

APR 18 2018

March 26, 2018

CI-11074449-96310

National Highway Transportation Safety Administratio
1200 New Jersey Avenue S.E.
Washington D.C. 20590

Concerning ID Number 11074449

To Whom It May Concern,

My name is [REDACTED] filed a complaint concerning
General Motors Product Assistance Claims. I believe the address to be:

100 Renaissance Center, P.O. Box 431301
Detroit, MI, 48232-5170

On December 17, 2017 my 2015 Chevrolet Malibu's wiring caught fire while I was
attending Mass. I came out to open my car door to smoke and soot.

I started a complaint on Monday, December 18, 2018 with a Miss Ranette Jackson of
"Concentrix", a contractor evidently representing GM. The following have been a
constant throughout my interactions with this complaint:

- Delays and non-response from Ms. Jackson / Concentrix
- Convoluted and vague, unexplained explanations and instructions
- Refusal to cooperate with request to provide explanations on how to handle
settlement offer
- Refusal to cooperate with my attorney, refused to answer emails and put her on
hold for 45 minutes
- **Constant stating I should file this as a claim with my insurance company**

Case in point – initial offer of \$13, 000.00 which on February 22, 2018 I sent an email
stating I had accepted the offer but did not understand how I could provide the title
considering I financed the purchase, no explanation provided.

Retracted the offer when contacted by the Financing Company, to which I submitted a
copy of the offer, signed and notarized, claiming I and my attorney had turned down the
offer. I attempted to buy another Chevrolet from my Dealership, Steve Rayman
Chevrolet, Marietta, Ga. And still could get no cooperation from GM Product Assistance
Claims.

Two things I would like to make clear:

1. I had an independent assessment of the car done by a well regarded mechanic
in Atlanta, his report is enclosed

2. The "Independent Party" brought into examine the vehicle, Mark at 248-687-4331, completed a report I never got a copy of
3. Steve Rayman Chevrolet has been supportive and cooperative and put in the middle, unmercifully
4. I WILL NOT FILE THIS AS A CLAIM TO MY INSURANCE COMPANY! This fire was not my negligence, another person's negligence or an act of God, this is a manufacturing defect.
5. It is obvious that GM is attempting to wear me down by simply not cooperating or offering to reply

It is my hope this sort of thing is not continued and causes other people to suffer from a very dishonest company and process; best of luck

Thanks,

[REDACTED]

Atlanta, Ga. [REDACTED]

[REDACTED]

Catherine's Automotive Repair & Service
 1916 Piedmont Circle NE
 Atlanta, GA. 30324.
 Phone - 404-875-7212 Fax - 404-875-3444
 Respect for you and your car

INVOICE

INVOICE

Print Date : 12/14/2017

2015 Chevrolet - Malibu LS

2.5L, In-Line4, VIN (L)

Lic # : [REDACTED]

Odometer In :

Unit # :

Vin # :

Hat # : 1427

Cellular [REDACTED]

Cust ID : [REDACTED]

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
<i>I PAID Catherine's Automotive To Assess The FIRE</i> <i>→</i>				1. Customer states vehicle started smoking and he believes the wiring harness caught on fire and now the dash panel is inoperative. Customer is requesting Technician to find the cause of issue. Check and advise.	105.00
				Technician verified customer's concern and found the wiring underneath the driver's seat is damaged. The wires are exposed possibly due to when shortage started that created spark. There are no known foreign objects found that could have created shortage. The instrument cluster/dash/radio will not illuminate and are inoperative since damage was found on 12/10. There are still strong fumes smelled in the car. Customer has been provided pictures of area in question. There are several codes stored in the computer: B001A = Driver seat belt anchor pre tensioner deployment loop short to ground, B0014 = Driver seat side air bag deployment loop short to ground, U0155 = Lost communication with instrument cluster, U0184 = Communication with radio, Customer states vehicle was bought brand new in 2015, vehicle roughly has 42,000 miles on it but will not display at this time. Technician recommends seeing the dealer to remove panels and gain further access to determine reason for wiring sparking.	
				2. Perform 20 pt. courtesy inspection.	N/C
				Technician performed 20 pt. inspection and found the following areas of concern: 1. OIL IS DIRTY, BUT FULL. 2. MILEAGE IS INOPERATIVE DUE TO DASH BEING INOPERATIVE.	

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 1916 Piedmont Circle NE
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 Respect for you and your car

INVOICE

INVOICE

Print Date : 12/14/2017

2015 Chevrolet - Malibu LS
 2.5L, In-Line4 VIN (L)
 Lic # [REDACTED]
 Unit # :
 Vin # :
 Hat # : 1427

Odometer In :

Cellular [REDACTED]
 Cust ID : [REDACTED]

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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[Technicians : Kim, Tommy]

Org. Estimate \$105.00	Revisions \$0.00	Current Estimate \$ 105.00	Additional Cost	Revised Estimate	Labor: 105.00
					Parts: 0.00
					Sublet: 0.00

					Sub: 105.00
					Tax: 0.00
					Total: 105.00
					Bal Due: \$105.00

[Payments -]

Thanks, we appreciate your business!!

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12 months or 12,000 miles, whichever comes first. Warranty work has to be performed in our shop and cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

2015 CHEV 4S
1G11B5SL8F
0010 08/21/2017 SNG

STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

PURCH DT:
REG DT: 08/21/2017

DUPLICATE RECEIPT
DUPLICATE RECEIPT
DUPLICATE RECEIPT

ARTHUR E. FERDINAND
FULTON COUNTY TAX COMMISSIONER
141 PRYOR ST SW STE 2097
ATLANTA GA 30303-3446
(404) 613-6100

2015 CHEV 4S
1G11B5SL8F
0010 08/21/2017 SNG

STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

PURCH DT:

DUPLICATE RECEIPT
DUPLICATE RECEIPT
DUPLICATE RECEIPT

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

Tag Number: [REDACTED]
Valuation 27235F \$5280
Title Number: [REDACTED]
County: District: Mill Rate: Fuel: G
Farm Vehicle? GVW: Color: UNK/UNK
Classification: ALT PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]
Expires: 08/21/2018
Tag Fee: 20.00
Equip. No: [REDACTED]

ATLANTA GA [REDACTED]

Signature: _____

STATE OF GEORGIA MOTOR VEHICLE RECEIPT

1G11B5SL8F [REDACTED] 2015 CHEV MALIBU LS 4S
Tag Number: [REDACTED]
Valuation 27235F \$5280
Title Number: [REDACTED]
County: District: Mill Rate: Fuel: G
Farm Vehicle? GVW: Color: UNK/UNK
Classification: ALT PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]
Expires: 08/21/2018
Tag Fee: 20.00
Equip. No: [REDACTED]

ATLANTA GA [REDACTED]

Signature: _____

RE AND LOADING INFORMATION

CAPACITY TOTAL 5 FRONT 2 REAR 3

Weight and cargo should never exceed 420 kg or 926 lbs.

TIRE SIZE		COLD TIRE PRESSURE
P16	S	240 kPa, 35 PSI
P16	S	240 kPa, 35 PSI
		NONE

SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION



1G11B5SL8FF













- > investigation has ended, we
- > ask that you make arrangements to
- > return rental to the
- > dealer by tomorrow no later than 5pm.
- >
- > If you need anything from PAC, please contact 866-446-6963,
- > extension 5911664. You can reply directly to this email with any
- > attachments or fax to 866-592-1364.
- > Please use the Service Request
- > number for reference.

> Thank you,

> Chevrolet Product

> Assistance Claims

> [SR [REDACTED]]

> -----Original

> Message-----

> From: [REDACTED]

> [mailto:[REDACTED]]

> Sent: Thursday, February 22, 2018

> 10:07 AM

> To: Ranette Jackson (C)

> Subject: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED]

> 1G11B5SL8FF [REDACTED]

> Good Morning Ms. Jackson, I

> have decided to accept the offer

> tendered, may I mail the

> signed and notarized copy or will I

> need to mail it?

> Please advise

> On Mon, 2/19/18, Ranette Jackson (C)

> <ranette.jackson@gm.com>

> wrote:

> Subject: PAC

> Repurchase Offer for [REDACTED]

> 1G11B5SL8FF [REDACTED]

> To: [REDACTED]

> Date: Monday, February 19, 2018,

> 9:30 AM

I accepted
offer

Time Line

Chevrolet Malibu – 2015 - VIN 1G11B5SL8F [REDACTED] Georgia Tag [REDACTED]

ACTIVITY LOG FOR GENERAL MOTORS CASE NUMBER [REDACTED] – Wiring Fire

December 10, 2017 – 11:06am – Parking Lot of the Sacred Heart of Jesus Catholic Church, 353 Peachtree St., Atl. Ga. 30308 –

I opened the driver's side door; smoke came out in a moderate level with all of the windows clouded by smoke accumulation and soot. I noticed the seat had caught fire as well as the console. Since it had snowed it was evident that the fire had been confined to the inside, passenger / driver area, the snow accumulation on the hood had not melted but the roof and door areas were free of water / snow.

When I cranked the car up the engine started immediately but there is no dash information or light, the radio does come on periodically but cuts off. All exterior lights function, head lights, blinkers, Hazard and Brake Lights The Onstar System functions well.

With the extreme cold weather and the parking area of the Church being needed for parishioners I decided to drive the car home. The air and soot residue caused me to cough and sneeze and covered my clothes in soot. I was able to wash off enough of the window's interior soot residue using a shirt and snow; the windows were blacked out otherwise, especially the mirror.

December 11, 2017 – Contacted General Motors Customer Support around 9:30am and set up an incident report. The Customer Service Representative said someone would be in contact with me and set up the complaint file.

December 12, 2017 – 3:00PM – I was contacted by "Ranette Jackson" who identified herself as a General Motors Representative. Ms. Jackson asked several basic questions including if I had reported this to my Insurance Company; I responded that this was not caused by someone else, myself or by an act of God so I did not consider it my Insurance Company's issue; Ms. Jackson seemed to find this offensive and took on an adversarial tone.

I was given a list of photos and instructions on where to send the images and a 5 day deadline.

December 13, 2017 – I took the Malibu to Catherine's Auto Repair and Service for an evaluation

December 14, 2017 – I picked up the Malibu from Catherine's and received a report printed on invoice number [REDACTED]

December 18, 2017 – 9:12AM I emailed the photos and Catherine's Auto Invoice to ranette.jackson@gm.com

I also called Ranette Jackson 4 times – 9:30AM, 12:30PM, 1:55PM, 2:41PM – left voice mail messages to confirm if the email was successful and the pictures were usable

December 19, 2017 - 10:15am-left message with Ranette Jackson's voicemail again requesting her to verify email

December 20, 2017 – received email requiring more photos

December 21, 2017 – forwarded more photos

December 22, 2017 Received email stating photos were acceptable – “once photos are reviewed I will follow up with next steps”

December 30, 2017 – I sent an email to ranette.jackson@gm.com requesting an update on my case

January 2, 2018 – I received an email that stated ***“I contacted you on 12/22/2017 by phone. I left you a voicemail message to inform GM recommended a 3rd party inspection to be performed and to make an appointment with your preferred dealer when you are available. Once the vehicle arrives at the dealer you are to follow up with me to start the investigation.”***

“I also advised to you in our initial conversation GM will require up to 30 days or more to review your claim”

January 2, 2018 – 9:30AM - I contacted Steve Rayman Chevrolet and set up an appointment.

January 3, 2018 Car towed by Steve Rayman

January 9th – Mark, 248-687-4331 called and asked “Checklist” type questions and asked about the circumstances around the fire: date, weather etc.

January 10th – advised by Steve Rayman 3rd party inspector had come by to look at Malibu

February 19, 2018 – Received “Offer” from GM Product assistance for \$13,000.00

February 22, 2018 – My email to GM Product Assistance Accepting offer and asking directions since I do not hold the title they requested

March 3, 2018, Provided paper work and application for purchase of new 2017 Cruze, received car

March 21, 2018 – Received text and call from Steve Rayman informing me that GM said the case was closed and my attorney had informed GM that the offer would not be accepted so sale was void – please return car

March 23, 2018 – Returned Cruze and talked with Steve Rayman personnel, the following was provided verbally:

- GM told Financing bank they had cancelled the deal because my attorney had told them she was reviewing for a settlement.
- Personnel that talked with GM Customer Complaint said I had cancelled the agreement
- Application was put in “Bad Debt” file

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER [REDACTED]

We are Sending

KNOW ALL MEN BY THESE PRESENTS:

*Gm Sent
we sent 9398.54*

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain **2015 Chevrolet Malibu** bearing Vehicle Identification Number **1G11B5SL8F1** [REDACTED] hereinafter referred to as "Vehicle"), for the sole consideration of **Thirteen Thousand** dollars, **\$13,000** to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC, General Motors Company**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **10th day, December, 2017** at or near **Atlanta, GA**.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about the **10th day, December, 2017** at or near **Atlanta, GA**, including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

*Part of total
loss*

Initials [REDACTED]

FILE NUMBER [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

[REDACTED]
CUSTOMER PRINTED NAME

[REDACTED]
CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

State of Georgia

County of DEKALB

On the _____ day of _____, 20____, before me personally appeared

[REDACTED] to me known to be the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me that he/she/they voluntarily executed the same.

My term expires 9-24, 2019

[Signature]
Notary Public



Proof of total loss

2/23/2018

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED] Yahoo Mail

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED]

Friday, February 23, 2018 8:27 AM

From: [REDACTED]

To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

I would never recommend anyone buy a GM car

On Thu, 2/22/18, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Subject: RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED]

To: [REDACTED]

Date: Thursday, February 22, 2018, 5:17 PM

Hello [REDACTED]

GM is not able to offer the repurchase because the vehicle pay off balance is \$22,000. The highest amount GM can offer is \$13,000. Your lien holder is not going to agree with the repurchase. The next recourse is to follow up with your insurance company. They may be able to offer more than GM can offer.

I do apologize for the inconvenience. As the investigation has ended, we ask that you make arrangements to return rental to the dealer by tomorrow no later than 5pm.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,

Chevrolet Product
Assistance Claims
(SR [REDACTED])

-----Original
Message-----

From: [REDACTED]

(mailto: [REDACTED])

Sent: Thursday, February 22, 2018 10:07 AM

To: Ranette Jackson (C)

Subject: [EXTERNAL] Re: PAC Repurchase Offer
for [REDACTED] 1G11B5SL8FF2 [REDACTED]

Good Morning Ms. Jackson, I have decided to accept the offer (tenured, may I email the signed and notarized copy or will I need to mail it)? Please advise

On Mon, 2/19/18, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Subject: PAC
Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED]

To: [REDACTED]

Date: Monday, February 19, 2018, 9:30 AM

Hello [REDACTED]

I attempted to contact you by phone to discuss the final resolution. If you agree to the terms of the repurchase offer and still owe a payment balance, please provide lien holder information

2/23/2018

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8F [REDACTED] - Yahoo Mail

with pay off balance and contact information.

Thank you
for allowing

General Motors Product

Assistance Claims (PAC) the opportunity to review the
allegation involving your 2015 Chevrolet Malibu.

After careful review of your case, General Motors is
offering to repurchase this vehicle

for
the amount of \$13,000. I have attached a Release and
Indemnification form which will need to be signed by the title
holder and have notarized.

The notarized Release and
Indemnification

form along with a copy of your driver license and copy of
title can be emailed directly to the General Motors PAC
team. Please keep the original copy of the vehicle title
until the repurchase is
completed.

Once the release form is
received, all information will be forwarded to
the Repurchase department for review and finalization.
The repurchase department will contact you with the next
steps.

If
you need anything from
PAC, please contact
866-446-6963, extension 5911664. You can reply directly to
this email with any attachments or fax to 866-592-1364.
Please use the Service Request number for reference.

Thank you,

Chevrolet Product
Assistance Claims
[REDACTED]

Nothing in this message is
intended to constitute an
electronic
signature unless a specific statement to the
contrary is included in this message.

Confidentiality Note: This
message is intended only for the
person or
entity to which it is addressed. It may contain
confidential and/or privileged material. Any
review,
transmission, dissemination or
other use, or taking of any
action in
reliance upon this
message by persons or
entities other than the intended
recipient
is prohibited and may be unlawful. If you received
this message in error, please contact the
sender and delete
it from your
computer.

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2/23/2018

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED], 1G11BSSL8FF [REDACTED] Yahoo Mail

recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED] Thursday, February 22, 2018 5:17 PM

From: "Ranette Jackson (C)" <ranette.jackson@gm.com>

To: [REDACTED]

Hello [REDACTED]

GM is not able to offer the repurchase because the vehicle pay off balance is \$22,000. The highest amount GM can offer is \$13,000. Your lien holder is not going to agree with the repurchase. The next recourse is to follow up with your insurance company. They may be able to offer more than GM can offer.

I do apologize for the inconvenience. As the investigation has ended, we ask that you make arrangements to return rental to the dealer by tomorrow no later than 5pm.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,
Chevrolet Product
Assistance Claims
[SR:8-3650794345]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, February 22, 2018 10:07 AM

To: Ranette Jackson (C)

Subject: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

Good Morning Ms. Jackson, I have decided to accept the offer tenured, may I email the signed and notarized copy or will I need to mail it? Please advise

On Mon, 2/19/18, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Subject: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

To: [REDACTED]
Date: Monday, February 19, 2018, 9:30 AM

Hello [REDACTED]

I attempted to contact you by phone to discuss the final resolution. If you agree to the terms of the repurchase offer and still owe a payment balance, please provide lien holder information with pay off balance and contact information.

Thank you for allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 Chevrolet Malibu. After careful review of your case, General Motors is offering to repurchase this vehicle for the amount of \$13,000. I have attached a Release and Indemnification form will need to be signed by the title holder and have notarized.

The notarized Release and Indemnification form along with a copy of your driver license and copy of title can be emailed directly to the General Motors PAC team. Please keep the original copy of the vehicle title until the repurchase is completed.

Once the release form is received, all information will be forwarded to the Repurchase department for review and finalization. The repurchase department will contact you with the next steps.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,
Chevrolet Product
Assistance Claims
[REDACTED]

2/23/2018

RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED] Yahoo Mail

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2/23/2018

PAC Repurchase Offer for [REDACTED] 1G11B5SL8 - Yahoo Mail

PAC Repurchase Offer for [REDACTED] 1G11B5SL8

Thursday, February 22, 2018 12:46 PM

From: [REDACTED]

To: ranette.jackson@gm.com

After review of your Email I understand that I may email the agreement. I do not have a copy of the car title, GM Credit is my finance company. I have provided my Driver's License and Registration previously, and will do again, please advise on the title issue

Thanks [REDACTED]

Fw: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

Monday, February 19, 2018 9:48 AM

From: [REDACTED]

To: herman@tunsillaw.com

1 Files 21KB

DOCX 21KB



Save

— On Mon, 2/19/18, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

> From: Ranette Jackson (C) <ranette.jackson@gm.com>

> Subject: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

> To: [REDACTED]

> Date: Monday, February 19, 2018, 9:30 AM

>

>

>

>

>

>

>

>

> Hello [REDACTED]

>

> I attempted to contact you

> by phone to discuss the final resolution. If you agree

> to the terms of the repurchase offer and still owe a

> payment balance, please provide lien holder information with

> pay off balance and contact information.

>

>

> Thank you for allowing

> General Motors Product Assistance Claims (PAC) the

> opportunity to review the allegation involving your 2015

> Chevrolet Malibu. After careful review of

> your case, General Motors is offering to repurchase this

> vehicle

> for the amount of \$13,000. I have attached a Release

> and Indemnification form will need to be signed by the

> title holder and have notarized.

>

> The notarized Release and

> indemnification form along with a copy of your driver

> license and copy of title can be emailed directly to the

> General Motors PAC team. Please keep the original copy

> of the vehicle title until the repurchase is

> completed.

>

> Once the release form is

> received, all information will be forwarded to the

> Repurchase department for review and finalization. The

> repurchase department will contact you with the next

> steps.

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>

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> PAC, please contact 866-446-6963, extension 5911664.

> You can reply directly to this email with any attachments or

> fax to 866-592-1364. Please use the Service Request

> number for reference.

>

> Thank you,

> Chevrolet Product

> Assistance Claims

> [SR [REDACTED]]

>

>

>

>

>

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> contrary is included in this message.

2/23/2018

Fw: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED] - Yahoo Mail

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>
> Confidentiality Note: This message is intended only for the
> person or entity to which it is addressed. It may contain
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> transmission, dissemination or other use, or taking of any
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> message by persons or entities other than the intended
> recipient is prohibited and may be unlawful. If you received
> this message in error, please contact the sender and delete
> it from your computer.
>
>

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain **2015 Chevrolet Malibu** bearing Vehicle Identification Number **1G11B5SL8FF** [REDACTED] (hereinafter referred to as "Vehicle"), for the sole consideration of **Thirteen Thousand** dollars, \$13,000 to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC, General Motors Company**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **10th day, December, 2017 at or near Atlanta, GA.**

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about the **10th day, December, 2017 at or near Atlanta, GA**, including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

FILE NUMBER: [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

CUSTOMER PRINTED NAME _____

CUSTOMER SIGNATURE _____

CUSTOMER PRINTED NAME _____

CUSTOMER SIGNATURE _____

State of _____ }

County of _____ }

On the _____ day of _____, 20____, before me personally appeared

_____ to me known to be
the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me
that he/she/they voluntarily executed the same.

My term expires _____, 20____

Notary Public



Update

7 messages

Mike Fryer <mfryer@steveraymanauto.com>

Wed, Jan 10, 2018 at 10:39 AM

To: [REDACTED]

Good morning Sir,

Just keeping you knowing what I know, the 3rd party inspector did come by and look at vehicle, top- to bottom inside and out the shop foreman said and did not give us any information but said he reports the findings to someone else and then someone else gets back in touch with you and I guess me after that.

So far I haven't heard from anyone else but if I do I will let you know.

Just wanted you to know what I knew.

Thanks,

mike

Sincerely,

Michael Fryer

Service Director

Steve Rayman Chevrolet

770-953-0100 ext.251

To: Mike Fryer <mfryer@steveraymanauto.com>

Fri, Jan 12, 2018 at 9:21 PM

Thanks

[Quoted text hidden]

To: Mike Fryer <mfryer@steveraymanauto.com>

Wed, Feb 21, 2018 at 1:16 PM

Mike, GM made me an offer of 13K which I think is reasonable but my attorney is reviewing before we finalize, Enterprise Rent a car said tha You guys need to make arrangements on extending the rental - Thanks

[Quoted text hidden]

3/26/2018

Gmail - Update

Mr. [REDACTED]

Good morning,

I just received another voice mail from Mrs. Jackson and it stated that the rental needs to be turned in by 5.00 pm today, just wanted you to know what my voice mail stated, that if not turned in by 5, ERAC will stop being able to GM and bill you.

Just wanted you to know what I knew Sir.

Thanks Mr. [REDACTED]

Mike

Sincerely,

Michael Fryer

Service Director

Steve Rayman Chevrolet

770-953-0100 ext.251

From [REDACTED]

Sent: Wednesday, February 21, 2018 5:05 PM

[Quoted text hidden]

[Quoted text hidden]

[REDACTED] >
To: Mike Fryer <mfryer@steveraymanauto.com>

Fri, Feb 23, 2018 at 11:04 AM

OK, thanks

[Quoted text hidden]



RE: [EXTERNAL] Fwd: Re: [REDACTED] PAC

3 messages

Sat, Dec 30, 2017 at 5:52 PM

To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

Good Morning I am inquiring about the status of my claim. I would appreciate a time estimate concerning GM's next step in the process; how long before I will be provided information on how to proceed?

Sent from my MetroPCS 4G LTE Android Device

----- Original message -----

From: "Ranette Jackson (C)" <ranette.jackson@gm.com>

Date: 12/22/17 9:42 AM (GMT-05:00)

To: [REDACTED]

Subject: RE: [EXTERNAL] Fwd: Re: [REDACTED] PAC

Good Morning [REDACTED]

This photo is acceptable. Once photos are reviewed I will follow up with the next steps.

From: [REDACTED]

Sent: Friday, December 22, 2017 9:36 AM

To: Ranette Jackson (C)

Subject: [EXTERNAL] Fwd: Re: [REDACTED] PAC

Good Morning, Attached are the pictures of my 2015 malibu door frame stickers, I looked at every area to find it there were any other possible locations for the VIN number. The VIN number does appear to be on the sticker illustrated in the first two attachments. Please notify me of the status of this claim.

Thanks you for your cooperation

----- Forwarded message -----

From: [REDACTED]

Date: Thu, Dec 21, 2017 at 12:01 PM

Subject: Re: [EXTERNAL] Re: [REDACTED] PAC

To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

I will forward the photo tomorrow. However the VIN number is supplied on the vehicle registration and the numbers are partially visible in the photo to an extent that they can be matched to the Fulton County Registration form. Considering I was required to wait the two days you were away from the office I think a little more

consideration could be given, especially since I am required to be without a car.

On Thu, Dec 21, 2017 at 10:33 AM, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Hello [REDACTED]

The second area where the VIN is located is inside the driver's door as I explained in the previous email. Please submit a photo copy of the VIN located on the Vehicle Certification Label located inside of the driver's door. Product Assistance Claims investigations require a complete review by GM of all available information, to determine if there is any indication of a GM warrantable concern or if an opportunity for customer goodwill exists. You have until tomorrow by the end of the business day to submit a photo copy of the vehicle's vin or case will be placed in pending status until all photos are submitted.

From: [REDACTED]
Sent: Thursday, December 21, 2017 10:02 AM
To: Ranette Jackson (C)
Subject: [EXTERNAL] Re: [REDACTED] PAC

Good Morning, I have attached more photos of my 2015 Malibu, I again attempted to get the VIN number but found it next to impossible as did the Mechanic at Catherine's Auto Service. A police office with the DeKalb County Police Department in Atlanta looked at the VIN number and agreed it would be next to impossible to get a completely clear picture. In his opinion this model's VIN number plate has always been hard to read and may have been affected by the soot accumulation on the number plate. My attorney indicated he felt the VIN number could just as well be verified by the GM technician(s) assessing the damage.

Please call me at [REDACTED] if you have questions - incident number [REDACTED] PAC

1/2/2018

Gmail - RE: [EXTERNAL] Fwd: Re: [REDACTED] PAC

On Wed, Dec 20, 2017 at 9:19 AM, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Hello W [REDACTED]

I was out of the office December 18th and 19th. Please refer to the previous email. There are photos missing. As part of the investigation all photos are required to start the case review.

Missing photos:

Photos of the exterior (driver, passenger side, and front)

Vehicle certification with VIN visible (located inside the front driver's door)

Overall view of surrounding area (such as; engine compartment and dash)

Once all photos are received and reviewed, I will follow up with next steps.

Please call me if you have any questions.

Ranette Jackson

General Motors Product Assistance Claims

Concentrix on Behalf of General Motors

Telephone (866) 446-6963 Extension 5911664

From: [REDACTED]
Sent: Monday, December 18, 2017 1:41 PM
To: Ranette Jackson (C)
Subject: [EXTERNAL] [REDACTED] PAC

This is the 2nd of 3 emails concerning my 2015 Chevrolet Malibu

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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1/2/2018

Gmail - RE: [EXTERNAL] Fwd: Re: [REDACTED] PAC

To: w [REDACTED]

Good Morning [REDACTED]

I contacted you on 12/22/2017 by phone. I left you a voicemail message to inform GM recommend a 3rd party inspection to be performed and to make an appointment with your preferred dealer when you are available. Once the vehicle arrives at the dealer you are to follow up with me to start the investigation.

I also advised to you in our initial conversation GM will require on average up to 30 days or more to review your claim.

Ranette Jackson

General Motors Product Assistance Claims

Concentrix on Behalf of General Motors

Telephone (866) 446-6963 Extension 5911664

From: [REDACTED]

Sent: Saturday, December 30, 2017 5:53 PM

To: Ranette Jackson (C)

Subject: [EXTERNAL] RE: Fwd: Re: [REDACTED]

[Quoted text hidden]

[Quoted text hidden]

Tue, Jan 2, 2018 at 9:07 AM

1/2/2018

Gmail - RE: [EXTERNAL] Fwd: Re [REDACTED] PAC

To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

For future contact please use this email address, I will contact Steve Paymen Chevrolet for the appointment
[Quoted text hidden]

PAC Case Preliminary Information Request

Tuesday, December 12, 2017 4:03 PM

From: "Ranette Jackson (C)" <ranette.jackson@gm.com>

To: [REDACTED]

Hello [REDACTED]

I am requesting photos from you in regards to your claim.

Required photos: All pictures should be clear with no shadows present

Photos of the exterior (driver, passenger side, front and rear)

VIN plate or vehicle certification with VIN visible

Photo of Odometer

Close-up image of concern (driver's seat, center console, and other applicable fire damage)

Broad view of the concern and affected area

Overall view of surrounding area (such as, trunk and engine compartment)

Vehicle Certification Label with VIN visible

Copies of your registration and driver's license

Please submit photos via email within 5 business to start case review.

Please call me if you have any questions.

Ranette Jackson

General Motors Product Assistance Claims

Concentrix on Behalf of General Motors

Telephone (866) 446-6963 Extension 5911664

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Fw: [REDACTED] PAC Case Preliminary Information Request

Tuesday, December 12, 2017 4:54 PM

From: [REDACTED]

To: [REDACTED]

— On Tue, 12/12/17, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

> From: Ranette Jackson (C) <ranette.jackson@gm.com>
> Subject: [REDACTED] PAC Case Preliminary Information Request
> To: [REDACTED]
> Date: Tuesday, December 12, 2017, 3:03 PM

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Fw: [REDACTED] PAC Case Preliminary Information Request - Yahoo Mail

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> it from your computer.

Fw: Email 2 concerning Re: Fw: [REDACTED] PAC Case Preliminary Information Request Monday, December 18, 2017 10:23 AM

From: [REDACTED]

To: Ranette.Jackson@gm.com

5 Files 9 MB Download All

JPG 1 MB JPG 2 MB JPG 2 MB JPG 2 MB

Save Save Save Save Save

--- On Mon, 12/18/17, [REDACTED] wrote:

> From: [REDACTED]
> Subject: Email 2 concerning Re: Fw: [REDACTED] PAC Case Preliminary Information Request
> To: [REDACTED]
> Date: Monday, December 18, 2017, 9:06 AM

> On Tue, 12/12/17, [REDACTED]
> wrote:
>
> Subject: Fw: [REDACTED] PAC
> Case Preliminary Information Request
> To: [REDACTED]
> Date: Tuesday, December 12, 2017, 3:54
> PM

> --- On Tue, 12/12/17, Ranette Jackson
> (C) <ranette.jackson@gm.com>
> wrote:

> > From: Ranette Jackson (C) <ranette.jackson@gm.com>
> > Subject: [REDACTED] PAC
> > Case Preliminary Information Request
> > To: [REDACTED]
> > Date: Tuesday, December 12,
> 2017,
> 3:03 PM

> > Hello [REDACTED]

> >
> > I am requesting photos from you
> > in
> > regards to your claim.
> >
> > Required photos: All pictures
> > should be clear with no shadows
> > present
> >
> > Photos of the exterior (driver,
> > passenger side, front and rear)
> >
> > VIN plate or vehicle
> > certification
> > with VIN visible
> >
> > Photo of Odometer
> >
> > Close-up image of concern
> > (driver's seat, center
> > console,
> > and other
> > applicable fire damage)
> >
> > Broad view of the concern and

> > affected area
> >
> > Overall view of surrounding area
> > (such as, trunk and engine
> > compartment)
> >
> > Vehicle Certification Label with
> > VIN visible
> >
> > Copies of your registration and
> > driver's license
> >
> >
> >
> > Please submit photos via email
> > within 5 business to start case
> > review.
> >
> > Please call me if you have any
> > questions.
> >
> >
> > Ranette Jackson
> > General Motors Product
> > Assistance
> > Claims
> > Concentrix on Behalf of General
> > Motors
> > Telephone (866) 446-6963
> > Extension
> > 5911664
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3/26/2018

Fw: RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED] Sent - Yahoo Mail

ranette

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Inbox (148429)

Drafts (22)

Sent

Spam (1404)

[Empty]

Trash

[Empty]

My Folders

[Edit]

Fw: RE: [EXTERNAL] Re: PAC Repurchase Offer
for [REDACTED] 1G11B5SL8FF [REDACTED]

Thursday, March 22, 2018 12:30 PM

From:

To: dschian@steveraymanauto.com

Raw Message Printable View

Good Morning. I am forwarding the email I sent GM concerning my 2015 Malibu. As you can see I stated I had decided to accept the GM offer - see you this afternoon with the car as instructed

-- On Fri, 2/23/18, [REDACTED] wrote:

> From:

> Subject: RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

> To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

> Date: Friday, February 23, 2018, 9:27 AM

> I would never recommend anyone buy a GM car

> On Thu, 2/22/18, Ranette Jackson (C)

> <ranette.jackson@gm.com>

> wrote:

> Subject: RE: [EXTERNAL] Re: PAC

> Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

> To:

> Date: Thursday, February 22, 2018,

> 5:17 PM

> Hello [REDACTED]

> GM is not able to offer the
> repurchase because the vehicle pay off
> balance is
> \$22,000. The highest amount GM can
> offer is \$13,000.
> Your lien holder is not going to agree
> with the
> repurchase. The next recourse is to
> follow up with your
> insurance company. They may be able
> to offer more than GM
> can offer.

> I do apologize
> for the inconvenience. As the
> investigation has ended, we
> ask that you make arrangements to
> return rental to the
> dealer by tomorrow no later than 5pm.

> If you need anything from PAC, please
> contact
> 866-446-6963, extension 5911664. You
> can reply directly to
> this email with any attachments or
> fax to 866-592-1364.
> Please use the Service Request
> number for reference.

> Thank you,

> Chevrolet Product
> Assistance Claims
> [REDACTED]

> -----Original

> Message-----

> From:

> [mailto: [REDACTED]]

> Sent: Thursday, February 22, 2018

> 10:07 AM

> To: Ranette Jackson (C)

> Subject: [EXTERNAL] Re: PAC Repurchase

> Offer

NEW EDITION
OF THE #1 CIA
EXAM PREP

EXAM
DAY
EMULATION



GLEIM
CIA Review

3/26/2018

Fw: RE: [EXTERNAL] Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF2 [REDACTED] - Sent - Yahoo Mail

> this email with any attachments or
> fax to 866-592-1364.
> Please use the Service Request
> number for reference.

> Thank you,

> Chevrolet Product
> Assistance Claims
> [REDACTED]

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3/26/2018

Re: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED] Sent - Yahoo Mail

ranette	Search Mail	Search Web	Account Info ▾ Go	Sign Out	Home
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Inbox (148438)

Re: PAC Repurchase Offer for [REDACTED], 1G Thursday, February 22, 2018 11:06 AM
11B5SL8FF [REDACTED]

Drafts (22)

Sent

From: [REDACTED]

Spam (1404)

[Empty] To: "Ranette Jackson (C)" <ranette.jackson@gm.com>

Trash

[Empty]

Raw Message Printable View

My Folders

[Edit]

Good Morning Ms. JACKSON, I have decided to accept the offer tenured, may I email the signed and notarized copy or will I need to mail it? Please advise

On Mon, 2/19/18, Ranette Jackson (C) <ranette.jackson@gm.com> wrote:

Subject: PAC Repurchase Offer for [REDACTED] 1G11B5SL8FF [REDACTED]

To: [REDACTED]
Date: Monday, February 19, 2018, 9:30 AM

Hello [REDACTED]

I attempted to contact you by phone to discuss the final resolution. If you agree to the terms of the repurchase offer and still owe a payment balance, please provide lien holder information with pay off balance and contact information.

Thank you for allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 Chevrolet Malibu. After careful review of your case, General Motors is offering to repurchase this vehicle for the amount of \$13,000. I have attached a Release and Indemnification form will need to be signed by the title holder and have notarized.

The notarized Release and Indemnification form along with a copy of your driver license and copy of title can be emailed directly to the General Motors PAC team. Please keep the original copy of the vehicle title until the repurchase is completed.

Once the release form is received, all information will be forwarded to the Repurchase department for review and finalization. The repurchase department will contact you with the next steps.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,
Chevrolet Product Assistance Claims
[SR [REDACTED]]

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AutoNation Honda
Thornton Road
★★★★☆ (1367) Reviews

New 2018
Honda CR-V
LX 2WD

Sign and Drive

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3/26/2018

Re: PAC Repurchase Offer fo [REDACTED] 1G11B5SL8FF [REDACTED] - Sent - Yahoo Mail

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Inbox (148433)

Drafts (22)

Sent

Spam (1404)

[Empty]

Trash

[Empty]

My Folders

[Edit]

PAC Repurchase Offer for [REDACTED] 1G11B 5SL8F [REDACTED]

Monday, February 19, 2018 10:30 AM

From: "Ranette Jackson (C)" <ranette.jackson@gm.com>

To: [REDACTED]

[Raw Message](#) [Printable View](#)1 Files 21KB
DOCX 21KB

Save

Hello [REDACTED]

I attempted to contact you by phone to discuss the final resolution. If you agree to the terms of the repurchase offer and still owe a payment balance, please provide lien holder information with pay off balance and contact information.

Thank you for allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2015 Chevrolet Malibu. After careful review of your case, General Motors is offering to repurchase this vehicle for the amount of \$13,000. I have attached a Release and Indemnification form will need to be signed by the title holder and have notarized.

The notarized Release and Indemnification form along with a copy of your driver license and copy of title can be emailed directly to the General Motors PAC team. Please keep the original copy of the vehicle title until the repurchase is completed.

Once the release form is received, all information will be forwarded to the Repurchase department for review and finalization. The repurchase department will contact you with the next steps.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,
Chevrolet Product Assistance Claims
[REDACTED]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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Inbox (148429)

PAC Repurchase Offer for [REDACTED] 1G11B 5SL8 Thursday, February 22, 2018 1:48 PM

Drafts (22)

Sent

From: [REDACTED]
To: ranette.jackson@gm.com

Spam (1404)

[Empty]

Raw Message Printable View

Trash

[Empty]

My Folders

[Edit]

After review of your Email I understand that I may email the agreement. I do not have a copy of the car title, GM Credit is my finance company. I have provided my Driver's License and Registration previously, and will do again, please advise on the title issue

Thanks [REDACTED]



Compose

Delete Reply Reply All Forward Actions ▾ Apply Back to Search Results

Complaints filed with the:

U.S. Consumer Product Safety Commission

National Highway Traffic Safety Administration

Incident Details

Document Number: [REDACTED]
Report Number: [REDACTED]
Report Submitted Date: 2/23/2018
Who You Are: Consumer

Incident Description: On December 10, 2017 I came out of my Church after attending Mass, I opened my Car Door and smoke came pouring out. After looking inside I realized the driver's side seat and console had burnt and were melted. It was snowing in Atlanta that day so I did not wish to wait on a tow truck so I drove the car home. The dash, CD Player / radio and dome light did not work however the turn signals did work on the exterior, or outside, so I could drive without endangering other people.

I called GM, the were not open on Sunday so I called the next day and reported the fire to a Ms. Ranete Jackson, one of the nastiest people I have ever had to talk with. From there I took the car to a local, well rated mechanic, "Catherine's Auto Service at 1916 Piedmont Circle, Atlanta, Ga. 30324 404-875-7212. They analyzed, as best they could, what caused the fire. The mechanic provided me with a written overview that indicated that the fire could not have been caused by anything I did. I got the car back on December 14, 2017.

GM made no effort to contact me for an extensive time until I called the Customer Complaint Number and made some very vocal complaints. At that time Ms. Jackson emailed me and instructed me to have the car taken to a dealership. I called my dealership, Steve Rayman in Marietta, Ga.; they were very helpful. I objected to being required to drive an unsafe car, the service manager told me to contact MS. Jackson (oh what a joy!) and ask her to arrange for a rental car. Finally over 5 weeks after my initial complaint I had a car to drive. The car was taken over to Steve Rayman.

Later that week I was contacted by a gentleman named Mark, (248-687-4331) who identified himself as an independent inspector. Marked asked me several form type questions and told me he would be submitting a report to GM. A month later I received a statement, via the charming Ms. Jackson, that GM accepted no liability but would give me \$13,000.00

Incident Date: 12/10/2017
Incident Location: Other - 353 Peachtree Street, Basillica of the Sacred Heart of Atlanta Catholic Church, Atlanta, Georgia, 30308, United States

Victim Details

First Name: [REDACTED]
Last Name: [REDACTED]
Injury Information: Incident, No Injury
Victim is of No Hispanic/Latino origin?
Race: White
Other Race/Ethnicity:
My Relationship to Victim: Self
Gender: [REDACTED]
Age when incident: [REDACTED] years

plan to contact
them?

Explanation: Contacted General Motors December 12, 2017

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] ATLANTA, Georgia [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Safety Issue Type: Complaints**February 23 2018** NHTSA ID Number: 11074449**Components: ELECTRICAL SYSTEM**

NHTSA ID Number 11074449

Incident Date December 17 2017

Consumer Location ATLANTA, GA

Vehicle Identification Number 1G11B5S68FF*****

Complaint Summary

CRASH No ON DECEMBER 10, 2017 AROUND 11AM I CAME OUT OF CHURCH, I
FIRE Yes OPENED MY CAR DOOR AND SMOKE CAME FLOWING OUT. THE DRIVERS
INJURIES 0 SIDE SEAT AND FLOOR MATS WERE COVERED IN BLACK ASH AND MELTED
DEATHS 0 AS WELL AS THE CONSOLE. THE INTERIOR WAS COVERED IN BLACK
SOOT. I HAD TO DRIVE THE CAR HOME, THE EXTERIOR LIGHTS
FUNCTIONED PROPERLY AND THE CAR CRANKED FINE. I CALLED GM,
THEY ARE CLOSED ON SUNDAY, SO I FILED A REPORT WITH THE GM
REPRESENTATIVE ON MONDAY, SHE WAS TOTALLY COMBATIVE. I HEARD
NOTHING FOR 4 TO 5 WEEKS SO I CALLED THE ASME NUMBER AND
COMPLAINED VEHEMENTLY. FINALLY I RECEIVED AN EMAIL TO CONTACT
THE DEALRSHIP AND TAKE THE CAR THERE. THE DEALER, STEVE
RAYMAN, WAS EXTREMELY HELPFUL, THEY ADVISED ME HOW TO
PROCEED AND IN 2 DAYS I WAS ABLE TO RECEIVE A RENTAL FROM
ENTERPRISE CAR RENTAL. FOUR WEEKS LATER I RECEIVED AN OFFER OF
\$13,000.00 AND A STATE THAT WOULD ABSOLVE GM OF ANY LIABILITY.
ICALLED TO SEE IF I COULD SIMPLY SUBSITUTE A CAR I FOUND FOR
\$11,000. 00 , SAME MAKE MODEL AND YEAR, THIS WOULD HAVE REDUCED
GM'S LOSS; I WAS TOLD "NO WAY." I ASKED WHY?, THEY RESPONDED "I
DON'T KNOW."

THE VECHILE WAS PARKED IN THE CHURCH PARKING LOT, IT WAS
SNOWING, AROUND 32 DEGREES.

Affected Products (1)**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	MALIBU	2015

SEND Follow
UP Letter
1200



NATIONAL HIGHWAY TRANSPORTATION
SAFETY ADMINISTRATION NHTSA

1200 NEW JERSEY AVE. SE

WASHINGTON D. C.

20590

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