

PE13-013

GM



6/272013

Q 03

Q 07 PAGE 34

Q 08C PAGE 36

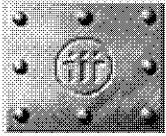
PE13-013

GM



6/27/2013

Q\_03\_ATT



Saucedo  
Aureliano/Austin/GM1  
04/13/2013 09:47 AM

To paul.wasko@gm.com  
cc  
bcc  
Subject Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

Dear Paul Wasko,

This email is being sent to notify you we received an escalation in your region. A case has already been created.

Service Request: 71-1173418054

Customer Last Name: [REDACTED]

Involved Dealership: Silver Star Motor Car Company Thousand Oaks, CA BAC 259550

Dealership Contact: Service Manager Dominic Coggiola

VIN: 1G1YY26U06[REDACTED]

Automobile: 2006 Chevrolet Corvette

Vehicle History Overview, Customer has concern with fuse box on vehicle and seeks cost assistance. Service Manager Dominic states they are providing 10% discount. Customer is original owner of vehicle and has owned 7 other GM vehicles in the past. Can we offer 50% assistance on this repair?

If you have further questions, please contact Executive Assistant Liano Saucedo at 855-880-1400 Ext 11225, or by fax at 866-775-9447. You may also contact the Executive Team at 313-667-7153, Monday through Friday between 8:00 am and 6:00pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

Aureliano Saucedo  
General Motors Executive Office  
Aditya Birla Minacs  
(313) 667-7153 | saucedo\_aureliano@gmexpert.com

PE13-013

GM



6/27/2013

Q\_03\_ATT



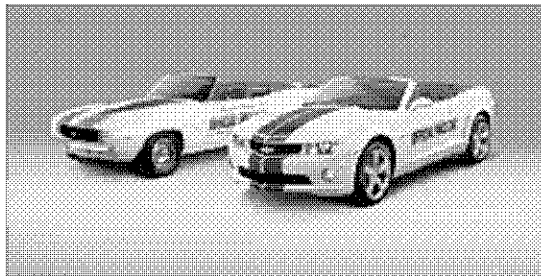
paul.wasko@chevrolet.com  
04/15/2013 10:34 AM

To saucedo\_aureliano@gmexpert.com  
cc dominic.coggiola@silverstarauto.com  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

We have the minimum participation calculator to use on policy cases - if this has been used and it comes up with customer paying all or 90% I am in favor of Dominic's decision. There is no business case here (prior problem with same component, etc.) to suggest we need to offer any more other than the fact the customer does not want to pay for the repair.

In future correspondences please also include the vehicle mileage.

Paul Wasko  
District Manager Aftersales  
805-217-2835



From: saucedo\_aureliano@gmexpert.com  
To: paul.wasko@gm.com  
Date: 04/13/2013 07:23 AM  
Subject: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

Dear Paul Wasko,

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VIN: 1G1YY26U065 [REDACTED]  
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Aditya Birla Minacs  
(313) 667-7153 | saucedo\_aureliano@gmexpert.com

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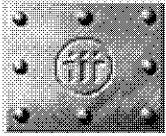
PE13-013

GM



6/27/2013

Q\_03\_ATT



Saucedo  
Aureliano/Austin/GM1  
04/15/2013 04:51 PM

To paul.wasko@chevrolet.com  
cc dominic.coggiola@silverstarauto.com  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin  
Executive Assistants Team

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(313) 667-7153 | saucedo\_aureliano@gmexpert.com

paul.wasko

paul.wasko@chevrolet.com

04/15/2013 10:35:29 AM



paul.wasko@chevrolet.com  
04/15/2013 10:34 AM

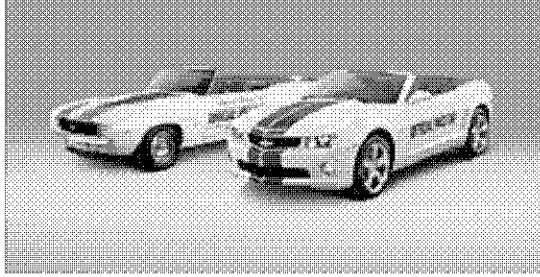
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cc dominic.coggiola@silverstarauto.com  
Subject Re: Fw: Cadillac Notification of Escalation to Austin  
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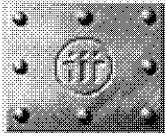
PE13-013

GM



6/27/2013

Q\_03\_ATT



Saucedo  
Aureliano/Austin/GM1  
04/15/2013 05:37 PM

To paul.wasko@chevrolet.com  
cc  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

I believe it has 71,000 miles and customer is the original owner.

=

Thank you,

Aureliano Saucedo  
General Motors Executive Office  
Aditya Birla Minacs  
(313) 667-7153 | saucedo\_aureliano@gmexpert.com

paul.wasko

paul.wasko@chevrolet.com

04/15/2013 05:31:24 PM

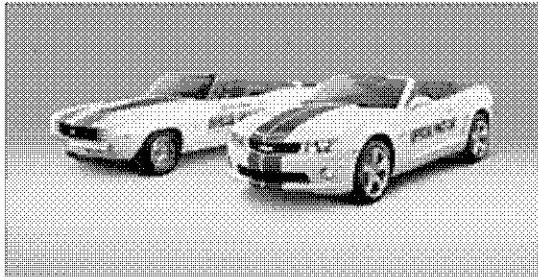


paul.wasko@chevrolet.com  
04/15/2013 05:30 PM

To saucedo\_aureliano@gmexpert.com  
cc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

Have not heard back from Dominic yet - what is the mileage on the vehicle???

Paul Wasko  
District Manager Aftersales  
805-217-2835



From: saucedo\_aureliano@gmexpert.com  
To: paul.wasko@chevrolet.com  
Cc: dominic.coggiola@silverstarauto.com  
Date: 04/15/2013 01:53 PM  
Subject: Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

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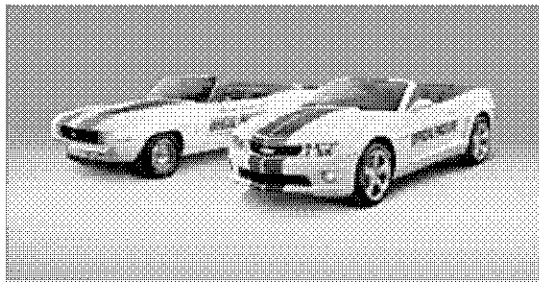
04/15/2013 10:34 AM

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Paul Wasko  
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Dealership Contact: Service Manager Dominic Coggiola

VIN: 1G1YY26U065 [REDACTED]

Automobile: 2006 Chevrolet Corvette

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PE13-013

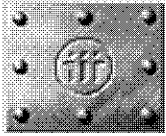
GM



6/27/2013

Q\_03\_ATT





Saucedo  
Aureliano/Austin/GM1  
04/16/2013 05:17 PM

To paul.wasko@chevrolet.com  
cc  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin  
Executive Assistants Team

Hi Paul,

Have you heard from Service Manager Dominic yet? I left him a couple of messages and no response yet.

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paul.wasko

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04/15/2013 05:31:24 PM

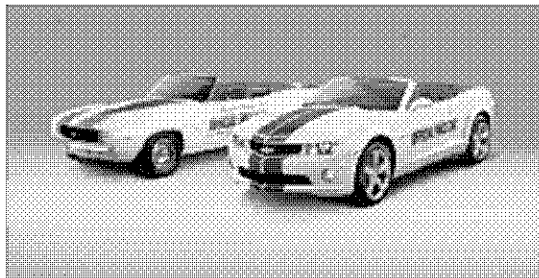


paul.wasko@chevrolet.com  
04/15/2013 05:30 PM

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cc  
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Paul Wasko  
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To: paul.wasko@chevrolet.com  
Cc: dominic.coggiola@silverstarauto.com  
Date: 04/15/2013 01:53 PM  
Subject: Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

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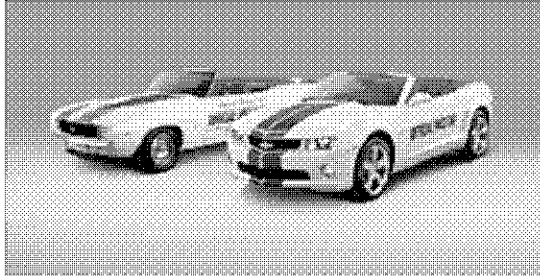
04/15/2013 10:34 AM

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04/15/2013 05:30 PM

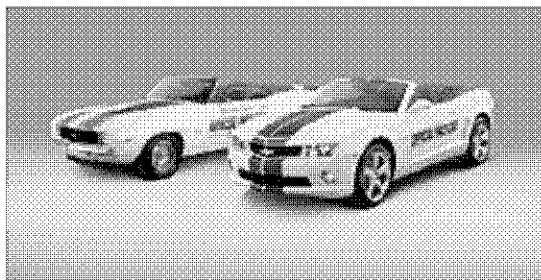
To saucedo\_aureliano@gmexpert.com  
cc  
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Subject Re: Fw: Cadillac Notification of Escalation to Austin  
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History:  This message has been replied to.

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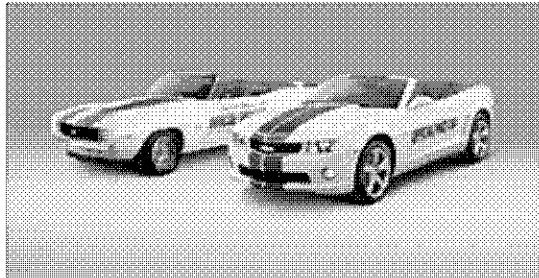
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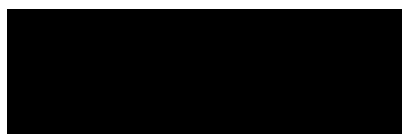
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PE13-013

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6/27/2013

Q\_03\_ATT

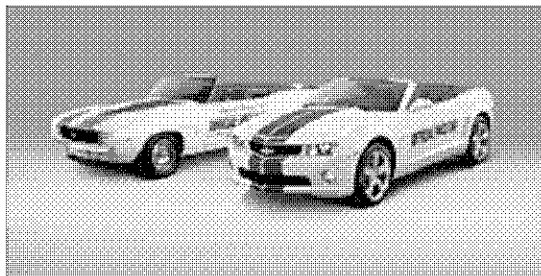


paul.wasko@chevrolet.com  
04/16/2013 05:37 PM

To saucedo\_aureliano@gmexpert.com  
cc  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin  
Executive Assistants Team

No I have not - we have exchanged voice mails but have not spoken directly - there is no need to keep calling and emailing you, I will let you know as soon as I do.

Paul Wasko  
District Manager Aftersales  
805-217-2835



From: saucedo\_aureliano@gmexpert.com  
To: paul.wasko@chevrolet.com  
Date: 04/16/2013 02:18 PM  
Subject: Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

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**paul.wasko@chevrolet.com**

04/15/2013 05:30 PM

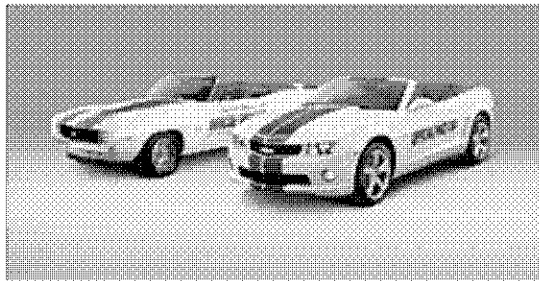
To saucedo\_aureliano@gmexpert.com

cc

Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

Have not heard back from Dominic yet - what is the mileage on the vehicle???

Paul Wasko  
District Manager Aftersales  
805-217-2835



From: saucedo\_aureliano@gmexpert.com

To: paul.wasko@chevrolet.com

Cc: dominic.coggiola@silverstarauto.com

Date: 04/15/2013 01:53 PM

Subject: Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

Hello,

I plugged the numbers in the GM calculator and I came up with 55/45 split on this repair with the customer paying the 55%. I wanted to see if it would be possible to just offer 50/50-split in the interest of customer satisfaction and retention. .

If you have further questions, please contact Executive Assistant Liano Saucedo at 855-880-1400 Ext 11225, or by fax at 866-775-9447. You may also contact the Executive Team at 313-667-7153, Monday through Friday between 8:00 am and 6:00pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

Aureliano Saucedo  
General Motors Executive Office  
Aditya Birla Minacs

(313) 667-7153 | saucedo\_aureliano@gmexpert.com

paul.wasko@chevrolet.com

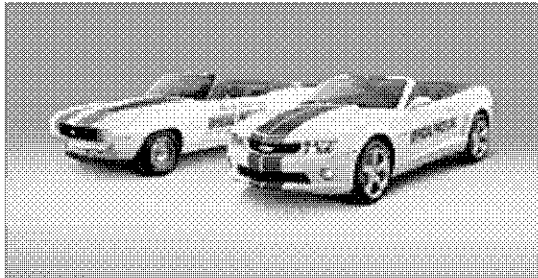
04/15/2013 10:34 AM

To saucedo\_aureliano@gmexpert.com  
cc dominic.coggiola@silverstarauto.com  
Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

We have the minimum participation calculator to use on policy cases - if this has been used and it comes up with customer paying all or 90% I am in favor of Dominic's decision. There is no business case here (prior problem with same component, etc.) to suggest we need to offer any more other than the fact the customer does not want to pay for the repair.

In future correspondences please also include the vehicle mileage.

Paul Wasko  
District Manager Aftersales  
805-217-2835



From: saucedo\_aureliano@gmexpert.com  
To: paul.wasko@gm.com  
Date: 04/13/2013 07:23 AM  
Subject: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

---

Dear Paul Wasko,

This email is being sent to notify you we received an escalation in your region. A case has already been created.

Service Request: 71-1173418054

Customer Last Name: [REDACTED]

Involved Dealership: Silver Star Motor Car Company Thousand Oaks, CA BAC 259550

Dealership Contact: Service Manager Dominic Coggiola  
VIN: 1G1YY26U065 [REDACTED]  
Automobile: 2006 Chevrolet Corvette

Vehicle History Overview, Customer has concern with fuse box on vehicle and seeks cost assistance. Service Manager Dominic states they are providing 10% discount. Customer is original owner of vehicle and has owned 7 other GM vehicles in the past. Can we offer 50% assistance on this repair?

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General Motors Executive Office  
Aditya Birla Minacs  
(313) 667-7153 | saucedo\_aureliano@gmexpert.com

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PE13-013

GM



6/27/2013

Q\_03\_ATT



paul.wasko@chevrolet.com  
04/16/2013 08:39 PM

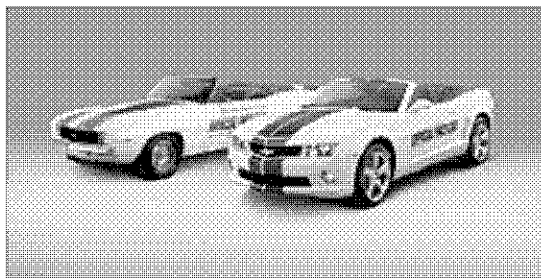
To saucedo\_aureliano@gmexpert.com  
cc dominic.coggiola@silverstarauto.com  
bcc  
Subject Re: Fw: Cadillac Notification of Escalation to Austin Executive Assistants Team

We will do a 50/50 split with the customer, repair was \$800 he will pay \$400 and we will pay \$400

What the customer declined to tell you is that he is not a customer of the dealership, came in 2 years ago for only 'policy' repairs and still did not become a customer of the dealership - he takes his vehicle to an independent for all other work. Now that he has a repair that is 'over their head' he brings it to the dealership, authorizes the repair and then prior to picking up the vehicle asks for assistance. By offering the policy assistance we obviously are not going to be able to make him a customer based upon past actions, it is strictly a 'goodwill gesture'.

Under a normal scenario I would have offered to pay about 40% of the repair due to the background of this owner/vehicle as we use the calculator as a 'guide' sometimes offering more to a customer and sometimes less - this is a perfect case where we would have offered less.

Paul Wasko  
District Manager Aftersales  
805-217-2835



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To: paul.wasko@chevrolet.com  
Cc: dominic.coggiola@silverstarauto.com  
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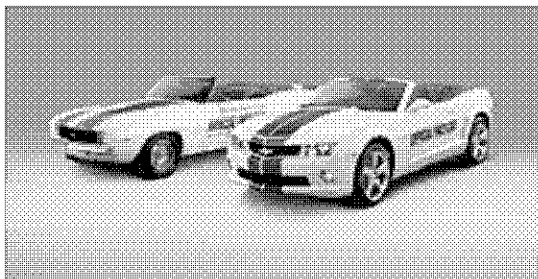
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PE13-013

GM



6/27/2013

Q7, Dealer Communication



Date: 5/21/2013

Ref. number: Service / Service Operations / G\_0000166301

Subject: **2005 – 2007 MY Chevrolet Corvette with low beams intermittent or inoperable**

GM CUSTOMER CARE & AFTERSALES  
URGENT - DISTRIBUTE IMMEDIATELY

DATE	May 21, 2013
SUBJECT	2005 – 2007 MY Chevrolet Corvette with low beams intermittent or inoperable
MODELS	Corvette (MY 2005 & MY 2007)
TO	Chevrolet Dealers
ATTN	Service Managers

\*\* Please communicate this information to technicians who install accessories

General Motors is investigating customer complaints of intermittent low beam headlamps and/or headlamps that turn off and will not come back on. Customers have reported the condition may be related to a failed under hood BEC (fuse box). General Motors would like to obtain several of the under hood BECs (fuse boxes) that exhibit this condition.

Should a customer come into your dealership with a 2005 to 2007 Corvette with a complaint of the low beam headlights go out while driving and/or the headlamps go out and come back on when the vehicle cools, or both low beam headlamps are in operable but the fog lamps and high beam lamps operate, please contact Art Spong at 586-524-9931. If Art is not available please leave a voice message with the following information;

- VIN
- mileage
- dealership name and BAC
- dealership contact information including name and phone number
- are the headlamps intermittent or inoperative

Art Spong will return your call within 48 hours and provide the dealership with repair information.

Art Spong  
Group Manager Performance Cars

Thank you for your cooperation.

END OF MESSAGE  
GM CUSTOMER CARE & AFTERSALES

Contact name: Art Spong

E-Mail: [art.spong@gm.com](mailto:art.spong@gm.com)

Department: Service - Brand Quality

Phone: -

Intended roles: Service Advisor, Service Manager, Service Technician

Archives: 6/21/2013

Expires: 5/21/2014

PE13-013

GM



6/27/2013

Q8 C, 2005 - 2007 Corvette

UBEC 24 Jun 13 FPERC-p

## *Underhood Bussed Electrical Center*



**Model Year: 2005 - 2007 Corvette**

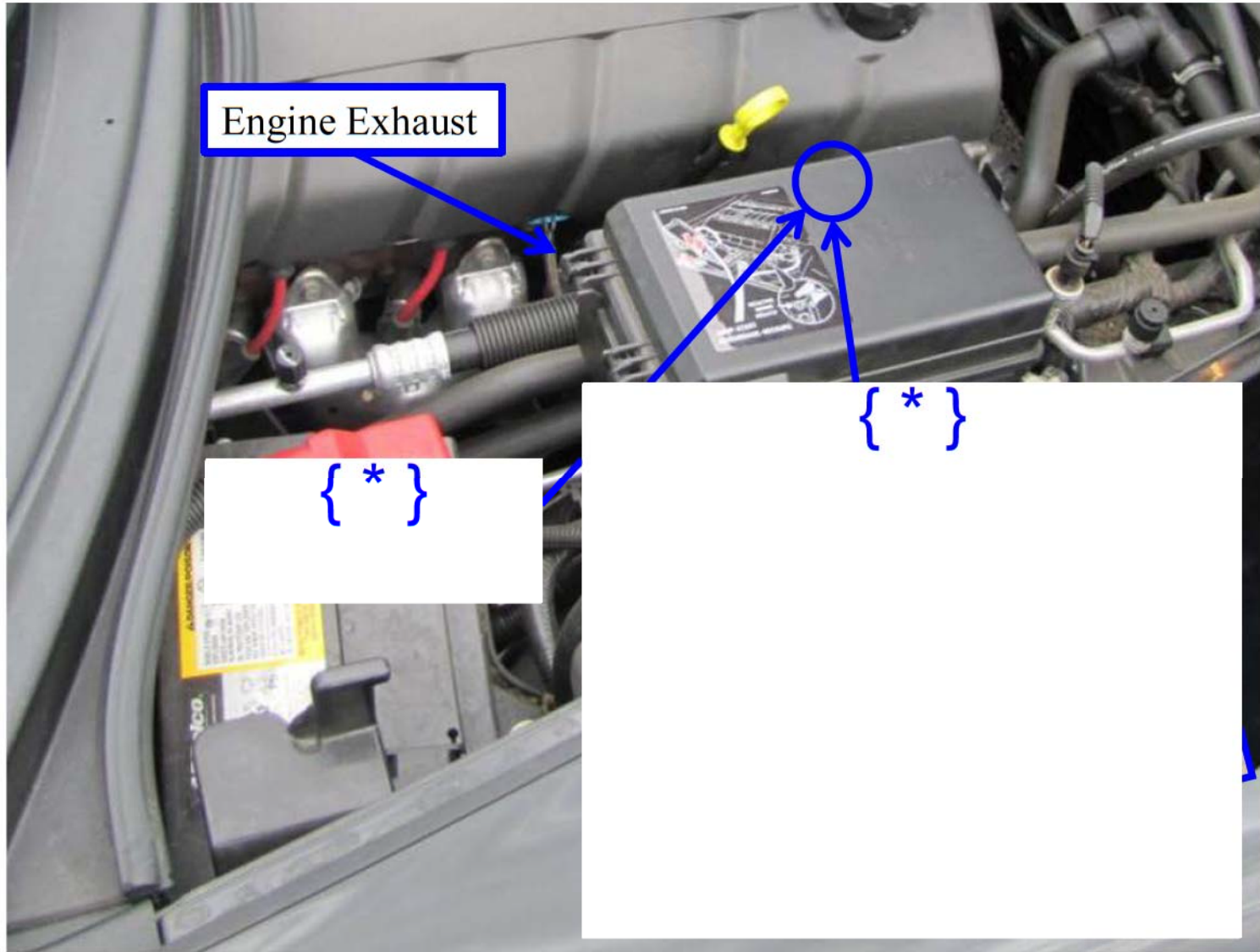
**111,889 total vehicles**

**Cost: { \*\* }**

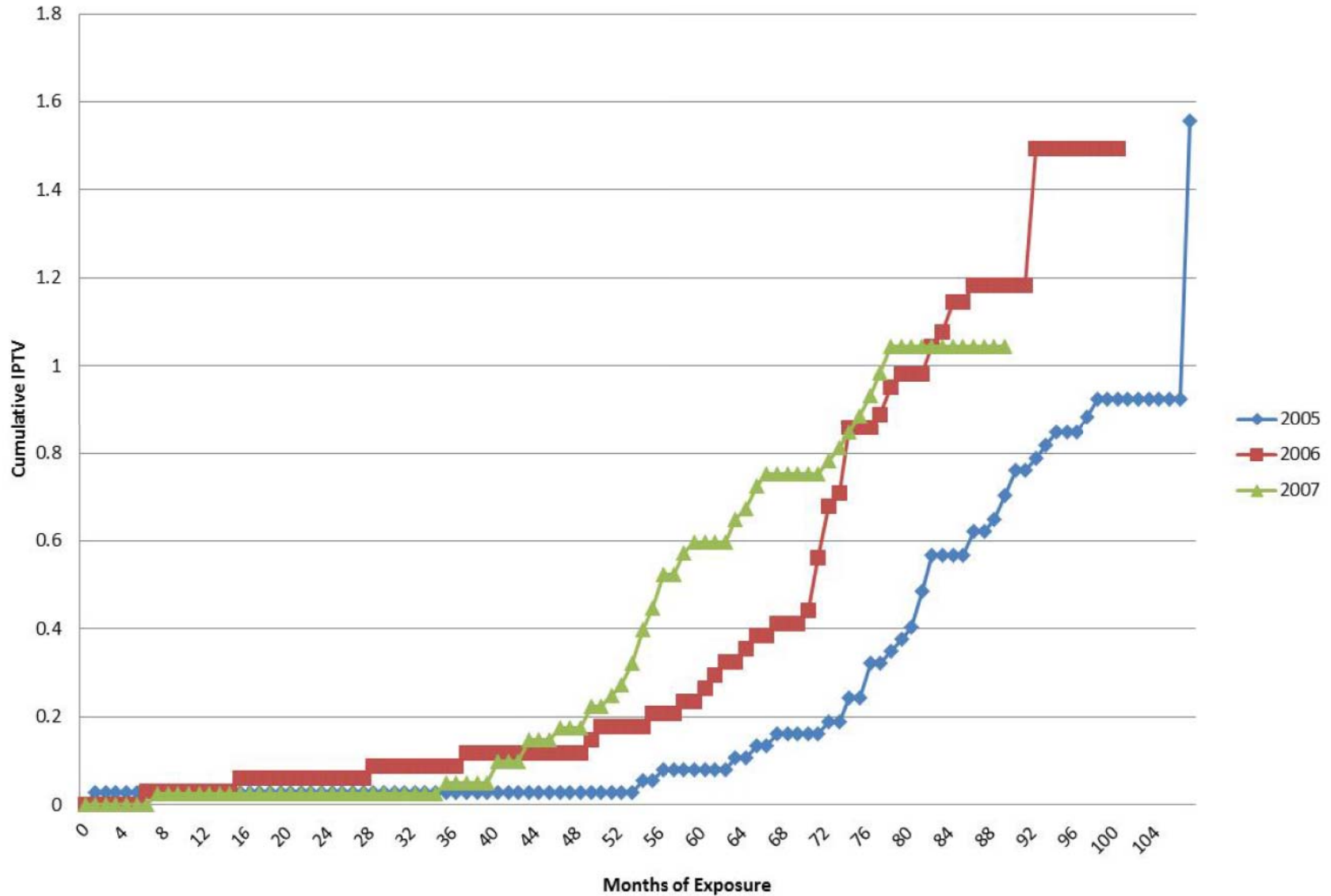
NHTSA PE 13-013  
ETQ N130XXX

{ \* }

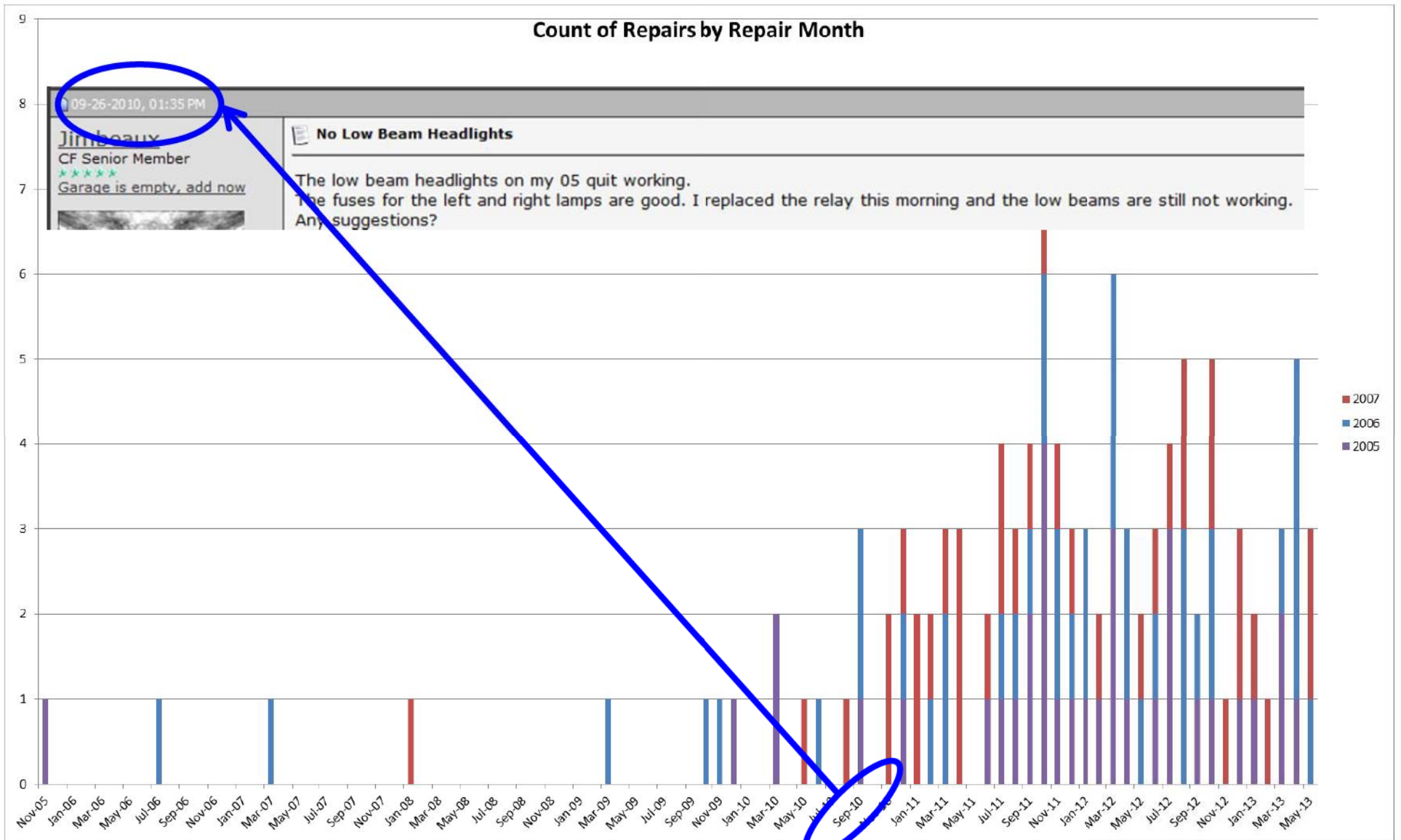




### 2005 to 2007 Corvette Low Beam Headlamp - Global







# *Corvette UBEC*

## *Historian Analysis*

This letter is General Motors (GM) response to your information request (IR), dated May 19, 2006, regarding consumer allegations that the headlights installed in certain Chevrolet Impala vehicles manufactured by GM may fail without warning during normal vehicle operation.

The subject vehicles for this inquiry are 2002 model year (MY) Chevrolet Impala vehicles unless the inquiry item specifically identifies the subject vehicles as **2001–2003 MY Chevrolet Impala vehicles**.

On May 24, 2006, NHTSA clarified **the alleged defect is loss of headlight illumination, headlight flicker and/or dimming of the headlights** that may occur during normal vehicle operation. Accordingly, searches conducted in formulating this response focus on failure modes that relate or may relate to the alleged condition of loss of headlight illumination, headlight flicker and/or dimming of the headlights.

The condition occurs under limited conditions and is short lived.

- **the condition will only occur;1) when components in the beam change module are out of dimension from wear and 2) the driver pulls slowly on the multifunction switch stalk, creating the potential for the switch to become balanced between the high and low beam positions. The condition will not occur if the driver completely pulls the multifunction switch stalk toward them the full extent of travel when making a beam change.**
- Any movement of the multifunction switch stalk will move the plunger out of the balanced condition and immediately restore headlight illumination (high or low beam). Movements can be as slight as vibration.

The current and projected rates of occurrence are low.

- the cumulative IPTV rate (2.23) for warranty and GM reports of loss of headlights, headlight flicker and dimming of headlights is low
- **the cumulative IPTV rate (1.96) for warranty and GM reports of loss of headlights is even lower**

# *Corvette UBEC Historian Analysis*

MAKE/MODEL	2001 MY	2002 MY	2003 MY	TOTAL
Chevrolet Impala	188,248	201,464	256,326	646,038

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- the cumulative IPTV rate (1.96) for warranty and GM reports of loss of headlights is even lower

The 15 incident reports (VOQs) included with this inquiry indicate that 8 allege loss of headlight illumination, 4 allege the headlights dimmed and 3 allege the headlights flicker. These alleged failures may have resulted from the contributory factors and failure mechanisms noted above. GM has examined multifunction switches removed from 2 of the VOQ subject vehicles. These multifunction switches did exhibit the loss of headlights condition.

PE13-013

GM



6/27/2013

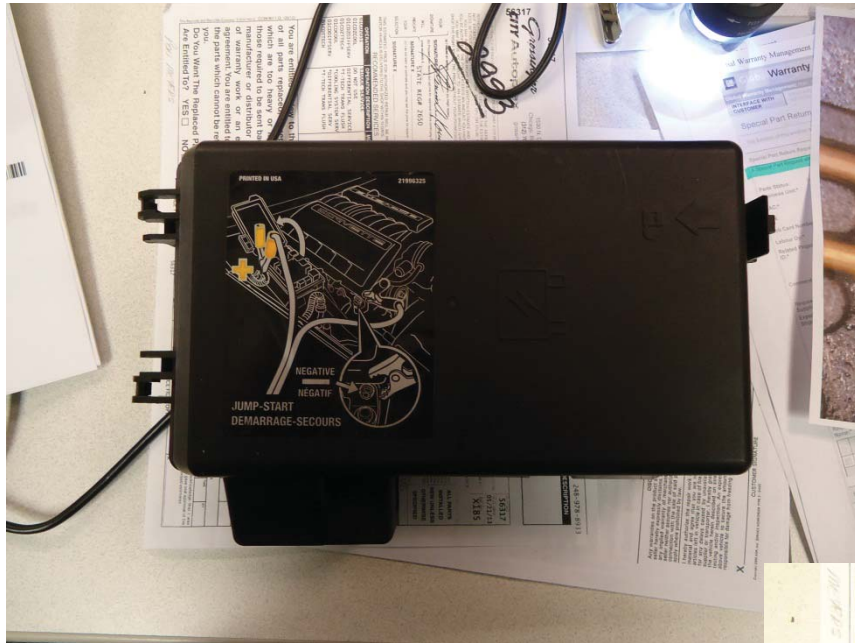
Q8C, Art Spong Head lamp

inop VIN

1G1YY25U165XXXXXX

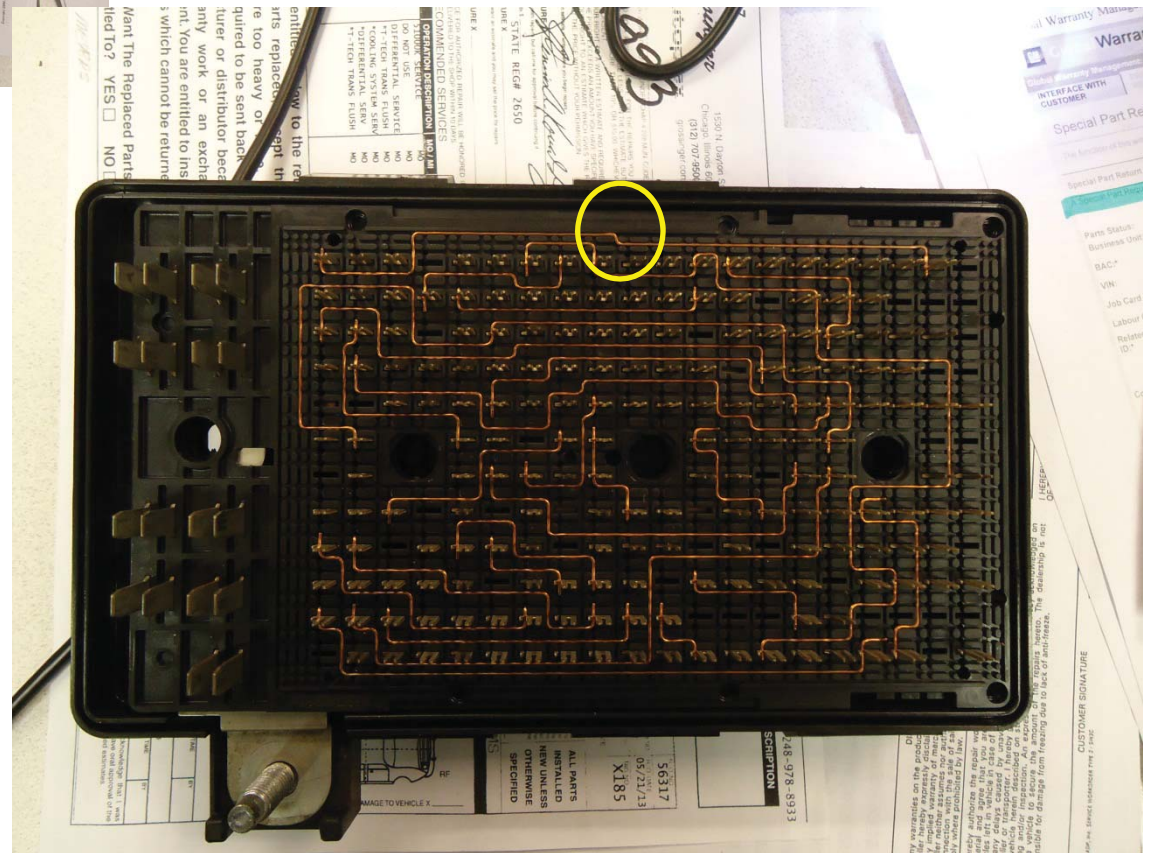
VIN 1G1YY25U165

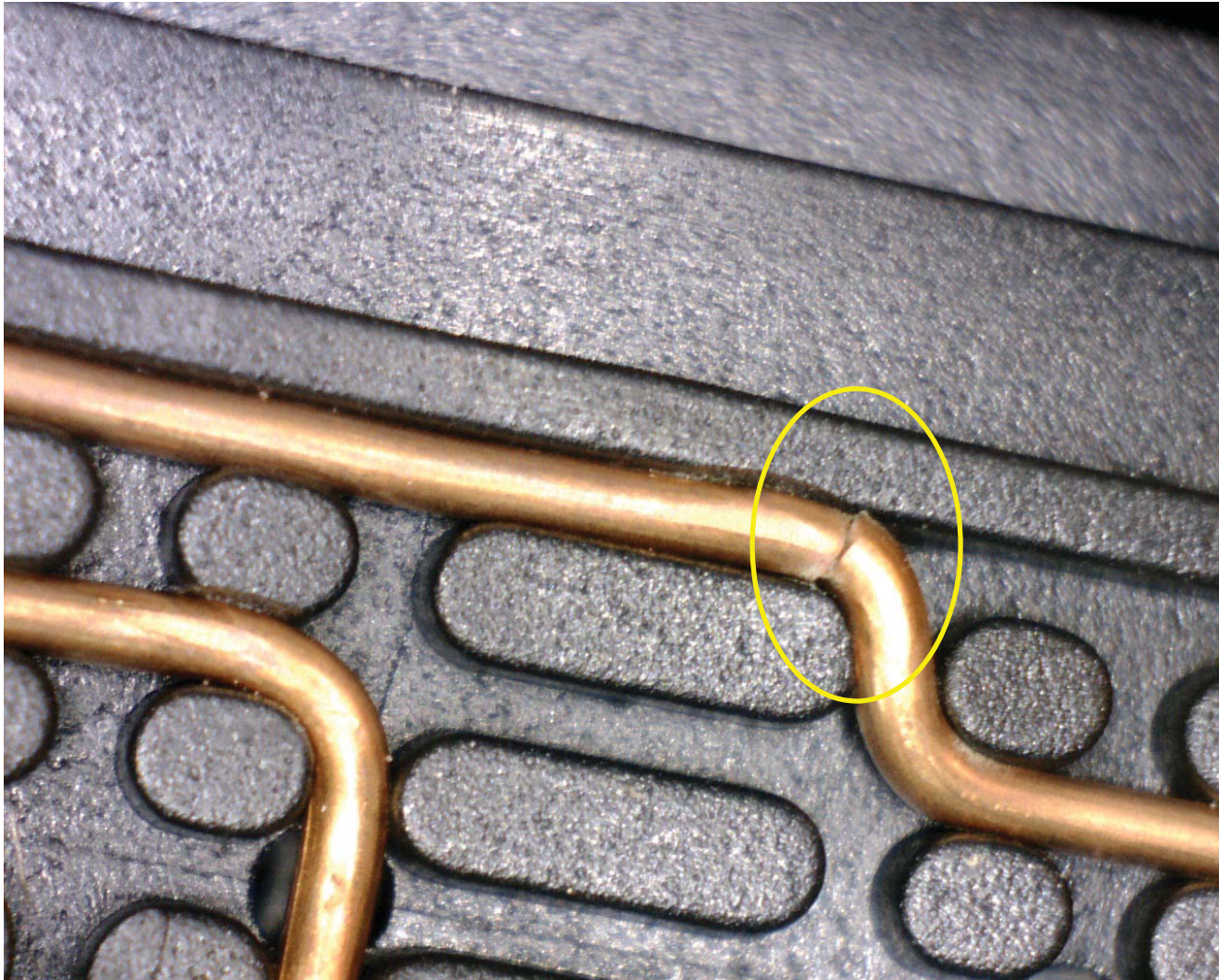
Customer reported “lights will not come on intermittently” Dealership repaired vehicle as goodwill at 93585 miles



Fuse block received 6-5-2013. The box was intact with all fuses and relays installed

Following the directions on the internet site the fuse box was opened. A break in the wire was noticed as indicated on the web sites.





Close up photo of break in wire