D93S889438	8/7/2009	K7000	118839	\$3,044	replace vti trans assembly	approved vti we spoke about 8/13/09 a.m.

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1288	Vue	2003	5GZCZ33D33S896644	8/5/2009	K7800	118932	\$2,426	CUSTOMER STATES TRANS SLIPPING-BUCKING WHEN DRIVIN G. ROAD TEST. FOUND TRANS WENT IN AND OUT OF GEARS -CHECKEDFLUID-FULL-INTERNALSIDE COVER PROBLEMS. R AND R VTI SIDE COVER	Customer paid portion of repair-\$800. JS
1289	Vue	2003	5GZCZ33D33S896644	8/7/2009	K7000	118945	\$3,995	CUSTOMER STATES AFTER SIDE COVER REPLACED VEHICLE STILL HAS PROBLEM WITH RPMS RISING AND DROPPING WH ILE DRIVING AND TRANSSURGES.FOUND FLUID PRESSURE S OK-TRANS SLIPS UNDER LOAD IN AND OUT. VALVE BODY HAS CORRECT PRESSURES. REPLACE TRANS ASSY	approved trans replace due to ongoing problems / noise Related repair in history-Had side cover installed for surging problem in trans-side cover did not repair vehicle-still had surgingproblem. This is ticket that Russ Eardley service manager showd you when you were visiting St. George.
1290	Vue	2003	5GZCZ33D23S897994	8/15/2009	K7000	119083	\$3,701	VERIFIED CONCERN REMOVED TRANS FLUID, FOUND LOUD N OISE FROM VTI, REMOVED TRANS FLUID, FOUND VERY DAR K. REPLACED WITHSRTA, TOPPEDOFF FLUID. RECHECKED OK. NOTE: SERP BELT TENSIONER STARTING TO GET A LITTLE NOISY, RECOMMEND CUST TO MONITOR.	ok deductable was paid prior to submission i entered it incorrectly only portion collect was tax please assist ok onetime goodwill per policy class action lawsuit prior to email regrading no goodwill please assist job card date 08-15-09 customerpaid 25 percent ~ONETIME GOODWILL
1291	Vue	2003	5GZCZ33D83S911168	8/31/2009	K7104	119182	\$3,044	CUST STATES-SES LITE ON AND LOW POWER/ TECH FOUND P1882 STORED==R+R TRANS AND FOUED PER DOC 05-07-30- 004 REPL TRANS CASE COVER ANDOIL COOLER LINES, FO UND CONTAMINATION IN FILTER	~OKED AS PARTIAL ASSISTANCE PER GUIDELINES

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1292	Vue	2003	5GZCZ43D53S907052	8/7/2009	K7104	119348	\$4,200	<p>CUSTOMER STATES THERE IS A GRINDING SOUND FROM ENGINE AREA AND VEHICLE WILL NOT MOVE. VERIFIED. FOUND NOISE FROM INTERNALTRANSMISSION. NO CODES PRESENT. DISASSEMBLED TRANSMISSION AND FOUND BELT SHOWS SIGNS OF SEVERE WEAR. REPLACED CASE COVER AN DCLEANED DEBRIS. VALVE BODY CONTROLLER HAD LARGE AMOUNT OF DEBRIS AROUND PORTS, REPLACED VALVE BOSY DUE TO CONTAMINATION. FOLLOWEDBULLETIN# 04-07-30-024E. REASSEMBLED AND RECHECKED. NO DRIVE PRESENT AND AUDIBLE GRINDING NOISE FROM TRANS. CONTACTED TAC, CASE#10986585. WAS ADVISED TO INST ALL TORQUE CONVERTER AND RECHECK. REPLACED TORQUE CONVERTER AND RECHECKED, NOISE STILL PRESENT ANDLINE PRESSURE STILL AT O. CALLED TAC. WAS INSTRUCT ED TO INSTALL NEW CASE COVER AND PUMP. REMOVED TRA NSMISSION ASSEMBLY ANDREPLACED CASE COVER AND PUMP, REINSTALLED COVER AND PUMP. TEST DROVE VEHIC LE AFTER REPAIR, NOW OPERATING AS DESIGNED</p>	~OLH AUTHORIZED PER LABOR OPERATION ADD TIMES ~PARTS AMOUNT OK PER TAC CASE# 10986585/BULLETIN
1293	Vue	2003	5GZCZ33D83S843051	7/14/2009	K7104	119611	\$3,901	<p>CUST STATES SES LIGHT IS ON VEH HAS NO GEARS, DIAG TROUBLE CODE P1882, STUCK IN LOW GEQR PRESSURE TE ST TRANS .2 AMPS AT 1400RPMS780PSI, AT IDLE 1.0 A MPS 255PSI TEAR DOWN TRANS NEC TO REPLACE SIDE COV R AND INTERNAL FILTER AND ALL RELATED CLUTCHESCOMPONENTS, REBUILD SET TOE ON ALIGNMENT TEST DROVE REPROGRAM TCM ALL OK AT THIS TIME</p>	~SERVICE DIRECTOR VERIFIED CONCERN,AUTH VTI TRANS ~REPAIR UNDER WARRANTY POLICY

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1294	Vue	2003	5GZCZ33D83S843051	7/27/2009	K7000	119617	\$3,123	CUSTOMER REQUESTING REIMBURSMENT FOR VTI TRANS REPAIR PERFORMED ON 7/18/2008 @ 109,855 MILES AT OUTSIDE SHOP ( TRANSMISSIONSPECIALIST ) IN TEXAS. COPIES OF CUSTOMER'S ORIGINAL INVOICE & CREDIT RECEIPT ARE ATTACHED TO JOB CARD.CUSTOMER IS ENTITLED TO75% OF TOTAL REPAIR AT SATURN WARRANTY RATES. SERVICE MANAGER SPOKE WITH DSM ED PHELPS ON ISSUE-AUTH. TO REIMBURSE CUSTOMER FOR\$3,122.72 RATES. SERVICE MANAGER SPOKE WITH DSM ED PHELPS ON ISSUE-AUTH. TO REIMBURSE CUSTOMER FOR \$3,122.72	I approve this claim ~CUSTOMER IS ENTITLED TO 75% OF REPAIR @ SATURN ~WARRANTY RATES - SERVICE MANAGER SPOKE WITH DSM
1295	Vue	2003	5GZCZ33D03S845733	9/3/2009	K7104	119738	\$1,077	ROAD TESTED THE VEHICLE AND DUPLICATED A SLIP ON A CELLERATION,THE TECH SCANTESTEDTHEVEHICLEFAULTCODEP1758.REFER TO SERVICEINFORMATION BULLETIN# 04-07-30-024 & 05-07-30-004&05-07-30-003.PERFORMEDTRANSMISSIONPRESSURETESTBOTHREADING LOW 1AMP200PSI/.1 AMP 560PSI.NESSCARY TO REPLAC E CASE COVER,FILTER,VALVEBODY DUE TOLOWPRESSUREANDTORQUECONVERTERDUETO OVERHEATING.ALSO REPLACED THE TRANSMISISON COOLER DUE TO THREA D PULLING OUT OF THECOOLERUPONREMOVINGTHECOOLERLINES.ROADTESTED TOVERIFY REPAIR	wp per pete salich repaires per class action law suit owner pickuped 75% of the repair balance warranty. transmission repair per terms of the class action law suite owner paid 75% of the cost.repaired per Pete salich wp per pete salich repaired under terms of the class action law suit,owner paid 75% wp per pete salich ,transmission repaired per terms of the class action law suit owner paid 75% of repair wp per Pete Salich due to terms of the class action law suite,owner paid 75% of repair wp per pete salich,the transmission was repaired per terms of the class action law suite owner pays 75%.repaired coverage up to125000 wp per pete salich due to class action law suite,owner paid \$3229.70 the transmission was repaired per class action law suite,second owner.she paid \$3229.70 balce wp per class action ~REPAIR PER TERMS OF THE CLASS ACTION LAW SUIT ~ADDTIONA TIME FOR PRESSURE TEST,COOLER FILTER

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1296	Vue	2003	5GZCZ33D33S849033	9/15/2009	K7000	119900	\$3,090	REFER TO PREV RO/NOISE COMPLAINT-VTI NOISE. CK LIN E PRESS. FLUID BURNED/BELT SLIPPING. REPLACED VTI TRANS. ORIG CUST 75/25.OK'DBYP. FERRINI.	Authorization to replace transmission assembly per vti class action settlement terms at time of repair. input cust pay portion as discussed-thank you Please adjust claim to reflect customer participation. nec to replace vti-orig customer between 100k and 125. 75/25-ok'd by p. ferrini
1297	Vue	2003	5GZCZ33D03S896536	7/16/2009	K7000	120018	\$607	TRANS INOP. C/ FOUND CVT BELT BROKE. C/ REPLACED T RANS ASM AND COOLER LINES. COMPLETED ALIGNMENT,SET BOTH FRONT TOE CUST TOPAY70%BALANCE TO WARRANTY	approved cws chuck - this is percentage we figured incorrect & were shorted. was told by dbc to re submit tis way under adjustments.#71-761970815. thanks approved cust participates \$3091.90 no 70% customer copay in claim ~OK WARRANTY - CLASS ACTION ~OLH FOT LINES CLEAN & ALIGN
1298	Vue	2003	5GZCZ33D73S833501	9/28/2009	K7000	120851	\$1,313	VERIFIED CUSTOMER CONCERN NOISE AND LACK OF POWER PERFORMED TRANS PRESSURE TEST 22OPSI REMOVED TRANS AND DIASSEMBLED BELT ANDCASEDAMAGED NESS TO REP LACE COMPLETE UNIT AND ALIGN FRONT END	approved vti REPAIRED UNDER GUIDELINES PRIOR TO POLICY CHANGE ON 9/30/09CUSTOMER PARTICIPATION = \$2782.44
1299	Vue	2003	5GZCZ33D83S885011	9/28/2009	K7000	120884	\$3,439	CUSTOMER STATES WHEN ENGINE IS HOT, CAR DOES NOT ACCELERATE WELL, TECH VERIFIED, PRESSURE TESTED SYSTEM,WITHINSPECS,INTERNALTRANSFAILURE, REMOVED AND FOUND METAL CONTAMINATION THROUGHOUT, REPLACED TRANS UNIT, COOLER LINES ANDFLUSHEDFLUID.ALIGNED FRONTTOE ANDTEST DROVE AS DESI- GNEED AFTER REPAIR.	ok dave beatty customer should have paid 20 percent ok dave beatty Service order started prior to message and approved by Dewight and Sandy. Service order started prior to message and approved by Dewight and Sandy. VTI transmission started prior to message and auth by Dewight andSandy. ~ADD TIME FOR ALIGNMENT, ROAD TEST AND TRANS ~DISASSEMBLY. MATCHES CLOCK.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1300	Vue	2003	5GZCZ33DX3S853502	7/27/2009	K7000	120967	\$3,196	FOUDN THAT TRANS HAS INTERNAL FAILURE AND IS CASUING DRIVABLITY CONCERNS, REPLACED TRANS AND FLUSHED LINES ANDRELATEDCOMPONENTS75/25 SPLIT GUEST PAYS \$1026.32 TAX \$79.88	vti trans claim was reduced in participation section in GWM reduce claim by the customer's portion customer paid \$1026.32 vti issue
1301	Vue	2003	5GZCZ33D63S845137	8/28/2009	K7104	121244	\$3,652	CUSTOMER STATES THERE IS SOME NOISE FROM THE TRANS MISSION, USUALLY WHEN HOT THE CAR WILL NOT MOVE. TECH CONFIRMED NOISE ANDNOMOVEMENT. FOUND NO LIN E PRESSURE FROM TRANSMISSION WHEN CAR WOULD NOT MO VE. REPLACED THE TRANSMISSION CASE HALF, VALVE BODY,TORQUE CONVERTOR, FILTER, FLUID, AND ADDITIVE.	VTI transmission. Falls within parameters for class action lawsuit. Customer previously paid for repairs made to the transmissionas well.
1302	Vue	2003	5GZCZ33D53S870305	9/8/2009	K7104	121292	\$1,203	CUSTOMER STATES CAR WOULD NOT MOVE WAS REPAIRED BY AFTERMARKET SHOP REF. #71-744030460 CUSTOMER IS SEEKING REIMBURSMET FOR REPAIRS2ND OWNER TOTAL BILL WAS \$4008.33 CUSTOMER TO BE REIMBURSED 30% OF BILL OR \$1202.50 FOR EXTENDED VTI COVERAGE REIMBURSED 30% OFBILL OR \$1202.50 71-744030460 2ND OWNER TOTAL BILL WAS \$4008.33 CUSTOMER TO BE REIMBURSED 30% OF BILL OR \$1202.50 71-744030460	~2ND OWNER TOTAL BILL WAS \$4008.33 CUSTOMER TO BE ~REIMBURSED 30% OF BILL OR \$1202.50 71-744030460
1303	Vue	2003	5GZCZ43D23S888010	8/18/2009	K7000	121758	\$3,998	AFTER REPLACING VTI CASE COVER TRANSMISSION WAS STILL JERKING - REPLACED VTI TRANSMISSION AND ALIGNED - TEST DROVE - ALL OK ATTHISTIME	claim reviwed after replacing case cover and torque convterter car will move but jerks from a stop - need to replace complete trans - replacedvti transmission and aligned - test drove - all ok at this time

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1304	Vue	2003	5GZCZ33D53S881417	9/2/2009	K7000	122015	\$1,592	O/S CAR WILL NOT ACCELERATE.AFTER FLUSH, PULLED TRANS AND FOUND CONVERTER BURNT AND DISCOLORED IT WAS BETTER TO REPLACEUNIT.REPLACEDTRANS UNIT AND SET FRT TOE. CUSTOMER PARTICIPATION INCLUDED, FIXED OPS MANAGER AUTH REPLACEMENT OF TRANSMISSION.	jbb O/S CAR WILL NOT ACCELERATE.AFTER FLUSH, PULLED TRANS AND FOUND CONVERTER BURNT AND DISCOLORED IT WAS BETTER TO REPLACEUNIT.REPLACEDTRANS UNIT AND SET FRT TOE. CUSTOMER PARTICIPATION INCLUDED, FIXED OPS MANAGER AUTH REPLACEMENT OF TRANSMISSION. CommentsDate Time Stamp SourceCode Approver VersionType Version Comment20091005 21:51 DW Not Available IC 0003 O/S CAR WILL NOT ACCELERATE.AFTER FLUSH, PULLED TRANS AND FOUND CONVERTER BURNT AND DISCOLORED IT WAS BETTER TO REPLACEUNIT.REPLACEDTRANS UNIT AND SET FRT TOE. CUSTOMER PARTICIPATION INCLUDED, FIXED OPS MANAGER AUTH REPLACEMENT OF TRANSMISSION. Attached File(s) [Top] O/S CAR WILL NOT ACCELERATE.AFTER FLUSH, PULLED TRANS AND FOUND CONVERTER BURNT AND DISCOLORED IT WAS BETTER TO REPLACEUNIT.REPLACEDTRANS UNIT AND SET FRT TOE. CUSTOMER PARTICIPATION INCLUDED, FIXED OPS MANAGER AUTH REPLACEMENT OF TRANSMISSION.
1305	Vue	2003	5GZCZ43D83S804515	7/23/2009	K7000	122150	\$3,720	C.S VEHICLEWILL NOT SHIFT INTO ANY GEARS, TECH FOU ND TRANSMISSION BELT BROKEN, REPLACED TRANSMISSION UNDER SPECIAL POLICY 75/25	VEHICLEWILL NOT SHIFT INTO ANY GEARS, TECH FOU ND TRANSMISSION BELT BROKEN, REPLACED TRANSMISSION UNDER SPECIAL POLICY 75/25 ~UNDER SPECIAL POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1306	Vue	2003	5GZCZ33D63S867252	8/6/2009	K7000	122189	\$3,090	FOUND INTERNAL TRANSMISSION NOISE AND FAILURE. NECESSARY TO REPLACE TRANSMISSION ASSEMBLY	Approved per class-action guide. mjc,dvm corrected rental amount and customer participation. there were other customer pay repairs on line two not subtracted from the original participation amount. JR I approved the claim but please note entire assemblies (even under class action settlement) must be OK'ed by PQC. mjc,dvm original owner, they participated 25%
1307	Vue	2003	5GZCZ33D33S893887	9/1/2009	K7000	122204	\$1,258	REIMBURSEMENT FOR VTI TRANS REPLACEMENT COVERED AT 30 PERCENT ASSISTANCE PER CLASS ACTION SUIT	ok ~REIMBURSEMENT FOR VTI TRANS REPLACEMENT UNDER ~CLASS ACTION LAW SUIT
1308	Vue	2003	5GZCZ33D03S912881	8/28/2009	K7000	122316	\$3,400	TECH VERIFIED CUSTOMER CONCERN OF DELAY WHEN SHIFTING FROM REVERSE TO DRIVE, WARM COND. INSPECTED AND FOUND TRANS FLUID BURNT,FULL OF METAL SHAVINGS. COLLER LINES LEAKING AT TRANS. PUMP NOISE DUE TO FAILED INTERN. FILTER. PERF. MAINLINE PRESSURE TEST: .2AMPS@ 1300/705 PSI, 1.0 AMP @ IDLE/290PSI. DUE TO COST OF REPAIR, REPLACE VTI TRANSMISSION. OIL COOLER STRIPED OUT OUT WHILEREMOVEING LINES. NECC. TO REPLACE COOLER LINES, OIL COOLER, FLUID AND ADDITIVE. PERF. ALIGNMENT. TEST DROVE GOOD, SHIFTING ASDESIGNED.75/25 SPLIT W/OWNER. TCM CAL UPDATED in history.	ok 75/25 GM/owner split. need auth for repair 75/25 split w/owner for repair. parts excess. see comments, necc. to replace striped oil cooler, align.cust. part. \$1206.59. ~WP PER BOB S. 75/25 SPLIT W/OWNER
1309	Vue	2003	5GZCZ33D83S911929	9/24/2009	K7000	122490	\$2,597	FOUND INTERNAL FAILURE IN TRANS, VTI BELT BROKEN REPLACED TRANSAXLE ASSEMBLY PER POLICY. FLUSHED COOLER LINES & INSTALLFLUIDSACCORDINGLY	ok dave beatty customer paid 1700 thats all he could come up with it took him 90 days to come up with it-vti issue split



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1310	Vue	2003	5GZCZ43D63S862347	8/18/2009	K7000	122492	\$3,104	C/S AFTER CAR IS WARM IT WILL NOT GO IN GEAR.TECH TEST DROVE,5-8 SECOND DELAY,LINE PRESSURES ARE LOW ALSODOC#1235506,NOFWDGEARS.TRANS HAS INTERNAL LEAK.INSTALLED NEW TRANSMISSION WITH NEW PARTS, PERFORMED ALIGNMENT,ADJUST REARTOE,FRONTTOE, ANDTESTDROVE TO VERIFY.OPERATING AS DESIGNED.	mes 4trans I put in cust participation amount. Labor hours is 7.3 with .8 add on for labor op code K7000, plus alignment,rear and fronttoe,and test drive time of 1.4. Thanks! I put in cust participation amount. Labor hours is 7.3 with .8 add on for labor op code K7000, plus alignment,rear and fronttoe,and test drive time of 1.4. Thanks! I put in cust participation amount. Labor hours is 7.3 with .8 add on for labor op code K7000, plus alignment,rear and front toe,and test drive time of 1.4. Thanks!
1311	Vue	2003	5GZCZ33D33S908744	7/20/2009	K7104	122811	\$3,115	SCANNED FOR CODES, NONE FOUND, VEHICLE SHUTTERS AN D LUNGES AFTER BEING WARMED UP, INTALLED SPEED SEN SOR, STILLSHUTTERS,PERFORMEDLINE PRESSURE TESTS , IDLE AT 100 PSI, INSTALLED CASE HALF PER TAC INSTRUCTIONS, TEST DROVE AND VERIFIED FIX OLHTO PERFORM LINEPRESSURE TEST.WARRANTY POLICY FOR CUSTOMER SATISFACTION	ok on case 1/2 SCANNED FOR CODES, NONE FOUND, VEHICLE SHUTTERS AN D LUNGES AFTER BEING WARMED UP, INTALLED SPEED SEN SOR, STILL SHUTTERS,PERFORMEDLINE PRESSURE TESTS , IDLE AT 100 PSI, INSTALLED CASE HALF PER TAC INSTRUCTIONS, TEST DROVE AND VERIFIED FIX OLH TO PERFORM LINEPRESSURE TEST.WARRANTY POLICY FOR CUSTOMER SATISFACTION ~OLH TO PERFORM LINE PRESSURE TEST

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1312	Vue	2003	5GZCZ43DX3S809828	9/15/2009	K7000	123460	\$3,031	PERFORM DIAGNOSIS FOR SES LIGHT ON...TRANSMISSION SLIPPING... TRANSAXLE IS VERY LOUD AND SLIPPING. PRESSURE TEST SYSTEM....FULLOFMETAL. REPLACED TRANSAXLE ASSEMBLY AND COOLER LINES. REPROGRAM TCM SATURN WILL COVER 75% OF REPAIR COST. CUSTOMER COST \$1006.49WARRPOL WITH 25% OWNER PARTICIPATION IN ACCORD W/ CLASS ACTION SUIT SETTLEMENT. WARR POL WITH 25% OWNER PARTICIPATION IN ACCORD W/CLASSACTION SUIT .8 OLH PRESS TEST/COOLER LIN	Authorization for transmission assembly replacement. .8 OLH FOR PRESSURE TEST/COOLER LINE REPLACEMENT, TCM PROGRAMWARR POL PER CLASS ACTION SUIT \$1006.49 OWNER PARTICIPATION ~WARR POL WITH 25% OWNER PARTICIPATION IN ACCORD ~W/ CLASS ACTION SUIT .8 OLH PRESS TEST/COOLER LIN
1313	Vue	2003	5GZCZ33DX3S857338	8/28/2009	K7104	123900	\$3,243	CUSTOMER STATES IT TAKES A LONG TIME FOR THE CAR T O GO AFTER PUTTING INTO GEAR. TECH CONFIRMED. HEAR D A LOT OF RATTLINGNOISEFROMTRANSMISSION WHEN C AR WOULD NOT MOVE. CHECKED LINE PRESSURE AND FOUND PRESSURE BETWEE 10-12 PSI. TOO LOW FORMOVEMENT.REPLACEDCASE HALF AND COMPONENTS REPROGRAMMED THE TRANSMISSION CONTROL MODULE. TEST DRIVE. ALL WORKI NG OKAY AT THIS TIME.	Add check for Policy Decision Transmission falls within parameter of class action law suit
1314	Vue	2003	5GZCZ33D43S836310	9/11/2009	K7000	124237	\$4,303	CUST STATES --TRANS QUIT PULLING--TECH VERIFIED AN D TESTED PRESSURES--AT 1.0 AMPS--11PSI 0.2 AMPS/ 12PSI -DISSASSEMBLED AND FOUNDSIDE COVE R ASSY COMING APART AND METAL CONTAMINATION THROUG HOUT-REPLACED TRANS AND PER EST REPAIR COSTS	approved ~OKED --AS POLICY

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1315	Vue	2003	5GZCZ33D73S846779	9/14/2009	K7104	124316	\$3,763	TRANS SLIPPING SES LIGHT ON, P1758 TRANS RANGE SWI TCH DRIVE WITHOUT DRIVE RATIO.ENGINE REVS & TRANS SLIPS VERIFIED LINE PRESSURE510 PSI @1400 RPM AND 135 PSI @IDLE BOTH BELOW SPEC AS PER DOC ID 88329 2, REMOVED TRANS AND REPLACED CASE HALF AND INSPEC TED ASPER BULLETIN 04-07-30-024E, REPLACED FLUID PUMP, REPLACED TORQUE CONVERTER,SHOWED SIGNS OF OV ERHEATING FRT COVER WAS BLUISH INCOLOR, REASSEMBL ED TRANS & REINSTALLED.FILLED WITH FLUID AND ADDIT IVE, TEST DROVE TO VERIFY REPAIR. PERFORMED 4 WHEE L ALIGNMENTSET FRT AND REAR TOE.ORIGINAL OWNER OVER 100K GM 75%- OWNER 25% SPLIT RENTAL VIN 1GCFG15X291135540 PROGRAMMED TCM.CUSTOEMR PARTICIPATION \$940.56 PLUS TAX	~ORIGINAL OWNER,75-25 SPLIT, OLH FOR DIAG ALIGNMEN ~T PRESSURE TESTING AND PROGRAMMING
1316	Vue	2003	5GZCZ33D13S870026	8/20/2009	K7104	124380	\$3,321	COFIRMED CUSTOMERS CONCERN REPLACED TRANS CASE ALIEGNE D FRONT END,PRESSURE TEST LINES.O.A.D.	~FOM AUTH ADD TIME AND POLICY REPAIRS
1317	Vue	2003	5GZCZ43D33S819682	8/22/2009	K7000	124382	\$3,235	VERIFIED NO MOVEMENT. FOUND INTERNAL DRIVE BELT COMING APART CAUSING NO MOVEMENT WITH TROUBLE CODES. TECH REPLACED THETRANSAXLEANDPERFORMED AN ALIGNMENT. TEST DROVE. OPERATION NORMAL.	Approve son of first, guest paid labor and alignment. Is this a 1st or second owner? 2nd owner. Guest paid labor, alignment. Tom D
1318	Vue	2003	5GZCZ33D83S854793	7/28/2009	K7000	124577	\$4,196	TECH FOUND THAT THE TRANS DELAYED 5 SECONDS AND CAR WILL NOT GO UNDER HEAVY ACCELERATION. TECH FO UND TRANS INTERNAL FAULT.TECHREPLACED THE TRANS. TRANS PREV REPLACED ON 5/28/09 MILES 122024 CSO 119130	trans repair ok new trans internal damage. cust rented car over weekend needed 7 days for repair and trans to arrive.
1319	Vue	2003	5GZCZ33D53S877383	8/20/2009	K7000	124881	\$3,357	SCAN FOR TROUBLE CODES AND TEST DRIVE. TRANS NOISEY, INTERMITTENTNO MOVEMENT. P0742. FLUID CONTAMINATED. REPLACED TRANS. SET TOE.	approve used owner. vti failure. guest paid labor. Tom D.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1320	Vue	2003	5GZCZ43D03S818361	8/6/2009	K7104	124897	\$3,039	VERIFIED VEHICLE WILL NOT ACCELERATE CHECK ENGINE LIGHT IS ON. FOUND TROUBLE CODE P1758. PERFORMED LINE PRESSURE TEST. FOUND LOWTRANSAXLE LINE PRESSURE. DISASSEMBLED TRANSAXLE AND FOUND CASE COVER WORN, DEBRIS IN VALVE BODY AND TORQUE CONVERTER. REPLACED CASECOVER, VALVE BODY TORQUE CONVERTER AND INTERNAL FILTER TO CORRECT CONDITION	~VTI COVERAGE IN EFFECT, CUSTOMER PAID 25%
1321	Vue	2003	5GZCZ43D73S896345	8/4/2009	K7000	124898	\$1,523	REPLACE CVT TRANSMISSION & COOLER LINES	approved pending review. request payment for replacement of vti transmission. found metal t/o trans and not shifting. replaced trans as per special policycust paid 70% and saturn to pay 30% as per guidelines.
1322	Vue	2004	5GZCZ33D24S884485	9/22/2009	K7104	18426	\$3,978	TECH CHECK FOR CUSTOMER CONCERN TECH FOUND TRANS D OES NOT SHIFT PROPERLY TECH FOUND R AND R TRANS FO UND INTERNAL FAULTTECHREPLACED END COVER CONVERTER AND RELATED PARTS	wp per bulletin for cust good will
1323	Vue	2004	5GZCZ43D14S884273	9/17/2009	K7104	29750	\$3,448	VERIFIED CONCERN OF VTI NOT PERFORMING AS DESIGNED CODE P1758 DRIVE/NO DRIVE. REPLACED VTI CASE 1/2 AND ASSOCIATED PARTS	~RICKB AUTH AS PER DVM
1324	Vue	2004	5GZCZ33D84S824629	8/26/2009	K7104	32900	\$3,032	SES LIGHT IS ON & VEHICLE WILL NOT GO OVER 20MPH. VERIFIED CONCERN. FOLLOWED BULL 1986426. REPLACED CASE SIDE COVER,TRANS FILTERAND REPROGRAMMED. AFTER REPAIR, STILL WOULD NOT CHANGE RATIOS.PULLED VALVE BODY COVER TO INSPECT. CALLED TAC. TOLD TO REPLACE VALVEBODY & SPEED SENSORS, OK	~REFER TO LINE 01, CUSTOMER PAID LABOR. ADDTL LABO ~R TO REPL. VALVE BODY & SENSORS. & PERF ALIGN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1325	Vue	2004	5GZCZ33D04S802849	8/4/2009	K7104	34503	\$3,851	C/S HEAR A RATTLE NOISE WHEN TURNING SLOW.T/S TEST DROVE AND CONFIRMED NOISE.ISOLATED NOISE TO VTI TRANSMISSION.DETECTED FAULT CODEP1882 RELATED TO LOW LINE PRESSURE.PRESSURE GOOD.REFER TO SERVICE BULLETIN #04-07-30-032A.DIASSEMBLED TRANSMISSION FOUND FLUIDCONTAMINATED AND EXCESSIVE BUILD UP INSIDE.REPLACED CASE COVER ASSEMBLY,VALVE BODY, FILTER,TORQUE CONVERTER AND SEALS.FLUSHEDCOOLER LINES.PERFORMED FLUID REFILL PROCEDURE.RESET ALIGNMENT INCLUDING FRONT TOE SETTING.TEST DROVE AND ALL TRANSMISSION FUNCTIONSARE OPERATING AS DESIGNED.NOISE IS NO LONGER PRESENT.	
1326	Vue	2004	5GZCZ33D44S829195	7/24/2009	K7104	35543	\$3,934	P0700&P0841-TRANS FLUID PRESS.PERFORMANCE.FOUND TR ANS FLUID LEAKING FROM CASE COVER&DRIVE PULLEY COVER.REPLACED TRANS CASECOVER&INSPECT.FOUND PULLEYS DAMAGED,SCRATCHED SURFACES.CLEANED DEBRIS&REPLACED FILTER.SEALED ASSM&INST TRANS.PERFORMED LINE PRESSTEST FOUND@30PSI.REPLACED FAILED VALVE BODY&ALIGN	~OLH DUE TO K6560,E2020 ~WARRANTY POLICY
1327	Vue	2004	5GZCZ33D24S819832	9/21/2009	K7000	35988	\$3,919	PERFORMED LINE PRESSURE TEST, BELOW 100PSI DRAINED FLUID, METAL IN FLUID. REPLACED TRANSMISSION ASSEMBLY.	claim approved--as per daniel perkins VTI 100% COVERAGE 100 PERCENT ORIGINAL OWNER UNDER 75K- PLEASE APPROVE
1328	Vue	2004	5GZCZ43D34S827444	9/15/2009	K7104	36388	\$3,698	CUSTOMER STATES THE TRANSMISSION SHIFTS HARD TECH VERIFIED AND FOUND CODE P1758 CONCERN WAS VERIFIED ON A ROAD TEST INTERNALTOTRANS. TECH R&R TRSANS AND FOUND VALVEBODY/PULLEY CASE TOURQE CONVERTER ALL REQUIRED REPLACEMENT TO CORECT CONCERN.	class action settelment claim repaired per guide lines

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1329	Vue	2004	5GZCZ33D74S834357	8/13/2009	K7104	37377	\$3,039	COMPLETED INSPECTION. VTI CASE MAKING NOISE. PERFORMED LINE PRESSURE TEST. RPLCD CASE COVER, & FILTER, FLUSHED LINES. COMPLETED FRONT WHEEL ALIGNMENT & ROAD TESTED. VERIFIED REPAIR. SET FRONT TOE. ADD TIME FOR ALIGNMNT, LINE TEST & FILTER RPLC 230 PSI @ 1.0AMP	~ADD TIME FOR ALIGNMNT, LINE TEST & FILTER RPLC ~LOW MILEAGE/5 MNTHS PAST GOODWILL
1330	Vue	2004	5GZCZ33D44S821503	7/13/2009	K7000	37378	\$4,399	DUPLICATED CONCERN WITH TRANS NOT DRIVING FORWARD. FLUID PRESSURE TEST FAILED. LOW PRESSURE LESS THAN 175 PSI @ IDLE & NOISEY. REMOVED TRANS FLUID WAS SILVER, HAD METAL SHAVINGS. ORDERED TRANS. 7/14, 7/20 TRANS ARRIVED, BEGAN REPAIR, COMPLETED ON 7/21. 8DAY RENTAL HERTZ 1G1ZG57B69F144114	approved ~VEH UNDRIVEABLE. TRANS DID NOT ARRIVE UNTIL 7/20 ~ADD HRS TO ALIGN. WP CUST HAS LOW MILES.
1331	Vue	2004	5GZCZ43D24S827290	9/25/2009	K7104	39181	\$4,189	FOUND CODE P1783, TRANSMISSION SLIPPING, PERFORMED PRESSURE TESTED AND FOUND 26 PSI AT IDLE, R AND R CASE COVER AND FOUND BELT SLIPPING ON SHEEVES, SOME METAL FILINGS DUE TO SLIPPAGE, REPLACED CASE COVER, TORQUE CONVERTOR, COOLER LINES AND VALVE BODY, ROADTESTED AND FOUND CODE P1758 RESET	ok to pay ~1ST OWNER UNDER 100K-TOWED IN FROM CUMBERLAND, MD
1332	Vue	2004	5GZCZ33D54S806928	7/15/2009	K7104	41945	\$3,554	C/S VEHICLE SURGES & TACH FLUCTUATES. TEST DROVE. ON TEST DRIVE TRANS LOCKED UP LIKE IT WAS IN 2 GEAR S WHILE IN REVERSE & GEAR SET IS NOISY. REPLACED CAM SHAFT, TORQUE CONVERTER, VALVE BODY, & ISS/OSS. FILLED TRANS & ADDED ADDITIVE. ALIGNED & TEST DROVE. REPAIRS VERIFIED.	approved second owner. service contract is from previous owner, never transferred to new owner. 75% covered by warr.
1333	Vue	2004	5GZCZ33DX4S802647	8/12/2009	K7000	42330	\$3,013	TECH HOOKED UP SCAN TOOL, FOUND CODE P0842-PERFORMED LINE PRESSURE TEST, IDLE 126 PSI, 1400 RPM 533 PSI. TRANS INT. FAILURE, VALVE BODY, SIDE COVER, TRANS BEA RINGS NOISY. REPLACED TRANS. ASSM, FLUSHED COOLER LINES, PERFORMED ALIGNMENT, TEST DROVE, VERIFIED REPAIR. CUST. STATES SES LIGHT IS ON.	Authorized vti special policy repair, customer paid 25%, gm paid 75% covered under vti special coverage auth 9 ~COVERED UNDER VTI SPECIAL COVERAGE. ~OTHER HOURS TO PERFORM ALIGNMENT+PRESSURE TEST.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1334	Vue	2004	5GZCZ33D44S801557	8/10/2009	K7000	42408	\$3,807	C/S TRANSMISSION HAS NO REVERSE,VERIFY CONCERN PRE SSURE TEST OK WITH 280# VERIFY LATEST TCM CALIBRATION & PROPER FLUID LEVEL,OILWAS DIRTY & METALIZE REMOVED TRANS.& FOUND DAMAGED CASE SPLINES INSTALLED NEW TRANSMISSION, PERFORM ALIGNMENT ROADTEST TOVERIFYREPAIR	DanO VTI TRANS REPAIR,CUST TO PARTICIPATE 25%,ALL PARTS AND LABOR REQ'D ~WARRANTY POLICY VTI TRANSMISSION,CUSTOMER TO ~PARTICIPATE
1335	Vue	2004	5GZCZ43D44S883652	9/23/2009	K7000	42533	\$3,494	CUST STATES TO CHECK VEHICLE WON'T MOVE FORWARD OR BACKWARD. TECH VERIFIED CONCERN. TECH FOUND THE TRANSMISSION TO BE FAILING&TECHREPLACED IT & REPROGRAMMED TCM & REALIGNED VEHICLE ALSO TO CORRECT CUST CONCERN.CUST HAS EXTENDED WARR CONT#LW236354TOTALPAYABLEAFTER \$250.00 DED \$1250.00 AUTH#3889 15. AUTH# 388915	approved 9-AUTHINCLUDES CUST PARTICIPATION; LOOKING FOR WARRANTY PAYMENT OF \$3493.90 Auth VTI Trans. 10/2/09 GEF 9-AUTH

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
1336	Vue	2004	5GZCZ33D24S808748	9/28/2009	K7104	43255	\$3,254	DESIGNED.	<p>Approved based on conversation with FOM and policy set by prior DVM.                      PLEASE AUTHO, OLD SYSTEM AUTHO                      Submit to competitive service contract since vehicle is outside policy parameters.                      VTI CASE                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT                      ~2.9 OLH REQUESTED FOR TRANS FILTER, LINE PRESSURE ~TEST, DRAIN &amp; FILL AND ALIGNMENT</p>



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1337	Vue	2004	5GZCZ33D64S830011	7/13/2009	K7104	43385	\$3,740	CUSTOMER STATES THE VEHICLE STOPPED MOVING WHILE DRIVING. TECH TESTED OPERATION AND VERIFIED THE COMPLAINT - THE VEHICLE WILLNOTMOVE WHEN IN GEAR. PERFORMED TRANSMISSION LINE PRESSURE TEST. THE PRESSURES ARE LOW (97 PSI .1 AMP .2 AMP 600 PSI). REMOVEDTHETRANSMISSION AND DISASSEMBLED. THE TRANSMISSION BELT IS BROKEN. THE BELT PIECES ARE SPREAD THROUGHOUT THE TRANSMISSION.REMOVEDALL OF THE BELT PIECES AND CLEANED THE TRANS. REPLACED THE CASE HALF AND INSTALLED NEW FILTER, COOLER LINES, VALVE BODY,SPACERPLATE AND INPUT AND OUTPUT SENSORS. RE-INSTALLED THE TRANS. TESTED OPERATION AFTER REPAIRS... OK NOW.	CUSTOMER STATES THE VEHICLE STOPPED MOVING WHILE DRIVING. TECH TESTED OPERATION AND VERIFIED THE COMPLAINT - THE VEHICLE WILLNOTMOVE WHEN IN GEAR. PERFORMED TRANSMISSION LINE PRESSURE TEST. THE PRESSURES ARE LOW (97 PSI .1 AMP .2 AMP 600 PSI). REMOVEDTHETRANSMISSION AND DISASSEMBLED. THE TRANSMISSION BELT IS BROKEN. THE BELT PIECES ARE SPREAD THROUGHOUT THE TRANSMISSION.REMOVEDALL OF THE BELT PIECES AND CLEANED THE TRANS. REPLACED THE CASE HALF AND INSTALLED NEW FILTER, COOLER LINES, VALVE BODY,SPACERPLATE AND INPUT AND OUTPUT SENSORS. RE-INSTALLED THE TRANS. TESTED OPERATION AFTER REPAIRS... OK NOW.
1338	Vue	2004	5GZCZ33D54S803589	7/13/2009	K7000	44575	\$3,997	CUST STATES CAR WONT GO FASTER THEN 5MPH TECH FOUND THE TRANSMISSION INTERNALLY damaged CAUSING THE CAR NOT TOMOVETECHREPLACEDTHETRANSMISSION TO CORRECT THE CONCERN.	2nd vti trans repair special policy replaced transmission for internal damage special policy replaced transmission assembly for internal damage special policy special policy ~1.0 FOR ALIGNMENT
1339	Vue	2004	5GZCZ33D54S888112	8/27/2009	K7000	45222	\$3,973	CUSTOMER STATES THERE IS A MOAN NOISE WHEN STOPPIN G OR BACKING UP. TECH TEST DROVE AND CONFIRMED NOISE. FOUND NOISEFROMTRANSMISSION INTERNALLY. TECH REPLACED TRANSMISSION UNDER EXTENDED POLICY. RETEST DROVE AND NOISE GONE NOW.	rk VLI REPLACE PER BOB PLEASE ADVISE ~1.3 ADD FOR ALIGNMENT WITH FRONT AND REAR TOE AND ~TEST DRIVE. POLICY UNDER EXTENDED TRANS WARR
1340	Vue	2004	5GZCZ43D34S823930	7/28/2009	K7104	45508	\$3,169	VERIFIED PERFORMED MAIN LINE PRESSURE TEST 1AMP AT 132 PSI .2AMP AT 422 PSI BELOW SPEC REPLACED END COVER AND SET ALIGNMENT	per VTI class action

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR_MILEAG	CLAIM_TOT_GLOBL_AMT	Correction (ZCOR)	Comment Text
1341	Vue	2004	5GZCZ33D54S806783	9/16/2009	K7104	48310	\$3,278	FOUND VEHICLE WILL NOT MOVE.. INSPECTED AND FOUND VTI SHEVE BELT BROKEN.. DEBRIS THROUGHOUT VTI TRAN S. REPLACED VTI TRANSDERCLASS ACTION SETTLEMEN T. CUST PAYS 25%	class action settelement
1342	Vue	2004	5GZCZ43D84S821896	9/21/2009	K7000	49655	\$5,372	VERIFIED CONCERN-FOUND GRINDING NOISE COMING FROM TRANSMISSION-NECESSARY TO FLUSH TRANSMISSION FLUID WITH ADDITIVE ANDINSTALLUPDATED CALIBRATION FOR TRANSMISSION CONTROL MODULE TO FIND NOISE STILL OC CURING-FURTHER DIAGNOSIS REVEALED DRIVE BELTFAILU RECAUSING HESITATION AND NOISE-FOUND METAL FRAGME NTS THROUGHOUT TRANSMISSION DUE TO BELT FAILURE NECESSARY TO REPLACETRANSMISSIONASSEMBLY WITH UPDATED OIL COOLER LINES PERFORM FOUR WHEEL ALIGNMENT ADJUSTING FRONT AND R EAR TOE ROADTEST AFTERREPAIRS-OK.	ok to pay VERIFIED CONCERN-FOUND GRINDING NOISE COMING FROM TRANSMISSION-NECESSARY TO FLUSH TRANSMISSION FLUID WITH ADDITIVE ANDINSTALLUPDATED CALIBRATION FOR TRANSMISSION CONTROL MODULE TO FIND NOISE STILL OC CURING-FURTHER DIAGNOSIS REVEALED DRIVE BELTFAILU RECAUSING HESITATION AND NOISE-FOUND METAL FRAGME NTS THROUGHOUT TRANSMISSION DUE TO BELT FAILURE NECESSARY TO REPLACETRANSMISSIONASSEMBLY WITH UPDATED OIL COOLER LINES PERFORM FOUR WHEEL ALIGNMENT ADJUSTING FRONT AND R EAR TOE ROADTEST AFTERREPAIRS-OK.olh shown as add time and diag
1343	Vue	2004	5GZCZ33D44S829004	8/10/2009	K7104	49725	\$2,492	C/S GRINDING NOISE AND TRANSMISSION WILL NOT PULL. VERIFIED CONCERN AND CODES P0841 AND P1758. NEC. TO REPLACECOVER,TORQUECONVERTER AS PER BULLETIN #05-07-30-004	vti- vti-warranty customer participation \$830.59
1344	Vue	2004	5GZCZ33D84S876634	9/14/2009	K7000	51339	\$4,214	VERIFIED ON ROAD TEST. SEVERE VTI NOISE. NEC TO RE PLACE VTI TRANS. COLD SOAK AND ROAD TEST. OPERATIO N NORMAL AT THIS TIME	Approved VERIFIED ON ROAD TEST. SEVERE VTI NOISE. NEC TO RE PLACE VTI TRANS VERIFIED ON ROAD TEST. SEVERE VTI NOISE. NEC TO RE PLACE VTI TRANS
1345	Vue	2004	5GZCZ43D94S830624	9/11/2009	K7000	51357	\$4,590	INSPECTION FOUND NO REVERSE. TRACED TO INTERNAL TRANSMISSION FAILURE. PERFORM LINE PRESSURE TEST: LOW. TECH REPLACED TRANSMISSIONASSEMBLY. NOTICED FLUID LEAK FROM TRANS. & REPLACED LEAKING FRONT WHEEL DRIVE SHAFT SEAL. PERFORMED ALIGNMENT & ROADTESTED TOVERIFY REPAIRS.	Authorization for transmission assembly repair. Per original VTI class acion guidelines for original owner. ~WP DUE TO ORIGINAL OWNER UNDER 100K VTI POLICY

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1346	Vue	2004	5GZCZ43D24S834594	8/5/2009	K7800	51709	\$3,902	TECH NOTES TRANS 1/2 CASE BELT SLIPPED AND LOOSE CAUSING TRANS TO FAIL, REPLACED 1/2 CASE T/C AND V ALUE BODY TEST DROIVE 5 MILES OK	AUTH FOR ADD TIME BY FOM TECH NOTES TRANS 1/2 CASE BELT SLIPPED AND LOOSE CAUSING TRANS TO FAIL, REPLACED 1/2 CASE T/C AND V ALUEBODY TEST DROIVE 5 MILES OK ~AUTH FOR ADD TIME BY FOM
1347	Vue	2004	5GZCZ33DX4S811381	9/28/2009	K7104	51947	\$3,947	CUSTOMER CALLED HEARS A GRAIND NOISE FROM TRANS ON ACCEL - FOUND NOISE FROM CASE COVER BELT, REPLACE D CASE COVER AND FILTER	~WP PER FOM
1348	Vue	2004	5GZCZ43D84S800790	8/28/2009	K7000	52611	\$3,910	ROADTEST & FOUND NO ACCELERATION & SLIPPING. PERFORMED LINE PRESSURE TEST: LOW. INSPECTED FLUID & FOUND BURNED. TECH REPLACEDTRANSMISSION ASSEMBLY. ROADTESTED TO VERIFY REPAIRS.	Authorization to replace transmission assembly. ~WP DUE TO VTI POLICY. ORIGINAL OWNER UNDER 100K
1349	Vue	2004	5GZCZ33D34S803607	7/27/2009	K7104	52685	\$2,940	CUSTOMER STATES TRANSMISSION SEEMS TO BE JERKING AND NO ACCELERATION-CONFIRMED CUST COMPLAINT DTC P1882 RATIO ERROR-PRESS TEST300PSI IDLE 800PSI-.2AMP, 200PSI-.2AMP-1500RPM-FAULTY SIDE COVER AND VALVEBODY-REPLACED SIDE COVER SEE LINE 2 FOR CONT REPAIRS	~WP-USED CAR OWNER,UNDER 100K 75%GM, 25%CP ~.5 ADD FOR PRESSURE TEST
1350	Vue	2004	5GZCZ33D24S803422	7/31/2009	K7000	52874	\$3,838	FOUND METAL DEBRIS ON TRANY REPLACED TRANSMISSION ASSEMBLY	ok ~AUTH FOR CUSTOMER SATISFACTION
1351	Vue	2004	5GZCZ33D14S825623	7/10/2009	K7000	53070	\$2,987	C/S VEHICLE HAS NO REVERSE,TECH VERIFIED REMOVED TRANSMISSION AND DISASSEMBLED AND FOUND CLUTCH SPR ING RETAINER LAYINGINTRANSMISSION AND INTERNAL TABS BROKEN FOR RETAINER RING.TECH REPLACED THE TRANSMISSION AND RESET THE FRONT TOE/NOW OPEPRATIN GASDESIGNED. RENTAL VIN 3D4DGS7V79T526640	approved VTI replacement. customer participated 25% of repairs
1352	Vue	2004	5GZCZ43D74S835885	7/16/2009	K7000	53171	\$4,464	CUST STATES THERE IS A GRINDING NOISE FROM CHASIS DURING ACCELLERATION. TECH REPORTED FLUID IS BURNT AND HAS METAL DEBRIE R&ITRANSAXLE, FOUND VTI BELT WORN-REPL TRANSAXLE AND REPL COOLER LINES, INSTALLED FLUID & ADDITIVES AND ROADTESTED VEHICLE. NORMALTRANS OPERATION	vti trans ~ADD TIME A FOLLOWS .5 OIL PRES TEST .3 COOLER LIN ~1.4 PARTIAL TEARDOWN FOR DIAG

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1353	Vue	2004	5GZCZ43DX4S806509	8/1/2009	K7000	53279	\$3,986	DIAGNOSED VEHICLE AND FOUND CODE P0741 STORED IN HISTORY --FOUND TRANNY OVERHEATED, AND THE FLUID WAS DARK. TECH REPLACED THE CVTTRANSMISSION AND CLEANED THE COOLER LINES.1	approved on 9-3-09 ~CVT TRANSMISSION
1354	Vue	2004	5GZCZ33D24S819118	7/28/2009	K7000	53412	\$3,797	ROAD TEST VEHICLE. ON ROAD TEST CHECK ENGINE LIGHT CAME ON. CODE P1882. VEHICLE WILL NOT CHANGE GEARS NEED TO REPLACED TRANSMISSIONASSEMBLY. ROAD TEST VEHICLE. OPERATES AS DESIGNED.	paid pending review. mm REPLACED COVER ASSY. TOOK VEHICLE ON ROAD TEST AND ENGINE LIGHT REAPPEARED AND CAR WOULD NOT CHANGE GEARS. NECESSARY TO REPLACECOMPLETE TRANSMISSION
1355	Vue	2004	5GZCZ33D24S819118	7/28/2009	K7104	53412	\$1,745	SES LIGHT ON. CODES P0723 AND P1882. AS PER BULLETINE 05-07-30-004. REPLACED CASE COVER AND TORQUE CONVERTER. CLEAREDCODESANDROADTEST	ADDING CUSTOMER PARTICIPATION VTI TRANS VTI TRANS
1356	Vue	2004	5GZCZ43D64S882258	7/31/2009	K7000	54257	\$4,130	TECH VERIFIED THE CONCERN, CODE P0218. USING FLOW CHART TECH CHECKED FLUID AND COOLER LINES, GOOD NO BLOCKAGE. LINE PRESSURE AT 72PSI, SPEC 152-268 AT 1350 RPM. PRESSUR COMMAND .2 AMPS 342 PSI, SPEC 658-798. TORQUE CONVERTER DISCOLORED. TECH REPLACE D TRANS ANDSET FRONT TOE. ROAD TEST WAS GOOD!	approved ~LABOR OP AND TIME CORRECT FOR REPAIR DONE ON ~VEHICLE
1357	Vue	2004	5GZCZ33D74S830356	7/29/2009	K7104	54285	\$4,086	C/S THE VEHICLE WOULD NOT MOVE FORWARD OR IN REVERS SES LIGHT ON AND POWER DOWN LIGHT // FOUND CODES P0621, P0700, P0701, FOUNDBELTBROKEN REMOVED COVER AND INSTALLED NEW VALVE BODY FLUSHED COOLER LINED AND CAS COVER NOW AS DESIGNED.	VTI condition. Case cover replacement. within guidelines of class action suit message ~OLH SET TOE LINE TEST
1358	Vue	2004	5GZCZ33D84S880411	8/28/2009	K7104	55285	\$2,304	OWNER STATES ENGINE RPM WILL REV UP BUT CAR WILL NOT MOVE. VARIFIED CONCERN, TEST AS DIRECTED IN DOC# 04-07-30-0324.LINEPRESSURE56PSI AND 152PSI REPLACE END COVER, SET FRONT TOE  OWNER STATES ENGINE RPM WILL REV UP BUT CAR WILL NOT MOVE. VARIFIED CONCERN, TEST AS DIRECTED IN DOC# 04-07-30-0324.LINEPRESSURE56PSI AND 152PSI REPLACE END COVER, SET FRONT TOE	OWNER STATES ENGINE RPM WILL REV UP BUT CAR WILL NOT MOVE. VARIFIED CONCERN, TEST AS DIRECTED IN DOC# 04-07-30-0324.LINEPRESSURE56PSI AND 152PSI REPLACE END COVER, SET FRONT TOE

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1359	Vue	2004	5GZCZ43D84S807139	9/22/2009	K7000	55802	\$3,373	DIAGNOSED VEHICLE AND FOUND CODES P1758, AND P1882 STORED --TRANNY IS NOISY, NO POWER, FOUND THE CVT BELT TO HAVE MALFUNCTION/ OVERHEATED. TECH REPLACED THE FAULTY CVT TRANNY, AND FLUSHED THE COOLER.	ok to pay ~VTI TRANNY - POLICY
1360	Vue	2004	5GZCZ33D24S836162	7/15/2009	K7104	55819	\$3,386	VERIFIED CAR IS ABNORMAL NOISE DRIVING ALMOST SOUN DS LIKE ITS FORCED. FOUND LOUD WHINE & GRIND NOISE W/INTERMITTENT NO MOVEMENTWHEN IN GEAR.FOLLOW DOC #1614535 BULL#05-07-30-004 REPL CASE COVER ASM & I NSPECT.CLEAR DEBRIS & REPL FILTER,NO LEAK DETECTED NOMAJOR DAMAGE FOUND IN INTERNAL COMPONENTS.ONLY	PB - 07/24/09 ~OLH DUE TO DIAG & E2020,CAR IN 7/15,DIAG 7/16,TEA ~R DOWN TRANS BEGAN 7/17,COMPLETE REPAIR 7/22/09
1361	Vue	2004	5GZCZ33D54S819422	7/27/2009	K7104	56264	\$3,776	TEST DROVE CAR/INTERMITENT NO MOVEMANT IN DRIVE WI TH GROWLING NOISE PRESENT/PREFORMED PRESSURE TEST 465 PSI WELL BELOWSPECS/REMOVED TRANS AND INSTALL ED NEW CASE COVER,FILTER,VALVE BODY,SPEED SENSORS AND TORQUE CONVERTER/PREFORMED 4WHEEL ALIGNMENTA ND SET FRONT TOE/ROAD TESTED AND VERIFIED REPAIR	~VTI
1362	Vue	2004	5GZCZ43D14S814840	8/20/2009	K7000	56275	\$3,963	CUST STATES THE TRANS IS NOT SHIFTING PROPERLY, PE RFORMED LINE PRESSURE TEST, FOUND PRESSURE LOW, SL IPPING IN FWD AND REV,REPLACED TRANS ASSEMBLY	Woodwill trans repair on a slipping condition. ~COVERED DUE TO JUST OUTSIDE OF SPECIAL POLICY AND ~LOW MILES
1363	Vue	2004	5GZCZ33D94S817446	9/28/2009	K7104	56528	\$3,987	CS CHECK FOR NOISE IN DRIVELINE C ROAD TEST TO VERIFY, FOUND NOISE FROM VTI CHAIN, ALSO NOTICED DELAYED REVEARSE ENGAGEMENT CINSTALLED REMAN TRANSMISSION, ROAD TEST AFTER RE PAIR, CLEARED ALL CODES, ALL OK NOW	~OLH FOR LINE PRESSURE TEST. OK'D PER FOM ~OUT OF WARRANTY REPAIR OK'D BY FOM

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1364	Vue	2004	5GZCZ33D34S807656	9/17/2009	K7104	56844	\$3,051	TECH VERIFIED CONCERN INTERMITTANT NO MOVEMENT GOING FORWARD OR REVERSE FROM VTI TRANS FOUND BULLETIN 04-07-30-024E STATESREPLACECASE COVER AND INTERNAL FILTER CALLED TAC 11035272 WAS TOLD TO FOLLOW BULLETIN REMOVED TRANS AND REPLACED CASE HALF ASS MANDINTERNAL FILTER PERFORMED ALIGNMENT OK NOW	vti replacement under class action. krt Special issue do to VTI case. MIC says warranty should cover first part and they would pick up customer pay portion but this is a100% case ~.8 OLH SETTING TOE .3 OLH INTERNAL FILTER ~VTI POLICY
1365	Vue	2004	5GZCZ43D24S887537	8/18/2009	K7000	57461	\$4,317	ROAD TEST AND VERIFY CONCERN FOUND TRANSMISSION SHUTTERING ON ACCELERATION. PERFORM LINE PRESSURE TEST FOUND 120 PSI AT IDLE.REMOVE DRAIN PLUG FOUND OIL FULL OF METAL. REMOVE TRANSMISSION REPLACE TRANSMISSION ASSEMBLY.	trans replacement ~ADD TIME FOR PRESSURE TEST,BROKEN BOLTS,ALIGN ~COMPLETE UNIT PER DISCUSSION WITH JOE M
1366	Vue	2004	5GZCZ33D84S874981	9/28/2009	K7104	58161	\$3,609	SERVICE TEAM INSPECTED AND TESTDROVE VEHICLE AND VERIFIED A WHINE NOISE ON ACCEL AND A SLIGHT GRIND NOISE ON DECEL VERIFIED PROPERFLUID AND FLUID LEVEL PERFORMED LINE PRESSURE AND HAD 62 PSI LINE PRESSURE REMOVED TRANS,FLUSH COOLER, REPLACE INTERNALFILTER,REPLACE CASE COVER, VALVE BODY,AND TORQUE CONVERTER DUE TO FINE METAL PARTICLES IN TRANS AND FILTER	~CUSTOMER IN BY MILEAGE OUT BY TIME ,TWO MONTHS ~NEW CUSTOMER, CUSTOMER ENTHUSIASM
1367	Vue	2004	5GZCZ33D14S824293	8/18/2009	K7104	58259	\$3,369	VERIFIED PERFORMED LINE PRESSURE TEST FOUND LOW OUTPUT .2AMPS AT 496PSI 1AMP 103PSI FOUND PUMP DIGESTED DEBRIS IN FLUIDNECTOREPLACE SIDE COVER AND SET ALIGNMENT	per class action per class action
1368	Vue	2004	5GZCZ33D14S811947	7/22/2009	K7104	58508	\$3,999	CUSTOMER STATES TRANSMISSION WHINES AND SLIPS ON ACCELERATION. FOUND TRANSMISSION SLIPPING CAUSING DAMAGE,RESULTING IN LOW LINEPRESSURE(60PS I@1.0A/575@.2A)REPL.CASE HALF,V.BDY, PRESS. SENSOR ,FLTR & ALL SEALS,AD F/TOE, REPRO TCM & FLSHED CLR LINES.1G1AS58H497102498	~VTI.8-ADJUST TOE/.3 REPRGM TCM/1.2 FLUSH LINES ~C/REQ TRS FOR WORK. W/O .3 OLH

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1369	Vue	2004	5GZCZ43D54S806997	7/16/2009	K7104	58654	\$3,482	ROAD TESTED AND INSPECTED FOR SES LIGHT AND POOR SHIFT. CODE P1882 STORED. NECESSARY TO REPLACE CAS E HALF, INTERNAL FILTER. FLUSHFLUID. PERFORM ALIGNMENT. ROAD TESTED REPAIR>	~ADD TIME FOR ALIGNMENT, ADD REPAIRS, OUT BY 3 ~MONTHS, ONLY 58,654 MILES,
1370	Vue	2004	5GZCZ43D04S807345	7/30/2009	K7104	59243	\$3,148	SERVICE TEAM INSPECTED AND VERIFIED NOISE WHEN MOVING AND FOUND FAILURE CODES P1882,P0742 AND P0741,TECH FOLLOWED REPAIR FLOW CHARTFOR CODES TECH INSPECTED LINE PRESSURES FOR TRANSAXLE AND FOUND PRESSURE BELOW SPECS @ 78PSI,TECH INSPECTED INTERNAL COMPONETS ANDFOUND METAL THRU TRANSAXLE TECH INSTALLED A NEW CASE COVER,VALVE BODY,INTERNAL FILTER AND TORQUE CONVERTER TO CORRECT	~VTI COVERAGE DUE TO CLASS ACTION LAWSUIT
1371	Vue	2004	5GZCZ33D14S886759	8/20/2009	K7000	59391	\$4,020	TECH TEST DROVE- HEARD WHINE NOISE FROM THE TRANS, TRANS IS SLIPPING, DOES NOT MOVE AT TIMES. REPLAC ED THE TRANSASSEMBLYANDALIGNED FRONT TOE.	Goodwill repair on trans. orig owner - under 100k no customer participation.olh for pressure test, alignment and cooler flush orig owner - under 100k no customer participation.
1372	Vue	2004	5GZCZ33D94S804860	8/25/2009	K7104	59654	\$2,492	C/S TRANSMISSION IS SLIPPING. VERIFIED CONCERN AND NEC. TO REPLACE CASE COVER, FILTER AND TORQUE CONV ERTER AND FLUSHED COOLER.TESTDROVE AND ALL OK AT THIS TIME.	vti transmission coverage
1373	Vue	2004	5GZCZ33D64S832812	8/5/2009	K7000	59955	\$3,816	C/S THAT THE VEHICLE IS MAKING A LOUD GRIND NOISE AND VEHICLE HAS NO MOVMENT, TECH VERIFIED, FOUND INTERNALMETALCOMPONENTSFROMDRIVEBELT BROKEN INTERNALLY, TECH REPLACED THE TRANSAXLE PER SATURN CLASS ACTION, ORIG. OWNER..	Class action transmission replacement - Goodwill. YOU MUST UPDATE TECH ID or future claims for this Tech will be declined. a a a class action car no custome participation required! ~REPLACED UNDER CLASS ACTION SUIT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1374	Vue	2004	5GZCZ33DX4S807668	8/29/2009	K7000	60537	\$3,986	TECH VERIFIED NO MOVEMENT, TROUBLE CODES. FOUND INTERNAL TRANS BELT FAILURE. TECH REPLACED THE TRANSAXLE AND PERFORMED ALIGNMENT TO CORRECT CONCERN. ROAD TESTED TO VERIFY CORRECTION. ALL OK AT THIS TIME.	Approved vti failure. Tom D
1375	Vue	2004	5GZCZ33DX4S820744	7/10/2009	K7104	60565	\$3,023	TECHNICIAN TRACED NOISE CAUSED BY TRANSMISSION DRIVE BELT , TECH REPLACED TRANS COVER ASSEMBLY TRANSMISSION FILTER , RE-ASSEMBLED .	EXTENDED SPECIAL POLICY EXTENDED SPECIAL POLICY
1376	Vue	2004	5GZCZ33D84S818314	8/11/2009	K7000	60972	\$4,020	VEH TRANS MAKES A NOISE DOES NOT MOVE. INSPECTED AND VERIFIED CONCERN. PERFORMED PRESSURE TEST. 0.2AMP AT 1400RPM=575PSI. 1.0AMP AT IDLE=135PSI. REMOVED SIDE COVER TO TRANS, FOUND METAL SHAVINGS IN FLUID. NEEDED TO REPLACE WHOLE TRANS ASSM, OIL COOLER LINES AND PERFORM ALIGNMENT TO CORRECT CONDITION.	trans replacemnt ~NEEDS APPROVAL
1377	Vue	2004	5GZCZ33D54S885193	8/31/2009	K7000	61327	\$4,753	VERIFIED COMPLAIN, FOUND VTI NOT MOVING WHEN HOT. PRESSURES GOOD, FLUSH COOLER, INSTALL VTI TRANS AND FILL TO SPECS. GOODWILL VTI 100% DUE TO PREV TRANS REPAIR. CUST JUST HERE 21 DAYS AGO WHEN WAS 10 DAYS BEYOND SPECIAL POLICY	ok ~GOODWILL
1378	Vue	2004	5GZCZ33D04S832644	8/10/2009	K7104	61525	\$3,278	UPON INSPECTION VERIFIED CUSTOMER CONCERN. FOUND CODE P0742, TCC STUCK. CALLED TECHNICAL ASSISTANCE (TAC) AND REFERRED TO DOC1619130 AND 1837052. AS PER ALL REFERENCES AND DIAG FOUND TRANS. BELT SIZING, CAUSE UNKNOWN. AS PER TAC RECOMMEND REPLACING CASE COVER AND VALVE BODY. REPLACED CASE COVER AND BODY AS PER CUSTOMER APPROVAL. SYSTEM WORKS AS DESIGNED. TAC CASE 10966426.	pay ~PERFORMED REPAIRS ON JOB CARD 304334, 07/30/2009 ~AS PER TECHNICAL ASSIST. DITTO THIS REPAIR.



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1379	Vue	2004	5GZCZ33D84S807314	8/10/2009	K7104	61565	\$4,007	FOUND DTC P1758.PER DOC#1837052.R&R TRANS TO REPLA CE CASE COVER FILTER&INSP.FOUND TRANS FLUID LOW.FO UND TRANS BELT CAME APARTINTERNAL AND DAMAGED INP UT SENSORS.CLEANED DEBRIS&REPLACED SENSORS.FOUND C ASE SEALED W/BLK RTV.FOUND TRANS CONTAMINATED W/BL KSEALER.REPLACED CONTIMANITED TORQUE CONVERTER.	~OLH DUE TO DIAG,E2020,K6907,K6310 ~WARRANTY POLICY
1380	Vue	2004	5GZCZ33D84S833783	9/28/2009	K7104	61905	\$2,595	TEST DROVE VEHICLE FOR CUSTOMER CONCERN, PERFORMED LINE PRESSURE TEST IDLE 204 PSI, 13-1400 RPMs 322 SHOULD BE652-798,RETRIEVEDDTCs P0841,P1882, P070 0,P0701 DRAINED FLUID WAS DARK AND BURNT WITH META L DEBRIS.REMOVED TRANS AS PERSI,DISASSEMBLED TRAN S ANDINSPECTED PARTS,PUMP HAS DAMAGE HAD METAL THRU OUT ASSEMBLY, REBUILT TRANS ASSEMBLY, AND REI NSTALLEDTRANS REPLACED PUMP, AND CASEHALF AND FLUID FILTER, PERFORMED ALIGNMENT ADJUSTED FRT AN D REAR CAMBER, FRT AND REAR TOE, TESTDROVE OK NOW 2ND OWNER OFVEHICLE.ATURN WARRANTY 75/25 CUSTOMER \$1261.02 CUSTOMER PARTICIPATION 2ND OWNER	customer participation \$1050.75 75/25 split vti ~CUSTOMER PARTICIPATION 75/25 \$1261.02 VTI TRANS ~WARRANTY OLH FOR DIAG ALIGNMENT REPLACING PUMP
1381	Vue	2004	5GZCZ43D54S824626	7/16/2009	K7000	62044	\$3,131	CHECKED IDLE AND LINE PRESSURE 200 PSI AT HIGH RMPS 489 CHECKED FLUID CONDITION BURNT AND METSL PIECES INFLUID- REPLACEDTRANSMISSION UNIT, PERFORMED ALIGNMENT-ROAD TESTED	approved - alignment Repaired under VTI settlement guidelines, 2nd owner. Saturn=75%owner pays 25%
1382	Vue	2004	5GZCZ33D24S805669	8/11/2009	K7000	62096	\$3,675	CUST STATES THE VEH HAS NO REVERSE.VERIFIED. VEH HAD REVERSE WHEN COLD,WHEN WARM TRANSMISSION WOULD COME IN AND OUT OFREVERSE.REPLACED TRANSMISSION WITH REMAIN TRANSMISSION.TEST DROVE OK.PERFORMED 4 WHEEL ALIGNMENT	See comment log, approved; SCAC involved. ~CASE #71-748656873PER ALLY LOPEZ.RESOLUTION WAS ~PROVIDED PRIOR TO NEW PARAMETER OF VTI

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1383	Vue	2004	5GZCZ43D74S812123	8/21/2009	K7104	62515	\$3,012	CUSTOMER STATED THE TRANS IS SLIPPING WHEN DRIVEN- TECH ROAD TESTED THE CAR AND VERIFIED THE CONCERN AND THE LOUD NOISE FROMTRANS-TECH PROCEEDED TO PE RFORM LINE PRESSURE TEST-.2AMPS-1300RPMS AT 705PSI 1.0AMP AT IDLE 210 PSI-CHECK FLUID FOUND BURNT-SMELLY-TECH R/R TRANS AND FOUND CONVERTER OVERHEATED AND BELT SLIPPING-TECH REPLACED THE CASE COVER FILTER-FLUID-CONVERTER-ANDREASSEMBLED AND RE-ROAD TESTED THE CAR ALL OK-	~COVERED UNDER WARRANTY FOR VTI
1384	Vue	2004	5GZCZ43D94S802371	7/29/2009	K7104	62595	\$100	CONVERTED	W#000H#000FN000MN000LN000NB250EB000M P000REQUESTING 100.00 DEDUCTABLE REFUND FOR THE REASON OF CUST COMPLAINED PRIOR TO WARRANTY EXPIRING (RO 394079 9-30-08 AND 411538 7-15-09) UNABLE TO DUPLICATE TRANS FAILURE. TRANS FAILED WAS COVERED UNDER EX-WARR CUST REQUESTIN
1385	Vue	2004	5GZCZ33D74S820412	9/15/2009	K7104	62799	\$2,478	TECH REMOVED AND DISASSEMBLED TRANS. FOUND THE DRI VE BELT BROKEN IN A COUPLE PLACES, DISASSEMBLE MOR E ANDCLEANEDREALGOOD,REPLACED CASE COVER ASSEM BLY, INTERNALL FILTER AND ADDED NEW FLUID AND ADDI TIVE AND A TORQUE CONVERTOR.	75/25% split per vti settlement-added customer participation amount of \$826.11 75/25% split per vti settlement-added customer participation amount of \$826.11 75/25% split per vti settlement-added customer participation amount of \$826.11
1386	Vue	2004	5GZCZ43D94S812592	7/25/2009	K7104	63378	\$3,903	TECH. TESTED & FOUND THAT THE BELT HAS BROKEN INSIDE THE VTI TRANSMISSION. REPL. THE VTI TRANS, FLUSHED COOLER LINES. PERFORMEDALIGNMENT. TEST DROVE. ALL CHECKS OK.	~OLH FOR VIT REPAIRS AND ECT. ALIGNMENT ALSO
1387	Vue	2004	5GZCZ33D24S807048	7/16/2009	K7104	63624	\$3,798	THE TECH FOUND THE BELT SLIPPING AND THE VALVE BODY NOT HOLDING PRESSURE THE TECH OVERHAULED THE AND REPLACE END COVER	Facility took appropriate action at the time the Job Card was written/work performed. extended gm wro on vti jessica at wro adm 71-762590158 nb adfd parts and labor 71-762590158 nb wp vti ext wro ~SPECIAL POLICY EXT ON VTI NICKB
1388	Vue	2004	5GZCZ33D24S816624	8/19/2009	K7104	64150	\$3,036	CUST STATES SES LIGHT IS ON , FOUND CASE COVER NOI SEY AND NO PSI FROM TRANS	wp per fom-mw

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1389	Vue	2004	5GZCZ33D14S819367	8/5/2009	K7104	64164	\$3,410	C/S TRANS HAS HARD TIME GOING INTO GEAR TECH VALIDATED CONCERN FOLLOWED BULL#05-07-30-004 INTERNAL SEAL LEAK FOUNDLINEPRESSUREBELOWSPEC 145 .9AMPS AND 442 AT .2AMPS NECC TO REPLACE SIDE COVER,TORQUE CONVERTER FILTER INPUT AND OUTPUT SPEEDSENSORSANDALIGN FRT TOE	ok andy vti special policy claim vti special policy claim vti special policy claim ~VTI CLAIM
1390	Vue	2004	5GZCZ33D04S828058	7/15/2009	K7104	64413	\$3,262	FOUND CODE P1758 LINE PRESSURE 150 PSI BULLETIN #0 4-07-30-024E REMOVE AND REPLACE TRANS AND REPLACED CASE HALF AND FILTER TOPPEDOFF FLUIDS PERFORMED 4 WHEEL ALIGNMENT TEST DROVE OK 3-DAY CAR RENTAL PO# 50338 INV# 274098	~OLH DUE TO DIAG,E2020 ~WARRANTY POLICY
1391	Vue	2004	5GZCZ43D04S879579	8/28/2009	K7104	64898	\$3,730	CUSTOMER STATES WHEN DRIVING THE TRANSMISSION FEELS LIKE IT IS HESITATING, THE RPM'S GO UP. TECH TEST DROVE AND VERIFIEDTHECOMPLAINT. THE VEHICLE DID NOT MOVE IN DRIVE. REMOVED THE TRANSMISSION AND FOUND AN INTERNAL LEAK IN THE TRANS CASE COVER.TECHREPLACED THE CASE COVER, TORQUE CONVERTER AND VALVE BODY. REPLACED THE SEALS, GASKETS AND SPEED SENSORS. FLUSHED THE COOLERLINESAND ADDED ADDITIVE AND FLUID. RE-INSTALLED THE TRANSMISSION AND TESTED OPERATION AGAIN... OK NOW.	Policy
1392	Vue	2004	5GZCZ33D64S814746	7/24/2009	K7000	65206	\$4,131	TECH CHK FOR CUSTOMER CONCERN. TECH FOUND TRANS HAS INTERNAL FAILURE NO MOVEMENT. TECH REPLACED TRANS.	approved jim cocking 8/19/09 ~TECH FOUND LOW PRESSURE FLUID BURNED
1393	Vue	2004	5GZCZ33D44S818763	9/26/2009	K7104	65311	\$4,009	TECH ROADTEST, NO ACCELERATION, FOUND INTERNAL FLD LINE PRESSURE BELOW SPECS, FOUND METALIZED FLUID. PER TAC CS 11046670 & SACCASESR 71-761124425, REPLACED TRANS MISSION COMPONENTS AS LISTED, FLUID PRESSURE FLUSH TRANS COOLER & LINES, ASSEMBLE ANDROADTEST, NOWOPERATING AS DES. OLH ALIGNMENT 1.4	GDWILL AUTH BY SMGR, IN SPEC POL BY MILES, OUT BY ~DAYS, SR CS 71-761124425 TAC CS 11046670 JON F WP ~GDWILL AUTH BY SMGR, IN SPEC POL BY MILES, OUT BY ~DAYS, SR CS 71-761124425 TAC CS 11046670 JON F WP

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1394	Vue	2004	5GZCZ43D24S801000	8/27/2009	K7000	65325	\$4,015	CHECK TRANSMISSION DOES NOT SHIFT.CHECKED FOR CODES,P1882,P0700,P0701-INTERNAL TRANS FAULT,HIGH RPMS WHEN DRIVING .BARELINGMOVINGWITH RPMS @ 4K. FOUND METAL IN FLUID.REPLACED TRANSMISSION AND FLUID.ROAD TESTED,OK AUTH# VSA1TX6620	vti trans SPLIT WITH CUSTOMER no cust deductible applied ~SPLIT WITH CUSTOMER
1395	Vue	2004	5GZCZ33D94S804535	7/20/2009	K7000	66667	\$4,410	replaced trans per avm, customer paid 100.00 towards repair, while inspecting new trans installation found shift shaftthreadsdamaged,removed shaft from core of old trans and installed on rebuilt unit	I approve this claim trans replacement authorized by avm, olh for removing shift shaft from core unit and installing on rebuilt unit trans replacement authorized by avm, olh to remove shift shaft from core unit and install in rebuilt unit
1396	Vue	2004	5GZCZ33DX4S814555	7/14/2009	K7104	66678	\$4,025	VERIFIED TRANS IS DOWNSHIFTING.FOUND DTC P1758 IN TCM FOLLOWED DOC #1614535.R&R TRANS TO REPL CASE C OVER ASM & INSPECT.FOUNDTORQUE CONVERTER COMPLETE BLUE IN COLOR OVERHEATED,TRANS FLUID DARK BURNT,BE LT DRIVEN PULLEY,SURFACED DAMAGE.PART OF COVER ASSM.REPL TORQUE CONVERTER,CLEANED DEBRIS & FLUID FIL	~OLH DUE TO DIAG,K6560,E2020 ~WARRANTY POLICY
1397	Vue	2004	5GZCZ33D24S811441	7/14/2009	K7000	66706	\$4,212	TECH PERFORMED ROAD TEST AND VERIFIED TRANS SLIPPI NG. TECH HEARD BELT SKIPPING ON VEHICLE START-UP A ND METALSHAVINGSPRESENTINFLUID. LINE PRESSURE TEST 0.2AMP 572 PSI. 1.0AMP-137PSI. REPLACED VTI T RANSMISSION ASSEMBLY, TRANS FLUID,ANDPERFORMEDALIGNMENT. PERFORMED ROAD TEST	Approved Pre-approved replacement of VTI trans per FOM. Customer did not participate toward cost of repair. Pre-approved replacement of vti trans per fom

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1398	Vue	2004	5GZCZ33D94S892180	8/20/2009	K7104	67002	\$2,768	CS SES LIGHT ON.SEEMS LIKE THRE IS NO POWER WHEN T RYNG TO ACCELERATE.FOUND LIGHT ON AND CODE P0741.A S PERTS805-07-30-006,PERFORMED LINE PRESS TEST, 326PSI AT 1 AMP 1500 RPM AT 75PSI@.1 AMP IDLE,REPLACED CASECOVER,INTERNALFILTER,V/BODY,TORQUE CONV.INPUT/OUTPUT SPEED SENSORS TO CORRECT CONCERN	as per class action, owner pays 25% and balance billed to saturn as vehicle policy to promote custosmer enthusiasm as per class action, owner pays 25% of repairs and balance billed to saturn as vehicle policy to promote customer enthusiasm ~VEHICLE POLICY 75%, CP 25% AS PER CLASS ACTION AG ~REEMENT FOR SECOND OWNER TO PROMOTE ENTHUSIASM
1399	Vue	2004	5GZCZ43D14S805944	7/28/2009	K7104	67016	\$5,564	ROAD TESTED/INSPECTED: VERIFIED. FOUND VTI TRANSMISSION CASE COVER ASSEMBLY HAS A MAJORINTERNALMECHANICALFAULT/WORN/ST RIPPEDCAUSING METAL DEBRIS THROUGHOUT TRANSMISSION ASM.100% OF PARTS/LABOR REPAIRS AUTHORIZED UNDER SATURN CLASS ACTION SETTLEMENT.-REPLACED VTI TRANSMISSION CASE COVERASSEMBLY.- REPLACEDVTI TRANSMISSION INTERNAL OIL FILTER. -REPLACED VTI TRANSMISSION VALVEBODY ASSEMBLY. -REPLACED VTI TRANSMISSIONTORQUECONVERTER.-REPLACED VTI TRANSMISSION FLUID. -REPROGRAMMED VTI TRANSMISSIONCONTROL MODULE(TCM) - ADJUSTED FRONT WHEELALIGNMENTSETTINGS. REROADTESTED/REINSPECTED: ALL OK. COMPLETED.	Rebuilt tranny unit as per extended coverage policy, towed in vehicle will not move in any gear Rebuilt tranny unit as per extended coverage policy, towed in vehicle will not move in any gear
1400	Vue	2004	5GZCZ33D94S802459	8/21/2009	K7000	67418	\$5,517	VEFRIFIED NO MOVEMENT. CODES 0700/0701/1882 PRESEN T. REMOVED DRAIN PLUG. FLUID BURNED AND HAS METAL CONTAMINATION.INTERNALBELTBROKEN. NECESSARY TO REPLACE COMPLETE TRANS ASSY. FLUSHED COOLER. INSTA LLED NEW FLUID/ADDITIVE. ROAD TESTED FORPROPEROPERATION.OK	k7000 approved known concern vti, known concern

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1401	Vue	2004	5GZCZ33D14S821829	8/21/2009	K7104	67631	\$3,812	CUST STATES VEHICLE MAKES NOISE WHILE DRIVING VERIFIED, PERFORMED LINE PRESSURE TEST LOW AT 200 PSI AT 1.1 AMP AND 500 PSI AT .2AMPS, REMOVED TRANS AND REPLACED CASE COVER, VALVE BODY FILTER AND INPUT OUTPUT SENSORS, FLUSHED TRANS COOLER TOPPED OFF FLUID ANDDOWNLOAD TCM WITH LATEST CALIBRATION RESET ALIGNMENT AND ADJUSTED REAR TOE AND FRONT TOE, TEST DROVE 9 MILES NOW WORKING AS DESIGNED	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN-AUTH ~VTI TRANS REPAIR
1402	Vue	2004	5GZCZ33DX4S818329	9/26/2009	K7000	67657	\$3,887	TECH VERIFIED PROBLEM AND REPLACED VTI TRANS TO CORRECT ISSUE.	jbb VTI Class Action Claim. Please approve from 09/26/2009 VTI Class Action Claim. Please approve from 09/26/2009
1403	Vue	2004	5GZCZ43D24S829573	8/24/2009	K7104	67808	\$3,352	DUPLICATED CONCERN AND TRANSMISSION IS VERY NOISY REFERRED TO BULLITIN 05-07-30-004 REPLACED CASE COVER - TORQUE CONVERTOR-FILTERAND SPEED SENSOR ROADTESTED AFTER PERFORMING ALIGNMENT AND PROBLEM NO LONGER THERE	repair transmission Sent to gm for autho DUPLICATED CONCERN AND TRANSMISSION IS VERY NOISY REFERRED TO BULLITIN 05-07-30-004 REPLACED CASE COVER - TORQUE CONVERTOR -FILTERAND SPEED SENSOR ROADTESTED AFTER PERFORMING ALIGNMENT AND PROBLEM NO LONGER THERE.
1404	Vue	2004	5GZCZ33D54S805892	9/10/2009	K7000	67874	\$3,918	TECHNICIAN CONFIRMED COMPLAINT. TECH FOUND FLUID B LACK AND SNAP AND RATTLE NOISE FROM TRANS. TECH RE PLACED TRANSMISSION DO TOCOUST EFFECTIVE TO REBUIL D. ROAD TEST CAR RUNS AS SPEC.	VTi first owner ~ORIGINAL OWNER. 67874 MILES
1405	Vue	2004	5GZCZ33D34S836316	7/24/2009	K7000	67989	\$3,837	TECH INSPECTED, PERF LINE PRES TEST, OK. NOISE COM ING FROM TRANSAXLE INTERNAL, REPLACED, TEST DROVE GOOD	original owner ~ORIGINAL OWNER, PERFORMED LINE PRESSURE TEST. ~TRANS WAS KNOCKING.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1406	Vue	2004	5GZCZ33D44S803132	9/17/2009	K7000	68054	\$4,148	FOUND INTERNAL PROBLEMS IN TRANSMISSION REPLACE TRANSMISSION	Claim has been approved. This is a mistake when submitted. There should only be the 7.3 base labour hours. Sorry for the confusion on this. Todd...I'm still trying to figure out what the 7.3 hrs OLH for?? Why does every transmission job you do have a request for OLH?? I will not approve these claims until there is supporting documentation/reasons. ~FOWARD TO DSSM FOR PAYMENT
1407	Vue	2004	5GZCZ33D04S836175	7/27/2009	K7000	68255	\$4,689	C/S TRANSMISSION SKIPS IN REVERSE. VERIFIED ,ALSO SHUTTERS ON ACCELER. EXCESSIVE WHINE/GRIND ON ACCEL. AND SHUTTERS W/CHANGINGGEARS. INTERNAL BELT SLIPPING, FLUID IS BURNT W/SLIGHT METAL IN FLUID. REPLACED TRANSMISSION ASM, AND FLUSH COOLER LINES. REFILL W/ VTI FLUID AND ADDITIVE. ROAD TEST, VERIFIED REPAIR.	APPROVE ~VTI TRANS REPLACE
1408	Vue	2004	5GZCZ43D44S810300	8/13/2009	K7104	68256	\$3,870	THE TECH FOUND THE PRESSURE BELOW SPEC AFTER LINE PRESSURE TEST THE TECH TORE DOWN THE TRAN AND FOUND THE TORQUE CONVERTER OVERHEATED AND THE BELT FRAYING THE TECH REMOVED AND REPLACED THE CONVERTER, VALVE BODY, AND END COVER	extended wro on vti olh for alignment and lines nb
1409	Vue	2004	5GZCZ33D24S807812	8/24/2009	K7104	68636	\$2,999	C/S TRANS WILL NOT SHIFT AT TIMES AND HESITATES WHEN TRYING TO GO CODE P1882 PRESENT REPALCED CASE A SSS CLUSHED TRANS LINES REPLACED FILTER 2 DAYS RENTAL VIN 4A3AB36FX9E010821E	~COVERED UNDER LAWSUIT GUIDELINES PER REP. ~WP

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1410	Vue	2004	5GZCZ43D24S810117	9/24/2009	K7000	68716	\$4,698	TECH VERIFIED CUSTOMER CONCERN AND FOUND TORQUE CONVERTER TO BE PURPLE FROM OVERHEATING AS WELL AS THE CASE COVER BELT WASSLIPPING.TECH REPLACED TRANSMISSION ASSEMBLY AND PERFORMED WHEEL ALIGNMENT AS PER SATURN SPEC.	ok to pay TECH VERIFIED CUSTOMER CONCERN AND FOUND TORQUE CONVERTER TO BE PURPLE FROM OVERHEATING AS WELL AS THE CASE COVER BELT WASSLIPPING.TECH REPLACED TRANSMISSION ASSEMBLY AND PERFORMED WHEEL ALIGNMENT AS PER SATURN SPEC. ~ADDED TIME FOR DIAG/WHEEL ALIGNMENT/OIL PRESSURE ~TEST/REPLACE OIL COOLER LINES
1411	Vue	2004	5GZCZ33D14S807381	7/10/2009	K7000	69120	\$3,929	C/S CAR SEEMS TO JERK FORWARD R/T JERKS ON ACCEL--HEITATES INTO DRIVE AND REVERS E--NO CODES FOYUND--INTERNAL BELT FAILURE REPLACEDVTI TRANS AND FLUSHED COOLER	VTi special policy ~FOM AUTHD VTI TRANS REPLACE,ORIGINAL OWNER ~OUT OF VTI SPECIAL POLICY
1412	Vue	2004	5GZCZ33D14S833155	9/14/2009	K7000	69915	\$3,964	CODE P0841-TRANS PRESSURE SENSOR FAULT.FOUND DRIVE BELT NOISE&LOW LINE PRESSURE 120PSI.R&R TRANS,FOU ND TORQUE CONVERTERCONTAMINATED AND METAL DEBRIS. REPLACED TRANS ASSM.ALIGNED.ROAD TEST.OK NOW	PB ~OLH ADD TIME & E2020 ~VTI TRANS ASSY REQUIRED DUE TO VALVE BODY CODES
1413	Vue	2004	5GZCZ33D94S824364	9/8/2009	K7000	69916	\$3,318	replaced trans due to cost ratio cheeper	ok to pay vti trans-too costly to repair need better comments. resubmit customer paid \$1065-vti trans
1414	Vue	2004	5GZCZ33D64S800474	8/17/2009	K7000	70058	\$4,834	C/S AT IDLE AT TIMES AND BELOW 45MPH. HAS BAD NOIS E,ROAD TEST,VERIFY CONCERN,PERFORM TRANSMISSION PR ESSURE TEST,FOUNDTRANSMISSION SLIPPING AND HAS GR INDING NOISE AT SLOW SPEEDS,DRAINED FLUID FOUND ME TAL AND CHUNKS IN FLUID,PERFORM LINE PRESSURETEST (64PSI AT 1350 RPM),REPLACED TRANSMISSION AND REFI LLED FLUID,HAS 435PSI AT 1350 RPM.,ROAD TEST,ALL O K,SEE HISTORY-HAD CASECOVER REPLACED BEFORE-COVER UNDER TERMS OF CLASS ACTION SUIT(ORIGINAL OWNER)	Approved VTI transmission replacement. ~.50 OIL PRESSURE TEST CLASS ACTION SUIT WARRANTY



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1415	Vue	2004	5GZCZ33D84S809323	7/27/2009	K7000	70322	\$3,932	VERIFIED CUSTOMER CONCERN. REMOVED TRANS AND FOUND BELT HAD COME APART AND SENT SMALL BITS OF METAL THROUGHOUT TRANS. INSAIDE OFCASE HAD A LARGE CHUN K BROKEN OFF INSIDE. REPLACEDTRANS ASSY AND VERIFI ED REPAIRS. COVERED UNDER CLASS ACTION SUIT	PB - 08/8/09 ~WP TO ENSURE CUSTOMER ENTHUSISIAM. AS IS KNOW CON ~CERN.
1416	Vue	2004	5GZCZ33D04S809395	9/10/2009	K7104	70676	\$3,062	THERE IS A GROWL NOISE AND TICKING FROM UNDER FRONT OF VEHICLE WHEN DRIVING. VERIFIED CONCERN DURING TEST DRIVE. CHECKED FORCORRECT FLUID LEVEL . OK. CODE P1882 AND P1756 STORED. FOLLOWED DOC ID#040730024E. REPLACED COVER ASSEMBLY AND FILTER. RESET FRONTTOE TO WITHIN SPEC AND TEST DROVE.OK	~ADD TIME TO REPL TRANS FILTER AND TO SET FRONT ~TOE.FIRST OWNER VTI TRANS CLASS ACTION REPLACEMEN
1417	Vue	2004	5GZCZ33DX4S819402	9/28/2009	K7104	70737	\$3,657	CUSTOMER STATES SES AND REDUCED POWER LIGHTS ARE O N. TECH CONFIRMED. FOUND CODES P0700, P0701, AND P 1882. FOLLOWED DOCID#1837052, REPLACED CASE HALF AND FILTER, TORQUE CONVERTOR, VALVE BODY. TEST DRO VE. NO MORE LIGHTS AND TRANSMISSION WORKS NORMALLY	Policy due to promised prior to end of class action dismissal.
1418	Vue	2004	5GZCZ33D24S809060	8/14/2009	K7104	71017	\$3,092	VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL TRAN S FAILURE.REMOVED TRANS FRONT HOUSING,REPLACED FIL TER AND INPUT SENSOR,REMOVEDREAR CASE AND REPLACE D RECHECKED AND ALL OK.	~ONETIME GOODWILL PENDING CLASS ACTION LAW SUIT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1419	Vue	2004	5GZCZ43D54S884969	8/1/2009	K7104	71078	\$3,592	SQUEAKING NOISE IN REVERSE-FOUND THE NOISE IS COMING FROM INTERNALLY IN THE TRANSMISSION-RAN PRESSURE TESTS TO CHECK ALL OK-NOISEIS INTERNAL TRANS NOISE-REMOVED AND REPLACED THE CASE COVER, TORQUE CONVERTER, AND COOLER LINES-TEST DROVE AND THE NOISEISGONE	repair trans goodwill Removed Special policy Special policy. SQUEAKING NOISE IN REVERSE-FOUND THE NOISE IS COMING FROM INTERNALLY IN THE TRANSMISSION-RAN PRESSURE TESTS TOCHECK ALL OK-NOISEIS INTERNAL TRANS NOISE-REMOVED AND REPLACED THE CASE COVER, TORQUE CONVERTER, AND COOLER LINES-TEST DROVE ANDTHE NOISE IS GONE. SQUEAKING NOISE IN REVERSE-FOUND THE NOISE IS COMING FROM INTERNALLY IN THE TRANSMISSION-RAN PRESSURE TESTS TO CHECK ALL OK-NOISEISINTERNAL TRANS NOISE-REMOVED AND REPLACED THE CASE COVER, TORQUE CONVERTER, AND COOLER LINES-TEST DROVE AND THE NOISE IS GONE.
1420	Vue	2004	5GZCZ43D34S833261	9/3/2009	K7000	71116	\$5,477	ROAD TESTED FOR CONCERN. VERIFIED CONDITIONS. PERF ORMED NEEDED DIAGNOSTICS. ISS-ENGINE RPM. OSS- 0 RPM'S.INTERNALTRANSCONCERN/DAMAGE. DAMAGE EXCEEDS COST EFFECTIVE REPLACEMENT. NECESSARY TO REPLACE TRANS ASSY. REFILLED WITH NEW FLUIDAND ADDITIVE. FLUSHED COOLER AND LINES. CHECKEDCALIBRATION. OK. ROAD TESTED FOR PROPER OPERATION. OK - KNOWN CONCERN	olh approved ROAD TESTED FOR CONCERN. VERIFIED CONDITIONS. PERF ORMED NEEDED DIAGNOSTICS. ISS-ENGINE RPM. OSS- 0 RPM'S.INTERNALTRANSCONCERN/DAMAGE. DAMAGE EXCEEDS COST EFFECTIVE REPLACEMENT. NECESSARY TO REPLACE TRANS ASSY. REFILLED WITH NEW FLUIDAND ADDITIVE. FLUSHED COOLER AND LINES. CHECKEDCALIBRATION. OK. ROAD TESTED FOR PROPER OPERATION. OK - KNOWN CONCERN

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1421	Vue	2004	5GZCZ43D44S830403	8/11/2009	K7104	71794	\$4,648	TECH DROVE CAR TO VERIFY TRANS SLIPPING. ALSO TECH NOTED TRANS IS NOISEY. PERFORMED VTI FL TCM UPDATE NO DIFFERENCE IN OPERATION.LINE PRESSURE TEST SHOWS LOW PRESSURE. REMOVED TRANS- OIL IS BLACK. HAS METAL SHAVINGS IN.THIS TELLS OF DRIVE BELT SLIPPING. REPL'DCOVER ASSY,VALVE BODY,PUMP. CHK'D REVERSE CLUTCHS. REPL'D TRANS FILTER. REPL'D COOLE ER LINES. RE-INSTALLED TRANS, REFILLED W/OIL.ALIGNED FRT SUSP- ADJ TOE IN, ADJ RR TOE IN. ADJ CAMBER BOTH SIDES,ROAD TESTED-- OK NOW. THIS RPR COVERED UNDER THE CLASS ACTIONINFO ORIGINAL OWNER UNDER 100,000 MILES. 100% COVERED PARTS & LABOR.	~ALIGN W/ ADJS,TCM UPDATE,COOLER LINES REPLD,CHK ~REV CLUTCHS,REPL PUMP,FILTER, PRES TEST
1422	Vue	2004	5GZCZ33D74S881288	7/27/2009	K7000	72128	\$5,323	VERIFIED NO MOVEMENT. LINE PRESSURE 0 IN DRIVE. METAL CONTAMINATION THROUGHOUT TRANS. NECESSARY TO REPLACE COMPLETE UNIT.FLUSHEDCOOLER AND LINES. REFILLED WITH NEW FLUID/ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK	K7000 approved VERIFIED NO MOVEMENT. LINE PRESSURE 0 IN DRIVE. METAL CONTAMINATION THROUGHOUT TRANS. NECESSARY TO REPLACE COMPLETE UNIT.FLUSHEDCOOLER AND LINES. REFILLED WITH NEW FLUID/ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK - VTI - UNIT REPLACEMENT COSTEFFECTIVE

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1423	Vue	2004	5GZCZ43D64S820357	7/27/2009	K7000	72139	\$4,115	PERFORMED ROAD TEST AND VERIFIED CONCERN. FOUND TRANSMISSION SLIPPING AND BANGING AND IN REVERSE VEHICLE BINDS UP LIKE IT WANTS TOMOVE FORWARD. IDLING IN GEAR TRANSMISSION MAKING HEAVY METAL SOUND, CLACKING AND BANGING. PERFORMED LINE PRESSURE TEST. .2AMP @1300 RPM. PRESSURE READINGS 235PSI(SPEC 652-798) 2ND PRESSURE TEST. 1.0 AMPS @ IDLE, 39PSI(SPEC 152-268) PRESSURE BELOW SPECTRANSSION HAS INTERNAL FAILURE WITH CASE COVER AND VALVE BODY. REMOVED TRANSMISSION FROM VEHICLE AND INSPECTED. ALSO FOUNDTORQUE CONVERTER DAMAGED AND CAUSING METAL TO METAL SOUND. COMPLETE TRANSMISSION NEEDED. INSTALLED NEW TRANSMISSION PERFORMEDALIGNMENT, SET CAMBER ONE SIDE AND ADJUSTED TOE. PERFORMED ROAD TEST, VEHICLE OPERATING AS DESIGNED.	ok as per daniel perkins ~ADD TIME FOR PRESSURE TEST AND ALIGN AND ROAD TES ~TEST
1424	Vue	2004	5GZCZ33D44S818892	9/18/2009	K7104	72165	\$3,429	FOUND LOUD GRINDING NOISE PRESENT FROM TRANS CASE COVER, REMOVED CASE COVER AND FOUND DEBRI. REPLACED CASE COVER, FILTER ANDTORQUECONVERTOR ALIGN AND REPROGRAM TCM TO CORRECT	wrh
1425	Vue	2004	5GZCZ43D14S890171	9/21/2009	K7104	72261	\$3,811	TECH WAS UNABLE TO VERIRFY CAR HARD TO GET MOVING FORWARD. WORKED OK ON COLD AND WARM TEST DRIVE. TE C CHECKED FOR CODES, FOUNDP1758 DRIVE W/O DRIVE. CHECKED AGAIN AFTER HOT SOAK, VERIFIED NO FORWARD MOVEMENT. REPLACED TRANS CASE HALF, FLUID PUMP, FI LTERAND LINES. FLUSHED SYSTEM AND PERFORMED ALIGN MENT, ADJUSTING TOE.	

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1426	Vue	2004	5GZCZ33D84S875421	8/28/2009	K7000	72574	\$4,284	GUEST STATES THERE IS A GRINDING NOISE IN TRANSMISSION. REMOVED AND DISASSEMBLED OF METAL SHAVINGS INSIDE TRANNY AFTER FLUIDPRESSURE TEST. INSTALLED NEW TRANSMISSION. ALSO FLUSHED COOLER AND LINES. TEST DROVE VEH NOISE IS NOW GONE. SENT TO POLLARD FORALIGNMENT. SENT TO POLLARD FORALIGNMENT.	THERE IS A GRINDING NOISE IN TRANSMISSION. REMOVED AND DISASSEMBLED OF METAL SHAVINGS INSIDE TRANNY AFTER FLUIDPRESSURE TEST. INSTALLED NEW TRANSMISSION. ALSO FLUSHED COOLER AND LINES. TEST DROVE VEH NOISE IS NOW GONE. SENT TO POLLARD FORALIGNMENT. ~AUTHORIZATION REQUESTED
1427	Vue	2004	5GZCZ33D64S821955	7/22/2009	K7104	72637	\$3,892	CUST STATES THE SES LIGHT CAME ON & REDUCED POWER LIGHT CAME ON. TECH VERIFIED CONCERN SCANNED SYSTE M FOUND CODES P0741 P0178TECHFOLLOWED DOC ID # 04-07-30-24E REPLACED CASE HALF & TRANSMISSION FIL TER. PERFORMED ALIGNMENT ADJ FRONT & REAR TOE DUE TOSUBFRAMER&R. TEST DROVE SYMPTOM CORRECTED	A-AUTH
1428	Vue	2004	5GZCZ33D84S802307	8/5/2009	K7104	72673	\$3,833	THE TECH INSPECTED TEH VEHICLE AND FOUND SEVERAL C ODES SET IN THE SYSTEM THE TECH PERFORMED A PRESSURE TEST AND FOUND LOWPRESSUREIN THE SYSTEM THE TECH REMOVED AND REPLACED THE END COVER, TORQUE CONVERTER, AND VALVE BODY AN ALIGN	extended vti wro olh for lines and alignment nb ~ST NB
1429	Vue	2004	5GZCZ33D44S879269	7/22/2009	K7104	73130	\$2,523	TECH INSPECTED VEHICLE FOR CONCERN AND FOUND NO MOVEMENT IN DRIVE AND RATTLE NOISE COMING FROM THE TRANSAXLE. FOUNDBULLETINPERTAINING TO REPAIR. REPLACED THE CASE COVER, TORQUE CONVERTER, TRANS FILTER AND COOLER LINES. TEST DROVE TO VERIFYREPAIRS.	Customer to pay a portion for parts, please debit 650.37 ~AUTH TO POLICY AS REPAIR FOLLOWS SATURN CLASS ~ACTION LAW SUIT
1430	Vue	2004	5GZCZ43D84S803771	8/24/2009	K7000	73922	\$4,395	CUST STATES THE TRANS WILL NOT GO INTO REVERSE OR DRIVE AFTER ENGAGED, TECH INSPECTED, FOUND CODE P1758 STORED, DRIVE WITH OUTDRIVE RATIO, FOUND FAILED LINE PRESSURE TEST, TECH REPLACED TRANS ASSEMBLY, AND TRANS COOLER DUE TO CLOGGED TEST DROVE, CHECKS OK	x ~MORE COST EFFECTIVE TO REPLACE ASSEM, THAN TO ~REBUILD. \$3948.56 TO REBUILD \$4329 TO REPLACE

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1431	Vue	2004	5GZCZ33D64S802208	7/16/2009	K7000	73943	\$4,142	REPLACED TRANSMISSION VTI	claim ok. VTI TRANS REPLACEMENT RENTAL VIN IS ABOVE IN THE APPROPRIATE PLACE
1432	Vue	2004	5GZCZ33D94S836725	7/15/2009	K7000	74174	\$4,156	CUST STATES THE VUE WONT GO OVER 25MPH TEST DROVE VERIFIED TRIED TO SERVICE TRANS STILL BAD HAD TO REPLACE VTI TRANSMISSION	approved ~0.3 OLH FOR COOLER LINES ~REPLACED UNDER CLASS ACTION
1433	Vue	2004	5GZCZ43D24S815902	8/8/2009	K7104	74335	\$3,188	TECH STATES FOUND VTI INTERMITTENTLY SLIPPING CAUSING HESITATION AT TAKE OFF. BELT WAS STRETCHED MAKING IT SLIP. PRESSURE WAS 250IDLE AND 760 AT 1300 RPMS. REPLACED END COVER, FLUID AND FILTER.	~FOM APPROVED REPAIR PER BULLETIN
1434	Vue	2004	5GZCZ43DX4S806316	8/26/2009	K7000	74452	\$4,103	TECHNICIAN VERIFIED CONCERN. PERFORMED SCAN TEST LINE PRESSURE COMMAND AT IDLE 145 PSI ACTUAL 60PSI LINE PRESSURE COMMAND REVERSE145PSI. ACTUAL 90PSI PREVIOUS CASE HALF REPLACEMENT. NECESSARY TO REPLACED TRANSMISSION. REPLACED TRANSMISSION AND SET TOE. ADDTIME AS FOLLOWS PRESURE TEST .5 ALIGNMENT SET UP .7 TOE .3 ROAD TEST .2 TRANSMISSION OPERATING PROPERL	ok as per daniel perkins--dsm ~ADD TIME PRESSURE TEST, ALIGNMENT
1435	Vue	2004	5GZCZ33D34S809777	7/29/2009	K7000	74587	\$4,204	VERIFIED CUST COMPL OF VEHICLE HAS NO FORWARD MOVEMENT PREFORMED FLUSH STILL NO CHANGE / TEST TRANS PRESSURE .2 782/.3 753/.4642/.5 548/.6 467 .7 387/.8 293/.9 198/1 153 PSI REPLACE TRANS AND RESET ALIGNMENT VERIFIED REPAIRS	claim approved ~OLH DUE TO PRESSURE TEST AND REALIGNMENT OF ~VEHICLE / AUTH REPAIRS WITH FIELD REP
1436	Vue	2004	5GZCZ33D44S881281	9/25/2009	K7104	74686	\$3,190	C/S CHECK ENGINE LIGHT IS ON. FOUND CODE P0742, TO RQUE CONVERTER CLUTCH STUCK ON, NO MOVEMENT IN DRI VE. FOUND INTERNALDRIVEBELTMALFUNCTION. PERFORM ED LINE PRESSURE TEST. PER DOCUMENT# 1837052, REPL ACED CASE COVER AND TORQUE CONVERTER.	AUTHORIZATION A AUTHORIZATION A

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1437	Vue	2004	5GZCZ33D14S818719	8/15/2009	K7104	74734	\$2,134	C/S NO FORWARD OR REVERSE MOVEMENT.VEH.TOWED IN. TECH VERIFIED.DRAINED VEH.TRANS AND FOUND INTERNAL BELT PIECES IN PAN,INTERNALBELT HAD BROKEN.REMOVE D VTI TRANS FROM VEHICLE.REPLACED END COVER,CONVERTER,VALVE BODY,PUMP AND FILTER.COMPONENTS REPL DUE TOBELT DAMAGE AND FLUID CONTAMINATION. OLH TIME TO CLEAN BELT PIECES FROM CASES AND COVERS AND REMOVED CLUTCH PACKS TO REMOVED DEBRISFROM BETWEEN CLUTCHES. REINSTALLED TRANS .FLUSHED AND FILLED. PERFORMED ALIGN AND ADJUSTED FRONT TOE.TESTDROVE TO VERIFY REPAIRS.OLH FOR CLEANING DEBRIS AND ALIGNMENT. OTHER COMPONENTS,TORQUE CONVERTER,PUMP REPL DUE TO OVERHEATING AND CONTAMINATED FROM BELTCOMING APART.	~AUTH POLICY FOR COVER PART ONLY.NOT COVERED UNDER ~SSP. JERRY,ALL LAB.ON SSP.DIFF IS TAX & WP
1438	Vue	2004	5GZCZ33D14S800768	7/24/2009	K7000	74779	\$3,706	CONVERTED	W#000H#000FN000MN000LN000NB019EB000M P000SATURN TRANSMISSION
1439	Vue	2004	5GZCZ33D04S878992	7/14/2009	K7104	74783	\$3,201	VERIFIED CONCERN AND HEARD WHINE NOISE FROM TRANS. REMOVED TRANS END COVER AND INSPECTED AND FOUND BURNT AND CONTAMINATED. REPLACEDTRANS END COVER ASM, FILTER, FLUSHED COOLER, PERFORMED ALIGNMENT AND UPDATED CALIBRATIONS TO CORRECT. TORQUED FRONT WHEELS TO 100FT. PDS.	~FOM APPROVED SPECIAL POLICY REPAIR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1440	Vue	2004	5GZCZ33D14S823354	7/27/2009	K7104	75228	\$3,684	VEH WILL NOT ACCELERATE. TEST DROVE DUPLICATED CONCERN, IT WILL COMPLETELY SLIP OUT OF GEAR WHILE DRIVING OR IDLING, FOUND P0894 INTCM, FOLLOWED FLOW CHARTS, PERFORMED LINE PRESSURE TEST, WILL NOT GO OVER 80PSI AT 1 OHM. REPLACED CASE COVER TORQUE CONVERTER,CLEANED ENTIRE TRANSMISION REPLACED VALVE BODY REPROGRAMMED TCM. TEST DROVE 15 MILES CHECKED FOR CODES AND LEAKS, NONE FOUND SENT TOALIGNMENT	~REPAIRS APPROVED
1441	Vue	2004	5GZCZ33D14S836461	7/22/2009	K7000	75271	\$5,121	VERIFIED CONCERN INSPECTED TO FIND TRANS GRINDING- NECESSARY TO REPLACE TRANSAXLE ASSEMBLY and metal shavings throughout replacedtrans assy ok	k7000 approved VERIFIED CONCERN INSPECTED TO FIND TRANS GRINDING- NECESSARY TO REPLACE TRANSAXLE ASSEMBLY and metal shavings throughout replacedtrans assy ok
1442	Vue	2004	5GZCZ33D24S807275	9/11/2009	K7104	75582	\$6,136	CHECK AND VERIFY CONCERN-TRUCK IS VERY LOUD AND BA RLEY MOVES-DRAIN TRANNY FLUID,ADD ADDITIVE AND REPROGRAMTCM- NOCHANGE.REMOVETRANSMISSION AND DISASSEMBLE UNIT-REMOVE AND REPLACE CASE COVER,TORQUE C ONVETER,VALVE BODY,FILTER ANDOUTPUTDRIVEGEAR.AL IGNTRUCK AND ROADTEST,ALL OK,DONE.	Rebuilt noisy tranny unit as per extended coverage policy Rebuilt noisy tranny unit as per extended coverage policy
1443	Vue	2004	5GZCZ33DX4S881723	8/12/2009	K7104	75668	\$3,817	CUSTOMER STATES WHEN ACCELERATING CAR WILL NOT GO- -TECH PERFORMED BULLETIN #04-07-30-032A DOC#748601 PRESSURE CHECKS 1 AMP 205PSI.2 AMPS 246PSI NO MOVEMENT-- REPLACED COVER ASSEMBLY TO CORRECT ALSO PERFORMED BULLETIN#04-07-30-032A REPLACED TORQUE CONVERTER 2DAYS RENTAL PER BILL DULA VIN#	~8F221996 08 MALIBU HAD TO ORDER PARTS-- UNDER ~CLASS ACTION SETTLEMENT--PRESSURE CHECKS & LINES



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1444	Vue	2004	5GZCZ33D34S830550	7/23/2009	K7104	75673	\$2,808	CUSTOMER STATES THE TRANSMISSION IS MAKING NOISE AND FEELS LIKE IT IS SLIPPING... THE SES LIGHT IS ON. TECHTESTEDOPERATIONANDVERIFIED THE COMPLAINT... THE TRANSMISSION IS MAKING NOISE AND IS NOT OPERATING PROPERLY. CHECKED THEVEHICLESCOMPUTER FORCODES. CODES P0842 AND P1888 ARE STORED. TECH PERFORMED TRANSMISSION PRESSURE TEST... THE PRESSURES AREINCORRECT.REMOVEDTHETRANSMISSION AND FOUND AN INTERNAL LEAK. TECH REPLACED THE TRANSMISSION CASE COVER, VALVE BODY, TORQUECONVERTERANDTRANSMISSIONFILTER. CLEARED CODES FROM VEHICLES COMPUTER. TESTED OPERATION AFTER REPAIRS... OK NOW.	Cust participation Corrected CUSTOMER STATES THE TRANSMISSION IS MAKING NOISE AND FEELS LIKE IT IS SLIPPING... THE SES LIGHT IS ON. TECH TESTED OPERATIONANDVERIFIED THE COMPLAINT... THE TRANSMISSION IS MAKING NOISE AND IS NOT OPERATING PROPERLY. CHECKED THE VEHICLES COMPUTER FORCODES. CODES P0842 AND P1888 ARE STORED. TECH PERFORMED TRANSMISSION PRESSURE TEST... THE PRESSURES ARE INCORRECT. REMOVEDTHETRANSMISSION AND FOUND AN INTERNAL LEAK. TECH REPLACED THE TRANSMISSION CASE COVER, VALVE BODY, TORQUE CONVERTER ANDTRANSMISSIONFILTER. CLEARED CODES FROM VEHICLES COMPUTER. TESTED OPERATION AFTER REPAIRS... OK NOW.
1445	Vue	2004	5GZCZ33D34S807978	7/17/2009	K7000	76046	\$2,868	C-HESITATION WHEN DRIVING C-FOUND DELAY INTO DRIVE, INTERNAL FLUID LEAK C-REPLACED TRANSMISSION, FLUID, ADDITIVE, FLUSHEDCOOLERLINES. TCM UPDATE, OK; ALIGNED	dvm approve claim..djm....8-24-09.. customer participation dvm approve claim..djm.....8-10-09.. ~75/25 SPLIT
1446	Vue	2004	5GZCZ33D44S807861	7/15/2009	K7104	76078	\$3,697	CUST STATES OF LOUD NOISE COMING FROM TRANS. FOUND LOUD NOISE COMING FROM TRANS. TECH PERFORMED LINE PRESSURE TEST. TECH REPLACEDCASE COVER, VALVE BO DY, FILTER, SPEED SENSORS, REPROGRAMED TCM, PERFOR MEDED ALIGNMENT, SET FRONT TOW, TEST DROVE. VECH NOWOPERATING AS DESIGNED. COMPLETED	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN,AUTH ~VTI TRANS REPAIR

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1447	Vue	2004	5GZCZ33D64S828520	8/13/2009	K7000	76472	\$3,949	FOUND TRANS BINDING IN REVERSE AND NOISE IN DRIVE. CHECKED CODES, PERFORMED PRESSURE TEST - LOW .2 @ 1300 FOUND 550 PSI. CODEP0472IN TCM. NECESSARY TO REMOVE TRANS AND DISASSEMBLE TO INSPECT INTERNAL COMPONENTS - FOUND INTERNAL DAMAGE TO CASE OF TRANSANDCLUTCH GASKETS - NECESSARY TO REPLACE TRANSMISSION, FILLED TO SPECS. TEST DROVE.	approved vti trans policy ~VTI trans....5 TO PERFORM LINE PRESSURE AS PER SI. ~.5 TO PERFORM LINE PRESSURE AS PER SI
1448	Vue	2004	5GZCZ43D64S805180	7/24/2009	K7104	76553	\$3,579	C/S SES LIGHT ON.TECH PULLED CODE P0842.USING SCAN TOOL FOUND ACTUAL LINE PRESSURE AT 3 PSI SHOULD BE 7 PSI. CHECKEDVOLTAGE,OK.CONNECTED TEST LIGHT BET WEEN CIRCUITS 596,657,AT TRANS FOUND LINE PRESSURE AT 674 PSI.DETERMINED VALVE BODY WITHINTERNAL SHORT. ALSO PULLED CODE P1758.PERFORMED BULLETIN 04-07-30-024E.PERFORMED LINE PRESSURE CK 1.0 AMP ACTUAL 350 PSI, .2ACTUAL 780 PSI. DISASSEMBLED VTI TRANS AND REPL ENDCOVER, INTERNAL FILTER, VALVE BODY DUE TO INTERNAL SHORT CAUSING INCORRECT LINEPRESSURE READINGS.REPL LEFT AXLE SEAL DUE TO LEAKING AND TORQUE CONVERTER SEAL LEAKING.REASSEMB LED AND RECALIBRATED TCM. PERFORMEDALIGN AND ADJU STED FRONT TOE. TESTDROVE TO VERIFY REPAIRS.	~AUTH POLICY.JUST OUT OF SPECIAL POLICY BY 1500 ~MILES.OLH FOR DIAG,FILTER, & WIRE TESTING
1449	Vue	2004	5GZCZ33D84S808124	8/14/2009	K7000	76712	\$4,042	CMLPNT: CUSTOMER STATES THE VEHICLE WILL NOT MOVE WHEN PUT INTO GEAR CAUSE: DRIVE BELT DAMAGE RESULTING IN DEBRIS THROUGHOUTVTIUNITREPLACED VTI UNIT AND PERFORMED FRONT TOE ADJUSTMENT TO COMPLETE REPAIR	ok submitting for vti coverage submitting for vti replacement ~ADD TIME FOR FRONT TOE ADJUSTMENT, LINES AND ~FLUSH
1450	Vue	2004	5GZCZ33D84S820905	7/31/2009	K7000	77212	\$4,081	REPLACED TRANSMISSION ASSEMBLY FOUND TRANSAXLE BELT FAILURE, FLUID BLACK, METAL IN FLUID - FLUSHED TRANSAXLE COOLER LINES, REPLACEDTRANSMISSION ASSEMBLY	approved jim cocking 8/14/09 ~FOUND FLUID BLACK AND METAL IN TRANS

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1451	Vue	2004	5GZCZ33D04S895260	9/11/2009	K7000	77568	\$3,375	REIMBURSEMENT FOR TRANS REPLACEMENT FROM INDEPENDENT SHOP. REIMBURSE PER WYATT DENKHE.	trans reimbursement ok per CAC ~REIMBURSE FOR CUST REPAIR PER WYATT DENKHE
1452	Vue	2004	5GZCZ43D54S887614	8/3/2009	K7000	78013	\$3,958	VERIFIED CUSTOMER CONCERN FOUND DTC P1758 PRESENT VEHICLE WILL NOT MOVE IN DRIVE OR REVERSE,PRESSURE TEST REVEALED LOW PRESSURE.PERROD REPLACED TRANSMISSION THAT WAS PREVIOUSLY INSTALLED ON 5-1-08. BULLETIN WANTED CASE HALF AND CONVERTOR REPLACED BUTREPLACEMENT WAS A BETTER DECISION SINCE THE TRASS WAS REPLACED. FILLED WITH FLUID AND TEST DROVE ALL OK	rk hello rod this is the vue that we spoke about and you told me to b claim and send to you if it rejected,thanks john ~AS PER ROD K
1453	Vue	2004	5GZCZ43D54S887614	8/7/2009	K7000	78055	\$3,938	VERIFIED CUSTOMER CONCERN FOUND NO DTC'S PRESENT,TRANS IS VERY LOUD IN PARK,DRIVE AND REVERSE,FLUID LEVEL ISCORRECT,NOLEAKS,CHECKED CALIBRATION,SPOKE W/TAC CASE #10979017 AND WAS RECOMMENDED TO DO PRESSURE TEST TO SEE IF VALVE BODY WOULDNEEDREPLACEMENTIN ADDITION TO CASE HALF,OTHER OPTION WAS TO REPLACE TRANS ASSY,WAS RECOMMENDED REPLACE ASSY,REPLACED ASSYFILLEDW/FLUID,TEST DROVE,ALL OK	rk hello rod this is the vue which had the trans noise after replacing trans assy thanks john
1454	Vue	2004	5GZCZ33D04S817173	9/2/2009	K7000	78311	\$4,249	CUST STATES THE CAR WILL NOT ACCELERATE VERY WELL. DIAGNOSED AND FOUND THE TRANSMISSION INTERNALLY FAILED. REPLACED TRANSMISSION.	approved ~REPLACED UNDER CLASS ACTION SUIT
1455	Vue	2004	5GZCZ43D54S883059	9/23/2009	K7104	78318	\$3,804	CUST STATES SES LIGHT IS ON. FOUND CODE P0741 PRESENT. PER BULLETIN #04-07-30-024E, PERFORMED TRANS FLUID PRESSURE TEST. ALLPRESSURES LOW 100PSI AT IDLE 350PSI AT 1500RPM. TECH REMOVED TRANS & REPLACED CASE COVER, VALVE BODY, SPEED SENSORS, FILTER,FLUSHED TRANS LINES, REPROGRAMED TCM & RESET ALIGNMENT FRONT & REAR TOE. TEST DROVE 5 MILES. NOW WORKING AS DESIGNED. COMPLETED.	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN-AUTH ~VTI REPAIR & OLH FOR RELATED REPAIRS/ALIGNMENT

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1456	Vue	2004	5GZCZ33D74S810401	7/27/2009	K7000	78325	\$3,068	C/S VEHICLE WILL NOT MOVE TECH FOUND NO FORWARD MO VEMENT IN DRIVE WENT FORWARD IN REVERSE NO REBERSE AT ALL FOUND FLUID BURNTANDBLACK CHUNKS IN IT R EPLACED THE TRANS FLUSHED LINES ALIGNED FRONT END OWNER PAID TOW REIMBURSED 75% OWNER PAID 1035.30	VTi special policy, customer paid 25% fom authd repair...vti trans class act settlement claim...secondowner...michelle therese jansen....total for claim \$4265.25owner paid \$1135.30.....saturn portion \$3129.95 ~OVER 75K ON VEHICLE SECOND OWNER 25/75 SPLIT ~OWNRE PAID 1035.30
1457	Vue	2004	5GZCZ33D14S829817	9/14/2009	K7000	78345	\$2,954	TECH CONFIRMED CONCERN AND FOUND VEHICLE WOULD NOT MOVE. FOUND LOUD CLATTER NOISE FROM TRANNY. CHECK ED AND FOUND 0 PSI @.1AMPS.REMOVED TOP COVER AN D FOUND LOOSE METAL DEBRIS. REPLACED TRANSMISSION ASSEMBLY, TRANSMISSION LINE FLUSH, AND TCMCALIBRATION.RETESTED OK.	Per prior discussion with Paul Ferrini, this is an ajdustment, this amount should charge GM approx \$60 less than original paidclaim. adjust cust participation amount to 984.58 Customer participation amount is incorrect. The customer participation amount on the claim is \$943 not \$984.58 as calculated. REPLACED TRANS W/ CUST CONTRIB OF 984.58 25% OF ~REPAIR Customer participation was not deducted from line total. ~REPLACED TRANS W/ CUST CONTRIB OF 984.58 25% OF ~REPAIR
1458	Vue	2004	5GZCZ43DX4S803934	7/28/2009	K7104	78364	\$4,976	NO REVERSE,CONDITION CAUSED BY INTERNAL FAILURE IN THE TRANS,REPLACE THE UNIT AND ROAD TEST	OK TO PROCESS Goodwill repair - VTI transmission replacement - ok'd by carl cook gmdm
1459	Vue	2004	5GZCZ33D14S834029	8/4/2009	K7000	78398	\$2,769	CUSTOMER STATES VEH WAS JERKING AND SES LIGHT IS C OMING ON. TRANS IS JERKING/SES LIGHT IS ON. CODE 1 758 SETTING. EST TOREPLACECASE HAVE, TQ, GEARS, VALVE BODY IS GREATER THAN REPLACING TRANS REPLACED TRANS AND TEST DROVE VP 66%-\$2768.83/CP 34%\$1103.00	ok ~VP 66%-\$2768.83/CP 34% \$1103.00 you must show the \$1103 customer participation in the line designed for it. This will reduce claim total so that dealer is onlypaid amount owed. ~VP 66%-\$2768.83/CP 34% \$1103.00
1460	Vue	2004	5GZCZ33D14S807901	9/28/2009	K7000	78912	\$2,801	92 CUSTOMER STATES THAT THE SES LIGHT AND REDUCED POWER LAMP IS COMING ON. CODE P1882 IN TCM AND EXCESSIVE NOISE FROM THETRANS.LINE PRES NORMAL. REPLACED TRANS DUE TO INTERMITTENT NO MOVEMENT AND EXCESSIVE NOISE. ADDED FLUID AND PERFORMED TCMCALIBRATION.ALLIGNED, NOW OK.	approved. guest paid \$997.43 plus tax Please show the customer pay portion. thx. ~PER VTI SETTLEMENT GUEST PAY 25% USED OWNER ~LESS THAN 100K

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1461	Vue	2004	5GZCZ33D64S884005	9/14/2009	K7000	79179	\$4,019	TECHNICIAN CONFIRMED CONCERN. TECH ROADTESTED VEHICLE TO VERIFY CONCERN. LOUD GRINDING NOISE FROM CVT TRANSMISSION. DURING ROADTESTVEHICLE LOST REVERSE. TECH FOUND VEHICLE MOVING FORWARD WHEN IN NEUTRAL. TECH THEN PERFORMED TRANSMISSION FLUID PRESSURE LINE TEST.LINE TEST AT 1.0 AMP AT AT IDLE SPEC 152-268. ACTUAL LINE PRESSURE 45 PSI. LINE PRESSURE AT .2 AMP AT 1300 RPM SPEC 652-798 PSI.ACTUAL LINE PRESSURE 385 PSI. FOUND INTERNAL COMPONENT FAILURE AND NECESSARY TO REPLACE TRANSMISSION AND NECESSARY PARTS TOCOMPLETE JOB. TECH PERFORMED FRONT END ALIGNMENT (SET CAMBER AND ADJUST TOE). TECH THEN ROADTESTED TO ENSURE PROPER OPERATION.OPERATION AS DESIGNED.	ok as per daniel perkins ~ADD TIME: PRESSURE TEST,E2020 CAMBER/TOE ROADTEST
1462	Vue	2004	5GZCZ33D54S811983	9/9/2009	K7000	79289	\$4,238	404 CUST STATES TRANS SLIPS ON ACCEL,TECH VERIFIED CONCERN.INSP AND FOUND LOW LINE PRESSURE.FOUND TS B 05-07-30-003,STATES TOREPLACE CASE COVER,VALVE BODY AND COOLER LINES.TRANS IS ALSO MAKING NOISE A LSO NEED FILTER KIT.MOST COST EFFECTIVE REPAIR IS TOREPLACE TRANS.TECH REPLACED TRANS,COOLER LINES, AND FLUSHED COOLER.PERFORMED ALIGNMENT.ADJUSTED FR ONT CAMBER AND TOE,TEST DROVEAND VERIFIED REPAIR.	approved. ~OLH FOR PRESSURE TEST AND ALIGN.ERAC,VIN #1G1AL58 ~F887327030,TWO DAYS. 08 COBALT
1463	Vue	2004	5GZCZ33D14S822088	7/17/2009	K7000	79507	\$3,946	TRANSMISSION SLIPS AND CHATTERING. PER SPECIAL POL ICY REPLACED THE VTI TRANS UNIT AND ADDED FLUID AN D PROGRAMMED HE TCM. ROADTESTED AND RECHECKED OK.	ok ~ORIGINAL CUSTOMER UNDER 100,000 MILES

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1464	Vue	2004	5GZCZ43D14S833887	7/22/2009	K7104	79625	\$3,039	CUST STATES THERE IS A LOUD WHINE NOISE WHEN DRIVING,TECH VERIFIED THE CUST CONCERN NO CODES STORED.TECH FOUND NO MOVEMENT ATTIMEIN DRIVE AND REVERSE TRANS SLIPS ON HILLS AND NOISE COMING FROM THE PUMP.PERFORMED LINE PRESSURE AT 1.0 AMPS READ- ING IS AT210PSI& AT .2AMPS READING AT 480PSI REFERED TO DOC ID#1837052,1614535,1586361 REMOVED TRANS AND DIASSEMBLED TRANS FOUND METALSHAVINGSIN FLUID AND PARTS OF BELT MISSING.TECH REPLACED THE TRANS PUMP DUE TO BEING FLUID STARVED FROM FILTER CLOGGED,CASECOVERHALF,VALVE BODY,SPEED SENSORS,GASKETS,TRANS AXEL SEAL AND TORQUE CONVERTER SEALS TORQUE CONVERTER.REINSTALLED TRANSFORMEDALIGNMENT WITH ADJUSTING FRONT TOE TEST DROVE TO VERIFY REPAIRS	subtracted cust pay amount. smetheny 8/10/09 ~25-75% SPLIT FOR VTI SPECAIL POLICY
1465	Vue	2004	5GZCZ33D54S835037	7/13/2009	K7000	79691	\$4,276	C/S VEHICLE HARD TO ACCELERATE. INSPECTED VEHICLE AND FOUND TRANSMISSION INTERNALLY BINDING. FAILED PRESSURE TESTED REPLACED ANDFLUSHED COOLER LINES. ADJUSTED FRONT TOE. ROADTESTED. ALL OK	approved k7000 days & distance ~VTI TRANS REPLACE
1466	Vue	2004	5GZCZ33D94S835266	9/17/2009	K7000	80022	\$4,410	TECH VERIFIED TRANS BINDING IN REVERSE, FLUID IS VERY CONTAMINATED WITH METAL, INTERNAL COMPONENT BROKE INTRANSMISSION.REPLACEDTRANSMISSION AND PROGRAMMED MODULE, PERFORM ALIGNMENT AND TEST DROVE	bv SERVICE AGENT NOT ALLOWED TO SUBMIT K7000. VTI CLAIM- 7 DAY RENTAL WHILE DOING TRANS REPLACE. APPROVED BY CHAD ~2.30 OLH FOR ALIGNMENT, DIAG AND TORCHING BOLT

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1467	Vue	2004	5GZCZ33D54S880754	9/16/2009	K7000	80581	\$3,978	CUSTOMER STATES HER CAR IS VERY NOISY-- TECH PER- FORMED BULLETIN #05-07-30-003 PRESSURE CHECKS 1. AMPS 124 PSI AND .2 AMPS 140 PSI AND NO MOVEMENT-- TECH REPLACED TRANSAXLE TO CORRECT PROBLEMS IT APPEARS THE VTI BELT SEPARATED INTERNALLY CAUS- ING PROBLEMS--2DAYS RENTAL VIN#97181858 09 COBALT	dvm approved ~2 DAYS RENTAL PER BILL TIME TO FLUSH COOLER AND ~PROGRAM TCM
1468	Vue	2004	5GZCZ33D14S801449	8/4/2009	K7000	81092	\$3,041	VERIFIED CONCERN NO FOWARD OR REVERSE GEAR PUSH VECH IN SHOP REMOVE TRANS AND DISASSEMBLE FOUND BR OKEN CHAIN AND CASE DAMAGEDNESSTO REPLACE COMPLE TE UNIT AND ALIGN FRONT END ROAD TEST OK	approved Repaired under VTI Guidelines with 25% customer participation
1469	Vue	2004	5GZCZ33D24S811312	8/3/2009	K7104	81156	\$3,165	REPLACED CASE COVER ASSY INSPECT LINES AND TORQUE CONVERTOR, PERFORMED ALIGNMENT AND SET TOE	wp per fom-mw
1470	Vue	2004	5GZCZ33DX4S809923	7/30/2009	K7104	81484	\$4,024	OWNER STATES ENGINE RPMS SHOOT UP BUT VEHICLE STOPPED MOVING. OWNER TOWED IN. TECH DISASSEMBLED AND FOUND BELT BROKEN & METALSPREADTHROUGH TRANS REPLACED CAS COVER, VALVE BODY, TORQUE CONVERTER, INTERNAL FILTER AND RIGHT CASE SEAL. CLEANED CASE AND FLUSHED COOLER LINES. TESTED GOOD AFTER REPAIR	wp out of 5/75, under 100,000 miles ~REPAIRED UNDER WP FOR OWNER CONCERN AND ~CUSTOMER ENTHUSIAM OVER 5/75 VTI WARRANTY
1471	Vue	2004	5GZCZ43D34S831204	9/14/2009	K7000	81682	\$3,980	VTI TRANSMISSION WOULD NOT PULL. INTERNAL TRANS FAILURE, METAL IN FLUID. REPLACED VTI TRANS UNIT. SUBLET TO QUANTRELL FOR REALIGNMENT (CTS TOWING \$54.25)	Reviewed and approved by DVM, Charles Marshall. ~VTI REPLACED ONCE BEFORE 9/30/08 @63467MI. ~STILL ORIGINAL OWNER <100K MILES
1472	Vue	2004	5GZCZ33D24S895339	7/13/2009	K7104	81876	\$3,947	TECH VERIFIED CUSTOMER CONCERN OF TRANS WILL NOT ENGAGE, TECH PERFORMED LINE PRESSURE TEST - FOUND PRESSURE LOW, REMOVED TRANS AND FOUND EXCESSIVE METAL SHAVINGS, TECH REPLACED CASE COVER, FILTER, VALVE BODY, CLEANED CASE, FLUSHED COOLER LINES. SEE BOTTOM LINE FOR ADDITIONAL REPAIR.	~FOM VERIFY AND AUTH REPAIRS

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1473	Vue	2004	5GZCZ33D04S833051	7/15/2009	K7000	81889	\$2,885	GOODWILL 75% REIMBURSEMENT FOR VTI TRANSAXLE REPLACEMENT UNDER 100K MILES 2ND OWNER	Approved SG ~SPECIAL POLICY FOR VTI TRANS-REIMBURSEMENT FOR ~75% COVERAGE
1474	Vue	2004	5GZCZ33DX4S807007	8/7/2009	K7000	82172	\$4,098	C/S SES ON AND TRANS NOT SHIFTING, PRESSURE TESTED TRANS AND FOUND LOW PRESSURE. 100 PSI AT .001 AMPS. REMOVED TRANS ANDINSPECTED.TRANS COMING APART INTERNALLY, REPLACED TRANS	Claim approved. SES ON AND TRANS NOT SHIFTING, PRESSURE TESTED TRANS AND FOUND LOW PRESSURE. 100 PSI AT .001 AMPS. REMOVED TRANS ANDINSPECTED.TRANS COMING APART INTERNALLY,
1475	Vue	2004	5GZCZ33D84S825800	8/6/2009	K7104	82204	\$2,135	CUST STATES SES LIGHT IS ON, TECH VERIFIED CODE P18 82, CHECKED LINE PRESSURE AND WAS OK, R&R TRANNY, REPLACED TORQUE CONVERTANDCASECOVER AND FILTER FOR P1882, TOPED OFF FLUID AND ROAD TESTED, FOUND STEERING WHEEL CROOKED, CHECKED ALIGNEMNT AND SET FORNTOEANDROAD TESTED, IS OPERATING AS DESIGNE	added for customer participation VTI transmission concern: falls within the guidelines for assitance: 25% customer partiapiation
1476	Vue	2004	5GZCZ43D74S822490	7/16/2009	K7000	82550	\$4,027	P1882 TRANS RATIO ERROR-VTI BELT SLIPPING/NOISY-FL UID BURNED. PRESS. TEST-OK-REPLACED VTI TRANS AND REPROGRAMMED.FLUSHEDCOOLER-OK'D BY P. FERRINNI.	Authorization to replace transmission assembly. as discussed-nec. to replace vti transmission. ok'd by P. Ferrini
1477	Vue	2004	5GZCZ43D74S834672	8/6/2009	K7104	82572	\$2,450	CUST STATES CHECK TRANSMISSION OPERATION,FEELS LIKE THEY ARE GETTING A BUMP FROM REAR OF CAR AND HESISATIONACCELERATING.TECHVERIFIED THE NOISE COIMNG FROM THE TRANSMISSION PUMP FELT HESISATION ON ACCELERATION.TECH REPLACED THE TRANSAXLEPUMP, SIDE COVERASSY AND REALIGNED FT SUSPENSION TO FIX	customer participation added ~OTHER HRS TO REPLACE THE TRANSMISSION PUMP AND ~ALIGN FT SUSPENSION THEN ROAD TEST CAR
1478	Vue	2004	5GZCZ43D34S801765	7/27/2009	K7104	82593	\$2,957	CUST STATES WHEN TRYING TO START FROM A STOP THE V EHICLE SEEMS LIKE IT IS IN SECOND GEAR, TECH VERFI ED ON TEST DRIVE, FOUNDAGRINDING NOISE, DID A LI NE PRESURE TEST AND VERFIED FAULT TO CASE COVER AS SEMBLY, TORQUE CONVERTER AND VALVE BODY, INSTALLEDALLPARTS AND TEST DROVE, IS OPERATING AS DESIG	VTI transmission concern. auth with 2nd owner: 25% participation. partial in labor:partial in parts.



	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1479	Vue	2004	5GZCZ43D74S805513	7/16/2009	K7104	82755	\$3,795	CUSTOMER STATES VEHICLE HESITATES AROUND 25-40MPH. TECH CONFIRMED HESITATION AND NOISE WHILE DRIVING. FOUND HESITATION ANDNOISEFROM THE VARIABLE BELT IN THE TRANSMISSION. REPLACED THE TRANSMISSION CAS E HALF AND COMPONENTS. TEST DRIVE. ALL WORKING OKA YATTHIS TIME.	Transmission falls within parameter for class action law suit
1480	Vue	2004	5GZCZ43D94S807246	8/19/2009	K7000	83866	\$1,058	CUSTOMER STATES WHEN TURNING SHE HEARS A GRINDING NOISE. MORE PRONOUNCED WHEN MAKING A LEFT TURN. FOUND VTI FLUID BURNT ANDMETALSHAVINGS INTERNAL GRIND NOISE. REMOVED TORE DOWN INSPECTED. REPLACED TRANSMISSION ASSEMBLY AND FLUSHED.	ok CUSTOMER STATES WHEN TURNING SHE HEARS A GRINDING NOISE. MORE PRONOUNCED WHEN MAKING A LEFT TURN. FOUND VTI FLUID BURNT ANDMETALSHAVINGS INTERNAL GRIND NOISE. REMOVED TORE DOWN INSPECTED. REPLACED TRANSMISSION ASSEMBLY AND FLUSHED. ONE TIME GOODWILL PERFORM WITH CUST PARTICIPATION AMOUNT OF \$2259.99 OF PARTS ONLY.
1481	Vue	2004	5GZCZ43D34S829159	9/18/2009	K7104	84141	\$2,405	TECHNICIAN VERIFIED THE TRANS WOULD NOT ENGAGE. DTC #P0218 (TRANS FLUID TEMPERATURE OVERHEATED) WAS STORED.DISASSEMBLED AND FOUNDTHE TORQUE CON- VERTER WAS DISCOLORED.REPLACED THE CASE COVER, TORQUE CONVERTER.	~OK TO GOODWILL @ 75% COVERAGE,PER CLASS ACTION ~GUIDELINES.ADD TIMES NECESSARY TO EFFECT REPAIR
1482	Vue	2004	5GZCZ33D74S817865	7/22/2009	K7000	84210	\$4,992	RE-IMBURSE CUSTOMER FOR REPAIRS COVERED BY WARRANT Y COVERAGE PER PREVIOUS RO 90175 ON08/20/08 AT 780 75 MILES	Claim is being approved based on the information provided and with good faith. The claim is subject to review ~9 AUTH FOR RE-IMBURSEMENT FOR TRANS REPLACEMENT

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1483	Vue	2004	5GZCZ43D84S818738	8/3/2009	K7104	84379	\$6,242	CHECK AND VERIFY CONCERN-TRANNY IS VERY NOISEY AND BARLEY MOVE-DRAIN FLUID,ADD ADDITIVE AND REPROGRA M TCM ANDCHECK- NOCHANGE-CODESP1758 AMD P1882 AR E STORED AND PRESENT-REMOVE TRANNY AND DISASSEMBLE UNIT-BELT FRAYED-REMOVE AND REPLACETORQUECONVER TER,VALVEBODY,SIDE COVER AND TRANNY LINES-FILL FLUIDS,ADJUST FRONT END AND DRIVE TRUCK,ALL OK,DON E.	Rebuilt noisy & inoperative tranny unit as per extended coverage policy
1484	Vue	2004	5GZCZ43D94S806159	9/8/2009	K7104	84394	\$2,877	CUSTOMER STATES TRANSMISSION WILLNOT GO IN REVERS TECH PERFORMED PRES CHECKS AND VERIFIED NO REVERS TECH REMOVED VALVE BODYCHECKEDALL VALVES FOUND CASE HALF CLUTCHES STUCK. TECH REPLACED CASE HALF VALVE BODY AND FILTER AND FLUSHED LINES AND CONVERTER.REASSEMBLED AND VERIFIED REPAIR.	customer participation 25% towards vti transmission repair ~SPLIT PORTION OF REPAIR CUST PAID 25% TOWARDS VTI ~TRANS REPLACEMENT PER BULLETIN G0000020717
1485	Vue	2004	5GZCZ43D84S831697	7/13/2009	K7104	84721	\$2,938	CUSTOMER STATES THE CAR IS MAKING A GROWLING NOISE WHEN LETTING OFF GAS TECH ROAD TETSED THE CAR AND VERIFIED TH ENOIS EFOUNDcoming FROM THE TRANS-TEC H PERFORMED LINE PRESSURE TEST 480 AT 1.5PSI- REMOVED TRANS FOUND FLUID BURNT TECH REPLACED THE CASECOVER,FILTER,FLUID AND REASSEMBLED AND REPLA CED AND ROAD TESTED THE CAR ALL OK	~CUSTOMER HAD CONCERNS
1486	Vue	2004	5GZCZ33D04S825807	9/2/2009	K7000	84882	\$3,836	ROAD TEST VEHICLE WILL NOT ACCELERATE PAS 30 MPH P ERFORMED PRESSURE TEST PRESSURE AT 185 PSI WITH 1 AMP COMMAND PRESSURE 330 PSIWITH 0.2 AMP COMMAND PRESSURE BELOW SPECS REPLACED TRANSAXLE ASSM FLUSH ED AND REPLACED COOLER LINES ADJUSTED FRONT TOE AN D ROADTEST TO VERIFY REPAIR	trans repair ~NEEDS APPROVAL

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1487	Vue	2004	5GZCZ33D04S825807	9/8/2009	K7000	84940	\$3,978	VEH HAS FLUID LEAK AND NOISE AS CAR IS DRIVING.INS PECTED VEH FOR BARELY MOVING.FOUND TRANS COOLER LI NE RUBBER HOSE TOHAVERUPTURED CAUSING ALL FLUIDS TO LEAK OUT OF TRANS.NEC TO REPLACE OVERHEATED TR ANS,COOLER LINES AND PERFORM ALIGNMENT	all fluids leaked out of trans ~NEEDS APPROVAL
1488	Vue	2004	5GZCZ43D54S887791	9/5/2009	K7000	85203	\$4,698	TECH VERIFIED CUSTOMER CONCERN AND FOUND CODES P0702, P0742 AND P1882 STORED IN SYSTEM CAUSED BY CASE COVER BELT BREAKING AS WELLASTHE TORQUE CONVERTER OVERHEATING. TECH REPLACED TRANSMISSION AND PERFORMED WHEEL ALIGNMENT AS PER SATURN SPEC. ALL OPS NORMALATTHIS TIME.	ok TECH VERIFIED CUSTOMER CONCERN AND FOUND CODES P0702, P0742 AND P1882 STORED IN SYSTEM CAUSED BY CASE COVER BELT BREAKING AS WELLASTHE TORQUE CONVERTER OVERHEATING. TECH REPLACED TRANSMISSION AND PERFORMED WHEEL ALIGNMENT AS PER SATURN SPEC. ALL OPS NORMALATTHIS TIME. ~ADDED TIME FOR DIAG/WHEEL ALIGNMENT/OIL PRESSURE ~TEST/REPLACE OIL COOLER LINES
1489	Vue	2004	5GZCZ43D94S822555	9/10/2009	K7000	85254	\$4,079	CS THAT THERE IS A GRINDING NOISE FROM TRANSMISSIO N. TECH ROAD TESTED AND VERIFIED CUSTOMER COMPLAIN T. TECH FOUND THE TRANS PUMPMaking EXCESSIVE NOIS E. TECH FOUND PUMP PRESSURE LOW. TRANS PREVIOUSLY REBUILT ON 11/29/2006 AT 39,393. REPLACED TRANS DU E TOCOST ANALYSIS. ROAD TESTED. OK NOW.	reviewed by dvm. gbj ~WP REPAIR, ORIGINAL OWNER UNDER 100K, TRANS PREVI ~OUSLY REBUILT. ADD TIME FOR FRONT TOE ADJUSTMENT
1490	Vue	2004	5GZCZ33D44S807956	8/31/2009	K7104	85778	\$3,120	AFTER WIRING REPAIRS IN LINE 2, TECH FOUND CAR HAS NO MOVEMENT, CK'D LINE PRESSURE-60PSI, TEARDOWN TRANS, FOUND OVERHEATEDPARTS(MELTED); TECH REPL. TRANS AND PERFORMED FRONT TOE ADJUSTMENT TO CORR. (CODES P0218/P0841/P0842/P1882/TCM-P0606.	~FOM APPROVED TRANS REPAIRS PER BULLETIN ~FOM APPROVED TRANS REPAIRS PER BULLETIN

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1491	Vue	2004	5GZCZ43D34S836578	9/1/2009	K7104	86135	\$4,238	VERIFIED CONCERN NOISE AND LACK OF POWER PERFORMED LINE PRESSURE TEST 280 PSI AT IDLE AND 300 PSI AT 1400 RPMS REMOVEDTRANSANDDISASSEMBLED BELT STRE TCHED NESS TO REPLACE CASE COVER-LINES- CONVERTER AND VALVE BODY PREFORMED ALINMENT ROAD TEST	ok to pay pREVIOUS REPAIR WAS VTI REPLACEMENT, FAILED AGAIN AND PERFORMED FRONT COVER REPAIRS REPAIR UNDER VTI GUIDELINES pREVIOUS REPAIR WAS VTI REPLACEMENT, FAILED AGAIN AND PERFORMED FRONT COVER REPAIRS
1492	Vue	2004	5GZCZ43D34S836578	9/3/2009	K7000	86175	\$4,370	VERIFIED CONCERN ROAD TESTED CAR 1/4 MILE HEARD GRI NDING NOISE AND BARELY MOVER SES LIGHT ON CODES P0 700 AND P0841TRANSPERFORMANCE PERFORMED PRESS. T EST 280@IDLE AND 300 @ 1400 RPS NESS TO REPLACE COMPLETE UNIT AND ALIGN ROAD TEST OK	approved VTI failure, repaired under VTI policy guidelines
1493	Vue	2004	5GZCZ33D24S831222	9/10/2009	K7104	87465	\$3,964	FOUND VTI TRANSMISSION PRESSURE WAY BELOW RANGE AND DEBRIS THROUGHOUT- REPLACED CASE COVER, TORQUE CONVERTER, VALVE BODY,ALIGN ANDSET TOE	ok ~VTI CLASS ACTION
1494	Vue	2004	5GZCZ43D24S821750	9/16/2009	K7800	87512	\$4,122	TECH NOTES VTI CHAIN LOOSE CAUSING SHIFT CONCERN A ND NOISE, REPLACED 1/2 SHAFT AND T/C AND FLUSHIED SYSTEM AND SET FRT TOE E2020	AUTH BY FPM FOR OLH FOR ALIGNMENT ~AUTH BY FPM FOR OLH FOR ALIGNMENT
1495	Vue	2004	5GZCZ43D14S830326	9/25/2009	K7000	87610	\$2,987	TRANSMISSION WOULD NOT MOVE-INTERNALLY BROKEN,META L IN FLUID-REPLACED TRANS	ok to pay vti trans...customer paid as per guidelines....job card opened 9-25-09 prior to deadline date ~RESET TOE
1496	Vue	2004	5GZCZ33DX4S882788	8/17/2009	K7104	87702	\$2,886	CUSTOMER STATES TRANS MIS MAKING NOISE AND LEAKING FLUID. TECHNICIAN VERIFIED CONCERN, TRANS MAKES LOUD WHINE WHILE IN DRIVEDURINGACCELERATION AND HEAVY NOISE WHEN MAKING TURNS. TECH FOUND FLUID LEA KING AROUND THE CASE COVER. CHECKED LINE PRESSUREREADINS ATIDLE 1.0 AMP 150RPM 75PSI. NECC TO REPL ACE SIDE CASE COVER ASSEMBLY, TORQUE CONVERTER AND THE VALVE BODY (DUE TOCONTAMINATION INVALVES)	vti claim -second owner

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1497	Vue	2004	5GZCZ43D34S801958	8/10/2009	K7104	87716	\$3,350	NO ECM DTC CHECK FLUID REPLACED CASE COVER PER TSB 050830004 FLUSHED TRANS COOLER PERFORMED E2020	~OLH E2020
1498	Vue	2004	5GZCZ43DX4S819521	8/6/2009	K7000	88190	\$4,330	TECH VERIFIED CUST CONCERN, CAR WON'T MOVE. FOUND TRANS HAS CODE P1758 DRIVE WITH NO DRIVE. R/R TRAN S AND FOUND INTERNALPARTSBROKEN. REPLACED ENTIRE TRANS AND COOLER LINES. PERFORMED ALIGNMENT AND A DJUSTED TOE.	ok rickb auth this repair as per class action parameters. chain broke at speed causing case damage requiring complete trans unit.approve towing ~RICKB AUTH THIS AS PER CLASS ACTION SUIT
1499	Vue	2004	5GZCZ33D14S802312	9/8/2009	K7000	88212	\$3,880	CONVERTED	W#010H#010FN005MN000LN007NB000EB000M P00098563933989852077217AMBERJOHNSON
1500	Vue	2004	5GZCZ33DX4S835082	8/31/2009	K7104	88250	\$2,869	CUST STATES WHINING NOISE ON ACCEL. TEST DROVE & HEARD LOUD WHINE FROM TRANS. FOUND INTERMITTANT NO MOVEMENT IN DRIVE. PRESSURETESTED TRANS(.2 AMP- 1300 RPM-135 PSI/1.0 AMP-IDLE-95 PSI).FOUND PRESS- URE LOW.REMOVED TRANS & REPLACED CASE HALF & FILL- ED WITHFLUID. UPON TEST DRIVE FOUND VEHICLE NOT TO MOVE FORWARD. (SEE JOB CARD #455102 FOR PARTS WARRANTY REPAIR).	~.5 OLH ADD FOR PRESSURE TEST ~AUTH WARR POLICY-VTI KNOWN CONCERN
1501	Vue	2004	5GZCZ33DX4S835082	9/4/2009	K7000	88250	\$3,821	TECH FOUND AFTER REPLACING THE SIDE COVER ON JOB CARD#455102 THAT THE VEHICLE WOULD NOT MOVE FORWARD OR REVERSE. DUE TO 2 PRIORREPAIR ATTEMPTS, FOM DETERMINED THAT IT WAS NECESSARY TO REPLACE COMPLETE UNIT. TEST DROVE AND NOW OPERATING AS DESIGNED . AUTHWARRANTY POLICY DUE TO ORIGINAL OWNER AND LOW MILES. AUTH WARRANTY POLICY DUE TO ORIGINAL OWNER AND LOW MILES.	bg ~AUTH WARRANTY POLICY DUE TO ORIGINAL OWNER AND ~LOW MILES.
1502	Vue	2004	5GZCZ43D24S823661	8/3/2009	K7000	88331	\$2,912	C-SOUNDS LOUD & DOES NOT WANT TO MOVE C-VERIFIED, P1758 - DRIVE W/O DRIVE RATIO - DOES NOT MOVE C-REPLACED TRANSMISSION, FLUID,ETC,& PROGRAMMED ALIGNED	dvm approve claim..djm...8-30-09. customer participation dvm approve claim..djm....8-24-09.. ~75/25 SPLIT

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1503	Vue	2004	5GZCZ43D54S882168	7/27/2009	K7000	89635	\$3,956	TECH CONFIRMED CONCERN AND FOUND VEHICLE HAS NO REVERSE AND MAKES GRINDING NOISE. PERFORMED LINE PRESSURE TEST AND FOUND .2AMPS13-1400 RPMS PRESSURE AT 420. 98PSI AT IDLE. REPLACED TRANSMISSION, FRESH COOLING LINES, RESET ALIGNMENT. RETESTED OK.	vti approved vti replacement no reverse and noisy going forward
1504	Vue	2004	5GZCZ43D24S803541	8/10/2009	K7000	89652	\$4,095	CS THAT WHILE DRIVING UP A HILL THE VEHICLE LOST POWER. TECH FOUND VTI HAS NO MOVEMENT AND PUMP IS MAKING NOISE. TECH DISASSEMBLED AND PERFORMED COST ANALYSIS. REPLACED TRANS DUE TO EXCESSIVE COST TO REBUILD. TEST DROVE. OK NOW.	reviewed by dvm. gbj ~ADD TIME FOR LINE PRESSURE TEST. WP REPAIR, ORIGINAL OWNER UNDER 100K, UNIT OKD BY GLEN J.
1505	Vue	2004	5GZCZ33D74S804355	7/11/2009	K7104	89750	\$3,674	VERIFIED NO MOVEMENT. RAN PRESSURE TEST AND FOUND ALL PRESSURES OUT OF SPEC. NEEDED TO REPLACE CASE COVER. VERIFIED REPAIR.	~VTI
1506	Vue	2004	5GZCZ33D24S804733	7/30/2009	K7104	89979	\$3,205	GRIND NOISE FROM TRANS AREA WHILE DRIVING. VERIFIED FLUID BURNED, NOT CONTAMINATED. REMOVED CASE COVER. FOUND TORQUE CONVERTER BLUE. REPLACED REPAIRED COSE COVER. TORQUE CONVERTER. INSTALLED NEW FLUID. VERIFIED REPAIR.	~ORIGINAL OWNER
1507	Vue	2004	5GZCZ43D04S886533	7/15/2009	K7000	90490	\$4,090	CUSTOMER STATES THAT SHE IS THE ORIGINAL OWNER TECH FOUND TRANS NOT ACCELERATING AND QUIT PULLING ABOVE 40 MPH. TECH REPLACED AWD TRANS ASSEMBLY AND ALIGNED TO REPAIR. ORIGINAL OWNER	original owner trans ok per fom review.
1508	Vue	2004	5GZCZ33D14S814587	9/11/2009	K7104	90560	\$3,935	CUST STATES TRANS NOT SHIFTING INTO GEARS WHINES ON ACCEL FEELS LIKE IT STARTS IN 3RD GEAR, VERIFIED CONCERN SLIPPING ON ACCEL, LOUD GROWLING NOISE AND HESITATION ON ACCEL, DIA PER DOC 1748601, PERFORM TRANS PRESSURE TEST, NEEDED TO REPLACE CASE COVER, CONVERTER FLUID FILTER, CONVERTER HOUSING SEAL, REPROGRAM TCM WARR CODE 18DB7, SET TOE ON ALIGNMENT TEST DROVE VEH OK AT THIS TIME	~VTI TRANS REPAIR COVERED UNDER WARRANTY POLICY - ~OLH IS PRESSURE TEST/FILTER/ALIGNMENT/REPROGRAM

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1509	Vue	2004	5GZCZ43D44S836069	8/10/2009	K7104	90949	\$3,821	TECH VERIFIED CUST CONCERN, CAR WAITS ALMOST 1 MI NUTE TO SHIFT FRONT REVERSE TO DRIVE, THEN HESITAT ES DURING ACCEL. FOUND CODEDRIVE WITH NO DRIVE. P ERFORMED PRESSURE TEST, REPLACED VTI CASE HALF, PUM P, FILTER AND COOLER LINES. PERFORMED ALIGNMENT.	~RICKB AUTH AS PER CLASS ACTION TO ORIGNAL OWNER ~ADD HOURS FOR CLEANING AND ALLIGN AS PER BULLETIN
1510	Vue	2004	5GZCZ33DX4S801997	9/18/2009	K7104	90991	\$3,775	CAR TOWED IN WILL NOT PULL.PERFORMED PRESSURE TEST BELOW 240 PSI.NEC.TO REPLACE CONVERTER,VALVE BODY FILTER & CASE COVER.ORIGINALOWNER	~WARRANTY POLICY
1511	Vue	2004	5GZCZ33D54S822224	7/20/2009	K7000	91521	\$4,007	TECH VERIFIED CUSTOMERS COMPLAINT TRANS SLIPPING. PERFORM LINE PRESURE TEST. AT 0.2 AMPS AND 1400 RP M 589PSI AND 1.0 AMP 264 PSI.REPLACE COMPLETE TRA NS ASSEMBLY. AFTER REPAIR ROAD TESTED VEHICLE TEST O.K. NOW. SET FRONT TOE TO STRAIGHTEN WHEEL.	9/7/09 ~OLH FOR TOE ADJUSTMENT AND LINE PRESSURE TEST.
1512	Vue	2004	5GZCZ43D14S814076	9/15/2009	K7104	91935	\$3,299	FOUND INTERNAL FAILURE SOP CASE GM BULLETIN REPLACED TRANS CASE INTERNAL CONCERNS FOUND BEARING NOISE NEW CASE SEE LINE 2	wp per fom-mw
1513	Vue	2004	5GZCZ33D04S885313	9/14/2009	K7000	92086	\$4,697	CUSTOMER REPORTS TRANSMISSION SEEMS TO BE NOISY TECHNICIAN ROAD TESTED VEHICLE AND TRANSMISSION IS NOISY - GRINDING - FLUIDBURNTANDMETAL FOUND IN FLUID - THE TECHNICIAN REPLACED TRANSMISSION AND FLUSH TRANS COOLER AND REPLACE LEAKING TRANSLINES-REPROGRAMMEDTRANSAXLE CONTROL MODULE AND PERFORMED FRONT ALIGNMENT TO RESET FRONT TOE VEHICLE OPERATING AS DESIGNED AT THISTIME	related not repeat repair. ok to pay this is a vti transmission claim this is a vti transmission claim THIS IS A VTI TRANSMISSION THAT IS COVERED BY SPECIAL POLICY DUE TO CLASS ACTION SUIT ON VTI TRANSMISSIONS ~ADD TIME FOR OIL PRESSURE TEST AND TRANS LINES ~AND REPPROGRAM OF TCM
1514	Vue	2004	5GZCZ43D14S814076	9/21/2009	K7000	92086	\$4,297	FOUND LOW INTERNAL PRESSURE VTI MULTIPLE REPAIRS DEALER CONTACTED GM REP AUHTORIZED COMPLETE ASSEMBLY REPLACVEMENTINSTALLEDASSEMBLY COMPLETED PROGRAMMING	ok'd due to problems with trans in past this is the 3rd time in for vti repair-per fom-mw ~PER RAY M 3RD TIME IN FOR VTI REPLACE UNIT

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1515	Vue	2004	5GZCZ43D24S806018	9/14/2009	K7104	92214	\$2,669	TECHNICIAN SCANNED FOR CODES.DTC #P1758 AND P1882 WERE STORED.FOLLOWED TSB #05-07-30-004,AND RE- PLACED THE CASE COVER,TORQUECONVERTER AND FILTER.	~OK TO POLICY @75% PER CLASS ACTION GUIDELINES ~ADD TIMES NECESSARY TO EFFECT REPAIR
1516	Vue	2004	5GZCZ33D44S827754	9/18/2009	K7000	92597	\$3,301	VEHICLE WILL NOT ACCELERATE PAST 30 MPH SES LIGHT ON CONNECTED TECH 2 P1758 AND P1882 ACTIVE NO MOVMENT WITH DRIVE COMMAND ANDRATIO CONTROL ERASE REPLACE TRANS ASSEMBLY AND FLASH REPLACED COOLER LIN ES CUSTOMER PAYING FOR PARTS	ok ~NEEDS APPROVAL
1517	Vue	2004	5GZCZ33D44S894452	8/20/2009	K7000	92784	\$4,007	VERIFIED CUSTOMER CONCERN OF NOISY TRANSMISSION OPERATION AND HARD SHIFTS. PERFORMED LINE PRESSURE TESTS, FOUND PRESSURELOW,REMOVED AND REPLACED TRANSMISSION ASSEMBLY, SET FRONT TOE AND ROADTEST. NOW OPERATES AS DESIGNED.	Claim approved. Mark,I tried several times to contact Randy Wray, asking him to pay this RO because he is the one who authtorized, but I couldn't gethold of him.SeanSaturn of Escondido Claim must be submitted within 30 days. This claim is 120 days old. ~AUTHORIZED BY RANDY WRAY
1518	Vue	2004	5GZCZ33D44S805690	8/1/2009	K7000	92894	\$4,609	TECH VERIFIED CUSTOMER CONCERN AND FOUND TRANSMISSION CASE COVER BELT TO BE NOISEY. TECH DIAGNOSED FUTHER AND FOUND CODESP0700,P0742 IN MIL REQUEST HISTORY CAUSED BY CASE BELT FAULTY AND TORQUE CONVERTER OVERHEATED. TECH REPLACED TRANSMISSION AS PERSATURNSPEC. ALL OPS NORMAL AT THIS TIME.	ok TECH VERIFIED CUSTOMER CONCERN AND FOUND TRANSMISSION CASE COVER BELT TO BE NOISEY. TECH DIAGNOSED FUTHER AND FOUND CODESP0700,P0742 IN MIL REQUEST HISTORY CAUSED BY CASE BELT FAULTY AND TORQUE CONVERTER OVERHEATED. TECH REPLACED TRANSMISSION AS PERSATURNSPEC. ALL OPS NORMAL AT THIS TIME. ~ADDED TIME FOR DIAG/OIL PRESSURE TEST/WHEEL ~ALIGNMENT



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1519	Vue	2004	5GZCZ33D54S822224	8/21/2009	K7104	93072	\$3,145	VERIFIED CUSTOMERS CONCERN, TRANS HAS NO MOVEMENT. PERFORMED LINE PRESS TEST, AT 0.2 AMPS AND 1400RPM 420 PSI AND AT 1.0 AMP 220PSI PRESS LOW. REMOVE TRANS, UNIT FULL OF METAL PARTICLES, NEED TO DISASSEMBLE AND CLEAN OUT UNIT OF METAL. AND ALSO FLUSH TRANS COOLER. INSTALLED NEW CASE COVER AND FILTER RAOD TEST AFTER REPAIR. OPERATING AS DESIGNED NO. SET FRONT TOR AFTER.	VTI repair approved based on prior DVM approval. ~PLEASE AUTHORIZE, DONE UNDER OLD SYSTEM
1520	Vue	2004	5GZCZ33D24S806370	9/18/2009	K7104	93118	\$5,488	CUSTOMER STATES THERE IS A NOISE AND SEEMS LIKE IN THE TRANNY, TECH VERIFIED CLICKING AND GRINDING NOISE, CHECKED LINE PRESSURE AND WAS OK, NO CODES FOUND AND FLUID WAS FULL, R&R TRANNY AND REPLACED CASE COVER AND INSTALLED UPDATED TRANNY COOLER LINES, ROAD TESTED WAS OK, CHECKED ALIGNMENT AND SET FRONT TOE, ROAD TESTED AND SES CAME ON, CODE P0442, SMOK E TESTED EVAP SYSTEM AND FOUND GAS CAP LEAKING, AND AN AFTERMARKET GAS CAP ON CAR, INSTALLED NEW FACTORY GAS CAP, ROAD TESTED, IS OPERATING AS DESIGNED	IN THE TRANNY, TECH VERIFIED CLICKING AND GRINDING NOISE, CHECKED LINE PRESSURE AND WAS OK, NO CODES FOUND AND FLUID WAS FULL, R&R TRANNY AND REPLACED CASE COVER AND INSTALLED UPDATED TRANNY COOLER LINES, ROAD TESTED WAS OK, CHECKED ALIGNMENT AND SET FRONT TOE, ROAD TESTED AND SES CAME ON, CODE P0442, SMOK E TESTED EVAP SYSTEM AND FOUND GAS CAP LEAKING, AND AN AFTERMARKET GAS CAP ON CAR, INSTALLED NEW FACTORY GAS CAP, ROAD TESTED, IS OPERATING AS DESIGNED

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1521	Vue	2004	5GZCZ43D94S891987	8/13/2009	K7000	93477	\$5,281	VERIFIED CONCERN-SCAN COMPUTER DATA TO FIND CODE P0841 AND P1758-PERFORM DIAGNOSIS CHECKING LINE PRESSURE AND CIRCUITS FOR MAINLINE PRESSURE ACTUATOR TO FIND TRANSMISSION OIL CONTAMINATED WITH METAL NECESSARY TO REPLACE TRANSMISSION ASSEMBLY, FLUSH COOLER LINES AND UPDATE TRANSMISSION CONTROL MODULE WITH UPDATED CALIBRATION-ROADTEST AFTER REPAIR OK.	k7000 approved VERIFIED CONCERN-SCAN COMPUTER DATA TO FIND CODE P0841 AND P1758-PERFORM DIAGNOSIS CHECKING LINE PRESSURE AND CIRCUITS FOR MAINLINE PRESSURE ACTUATOR TO FIND TRANSMISSION OIL CONTAMINATED WITH METAL NECESSARY TO REPLACE TRANSMISSION ASSEMBLY, FLUSH COOLER LINES AND UPDATE TRANSMISSION CONTROL MODULE WITH UPDATED CALIBRATION-ROADTEST AFTER REPAIR OK. OTHER HOURS SHOWN AS ADDTIME, DIAGNOSIS AND OTHER LABOR OP K5364-POLICY DUE TO DURABILITY OF PART ~OTHER HOURS SHOWN AS ADD TIME, DIAGNOSIS AND OTHER LABOR OP K5364-POLICY DUE TO DURABILITY OF PART
1522	Vue	2004	5GZCZ43D94S892881	9/8/2009	K7000	93670	\$3,806	AFTER REPLACING CASE COVER VEHICLE WAS NOISEY AND WOULD NOT PULL OUT REPLACED TRANSMISSION TEST DROVE OK AT THIS TIME	APPROVED AFTER REVIEW ~OK TO REPLACE VTI UNIT PER CONVERSATION W FC ~FIRST REPAIR CASE COVER DEFECTIVE
1523	Vue	2004	5GZCZ43D94S892881	9/8/2009	K7104	93670	\$3,143	FOUND VEHICLE WILL NOT PULL OUT AT TIMES FOUND CAUSED BY FAULTY BELT IN TRANS CASE COVER AND TORQUE CONVERTER TEST DROVE NOISEWORSE DID NOT MAKE IT BACK TO SHOP CALLED TOM BRANDENLER REPLACED TRANSMISSION	~OK TO REPAIR PER GUIDELINES
1524	Vue	2004	5GZCZ33D74S810768	8/11/2009	K7000	93683	\$3,254	C/S CHECK TRANS OPERATION, SEEMS TO BE IN LOWER GEARING, LOSS OF POWER, VERIFIED, TECH SCANNED AND FOUND MULTIPLE CODES, BELT NOISE, AND METAL SHAVINGS IN TRANS FLUID. REPLACED VTI TRANSMISSION ASSY. GUEST TO PARTICIPATE ON ALL INSTALLATION & LABOR	Approved per dealer comments ~OK WP ON VTI REPLACEMENT-PARTS ONLY. GUEST TO PAY ~ALL LABOR CHARGES. OK BOB C-FOM

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1525	Vue	2004	5GZCZ43D64S810847	7/15/2009	K7000	93836	\$4,942	VERIFIED LOW PRESS , LOSS INTERNAL SEALAGE REPLACED AWD TRANS PER DSM, TRANSFER AWD TRANSFERCASEANDSELECTORSWITCHANDMOU NTSSETFTTOETO CENT ER ST WHEEL, AND TEST DRIVE TAC # 10945262	OK TO PROCESS PLEASE H ROUTE TO CARL COOK
1526	Vue	2004	5GZCZ33D14S811205	9/26/2009	K7000	93940	\$4,240	CUSTOMER STATES THAT THERE IS A BAD SOUND FROM THE FRONT OF THE CAR AND THE CAR HAS TROUBLE SHIFTING. TEST DROVE AND VERIFIEDTHESOUND AND THE SHIFTING CONDITION. PRESSURE TESTED THE TRANSMISSION AND FOUND THE PRESSURE IS BAD. DRAINED FLUID AND FOUND DEBRETHROUGH OUT. PUMP DAMAGED. REMOVE AND REPLACE THE TRANSMISSION AND RESET THE FRONT TOE. RECHECK AND THE SOUND IS GONE AND THETRANSMISSION IS SHIFTING NORMALLY.	ok complete due to pump damage causes rebuild cost to exceed complete replacement ~OLH TO DO PRESSURE TEST AND RESET THE FRONT TOE ~COVER ASSEMBLY ALREADY DONE BEFORE.
1527	Vue	2004	5GZCZ33D44S816141	7/28/2009	K7000	94262	\$4,466	CUST STATES THE CAR WILL NOT GO INTO GEAR, MAKES A GRINDING SOUND WHEN TRYING TO GO. VERIFIED CUST COMPLAINT AND FOUND THE VTITRANSMISSION FAILED IN TERNALLY AND METAL SHAVINGS INSIDE TRANSMISSION. R EPLACED VTI TRANSMISSION UNDER SATURN EXTENDED VTIWARRANTY AND PERFORMED ALIGNMENT TO CORRECT	approved ~CUST NEEDED RENTAL PER ENGINE ON NATIONAL BACK ~ORDER VTI ON BACK ORDER EXP. RENTAL BILL
1528	Vue	2004	5GZCZ43D84S818853	7/20/2009	K7000	94356	\$4,238	C/S WHEN STOPPING AND PROCEEDING TO GO CAR SEEMS TO STALL OR MISFIRE. TEST FLUID LEVEL-OK/PRESSURE TEST-LOW.REPLACE TRANSMISSIONASSM-WORN/CONTINATED /NOSIY.PERFORM ALIGNMENT-ADJUST FRONT TOE. UPDTE TCM CAL/FLUSHED COOLER LINES(BEFORE REPLACE) OPERATING ASDESIGN.	mtw ~VTI TCM CAL(.3)FLUSHED COOLER LINE(1.1) TOE .9

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1529	Vue	2004	5GZCZ33D24S806286	8/11/2009	K7104	94387	\$3,224	TECH STATES FOUND VEHICLE HAS NO MOVEMENT IN DRIVE ORE REVERSE. PERFORMED BULLETIN 05-07-30-004 REPLACED VT2SE CASE COVERASSEMBLY.ALSO PERFORMED LINE PRESSURE TEST, NO PRESSURE. PERFORMED TEAR DOWN, FOUND BELT BROKEN. CLEANED INTERNAL PARTS ANDTRANSMISSIONCOVER. SET FRONT TOE.	~FOM APPROVED REPAIR PER BULLETIN ~FOM APPROVED REPAIR
1530	Vue	2004	5GZCZ33D24S814047	9/24/2009	K7000	94437	\$3,994	TECH VERIFIED CUSTOMER COMPLAINT OF NO ACCELERATIO N - FOUND INTERNAL FAILURE IN VTI TRANSMISSION REPLACED VTI TRANS AND ALIGNED -TEST DROVE - ALL OK AT THIS TIME	claim reviewed ~FOM APPROVED TO WP 100% OF VTI TRANS REPLACEMENT ~DUE TO AGE/MILEAGE- ORIGINAL OWNER
1531	Vue	2004	5GZCZ33D44S828144	9/10/2009	K7000	94821	\$4,054	DURING SERVICE, HEAR A LOUD WHINING NOISE COMING FROM TRANSMISSION. VERIFIED CONCERN, TEST DROVE VEHICLE AND VERIFIED WHINING NOISEFROM THE BELT INSIDE TRANSMISSION. REPLACED TRANSMISSION.	Auth for K7000 for Vti within Policy Guidelines for original owner. Thanks. ~VTI TRANSMISSION-ORIGINAL OWNER-WITHIN SPECIAL ~PARAMETERS-D. SCOTT
1532	Vue	2004	5GZCZ43D54S831740	8/10/2009	K7104	95139	\$3,088	SES AND REDUCED POWER LIGHTS COME ON. VERIFIED. CODE P0841,P1882,P0700,P0701 & P1599STORED.ALL RELATED TO VTI TRANS SIDE COVERFAILING. REPLACED SIDE COVER VTI AND FILTER. SET FRONT TOE TO WITHIN SATURN SPECS	~GOODWILL AS PER VTI CLASS ACTION SETTLEMENT ~ADD TIME FOR DIAG AND ALIGNMENT
1533	Vue	2004	5GZCZ43D34S816010	9/21/2009	K7000	95225	\$4,273	C/S VEHICLE WILL NOT MOVE. TECH VERIFIED CONCERN AND FOUND TRANSMISSION NOT ENGAGING. TECH INSPECT- EDTRANSMISSIONANDFOUNDBELTBROKEN. TECH REPLACED TRANSMISSION ASSEMBLY AND PERFORMED ALIGNMENT. TEST DROVE VEHICLE.	ok vti replacement vit replacement submitting for vti replacement submitting for vti replacement ~ADD TIME FOR PRESSURE TEST AND ALIGNMENT

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1534	Vue	2004	5GZCZ33D24S809897	7/23/2009	K7104	95270	\$3,270	TECH VERIFIED THE CUST CONCERN AND FOUND CODES P0701,P1882 AND P0841 AND NO MOVEMENTINTER IN DRIVE AND REVERSE AND LOUDNOISEFROMTHE PUMP. LINE PRESSURE READINGS AT 1.0 AMP @190 PSI AND AT .2AMPS READING AT 500,REFERED TO DOC ID #1837052,1614535,AND1586361REMOVED THE TRANS AND DIASSEM- BLED AND FOUND METAL SHAVINGS IN THE FLUID AT PART OF BELT MISSING.REPLACED THETRANS PUMPDUE TOBEING FLUID STARVED FROM CLOGGED FILTER,TRANS FILTER,CASE HALF,VALVE BODY,SPEED SENSORS,GASKETS, TRANS AXLE ANDCONVERTERSEALS ANDTORQUE CONVERTER.REINSTALLED TRANS AND PERFORMED ALIGNMENT ADJUSTING THE FRONT TOE AND INSTALLED NEW CALIBRATIONTO24235202 FROM24229636.TEST DROVE TO VERIFY REPAIRS	cust participation amount. smetheny VTI Trans, policy decision. Smetheny FOM 8/10/09 75-25 split
1535	Vue	2004	5GZCZ33D14S878984	9/4/2009	K7000	95352	\$4,257	TECH VERIFIED CONCERN. TECH FOUND GRINDING NOISE COMING FROM TRANSMISSION AND FAULT CODES P1758, P0841, AND P0742. TECH FOUNDNOMOVEMENT AT TIMES AND LOW INTERNAL FLUID PRESSURE. TECH REPLACED TRANS ASSEMBLY, COOLER LINES, AND REALIGNED TO REPAIR. 2009CHEVIMPALA 2G1WT57K791205699 original owner	trans ok original owner ok per fom review. original owner
1536	Vue	2004	5GZCZ43D64S893115	8/11/2009	K7104	95732	\$3,160	CHECKED FOR DTC'S THERE ARE NO CODES TEST DROVE TRANSMISSION JERKS REAL HARD WHEN PULLING OUT AT TIMES WILL NOT PULL OUT NEEDS CASECOVER AND RELATED PARTS REPLACED CASE COVER, CONVERTER AND BOTH SPEED SENSORS	~OK TO REPAIR PER CORP GUIDELINES
1537	Vue	2004	5GZCZ43DX4S818675	7/11/2009	K7000	96104	\$4,175	C/S SES LIGHT IS ON AND TRANS IS MAKING NOISE. TECH FOUND DTCS FOR TRANS SLIPPING. TECH PERFORMED LINE PRESSURE TEST- LOW.TECHREPLACED TRANSMISSION AND PERFORMED ALIGNMENT. TEST DROVE VEHICLE. ALL OK AT THIS TIME.	ok VTI REPLACEMENT, REPLACED DAMAGED CV BOOT AND PERFORMED FRONT TOE ADJUSTMENT ~ADD TIME FOR DIAG AND ALIGNMENT.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1538	Vue	2004	5GZCZ43DX4S818675	7/11/2009	K7104	96104	\$281	C/S SES LIGHT IS ON. TECH FOUND DTC P0842. AFTER REMOVING VALVE BODY AND FINDING METAL DEBRIS, TECHREMOVEDCASECOVERANDINSPECTED.TECH FOUND BELT DAMAGED AND METAL DEBRIS THROUGHOUT TRANSMISSION. TECH REPLACED TRANSMISSION ASSEMBLY.	ok warranty charge back submitting for additional add time ADD TIME FOR CASECOVER RESUB FOR 70.00 MISC. ADD TIME FOR CASE COVER REMOVAL AND REINSTALLATION ~REDUCED TIME FOR OVERLAP
1539	Vue	2004	5GZCZ43D14S891093	7/16/2009	K7104	96328	\$4,444	C/S SES LIGHT ON AND WRENCH LIGHT CODE P1885 RATIO CONTROL PERF TORQUE CONVERER OVER HEATED AND CHUG GING TRANS PUMP VALVES R&RTRANS REPLACED CASE COV ER CONVERTER HSG PUMP AND PUMP FILTER SPEEDS SENSO RS AND CONVERTER DOWN LOADED NEW CALIBRATION	~POLICY ADJUST FIRST OWNER UNDER 100K 100% COVERED ~FOM AUTHD REPAIR..OUT OF VTI SPECIAL POLICY
1540	Vue	2004	5GZCZ33D94S806379	9/24/2009	K7104	96694	\$3,810	C-S THE CAR WONT SHIFT OUR OF FIRST GEAR C-TEST DROVE FOUND THE VTI TRANS BELT LOOSE NOT ALLOWING THE CAR TO ACCELRATE PAST 20MPH. DISSAMBLED THE TRANS NO METAL SHAVINGS IN THE FLUID, FLUID HOT BEEN OVER HEATED. NEED TO REPLACE COVER ASSEMBLY AND FLUSH THEFLUID. C-REPLACED THE COVER ASSEMBLY, REPLACED THE TRANS FLUID FILTER, REASSEMBLED THE VTI. PREFORMED LINE PRESSURE TEST BECAUSE THE FLUID WAS HOT. DID NOT NEED TO REPLACE LINES AT THIS TIME. TEST DROVE AFTER REPAIR ALL OK AT THIS TIME ORIGINAL OWNER UNDER100K MILES FULL COVARGES PER VTI EXTENED POLICY.	~E PER PUBLISHED LABOR TIME GUIDE. A PER VTI TRANS ~ REPAIR POLICY ORIGIAL OWNER UNDER 100,000 MILES

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1541	Vue	2004	5GZCZ33D74S835783	9/22/2009	K7000	96721	\$3,910	CUSTOMER HAD VTI COVER DONE ON 7/9 AND 7/27. CAR IS ACTING ERRATIC. ENGINE SEEMS LOUD AND IS JERKING WHEN SHIFTING. THERE IS EVIDENT HESITATION WHEN DRIVING. TECH DROVE VEHICLE AND CONFIRMED POOR RETRO CONTROL LINE PRESSURE TESTS LOW 1.0AMP/64 PSI SPEC IS 152-268 .2AMP/ 420PSI SPEC IS 652-798 CASE COVER FAILURE CAUSAL PART CASE COVER REPLACED COMPLETE TRANSMISSION PER FOM (JIMJILBERT) FLUSHED COOLER LINES VERIFIED LATEST PROGRAM IN TCM PERFORMED ALIGNMENT SET REAR TOE DROVE AND VERIFIED PROPER OPERATION	approved per previous DSM. ~HISTORY OF TWO CASE COVERS JIM JILBERT OKD ~TRANSMISSION REPLACEMENT
1542	Vue	2004	5GZCZ33D04S833213	8/5/2009	K7000	97052	\$3,794	FOUND TRANSMISSION CHAIN BROKEN IN THE TRANSMISSION AND FLUID BURNT REPLACE TRANSMISSION ASSY.	ok VTI TRANSMISSION REPLACEMENT ~VTI TRANSMISSION - NO CUSTOMER PARTICIPATION
1543	Vue	2004	5GZCZ43D74S887114	8/21/2009	K7000	97230	\$336	RENTAL CAR APPROVED APPROVED 100 % BY DSSM cust stuck on out of state trip	VTi trans VTI TRANS CUST ON OUT STATE TRIP APPROVED BY DSSM
1544	Vue	2004	5GZCZ33D84S803764	8/4/2009	K7000	97295	\$3,048	CODE P1882 TRANSMISSION RATIO ACTIVE IN TCM.REPLACED TRANSMISSION ASSEMBLY TO CORRECT.CUSTOMER PAYING 25%	Approved per class-action guide. mjc,dvm less than 100,000 miles. customer participation entered
1545	Vue	2004	5GZCZ33D84S876424	8/6/2009	K7104	97489	\$3,986	CS CHECK FOR DELAYED ENGAGEMENT AND BUZZ NOISE WHILE DRIVING C DIAG, ROAD TEST TO VERIFY, CONFIRMED DELAYED ENGAGEMENT AND NOISEYDRIVETRAIN, NEEDS TRANSMISSION REPLACED - PERFORMED LINE PRESSURE TEST C REPLACED TRANSMISSION, ROAD TEST AFTER REPAIR, RECHECKALL, OK AT THIS TIME	~OLH TO PERFORM LINE PRESSURE TEST. REPLACED TRANS ~MISSION UNDER POLICY PER FOM
1546	Vue	2004	5GZCZ33D64S834348	8/12/2009	K7000	97544	\$4,192	PERFORMED DIAGNOSTIC TEST- CODE P1882 RATIO CONTROL PERFORMANCE AND CODE P0841 TRANS FLUID PRESSURE SENSOR. REFER TO TSB05-07-03-004. REPLACED TRANSMISSION ASSEMBLY AND ALIGNED. REFER TO CUST# 71-749248535.	ok ~REPLACED TRANS ASSY. AND ALIGN. INTERNAL ~FAILURE AT TRANSMISSION.

	A	B	C	D	E	F	G	H	I
1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1547	Vue	2004	5GZCZ33D24S836615	8/12/2009	K7000	97666	\$4,056	TECH VERIFIED CONCERN. TECH INSPECTED VEHICLE AND FOUND FAULT CODES P1758 AND P0742 IN SYSTEM. TECH FOUND COOLER LINESHADFAILEDCAUSING TRANSMISSION TO OVERHEAT. TECH REMOVED AND REPLACED FAULTY TRANSMISSION AND COOLER LINES AND ALIGNEDVEHICLE.ORIGINALOWNER.	original owner ok per fom review. ok per fom review.
1548	Vue	2004	5GZCZ33D44S804135	8/31/2009	K7104	98000	\$3,742	CUSTOMER STATES THE TRANSMISSION DOES NOT SHIFT CO RRECTLY AND MAKES A HIGH PITCHED SOUND, TECH TEST DROVE WITH CUSTOMER,PERFORMEDLINE PRESSURE TEST ON TRANS, FOUND TO BE LOW 2 AMP/5PSI, 1.0 APM/153 PSI. TECH REPLACED SIDE COVER, CONVERTER AND VALVEBODY,REALIGN ADJUST TOE TO CORRECT CONCERN.	A-AUTH
1549	Vue	2004	5GZCZ33D54S803933	9/21/2009	K7104	98152	\$3,042	VERIFIED CONCERN CODE P1758 TRANSMISSION RANGE CODE PERFORMED LINE PRESSURE TEST 280 AT IDLE 300 AT 1400 RPMS REMOVED TRANSCASECOVERWORN REPLACE AL L RELATED COMPONETS ALIN FRONT END ROAD TEST OK	Adjustment is for customer participation - repaired under VTI Guidelines Repaired under VTI guidelines
1550	Vue	2004	5GZCZ33D84S805255	7/18/2009	K7104	98187	\$3,755	TRANSMISSION WONT ACCELERATE AND SHIFT, RPM'S RACE TECH VERIFIED SLOW MOVEMENT, CODE P1758 PRESENT. RAN LINE PRESS TEST, HIGH 702,LOW 205. REPLACED CASE COVER, FILTER & VALVE BODY (PLUNGER STUCK) SET FRONT TOE &RECAL TCM OLD#24233841,NEW#24235203 .3 FLTR,.5PRESS TEST,E2000 .8 & RECAL K5364 .3	~FOM APPROVED WP FOR VTI REPAIR
1551	Vue	2004	5GZCZ33D54S807626	8/31/2009	K7104	98319	\$3,364	SES LIGHT ON - GRINDING NOISE. P0841 - RAN PRESS TEST HIGH 680 LOW 210 - R&R CASE COVER AND FOUND BROKEN INTERNAL PARTS, REPLACEDCASE COVER, FILTER SET TOE, UPDATED TCM OLD CAL# 24233412 NEW CAL# 24 235202, OTHER HRS .8 E2000, .3 K5364 .5 PRESS TEST .3 FILTER,RENTAL PROVIDED V#1G1ZH57B584290477	~WP FOR KNOWN ISSUE AND CUSTOMER ENTHUSISAM



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1552	Vue	2004	5GZCZ43D64S819158	8/6/2009	K7104	98523	\$3,386	VERIFIED CUSTOMERS CONCERN, VEHICLE WILL NOT DRIVE IN FORWARD GEAR AND SERVICE ENGINE SOON LIGHT IS ON...PERFORMED INSPECTION,FOUND CODE-P0701-TRANS- AXLE CONTROL SYSTEM...PERFORMED CIRCUIT INSPECTION FOUND THE TRANSAXLE CASE COVER MAKING NOISE AND FOUND BULLETIN #05-07-30-004, TO REPLACE THE TRANSAXLE CASE COVER, TORQUE CONVERTER AND FLUIDS. REC. REPLACE THE TRANSAXLE CASE COVER,TORQUE CONVERTER AND FLUIDS...REPLACED THE TRANSAXLE CASE COVER, TORQUE CONVERTER AND FLUIDS AS PER CUSTOMER OK AND AS PER WESTERNGENERAL AUTH. #XAU2166803... RECHECKED FOR PROPER OPERATION. DURING TEST DRIVE NOTED VERY LOUD WHINE TYPE NOISE FROM THE TRANS- AXLE ASSEMBLY...SEE LINE #3 FOR REPAIR...	pay ~WORK DONE AS PER VTI CLASS ACTION LAWSUIT.
1553	Vue	2004	5GZCZ43D94S887339	9/2/2009	K7000	98630	\$4,014	C/STATES THAT THE CAR WILL NOT SEEM TO GO INTO REVERSE AND WHEN IT DOES IT WILL SHAKE WHEN IT MOVES AND AT TIMES SMOKE CAN BE SEEN OUT OF THE TAIL PIPE-VERIFIED CONCERN, TEST DROVE VEHICLE GRINDING NOISE FROM TRANSFER CASE AND TRANSMISSION. ALSO NOTED THAT THERE IS A CLUNKING FROM THE DRIVE SHAFT-FOUND TRANSMISSION COMING APART INTERNALLY- LOW PRESSURE AND BELT LOOSE- REPLACED TRANSPER CLASS ACTION SUIT AND ROAD TESTED OK	approve necessary to replace trans due to low pressure and belt/case damage internal
1554	Vue	2004	5GZCZ33D64S805416	9/22/2009	K7000	98668	\$3,462	CONVERTED	W#000H#000FN000MN000LN000NB247EB000M P000TRANSMISSION REPLACEMENT AS PER CLASS ACTION SETTLEMENT--CUST IS ORIGINAL OWNER AND UNDER 100000 MILES--REPAIR DONE BY GM COVERING 100 PERCENT--NET IS FOR PART NUMBER 15297659-TRANS--2554.20-- ALSO PART 15863186-15231847-152

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1555	Vue	2004	5GZCZ33DX4S802776	8/3/2009	K7800	98764	\$4,175	TEST DROVE - VERIFIED CONCERN - SCANNED FOR CODES FOUND CODES P1758 AND P1882 TO BE SET IN THE TCM VERIFIED CUSTOMER CONCERN OFNOMOVMENT IN GEAR AND OF A NOISE - FOUND TO BE COMING FROM THE CASE HALF - REPLACED THE CASE HALF, TORQUE CONVERTERTRANSMISSIONPUMP, FILTER, AND ALL OTHER RELATED PARTS AND GASKETS. - PERFORMED WHEEL ALIGNMENT RETEST - TEST DROVE AGAIN - VEHICLESTILL HADDELAY WHEN TRYING TO ACCELERATE FROM A STOP BUT ALL THE NOISE IS GONE. - FOUND PRESSURE IN THE TRANSMISSION LOW - ONLY AT19PSI ATIDLE - CONTACTED TAC - CASE#10996224 DON ROWLEY - WAS ADVISED TO REPLACE THE INPUT AND OUTPUT SPEED SENSORS - REPLACED THEINPUTAND OUTPUT SPEED SENSORS - TEST DROVE AGAIN - FOUND DELAY STILL PRESENT - NO NOISE FOUND - CONTACTED TAC A SECOND TIME -WASADVISED TO REPLACE THE VALVE BODY - REPLACED THE VALVE BODY AND RETST NOISE IS GONE AND THE VEHICLE DROVE VERY WELL NOHESITATIONFOUND NO DELAYS -	should be covered under the vti warranty of 125000 miles
1556	Vue	2004	5GZCZ33D54S806699	9/28/2009	K7104	99006	\$3,890	CUST STATES TRANS MAKING CLUNKING AND CRACKING NOI SE AT ALL TIMES. FOUND NOISE COMING FROM TRANS. PR ESSURE TEST SYSTEM120PSI/700PSI. PERFORMED TRANS TEAR DOWN. FOUND SHEEVES WORN, TECH REPLACED CASE COVER, FILTER & ALIGNED AS NEEDED. TEST DROVE. VECH NOW OPERATING AS DESIGNED.	~SERVICE MANAGER INSPECTED & VERIFIED VTI TRANS ~CONCERN-AUTH. VTI TRANS REPAIR UNDER WP

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1557	Vue	2004	5GZCZ33D94S829225	8/27/2009	K7000	99056	\$3,191	CUST STATES THERE IS AGROWLING NOISE AND CAR WILL NOT PULL, VERIFIED NOISE FROM TRANS BELT COMING APA RT REPLACED TRANS OPERATES OK	approve when this was approved just this last time when it paid it paid the difference but also charge us back an amount. so I am going to submit for whole amount and if we end up with a credit we will debit it back to yall. Hoping this will work. Thanks. approve resubmitting. i hope it pays correctly. declined per your request, Amber, so you can make revisions to amount requested. needing the amount of 1868.78 that we are still owed. you asking for \$3190, not the amount you indicate. figured out what amber was doing wrong. we are still owed \$1868.78 -RS o.k. -to did as discussed on friday. customer participation 1868.78. we are still owed 1321.96. ok -to Warranty Policy. Mileage is at 99,056. 2nd Owner. Customer participated. Michael Boatwright.
1558	Vue	2004	5GZCZ33DX4S801353	8/27/2009	K7104	99123	\$3,799	INSPECTED CAR-VERIFIED CONCERN, CAR WILL NOT MOVE PRESSURE TESTED TRANS AND FAILED, REPLACED TRANSMISSION CASE HALF TO CORRECT, ALIGNED CAR AND TEST DROVE, VERIFIED REPAIRS.	should be covered under the vti warranty to 125000
1559	Vue	2004	5GZCZ33D14S819322	8/4/2009	K7000	99211	\$4,170	PRESSURE TEST TRANS 202PSI LINE PRESSURE REPLACED VTI TRANSMISSION	dvm approved. original owner. ~OLH FOR PRESSURE TEST
1560	Vue	2004	5GZCZ33D54S812146	9/23/2009	K7000	99284	\$3,911	NOISE UNDER HOOD. NOISE COMING FROM VTI TRANS. CASE COVER REPLACED 7-22-09. REPLACED TRANSMISSION ROAD TEST. EVERYTHING OK. NOISE GONE	Approved by former DSM. case cover replaced 7/22/09 cso 1152676. rep (sid winston) approved replacement of trans 9/23/09

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1561	Vue	2004	5GZCZ33D44S892586	9/10/2009	K7104	99374	\$3,354	CUST STATES RATTLE TYPE NOISE FROM ENGINE AREA FOUND TRANS CAUSING NOISE. LOUD GROWLING NOISE FROM TRANSMISSION. CHECKED AND FOUND CODE P0841. FOLLOWED DOC 1614535 AND REPLACED THE VTI TRANS COVER ASSEMBLY AND TORQUE CONVERTER. TECH REPLACED THE TRANSFLUID AND ADDITIVE AND PERFORMED FRONT WHEEL ALIGNMENT ADJUSTMENT. TECH ROAD TESTED VEHICLE AFTER AND OPERATION IS GOOD. 2 DAY RENTAL CAR - 2009 SATURN AURA.	~POLICY OK'D PER CRITERIA IN CLASS ACTION INFO ~CUSTOMER RECEIVED.
1562	Vue	2004	5GZCZ33D14S824889	8/13/2009	K7800	99731	\$3,903	INSPECTED-VERIFIED CONCERN PERFORMED LINE PRESSURE TEST FOUND INTERNAL FAILURE TO VTI TRANSMISSION REPLACED CASE HALF AND ALIGNED CAR TO CORRECT TEST DROVE CAR, VERIFIED REPAIRS.	vehicle should be covered under vti 125000 mile warranty no wp
1563	Vue	2004	5GZCZ43D14S892129	9/21/2009	K7104	99914	\$5,146	CONVERTED	W#000H#000FN000MN000LN000NB122EB000M P000NO SHIFT. ADDITIONAL MONEY FOR PARTS BOUGHT ELSEWHERE. COST OF PARTS 3419.17 ADDITIONAL FO
1564	Vue	2004	5GZCZ33D94S819312	9/1/2009	K7000	100044	\$1,170	C/S THE CAR WILL NOT PULL AT ALL. TECH FOUND INTERNAL LEAK IN TRANSMISSION CAUSED BELT TO BURN. REPLACED TRANS ASSEMBLY AFTER COST ANALYSIS. COST ANALYSIS. REPLACE \$ 4,116.94 REBUILD \$ 3,612.22 GM PAYS 30% CUSTOMER 70%	ok EDS DID NOT ADD DEDUCTIBLE ON CUSTOMER PORTION. PLEASE ADJUST. NICK FOM vti trans replace ~VTI SETTLEMENT. COST ANALYSIS IN TECH COMMENTS

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1565	Vue	2004	5GZCZ33D54S806671	7/29/2009	K7000	100207	\$3,149	TECH CHECKED DTCS. TRANSMISSION CODES STORED. CHEC KED THE FLUID, BURNT. REPLACED VTI, COMPLETED FLUI D AND ADDITIVEPROCEDUREANDALIGNED. TEST DROVE. OPERATING AS DESIGNED ENTERPRISE RENTAL 3GSDL43N29S585634	trans ok TECH CHECKED DTCS. TRANSMISSION CODES STORED. CHEC KED THE FLUID, BURNT. REPLACED VTI, COMPLETED FLUI D AND ADDITIVEPROCEDUREANDALIGNED. TEST DROVE. OPERATING AS DESIGNED ENTERPRISE RENTAL 3GSDL43N29S585634 -CUSTOMER PAY PORTION ADJUSTMENT vti trans TECH CHECKED DTCS. TRANSMISSION CODES STORED. CHEC KED THE FLUID, BURNT. REPLACED VTI, COMPLETED FLUI D AND ADDITIVE PROCEDUREANDALIGNED. TEST DROVE. OPERATING AS DESIGNED ENTERPRISE RENTAL 3GSDL43N29S585634
1566	Vue	2004	5GZCZ33D04S802883	9/14/2009	K7104	100300	\$3,722	C/S VEHICLE DIED WHILE DRIVING ALSO FELT VEHICLE M ISFIRING AND WHILE DEPRESSING ACCELERATOR ENGINE J UST REVED. TECH 764PUSHEDVEHICLE INTO BAY CHECKE D FOR DTC'S NONE PRESENT PERFORMED LINE PRESSURE T EST.REMOVED TRANSAXLE AND DISS. FOUND METAL PARTICLESREPLACED NECESSARY COMPONENTS AND RETEST. FINE	auth
1567	Vue	2004	5GZCZ33D84S809340	7/22/2009	K7104	100409	\$1,089	C/S CHECK ENGINE LITE IS COMING ON AND VEHICL E ALSO HAS REDUCED POWER LITE ON , TECH ROAD TESTE D AFTER REPAIRING 40 WAYPINCONNECTOR , DTC U0101 , FOUND CHECK ENGINE LITE BACK ON WITH TRANS CODE S P1882, P700 &P701, RAN LINE PRESSURE TESTS=.02AMPS1300-1400RPM 700PSI / 1.0AMPS IDLE 100PSI LOW LINE PRESS., CONTACTED TAC OPENED CASE 1095684 2, - ADVISED REPLMT OF TRANS CASEHALFTORQUE CONV ERTOR , ALSO VALVE BODY ..TECH REPLACED CASE HALF / TORQUE CONVERTOR AND VALVE BODY .. RECHKD WITH ROAD TEST .OKOPERATING AS DESIGNED CUSTOMER TO PAY 70% TOWARDS REPAIR AMT C-PAY 2542.10	CUSTOMER PARTICIPATION IS 70%.REQUEST OLH FOR LINE PRESSURE TESTING AND REMOVAL OFF BROKEN CRADLE BOLTS ~ADD TIME FOR LINE PRESSURE TESTING ALSO CRADLE ~BOLT REMOVAL WHICH SPUN FREE

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1568	Vue	2004	5GZCZ33D04S886946	8/7/2009	K7000	101095	\$1,475	CONVERTED	W#000H#000FN000MN000LN000NB157EB000M P000CLASS ACTION LAWSUIT ON VTI TRANSMISSION. SECOND OWNER AND OVER 100000 MILES. GM PAYS 30 PCT 1475.05 CUST PAYS 3420.23 TOTAL 5195.28 PER YOUR EMAIL AUG 11TH.
1569	Vue	2004	5GZCZ33D24S828918	8/27/2009	K7104	102192	\$3,629	CUST STATES WHILE DRIVING THERE IS A RATTLE NOISE VERIFIED TRANS NOISE, PRESSURE TESTED AT IDLE 1.0 AMP 125 PSI .1 AMP 700PSI,REMOVE TRANS FOUND WORN SHEEVES.INSTALLED NEW CASE COVER AND FILTER,FLUSH- ED LINES AND ADJUSTED FRONT TOE.ROAD TESTED- NOWWORKING AS DESIGNED	~SERVICE MANAGER INSPECTED & VERIFIED CONCERN-AUTH ~VTI TRANS REPAIR
1570	Vue	2004	5GZCZ43D64S889033	8/26/2009	K7000	102893	\$2,950	CUST STATES THE TRANSMISSION IS OUT VEHICLE TECH V ERIFIED FOUND CODE 1758, TRANSMISSION CAME APART IN SIDE ASSEMBLY,REPLACEDTRANSMISSION TO CORRECT	I approved based on VTI class action settlement. Steve Taylor 9-AUTH
1571	Vue	2004	5GZCZ43D74S809626	7/22/2009	K7000	103126	\$5,107	CONVERTED	W#000H#000FN006MN000LN008NB076EB000M P000GEOGECALDWELL6B41E37 1.1 GPM AT 76 DEGREES PQC 10958201
1572	Vue	2004	5GZCZ33D84S822895	8/13/2009	K7000	103130	\$4,061	CONVERTED	W#000H#000FN000MN000LN000NB172EB000M P000CS WILL NOT SHIFT GEARS. INTERNAL TRANSMISSION FAILURE. REPLACED TRANSMISSION ASSEMBLY. FLUSH CODE AA7BEA7 CASE 71-756968 DENIED LABOR OP REQUIRES WHOLESALE AUTHORIZATION
1573	Vue	2004	5GZCZ33D34S818186	9/18/2009	K7104	103245	\$3,082	TECH STATES FOUND VEHICLE HESITATES ON TAKE OFF. PER BULLETIN 05-07-30-003. REPLACED SPEED SENSORS AND SIDE COVER TO CORRECT.	~FOM APPROVED REPAIR

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1574	Vue	2004	5GZCZ33D84S803344	8/11/2009	K7104	103422	\$2,504	VERIFIED WHEN DRIVING CAR HAS LOSSED POWER. FOUND VEHICLE WILL NOT MOVE INTO ANY GEAR.ENGINE LIGHT I S ILLUMINATED IN IPC.DTCP1882RATIO CONTROL PERFO RMANCE P0742 TCC STUCK ON & P0841 TFP SENSOR FAIL. FOLLOW DOC# 1837052 OR BULL# 04-07-30-024E R&R TRA NSTOREPL CASE COVER ASM,FILTER,& INSPECT.	customer participation \$1600.00 ~OLH DUE TO DIAG,K6907,E2020,K6560
1575	Vue	2004	5GZCZ43D84S815712	9/1/2009	K7000	103735	\$2,206	RUMBLE NOISE IN THE FRONT WHEN IN PARK OR NEUTRAL. IN GEAR NOISE GOES AWAY. INTERNAL MALFUNCTION OF IN TRANS. DRAINED FLUIDANDFOUND METAL FLAKES IN FLUID.REPLACED TRANS.	50/50 split with customer 50/50 SPLIT WITH CUSTOMER AS PER ED GNADINGER DVM ~JAMES FALCONI IS SUPPOSE TO ISSUE \$1000 O.L.C. should have been submitted as 50/50 ~50/50 SPLIT WITH CUSTOMER AS PER ED GNADINGER DVM ~JAMES FALCONI IS SUPPOSE TO ISSUE \$1000 O.L.C.
1576	Vue	2004	5GZCZ43D84S820781	8/24/2009	K7000	103809	\$3,744	CONFIRMED COMPLAINT - VEHICLE WILL NOT MOVE AT ALL LOCATED AS SEVERE INTERNAL DAMAGE TO VTI TRANS. REPLACED VTI TRANS WITH A REMANPART - FILL FLUID AND INSTALLED ADDITIVE. UPDATED TCM AND ROAD TEST OK NOW. SUBLET FOR AN ALIGNMENT	mvl ~ADD TIME FOR PROGRAM TCM. PART OF CLASS ACTION ~SETTLEMNT - ROUTE TO MY DSSM
1577	Vue	2004	5GZCZ33D34S834095	8/5/2009	K7000	103858	\$3,013	C/S HARSH ACCEL--SES LIGHT ON CODE P1882 INTERNAL TRANS FAILURE REPLACED FAILED TRANS REPLACED COOLER LINES ALIGNED ---SET FRONTTOE	VTi special policy, customer paid 25% OUT OF VTI SPECIAL POLICY,CLASS ACT SETTLEMENT..LIZ HEGGARTY AUTHDREPAIR..VEHICLE WAS A PROGRAM CAR(PEP),WE RECEIVED AT 5965 FOR MILES..OWNER GREGORY ALAN KAIZER...TOTAL REPAIR 4156.12...CUSTOMERPAY 1083.77(25%)...GM 3072.35(75%)
1578	Vue	2004	5GZCZ43D44S827355	9/28/2009	K7104	104400	\$1,711	C/S TRANS IS STUCK IN 1ST GEAR,CK FOUND CODES P074 2-P1882 INTERNAL FLUID LEAK IN CASE COVER. REPLACED CASE COVERASSY,TORQUECONVERTER,FLUSHED OIL COOLER,AND REPROGRAMED TCM. 05-07-30-004	vti before change took effect

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1579	Vue	2004	5GZCZ43D54S825792	8/18/2009	K7104	104509	\$5,974	CHECK AND VERIFY CONCERN-TRUCK WILL BARELY MOVE-DR AIN TRANNY FLUID AND ADD ADDITIVE-REPROGRAM TCM IN PARKINGLOT- NOCHANGE-TRANNYBELT BREAKING-REMOVE TRANSMISSION FROM TRUCK AND DISASSEMBLE- AS PER BUL LETIN-REMOVE AND REPLACE VALVEBODY,TORQUECONVETE R CASECOVER AND FILTERS.ALIGN TRUCK AND DRIVE ALL OK,DONE.	Rebuilt ranny unit for no shift concern as per extended coverage policy
1580	Vue	2004	5GZCZ33D64S824435	9/21/2009	K7104	105241	\$2,995	VEHICLE JERKS WHEN PUT INTO GEAR-TEST DROVE AND VERIFIED THE CONCERN- PERFORMED TRANS PRESSURE TEST-FOUND LOW PRESSURE-REMOVEDTHETRANS AND REPLACED THE FILTER, VALVE BODY, TORQUE CONVERTER, AND CASE HALF-REASSEMBLED AND INSTALLED TEST DROVE ALLOK- PERFORMEDALIGNMENT	policy
1581	Vue	2004	5GZCZ33D94S801523	7/25/2009	K7000	105344	\$3,043	TECH VALIDATED CONCERN FOUND TRANSMISSION HAD NO F ORWARD OR REVERSE GEARING. TECH TOOK SAMPLE OF FL UID AND FOUNDMETALDEBRISTHROUGHOUT. TECH REMOV ED TRANSMISSION AND FOUND DRIVE BELT HAS BROKEN. REPLACED TRANSMISSION AND REPROGRAMED.RETESTED ANDVEHICLE HAD ALL FOWARD AND REVERSE MOTION.	ok andy one extra day of rental due to parts. ok andy APPROVED OVER PHONE 7/26/09 BY ANDY HORVATH ~75 GM 25 CUSTOMER PAY ~APPROVED OVER PHONE 7/26/09 BY ANDY HORVATH ~75 GM 25 CUSTOMER PAY



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1582	Vue	2004	5GZCZ43D84S828203	8/6/2009	K7000	105873	\$1,266	404 CUST STATES TRANS SLIPS BAD.TECH VERIFIED CONC ERN.ALSO LOUD NOISE COMING FROM TRANS,MAINLY FROM CASE COVERAREA.REMOVEDANDDIS-ASSM TRANS FOUND E XCESSIVE METAL SHAVINGS IN FLUID AND CASE AND SIGN S OF SCOSRING ON ALL BEARINGS ANDRACES.ALSO SIGNSOFBELT SLIPPAGE ON SHEEVES.RECOMMEND ENTIRE TRAN S REPLACEMENT DUE TO AMMOUNT OF METAL AND INTERNALDAMAGE.REPLACEDTRANS,FLUSHEDCOOLER LINES,FILLED FLUID,ADDED ADDITIVE.CHECKED TCM AND HAS LATEST CALIBRATION.CHCEKED ALIGNMENT,NOADJUSTMENTSNEEDED. TEST DROVEAND VERIFIED REPAIR.	authorized add credit claim for correct amounts Daryl total claim on eds \$4378.93 with guest paying \$3113.35 , on here it came up as 3570.96 and only paid 807.97 off of a 1265.58cust pay total short paying claims. I am resubmitting with ammts that reflect the 70% guest pay for a total of 1265.58 claim ammt Authorized vti special policy 2nd owner over 100k. owner pays 70% guest paid 70% of the claim (\$3113.35) and we Vp'd the balance due to a used owner with 105873 miles. ~VP COVERAGE,CUST PAYING 70% OF REPAIR.ERAC VIN #1 ~G1AK58F787308685,OLH AS NEEDED PER SI PER SVM
1583	Vue	2004	5GZCZ33D84S878948	8/6/2009	K7000	106096	\$2,891	TRANS HAS NO FORWARD OR REVERSE MOVEMENT. RAN PRES SURE TEST. @.2 1300 RPM 660 PSI @1. IDLE 1.80 PSI PRESSURES LOW.REPLACETRANSMISSION, FLUSH COOLER AND LINES, REFILL WITH FLUID AND ADDITIVE, TEST DR IVE	dvm approved. cust paid all labor and misc parts and 300.00 of trans to equal deductible. ~CUST TO PAY ALL LABOR AND MISC PARTS AND \$300. OF ~TRANS TO EQUAL DEDUCT
1584	Vue	2004	5GZCZ43D04S802940	7/28/2009	K7000	106267	\$3,190	THE TECH ROAD TESTED, CONFIRMED CONCERN. TECH NOTE D GROWLING NOISE FROM TRANS AT ANY SPEED WHEN HOT. TECH R&I TRANS,DISMANTLED,FOUND DEBRIS IN TRANS , MOST COST EFFECTIVE REPAIR TO REPLACE TRANSMISSI ON. TECH REPLACED TRANS AND PERFORMEDALIGNMENT. T ECHROAD TESTED, NO NOISE. CONCERN CORRECTED	approved per review. Per conversation w/Jack Burke-okay to repl trans per cost comparison. OLH includes 1.1 for alignment and 1.0 for teardown/reassembly plus .5 for replace trans cooler lines. ~1HR TEARDOWN TIME APPROVED
1585	Vue	2004	5GZCZ33D14S823046	9/15/2009	K7104	106496	\$1,067	CUST STATES THAT WHILE DRIVING THAT THE VEHICLE SURGES AND CHUCKS WHEN DRIVING ALSO WHEN TRYING TO TAKEOFF.TECHSTATESTHATVERIFIEDCUSTOMERS CONCERN FOUND TRANS WOULD SLIP PERFORMED LINE PRESSURE TEST PRESSURE WAS LOW 208 PSI.NEC TOREPLACECASECOVERASSY VALVEBODY AND FLUID FILTE	special coverage. 30% gm. 70% customer

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1586	Vue	2004	5GZCZ33D24S819684	7/13/2009	K7000	106919	\$3,941	CUSTOMER STATES VEHICLE WONT SHIFT PROPERLY & SES LIGHT IS ON- CONFIRMED.CAN NOT COMMUNICATE WITH TC M. REPLACED FAULTYTCM&PROGRAMMED- STILL STUCK I N LOW- TRANS IS VERY LOUD PERFORMED PRESSURE TEST 125 AT 1 OHM ON SCANNER- REPLACEDTRANSMISSIONREALIGNED- OK NOW	trans ok CUSTOMER STATES VEHICLE WONT SHIFT PROPERLY & SES LIGHT IS ON- CONFIRMED.CAN NOT COMMUNICATE WITH TC M. REPLACED FAULTYTCM&PROGRAMMED- STILL STUCK I N LOW- TRANS IS VERY LOUD PERFORMED PRESSURE TEST 125 AT 1 OHM ON SCANNER- REPLACEDTRANSMISSIONREALIGNED- OK NOW
1587	Vue	2004	5GZCZ33D54S823891	8/31/2009	K7000	107125	\$3,845	C/S THAT THE TRANS HAD NO REVERSE. TECH INSPECTED AND VERIFIED THE CONCERN. TECH FOUND NO PRESSURE SUPPLIED THROUGH VALVE BODY TOTRANS. FOUND MASSIVE INTERNAL DAMAGE TO REVERSE CLUTCH ASM DUE TO PRESSURE DIFF AND NOISE. TECH FOUND NEC TO REPLACE TRANS ASM.	ok - doug Doug the reverse clutch fell apart, causing damage to the valve body, torque converter and value body, and trans pump, Thedifference between repair and replacement was just over \$500 Brian Reviewed and decided to replaced trans. OLH 1.3 for Alignment.7 front toe .2 Front left camber .4. Sarah ADDED IN SYSTEM DUE TO THE SERVICE ORDER BEING BILLED OUT WRONG.
1588	Vue	2004	5GZCZ33D94S806916	9/16/2009	K7000	107295	\$4,598	CUST STATES OIL LEAKING, FEEL A DRAG WHILE ACCELLE TECH REPORTED OIL LEAKING TRANS CASE, R&I TRANS AND FOUND HAIRLINE CRACKS WITHINBELL HOUSING AT FLUID FLANGE, REPL TRANSAXLE ASSEMBLY, INSTALLD FLUID AND ADDITITIVES TO CORRECT CONDITION.	trans replace ~ADD TIME FOR PARTIAL TEARDOWN TO DIAG ~DYE TESTING. REASSEMBLED CORE

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1589	Vue	2004	5GZCZ43D64S884933	8/20/2009	K7000	107443	\$3,861	DIAGNOSED VEHICLE NOT TO MOVE IN DRIVE WHEN HOT, FOUND STORED CODE P1758. DIAGNOSED THE TRANNY TO BE FAULTY. REPLACED THETRANSMISSION, FLUSHED COOLER LINES, COOLER, INSTALLED ADDITIVE, AND UPDATED THE TCM CALIBRATIONS.	ok to pay ~VTI TRANNY. CUSTOMER WAS WORKING WITH ASSISTANCE ~CENTER SINCE BEGINING OF AUG.
1590	Vue	2004	5GZCZ43D64S808287	7/11/2009	K7000	107879	\$3,079	CUSTOMER STATES VEHICLE SLIPS WHEN ACCELARATING FROM A STOP AND SURGES AT CONSTANT HIGHWAY SPEEDS. SERVICE LIGHT ON.DTCP1758SET.DUPLICATE SLIP FROM VTI.VTI INTERNALLY NOISEY.TRANS PUMP MATCHES TECH2 UP TO 315PSI.FOUND METAL FLAKE IN THE FLUID.CAUSED BYINTERNAL VTI FAILURE. owner is paying \$1026.39	VTi transmission with customer participation Steve, This owner is paying \$1026.39 towards the repairs. Shane what about customer participation? ~A AUTHO FOR WARRANTY POLICY
1591	Vue	2004	5GZCZ33D24S813660	9/8/2009	K7000	107967	\$2,983	TECH VERIFIED CUSTOMER COMPLAINT OF SES LIGHT ON CODE P1882 - CAR WILL NOT MOVE - FOUND INTERNAL FAILURE IN VTI TRANSMISSION-REPLACED TRANSMISSIO N AND ALIGNED - TEST DROVE - ALL OK AT THIS TIME	claim reviewed fom approved to wp 75% of vti transmission replacement due to mileage/time
1592	Vue	2004	5GZCZ43D94S819753	7/29/2009	K7000	108598	\$3,060	C/S TRANS WILL DELAY SHIFTING INTO DRIVE FROM REVE RSE TECH FOUND TRANS SLIPPING REPLACED ASSY FILLED WITH FLUID ANDADDITIVEALIGNED AFTER ORIGINAL OWNER 25/75 SPLIT	VTi special policy - customer paid 25% fom authd repair....vti special policy...class act settlement...original owner...over 100k....marilyn renee andersontotal for repair 4288.50...guest paid 1138.93....saturn 3149.57 ~POLICY ADJUST 3 RD TRANS IN THIS CAR LAST ONE ~2/25/09 MI 91519 JOB 4247681 75/25 SPLIT ORIGN
1593	Vue	2004	5GZCZ33D24S815456	9/17/2009	K7000	108761	\$2,936	A authorized dy DSM, replaced unit and owner pays 25% as per class action agreement	approved owner paid 25% of all parts and labor.pls reconsider claim is showing customer did not participate as required. as authorized by DSM, replaced unit and owner pays 25% and balance billed to Saturn.Saturn of Dayton paid for tow charges andloaner to promote customer enthusiasm

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1594	Vue	2004	5GZCZ33D34S820021	9/14/2009	K7104	110294	\$2,553	VERIFIED ONCE AT OPERATING TEMP AN INTERNAL FLUID LEAK AT VTI CASE COVER ASSEMBLY CAUSED A NO MOTION CONDITION WITH DTC P0841.PERTSB 050730004 REPLACED CASE COVER,VALVE BODY AND INTERNAL FILTER REASSEMBLED TRANSMISSION AND TEST DROVE TO VERIFY OPERATION.	customer participation \$958.11 ~OLH ADD TIME
1595	Vue	2004	5GZCZ33D14S883831	7/31/2009	K7000	111297	\$1,178	CUSTOMER STATES CAR WILL NOT GO INTO DRIVE. TRANSMISSION DRIVE BELT SLIPPING/OVERHEATING.LOW PUMP PRESSURE, METAL INFLUID.REPLACEDVTI TRANSMISSION,FLUSHED COOLER LINES AND SET FRONT END ALIGN MENT. TEST DROVE GOOD.	o.k. -to customer participation o.k.-to ~WP 30% PER CLASS ACTION LAWSUIT.OT HOURS TO FLUSH ~COOLER LINES,PRESSURE TEST, ALIGN AND ROADTEST.
1596	Vue	2004	5GZCZ33D14S820129	7/11/2009	K7104	111798	\$3,004	TECH.VERIFIED CK.ENG.LIGHT ON & RPMS JUMPING. TECH FOUND CODE P1882. PRESSURE TEST TO FIND 96PSI@IDLE & 796PSI@1400RPM.NESS.TOFOLLOW BULLETIN 50-07-30 -004 TO REPLACE END COVER, CONVERTER, VALVE BODY & FILTER. ALSO NOISEY FRT.PUMP & LEAKING AXLESEAL. ROADTESTED OK AFTER REPAIRS.	vti transmission ~1.2 OTH TO REPLACE AXLE SEAL & FRT.PUMP.
1597	Vue	2004	5GZCZ43D04S812710	9/21/2009	K7000	111801	\$3,034	TECH VERIFIED CUSTOMER COMPLAINT OF NO GEAR - FOUND BELT IN VTI TRANSMISSION BROKEN - REPLACED VTI TRANS AND ALIGNED - TESTDROVE-ALL OK AT THIS TIME	ok customer paid \$1011.29 - 25% of vti transmission replacement where is customer participation fom approved to wp 75% of vti transmission replacement due to mileage/time - original owner
1598	Vue	2004	5GZCZ33D34S806913	7/13/2009	K7000	111943	\$2,844	C/S SES LIGHT IS ON AND TRANS FEELS LIKE IT IS SLI PPING. C/ CODE P1882 RATIO SLIP. TRANS IS SLIPPING NEEDS TO COME OUTFORINSPECTION. REMOVED TRANS A ND FOUND SHEAVE DAMAGE AND CASE DAMAGE DUE TO CLUT CH HOUSING BREAKING. C/ REPLACED TRANS ASM ANDCOMPLETED ALIGNMENT,SET BOTH TOE REASSEMBLED CORE CUST TO PAY 25% OF TOTAL	approved cp particpate \$983.05 resubmit to include 25% customer participation amount.cws. ~OK-OLH FOR ALIGNMENT,TOE

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1599	Vue	2004	5GZCZ33D74S829322	7/21/2009	K7104	111978	\$2,910	C\S CAR BUCKS AND JERKS NO DTC CODES PRESENT REPAL CED CASE ASSY. FLUSHED SYSTEM	~COVERED UNDER VP
1600	Vue	2004	5GZCZ33D54S806654	9/24/2009	K7000	112397	\$2,892	SCAN TESTED THE VEHICLE FAULT CODE P1758,PERFORMED TRANSMISSION PRESSURE TEST @ 1 AMP 200 PSI/.24AMPS 550 PSI,REFERTOSERVICEINFORMATION BULLETIN # 05 -07-30-003 AND 05-07-30-004.PERFORMED WARRANTY COS T ANALYSIS,THE MGR FOUND IT MORE COSTEFFECTIVETOREPLACE THE TRANSMISSION ASSEMBLY,THAN REPLACING CASE COVER,VALVEBODY AND CONVERTER ASSEMBLY. ROAD TESTED THE VEHICLETOVERIFYREPAIR	OK Goodwill trans replacement with owner co-pay. wp per Pete Salich,repared under terms of the class action law suit,the service mgr per warranty cost analysis and found thereplacment of the assembly was 268.33 less than repair. Wp per Pete Salich repaired under the class action law suit.customer paided \$1000.00 toward repair ~WP PER PETE SALICH REPAIR PER CLASS ACTION LAW SU ~T
1601	Vue	2004	5GZCZ43D04S805059	9/3/2009	K7000	113218	\$4,132	FOUND SES LIGHT ON P1882 AND TRANS SOUND.TRANS SLIPS TO GET MOVEMENT. FLUID IS BLACK AND FOUND LINK OF CHAIN WHEN PUTTING AMAGNETINTO DRAIN HOLE. SUSPECT HEAVY METAL CONTAIMINATED THROUGH OUT TRANS.SUGGEST REPLACEMENT ,FLUSH COOLER AND TCM UPDATE	Approved per dealer comments WARRANTY POLICY PARTS ONLY 4 CUSTOMER ENTHUSIASM ~WARRANTY POLICY PARTS ONLY 4 CUSTOMER ENTHUSIASM
1602	Vue	2004	5GZCZ33DX4S880958	8/25/2009	K7104	114014	\$3,051	TEC FOUND NO MOVEMENT WITH TRANS BURNT - NO PSI - NO MOVEMENT TEARDOWN, FLUSH AND REPLACED NEC CONTAMINATED PARTS (REBUILD PER REP)	~REPLACED CONTAMINATE PARTS CUSTOMER PAID ~PERCENT REQUIRED CORRECTED OP CODE &TT
1603	Vue	2004	5GZCZ33DX4S829430	9/10/2009	K7000	114740	\$3,226	CUST STATES VEH HAS NO GEARS VEH JUST REVS VERIFIED CONCERN DIAG TRANS SLIPPING PRESSURE TEST VERY LOW IDLE 250PSIAT1500RPMS,DRAINED FLUID F OUND METAL DEBRIS IN SYSTEM, TEAR DOWN TO INSPECT INTERNAL FAILURE NEC TO REPLACE TRANSMISSIONASSEMBLY.PROGRAMTCM SET ALIGNMENT TOE FRONT AND REAR TEST DROVE VEH OK AT THIS TIME NOTE TRANS ASSEMBLY COMES WITH 3TEAR 50,000MILEWARRANTY	Claim approved due to comments by prior DVM. Customer participation was not taken out when claim paid. Please adjust claim to correct amount. Claim should pay \$3,226.33 customer participation amt. was not taken when claim paid - please adjust - claim should have only paid \$3,226.33 I approve this claim ~OLH FOR DIAG/TEARDOWN/RELATED REPAIRS & REPROGRAM ~-SERVICE MANAGER AUTH. WP REPAIR W/ CUST. PARTICI

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1604	Vue	2004	5GZCZ43D64S893664	7/14/2009	K7104	115449	\$3,976	CUST STATES THERE IS A RUMBILING NOISE WHEN ACCELERATING, TECH FOUND THE VTI FLUID BRUNED, TECH FLUSHED FLUID AND REPROGRAMED THETCM, TECH TEST DROVE CAR AND HAD A RUMBLING JERKING FEELING STILL, TECH REMOVED AND REPLACED VTI COVER ASSEMBLY, TECH TEST DROVECAR AND FOUND THE CAR STILL JERKING TECH REMOVE THE AND REPLACED THE VALVE BODY ASSEMBLY, TECH TEST DROVE CAR 15 MILES CAR IS FINEAT THIS TIME	~SPECIAL POLICY DUE VTI CONCERNS
1605	Vue	2004	5GZCZ33D14S805761	8/20/2009	K7000	116701	\$3,270	INSPECTION FOUND TRANSMISSION SLIPPING. PERFORMED LINE PRESSURE TEST: LOW. CHECKED FLUID & FOUND CONTAMINATED. TECHREPLACEDTRANSMISSION ASSEMBLY. PERFORMED 4-WHEEL ALIGNMENT & ROADTESTED TO VERIFY	In discussion with field on trans/rental, started prior to rental, by time part came in and installed, 8 days; will allow. DEBITED FOR CUSTOMER PARTICIPATION AMOUNT Authorization to replace transmission assembly, overlap operation number, and \$210 rental charges. ~WP DUE TO VTI POLICY. ORIGINAL OWNER. OVER 100K ~CUSTOMER PAYS 25%
1606	Vue	2004	5GZCZ43D84S817475	8/22/2009	K7000	116927	\$2,918	ROAD TESTED AND HEARD NOISE COMING FROM TRANSMISSI ON, PERFORMED PRESSURE TEST AND FOUND LOW, R AND R CASE COVER AND FOUNDCHAINSTRETCHED AND HITTING THE CASE DAMAGING CASE AND GETTING METAL THRUOUT THE TRANSMISSION, REPLACED TRANSMISSION AND FLUSHE DCOOLERLINES, ROAD TESTED	Claim is being approved based on the information provided and with good faith. The claim is subject to review first owner between 100 & 125k, paid 25% = \$1038.67 ~1ST OWNER UNDER 125K, CUSTOMER PAID 25%= \$1038.67
1607	Vue	2004	5GZCZ33D64S830591	7/31/2009	K7000	118433	\$3,268	CUST STATES VEHICLE WILL NOT MOVE IN DRIVE. TOWED IN. VERIFIED NO MOVEMENT IN DRIVE. SCANNED MULTIPLE TRANS CODES. FLUID FULL OFMETAL SHAVINGS REPLACED TRANS. SET FRONT TOE. TEST DRIVEN. VERIFIED REPAIR.	Approve ~GUEST TO PAY LABOR

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1608	Vue	2004	5GZCZ33D94S879302	7/27/2009	K7000	119200	\$3,244	<p>COULD NOT TEST DRIVE AS VEHICLE WILL NOT MOVE IN A NY GEAR.PERFORMED PRESSURE TEST &amp; FOUND FLUID PRES SURE WITHIN SPECS, .2 AMPS675 PSI, 1.0 AMP 168 PS I.INSPECTESD FLUID &amp; FOUND METAL PIECES OF TRANS C HAIN IN FLUID.REMOVED TRANSMISSION.BASED ON INTERN ALDAMAGE OF TRANS,REPLACED WITH REMANNED UNIT.INS TALLED TRANS &amp; TEST DROVE VEHICLE,DROVE NORMALLY, STEERING WHEEL OFFCENTER.PERFORMED ALIGNMENT.ADJU STED FRONT &amp; REAR TOE.TEST DROVE &amp; VERIFIED STEERI NG WHEEL STRAIGHT.VERIFIED NO LEAKS &amp; TRANSOPERAT ING AS DESIGNED.ON TEST DRIVE NOTED RIGHT REAR WHE EL BEARING VERY NOISEY.NOTE THAT 1.1 HRS LISTED IN OTHER HRS TIME FORLABOR OP E2020.</p>	Auth claim for Vti trans repair. Cust paid labor. ~FOM TO AUTH GOOD PUNCH TIMES GOOD STORY ~ CUSTOMER PAID \$975.00 LABOR TOWARDS REPAIRS
1609	Vue	2004	5GZCZ33DX4S801871	8/5/2009	K7104	119763	\$2,105	<p>CUST STATES VEH TRANS WILL NOT PULL//VERIFIED CONC ERN.CK TRANS PRESSURE 250PSI @ IDLE @ 1.0AMP &amp;840PSI@1400RPM@0.2AMP.FOUNDPRESSURE @ 300PSI WHEN I N DRIVE &amp; NO MOVMENT.TAC#10980757 ADV TO REPLACE CASE COVER DUE TOLEAKINGFORWARDCLUTCHES.NEC TO REPLVTI CASE CVR &amp; FLUSH COOLER LINES.TEST DROVE</p>	<p>Split with customer. Total amount of claim 3159.49 asking paymentof 2119.32. Customer paid 1040.17</p> <p>Split with customer. Total amount of claim 3159.49, cust paid1040.17.Asking payment of 2119.32</p> <p>Split with customer. Total amount of claim 3159.49 customer paid1040.17. Asking payment of 2119.32.</p> <p>~CKS OK.CUST PAID 1040.17 TOTAL AMT CLAIM 3159.49 ~ASKING PAYMENT OF 2119.32</p>
1610	Vue	2004	5GZCZ43D84S815449	9/21/2009	K7000	119958	\$2,098	<p>TRANS STOPPED PULLING WHILE DRIVING. CODE P1758 PR ESENT. LOUD GROWLING FROM CENTER OF TRANS. PERFORM ED PRESSURE CHECK.ENDCOVERALREADY REPLACED ONCE INSTALL TRANS ASSY, FLUSH COOLER AND LINES AND TES T DRIVE. C/P BALANCE. MOVE ADD TIME TO OLH.</p>	<p>dvm approved</p> <p>add cust participation and resubmit</p> <p>add cust participation and resubmit</p> <p>~SATURN TO COVER 30%. SATURN PAY AMT 1190.00 ~C/P BALANCE. MOVE ADD TIME TO OLH.</p>

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1611	Vue	2004	5GZCZ33DX4S824003	8/8/2009	K7104	120226	\$2,948	FOUND NO MOVEMENT, CODE P1882 SET, REPLACED TRANS SIDE COVER, FLUID AND FILTER, TEST DROVE AND FOUND SES LIGHT, CODE P1882, CALLED TAC, CASE #10989593 AND ADVISED TO REPLACE VALVE BODY AND SPEED SENSORS. REPLACED VALVE BODY AND SPEED SENSORS, RETESTED. LABOR FOR REPAIR CHARGED TO OWNER, 75% WARR/25% SPLIT	goodwill warranty repair due to customer enthusiasm
1612	Vue	2004	5GZCZ33D64S830896	7/29/2009	K7000	121336	\$1,164	CUSTOMER STATES VEH HAS NOISE AND IS SKIPPING DOES NOT WANT TO DO TRANS FLUSH UNLESS IT WILL FIX ISSUE LOUD TRANS NOISE, NO FORWARD MOVEMENT. NO FLUID PRESSURE ZERO PSI @ ANY READING. REPLACED TRANS ASM	ok ~CP \$2707.57 VP \$713.71 you must put the amount customer paid on line or the claim will pay the whole amount. ~CP \$2707.57 VP \$713.71
1613	Vue	2004	5GZCZ33D84S800363	7/11/2009	K7104	121551	\$3,278	CUST STATES TRANS IS MAKING NOISE AND DOES NOT WANT TO ACCELERATE, ALSO CHECK ENGINE LIGHT IS ON... TECH INSPECTED AND FOUND CODE STORED FOR RATIO CONCERNS, HAS INTERNAL DAMAGE TO TRANS, TECH REPLACED WITH REMAN TRANS ASSY WITH FLUID AND ADDITIVE AND PERFORMED TCM RECAL.	VTI SPECIAL POLICY VTI SPECIAL POLICY
1614	Vue	2004	5GZCZ33D44S827432	7/23/2009	K7000	121675	\$1,161	VERIFY NOISY TRANSMISSION. UNIT WILL NOT MOVE. RDA IN FLUID. BELT PIECES CAM OUT IN FLUID. REPLACE TRANS AXLE AND RE SET TOE	ok andy andy had to change customer participation amt to 2709.51 ok andy had to go back into the claim and add the customer contribution so saturn did not pay the whole claim ok andy ~ASSIST PER VTI LETTER



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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1615	Vue	2004	5GZCZ33D34S802862	9/11/2009	K7104	122818	\$4,232	CUST STATES NOISY TRANSMISSION.VTI BELT GRINDING. TECH ASST. CASE # 11030596/LINE PRESS TEST LOW 50 PSI.REPLACE CASECOVERASM,VALVEBODY,INPUT/OUT- PUT SPEED SENSORS,CLEAN TRANS,REPL FILTER HOUSING ADJUST FRONT TOE  CUST STATES NOISY TRANSMISSION.VTI BELT GRINDING. TECH ASST. CASE # 11030596/LINE PRESS TEST LOW 50 PSI.REPLACE CASECOVERASM,VALVEBODY,INPUT /OUT- PUT SPEED SENSORS,CLEAN TRANS,REPL FILTER HOUSING ADJUST FRONT TOE	Claim reviewed by DVM. CUST STATES NOISY TRANSMISSION.VTI BELT GRINDING. TECH ASST. CASE # 11030596/LINE PRESS TEST LOW 50 PSI.REPLACE CASECOVERASM,VALVEBODY,INPUT/OUT- PUT SPEED SENSORS,CLEAN TRANS,REPL FILTER HOUSING ADJUST FRONT TOE  CUST STATES NOISY TRANSMISSION.VTI BELT GRINDING. TECH ASST. CASE # 11030596/LINE PRESS TEST LOW 50 PSI.REPLACE CASECOVERASM,VALVEBODY,INPUT/OUT- PUT SPEED SENSORS,CLEAN TRANS,REPL FILTER HOUSING ADJUST FRONT TOE  ~0
1616	Vue	2004	5GZCZ43D74S819167	9/14/2009	K7104	123218	\$3,724	VERIFIED TRANS NOT UPSHIFTING, NEC TO PERFORM PRESSURE TEST. FOUND PRESSURES BELOW SPEC. NEC TO REPLACE CASE COVER, FILTER, VALVEBODY, AND RELATE D PARTS.  VERIFIED REPAIR.	~VTI

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1617	Vue	2004	5GZCZ33D44S828175	7/11/2009	K7000	123951	\$2,947	TECH FOUND THERE WAS NO LINE PRESSURE AT 1.0 AMPS AND AT .2 AMP TOOK THE DRAIN PLUG OFF AND FOUND TH AT THEBELTWASBROKENTECHREPLACED THE TRANSMISS ION AND SET FRONT TOE	OK Customer Participation Amount corrected and resubmitted. TECH FOUND THERE WAS NO LINE PRESSURE AT 1.0 AMPS AND AT .2 AMP TOOK THEDRAIN PLUG OFF AND FOUND TH AT THE BELTWASBROKENTECHREPLACED THE TRANSMISS ION AND SET FRONT TOE. ADDITIONAL TIME FOR SETTING FRONTTOE, DIAGNOSIS AND REPLACING DRAINPLUG IN OLH. ONE TIME GOODWILL PER FOM.20090720 15:58 DW Not Available IC 0005 TECH FOUND THERE WAS NO LINE PRESSURE AT 1.0 AMPS AND AT .2 AMP TOOK THE DRAIN PLUG OFF ANDFOUND TH AT THE BELT WASBROKENTECHREPLACED THE TRANSMISS ION AND SET FRONT TOE. ADDITIONAL TIME FOR SETTING FRONT TOE AND REPLACINGDRAIN PLUG IN OLH.20090720 15:57 DW Not Available IC 0003 TECH FOUND THERE WAS NO LINE PRESSURE AT 1.0 AMPS AND AT .2 AMP TOOK THE DRAIN PLUG OFF ANDFOUND TH AT THE BELT WAS BROKENTECHREPLACED THE TRANSMISS ION AND SET FRONT TOECommentsDate Time Stamp SourceCode Approver VersionType Version Comment20090818 14:22 TK Omar Vazquez IC 0009 Customer deductible is not entered. Customer paid \$1,018.70.....OV20090720 15:59 DW Not Available IC 0007 TECH FOUND
1618	Vue	2004	5GZCZ33D04S809977	9/8/2009	K7104	124413	\$2,642	CUSTOMER STATES SES LAMP IS ON VERIFIED FND TRANS FLUID BURNT FOLLOWED STEPS IN BULLETIN 04-07-30-02 4E NEC TO REMOVEANDDISSASSEMBLE TRANS PERFORMED ALL OK AFTER REPAIR	deductible per c/a suit ~POLICY REPAIR PER C/A LAWSUIT
1619	Vue	2004	5GZCZ33D94S803921	9/3/2009	K7104	124774	\$1,112	P1882 RATIO CONTROL PERFORMANCE. REPLACED VTI CASE COVER, VALVE BODY, FLUID FILTER, FLUSHED LINES SET FRONT TOE ROAD TESTED	VTi policy Vti policy customer participation is \$2595.14 ~1.8 TTL ADD = .3 FLUID FILTER, .5 LINE PRESS TEST ~.6 CK ALIGN, .2 SET FRONT TOE .2 RD TEST

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1620	Vue	2005	5GZCZ43D35S821158	7/15/2009	K7000	75115	\$3,898	C-WHEN PUT IN DRIVE DOES NOT GO C-LONG DELAY INTO DRIVE. NO DTC'S INTERNAL FLUID LEAK, CASE 1/2. REMOVED UNIT C-REPLACED TRANSMISSION, FLUID, ADDITVIE, ALIGNED NOTE: CENTER BEARING IS BROKEN - EST \$441.58 VIN-KL1TD56E49B304488	dvm approve claim..djm...7-28-09.. ~WAS 99 MILES OUT OF VTI ORIGINAL WARRANTY WHEN ~IN TO HAVE LOOKED AT - APPROVED WITH DENNIS M
1621	Vue	2005	5GZCZ43D15S804066	9/8/2009	K7000	76206	\$4,321	CUST STATES THAT CUSTOMER HEARD A NOISE AND THE TR ANSMISSION WAS SLIPPING AND CAR WAS NOT MOVING. TECH CONFIRMED CONDITION AND FOUND THAT THERE IS NO FORWARD MOVEMENT OR REVERSE MOVEMENT. TECH REMOV ED DRAINPLUG AND FOUND THAT THE BELT WAS BROKEN. T ECH REMOVED AND REPLACE TRANSMISSION ASSEMBLY. TEC H PERFORMED 4 WHEEL ALIGNMENT, RETESTED TRANSMISSI ON AND ALL OK AT THIS TIME.	ok per comments ~VTI REPLACEMENT AND RENTAL O.K.'D BY MATT MENDY ~PRIOR TO REPAIR
1622	Vue	2005	5GZCZ43D05S805306	7/17/2009	K7800	77875	\$3,676	VERIFIED VEHICLE WILL NOT GO OVER 1 MPH -- INSPECT AND FOUND VTI TO HAVE INTERNAL FAILURE. REMOVE AND REPLACE CASE HALF, VALVE BODY AND FILTER. TEST DRIVE TO VERIFY REPAIR	~OLH DUE TO DIAG ~WARRANTY POLICY
1623	Vue	2005	5GZCZ43D05S815706	8/27/2009	K7104	83597	\$3,581	R/R CASE COVER ASSY. AND REPLACE DISASSEMBLED AND CLEANED-REPLACED FILTER ASSY. VALVE BODY AND SPEED SENSORS INSTALLED CALIBRATION.TEST DROVE.	~VP AUTH VTI RPR UNDER SATURN GUIDELINES
1624	Vue	2005	5GZCZ43D95S819656	9/3/2009	K7000	83947	\$4,329	CONFIRM TRANS NOISE AND WILL NOT MOVE. TOWED IN PRESSURE TEST, NO PUMP PRESSURE. REPLACE TRANS AND ALIGN SUSPENSION.RENTALVIN#1G1AK58FX87319972	rk trans VLi recall ok per Bob ~ADD TIME FOR PRESSURE TEST AND ALIGNMENT
1625	Vue	2005	5GZCZ43D05S817097	9/1/2009	K7000	84921	\$5,250	REPLACE TRANSAXLE	approve REQUEST TOW OF 175.00 WHICH WAS NOT ORIGINALLY ON RO approved replacement of VTI transmission under special policy. request reimbursment

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1626	Vue	2005	5GZCZ43D35S801766	7/17/2009	K7000	86159	\$4,124	1090356 TECHNICIAN CONFIRMED COMPLAINT. TECH PULLED CODES P0172,P1599,P1758, TECH CHECK LINE PRESSURE FOUND BELOW SPEC.TECH REMOVED ANDREPLACED TRANSMISSION. ROAD TEST OK CAR DRIVES AS SPEC. TRANSMISSION REPLACED 10/27/08 MILES 65,955 ORIGINAL RO#	first owner VTi transmission ~ADD TIME FOR LINE PRESSURE TEST ~PRIOR REPAIR COMPLETED 10/28/08 65955 1090356
1627	Vue	2005	5GZCZ43D55S801106	7/27/2009	K7000	87891	\$3,929	REPLACED PER DSM . TECH NOTED. AFTER REPLACE CASE COVER LOUD WHINE TE CH CASE #10962293 REPLACED UNIT.	repair approved. failed to enter transmission unit on original claim;replaced unit as authorized by DSM, pls reconsider failed to enter transmission unit on original claim; unit replacement authorized by DSM. Pls reconsider failed to enter trns unit on original claim;unit replaced as per DSM authorization,pls reconsider failed to enter transmission unit on original claim;unit replaced as authorized by DSM.Pls reconsider failed to enter transmisson unit on original claim;unit replaced as per DSM failed to enter transmission unit on original claim.unit replaced as authorized by DSM failed to enter trans unit on original claim;unit replaced as auth by dsm failed to enter trans unit on correct line;unit replaced as authorized by dsm. part amount is correct based on guidelines as auth by dsm, replaced unit; however failed to enter all parts on original claim.pls reconsider for adjustment Reviewed and verified diagnosis and repair with the service manager. ~AUTH BY DSM TO REPLACE UNIT, AFTER CASE

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1628	Vue	2005	5GZCZ43D35S816817	8/25/2009	K7000	88965	\$5,396	VERIFIED NO MOVEMENT. METAL CONTAMINATION FROM INTERNAL BELT COMING APART. NECESSARY TO REPLACE COMPLETE TRANS ASSY. REFILLED WITH NEW FLUID & ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK	k7000 approved known concern VERIFIED NO MOVEMENT. METAL CONTAMINATION throughout trans FROM INTERNAL BELT COMING APART. NECESSARY TO REPLACE COMPLETE TRANSASSY. REFILLED WITH NEW FLUID & ADDITIVE. ROAD TESTED FOR PROPER OPERATION. OK - policy, known concern
1629	Vue	2005	5GZCZ43D65S820795	7/21/2009	K7000	90481	\$3,299	C-VEHICLE WON'T MOVE C-VERIFIED, TRANS BELT BROKEN; SES, P0700, P1758 DRIVE W/O DRIVE RATIO C-REPLACED TRANSMISSION, FLUSHED COOLER, ADDED ADDITIVE, FLUID, PROGRAMMED, & ALIGNED KL1TD666X88266262 8 DAY RENTAL DUE TO REPAIR	dvm approve claim..djm.....8-10-09.. CUSTOMER PARTICIPATION dvm approve claim..djm....7-31-09. ~75/25 SPLIT
1630	Vue	2005	5GZCZ43D55S806726	8/5/2009	K7000	90534	\$4,130	TECH VERIFIED CONCERN..CHECKED TRANS LINE PRESSURE 620 AT 1400 RPMS.CHECKED AND FOUND METAL IN FLUID. REPLACED TRANS ASM AND FLUSHED COOLER LINES. ALIGNED THE FRONT END. ROAD TESTED OK 1 DAY CAR RENTAL ENTERPRISE:VIN#3GCEK23329G232237. CUST STATES THERE IS A TICKING NOISE WHEN COMING UP TIME FOR ALIGNMENT AND TIME FROM UNDER THE HOOD WHILE DRIVING ADD TIME FOR ALIGN AND PRESSURE TEST	claim reviewed and approved. ~FROM UNDER THE HOOD WHILE DRIVING. ~ADD TIME FOR ALIGN AND PRESSURE TEST
1631	Vue	2005	5GZCZ43D65S817105	7/28/2009	K7104	91760	\$3,107	SCANNED FOR CODES W/ TEC 2 CK LINE PRESS, AT 1500 RPM MLINE PRESS IS 353 PSI AT IDLE LINE PRESS 142 PSI. R/R TRANSMISSION, REPLACED CASE HALF ASM, AND TRQ CNVTR. OPERATING AS DESIGNED.	REQUESTING AUTHORIZATION FOR REPLACEMENT OF HALF CASE. VTI TRANSMISSION ISSURE. CUSTOMER PAID A 25% PARTICIPATION. REQUESTING AUTHORIZATION FOR REPLACEMENT OF HALF CASE. VTI TRANSMISSION ISSURE. CUSTOMER PAID A 25% PARTICIPATION.

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1	MODEL	MODL_YR_NBR	VEH_IDENT_NBR	REPAIR ORDER DATE	SVC_LABR_OPRT N_CD	VEH_ODMTR _MILEAG	CLAIM_TOT_ GLOBL_AMT	Correction (ZCOR)	Comment Text
1632	Vue	2005	5GZCZ43D65S817105	8/3/2009	K7104	91837	\$4,943	TRANS SLIPPING HAS NO PWR, AFTER REPLACED CASE HAL F, THE FIRST TIME, R/R COMPLETE TRANSASM ALIGN FNT ENDAND SDJUSTLRT,TESTDROVECAR, TRANS IS OPERATING AS DESIGNED	OK TO PROCESS CORRECTED THE LOP TO K7104 USE THE SPECIAL POLICY LABOR OP Please auth transmission replacement. The half shaft was just replaced and failed on prior visit.
1633	Vue	2005	5GZCZ43D65S811806	8/18/2009	K7104	92693	\$4,302	TESTED TRANS. VERIFIED SLIPPING. REMOVED AND REBUILT REPLACING SIDE COVER, VALVE BODY ANDTORQUE CONVERTER. REASSEMBLED AND RE-SETFRONT TOE. CAR UNDER 100K, ORIGINAL OWNER, PREV REPAIRS IN HISTORY	~.3 FILTER, .5 LINE PRESSURE, .9 ALIGNMENT, .5 ADD ~PARTS, ALL PARTS NESS.
1634	Vue	2005	5GZCZ43D05S818928	9/28/2009	K7000	94076	\$4,026	TECH FOUND THERE WAS SCALE LIKE FRAGMENTS IN THE TRANSMISSION CAUSING OPSI OF FLUID PRESSURE TECH RE PLACED TRANSMISSIONANDSETFRONT TOE	jbb TECH FOUND THERE WAS SCALE LIKE FRAGMENTS IN THE TRANSMISSION CAUSING OPSI OF FLUID PRESSURE TECH RE PLACED TRANSMISSION ANDSETFRONT TOE. FIXED OPS MANAGER INSPECTED AND AUTHORIZED REPLACEMENT OF TRANSMISSION.
1635	Vue	2005	5GZCZ43D75S815086	8/11/2009	K7104	95336	\$3,507	GUEST REQUESTS TRANSMISSION REPAIR-SEE RO #2294217 GUEST STATES THERE IS A WINNING/RATTLING NOISE IN THE CAR WHEN DRIVING. GOESAWAY WHEN VEHICLE COMES TO A STOOP CHECK AND ADVISE TRANS SLIPS FORWARD AND REVERSE LOUD GRINDING FROM TRANS FOLLOW DOCUMENT1614535 REPLACE CASE COVER ASSEMBLY, TORQUE CONVERTOR, AND SUCTION FILTER RESET FRONT/REAR TOE PRESSURE TEST READINGS.2AMP/750PSI 1.0AMPS/300 PSI R/T 6 MILES OPERATION NORMAL	~POLICY EXTENDED VTI COVERAGE

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1636	Vue	2005	5GZCZ43D15S815066	7/17/2009	K7000	99121	\$3,191	PERFORMED DIAGNOSIS AND FOUND TRANS INTERNALLY DAM AGED, REMOVED AND REPLACED TRANSAXLE, FLUSHED COOLER LINES AND RESET ALIGNMENT SETTING TOE CUSTOMER UNDER 75% COVERAGE FOR REPAIR PER BULLETIN	Claim is being approved based on the information provided and with good faith. The claim is subject to review ~9 AUTH FOR 75 % COVERAGE PER BULLETIN
1637	Vue	2005	5GZCZ43D85S809426	7/29/2009	K7104	121835	\$2,545	CHECKED & VERIFIED CUSTOMERS CONCERN REPROGRAMMED PRESSURE TEST AT 12 AMPS 398 PSI & AT @ 1.0 AMP 12 8 PSI. REMOVED & REPLACED TRANSCASE COVER ASSEMBLY, TRANS FILTER & TORQUE CONVERTER. REASSEMBLED TRANS & RECHECKED.	vti warranty per lawsuit dl