

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03

[REDACTED]

[REDACTED]

Forwarding.

Thanks!

From: Alan Adler
Sent: Tuesday, January 03, 2017 10:36 PM
To: Tom Wilkinson <tom.wilkinson@gm.com>
Subject: Fwd: [EXTERNAL] 2007 trail blazer low beam headlights

Tom,

Can you look into this?

Thanks, Alan

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: January 3, 2017 at 7:27:49 PM EST
To: "alan.adler@gm.com" <alan.adler@gm.com>
Cc: "renee.rashid-merem@gm.com" <renee.rashid-merem@gm.com>, "ron.recinto@gm.com" <ron.recinto@gm.com>, "ray.wert@gm.com" <ray.wert@gm.com>, "kimberly.carpenter@gm.com" <kimberly.carpenter@gm.com>, "leslie.gordon@gm.com" <leslie.gordon@gm.com>, "james.cain@chevrolet.com" <james.cain@chevrolet.com>, <anne.roberts@gm.com>, "jo.jacuzzi@gm.com" <jo.jacuzzi@gm.com>, "kevin.m.kelly@gm.com" <kevin.m.kelly@gm.com>
Subject: [EXTERNAL] 2007 trail blazer low beam headlights
Reply-To: [REDACTED] <[REDACTED]>

Hello to all,

I own a 2007 Chevy Trail Blazer. Last year while driving at night on the Florida turnpike, the low beam headlights went out/off twice (very scary but after a few minutes we figured out the high beams worked). We went to dealer ship the next day and they said there is no recall and would check them but there was a charge of some sort - before they tested them, they started to work again so we left.

All was good for about 10 months. Then again - AT NIGHT ON THE TURNPIKE AGAIN - they went out, luckily the high beams worked however the cars ahead of us were not happy with us. They were letting us know "WE WERE NUMBER ONE" (using the middle finger).

We again started calling and researching this on computer. My husband did call GM and was told there is some kind of problem but not a recall YET. We would be notified when there was one....never heard a word and head lights seem to work ok (we do not do that much of driving at night, only from daughters house in Coral Springs - we only have 68,473 miles on this SUV and are the original and only owners). We also called the local Chevy dealership in our area. They too said no recall and it would cost us for a check.

They went out several times in the last 6 weeks and now just DO NOT GO ON AT ALL...I called again and they said NO RECALL!. We can come in but there is a service charge.

I have located an article that Mr. [REDACTED] was quoted on in the Detroit News Aug. 18, 2015.....written by [REDACTED]

RE: GM Expands Head Light Recall. I have just forward this article to Mr. [REDACTED] as well.

We love our SUV. It has been a wonder vehicle for us. We originally got it to transport my handicap brother, his wheel chair and other equipment he use to need. CAN SOMEONE PLEASE HELP ME HERE IN MIAMI.....the dealership just wants to charge me and then tell me i have no problem.....I have 2 of my grandkids this week and am scared to go anywhere as here in Florida it is the law to have your headlights on low beam in the rain.....WELL, WE HAD A HORRIBLE RAIN STORM THIS AFTERNOON , THESE LIGHTS DID NOT WORK AND I GOT PULLER OVER BY THE LOCAL

POLICE.....after explaining the problem, the sun was out so I got lucky this time and he let me go - BUT....THESE PEOPLE WHO REMIND ME I AM NUMBER "1" WITH THEIR FINGER really scare me.....who knows what else they may be carrying.

THIS GRANDMA IS JUST TIRED OF BEING CAUGHT UP IN A CIRCLE he said she said....

Could someone please give me some answers about this headlight problem???

Case - # [REDACTED]

Cell phone [REDACTED]

Address - [REDACTED]

North Miami, Fl [REDACTED]

[REDACTED]

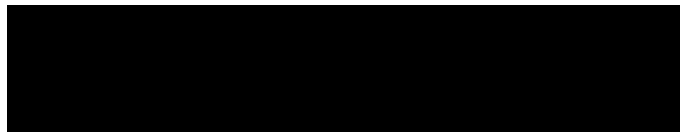
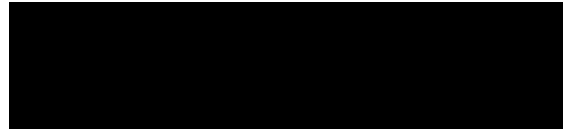
RQ17-002

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6/30/2017

ATTACHMENT 1

QUESTION 03



Lanora Conn (C)

From: Paul Celestin <paulc@miamichevy.com>
Sent: Wednesday, January 18, 2017 12:14 PM
To: Lanora Conn (C)
Cc: Todd Yorlano; Julio Vega
Subject: [EXTERNAL] Re: Re: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S7721 [REDACTED], [REDACTED] Inoperative Low Beam head lamps no included on recall 14291

SR Number: [REDACTED]

Stormy,

I did speak with Mrs. [REDACTED] again, just a few minutes ago. I explained to her once more that she would be responsible for diagnosis and that we could not go on based on someone else's diagnosis. However, if the repair needed is to replace the HDM, then it is possible that GM will assist with the repair. I also told her that the cost of diagnosis will go towards the repair. She stated that she will have to discuss it with her husband in order to make a decision.

Regards,

Paul Celestin
Tropical Chevrolet
305-754-7551 ext. 215

On Wed, Jan 18, 2017 at 12:00 PM, Paul Celestin <paulc@miamichevy.com> wrote:
SR Number [REDACTED]

Stormy,

Thank you for your quick reply to my email. I will relay the message to the customer that she will be responsible for the cost of diagnosis for now.

Regards,

Paul Celestin
Tropical Chevrolet
3305-754-7551 ext. 215

On Wed, Jan 18, 2017 at 8:06 AM, Lanora Conn (C) <lanora.conn@gm.com> wrote:

Paul,

The cost of diagnosis will be customer pay. Thank you for your assistance.

Stormy

From: Paul Celestin [mailto:paulc@miamichevy.com]

Sent: Tuesday, January 17, 2017 2:00 PM

To: Lanora Conn (C)

Cc: Julio Vega; Todd Yorlano

Subject: [EXTERNAL] Re: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772 [REDACTED], Inoperative Low Beam head lamps no included on recall 14291

SR Number: [REDACTED]

Stormy,

I spoke with Ms. [REDACTED] and invited her to come in to have the issue with the headlamps diagnosed by one of our technicians. I informed her that possible assistance may be available depending on the cause of failure to the headlamp. The determining factor will be weather or not the Headlamp Driver Module (HDM) is the failed component. I also explained to her that she would be responsible for the cost of diagnosis to determine the cause of failure and that the cost would go towards the repair. She is seeking to see if you would take care of the cost of diagnosing the headlamp failure. Please advise.

Regards,

Paul Celestin

Tropical Chevrolet

305-754-7551 ext. 215

On Mon, Jan 16, 2017 at 4:40 PM, Lanora Conn (C) <lanora.conn@gm.com> wrote:

Julio & Paul,

We have referred Ms. [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

· VIN: 1GNDS13S772 [REDACTED]

- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Cell Phone: ([REDACTED])
- Customer Email: [REDACTED]

Summary of Concern: Ms. [REDACTED] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling (855) 880-1500 extension 5911593 or by fax at (866) 249-2313.

Sincerely,

Stormy Spencer

General Motors

Executive Liaison

855.880.1500 x5911593

Fax 586.920.0777

Lanora.conn@gm.com

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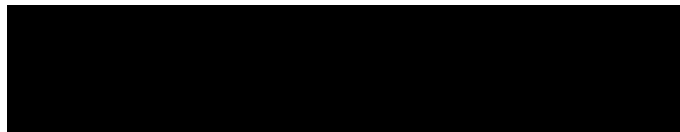
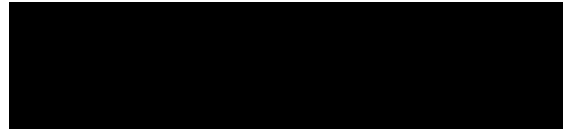
RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03



Lanora Conn (C)

From: Lanora Conn (C)
Sent: Thursday, January 12, 2017 10:10 AM
To: 'edwinm@veramotors.com'; 'gustavor@veramotors.com'
Cc: 'eugene.h.christiansen@gm.com'
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case,Vera Chevrolet, 1GNDS13S772 [REDACTED], Inoperative Low Beam head lamps no included on recall 14291

Gustavo & Edwin,

We have referred Ms. [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GNDS13S77 [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: Ms. [REDACTED] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

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Sincerely,

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Lanora.conn@gm.com

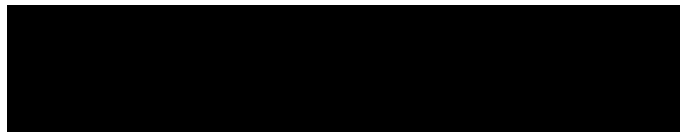
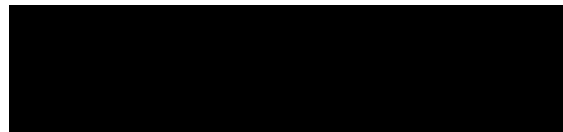
RQ17-002

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6/30/2017

ATTACHMENT 1

QUESTION 03



Lanora Conn (C)

From: Lanora Conn (C)
Sent: Thursday, January 12, 2017 10:17 AM
To: 'Gustavo Rodriguez'; Edwin Montoya
Cc: Eugene H. Christiansen
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772 [REDACTED], Inoperative Low Beam head lamps no included on recall 14291

Gustavo,

I apologize, the customer requested to be diagnosed at your dealership stating it was a Chevrolet dealership. I understand.

Gene,

Perhaps you can step in on this and suggest a dealership and if the diagnosis is the same as the symptoms on 14291 recall would you consider covering this. Please advise.

Kind regards,

Stormy Spencer

General Motors
Executive Liaison
855.880.1500 x5911593
Fax 586.920.0777
Lanora.conn@gm.com

From: Gustavo Rodriguez [mailto:GustavoR@veramotors.com]
Sent: Thursday, January 12, 2017 10:12 AM
To: Lanora Conn (C); Edwin Montoya
Cc: Eugene H. Christiansen
Subject: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772 [REDACTED] Inoperative Low Beam head lamps no included on recall 14291

Good morning,

If this customer is seeking cost assistance they will have to go to a Chevrolet dealer as we cannot offer Goodwill to Cross brands. So you will have to contact a Chevrolet dealer for this customers concerns.

From: Lanora Conn (C) [mailto:lanora.conn@gm.com]
Sent: Thursday, January 12, 2017 10:10 AM
To: Edwin Montoya; Gustavo Rodriguez
Cc: Eugene H. Christiansen
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772 [REDACTED] Inoperative Low Beam head lamps no included on recall 14291

Gustavo & Edwin,

We have referred Ms. [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GNDS13S772 [REDACTED] 8
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: Ms. [REDACTED] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

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