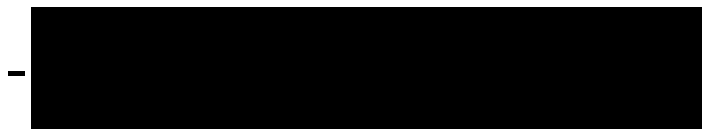


PE18-012

GM

3-27-2019

Q3



Respondent Report - [REDACTED] - CONFIDENTIAL

Demographics

Resp #: [REDACTED]
 Age: [REDACTED]
 Gender: Male
 Re-contact: Yes

New Vehicle

First New Veh: No
 Add/Rep: Added
 Brand Replaced:
 L kely Recommend

Mobile Phone

Carrier: AT+T
 Brand: LG
 Model: LG Other
 Majority Drv Cond.

Survey

Srvy Yr: 2016
 Srvy Method: W
 Srvy Coun: United States
 Outgoing: E
 Published: 0

Brand : 7
 Model : 7

Rural

Vehicle Information

Vehicle

Vin: 3GCUKSEJ2GG [REDACTED]
 Model Year: 2016
 Build Date: 3/23/2016
 Sold Date: 6/24/2016
 Miles/KM: 800/1287
 MPG/KPL/LP100KM: 17/7.2/13.8
 Model: SILVER15
 Body: Crew Cab
 Engine: 6.2
 Trans: A
 Plant: Silao
 Series: LTZ
 Drive: 4X4
 Doors: 4
 GVW: 7001 - 8000

RPO Vehicle

Brakes
 HVAC CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, A UX TEMP CONT
Engine L86-GAS, 8 CYL, 6.2L, SIDI VVT, AFM, E85 MAX, ALU M, GM
Trans M5U-AUTO 8 SPD, 8L90
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Sheet metal dents/dings at delivery
PPH Paint/Sheet Metal Problems At Delivery
SMT Paint
QRD 5X-Paint

I noticed this the day after I drove the vehicle back home to York, SC from the dealership in Baltimore, MD There is one blemish on the vehicle below the driver's door handle. It is a dent that is like a pin prick. It is tiny but deep enough on this shiny black paint to make it stand out like a gash in the door because the rest is so perfect. I cannot say for 100% that it was there when I drove away from the dealership but I could not think of any point in that short spell where that could have happened. This is really most disappointing. I should point out that my vehicle had 34 miles on it when I picked it up. Why was that? Could this problem have occurred at that time?? I would love to get it fixed. I can't hardly drive it due to this. I have only put on less than 800 miles since purchase and that includes driving it home from Baltimore.

Q:When First Noticed - Within the first week after delivery Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Location Is Front Door

Checkbox Ext Paint & Sheet Metal Dents/Dings - other
PPH Ext Paint & Sheet Metal Dents/Dings-Other/Unspecified
SMT Paint
QRD 5X-Paint

I noticed this the day after I drove the vehicle back home to York, SC from the dealership in Baltimore, MD There is one blemish on the vehicle below the driver's door handle. It is a dent that is like a pin prick. It is tiny but deep enough on this shiny black paint to make it stand out like a gash in the door because the rest is so perfect. I cannot say for 100% that it was there when I drove away from the dealership but I could not think of any point in that short spell where that could have happened. This is really most disappointing. I should point out that my vehicle had 34 miles on it when I picked it up. Why was that? Could this problem have occurred at that time?? I would love to get it fixed. I can't hardly drive it due to this. I have only put on less than 800 miles since purchase and that includes driving it home from Baltimore.

Q:When First Noticed - Within the first week after delivery Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Location Is Front Door

Checkbox Excessive Brake Pressure Required - Too much effort required/hard
PPH Brakes Don't Have Enough Stopping Power
SMT Chassis
QRD 2A-Brake System

It takes much more pressure than I am used to to slow the vehicle down.

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 50 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox Cell Phone Connection - DTU/understand
PPH Hands-Free Communication DTU
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Upon vehicle delivery Q:Bothersome Rating - 4
 Q:Aftermarket Parts Related - No

Checkbox Cell Phone Connection - Screen illumination
PPH Infotainment System-Poor Screen Quality
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No

Checkbox Cell Phone Connection - Voice recognition trouble
PPH Hands-Free Communication-Doesn't Recognize Command
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No

Checkbox Navigation System - DTU/understand
PPH Navigation System- DTU
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No

Checkbox Navigation System - Screen visibility/illumination
PPH Infotainment System-Poor Screen Quality
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Navigation System - Voice recognition/communication trouble
PPH Hands-Free Communication-Doesn't Recognize Command
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Navigation System - other
PPH Navigation System-Other/Unspecified
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Voice Recognition/Communication Trouble
PPH Hands-Free Communication-Doesn't Recognize Command
SMT Electrical
QRD 7G-Infotainment

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Noticed Issue Using Cell Phone Q:Noticed Issue Using Navigation system

Checkbox Wireless Phone Charging - DTU/understand
PPH Wireless Phone Charging DTU/Poor Location
SMT Electrical
QRD 7A-Body Electronics

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Phone Charge Rate - Yes Q:Wireless Charging Q:Charging Indicator Q:Which Wireless Charging Problem? - Difficult to align Q:Which Wireless Charging Problem? - Difficult to understand

Checkbox Wireless Phone Charging - other
PPH Wireless Phone Charging
SMT Electrical
QRD 7A-Body Electronics

I do not think there are any technical issues with the systems. I purchased the vehicle out of state in MD and I am from SC. I was not at the dealership long enough to get sufficient training on how to use the navigation system or the cell phone Bluetooth system. Technology is not my forte, therefore I really need some "show me" lessons. Could my local Chevy dealership accommodate me. That would be wonderful.

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Wireless Charging Icon Stays On - No Q:Phone Charge Rate - No

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle

Offer out of state purchasers a technology learning period at their local Chevy dealership so as to be able to use the costly navigation system and the mobile phone system in their new vehicle. Also perhaps some dealership training on how

to get the Tags and Certificate of Title to the purchaser sooner than 2 months after the purchase.

Question: Like Most About Vehicle

Pretty much everything other than the few issues I have outlined earlier.

Question: Reason for Brand Score

It weighs 5600+ pounds so I optioned a 6.3 litre engine but it is still sluggish or feels underpowered.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	8
Vehicle quality (overall)	8
Level of technology and innovation	8
Value for the money	7
Condition of vehicle upon delivery	8
Overall feeling of safety while driving	8
Overall vis bility for driver	8
Security features	8
Vehicle feels solidly built	9
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	6
Handling/stability on curves or winding roads	8
Vehicle ground clearance	8
Maneuverability in traffic and tight spaces	7
Rides smooth	8
Transmission smoothness when shifting	8
Overall sound of the engine	8
Overall power and acceleration	7
Overall rating of audio/entertainment system	7
Front seat roominess	9
Storage spaces for driver and passengers	8
Overall rating of trunk or rear cargo area	8
Rear seat roominess	9
Ease of getting into and out of the vehicle	6
Interior quietness	8
Overall rating of seats	9
Overall rating of heater, ventilation and A/C	8

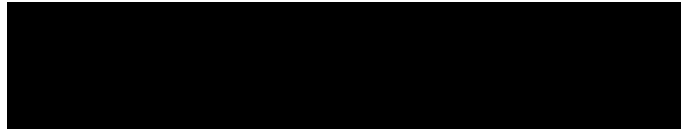
Attribute	1-10 Rating
Overall attractiveness of your vehicle interior	9
Quality of interior materials	9
Overall attractiveness of your vehicle exterior	8
Fuel economy	6
Driving range on full tank / full charge	7

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GM

3-27-2019

Q3





Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 343104600000
Original Author: Megan Smith
New Author: Megan Smith

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113

Service Agent: I. G. BURTON & COMPANY, INC.

Contact Name:

Phone Number:

Fax Number: 888-424-3042

Contact Email Address:

Job Card*: CTWS154232

Job Card Date: 09/23/2016

Reference Number:

VIN: 3GCUKREC9FG [Investigate Vehicle History](#)

Odometer: 30930

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues



Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 1,100.45

Part Numbers:

Net Item Type

Amount

Sublet	918	+	-
<Make Selection>		+	-

Net Item Total: 918.00

Tax: 0

Deductible: 0

Total Before Taxes: 2,018.45

Auth Code:

Accept Reject

Comment*:

Created By	Create Date/Time	Comment
Megan Smith	Thu Oct 06 09:22:20 EDT 2016	Please attach the Pre-Auth ID when submitting the claim.

Reassign Comments:	Created By	Comment	From	Assigned To
--------------------	------------	---------	------	-------------

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
< >			

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKREC9FG [REDACTED]	343099800000	2016-10-06
3GCUKREC9FG [REDACTED]	343104600000	2016-10-06
< >		

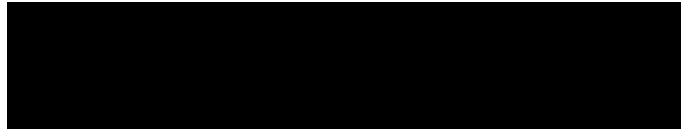


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Q3





EXTERIOR: BLACK RAVEN

ENGINE 3.0L, SIDI V6

INTERIOR: EBONY W/ EBONY ACCENTS

TRANSMISSION, 6 SPD AUTOMATIC

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RAINSENSING

- MIRRORS, OUTSIDE HEATED, POWER, FOLDING, DRIVER SIDE AUTO DIMMING
- POWER PROGRAMMABLE LIFTGATE
- ROOF RAILS, CHROME
- EXHAUST TIPS, DUAL CHROME

SAFETY & SECURITY

- AIRBAGS, DRIVER & FRONT PASS. FRONT / SIDE IMPACT AIRBAGS - SIDE HEAD CURTAIN
- AIRBAG SENSING SYSTEM, PASSENGER
- REAR DR LOCKS, CHILD SECURITY
- STABILITRAK - STABILITY CONTROL SYSTEM W/ TRACTION CONTROL
- TIRE PRESSURE MONITOR SYSTEM
- THEFT DETERRENT SYSTEM
- CARGO SHADE, RETRACTABLE
- REAR VISION CAMERA
- SIDE BLIND ZONE ALERT

- REAR CROSS TRAFFIC ALERT
- DRIVER AWARENESS PACKAGE HEADLAMPS, INTELLIBEAM FORWARD COLLISION ALERT LANE DEPARTURE WARNING SAFETY ALERT SEAT

OTHER

- TIRE INFLATION KIT IN PLACE OF SPARE TIRE

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE \$48,920.00

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

TRAILERING EQUIPMENT 575.00

ENTERTAINMENT SYST REAR SEAT, DUAL SCREEN BLU RAY PLAYER 1,595.00

TOTAL OPTIONS	\$2,170.00
TOTAL VEHICLE & OPTIONS	\$51,090.00
DESTINATION CHARGE	995.00

TOTAL VEHICLE PRICE* \$52,085.00

FRONT 5-STAR SAFETY RATINGS

Overall Score ★★★★★
 Overall ratings of frontal, side and rollover. Compared to other vehicles of similar size and weight.

Driver ★★★★★
Passenger ★★★★★
 Injury in a frontal impact. Compared to other vehicles of similar size and weight.

Front seat ★★★★★
Rear seat ★★★★★
 Injury in a side impact.

★★★★★
 rollover in a single-vehicle crash.

Rated from 1 to 5 stars (★★★★★) with 5 being the highest. National Highway Traffic Safety Administration (NHTSA) www.safercar.gov or 1-888-327-4236

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 25%
MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 66%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
RAMOS ARIZPE, CZ MEXICO
COUNTRY OF ORIGIN:
ENGINE: MEXICO
TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above. local taxes or license fees.

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ORDER NO SMMOZ9 SALES CODE E
 SALES MODEL CODE 6NG26
 DEALER NO 25198
 FINAL ASSEMBLY:
 RAMOS ARIZPE, CZ MEXICO

VIN 3GYFNDE34FS [REDACTED]

DEALER TO WHOM DELIVERED
SAM TAYLOR BUICK-GMC-CADILLAC, INC.
 PO BOX 400
 FORT WALTON BEACH, FL 32549-0400

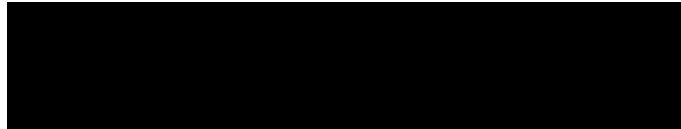
BC

PE18-012

GM

3-27-2019

Q3



<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?
 Anti-lock brakes?
 Hydraulically assisted (hydro boost) brakes?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Front disc, rear-drum brakes?
 Vacuum assisted power brakes?
 Regenerative braking?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?
 Does the red brake warning light come on with the parking brake applied?
 Does the red brake warning light go off when the parking brake is released?
 Does the ABS (if equipped) warning light remain on after self test?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

<input type="checkbox"/> Full	<input type="checkbox"/> Clear	<input type="checkbox"/> Normal Smell	<input type="checkbox"/> Other: _____
-------------------------------	--------------------------------	---------------------------------------	---------------------------------------

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, calipers, wheel cylinders, hydraulic lines, and fittings.

Describe:

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour:

<input type="checkbox"/> Dropped	<input type="checkbox"/> Moved Up	<input type="checkbox"/> No Change
----------------------------------	-----------------------------------	------------------------------------

Turn the engine off and record the number of pedal applies required to deplete the booster:

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches):

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any rotor/drum corrosion?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any rotor/drum grooving?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any rotor/drum irregularities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any lining corrosion evident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any signs of overheating?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Describe:
Describe:
Describe:
Describe:
Describe:
Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow								
Green								

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.

Observations:

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)

Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary? Yes No

	RPM's		Percent Throttle
--	-------	--	------------------

If "No", record the engine speed/throttle position at which vehicle starts to move.

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary? Yes No

	RPM's		Percent Throttle
--	-------	--	------------------

If "No", record the engine speed and throttle position at which the vehicle starts to move.

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF					
RF					
LR					
RR					

Specific test requests:

➤ **INSERT HERE ANY SPECIFICLY REQUESTED TESTING:**

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

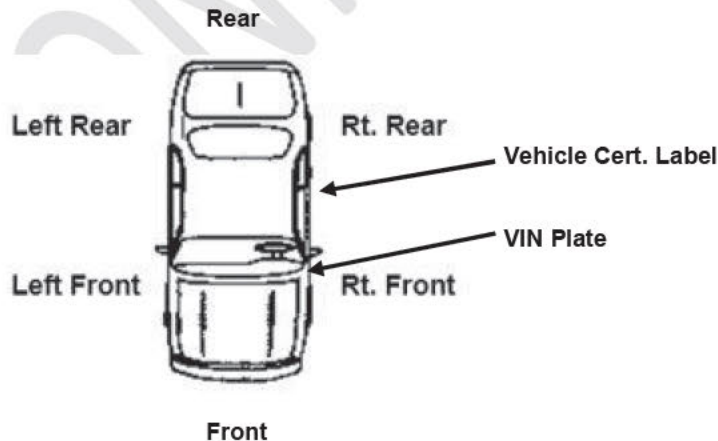
Following the inspection: Summarize all relevant facts and observations:

**PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)**

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not be replaced**. If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

1. Driver (left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up of concerns
6. Mid-level zoom of concern to show surrounding area
7. Overall photo to ensure identification location of concern and affected area
8. Vehicle Certification Label with VIN visible
9. VIN plate



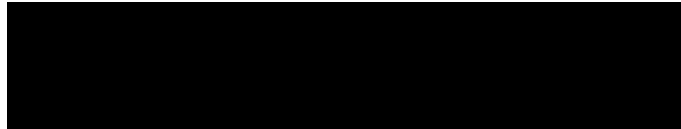
ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

PE18-012

GM

3-27-2019

Q3



<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input checked="" type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Rain guards,

Does the vehicle have?

4-Wheel disc brakes?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Front disc, rear-drum brakes?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Anti-lock brakes?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Vacuum assisted power brakes?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Hydraulically assisted (hydro boost) brakes?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Regenerative braking?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the red brake warning light come on with the parking brake applied?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the red brake warning light go off when the parking brake is released?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the ABS (if equipped) warning light remain on after self test?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

Full Clear Normal Smell Other: _____

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, calipers, wheel cylinders, hydraulic lines, and fittings.

Describe:

all looks dry and normal

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour: Dropped Moved Up No Change

Turn the engine off and record the number of pedal applies required to deplete the booster:

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches):

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:
Any rotor/drum corrosion?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:
Any rotor/drum grooving?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:
Any rotor/drum irregularities?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:
Any lining corrosion evident?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:
Any signs of overheating?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red					3mm	3.5mm		
Yellow								
Green	6.5mm	7mm	5mm	5.5mm			6.5mm	7mm

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.

Observations:

1st stop: normal, 2nd stop: booster not effective

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)

Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary? Yes No

If "No", record the engine speed/throttle position at which vehicle starts to move. RPM's Percent Throttle

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary? Yes No

If "No", record the engine speed and throttle position at which the vehicle starts to move. RPM's Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M+S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32")
LF	Goodyear	M+S	P265/65 R18	32 psi	5 32nd
RF	Goodyear	M+S	P265/65 R18	32 psi	5 32nd
LR	Goodyear	M+S	P265/65 R18	32 psi	5 32nd
RR	Goodyear	M+S	P265/65 R18	33 psi	5 32nd

Specific test requests:

➤ **INSERT HERE ANY SPECIFICALLY REQUESTED TESTING:**

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

- sitting still, pump the brakes more than 1 time, pedal becomes "hard" (brakes)
- vacuum test from vacumpump was at 20 in and spec is 27 in
- vacuum pump defective, insufficient supply. (not enough)

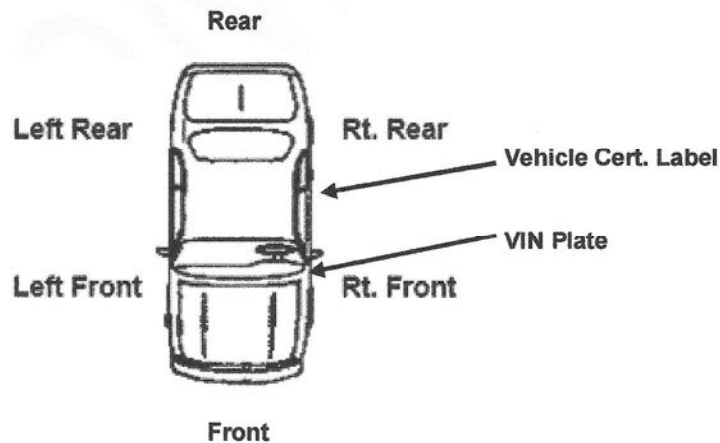
Following the inspection: Summarize all relevant facts and observations:

**PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)**

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should or should not be replaced**. If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

1. Driver (left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up of concerns
6. Mid-level zoom of concern to show surrounding area
7. Overall photo to ensure identification location of concern and affected area
8. Vehicle Certification Label with VIN visible
9. VIN plate



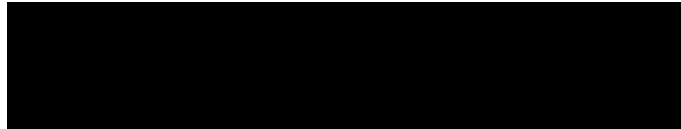
ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Eli Schrock <eschrock@igburton.com>
Sent: Wednesday, September 14, 2016 4:03 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] Seeking RO

The part is here and I planed to have vehicle repair tomorrow

Sent from my Verizon, Samsung Galaxy smartphone

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

From: "Farzana Yeasmin (C)" <farzana.yeasmin@gm.com>
Date: 9/14/16 3:45 PM (GMT-05:00)
To: Eli Schrock <eschrock@igburton.com>
Subject: [REDACTED] Seeking RO

Good Afternoon [REDACTED]

Thank you so much for sending me the pictures. Usually the PAC process is investigating a claim prior to the repair, but since the repair is complete, I'm going to have to see if I can take a different approach to helping the customer. Can you please send me an RO with repair estimates of repairing the damage (bumper etc), with customer statement of what happened and tech/dlr statement of what was repaired and why?

Please let me know if you have any questions or concerns by replying to this email or by calling me at 866-446-6963 ext 5913695.

Sincerely,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



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

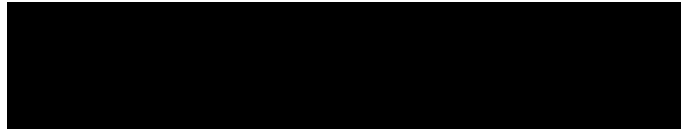
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PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, September 14, 2016 4:12 PM
To: 'Eli Schrock'
Subject: RE: [REDACTED] [REDACTED] Seeking RO

I'm glad the repair is not complete. Since the customer has a product allegation, we need an inspection report to compile the facts surrounding the allegation. Are you able to assist us in doing a dealership inspection? I can send over the document of what we need in the inspection. Please note, If the vehicle gets repaired, we would not be able to complete our investigation process.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. All costs should be itemized at the dealership's current warranty rates.

Please let me know as soon as possible.

Regards,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



From: Eli Schrock [<mailto:eschrock@igburton.com>]
Sent: Wednesday, September 14, 2016 4:03 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] [REDACTED] Seeking RO

The part is here and I planed to have vehicle repair tomorrow

Sent from my Verizon, Samsung Galaxy smartphone

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

From: "Farzana Yeasmin (C)" <farzana.yeasmin@gm.com>
Date: 9/14/16 3:45 PM (GMT-05:00)
To: Eli Schrock <eschrock@igburton.com>
Subject: [REDACTED] [REDACTED] Seeking RO

Good Afternoon MR. Schrock

Thank you so much for sending me the pictures. Usually the PAC process is investigating a claim prior to the repair, but since the repair is complete, I'm going to have to see if I can take a different approach to helping the customer.

Can you please send me an RO with repair estimates of repairing the damage (bumper etc), with customer statement of what happened and tech/dlr statement of what was repaired and why?

Please let me know if you have any questions or concerns by replying to this email or by calling me at 866-446-6963 ext 5913695.

Sincerely,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



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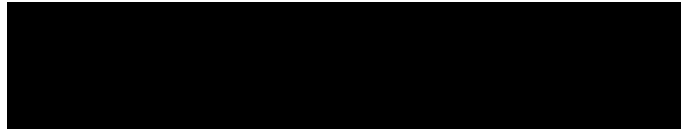
This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. If verification is required please request a hard-copy version. i.g. Burton & Co., Inc., 793 Bay Road, Milford DE, 19963 USA, [REDACTED]

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, September 14, 2016 4:53 PM
To: 'bernadette.jasmine@gm.com'
Subject: [REDACTED] PAC Case Handled within BRC No Action Required

Dear Ms Jasmine,

A product allegation claim has been made in your district. The customer is alleging that his breaks did not operate causing customer to rear end another vehicle.

[REDACTED]
3GCUKREC9FC [REDACTED]
2015 Chevrolet Silverado
Dealership: BAC 113 [REDACTED] I. G. Burton & Company, Inc.; Milford DE
Dealership Contact: Eli Schrock, Service Manager

This is only a notification. No action is required on your part at this time.

Regards,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

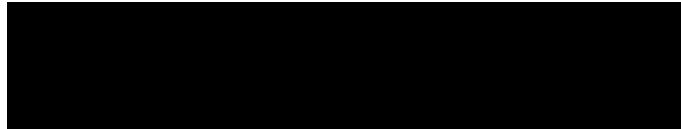


PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, September 14, 2016 4:36 PM
To: 'Eli Schrock'
Subject: [REDACTED] PAC Case Dealer Inspection request.
Attachments: Brake Dealer inspection form.pdf

Dear Mr. Schrock,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive Dealer relations. As a result of this customer centric focus PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGINNING THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

The PAC advisor will NOT be able to provide authorization for payment until investigation is complete and the case resolution decided.

Please contact your PAC advisor to provide direction/assistance with testing/diagnosis. If needed your advisor will arrange for a GM PAC approved TAC (Technical Assistance Center) consultant to contact you directly.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. Please Utilize the same job card/repair order that was created when the customer brought their vehicle in for this concern. If one was never created, please create one once the vehicle is at your dealership. All costs should be itemized at the dealership's current warranty rates.

Please verify the photos are in focus, bright and clearly show the areas of concern. Verify all requested information is fully documented then, return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible) Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

*Please provide me with the estimate of the repairs.

Please call me if you have any questions.

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

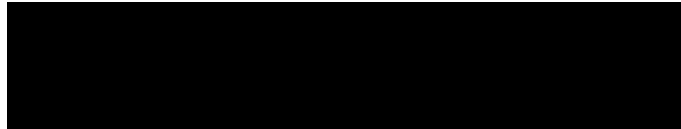


PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, September 14, 2016 3:45 PM
To: 'Eli Schrock'
Subject: [REDACTED] Seeking RO

Good Afternoon MR. Schrock

Thank you so much for sending me the pictures. Usually the PAC process is investigating a claim prior to the repair, but since the repair is complete, I'm going to have to see if I can take a different approach to helping the customer. Can you please send me an RO with repair estimates of repairing the damage (bumper etc), with customer statement of what happened and tech/dlr statement of what was repaired and why?

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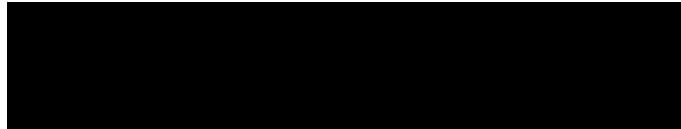


PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Monday, September 19, 2016 2:23 PM
To: 'Eli Schrock'
Subject: RE: [REDACTED] [REDACTED] PAC Case Dealer Inspection request.

Good Afternoon Mr. Schrock

Thank you so much for the inspection report. Are you able to provide me with a repair estimate (at dealership warranty rate) for the damages that the customer is claiming occurred due to the incident?

Thank you

Farzana Yeasmin

BRC PAC Specialist

General Motors Product Assistance Claims

Phone: 866-446-6963 x 5913695

Fax: 586-920-0789

Email: Farzana.Yeasmin@GM.com



From: Eli Schrock [mailto:eschrock@igburton.com]
Sent: Monday, September 19, 2016 10:12 AM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] [REDACTED] PAC Case Dealer Inspection request.

From: Farzana Yeasmin (C) [mailto:farzana.yeasmin@gm.com]
Sent: Wednesday, September 14, 2016 4:36 PM
To: Eli Schrock <eschrock@igburton.com>
Subject: [REDACTED] [REDACTED] PAC Case Dealer Inspection request.

Dear Mr. Schrock,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive Dealer relations. As a result of this customer centric focus PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

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*Please provide me with the estimate of the repairs.

Please call me if you have any questions.

Farzana Yeasmin
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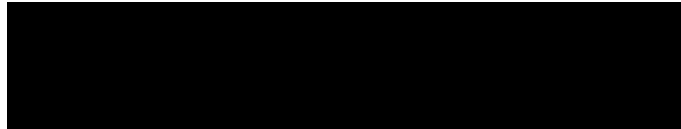
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Q3













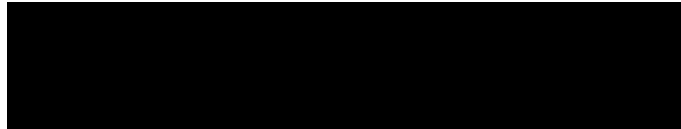


PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Thursday, October 06, 2016 9:41 AM
To: 'Eli Schrock'
Subject: PAC SR [REDACTED] Inspection Pre-Repair Authorization ID for payment using labor op 0600016

Good Morning Mr. Schrock,

Below is the pre-authorization number for the inspection

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and the following information: labor x.x hours @ \$x.xx/hr = labor total \$x.xx - labor op 0600016. The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

0600016 (Inspection Labor Only)

Servicing Dealer BAC: 113647
Dealer Contact: Eli Schrock
Dealer Email: eschrock@igburton.com
Dealer Fax: 888-424-3042
Job Card number: CTWS154232
Job Card Date: 9/23/2016
VIN: 3GCUKREC9FG [REDACTED]
Odometer: 30,930
Labor Op: 0600016
Labor Time (hrs) estimate: 1 hour
Dealer's Mechanical warranty rate per hour: \$114.18
Total Labor estimate \$114.18
Claim total: \$114.18

Claim total before tax: \$114.18

Customer Complaint Category:09
Complaint Code:0090
Description: No Customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Inspection Only

Pre Authorization ID: 343099 [REDACTED]

Approved/Rejected: Approved
Date Entered: 10/6/2016
Entered By: Megan Smith
PAC CRS: Farzana Yeasmin

Please attach the Pre-Auth ID when submitting the claim.

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Thursday, October 06, 2016 9:39 AM
To: 'Eli Schrock'
Subject: PAC SR [REDACTED]; Pre-Repair Authorization ID for payment using labor op 0600006

Dear Mr. Schrock,
Please see the pre-authorization number and instructions on how to proceed below for the rental, parts and body shop payments.

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC: 113647
Dealer Contact: Eli Schrock
Dealer Email: eschrock@igburton.com
Dealer Fax: 888-424-3042
Job Card number: CTWS154232
Job Card Date: 9/23/2016
VIN: 3GCUKREC9FG [REDACTED]
Odometer: 30,930
Labor Op: 0600006
Labor Time (hrs) estimate: N/A
Dealer's mechanical warranty rate per hour: N/A
Total Labor Estimate: n/a
Parts total: \$1100.45
Car Rental/Hire (if applicable): N/A
Sublet (if applicable): 918.00 (Rental and body shop repair)
Claim total: 2018.45

Claim total before tax: \$2018.45

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: 343104 [REDACTED]

Approved/Rejected: Approved
Date Entered: 10/6/2016

Entered By: Megan Smith
PAC CRS: Farzana Yeasmin

Please attach the Pre-Auth ID when submitting the claim.

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

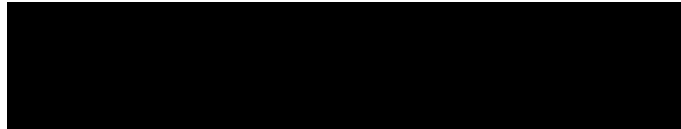


PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Tuesday, September 13, 2016 3:33 PM
To: 'eschrock@igburton.com'
Subject: [REDACTED] Preliminary Photo request

Dear Mr. Schrock,

Thank you for agreeing to gather some preliminary information & required photo images:

Driver (Left) side Exterior (required image)
Passenger (Right) Side Exterior (required image)
Front Exterior (required image)
Rear Exterior (required image)
Image of concern & affected area (required image)
Close-up image of concern (required image)
Vehicle Certification Label with VIN visible (required image)
Add additional photos as necessary.

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealerships warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2015 Chevrolet Silverado

SR Number: [REDACTED]

VIN: 3GCUKREC9FG [REDACTED]

Allegation: Brake failure caused vehicle to rear end another vehicle, causing damage to the bumper

Please call me if you have any questions.

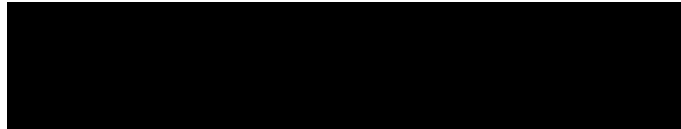
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Eli Schrock <eschrock@igburton.com>
Sent: Wednesday, September 14, 2016 4:28 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] Seeking RO

Ok yes we will do the inspection.

From: Farzana Yeasmin (C) [mailto:farzana.yeasmin@gm.com]
Sent: Wednesday, September 14, 2016 4:21 PM
To: Eli Schrock <eschrock@igburton.com>
Subject: RE: [REDACTED] Seeking RO

Based on the pictures, we would like to have a dealership inspection to verify his allegation. I would send you the form that needs to be completed, your dealership personal/tech would complete it and then we would proceed based on the report.

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



From: Eli Schrock [mailto:eschrock@igburton.com]
Sent: Wednesday, September 14, 2016 4:19 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] Seeking RO

Will I do the inspection or will the customer have to stay in the rental till you can get someone here?

And how long will that be.

From: Farzana Yeasmin (C) [mailto:farzana.yeasmin@gm.com]
Sent: Wednesday, September 14, 2016 4:12 PM
To: Eli Schrock <eschrock@igburton.com>
Subject: RE: [REDACTED] Seeking RO

I'm glad the repair is not complete.. Since the customer has a product allegation, we need an inspection report to compile the facts surrounding the allegation. Are you able to assist us in doing a dealership inspection? I can send over the document of what we need in the inspection. Please note, If the vehicle gets repaired, we would not be able to complete our investigation process.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. All costs should be itemized at the dealership's current warranty rates.

Please let me know as soon as possible.

Regards,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



From: Eli Schrock [<mailto:eschrock@igburton.com>]
Sent: Wednesday, September 14, 2016 4:03 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [REDACTED] Seeking RO

The part is here and I planed to have vehicle repair tomorrow

Sent from my Verizon, Samsung Galaxy smartphone

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

From: "Farzana Yeasmin (C)" <farzana.yeasmin@gm.com>
Date: 9/14/16 3:45 PM (GMT-05:00)
To: Eli Schrock <eschrock@igburton.com>
Subject: [REDACTED] Seeking RO

Good Afternoon MR. Schrock

Thank you so much for sending me the pictures. Usually the PAC process is investigating a claim prior to the repair, but since the repair is complete, I'm going to have to see if I can take a different approach to helping the customer. Can you please send me an RO with repair estimates of repairing the damage (bumper etc), with customer statement of what happened and tech/dlr statement of what was repaired and why?

Please let me know if you have any questions or concerns by replying to this email or by calling me at 866-446-6963 ext 5913695.

Sincerely,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



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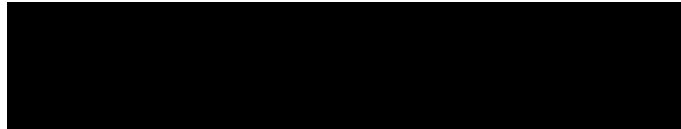
immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. If verification is required please request a hard-copy version. i.g. Burton & Co., Inc., 793 Bay Road, Milford DE, 19963 USA. [REDACTED]

PE18-012

GM

3-27-2019

Q3



To: markt@lovemychevy.com

Cc: donny@lovemychevy.com

Subject Line: ACTION REQUIRED WITHIN 24 HOURS/ER Case, VIN: 1GNSCCKC3FR [REDACTED] Allen Gwynn Chevrolet, BAC: 114 [REDACTED],
Customer: [REDACTED] SR# [REDACTED] [REDACTED] /CAC-VRR

Mark & Donny,

The Early Response Team has been in touch with this customer. [REDACTED] has indicated that they have previously contacted your dealership for this or another issue. Below are details about the customer and their case. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

VIN: 1GNSCCKC3FR [REDACTED]

Mileage: 9478

SR Number: [REDACTED] [REDACTED] CAC-VRR

Customer Last Name: [REDACTED]

Customer Preferred Contact Method: [REDACTED]

Summary of Concern: Previous SR# [REDACTED] [REDACTED] /CAC-IO6 - MyLink /Nav:: Issue :: Navigation :: Bad Location :: Unresolved-agent NZ49JQ documented on 9/10/16," cust just paid out of pocket \$8900 for repairs dealer is stating it would be about \$11000 + to replace engine//car will roll when veh is off and rolled into a ditch a state trooper witness this happen and ended up detaining cust trying to figure out what happened //brakes slipping //cannot push the brake officer even tried //was told by the dealership that the veh is a lemon and has been happening to other veh//cust stated that they would like to get out of veh// when they picked up veh from dealer ended up turning around and taking it right back so veh is still with dealer" case escalated to ER. (9/10/16-9/13/16)

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than September 16, 2016 at 9:30 am with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

Status of vehicle

Repair Orders

Sales & or lease documents

Any other pertinent details that are needed

Should you have questions or concerns, I can be reached by calling 866-522-0300, extension 5911565 or reply directly to this email with your input, which ensures proper attachment to the customer's case. The fax number is 866-480-3632. Thank you for your assistance and prompt attention in this matter.

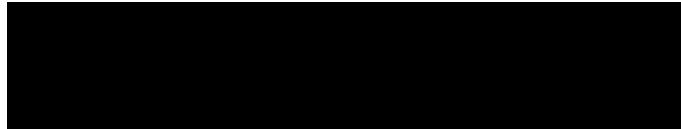
Sincerely,

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.

Caller English

System [3:50:00 PM]:

Welcome to chat.

Brandon [3:50:12 PM]:

Thanks for contacting Chevrolet Customer Assistance, my name is Brandon. How can I assist you today

██████████

██████████ [3:51:17 PM]:

Hi, I have a 2015 silverado that i bought used back in November with roughly 31,000 miles on it at the time. I just turned 52000 miles on it and the vacuum pump for the brakes went out. Im wondering if there is anything that can be done or if there is a deal rep that i can speak with.

██████████ [3:51:32 PM]:

its certified pre owned

██████████ [3:52:26 PM]:

i feel like this should not have already happen to me. I am a loyal Chevy buyer and have sent a friend as recent as last week to buy a new chevy from them

Brandon [3:52:46 PM]:

I apologize that your vacuum pump for your brakes went out. I would be happy to locate a dealership in your area! May I have your mailing address?

Brandon [3:53:34 PM]:

Thank you for your loyalty!

██████████ [3:53:38 PM]:

no i have the dealership already been there and priced it out. Im just trying to find a deal rep for the area that i can speak with

██████████ [3:55:13 PM]:

?

Brandon [3:55:14 PM]:

To speak to a dealership rep, you would have to speak the Customer Experience Manager there at the dealership.

████████ [3:55:37 PM]:

ok. can i just call and ask for that person?

Brandon [3:56:34 PM]:

No you cannot you must speak the Customer Experience Manager.

████████ [3:57:17 PM]:

right.. can i call the dealership to speak to the C.E.M?

████████ [3:57:40 PM]:

or do i need some other phone number?

Brandon [3:57:45 PM]:

There is things that can be done that I can assist you with, and yes you can speak to the CEM at the dealership.

Brandon [3:58:18 PM]:

Are you looking for assistance to cover the repairs for your vehicle?

████████ [3:58:27 PM]:

Yes sir.

Brandon [3:58:45 PM]:

How much is the dealership quoting you to repair the vehicle?

████████ [3:59:32 PM]:

parts are 307.32 and they quoted me \$701.74 for parts and install at 2hrs for install. I wish i earned \$200 and hr haha

Brandon [4:01:23 PM]:

I apologize for the pricing that was giving to you, and I wish I made the same thing. For me to better assist you ██████████, can you please provide me your VIN, mileage and name of the dealership that quoted you this price?

████████ [4:02:43 PM]:

Serra Chevrolet in Madison, TN. Let me run out to the truck and get that info.

Brandon [4:03:10 PM]:

Thank you, and take your time.

[REDACTED] [4:04:19 PM]:

Vin: 3GCUKREXFG [REDACTED]

[REDACTED] [4:04:31 PM]:

52,776 MILES

[REDACTED] [4:04:48 PM]:

pardon me for 5 minutes i have to talk to a client

[REDACTED] [4:05:00 PM]:

i had the 12000 extended warranty

[REDACTED] [4:05:06 PM]:

as a certified preowned

Brandon [4:06:19 PM]:

Sure take your time, and thank you for that information. While you assist your client, I will reach out to the CEM at the dealership. I would partner up with the CEM to see what assistance we can offer you.

[REDACTED] [4:11:01 PM]:

Ok I'm back

[REDACTED] [4:11:29 PM]:

ok that sounds good. Any help would be great. \$701 is just insanely high and \$200/hr for 2 hours of labor is robbery

Brandon [4:12:07 PM]:

Is the \$701.74 is the main price the dealership quoted you?

[REDACTED] [4:12:38 PM]:

yes sir

[REDACTED] [4:15:27 PM]:

not counting the \$75 they charged me for the diagnostics

██████████ [4:15:46 PM]:

make that \$84 with the tax

Brandon [4:17:10 PM]:

So far the CEM is busy at the dealership and I understand you are concerned about paying for the repair. However, based on the age or mileage of the vehicle, your warranty has expired for the component in question. This is why the dealership may/would charge you for these repairs. What I can do is gather all the facts, and review those with the CEM at the dealership. Together we will review the information to ensure the resolution is appropriate. Can you provide me your name, phone number and email address?

Adam W [4:18:16 PM]:

yeah i understand I'm out of the warranty but this is not a problem to be having at 50000 miles

██████████ [4:18:21 PM]:

██████████

██████████ [4:18:35 PM]:

██ best contact is email

██████████ [4:18:44 PM]:

thank you for your help brandon

Brandon [4:19:46 PM]:

As I see in are system your vehicle does have 2 Product Safety Recall (Frontal Airbag and Pretensioner Non Deploy & Seatbelt Lap Anchor Tensioner Cable). I would be happy to set up an appointment for you at the dealership for these recalls?

Brandon [4:19:51 PM]:

.

Brandon [4:20:07 PM]:

Would you like for me to set up an appointment for those recalls?

Brandon [4:20:23 PM]:

Thank you for that information and you're welcome.

Brandon [4:21:10 PM]:

Would you like me to email your case number and my direct contact information to you?

██████████ [4:21:16 PM]:

I'm still waiting now since 8/31 for the service adviser to call me. He said he was ordering the parts.

██████████ [4:21:22 PM]:

sure email me

██████████ [4:22:34 PM]:

i can say i will not be going back to serra Chevrolet to purchase our new suv. terrible service.

██████████ [4:22:43 PM]:

thanks for your time and help Brandon.

Brandon [4:22:44 PM]:

I have to inform you that your safety is very important to us at GM, so please remember to not use any hand held devices whenever you're driving. So there is a delay on the parts since 8/31, I can take a look into that as well.

██████████ [4:22:58 PM]:

let me know what you can do.

██████████ [4:23:09 PM]:

THanks

Brandon [4:23:26 PM]:

You're welcome and I apologize that you have a bad experience there I would love to make it better, between you and dealership.

Brandon [4:23:47 PM]:

What is the best time to contact you?

██████████ [4:24:29 PM]:

anytime via email.

Brandon [4:25:13 PM]:

Yes sir I would contact you anytime via email, how about from the telephone that you have provided?

██████████ [4:25:37 PM]:

8-5 is fine CST

██████████ [4:25:43 PM]:

Ive got to run. Thanks for your help

Brandon [4:26:06 PM]:

Thanks for contacting Chevrolet Customer Assistance. The reference number for the chat today is ██████████
██████████ If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

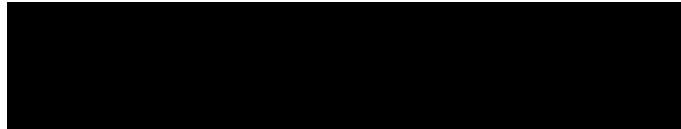
You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

PE18-012

GM

3-27-2019

Q3



Customer

[REDACTED]

Vehicle

GMC Sierra 1500 2015
 3GTU2VEC1FG [REDACTED]
 Mileage Now: 59600 mi
 Warranty Start: 01/09/2015

Status of vehicle/concern

Key Points

Supporting Factors	Limiting Factors
<p><i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles:

Reference

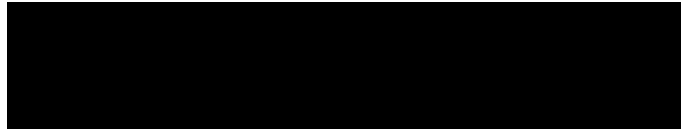
CAC SR#: [REDACTED]
 Tier 2 CAC advisor: Caitlynn Cervantes --> 1-866-790-5700 Ext # 5913472

PE18-012

GM

3-27-2019

Q3



Respondent Report - 1040 [REDACTED] - CONFIDENTIAL

Demographics		New Vehicle		Mobile Phone	
Resp #:	1040 [REDACTED]	First New Veh:	No	Carrier:	Sprint
Age:	[REDACTED]	Add/Rep:	Added	Brand:	Samsung
Gender:	Male	Brand Replaced:		Model:	Samsung Galaxy S6
Re-contact:	Yes	L kely Recommend		Majority Drv Cond.	
Survey					
Srvy Yr:	2016	Brand :	0	Highway	
Srvy Method:	W	Model :	7		
Srvy Coun:	United States				
Outgoing:	E				
Published:	0				

Vehicle Information

Vehicle		RPO Vehicle	
Vin:	1GN5CAKXGR [REDACTED]	Brakes	
Model Year:	2016	HVAC	CJ4-AIR CONDITIONING, FRT & RR ELECTRONIC C
Build Date:	4/9/2016	ONTROLS	
Sold Date:	7/9/2016	Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALU
Miles/KM:	3186/5127	M, GM	
MPG/KPL/LP100KM:	177.2/13.8	Trans	MYC-AUTO 6 SPD, HMD, 6L80
Model:	TAHOE	Infotainment	
Body:	Wagon	Seat	A95-FRT BKT, HIGH BACK, DRIVER & PASS RECL
Engine:	5.3	Suspension	
Trans:	A	Trim Seat	
Plant:	Arlington		
Series:	LS		
Drive:	RWD		
Doors:	5		
GVW:	7001 - 8000		

Troubles Indicated on the Survey

Checkbox	Paint chipped/scratched at dlrvy	<p>3-4 scratches that were probably 2-3 inches long. honestly the car seems like it was not taken care of when it was in the back lot with the rest of the other vehicles. it had major swirls all over the paint!! and some scratches that I pointed out looked like some workers might of been super careless with the vehicle.</p> <p>Q:When First Noticed - Upon vehicle delivery Q:Size of Problem - 1 to 2 inches/2.5cm to 5cm Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 2nd visit Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Location Is Rear Door Q:Trouble Location Is Hood</p>
PPH	Paint/Sheet Metal Problems At Delivery	
SMT	Paint	
QRD	5X-Paint	
Checkbox	Stopping Distance	<p>I constantly have to press on the brake pedal all the way in, more than what I should, inorder for vehicle to come to a complete stop. I notice this issue many times, usually occurs when vehicle is at a speed of 40mph. It feels unsafe because I can already imagine in case of an emergency, I don't think these brakes will do the job; quite frankly it's concerning. I have not taken the vehicle in to repair, because I'm still not sure if this is how these vehicles perform.</p> <p>Q:Distance Driven When Noticed - 100 Q:Weather Condition When Trouble Occurred - Dry Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:How Hard Brakes Applied - Braking in regular conditions Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Occasionally Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Occurs In City</p>
PPH	Stopping Distance	
SMT	Vehicle Performance	
QRD	I5-Ride & Handling	

Checkbox Other Interior Storage Compartments - unspecified
PPH Other Interior Storage Compartments-Unspecified
SMT Interior
QRD 4L-Floor Console

There is a minor scratch that peeled off part of my dash board to the left side of my GPS/Navigation console. it does look bad because of the quality and texture of the dash board that was used, it seems like it was not sewed properly.

Q:When First Noticed - Within the first week after delivery Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
 Q:Aftermarket Parts Related - No

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle

1) Add Navigation system to all vehicle that have an MSRP of 35k and up. I separately had to purchase from OEM Parts a Navigation system which cost me \$1,000 for a \$49,000 vehicle. 2) Also poor quality seats, very very poor! especially the ones in the rear for passengers. 3) Rear tail lights, I don't like them at all! they look way too simple, I realize my vehicle is an LS model, but jesus! those tail lights need to be upgraded, something like the escalade tail lights would be BADASS!

Question: Like Most About Vehicle

Interior looks amazing! where the touch screen is located by dash board all that is probably what sold me on the vehicle. I think it's a new redesign interior, not to sure but I love it! I get good reviews from family & friends.

Question: Reason for Brand Score

BAD EXPERIENCE AT SIMPSON CHEVROLET IRVINE. YES, THEY WERE ABLE TO "FIX" MY ISSUE, , BUT THAT WASN'T AFTER I WENT THROUGH HELL WITH THEIR SERVICE DEPARTMENT. THIS IS MY SECOND PURCHASE WITH CHEVROLET WITHIN 3 MONTH PERIOD, PROBABLY MY LAST TOO. OVERALL, THE CAR IS NICE IT'S UNFORTUNATE THAT THERE IS POOR CUSTOMER SERVICE WITH DEALERSHIPS AT LEAST WITH SIMPSON CHEVY.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	8
Vehicle (Overall)	9
Vehicle quality (overall)	8
Level of technology and innovation	10
Value for the money	8
Cost of maintenance and repair	8
Condition of vehicle upon delivery	4
Overall feeling of safety while driving	10
Overall visibility for driver	10
Security features	10
Vehicle feels solidly built	9
Overall rating of vehicle driving dynamics	10
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	10
Vehicle ground clearance	10
Maneuverability in traffic and tight spaces	10

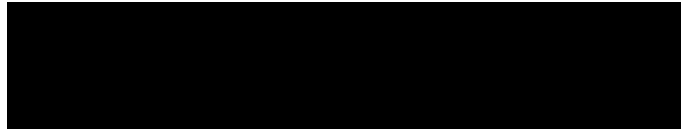
Attribute	1-10 Rating
Rides smooth	10
Transmission smoothness when shifting	10
Overall sound of the engine	9
Overall power and acceleration	9
Front seat roominess	10
Storage spaces for driver and passengers	10
Overall rating of trunk or rear cargo area	9
Rear seat roominess	10
Ease of getting into and out of the vehicle	10
Interior quietness	10
Overall rating of seats	3
Overall rating of heater, ventilation and A/C	9
Overall attractiveness of your vehicle interior	10
Quality of interior materials	9
Overall attractiveness of your vehicle exterior	10
Fuel economy	9
Driving range on full tank / full charge	10

PE18-012

GM

3-27-2019

Q3



Respondent Report - [REDACTED] - CONFIDENTIAL

Demographics

Resp #: 10405 [REDACTED]
 Age: [REDACTED]
 Gender: Male
 Re-contact: Yes

New Vehicle

First New Veh: No
 Add/Rep: Replaced Prior
 Brand Replaced: GMC

Mobile Phone

Carrier: Verizon Wireless
 Brand: Apple
 Model: Apple iPhone 6S

Survey

Srvy Yr: 2016
 Srvy Method: W
 Srvy Coun: United States
 Outgoing: E
 Published: 0

L kely Recommend

Majority Drv Cond.

Brand : 8
 Model : 8

City,Highway

Vehicle Information

Vehicle

Vin: 3GTU2NECXG [REDACTED]
 Model Year: 2016
 Build Date: 4/15/2016
 Sold Date: 7/2/2016
 Miles/KM: 3500/5633
 MPG/KPL/LP100KM: 15/6.4/15.7
 Model: GMC150PU
 Body: Crew Cab
 Engine: 5.3
 Trans: A
 Plant: Silao
 Series: SLT
 Drive: 4X4
 Doors: 4
 GVW: 7001 - 8000

RPO Vehicle

Brakes
 HVAC CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, A UX TEMP CONT
Engine L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALU M, GM
Trans M5U-AUTO 8 SPD, 8L90
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Auto Trans Shift While Driving - Shifts take to o long to complete
PPH Auto Trans-Shifts/Shifts At Wrong Time
SMT Propulsion Systems
QRD TB-Controls

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Auto Trans Shift While Driving - Shifting is rough/not smooth
PPH Auto Trans-Shifts Roughly-Normal Driving
SMT Propulsion Systems
QRD TB-Controls

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Auto Trans Shift While Driving - Shifts at the wrong time
PPH Auto Trans-Hesitation/Shifts At Wrong Time
SMT Propulsion Systems
QRD TB-Controls

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Excessive Brake Pressure Required - Too much effort required/hard
PPH Brakes Don't Have Enough Stopping Power
SMT Chassis
QRD 2A-Brake System

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 12000 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Passengers Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox A/T Unusual Trans Noise - While driving
PPH Abnormal Transmission Noises
SMT Propulsion Systems
QRD TP-Transmission Unassigned

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At 50-69F/10-21C Q:Trouble Occurs At 70-79F/22-26C Q:Trouble Occurs At 80-89F/27-31C Q:Trouble Occurs At 90F/32C Or Warmer Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - When decelerating Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - Smooth or Paved Q:Conditions When You Experience Problem - Driving in City Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:This Occurs When Vehicle Is Stopped Q:Noise Is Heard At 1-20 mph/1-29 kph Q:Noise Is Heard At 21-35 mph/30-49 kph Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Air Conditioning On - Yes Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking

Checkbox A/T Unusual Trans Noise - While starting/accel. from a stop
PPH Abnormal Transmission Noises
SMT Propulsion Systems
QRD TP-Transmission Unassigned

Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At 50-69F/10-21C Q:Trouble Occurs At 70-79F/22-26C Q:Trouble Occurs At 80-89F/27-31C Q:Trouble Occurs At 90F/32C Or Warmer Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - Smooth or Paved Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Noise Is Heard At 1-20 mph/1-29 kph Q:Noise Is Heard At 21-35 mph/30-49 kph Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Air Conditioning On - Yes Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking

Checkbox Other Automatic Transmission Troubles
PPH Other Transmission
SMT Propulsion Systems
QRD TN-Transmission Diagnostics

Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 1500 Q:Trouble Occurs At 50-69F/10-21C Q:Trouble Occurs At 70-79F/22-26C Q:Trouble Occurs At 80-89F/27-31C Q:Trouble Occurs At 90F/32C Or Warmer Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - Driving in City Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle | Don't sell a new truck with an active recall to replace the transmission.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	9
Vehicle (Overall)	8
Vehicle quality (overall)	9
Level of technology and innovation	9
Value for the money	5

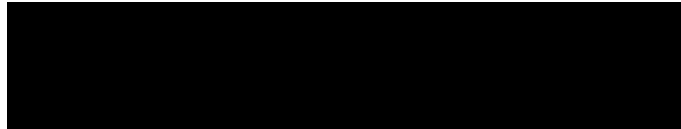
Attribute	1-10 Rating
Cost of maintenance and repair	5
Condition of vehicle upon delivery	9
Overall feeling of safety while driving	8
Overall visibility for driver	8
Security features	8
Vehicle feels solidly built	8
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	8
Vehicle ground clearance	8
Maneuverability in traffic and tight spaces	8
Rides smooth	8
Transmission smoothness when shifting	1
Overall sound of the engine	8
Overall power and acceleration	4
Overall rating of audio/entertainment system	9
Front seat roominess	8
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	9
Rear seat roominess	8
Ease of getting into and out of the vehicle	9
Interior quietness	8
Overall rating of seats	8
Overall rating of heater, ventilation and A/C	8
Overall attractiveness of your vehicle interior	8
Quality of interior materials	8
Overall attractiveness of your vehicle exterior	9
Fuel economy	4
Driving range on full tank / full charge	6

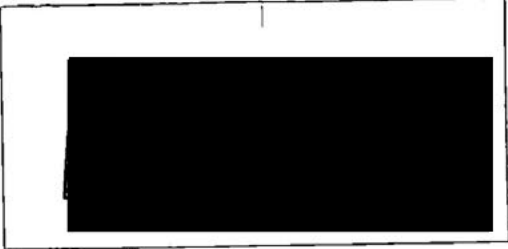
PE18-012

GM

3-27-2019

Q3





NEW ADDRESS:
1508 Willow Lawn Drive, Suite 220
Richmond, VA 23230

RECEIVED SEP 15 2016

General Motors LLC
Cadillac Customer Assistance Center
P. O. Box 33169
Detroit, MI 48232-5169



THE CONSUMER LAW GROUP, P.C.

Protecting and Fighting for Consumer Rights

NEW ADDRESS:
1508 Willow Lawn Drive, Suite 220
Richmond, VA 23230

(804) 282-7900 • (804) 673-0316 FAX
[REDACTED]

September 12, 2016

General Motors LLC
Cadillac Customer Assistance Center
P. O. Box 33169
Detroit, MI 48232-5169

RE: VEHICLE: 2015 Cadillac Escalade-ESV Honda Fit
VIN: 1GYS4TKJ1FR [REDACTED]
CLIENT: [REDACTED]

Dear Sir or Madam:

I have been retained by [REDACTED] (hereinafter [REDACTED]) to bring a Lemon Law action against General Motors LLC (hereinafter "General Motors") since his vehicle has warranty nonconformities which significantly impair its use, value and safety to him.

The **current nonconformities** are:

1. The brake pedal sinks to the floor, takes an excessive distance to stop and requires excessive pedal travel to stop. At speeds as low as 10 mph the vehicle takes excessive pedal travel, physical effort and distance to stop. The ABS light comes on as this happens. **(SERIOUS SAFETY DEFECT)**.
2. When driving the car on a multi-lane road the vehicle requires constant correction to keep it from drifting to the left. As a result, keeping the vehicle going straight requires the steering wheel to be cocked to the right at all times when driving down a straight road. The steering wheel is off center.
3. The stability control light comes on and the traction control off light comes on.
4. There are clicking noises as if something was on the wheels or brake discs.
5. The rear window is held in place with packing tape and is not latching to the tail gate.
6. The Stabilitrack warning light comes on as well as the ABS warning light.

General Motors LLC
Cadillac Customer Assistance Center
September 12, 2016
Page Two

In addition, the vehicle has been repaired for the following:

A brake caliper fell off causing brake failure (**SERIOUS SAFETY DEFECT**); the vehicle driver's side mirror turns black when the car is running, the mirror just dims to the point you cannot see at all; the finish on the flip portion of the radio controls is bubbling at the top just under the screen; the wood trim on the passenger side of truck next to the radio has cracked and broken off; when cold the steering wheel makes noise; the arm rest lid to the center compartment is loose and makes noise; the center console is making noise when driving over bumps; noise is coming from lid; the steering wheel makes noise when turning; the battery was defective; the fabric on the driver side front seat is wrinkling on the seat bottom; the front arm rest makes a squeak noise; there is a clicking from the front and rear of vehicle when in reverse or when driving at slow speeds when window rolled down on driver side; the radio controls are inoperable, volume etc. stopped working (intermittent); there is abnormal noise from the engine area when driving at 80 mph; the rubber is detaching from the remote; there is a clunking noise when shifting into drive from park; there is a clicking noise from the front tires when making parking lot maneuvers; the rear glass will not latch; both the heating and cooling functions of the front seats are not functioning; and the driver seat makes a squeaking/creaking noise getting in and out of the vehicle.

This vehicle has been out of service ten or more times for these problems within eighteen months of the date of delivery of the vehicle to Mr. [REDACTED] and the vehicle has been out of service for over thirty (30) days.

General Motors has been aware of the defects in this vehicle since on or about April 7, 2016 when it received notice of the defects from my client. The problems continue to exist and have significantly impaired the vehicle's use, market value and safety to Mr. [REDACTED]

The service history of this vehicle indisputably exceeds the statutory requirements to qualify as a defective vehicle pursuant to Section 59.1-207.11 et. seq., Code of Virginia ("the lemon law").

Consequently, my client is entitled to and hereby demands payment for the following: all money paid toward the vehicle. He is also entitled to loss of use and attorney's fees. To resolve this matter short of litigation, my client demands a full refund plus legal fees and expert fees, as required under Virginia's Lemon Law to settle at this time, inclusive.

General Motors LLC
Cadillac Customer Assistance Center
September 12, 2016
Page Three

Please find enclosed copies of the following: (1) Buyers Order; (2) RISC; (3) Repair Orders; (4) Notice Letter; (5) Rental Receipts; (6) Tow Bill and (7) Complaint.

The current mileage is est.12,068.

In determining whether to settle this matter, and for how much, please note that [REDACTED] will not sign any release which contains a confidentiality clause, unless General Motors pays additional damages.

Please respond promptly to this letter as suit will be filed shortly.

Very truly yours

[REDACTED]

JCG/psc

Enclosures

cc: [REDACTED]

VIRGINIA:

IN THE CIRCUIT COURT FOR THE CITY OF RICHMOND



Plaintiff,

v.


CASE NO. _____

GENERAL MOTORS LLC,
SERVE:

Corporation Service Company
Registered Agent
Bank of America Center
1111 East Main Street
Richmond, Virginia 23219

Defendant.

COMPLAINT

COMES NOW the plaintiff,  by counsel, and moves for judgment against the defendant on the grounds and in the amount as hereinafter set forth:

1. This is a case for breach of warranty and violation of the Motor Vehicle Warranty Enforcement Act.
2. Plaintiff is a consumer who resides in Falls Church, Virginia.
3. Defendant General Motors LLC (hereinafter "General Motors") is a corporation which does significant business through its authorized dealers in the City of Richmond and has its Registered Agent in Richmond, Virginia. Among its other authorized dealers/agents, which distribute and sell automobiles, is RC Olsen Cadillac Inc. (hereinafter "the dealer"), which is located in Woburn, Massachusetts.

BACKGROUND FACTS

4. Relying on the warranties, express and implied, given by the defendant and its agents, the plaintiff agreed to purchase, took delivery of, and accepted a new 2015 Cadillac Escalade-ESV, Vehicle Identification Number: 1GYS4TKJ1FR [REDACTED] ("the vehicle"), on May 2, 2015, from the dealer in Woburn, MA. The vehicle is warranted with a manufacturer's limited warranty and other warranties implied by law.

5. Soon after purchase, the plaintiff discovered the vehicle did not conform to the contract as there are defects which cause the vehicle to fail to conform to the warranties: i.e.

- a. The brake pedal sinks to the floor, takes an excessive distance to stop and requires excessive pedal travel to stop. At speeds as low as 10 mph the vehicle takes excessive pedal travel, physical effort and distance to stop. The ABS light comes on as this happens. **(SERIOUS SAFETY DEFECT)**.
- b. When driving the car on a multi-lane road the vehicle requires constant correction to keep it from drifting to the left. As a result, keeping the vehicle going straight requires the steering wheel to be cocked to the right at all times when driving down a straight road. The steering wheel is off center.
- c. The stability control light comes on and the traction control off light comes on.
- d. There are clicking noises as if something was on the wheels or brake discs.
- e. The rear window is held in place with packing tape and is not latching to the tail gate.
- f. The Stabilitrack warning light comes on as well as the ABS warning light.

In addition, the vehicle has been repaired for the following problems: A brake caliper fell off causing brake failure **(SERIOUS SAFETY DEFECT)**; the vehicle driver's side mirror turns black when the car is running, the mirror just dims to the point you cannot see at all; the finish on the flip portion of the radio controls is bubbling at the top just under the screen; the wood trim on the passenger side of truck next to the radio has cracked and broken off; when cold the steering wheel makes noise; the arm rest lid to the center compartment is loose and makes noise; the center console is making noise when driving over bumps; noise is coming from lid; the steering wheel makes noise when turning; the battery was defective; the fabric on the driver side front seat is wrinkling on the seat bottom; the front arm rest makes a squeak noise; there is a clicking from the front and rear of vehicle when in reverse or when driving at slow speeds when window

rolled down on driver side; the radio controls are inoperable, volume etc. stopped working (intermittent); there is abnormal noise from the engine area when driving at 80 mph; the rubber is detaching from the remote; there is a clunking noise when shifting into drive from park; there is a clicking noise from the front tires when making parking lot maneuvers; the rear glass will not latch; both the heating and cooling functions of the front seats are not functioning; and the driver seat makes a squeaking/creaking noise getting in and out of the vehicle.

6. At the time plaintiff took delivery of and accepted the vehicle, he was unaware of the defects and nonconformities because of the difficulty of discovery and because some of the problems have appeared subsequent to his purchase of the vehicle.

7. Soon after discovering the defects and nonconformities, the plaintiff took the vehicle to the dealer to have the nonconformities corrected. Ten or more repair attempts have not corrected the nonconformities within eighteen months of the date of delivery of the vehicle to him.

8. General Motors received notice of the defects in the form of a letter from my client on or about April 7, 2016.

9. The defects and nonconformities continue to exist and substantially impair the vehicle's use, market value and safety to the plaintiff, who has used it for his personal use, and who has properly used and serviced the vehicle while it has been in his possession.

10. At this time, the vehicle is in substantially the same condition as when it was delivered to the plaintiff, with the exception of repairs done to the vehicle by the defendant's agents or authorized repair facilities, and damages caused by the defects and nonconformities and damages made by the dealer.

11. The vehicle, as accepted, has a substantially reduced value to the plaintiff.

12. On September 12, 2016 the plaintiff rejected or revoked acceptance of the vehicle and asked the defendant to return the purchase price and all other damages sustained and recoverable under Virginia law, if it could not fix it. The defendant has refused to do this.

COUNT ONE

BREACH OF EXPRESS AND IMPLIED WARRANTIES UNDER THE MAGNUSON-MOSS WARRANTY ACT

13. Plaintiff incorporates the allegations of paragraphs 1 through 12 as if alleged herein.

14. Plaintiff is a "consumer" as defined in 15 U.S.C. §2301 (3); General Motors fits the definition of "supplier" and "warrantor" as defined in 15 U.S.C. §2301 (4) and (5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301 (1).

15. General Motors does not have a dispute resolution mechanism which meets the requirements of 16 C.F.R. Part 703, promulgated by the Federal Trade Commission pursuant to §2310(a)(2) of the Magnuson-Moss Warranty Act.

16. The vehicle was manufactured after July 4, 1975 and an express Limited Warranty and an implied warranty of merchantability were given to plaintiff as a part of the purchase, warranties which meet the definition of "written warranty" and "implied warranty" contained in 15 U.S.C. §2301 (6) and (7).

17. The Limited Warranty has failed of its essential purpose and the defendant has violated the Act due to its inability and/or refusal to repair or replace the nonconformity within a reasonable time, and due to its refusal to provide the plaintiff with a refund. 15 U.S.C. §2304 (a)(1) and (4).

18. The defendant has also breached its implied warranty of merchantability since the vehicle, in view of the nonconformity and defendant's inability to correct them, was not fit for the ordinary purpose for which the vehicle was used. 15 U.S.C. §§2308, 2310 (d).

19. As a proximate result of defendant's violations of the Act and breach of its warranties, the plaintiff has been damaged for which the defendant is responsible. 15 U.S.C. §§2304(a) and 2310(d).

COUNT TWO

VIOLATION OF THE MOTOR VEHICLE WARRANTY ENFORCEMENT ACT

20. Plaintiff incorporates the allegations of paragraphs 1 through 19 as if alleged herein.

21. As individually defined in Section 59.1-207.11, et. seq., of the Code of Virginia, the plaintiff is a "consumer," "General Motors" is a "manufacturer," "the vehicle" is a "motor vehicle," and the defect in the vehicle constitutes a "nonconformity."

22. The defendant and its agents have failed to correct nonconformities in the vehicle after a reasonable number of repair attempts, which has impaired the use, market value and safety of the vehicle to the plaintiff. It has refused the plaintiff's demand for damages and its

actions are in violation of the Motor Vehicle Warranty Enforcement Act, §§59.1-207.11, 207.13, and 207.14, Code of Virginia (1950).

WHEREFORE, the plaintiff respectfully requests this Court to award him damages for all money paid towards the purchase of the vehicle, including any deposit, trade-in, extended warranty, all of which at this time totals about NINETY THOUSAND SEVEN HUNDRED FORTY-TWO DOLLARS and TWENTY CENTS (\$90,742.20), plus any other collateral charges as defined in §59.1-207.11, incidental and consequential damages, loss of use, expert witness fees, pre-judgment interest, all reasonable attorney's fees, vehicle loan payments made after the filing of this suit, costs and expenses herein incurred.

Trial by jury is demanded.

[REDACTED]

By: _____

[REDACTED]

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