INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE18-012

GM

3-27-2019

Q3

[redacted]

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	ADR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	ADR
City	Homestead	Zip	[redacted] State FL	UCC	Non Component GM	Sub-Area	ADR INELIGIBLE
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keith Pierson Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	Email	Updated	09/28/2017 13:59:09
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	80000	Priority	Medium License # CHEVROLET	Owner	SZ666D
Model	Silverado	Model Year	2014	Status	Closed	Opened	Sep 27, 2017 5:37 PM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	Dissatisfied	Closed	Sep 28, 2017 1:59 PM
Cust Concern	FL - BBB Written Case Multiple Concerns Not Duplicated With FRA						
Customer Description	C/O Brent Wikgren, Esq.; Krohn & Moss, Ltd This is no longer a BRC case. Case is ineligible, please handle in CAC						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		Incident Desc	

Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			
Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	

Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:59 PM	SZ666D	SZ666D	SR Closed - Dissatisfied		Done	09/28/2017 13:59:09	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:56 PM	SZ666D	SZ666D	Outbound Call Field Rep/Whlsl	BRC Other	Done	09/28/2017 13:57:47	No initial contact

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Not necessary, ADR Ineligible

Myra/BRC ADR/ATX/EXT 5911062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:56 PM	SZ666D	SZ666D	BRC ADR	Settlement-	Done	09/28/2017 13:56:36	ADR Ineligible

Denied

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Myra/BRC ADR/ATX/EXT 5911062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:54 PM	SZ666D	SZ666D	BRC ADR	Closed-Ineligible	Done	09/28/2017 13:56:03	Executive Decision

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Decision: Close Ineligible

Decision Maker: BBB

Justification: Ineligible due to Age

Follow-Up: None needed

Myra/BRC ADR/ATX/EXT 5911062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:42 PM	SZ666D	SZ666D	BRC ADR	VIN Scan Completed	Done	09/28/2017 13:44:30	VIN SCAN Continued

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Previous SR's Continued

[redacted]TAC
8/11/16-8/27/16
SES
Caller states -

Robbie states there are codes p0138 and p0158 stored.
He states he followed the diagnostic chart with no issues noted.
He called for similar cases and recommendations.
Advised caller -
Researched information provided by dealer.
Dealer to monitor for higher than expected o2 values per related cases.
Reviewed cases for ECM replacement.
Dealer to inspect o2 sensor wiring and ECM.
[redacted]-TAC
9/4/14-9/20/17
IPC inop during 14126b
Dealer Comments/Diagnosis (DTC's, What's Been Done):
Dealer is programming IPC per 14126B
Dealer states during SPS programming the procedure failed and IPC is now inoperative, no communication, Dealer power cycled vehicle and restarted programming and programming failed again – calling for any information
TAC Recommendations:
advised dealer to perform 15 minute vehicle power cycle and restart programming using 'Re[place and Program' - if IPC programming fails, call TAC with IPC P/N for further assistance/authorization
NO GW
Selling Dlr Joe Bowmin Chevrolet
Servicing Dlr/ Keith Pierson Chevrolet

Myra/BRC ADR/ATX/EXT 5911062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:40 PM	SZ666D	SZ666D	BRC ADR	VIN Scan Completed	Done	09/28/2017 13:42:43	VIN SCAN Continued

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

[redacted] Continued
[redacted] BRC Legal
8/28/17-Open
NISM
[redacted]TAC
7/5/17-7/15/17
Difficulty operation in 4wd
Caller states (Results of Previous Repair Attempts, SI docs, DTCs, Verified? etc.):
- They have verified a crow hop when in 4wd auto and wants to know if this is normal operation as it does not do this in 2wd.

Advised caller (your suggestions, info source, etc.)
- That yes it would be deemed normal operation when in 4wd to have a crow hop on clean dry pavement.
- Referenced document # 2374011 for description and operation.

Referenced document # 2884413 for information on driveline concerns when in 4wd.
[redacted]AC T2
6/28/17-8/25/17
tire - transmission
Customer Stated his car has been in the shop since June 7th, he is very upset that he has not received a curtsy call about the issue, this is the 5th time he has brought the car in for the issue. The customer wants a lawyer. It is safety issue for the customer, he does not want the vehicle anymore.
[redacted]CAC T2
2/7/17-3/31/17
Tranny Concern
Cust:
- the problem is I cannot be without a truck
- I am in the process of remodeling my father's kitchen sink
- I would need a truck for a loaner
- the last time they gave me was a small car
- you know, this is the 5th time I am having this problem so I don't know what to do
- I am loyal with Chevrolet, I switched from Ford
- I would like to have this resolved

NO GW
Selling Dlr Joe Bowmin Chevrolet
Servicing Dlr/ Keith Pierson Chevrolet
Myra/BRC ADR/ATX/E

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:28 AM	MZ820N	SZ666D	Ownership Changed		Done	09/28/2017 10:28:42	Service Request Ownership has changed FROM: MZ820N TO: SZ666D

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:27	MZ820N	SZ666D	BRC ADR	Init Contact Field	Done	09/28/2017 13:37:58	DDMA

AM							
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Not necessary, ADR Ineligible **Myra/BRC ADR/ATX/EXT 5911062**							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
Sep 28, 2017 10:27 AM	**MZ820N**	**SZ666D**	**BRC ADR**	**Init Contact Dlr**	**Done**	**09/28/2017 13:38:16**	**Service Manager**
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Not necessary, ADR Ineligible **Myra/BRC ADR/ATX/EXT 5911062**							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
Sep 28, 2017 10:27 AM	**MZ820N**	**SZ666D**	**BRC ADR**	**Init Contact Cust/Atty**	**Done**	**09/28/2017 13:18:21**	**Customer Contact Attorney Brent Wikgren, Esq.**
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
RE: Customer Last Name: [redacted] **Service Request:** [redacted] **2014 Chevrolet Silverado** **Vehicle Identification Number: 3GCUKREC9EG** [redacted] **Dea** [redacted] **C/O Brent Wikgren, Esq.** **This is an email notification that the Better Business Bureau case for your client** [redacted] **has been received. However, we are sorry but your client does not meet the criteria for assistance from the Business Resource Center Alternative Dispute Resolution team and we will be**							

closing our case. Please continue to work with the Business Resource Center Legal agent to resolve your case.

Thank you
Myra

If you have further questions, please contact Mediation Liaison, Myra at 866-790-5600 ext. 5911062, or by fax at 866-256-2695. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 4:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Myra | Mediation Liaison
Business Resource Center
Alorica on behalf of General Motors
PH: 866-790-5600 ext. 5911062
FX: 866-256-2695
myra.snelling@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:25 AM	MZ820N	SZ666D	BRC ADR	Acknowledgement	Done	09/28/2017 13:21:50	Customer Contact

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Brent Wikgren, Esq
Krohn & Moss LTD-Florida Only
10 N Dearborn Street 3rd Floor
Chicago, IL 60602
312-578-9428 X 203
Fax: 866-431-5576
bwikgren@consumerlawcenter.com

Email sent to attorney for case closure, ADR Ineligible

If you have further questions, please contact Mediation Liaison, Myra at 866-790-5600 ext. 5911062, or by fax at 866-256-2695. You may also

contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 4:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Myra | Mediation Liaison
Business Resource Center
Alorica on behalf of General Motors
PH: 866-790-5600 ext. 5911062
FX: 866-256-2695
myra.snelling@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:25 AM	MZ820N	SZ666D	BRC ADR	VIN Scan Completed	Done	09/28/2017 13:39:55	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Previous SR's
[redacted]TAC
9/1/17-9/21/17
TCCFRA
Concern: "TCCFRA 1 Defective engine
2 Defective transmission
3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4 Defective rear differential
5 Illumination of the check engine
6 Illumination of service 4 wheel drive message
7 A lack of power in the engine
8 Failure of the remote start on key fob
9 Difficulty with normal operation while in auto 4x4
10 Defective tires as evidenced by the right rear tire locking up while driving
11 Defective brakes as evidenced by the difficulty braking
12 A leak in the brake booster
13 A replaced pinion and ring gear

14 And all additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.
Cause: /
Correction: FSE on site to inspect this vehicle for the above concerns, prior to connectiing vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate
Myra

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:25 AM	MZ820N	SZ666D	Notify CRM		Done	09/28/2017 13:15:10	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:25 AM	MZ820N	SZ666D	BRC ADR	New Case Assigned	Done	09/28/2017 13:15:04	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
New Case Assigned

Melissa/BRC/WF/ATX/5911124

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Sep 28, 2017 10:25 AM	MZ820N	SZ666D	BRC ADR	VIN Scan Completed	Done	09/28/2017 10:28:51

Last Name	First Name	Account	BAC Code	VIN Scan Performed
[redacted]				

Comments

Previous SR's found:

[redacted]TAC
BRC - open
TAC
CCC
CCC
TAC
TAC

Melissa/BRC/WF/ATX/5911124

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 5:37 PM	MZ820N	MZ820N	Ownership Changed	Ownership Escalated to BRC	Done	09/27/2017 17:37:59	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 5:28 PM	SADMIN	SZ666D	BRC ADR	New Case	Done	09/28/2017 13:14:59	[redacted]<SD:> 09/27/2017 17:23:15.000

Last Name	First Name	Account	BAC Code

Comments

[redacted]SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Ineligibl
e Vehicle Due To Age<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

UCC Information

UCC Code	Description	Symptom
S96	Non Component GM	Chevrolet

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.		BRC Type	N/A
Account	Keith Pierson Chevrolet	Site/BAC	288728	GW SubType		Business Unit	TAC US
Address	[redacted]			Approval	Not Initiated	Area	General Information
City	HOMESTEAD	Zip	[redacted] State FL	UCC		Sub-Area	General Information
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	
Daytime #	[redacted]	Evening #		Source	Phone	Updated	09/21/2017 10:44:38
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	0	Priority	Field Service Engineer License # CHEVROLET	Owner	GZTLJ0
Model	Silverado	Model Year	2014	Status	Closed	Opened	Sep 1, 2017 8:23 AM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	Unlinked	Closed	Sep 21, 2017 10:44 AM
Cust Concern	TCCFRA						
Customer Description							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 10:44 AM	BZTG56	GZTLJ0	SR Closed - Unlinked		Done	09/21/2017 10:44:38	Service Request has been Closed Unlinked.

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 10:42 AM	BZTG56	BZTG56	TAC Case Closing	FSE	Done	09/21/2017 10:44:17	FSE Unlinked

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Case #: [redacted]

Concern: "TCCFRA 1 Defective engine
2 Defective transmission
3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4 Defective rear differential
5 Illumination of the check engine
6 Illumination of service 4 wheel drive message
7 A lack of power in the engine

8 Failure of the remote start on key fob
9 Difficulty with normal operation while in auto 4x4
10 Defective tires as evidenced by the right rear tire locking up while driving
11 Defective brakes as evidenced by the difficulty braking
12 A leak in the brake booster
13 A replaced pinion and ring gear
14 And all additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.
"

Cause: /

Correction: FSE on site to inspect this vehicle for the above concerns, prior to connectiing vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate any of the customer conce

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 7:54 AM	GZTLJ0	TACCLOSE	TAC Case Closing	FSE	Done	09/21/2017 10:42:19	FSE Closing

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Condition: customer with multiple concerns and this is a FRA.
1 Defective engine
2 Defective transmission
3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4 Defective rear differential
5 Illumination of the check engine
6 Illumination of service 4 wheel drive message
7 A lack of power in the engine
8 Failure of the remote start on key fob
9 Difficulty with normal operation while in auto 4x4
10 Defective tires as evidenced by the right rear tire locking up while driving
11 Defective brakes as evidenced by the difficulty braking
12 A leak in the brake booster
13 A replaced pinion and ring gear
14 And all additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair

orders.
Correction: FSE on site to inspect this vehicle for the above concerns, prior to connectiing vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate any of the customer concerns.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 15, 2017 1:04 PM	GZTLJ0	GZTLJ0	TAC Update		Done	09/15/2017 13:05:10	.

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments
FRA been reschedule due to storm in Miami.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2017 11:56 AM		TACTCCQ	Email - Inbound		Done	09/11/2017 12:06:56	EMM RE: FSE Request 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Good Morning All,

I have received confirmation from the above customer's attorney for the FRA set for the 14th . Please let me know immediately if there are any changes.

Thank you,

Monica

Business Resource Center
Alorica on behalf of General Motors

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

This message is for the use of the intended recipient only. It is from a Legal Department and may contain information that is privileged and confidential. If you are not the intended recipient any disclosure, copying, future distribution, or use of this communication is prohibited. If you have received this communication in error, please advise us by return e-mail, or if you have received this communication by fax advise us by telephone and delete/destroy the document.

From: Todd Yorlano
Sent: Friday, September 01, 2017 7:07 AM
To: TACHelp
Cc: Joe Chan; Monica1 Vara1 (C)
Subject: FSE Request 3GCUKREC9EG[redacted]

FSE Joe Chan will be at BAC 288[redacted] Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Todd Yorlano

District Manager-Aftersales, DMA

Chevrolet Miami

631 873 6176

todd.yorlano@chevrolet.com

...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 9:44 AM	GZTLJ0	GZTLJ0	Ownership Changed		Done	09/01/2017 09:44:36	Service Request Ownership has changed FROM: KZDYKX TO: GZTLJ0

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 9:13 AM	CZFFTF	GZTLJ0	NDCC Notify - FSE Action Reqd	South East	Done	09/21/2017 08:01:42	Lack of Progress FRA

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

.

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type			
Sep 1, 2017 8:26 AM	KZDYKX	KZDYKX	Email - Outbound		Done	09/01/2017 08:29:08

L5 HOMESTEAD, FL 8-3234571227 2014 Silverado multiple concern FRA

Last Name	First Name	Account	BAC Code
[redacted]		GENERAL MOTORS	Field/Wholesale Representative

Comments

Level 5 Escalation FSE Notification

This is Keith Gardner from the TECHNICAL Contact Center (TCC). This message is to notify you that this case has been sent to the FSENDCC Queue for dispatch. Please review the case and provide appropriate assistance.

If further technical information is needed please contact the BQM/SME provided below.

TAC Case [redacted]
DMA Name: Todd Yorlano
DMA Phone 631-873-6176
SME Name: Scott Fibranz
SME Phone: 989-249-9530
BQM Name: Peter Joslyn
BQM Phone 586.212.8501
Dealer Service Manager Name: Ray Padron
Dealer Contact Phone: 305-321-3826

Keith Gardner
Technical Contact Center for GM Technical Assistance
An Associate of Morley Companies
1-877-446-8227 prompt 5
tachelp@gm.com

[THREAD ID:8-1HI35QG]

---Original Message---

From: todd.yorlano@chevrolet.com
Sent: 9/1/2017 08:07:06 AM
To: TACHelp <tachelp@gm.com>
Cc: Joe Chan <joe.chan@gm.com>; "Monica1 Vara1 (C)" <monica.vara@gm.com>
Subject: KEG FSE Request 3GCUKREC9EG[redacted]

FSE Joe Chan will be at BAC 288[redacted]Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Todd Yorlano

District Manager-Aftersales, DMA

Chevrolet Miami

631 873 6176

todd.yorlano@chevrolet.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 8:25 AM	KZDYKX	FSENDCC	TAC Assist	FSE	Done	09/01/2017 09:13:35	DMA requesting FSE for a final repair attempt

Last Name	First Name	Account	BAC Code
padron	ray	Keith Pierson Chevrolet	288[redacted]

Comments

Level 5 Escalation FSE Notification

This is Keith Gardner from the TECHNICAL Contact Center (TCC). This message is to notify you that this case has been sent to the FSENDCC

Queue for dispatch. Please review the case and provide appropriate assistance.

If further technical information is needed please contact the BQM/SME provided below,

TAC Case: [redacted]
DMA Name: Todd Yorlano
DMA Phone 631-873-6176
SME Name: Scott Fibranz
SME Phone: 989-249-9530
BQM Name: Peter Joslyn
BQM Phone 586.212.8501
Dealer Service Manager Name: Ray Padron
Dealer Contact Phone: 305-321-3826

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 8:07 AM		KZDYKX	Email - Inbound		Done	09/01/2017 08:29:05	KEG FSE Request 3GCUKREC9EG[redacted] Whetstone

Last Name	First Name	Account	BAC Code
Yorlano	Todd	Rossi Chevrolet Buick GMC Inc.	111[redacted]

Comments

FSE Joe Chan will be at BAC 288728 Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Todd Yorlano

District Manager-Aftersales, DMA

Chevrolet Miami

631 873 6176

todd.yorlano@chevrolet.com

Confidential Comments

UCC Information

UCC Code	Description	Symptom

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account	Krohn & Moss, Ltd	Site/BAC	FL	GW SubType		Business Unit	BRC
Address	16790 Sw 283rd St			Approval	Not Initiated	Area	Legal
City	Homestead	Zip 33030-2068	State FL	UCC	Exhaust - System General	Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keith Pierson Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	01/03/2018 15:38:17
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	80233	Priority	Medium License # CHEVROLET	Owner	WZ9XWD
Model	Silverado	Model Year	2014	Status	Pending Reconciliation	Opened	Aug 28, 2017 2:30 PM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	FL - BRC LEGAL Lawsuit ER (Closed < 90)						
Customer Description	Krohn - FL - This is a BRC legal case do not assume, if an attorney calls please refer him to Monica, extension 5921293, If a customer calls please refer them back to their attorney.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 3, 2018 3:38 PM	NZ438K	WZ9XWD	Notify CRM	Case Review Complete	In Progress		Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 3, 2018 3:36 PM	NZ438K	NZ438K	GM PreApproval	GM PreAppd	Done	01/03/2018 15:37:50	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Business Case Review

Mary Livingston
GM LS

Confidential Comments

GM LS supports one time cash offer of $3,500 inclusive and removal to local counsel if PC does not respond and/or accept.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 28, 2017 4:42 PM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	01/04/2018 16:01:55	Customer Whetstone

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 28, 2017 4:41 PM	WZ9XWD	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	12/28/2017 16:42:15	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
VIN Scan Completed
No New SR

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2017 3:16 PM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	12/28/2017 16:41:12	Customer [redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 22, 2017 3:14 PM	WZ9XWD	WZ9XWD	Other		Done	12/22/2017 15:16:13	Awaiting Reconciliation
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Monica/ATX/BRCLegal/5921293							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 19, 2017 8:45 AM	LZJ7NP	WZ9XWD	Notify CRM	Other	Done	12/19/2017 15:30:38	See Email Received
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 4:22 PM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	12/18/2017 16:22:43	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com>
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Monica, "B" TY Monica/ATX/BRCLegal/5921293							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Dec 18, 2017 3:56 PM		LZJ7NP	Email - Inbound	With Attachment	Done	12/19/2017 08:45:14	[EXTERNAL]

Last Name	First Name	Account	BAC Code

Comments

TASKalfa 3501i
[00:c0:ee:b8:50:e0]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 3:48 PM		WZ9XWD	Email - Inbound		Done	12/18/2017 16:21:58	[EXTERNAL] RE: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233

Last Name	First Name	Account	BAC Code
Padron	Reinaldo		

Comments

IM SORRY PLEASE RE-CHECK FAX NUMBER GIVEN AS WE'VE TRIED NUMEROUS TIMES TO FAX TO NUMBER PROVIDED AND WILL NOT GO THROUGH

——Original Message——
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, December 18, 2017 12:51 PM
To: rpadron@keithpiersonchevrolet.com
Subject: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please

provide documentation by attaching through the...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 3:16 PM		WZ9XWD	Email - Inbound		Done	12/18/2017 16:21:55	[EXTERNAL] RE: Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233

Last Name	First Name	Account	BAC Code
Padron	Reinaldo		

Comments

ALL COPIES WERE PREVIUOSLY SENT ON 9-13-17 TO FAX#866-266-1790
WE WILL REFAX TO NEW NUMBER

——Original Message——
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, December 18, 2017 12:51 PM
To: rpadron@keithpiersonchevrolet.com
Subject: Customer Assistance Alert – Action Required: Case[redacted]VIN 3GCUKREC9EC[redacted]Mileage 80233

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware th...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Dec 18, 2017 2:36 PM		WZ9XWD	Email - Inbound		Done	12/18/2017 16:21:50

Last Name	First Name	Account	BAC Code
Padron	Reinaldo		

Comments

I WILL SEND VIA FAX ALL SERVICE AND OR BODYSHOP RECIEPTS, VEH WAS NOT PURCHASED HERE

——Original Message——
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, December 18, 2017 12:51 PM
To: rpadron@keithpiersonchevrolet.com
Subject: Customer Assistance Alert – Action Required: Case #[redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is ...

Confidential Comments

[EXTERNAL] RE: Customer Assistance Alert – Action Required: Case #[redacted], VIN 3GCUKREC9EC[redacted] Mileage 80233

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 1:06 PM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	12/22/2017 14:28:48	Custome[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments

Pending GMLS

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 1:05 PM	WZ9XWD	BRCSECASEREVIEW	BRC Case Review	Case Review Approved	Done	01/03/2018 15:36:54	Awaiting case review from Legal Coordinator

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 1:05 PM	WZ9XWD	WZ9XWD	BRC Case Review	Submit For Legal Coord Review	Done	12/18/2017 13:05:44	Case submitted for review and assigned to the region queue

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Case submitted for review and assigned to the region queue

Monica/ATX/BRCLegal/5921293

Confidential Comments

Recommendation: $3,500 incl one time offer
Rationale: Vehicle does not appears to meet FL LL presumption. 2 out of 3 of the visits during presumption were recall repairs. At 20,198 mi.- Programmed transfer case shift control module and setup data. A year and a half later at 63,253 mi. replace ecm for repair. Excessive miles were put on the vehicle causing the vehicle be out of NVLW within the 2nd year of owning. All repairs covered under power train warranty. FRA completed 9/21 80,233 mi. -found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector,unable to duplicate any of the customer concerns. BBB Case- Not necessary, ADR Ineligible. No out of pocket expenses. No major or repeated repairs. No breach of written nor implied warranties, no significant impact to the use, value nor safety.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 12:52 AM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	12/18/2017 12:53:17	BRC USE ONLY Shaun Finney <shaun.finney@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

I am Option B.
Sent from my iPhone

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 12:51 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	12/18/2017 12:52:01	BRC USE ONLY Nick Lacina <nlacina@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hi Monica,

The most recent repair that our office is aware of is the September 'final repair attempt' visit.

Nicholas Lacina
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428
(866) 431-5576 (Fax)
Licensed in Florida and Illinois
Email: nlacina@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 12:51 AM	SADMIN	SADMIN	Email - Outbound		Done	12/18/2017 12:51:21	Customer Assistance Alert – Action Required: Case [redacted] VIN 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Mileage 80233

Comments

This a customer case notification from GM Customer Assistance. Please review the key details of the case and let me know the next steps so we can both stay informed on the case progression.

There is an expectation that you will contact the customer and update the case through the link below.

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form
Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0689.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 12:13 AM	WZ9XWD	RPADRON17	Dealer Notification	Action Required	New		Documentation Required for Legal

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
The incentives acknowledgement form

Copy of the Title and Registration
The Actual Cash Value statement of any trade
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
Please confirm if you are aware of any accidents or aftermarket modifications
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0689.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 11:58 AM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	12/18/2017 11:59:15	BRC USE ONLY 'Nick Lacina' <nlacina@consumerlawcenter.com>'Mitchell, Charlie' <cmitchell@rumberger.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Atty-LC LS Ack

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 11:57 AM	WZ9XWD	WZ9XWD	Outbound Email	DVM/CAM/Field	Done	12/18/2017 11:58:23	BRC USE ONLY shaun.finney@gm.com; todd.yorlano@gm.com

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
DMA LS Ack

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Dec 18, 2017 11:55 AM	WZ9XWD	WZ9XWD	Correspondence		Done	12/18/2017 11:55:24	Fulfilled:BRCLEG_LG0006. SR[redacted]
Last Name	**First Name**	**Account**			**BAC Code**		
Lacina	Nicholas	Krohn & Moss, Ltd			FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 18, 2017 11:49 AM	WZ9XWD	WZ9XWD	Correspondence		Done	12/18/2017 11:49:02	Created:BRCLEG_LG0006. SR[redacted]
Last Name	**First Name**	**Account**			**BAC Code**		
Lacina	Nicholas	Krohn & Moss, Ltd			FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2017 12:40 AM	BZSXG2	WZ9XWD	Notify CRM	Other	Done	12/18/2017 11:27:49	ER NISM to Lawsuit has been assigned
Last Name	**First Name**	**Account**			**BAC Code**		
[redacted]		Krohn & Moss, Ltd			FL		
Comments							
ER NISM closed less than 90 days - requires no BRC LEGAL Acknowledgement activities (GMA GUIDE201 1.6). **However, outbound activities are required to contact all involved dealerships, Plaintiff's Counsel, Local Counsel and all involved DMA(s). Note: For DMA Lawsuit email use GMA GUIDE375 BRC-Legal Field (DMA) Email Template - Initial Notification (Lawsuit) - ALL REGIONS.**							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2017 12:39 AM	BZSXG2	WZ9XWD	BRC LEGAL	Case Reassigned- IN	Done	12/18/2017 11:27:46	Case Reassigned- IN
Last Name	**First Name**	**Account**			**BAC Code**		

Whetstone	David	Krohn & Moss, Ltd	FL

Comments

Case Reassigned- IN

Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2017 12:39 AM	BZSXG2	WZ9XWD	Ownership Changed		Done	12/15/2017 12:39:42	Service Request Ownership has changed FROM: BZSXG2 TO: WZ9XWD

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2017 12:39 AM	BZSXG2	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	12/18/2017 11:27:42	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

VIN Scan Completed, SR's found associated to this VIN:

[redacted]TAC US
AC US
CC - CAC Tier 2
CC - CAC Tier 2
AC US
RC LEGAL (Reopened; Closed < 90)
AC US
RC ADR (BBB Written)

Joshua/BRC Legal/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2017 12:39 AM	BZSXG2	WZ9XWD	BRC LEGAL	Case Type Chnd-NISM to Lawsuit	Done	12/18/2017 11:27:38	Case Type Chnd-NISM to Lawsuit

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Case Type Chnd-NISM to Lawsuit

Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2017 5:49 PM	MZJDWZ	BZSXG2	Ownership Changed		Done	12/14/2017 17:49:38	Service Request Ownership has changed FROM: MZJDWZ TO: BZSXG2

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2017 5:48 PM	MZJDWZ	MZJDWZ	BRC LEGAL	Case Reopened	Done	12/14/2017 17:48:44	Case Reopened

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Case Reopened

Cory/BRC/Legal/ATX/5913628/WF

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2017 5:48 PM	MZJDWZ	MZJDWZ	Ownership Changed		Done	12/14/2017 17:48:02	Service Request Ownership has changed FROM: WZ9XWD TO: MZJDWZ
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2017 5:47 PM	MZJDWZ	WZ9XWD	SR Opened		Done	12/14/2017 17:47:58	SR in Status of Closed has been Re-Opened by MZJDWZ
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:44 PM	WZ9XWD	WZ9XWD	SR Closed - Dissatisfied		Done	10/12/2017 13:44:41	Service Request has been Closed Dissatisfied.
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:43 PM	WZ9XWD	WZ9XWD	BRC LEGAL	Closed- Denied	Done	10/12/2017 13:44:13	Closed- Denied
Last Name	First Name		Account		BAC Code		
[redacted]			Krohn & Moss, Ltd		FL		

Comments
Closed- Denied

Monica/ATX/BRCLegal/5921293

Confidential Comments
GM LS supports a denial of the claim.

Recommendation: Denial
Rationale: Vehicle does not appears to meet FL LL presumption. 2 out of 3 of the visits during presumption were recall repairs. At 20,198 mi.- Programmed transfer case shift control module and setup data. A year and a half later at 63,253 mi. replace ecm for repair. Excessive miles were put on the vehicle causing the vehicle be out of NVLW within the 2nd year of owning. All repairs covered under power train warranty. FRA completed 9/21 80,233 mi. -found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector,unable to duplicate any of the customer concerns. No out of pocket expenses. No major or repeated repairs. No breach of written nor implied warranties, no significant impact to the use, value nor safety.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:41 PM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	10/12/2017 13:42:15	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Atty Resolution

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:40 PM	WZ9XWD	WZ9XWD	Correspondence		Done	10/12/2017 13:40:25	Fulfilled:BRCLEG_LG0007. SR#[redacted]

Last Name	First Name	Account	BAC Code
Wikgren	Brent	Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Oct 12, 2017 1:38 PM	WZ9XWD	WZ9XWD	Correspondence		Done	10/12/2017 13:38:06	Created:BRCLEG_LG0007, SR[redacted]

Last Name	First Name	Account	BAC Code
Wikgren	Brent	Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:34 PM	WZ9XWD	WZ9XWD	Outbound Email	DVM/CAM/Field	Done	10/12/2017 13:35:24	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

DMA Resolution

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2017 1:27 PM	WZ9XWD	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	10/12/2017 13:28:19	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

VIN Scan Completed
No New SR

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Oct 11, 2017 1:36 PM	NZ438K	WZ9XWD	Notify CRM	Case Review Complete	Done	10/12/2017 13:25:26	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 1:35 PM	NZ438K	NZ438K	GM PreApproval	GM PreAppd	Done	10/11/2017 13:36:09	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Business Case Review

Mary Livingston
GM LS

Confidential Comments

GM LS supports a denial of the claim.

Rationale: Recommendation: Denial
Rationale: Vehicle does not appears to meet FL LL presumption. 2 out of 3 of the visits during presumption were recall repairs. At 20,198 mi.- Programmed transfer case shift control module and setup data. A year and a half later at 63,253 mi. replace ecm for repair. Excessive miles were put on the vehicle causing the vehicle be out of NVLW within the 2nd year of owning. All repairs covered under power train warranty. FRA completed 9/21 80,233 mi. -found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector,unable to duplicate any of the customer concerns. No out of pocket expenses. No major or repeated repairs. No breach of written nor implied warranties, no significant impact to the use, value nor safety.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 8:57 AM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/12/2017 13:25:30	Customer Whetstone

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments
Pending GMLS

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2017 8:57 AM	WZ9XWD	WZ9XWD	Other		Done	10/09/2017 08:57:34	Awaiting Pending Reconciliation

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2017 11:51 AM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/09/2017 08:58:27	Customer Whetstone

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
Monica/ATX/BRCLegal/5921293

Confidential Comments
Pending GMLS

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2017 11:50 AM	WZ9XWD	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	10/02/2017 11:51:19	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments
VIN Scan Completed
BBB Written Case Multiple Concerns Not Duplicated With FRA[redacted]ADR 09/27/17-09/28/17 Not necessary, ADR Ineligible

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 1:23 PM	SZ666D	WZ9XWD	Notify CRM		Done	09/28/2017 13:48:00	ADR Ineligible, case closure
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Letter sent to attorney, please continue to work with the attorney.							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2017 10:26 AM	MZ820N	WZ9XWD	Notify CRM		Done	09/28/2017 11:17:11	BRC ADR created a new case for handling
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 4:47 PM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/02/2017 11:42:39	Customer Whetstone
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			Krohn & Moss, Ltd		FL		
Comments							
Monica/ATX/BRCLegal/5921293							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 4:47 PM	WZ9XWD	BRCSECASEREVIEW	BRC Case Review	Case Review Approved	Done	10/11/2017 13:35:19	Awaiting case review from Legal Coordinator
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted]	Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 4:45 PM	WZ9XWD	WZ9XWD	BRC Case Review	Submit For Legal Coord Review	Done	09/27/2017 16:46:50	Case submitted for review and assigned to the region queue

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Case submitted for review and assigned to the region queue

Monica/ATX/BRCLegal/5921293

Confidential Comments

Recommendation: Denial
Rationale: Vehicle does not appears to meet FL LL presumption. 2 out of 3 of the visits during presumption were recall repairs. At 20,198 mi.- Programmed transfer case shift control module and setup data. A year and a half later at 63,253 mi. replace ecm for repair. Excessive miles were put on the vehicle causing the vehicle be out of NVLW within the 2nd year of owning. All repairs covered under power train warranty. FRA completed 9/21 80,233 mi. -found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector,unable to duplicate any of the customer concerns. No out of pocket expenses. No major or repeated repairs. No breach of written nor implied warranties, no significant impact to the use, value nor safety.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 4:45 PM	WZ9XWD	WZ9XWD	Other		Done	09/27/2017 16:45:43	Case assessment

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Updated case assessment with FRA RO

Monica/ATx/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Sep 27, 2017 4:44 PM	WZ9XWD	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	09/27/2017 16:45:13	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

VIN Scan Completed
TCCFRA [redacted] TAC US 09/01/17-09/21/17 FSE on site to inspect this vehicle for the above concerns, prior to connectiing vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate any of the customer concerns

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 10:37 AM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/27/2017 10:38:41	Rey Padron <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Monica
I just emailed you the copy of the FRA, As far as accurate rental days for the RO's you emailed me those repairs were done before my time but the days out of service are accurate.
The vehicle has no aftermarket parts or accidents that we are aware of.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2017 10:34 AM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/27/2017 10:36:49	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

TASKalfa 3501i
[00:c0:ee:b8:50:e0]

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 26, 2017 9:41 AM	WZ9XWD	WZ9XWD	Scheduled Outbound Email	Cancelled - Completed Early	Done	09/27/2017 16:41:53	'Rey Padron' <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

F/U on verification on days out of service
34496 -8/10/16-8/15/16 5 days-Replace ECM.

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

FRA ro

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 26, 2017 9:39 AM	WZ9XWD	WZ9XWD	Outbound Email	Dealer	Done	09/26/2017 09:39:29	'Rey Padron' <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello Rey,

I would like to follow up on an email I sent to your office on 9/21 regarding a copy of the FRA repair and accurate days out of service on two repair orders I have received. Also, verify if there were any aftermarket parts or accidents. If you can please provide this information as soon as

possible I would greatly appreciate it.

34496 -8/10/16-8/15/16 5 days-Replace ECM,

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 22, 2017 2:19 PM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/22/2017 14:20:44	BRC USE ONLY 'Bah'Jae Davis' <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello Bah'Jae,

I would like to inform you that we are going to go ahead and use the recent visit as the final repair due to the engineer has already inspected the vehicle. Also the dealership has reached out to your client several times leaving voice mails, the vehicle is ready for pick. Can you please inform your client to pick the vehicle, client will be responsible to the rental.

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 22, 2017 2:14 PM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/22/2017 14:15:13	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com> Joe Chan <joe.chan@gm.com>; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica,

Yes close the FRA. Joe completed the FRA.

The customer has been contacted 3 times to pick up his vehicle and has not come in to pick it up. The SM left a message that the customer is responsible for rental charges from here forward if he does not pick up the vehicle today.

TY

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 22, 2017 2:10 PM	WZ9XWD	WZ9XWD	Outbound Email	Engineer	Done	09/22/2017 14:11:33	Joe Chan <joe.chan@gm.com>; Todd Yorlano <todd.yorlano@chevrolet.com> ; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello Joe,

Would you like to go ahead and cancel the rescheduled FRA we have set for 9/26?

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 22, 2017 1:26 PM	WZ9XWD	WZ9XWD	Inbound Call Third Party	Complex Request	Done	09/22/2017 14:10:06	Bah'Jae Davis

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

PL: Calling about [redacted] and the FRA.

ML: Yes, I received a report from the engineer that the vehicle has been inspected. I will be reaching out to make sure that is correct.

PL: I know our client has been having problems and we told him that he can take the vehicle in as many times as he wants.

ML: Okay, I will be follow up and see if the want to continue with the FRA 9/26.

PL: Just send me an email.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 9:26 AM	WZ9XWD	WZ9XWD	Scheduled Outbound Email		Done	09/26/2017 09:38:48	'Rey Padron' <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

F/U on verification on days out of service
34496 -8/10/16-8/15/16 5 days-Replace ECM.

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

FRA ro

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 9:20 AM	WZ9XWD	WZ9XWD	Outbound Email	Dealer	Done	09/21/2017 09:20:44	'Rey Padron' <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Rey,

Can you please verify accurate days out of service on two repair orders I have received. Also, verify if there were any aftermarket parts or accidents and send the FRA repair order when its closed.

34496 -8/10/16-8/15/16 5 days-Replace ECM.

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 8:28 AM	WZ9XWD	WZ9XWD	Inbound Email	Engineering	Done	09/21/2017 08:28:59	BRC USE ONLY Joe Chan <joe.chan@gm.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Correction: FSE on site to inspect this vehicle for the above concerns, prior to connecting vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate any of the customer concerns.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 8:23 AM	WZ9XWD	WZ9XWD	Inbound Email	Engineering	Done	09/21/2017 08:28:40	BRC USE ONLY Joe Chan <joe.chan@gm.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica,

Here is the FRA closing note for this vehicle, feel free to contact me if you have any questions.

Condition: customer with multiple concerns and this is a FRA.

1 Defective engine
2 Defective transmission
3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4 Defective rear differential
5 Illumination of the check engine
6 Illumination of service 4 wheel drive message
7 A lack of power in the engine
8 Failure of the remote start on key fob
9 Difficulty with normal operation while in auto 4x4
10 Defective tires as evidenced by the right rear tire locking up while driving
11 Defective brakes as evidenced by the difficulty braking
12 A leak in the brake booster
13 A replaced pinion and ring gear
14 And all additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 20, 2017 11:59 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/20/2017 12:00:27	BRC USE ONLY Bah'Jae Davis <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

Our client is available for the final repair attempt on Tuesday, September 26th at 9:00 a.m. at Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. Mr. [redacted] is requesting courtesy transportation, so he will be dropping the vehicle of the day before on September 25th. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com

Web: www.krohnandmoss.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 19, 2017 9:15 AM	WZ9XWD	WZ9XWD	Scheduled Outbound Email	Cancelled	Done	09/21/2017 08:29:53	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Send reminder
Sent rescheduled FRA email-9/14
F/U-9/19

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 19, 2017 9:14 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/19/2017 09:14:48	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

As I said Maria will let you know.

Brent Wikgren
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x203 (direct)
(866) 289-0898 (Illinois fax number)
(866) 431-5576 (Florida fax number)
Licensed in Florida and Illinois
Email: bwikgren@consumerlawcenter.com

Web: www.krohnandmoss.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 19, 2017 9:12 AM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/19/2017 09:13:14	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Brent,

I would like to get confirmation on the rescheduled FRA for your above client set for Tuesday, September 26th at 9 am Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 25th. Please confirm as soon as possible.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2017 8:43 AM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/14/2017 08:44:16	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Rey,

Got changed to a tentative date of 9/26 in the morning. Waiting for the attorney to confirm. Please out it on your calendar for now.

TY

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2017 8:38 AM	WZ9XWD	WZ9XWD	Scheduled Outbound Email		Done	09/19/2017 09:03:31	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

F/U with the atty on conformation for the rescheduled FRA set for 9/26

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2017 8:36 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/14/2017 08:37:43	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Maria will be in touch.

Brent Wikgren
Attorney at Law
Krohn & Moss, Ltd.
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Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Sep 14, 2017 8:34 AM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/14/2017 08:35:29	Rey Padron <rpadron@keithpiersonchevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Ok no problem

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2017 8:32 AM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/14/2017 08:33:33	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com> 'Maria Maglio' <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; 'Natali Gerani' <ngerani@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Brent,

Per your request the rescheduled date for your above client's FRA is set for Tuesday, September 26th at 9 am Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 25th. Please confirm as soon as possible.

Monica

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2017 8:25 AM	WZ9XWD	WZ9XWD	Inbound Email	Engineering	Done	09/14/2017 08:26:07	BRC USE ONLY Joe Chan <joe.chan@gm.com> Todd Yorlano <todd.yorlano@chevrolet.com> ; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica,
Please rescheduled this one for 9/26 in the morning.

Thanks

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean USVI
786-205-1265

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 2:55 PM	WZ9XWD	WZ9XWD	Outbound Email	DVM/CAM/Field	Done	09/13/2017 14:56:20	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com> ; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)Joe Chan <joe.chan@gm.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello Todd,

I just received an email from the above customer's attorney that they would need to reschedule this FRA due to the hurricane situation. Can you please provide me with the next available date.

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 2:50 PM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/13/2017 14:54:52	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Rey,

This customer is coming in tomorrow 9/14 for a scheduled FRA, Have a rental ready today and/or tomorrow,
3GCUKREC9EG[redacted]

TY

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 2:40 PM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/13/2017 14:40:59	BRC USE ONLY Maria Maglio <mmaglio@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

We will need to reschedule final repair due to the Hurricane situation. Please confirm and send us new dates at your earliest convenience.

Thank you!

Maria Maglio
Paralegal/Legal assistant
Krohn & Moss, Ltd.
10 N. Dearborn St., 3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x287
Fax: (866) 431-5576
Email: mmaglio@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 10:12 AM	SZS1ZY	WZ9XWD	Notify CRM		Done	09/13/2017 10:25:19	DLR Called 257101/288728 Service Manager: Fabian V. ASM: Ray Homestead Chevrolet Cadillac/Keith Pierson Chevrolet

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

DLR Called no sales, will send service

Confidential Comments

30501 S. Federal HWY
Homestead, FL 33030
P: 305-247-2121
F:

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 10:10 AM	SZS1ZY	SZS1ZY	Inbound Call Dealer	Complex Request	Done	09/13/2017 10:12:26	257101/288728 Service Manager: Fabian V. ASM: Ray Homestead Chevrolet Cadillac/Keith Pierson Chevrolet 30501 S. Federal HWY Homestead, FL 33030 P: 305-247-2121 F:

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

DLR: We do not have sales documents, they purchased it at the dealer that is already terminated so I won't be able to send those. However, I will fax the service docs to you.

ML: Thank you

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2017 8:58 AM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	09/14/2017 08:34:42	Awaiting FRA

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Set for 9/14

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 12, 2017 8:54 AM	WZ9XWD	WZ9XWD	Other		Done	09/12/2017 08:57:47	Still awaiting FRA appointment

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2017 12:05 AM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	09/12/2017 08:13:22	Awaiting FRA

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Set for 9/14

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2017 11:57 AM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/11/2017 12:04:15	BRC USE ONLY Todd Yoriano <todd.yoriano@chevrolet.com> ; TACHelp <tachelp@gm.com> Joe Chan <joe.chan@gm.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning All,

I have received confirmation from the above customer's attorney for the FRA set for the 14th . Please let me know immediately if there are any changes.

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2017 11:45 AM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/11/2017 11:46:41	BRC USE ONLY 'Bah'Jae Davis' <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Bah'Jae,

It's confirmed.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2017 11:43 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/11/2017 11:44:40	BRC USE ONLY Bah'Jae Davis <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

I left you a voice message regarding the above-referenced final repair attempt, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m. Mr. [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 8, 2017 4:38 PM	WZ9XWD	WZ9XWD	Inbound	Attorney	Done	09/08/2017 16:39:05	BRC USE ONLY

Last Name	First Name	Email	Account	BAC Code	Bah'Jae Davis <bdavis@consumerlawcenter.com>
[redacted]			Krohn & Moss, Ltd	FL	

Comments

Hello,

Following up, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m. Mr. [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
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Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 8, 2017 2:39 PM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/08/2017 14:40:17	service@joebowmanautoplaza.com

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica,

I was just following up to see if you received all the documents this afternoon.

thanks

Sincerely,
Jamie L. Burton
Service Manager
Joe Bowman Auto Plaza

Office: 540-437-4260
Fax: 540-437-1676
Link for Directions/Map

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 4:45 PM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/07/2017 16:46:12	service@joebowmanautoplaza.com

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Yes ma'am. I will get them to you. Please watch for it. thanks

Sincerely,
Jamie L. Burton
Service Manager
Joe Bowman Auto Plaza
Office: 540-437-4260
Fax: 540-437-1676
Link for Directions/Map

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 4:43 PM	WZ9XWD	WZ9XWD	Outbound Email	Dealer	Done	09/07/2017 16:44:31	'Fabian Villarreal' <fvillarreal@keithpiersonchevrolet.com> 'Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)'

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Fabian,

Please see attachment and send all documents pertaining to this vehicle as soon as possible.

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 4:42 PM	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/07/2017 16:42:50	service@joebowmanautoplaza.com

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning,

These documents were faxed on 8/29/17 @ 1:55PM. Did you not receive them? I got a confirmation at 2:13 PM. My cashier sent 18 pages.

Sincerely,
Jamie L. Burton
Service Manager
Joe Bowman Auto Plaza
Office: 540-437-4260
Fax: 540-437-1676
Link for Directions/Map

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 4:39 PM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/07/2017 16:40:28	BRC USE ONLY Bah'Jae Davis <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

We are checking our clients availability for this appointment. We will let you know as soon as we are able to confirm. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
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10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 9:31 AM	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 09:31:25	Fulfilled:BRCLEG_LG0040_CH V. SR[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 9:20 AM	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 09:20:24	Created:BRCLEG_LG0040_CH V. SR[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:53 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/07/2017 08:54:18	BRC USE ONLY Bah'Jae Davis <bdavis@consumerlawcenter.com> Brent Wikgren <bwikgren@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>; Maria Maglio <mmaglio@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

In connection with the above-referenced case, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m. Mr. [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:52 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/07/2017 08:52:58	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com> Natali Gerani <ngerani@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Maria Maglio <mmaglio@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Natali where are we at on this?

Brent Wikgren
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602

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(866) 431-5576 (Florida fax number)
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Connect With Us

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:50 AM	WZ9XWD	WZ9XWD	Outbound Email	Dealer	Done	09/07/2017 08:51:14	Jamie 'service@joebowmanautoplaza.com'

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Requesting documents

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:47 AM	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 08:47:48	Fulfilled:BRCLEG_LG0040_CHV, SR#[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:45 AM	WZ9XWD	WZ9XWD	Correspon		Done	09/07/2017 08:45:36	Created:BRCLEG_LG0040_CH

dence

V. SR[redacted]

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:31 AM	WZ9XWD	WZ9XWD	Scheduled Outbound Email		Done	09/12/2017 08:58:44	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com> Natali Gerani <ngerani@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Maria Maglio <mmaglio@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

F/U on confirmation for FRA with atty

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 7, 2017 8:30 AM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/07/2017 08:31:04	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com> Natali Gerani <ngerani@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Maria Maglio <mmaglio@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Good Morning Brent,

I would like to follow up on the previous email sent on 9/1 regarding your above client's final repair attempt at 9 am on September 14th at Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 13th. Will your client be making this appointment?

Thank you,

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2017 11:22 AM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/05/2017 11:23:32	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Natali will get back to you.

Brent Wikgren
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Connect With Us

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 4:54 PM	WZ9XWD	WZ9XWD	BRC LEGAL	Case Assessment Complete	Done	09/01/2017 16:55:21	Case Assessment Complete

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Case Assessment Complete
Pending sales and FRA 9/14

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 1:38 PM	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	09/07/2017 08:25:03	Start CA

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 1:37 PM	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/01/2017 13:37:44	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com> 'Natali Gerani' <ngerani@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello Brent,

I would like to make you aware we have set an appointment for your above client's final repair attempt at 9 am on September 14th at Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 13th. Please confirm as soon as possible.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 1:17 PM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/01/2017 13:19:39	BRC USE ONLY Todd Yorlano <todd.yorlano@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

FSE Joe Chan will be at BAC 288 [redacted] Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2017 1:10 PM	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/01/2017 13:17:22	Todd Yorlano <todd.yorlano@chevrolet.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Monica,

Schedule the customer for Thursday 9/14/17. If the customer requires courtesy transportation they may pick it up the day before if they need to. Send all communications to Rey Padron - Keith Pierson Chevrolet Cadillac rpadron@keithpiersonchevrolet.com Fabian is out on a leave of absence.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Rey,

Please have courtesy transportation available for the customer either Thursday 9/14/17 or the day before. Joe Chan will be out to inspect the vehicle.
Please respond back that you received this email so I know you are in the saddle now.
1.Defective engine
2.Defective transmission
3.Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4.Defective rear differential
5.Illumination of the check engine
6.Illumination of service 4 wheel drive message
7.A lack of power in the engine
8.Failure of the remote start on key fob
9.Difficulty with normal operation while in auto 4x4
10.Defective tires as evidenced by the right rear tire locking up while driving
11.Defective brakes as evidenced by the difficult

12.A leak in the brake booster
13.A replaced pinion and ring gear
14,And all additional complaints made by our client, whether or not they are contained in your company's records or on any

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2017 3:49 PM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	08/29/2017 15:50:44	BRC USE ONLY Natali Gerani <ngerani@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Hello,

Here are the documents we have.

Thanks,

Mr. Natali Gerani
Paralegal/Legal assistant
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: 312-578-9428 x211
Fax: 866-431-5576
Email: ngerani@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2017 3:48 PM	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	08/29/2017 15:49:32	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code
[redacted]		Krohn & Moss, Ltd	FL

Comments

Natali will send you the documents we have.

Brent Wikgren
Attorney at Law
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Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2017 3:08 PM	WZ9XWD	WZ9XWD	Correspondence		Done	08/29/2017 15:08:01	Fulfilled:BRCLEG_LG0006, SR#[redacted]

Last Name	First Name	Account	BAC Code
Wikgren	Brent	Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2017 3:06 PM	WZ9XWD	WZ9XWD	Correspondence		Done	08/29/2017 15:06:01	Created:BRCLEG_LG0006, SR#[redacted]

Last Name	First Name	Account	BAC Code
Wikgren	Brent	Krohn & Moss, Ltd	FL

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 29, 2017 2:10 PM	WZ9XWD	WZ9XWD	Outbound Call Dealer	Left Message	Done	08/29/2017 14:17:19	257101/288728 Service Manager: Fabian V. ASM: Ray Homestead Chevrolet Cadillac/Keith Pierson Chevrolet 30501 S. Federal HWY Homestead, FL 33030 P: 305-247-2121 F:

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Anisha Receptionist

LVM

Requesting all documents pertaining to the vehicle. Provided call back number, fax and email.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2017 10:12 AM	BZSXG2	WZ9XWD	Ownership Changed		Done	08/29/2017 10:12:24	Service Request Ownership has changed FROM: GZ1L5Q TO: WZ9XWD

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:18 PM	MZJDWZ	WZ9XWD	BRC LEGAL	Acknowledgement - Dealer	Done	08/29/2017 14:08:11	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Selling
113700
Service Manager: Jamie Burton
Joe Bowman Chevrolet-Cadillac
2455 E. Market St.
Harrisonburg, VA 22801
P: 540-434-6731

F: 540-433-0408

Spoke with Jamie

ML: Calling due to I received a legal case on customer [redacted]. I can provide the last 8 if needed?

SM: I actually have the documents. I received a call from Nick yesterday requesting these documents but he did not leave a contact number or where I'm suppose to send them. He stated he was going to send an email, however I haven't received anything.

ML: I'm sorry about that. I can provided you with my fax and email whichever you prefer?

SM: Both.

ML: Provided both fax and email

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:18 PM	MZJDWZ	WZ9XWD	BRC LEGAL	Acknowledgement - AVM	Done	08/29/2017 14:59:26	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

BRC USE ONLY
DMA Ack email sent
Shaun Finney
P: 402-905-4667
E: shaun.finney@gm.com

Todd Yorlano
P: 631-873-6176
E: todd.yorlano@gm.com

CAM
Wes Preece
P: 678-240-9832
E: wes.m.preece@gm.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:18 PM	MZJDWZ	WZ9XWD	BRC LEGAL	Acknowledgement - Atty/Cust	Done	08/29/2017 15:08:11	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

BRC USE ONLY
Attorney Ack letter sent via email

Brent Wikgren
Krohn & Moss, Ltd
10 N. Dearborn, 3rd Floor
Chicago, IL 60602
P: 312-578-9428 EXT: 203
F: 866-431-5576
bwikgren@consumerlawcenter.com

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:18 PM	MZJDWZ	WZ9XWD	BRC LEGAL	VIN Scan Completed	Done	08/29/2017 14:40:43	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

BRC US ONLY
[redacted]/FL NISM FRA
3GCUKREC9EG[redacted]
2014 Chevrolet Silverado

Open Recalls-None
Good Will-None

[redacted]TAC US
09/04/14-09/20/14
Concern: IPC inop during 14126b
Resolution: perform 15 minute vehicle power cycle and restart programming using 'Re[place and Program' - if IPC programming fails, call TAC with IPC P/N for further assistance/authorization

[redacted]TAC US
08/11/16-08/27/16
Concern: ses
Resolution: Dealer to monitor for higher than expected o2 values per related cases. Reviewed cases for ECM replacement. Dealer to inspect o2 sensor wiring and ECM.

[redacted]CCC - CAC Tier 2
02/17/17-03/31/17
Concern: Tranny Concern
Resolution: referred cust to dlr and dlr test drove veh with equipment. dlr ordered parts and cust went on vacation. called cust and sent email as a courtesy. as per dlr, cust wil reach out after vacation

[redacted]CCC - CAC Tier 2
06/28/17-08/25/16
Concern: tire - transmission
Resolution: closing your case pending customer's action.

[redacted]TAC US
07/05/17-07/15/17
Concern: Difficulty operation in 4wd.
Resolution: Referenced document # 2374011 for description and operation. Referenced document # 2884413 for information on driveline concerns when in 4wd.

Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:18 PM	MZJDWZ	WZ9XWD	Notify CRM	Other	Done	08/29/2017 15:45:52	ER NISM W/ FRA has been assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Monica/ATX/BRCLegal/5921293

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:17 PM	MZJDWZ	GZ1L5Q	Scheduled Final Repair Attempt	Deadline	Done	09/01/2017 13:10:15	Deadline

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Deadline: Pending FRA Request
Received: 8/28/17
Deadline: 9/7/17
FRA date 9/14/17

Cory/BRC/Legal/ATX/5923628/WF

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:17 PM	MZJDWZ	GZ1L5Q	Ownership Changed		Done	08/28/2017 16:17:13	Service Request Ownership has changed FROM: BZSXG2 TO: GZ1L5Q

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:16 PM	MZJDWZ	GZ1L5Q	BRC LEGAL	VIN Scan Completed	Done	08/28/2017 16:34:13	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

VIN Scan Completed, SR's found associated to this VIN:
[redacted] TAC US

[redacted] TAC US
CCC - CAC Tier 2
CCC - CAC Tier 2
TAC US

Cory/BRC/Legal/ATX/5923628/WF

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 4:16 PM	MZJDWZ	GZ1L5Q	BRC LEGAL	Assigned NISM ER	Done	08/28/2017 16:33:27	Assigned NISM ER

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Assigned NISM ER

Cory/BRC/Legal/ATX/5923628/WF

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 3:19 PM	MZJDWZ	BZSXG2	Ownership Changed		Done	08/28/2017 15:19:41	Service Request Ownership has changed FROM: MZJDWZ TO: BZSXG2

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 2:30 PM	MZJDWZ	MZJDWZ	BRC LEGAL	Begin Hold Status	Done	08/28/2017 14:31:47	Begin Hold Status

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Begin Hold Status:Pending FRA Request
Received: 8/28/17
Deadline: 9/7/17

Cory/BRC/Legal/ATX/5923628/WF

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 2:30 PM	MZJDWZ	MZJDWZ	Ownership Changed	Ownership Escalated to BRC	Done	08/28/2017 14:30:29	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2017 1:24 PM		LEGWMQ	Email - Inbound	Whitemail	Done	08/28/2017 16:33:22	Demand Letter

Last Name	First Name	Account	BAC Code

Comments
FirstName:=
LastName:=[redacted]
Service Request:=
VIN:=

Confidential Comments

UCC Information

UCC Code	Description	Symptom
L10	Exhaust - System General	Thermal Event

UCC Information

UCC Code	Description	Symptom
K39	Transmission - Oil Cooler	Leaks
C47	Restraints - (SIR) - Driver Side - Side Impact Air Bag	No Symptom Indicated
K01	Transmission - Transfer Case (4 wheel drive)	Shift - Abnormal (Hard/Late)
N30	Electrical Gauges - Odometer	No Symptom Indicated
N34	Electrical Gauges - Instrument Cluster - Electronic / Digital	Incorrect Communication
J57	Engine Emissions - ECM / PCM / MEMCAL / PROM	Inoperative
H46	Brakes - Booster - Hydro / Vac or Pump	Leaks
G29	Axle - Differential Housing / Gears (Front/Rear)	Noise
C28	Restraints - Seat Belt System / Buckles / Tether Anchor	No Symptom Indicated
M01	Steering - General	No Symptom Indicated

Service Request Detail

SR No.	[redacted]	Ref No.			Cost Ast.			BRC Type	N/A
Account	Keith Pierson Chevrolet	Site/BAC	288728		GW SubType			Business Unit	TAC US
Address	[redacted]				Approval	Not Initiated		Area	Driveline or Axle
City	HOMESTEAD	Zip	[redacted]	State FL	UCC			Sub-Area	Transfer case
Last Name	[redacted]	First Name	Gabriel		Involved Dlr			Safety	
Daytime #	[redacted]	Evening #			Source	Phone		Updated	07/15/2017 04:54:30
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	79337		Priority	Consultant	License # CHEVROLET	Owner	TZ7WP3
Model	Silverado	Model Year	2014		Status	Closed		Opened	Jul 5, 2017 3:22 PM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00		Sub Status	System Auto Close		Closed	Jul 15, 2017 4:54 AM
Cust Concern	• Difficulty operation in 4wd.								
Customer Description									

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 4:54 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	07/15/2017 04:54:29	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
Trejos	Gabriel	Keith Pierson Chevrolet	288[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 5, 2017 3:37 PM	TZ7WP3	TZ7WP3	TAC Inbound Call	Diagnostics	Done	07/05/2017 15:37:31	.

Last Name	First Name	Account	BAC Code
Trejos	Gabriel	Keith Pierson Chevrolet	288[redacted]

Comments

Caller's Full Name: Gabriel Trejos Tech
1___ Number of times in for the same concern?
8___ Number of days down?
N___ Does the vehicle have any aftermarket modifications?
Y___ Is the vehicle currently at the Dealer?
Y___ Is the vehicle customer owned?
Y___ Has the concern been duplicated?

N___ Has Data been captured during concern?

Customer Concern:
- Difficulty operation in 4wd.

N___ Have any SI document been utilized (Capture Doc ID)?

Caller states (Results of Previous Repair Attempts, SI docs, DTCs, Verified? etc.):
- They have verified a crow hop when in 4wd auto and wants to know if this is normal operation as it does not do this in 2wd.

Advised caller (your suggestions, info source, etc.)
- That yes it would be deemed normal operation when in 4wd to have a crow hop on clean dry pavement.
- Referenced document # 2374011 for description and operation.

Referenced document # 2884413 for information on driveline concerns when in 4wd.

Confidential Comments

UCC Information

UCC Code	Description	Symptom

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Homestead	Zip	[redacted] State FL	UCC	Tires - General	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keith Pierson Chevrolet	Safety	No
Daytime #	[redacted]	Evening #	[redacted]	Source	Email	Updated	08/25/2017 16:08:56
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	80000	Priority	Medium License # CHEVROLET	Owner	DZ6WFQ
Model	Silverado	Model Year	2014	Status	Closed	Opened	Jun 28, 2017 8:47 AM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	Dissatisfied	Closed	Aug 25, 2017 4:08 PM
Cust Concern	tire - transmission						
Customer Description	"DO NOT REOPEN this case if has been closed for 2 WEEKS"						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2017 4:08 PM	DZ6WFQ	DZ6WFQ	SR Closed - Dissatisfied		Done	08/25/2017 16:08:55	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2017 3:00 PM	DZ6WFQ	DZ6WFQ	SR Summary	SR Case Closure FCR	Done	08/25/2017 16:08:18	sr case closure

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer's concern: customer stated that the vehicle is having recurring and that the vehicle is currently at the dealership for diagnosis. I have experienced some extremely unfortunate circumstances with my vehicle and a continuing issue with the transmission 4 to 5 times and braking systems. Customer states that the dealership is unable to duplicate the concern. *Customer states that the concern happened in March and the dealer had it for 2 weeks. *The back tires locked up while backing out of parking lot. *Customer states that he is looking to retain lawyer.

According to the DMA resolution, there is no vehicle buyback and the decision to not pick up your vehicle was solely your decision. At this

time we will be closing your case pending customer's action.
Customer was advised from Service Manager that vehicle has been ready for pick up, he refused to pick up his vehicle because he feels that is a safety issue,
LIFTED VEHICLE TO INSPECT ANY PROBLEM UNDER VEHICLE. VEHICLE |
1. ORIG WILL ONLY DO THE CONCERN WHEN IN AUTO 4X4. SPOKE TO TAC 2. ABOUT CONCERN AND SAID VEHICLE IS IN NORMAL OPERATION. 2. TAC CASE [redacted] FOLLOWED BY 2 DOC ID: 2374011, 2884413 |
3. VEHICLE WAS TEST DRIVEN FOR 5 MILES
Ray states the veh was in shop June 27 but it is not at the shop now. -customer has been complaining of 4/4 operating by itself. -they could not duplicate the concern. -the vehicle has a 4/4 function.
Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2017 2:59 PM	DZ6WFQ	DZ6WFQ	Final Case Review	Agree with Dealer	Done	08/25/2017 15:00:36	Agree with dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Agree with Dealer

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2017 2:57 PM	DZ6WFQ	DZ6WFQ	VIN Scan	Initial Workflow	Done	08/25/2017 15:00:26	initial workflow

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
no duplicates

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 25, 2017 2:57 PM		DZ6WFQ	Email - Inbound		Done	08/25/2017 16:08:22	[EXTERNAL] Automatic reply: Summary of the final resolution for your cas[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Thank you for contacting Silver Wings Aerospace, Inc. I am currently out of the office attending the ACPC and will be returning Wednesday Aug. 30th.
Please feel welcome to contact me on my mobile for any urgent matters. You may also contact our main office (305) 258-5950 with questions applicable to our MRO service initiatives or questions relating to open work / repair orders. Thank you again for the opportunity to earn your business and have a nice day.

Best Regards,

[redacted]
Director - Business Development

Mobile: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2017 2:52 PM	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	08/25/2017 14:56:52	Summary of the final resolution for your case[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Email ID# T2EM05CAC (Do not delete/alter this line)
==========

Dear [redacted]
Per your request, here is a summary of the final resolution for your 2014 Chevrolet Silverado, case numbe[redacted]

According to the District Manager resolution, there is no vehicle buyback.

Chevrolet does review each customer's concern on an individual basis. All the facts in your situation were carefully considered, and we have determined that this decision is appropriate given the details of your case.

Regards,
Althea
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600

==========

[SR: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 24, 2017 9:17 AM	DZ6WFQ	QZB27W	Manager Review	Escalation	Done	08/25/2017 14:57:21	escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Customer continues to email after given resolution

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 24, 2017 9:16 AM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Third		Done	08/25/2017 14:56:53	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 23, 2017 12:36 AM	MZK3B7	DZ6WFQ	Notify CRM	Other	Done	08/24/2017 08:46:26	Received Email See Activity Numbe [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Lesther/CAC Tier1/Email/Manila

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2017 12:35 AM	MZK3B7	DZ6WFQ	Notify CRM	Other	Done	08/24/2017 08:46:22	Received Email See Activity Number: [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Lesther/CAC Tier1/Email/Manila

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2017 11:20 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 08:46:17	[EXTERNAL] RE: [redacted] CASE # [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Why am I not being responded to? Why do I continue to be lied to regarding someone from Chevy Corporate reaching out to me?

Best Regards,

[redacted] Business Development Director

[redacted]

[redacted]

[redacted]

Visit us during the following Conferences:

ACPC (San Diego) ANF Booth # 720 – August 26-29 2016

MRO Europe (London) Booth # 1916 – October 3-5

MRO Asia (Singapore) Booth # 646 – Oct. 31 – Nov. 2

From: [redacted]
Sent: Friday, August 18, 2017 12:06 PM
To: 'GMCACUpdate@gm.com'; 'cac@chevrolet.com'
Subject: RE: [redacted] - CASE # [redacted]

I spoke with a Supervisor two weeks ago regarding an ongoing ordeal with my vehicle that has been re-emerging for two years and she told me that she would absolutely contact me within two days. I didn't have

my vehicle for 43 days and just picked it up and I would think that I would be made a priority after what I just went through, again. It has been two weeks now and she has not reached back out to me? It's sad that you have individuals whom are supposedly in a leadership position representing Chevy Corporate that lack the fundamental skills it takes to provide just decent customer service to its' consumers, ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2017 11:20 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 08:46:09	[EXTERNAL] RE: David [redacted] - CASE #[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Why am I not being responded to? Why do I continue to be lied to regarding someone from Chevy Corporate reaching out to me?

Best Regards,

[redacted]

[redacted]

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MRO Europe (London) Booth # 1916 – October 3-5

MRO Asia (Singapore) Booth # 646 – Oct. 31 – Nov. 2

From [redacted]
Sent: Friday, August 18, 2017 12:06 PM
To: 'GMCACUpdate@gm.com'; 'cac@chevrolet.com'
Subject: RE: [redacted] CASE # [redacted]

I spoke with a Supervisor two weeks ago regarding an ongoing ordeal with my vehicle that has been re-emerging for two years and she told me that she would absolutely contact me within two days. I didn't have
my vehicle for 43 days and just picked it up and I would think that I would be made a priority after what I just went through, again. It has been two weeks now and she has not reached back out to me? It's sad that you have individuals whom are supposedly
in a leadership position representing Chevy Corporate that lack the fundamental skills it takes to provide just decent customer service to its' consumers, ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 22, 2017 4:44 PM	QZB27W	QZB27W	Outbound Call Customer	Left Message	Done	08/22/2017 16:49:52	Correction-[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

According to the DMA resolution, there is no vehicle buyback and the decision to not pick up your vehicle was solely your decision. At this time we will be closing your case pending customer's action.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 22, 2017 4:42 PM	QZB27W	QZB27W	Outbound Call Customer	Left Message	Done	08/22/2017 16:43:06	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

According to the DMA resolution, there is no vehicle buyback and the decision to not pick up your vehicle was solely your decision. At this time we will be closing your case pending customer's action.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 22, 2017 4:41 PM	QZB27W	QZB27W	Outbound Call Customer	Reached Wrong No./Disconnect	Done	08/22/2017 16:42:01	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer no longer work at the company.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 22, 2017 4:38 PM	QZB27W	QZB27W	Outbound Call Customer	Continued Documentation	Done	08/22/2017 16:40:45	[redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							

Comments

According to the DMA resolution, there is no vehicle buyback and the decision to not pick up your vehicle was solely your decision. At this time we will be closing your case pending customer's action.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 21, 2017 3:05 PM	DZ6WFQ	QZB27W	Manager Review	Escalation	Done	08/22/2017 16:32:29	escalation
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							

Comments

Customer continues to call email on his case. Requesting to speak with supervisor he spoke with.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 18, 2017 12:06 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:04:44	[EXTERNAL] RE: [redacted] CASE # [redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							

Comments

I spoke with a Supervisor two weeks ago regarding an ongoing ordeal with my vehicle that has been re-emerging for two years and she told me that she would absolutely contact me within two days, I didn't have
my vehicle for 43 days and just picked it up and I would think that I would be made a priority after what I just went through, again. It has been two weeks now and she has not reached back out to me? It's sad that you have individuals whom are supposedly
in a leadership position representing Chevy Corporate that lack the fundamental skills it takes to provide just decent customer service to its' consumers, especially for a brand like Chevy. Perhaps it's just an educational factor or lack thereof but shame

on you for putting people in specific capacities that clearly are not capable of doing their job.

Best Regards,

[redacted]

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MRO Europe (London) Booth # 1916 – October 3-5

MRO Asia (Singapore) Booth # 646 – Oct. 31 – Nov. 2

From: [redacted]
Sent: Monday, August 07, 2017 10:45 AM
To: 'GMCACUpdate@gm.com'; 'cac@chev...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 18, 2017 12:06 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:03:25	[EXTERNAL] RE: [redacted] CASE # [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

I spoke with a Supervisor two weeks ago regarding an ongoing ordeal with my vehicle that has been re-emerging for two years and she told me that she would absolutely contact me within two days. I didn't have
my vehicle for 43 days and just picked it up and I would think that I would be made a priority after what I just went through, again. It has been two weeks now and she has not reached back out to me? It's sad that you have individuals whom are supposedly
in a leadership position representing Chevy Corporate that lack the fundamental skills it takes to provide just decent customer service to its' consumers, especially for a brand like Chevy. Perhaps it's just an educational factor or lack thereof but shame
on you for putting people in specific capacities that clearly are not capable of doing their job.

Best Regards,

[redacted]

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ACPC (San Diego) ANF Booth # 720 – August 26-29 2016

MRO Europe (London) Booth # 1916 – October 3-5

MRO Asia (Singapore) Booth # 646 – Oct. 31 – Nov. 2

From [redacted]
Sent: Monday, August 07, 2017 10:45 AM
To: 'GMCACUpdate@gm.com'; 'cac@chev...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 17, 2017 5:23 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dir		Done	08/24/2017 09:16:35	follow up TL

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 15, 2017 6:06 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/17/2017 17:23:14	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 11:48 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:04:29	[EXTERNAL] [redacted] Case [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Abdullah AlBargan

Abdullah AlBargan

Business & Real Estate

Faulty steering systems prompt General Motors to recall 800,000 pickup trucks

Share

August 08, 2017 7:03 AM

General Motors has recalled nearly 800,00 2014 Chevrolet Silverado and GMC Sierra pickup trucks after they have been found to suddenly lose power steering.

The recall impacts about 690,000 trucks in the U.S., as well as another 100,000 in Canada and other countries.

The loss in power steering can occur when a car is using a lot of electrical power, according to the National Highway Traffic Safety Administration. Power steering can be suddenly disabled if the truck's power levels dip below 8.8 volts for more than one second.

"If EPS (Electric Power Steering) assist is lost and suddenly returned, the driver could lose temporary control of the steering wheel, increasing the risk of a crash," the NHTSA document reads. "The loss and sudden return of EPS assist typically happens

within a 1 second period and is caused by an electrical/software issue."

That sudden change – even if just for one second — can cause drivers to dangerously lose control of their vehicle.

Officials began to investigate the issue back in February. The affected Silverados were made between Jan. 30, 2013 and Sept. 4, 2014, while the Sierras were manufactured between Jan. 29, 2013 and Sept. 4, 2014.

These same models were involved in a recall of 3.64 million cars last year that dealt with faulty...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 11:48 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:04:26	[EXTERNAL [redacted] Case [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Abdullah AlBargan

Abdullah AlBargan

Business & Real Estate

Faulty steering systems prompt General Motors to recall 800,000 pickup trucks

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 10:33 AM	QZXB4Y	DZ6WFQ	Notify CRM		Done	08/15/2017 18:05:38	Please See Email

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please See Cust DelayedEmail Inbound, Thank You!

Activity # 8-1FUHJGL

MArk/Email/T1/MNL/LvL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 7:33 AM		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:04:35	[EXTERNAL] RE: Vehicle Repurchase Request: 288728, Keith Pierson Chevrolet, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Villarreal	Fabian		

Comments

As per your email
Customer was advised from Service Manager that vehicle is been ready for pick up, he refused to pick up his vehicle because he feels that is a safety issue,
Customer was advised vehicle is been ready and no problem found at this time

LIFTED VEHICLE TO INSPECT ANY PROBLEM UNDER VEHICLE. VEHICLE |
| ORIG WILL ONLY DO THE CONCERN WHEN IN AUTO 4X4. SPOKE TO TAC |
| ABOUT CONCERN AND SAID VEHICLE IS IN NORMAL OPERATION. |
| TAC CASE [redacted] FOLLOWED BY 2 DOC ID: 2374011, 2884413 |

VEHICLE WAS TEST DRIVEN FOR 5 MILES

Thank you

Fabian V.

——Original Message——
From: CustomerAssistance@Chevrolet.com [mailto:CustomerAssistance@Chevrolet.com]
Sent: Monday, August 07, 2017 5:23 PM
To: todd.yorlano@gm.com
Cc: fvillarreal@keithpiersonchevrolet.com; lee.belle@gm.com
Subject: Vehicle Repurchase Request: 288728, Keith Pierson Chevrolet, [redacted]3GCUKREC9EG[redacted]

Email ID# A14CACT2ET (Do not delete/alter this line)

To: Todd Yorlano
CC: Fabian Villarreal & Lee Belle
Attachment: None

SR#:[redacted]
Involved Dealer: Keith Pierson Chevrolet
BAC: 288[redacted]

Situation: This Customer is adamantly requesting a vehicle repurchase. The Customer stated that *Customer request a vehicle repurchase since the vehicle is paid for.
*TAC has been involved and they mentioned the vehicle is operating as designed (4WD and 2WD) and unable to du...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 5:14 PM	QZB27W	QZB27W	Email - Outbound		Done	08/07/2017 17:23:14	Vehicle Repurchase Request: 288728, Keith Pierson Chevrolet,[redacted] 3058503523, 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Slodowski	Todd		

Comments

Email ID# A14CACT2ET (Do not delete/alter this line)

To: Todd Yorlano
CC: Fabian Villarreal & Lee Belle

Attachment: None

SR#: [redacted]
Involved Dealer: Keith Pierson Chevrolet
BAC: 288[redacted]

Situation: This Customer is adamantly requesting a vehicle repurchase. The Customer stated that *Customer request a vehicle repurchase since the vehicle is paid for.
TAC has been involved and they mentioned the vehicle is operating as designed (4WD and 2WD) and unable to duplicate the issue.
The vehicle has been at the dealership since June 28th (approx. 42 days) and the dealership finally informed the customer on Friday, August 4th to come pick up the vehicle and return the loaner.
Customer does not feel safe driving the vehicle due to previous issue with the rear brakes locking while driving and the replacement of the differential axle. He feels the multiple repairs will endanger the life of his family.
Customer mentions he will seek an attorney, if GM will not buyback his vehicle.
1/2015: Drivability Concern
8/2016: Axle Differential provided a rental
4/2017: Axle Differential
7/2017: Axle Differential

Status: I told the Customer I would make their request known, but also told them I couldn't give them any guarantees regarding their request.

Request: Please reply to me within 2 business days so that I know you received my email and are reviewing the request. Once you've made a decision, please share that decision with me so that I can call the Customer and provi...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 4:38 PM	QZB27W	QZB27W	Outbound Call Dealer		Done	08/07/2017 16:38:46	Fabian Villarreal (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Disclaimer

***Disclaimer - Maria, BDC

TL sts: Hello I would like to speak to Fabian Villarreal regarding customer [redacted] **vehicle repair.**

Maria sts: He is not in and there is nobody here that can provide you with any updates about the vehicle.

TL sts: Please have Mr./Mrs. Fabian contact me regarding customer [redacted] case, which has been opened since June 28th with no updates.

Maria sts: I will provide him with your contact information,

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 4:23 PM	QZB27W	QZB27W	SR Summary		Done	08/07/2017 16:34:37	Vehicle Repurchase or Trade-in Request

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

*Customer request a vehicle repurchase since the vehicle is paid for.
*TAC has been involved and they mentioned the vehicle is operating as designed (4WD and 2WD) and unable to duplicate the issue.
*The vehicle has been at the dealership since June 28th (approx. 42 days) and the dealership finally informed the customer on Friday, August 4th to come pick up the vehicle and return the loaner.
*Customer does not feel safe driving the vehicle due to previous issue with the rear brakes locking while driving and the replacement of the differential axle. He feels the multiple repairs will endanger the life of his family.
*Customer mention he will seek an attorney, if GM will not buyback his vehicle.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 4:13 PM	QZB27W	QZB27W	Outbound Call Customer	Continued Documentation	Done	08/07/2017 16:16:49	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

"Disclaimer"

TL sts: Hello [redacted] Where we disconnected?

Customer sts: No. I was finish talking.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 3:44 PM	QZB27W	QZB27W	Outbound Call Customer	Made Contact	Done	08/07/2017 16:34:50	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Disclaimer
Customer sts: I have been without my vehicle for 42 days , this has been an ongoing issue for approximately 2 years.
*Rear transmission issue.
*Back left tire is locking up at low speed. Everything was replaced in 2/2017 and 4/2017.
*I placed my boat on the truck and they drove it around with the vehicle. No problem.
*Chevy Corporate has labored it as fixed and there is nothing more they can do; unable to duplicate.
*The vehicle has broke down three times since purchase.
*The vehicle has been in the shop five times for recurring issues.
*The OSR has not reached out to me at any time since contacting the CEC.
*If GM does not make this right, I will reach out to a lawyer and/or media regarding there unethical behavior. They are putting my family and me in jeopardy of loosing our life.

Customer seeks: A vehicle repurchase

TL sts: I apologize for the inconvenience. I cannot guarantee a vehicle repurchase, but I can forward your request to the GM Field Representative for assistance. I will follow-up with you within 24 to 48 business hours.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 3:41 PM	QZB27W	DZ6WFQ	Notify CRM		Done	08/14/2017 14:02:10	Review Documentation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 3:36 PM	QZB27W	QZB27W	Outbound Call Field Rep/Whlsl	Left Message	Done	08/07/2017 16:37:55	Marisabel Cole, MA 954-296-5175

Last Name	First Name	Account	BAC Code	
[redacted]				marisabel.o.cole@gm.com

Comments

TL sts: I am calling requesting a service update for the customer. We do not have any updates regarding the cusotmer's concern from the CEM or DMA. The OSR reached out to the DMA on 7/21/2017 with no updates. Please follow-up with me regarding SR#[redacted]

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 3:27 PM	QZB27W	QZB27W	Manager Review	Case Review	Done	08/07/2017 15:32:37	Escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

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TL sts: Hello I would like to speak to Fabian Villarreal regarding customer [redacted] ehicle repair.

Maria sts: He is not in and there is nobody here that can provide you with any updates about the vehicle.

TL sts: Please have Mr./Mrs. Fabian contact me regarding customer [redacted] ase, which has been opened since June 28th with no updates.

Maria sts: I will provide him with your contact information,

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 3:27 PM	QZB27W	QZB27W	Outbound Call Customer	Continued Documentation	Done	08/07/2017 15:32:51	Fabian Villarreal (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Disclaimer

***Disclaimer - Maria, BDC

TL sts: Hello I would like to speak to Fabian Villarreal regarding custome[redacted]vehicle repair.

Maria sts: He is not in and there is nobody here that can provide you with any updates about the vehicle.

TL sts: Please have Mr./Mrs. Fabian contact me regarding customer [redacted]ase, which has been opened since June 28th with no updates.

Maria sts: I will provide him with your contact information.

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 2:54 PM	QZB27W	QZB27W	Notify CRM		Done	08/07/2017 15:03:40	GM Answer Update

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please process the email signature in Siebel and outlook as following:
GM <brand>
Customer Assistance Center
2nd line phone number and extension

Lee/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 10:45 AM		DZ6WFQ	Email - Inbound		Done	08/21/2017 14:55:56	[EXTERNAL] [redacted] CASE # [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

To Whom This May Concern: Chevy Corporate Management Team

This e-mail is to update you on the current status of CASE # [redacted] where I have yet to communicate with the Sr. Advisor; Althea, whom supposedly is handling my case. For the record, I dropped my vehicle off on June 27th and today is August 7th and I have not spoken to my Sr. Advisor a single time after over a month of trying to reach her. I have spoken to four other individuals that I was transferred to, so they could assist me in the interim until she was available
and I'm going on a month and a half without my vehicle now and not one conversation. I find this unprofessional and the lack of correspondence back from Chevy Corporate incomprehensible.

I dropped my vehicle off at the local Chevrolet Dealership again (Chris Pearson Chevy – Homestead, FL.) on June 27th, 2017 for a reoccurring issue that I've been experiencing since the latter part of 2014. On July 14th I spoke with John; a Sr. Advisor, for approximately an hour regarding the issue I was experiencing and that I have not communicated with Althea yet. This was a full two weeks after I dropped my vehicle off. He explained that I was scheduled to receive a follow
up call from Althea the following Wednesday July 19th. I explained to John that I wanted him to handle my case since I already went over very specific details and I did not want to have to start over again in explaining exactly what I was going
through. He said he w...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 10:45 AM		DZ6WFQ	Email - Inbound		Done	08/21/2017 14:55:52	[EXTERNAL] [redacted] CASE # [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

To Whom This May Concern: Chevy Corporate Management Team

This e-mail is to update you on the current status of CASE # [redacted] where I have yet to communicate with the Sr. Advisor; Althea, whom supposedly is handling my case. For the record, I dropped my vehicle off on June 27th and today is August 7th and I have not spoken to my Sr. Advisor a single time after over a month of trying to reach her. I have spoken to four other individuals that I was transferred to, so they could assist me in the interim until she was available
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through. He said he w...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 6:22 PM	ZZN2R6	DZ6WFQ	Notify CRM	Customer Called	Done	08/07/2017 15:15:46	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Please see IBCC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 6:16 PM	ZZN2R6	ZZN2R6	Inbound Call Customer	Complex Request	Done	08/04/2017 18:23:50	customer called

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
R: Customer requested to talk to a senior adviser.
E: Looked over the notes. and saw that it had not longer than two weeks since the case was closed. Asked if I could assist the customer with

anything else, they declined. Transferred case to the S.A.ext.5913236
Angela/CACTIER1/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 3:57 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/14/2017 13:55:50	case is escalated

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 3:56 PM	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Reached Wrong No./Disconnect	Done	08/04/2017 15:57:18	reached wrong number

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Called daytime # and they states customer no longer works there.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 11:44 AM	BZZSJX	QZB27W	Escalation		Done	08/07/2017 14:52:38	Customer Request

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 11:43 AM	BZZSJX	DZ6WFQ	Notify CRM		Done	08/04/2017 15:54:41	See IBCC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 11:41 AM	BZZSJX	BZZSJX	Inbound Call Customer	Complex Request	Done	08/04/2017 11:45:00	**ASSISTING**

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer States that he has not been contacted by the dealer or his SA he very upset becasue his vehicle has been in service since June 27th and he needs answers and an action plan. He stated that he wants to speak with SA TL.I advised that I will reach out to both SA and her supervisor

Shayna/WMI/CAC/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 11:15 AM	BZL307	DZ6WFQ	Notify CRM	Customer Called	Done	08/04/2017 15:53:51	**Assisting only**

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please see IBCC. Thank you

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 4, 2017 11:11 AM	BZL307	BZL307	Inbound Call Customer	Complex Request	Done	08/04/2017 11:22:06	case update

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Reason:
Customer is calling because he never received a call from the OCRS. He dropped off the vehicle to the dealership June 27 and until now there is no update. Customer said that he is waiting for 6 weeks now.

Expectation:
Inform customer that OCRS tried calling him this Wednesday but he was not available. Customer said that it is inaccurate since he never received a call or a miscall this Wednesday. Tired calling OCRS but was routed to her VM. Customer wants to speak with someone.

***Shana (SA)**

Safety Flag: No potential safety

Donna/Manila/CAC Tier 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2017 10:42 AM		DZ6WFQ	Email - Inbound		Done	08/25/2017 16:08:50	[EXTERNAL] [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

You forgot to incorporate your brand in your e-mail??????????????????????? Where it states [Brand] you should type in Chevy or GMAC? I cannot believe an e-mail like this would be sent out.

For your reference, the local Dealership has had my vehicle since June 27th? We are in August and I've been waiting on a follow up call from Chevy for over two weeks and I have yet to be contacted by a senior representative from the local Chevy Dealership.

Best Regards ✈

[redacted]

[redacted]

Visit us during the following Conferences:
ACPC (San Diego) ANF Booth # 720 – August 26-29 2016
MRO Europe (London) Booth # 1916 – October 3-5
MRO Asia (Singapore) Booth # 646 – Oct. 31 – Nov. 2

––Original Message––
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Wednesday, August 02, 2017 2:01 PM
To: [redacted]
Subject:

I appreciate your reply to the [BRAND] Customer Assistance Center. However, I was unable to locate your Service Request using the information provided in your email. Please write me back and include the following information:

Service Request Number

Vehicle Owner's Full Name

Mailing Address

City, State and Zip Co...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2017 2:00 PM	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	08/02/2017 14:00:36	

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

I appreciate your reply to the [BRAND] Customer Assistance Center. However, I was unable to locate your Service Request using the information provided in your email. Please write me back and include the following information:

Service Request Number

Vehicle Owner's Full Name

Mailing Address

City, State and Zip Code

Telephone Number (with area code)

Vehicle Identification Number (VIN)

Current Mileage

Current Dealer with which you are working

This information will enable me to document your comments appropriately and help address your concerns in a timely fashion.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2017 1:58 PM	DZ6WFQ	DZ6WFQ	Milestone	No Trouble Found	Done	08/02/2017 13:59:25	unable to duplicate

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dealer is unable to duplicate the concern.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 2, 2017 1:56 PM	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	08/04/2017 15:52:31	
Last Name	**First Name**		**Account**		**BAC Code**		**left message**
[redacted]							
Comments							
Called customer left message Althea/WMI/T2							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2017 1:47 PM	DZ6WFQ	DZ6WFQ	Outbound Call Dealer	Made Contact	Done	08/02/2017 13:58:17	Ray at dealer came on line
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Called the dealer spoke with Ray after holding for over 10 mins. for an available advisor. Ray states the veh was in shop June 27 but it is not at the shop now. -customer has been complaining of 4/4 operating by itself. -the old service manager was looking at it. -they could not duplicate the concern. -the vehicle has a 4/4 function and we explain to athe customer how it works. Althea/WMI/T2							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 31, 2017 5:58 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/04/2017 15:57:30	f/u
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 31, 2017 5:50 PM	DZ6WFQ	DZ6WFQ	SR Summary		Done	08/02/2017 13:58:03	Summary

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer states that he dropped off vehicle on June 27. *He says that he has had 4-5 times for transmission concern. *He says that this is the 5th documented time. *He says that the transmission locks up.
*He says that the tire locks up and does not rotating.

*Customer states that the dealership is unable to duplicate the concern. *Customer states that the concern happened in March and the dealer had it for 2 weeks. *The back tires locked up while backing out of parking lot. This is a recurring issues. *Customer states that he is looking to retain lawyer.

Customer seek: repaired

Althea/WMI/t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 6:28 PM	QZB27W	DZ6WFQ	Notify CRM		Done	07/31/2017 17:50:03	Please see comment

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Where is the Summary and what is the customer requesting before I send the information to the CAM...must have a solid case. According to TAC:
They have verified a crow hop when in 4wd auto and wants to know if this is normal operation as it does not do this in 2wd.
Advised caller (your suggestions, info source, etc.)
- That yes it would be deemed normal operation when in 4wd to have a crow hop on clean dry pavement.
- Referenced document #[redacted] for description and operation.
Referenced document [redacted] for information on driveline concerns when in 4wd.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 10:17 AM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/31/2017 18:00:14	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 10:12 AM	DZ6WFQ	QZB27W	Manager Review	Escalation	Done	07/26/2017 18:21:19	escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dealership and DMA, and MA is not responding. I need your assistance.

Customer states that he dropped off vehicle on June 27. *He says that he has had 4-5 times for transmission concern. *He says that this is the 5th documented time. *He says that the transmission locks up.
***He says that the tire locks up and does not rotating.**

***Customer states that the dealership is unable to duplicate the concern. *Customer states that the concern happened in March and the dealer had it for 2 weeks. *The back tires locked up while backing out of parking lot. *Customer states that he is looking to retain lawyer.**

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 1:03 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Cust		Done	07/26/2017 10:17:13	f/u

Last Name	First Name	Account	BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 1:02 PM	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	07/21/2017 13:03:23	lef message

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Called customer left message.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 11:58 AM	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	07/21/2017 12:03:27	CAC Urgent No Response Escalation to MA (3 days): 288728, Keith Pierson Chevrolet, Whetstone, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Cole	Lynn Clair		

Comments

Email ID# A05CACT2ET (Do not delete/alter this line)

To: Marisabel Cole
CC: Todd Yorlano, Fabian Villarreal
I requested information from Fabian Villarreal over 3 business days ago, and have escalated the no response concern to the DMA listed above, but haven't received a response.

Information Requested: update on case

Customer vehicle in shop since June 27th – that's almost 3 weeks.
Vehicle is having recurring and that the vehicle is currently at the dealership.
Rear transmission/ABS.

Would you please have the CEM contact me within 1 business day to provide the information I've requested?

- **SR#:** [redacted]
- **Involved Dealer: Keith Pierson Chevrolet**
- **BAC: 288**[redacted]
- **Customer:** [redacted]
- **Vehicle: 2014 Chevrolet Silverado**
- **VIN: 3GCUKREC9EG**[redacted]

Thank you,
Althea Watters
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5913236

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 11:45 AM	DZ6WFQ	DZ6WFQ	Outbound Call Dealer	Left Message	Done	07/21/2017 11:47:19	left message

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Called Todd Yorlano, DMA and left a message.

Althea/WMI/t2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 21, 2017 11:32 AM	DZ6WFQ	DZ6WFQ	Outbound Call Dealer	Left Message	Done	07/21/2017 14:23:02	transmission

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Called dir and left message.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:25 AM	XZ7XJ6	DZ6WFQ	Notify CRM		Done	07/21/2017 11:30:58	Customer called: 5 times to the dealership for the same concern: Customer seeks to have the dealership repair vehicle

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:17 AM	XZ7XJ6	XZ7XJ6	Inbound Call Customer		Done	08/25/2017 16:08:46	[redacted] called

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
*Customer states that he dropped off vehicle on June 27. *He says that he has had 4-5 times for transmission concern. *He says that this is the 5th documented time. *He says that the transmission locks up.
*He says that the tire locks up and does not rotating.

*Customer states that the dealership is unable to duplicate the concern. *Customer states that the concern happened in March and the dealer had it for 2 weeks. *The back tires locked up while backing out of parking lot. *Customer states that he is looking to retain lawyer.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:17 AM	BZVLBS	DZ6WFQ	Notify CRM	Customer Called	Done	07/21/2017 11:31:04	*Assisting only

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Please see IBCC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:14 AM	BZVLBS	BZVLBS	Inbound Call Customer	Cust not contacted by T2	Done	07/18/2017 10:17:03	case update

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
SR: [redacted]
Cust name: [redacted]
Phone # [redacted]
Email: [redacted]
YMM: 2014 Chevrolet Silverado
VIN:3GCUKREC9EG [redacted]
Miles: 80,000

Issue: case update
DLR Involved: KEITH PIERSON CHEVROLET
Last time at the DLR: n/a
Recommendation: T2 escalation

Reason: Customer calling abt this case # [redacted] The rep whos been working with him havent called him back yet. Wants to talk to another senior advisor.

Expectation:
There is sched callback tom
We can go ahead and call the rep whos been working with his case. Rep incharge is still engage into a call. We can go ahead and notify the rep whos been working with his case with in that way the rep will be able to call him back once he is done with his call. Called tier 2 and handed off to Scott(senior advisor)

Mark/CAC/T1/Redesign/Mia
866-790-5700

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:03 AM	ZZLGJ1	DZ6WFQ	Notify CRM		Done	07/21/2017 11:31:10	Cust called in

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:03 AM	ZZLGJ1	ZZLGJ1	Inbound Call Customer		Done	07/18/2017 10:03:40	–Assisting

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Cust sts: I need to speak with my senior advisor.

Adv sts: I can get you over to your agents line.

Cust sts: Ok thank you

Maria/ATX/Spanish

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 4:38 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Cust		Done	07/21/2017 11:31:22	f/u urgent

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 4:36 PM	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	07/14/2017 16:38:08	addition to previous outbound call

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Call the customer and left a message on the previous outbound call. This phone number was located in his email that was sent.

Althea/wMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 4:31 PM	DZ6WFQ	DZ6WFQ	Outbound Call Customer		Done	07/14/2017 16:33:35	called customer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Called customer on cell [redacted] e gave in his e-mail.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 10:56 AM	JZLPRZ	DZ6WFQ	Notify CRM		Done	07/14/2017 11:48:10	***Assisting Only***

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please See IBCC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 10:36 AM	JZLPRZ	JZLPRZ	Inbound Call Customer	Complex Request	Done	07/14/2017 10:56:30	F/U

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer Stated his car has been in the shop since June 7th, he is very upset that he has not received a curtsy call about the issue. this is the 5th time he has brought the car in for the issue. The customer wants a lawyer. It is safety issue for the customer, he does not want the vehicle anymore.

SA showed empathy and advised that we can call the dealership for update with TAC, and document the call.

Customer declined for me to call the dealership on the call.

SA advised the customer that his SA will follow-up with any updates with the Vehicle.

Call Satisfied

Victoria/WMI/CACTIER2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 10:25 AM	KZ6PQY	KZ6PQY	Inbound Call Customer	Complex Request	Done	07/14/2017 10:36:48	assisting

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Reason: cust wants to speak to a senior advisor. veh is at the dlr for 18 days & cust never got any response on what's the status of case

Expectation: acrs sts that case is being handled by senior advisor Althea. acrs offer to connect cust to Althea but she's unavailable. acrs offer to connect cust to Althea's vm but cust declined. acrs offer to connect cust to another senior advisor. acrs was able to speak to Victoria. acrs relayed concern & was able to connect cust to Victoria

Safety Pilot Flag:no. cust did not state any

[redacted]

Denise/CCC T1/MNL/Redesign/Safety Team Pilot

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 10:02 AM		DZ6WFQ	Email - Inbound		Done	07/21/2017 14:22:12	[EXTERNAL] RE[redacted] Senior Advisor to contact you

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

ANOTHER DAY GOES BY WITHOUT SOMEONE FROM CHEVY CORPORATE REACHING OUT TO ME.

Best Regards ✈

[redacted]

——Original Message——
From: [redacted]
Sent: Thursday, July 13, 2017 11:18 AM
To: 'cac@chevrolet.com'
Subject: RE: [redacted] **Senior Advisor to contact you**

One Business Day? It's been Eleven (11) days.....and I have yet received correspondence from a SR. CSR from Chevy Corporate as stated in your e-mail dated 7-3 (below).

"Based on the information you have shared, we will forward your case to a Senior Advisor who will continue to work directly with you and the dealership to resolve your concerns. Please expect someone to contact you within one business day."

I am literally at a loss for words..... I dropped my truck off at your dealership almost three weeks ago and NOT A SINGLE CALL OR E-MAIL.

Best Regards ✈

[redacted]

---Original Message---
From: [redacted]
Sent: Monday, July 03, 2017 2:31 PM
To: 'cac@chevrolet.com'
Subject: RE: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 9:05 AM	QZZ5TY	DZ6WFQ	Notify CRM		Done	07/14/2017 11:46:14	cust email received
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							

Comments
please see email activity 8-1F2KZ0K

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 13, 2017 1:30 PM		DZ6WFQ	Email - Inbound		Done	07/14/2017 16:36:27	[EXTERNAL] FW: [redacted] 2014 Chevy Silverado - Rcent Warranty
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted]

Service Extended - Thank You

Comments

Mr. Padron,

Please see below correspondence from my most recent visit this year with Steve Zubizarreta. I must admit that this has completely gotten to the point where I have lost 110% faith in my vehicle, with the personnel involved in ensuring my safety is of the utmost importance and ultimately Chevy Corporate. Why I am being told today that my file needs to be fully researched to get resolution? You have had my vehicle since June 27th – that's almost 3 weeks. This is visit #5 and for the exact same reason. Why is the full documentation not present in your files? You should know that your service manager Steve and a Sr. Tech went to the marina with me as I towed my boat and immediately found several severe issues causing multiple components to be replaced. This was less than four months ago.

Best Regards ✈

[redacted]

From: [redacted]
Sent: Friday, April 21, 2017 1:43 PM
To: 'Steve Zubizarreta'
Subject: [redacted] - 2014 Chevy Silverado - Rcent Warranty Service Extended - Thank You

Steve,

Good afternoon. I hope this e-mail finds you and your team doing well. I would like to first and foremost thank you and your entire team for the recent service I ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 13, 2017 11:21 AM		DZ6WFQ	Email - Inbound		Done	07/14/2017 16:36:13	[EXTERNAL] RE [redacted] Senior Advisor to contact you

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

One Business Day? It's been Eleven (11) days.....and I have yet received correspondence from a SR, CSR from Chevy Corporate as stated in your e-mail dated 7-3 (below).

"Based on the information you have shared, we will forward your case to a Senior Advisor who will continue to work directly with you and the dealership to resolve your concerns. Please expect someone to contact you within one business day."

I am literally at a loss for words..... I dropped my truck off at your dealership almost three weeks ago and NOT A SINGLE CALL OR E-MAIL.

Best Regards ✈

[redacted]

-----Original Message-----
From [redacted]
Sent: Monday, July 03, 2017 2:31 PM
To: 'cac@chevrolet.com'
Subject: RE: [redacted] Senior Advisor to contact you

This e-mail was sent on 4-21-17 to Local Chevy Dealership. Please store for your records.

Steve,

Good afternoon. I hope this e-mail finds you and your team doing well. I would like to first and foremost thank you and your entire team for the recent service I received on my 2014 Chevy Silverado. As you all are aware, I have experienced some extremely unfortunate circumstances with my vehicle and a continuing issue with the transmission and braking systems. This was my f...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2017 11:16 AM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/14/2017 16:33:27	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2017 11:13 AM	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	07/11/2017 11:16:31	CAC No Response Escalation to DMA (2 days): 288[redacted]Keith Pierson Chevrolet, Whetstone, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Slodowski	Todd		

Comments
Email ID# A04CACT2ET (Do not delete/alter this line)

To: Todd Yorlano
CC: Steve Zubizarretta

I requested information from CEM Steve Zubizarreta, 2 business days ago, but I haven't received a response.

Information Requested:

Customer's concern: customer stated that the vehicle is having recurring and that the vehicle is currently at the dealership for diagnosis.

Would you please have the CEM contact me within 1 business day to provide the information I've requested?

- SR#: [redacted]
- Involved Dealer: Keith Pierson Chevrolet
- BAC: 288 [redacted]
- Customer: [redacted]
- Vehicle: 2014 Chevrolet Silverado
- VIN: 3GCUKREC9EG [redacted]

Thank you,
Althea Watters
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5913236

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2017 11:01 AM	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	07/11/2017 11:01:53	left message

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Called customer left message.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2017 10:57 AM	DZ6WFQ	DZ6WFQ	Outbound Call Dealer	Made Contact	Done	07/11/2017 11:01:44	made contact

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Vehicle is in the shop. We don't have any updates on this vehicle yet.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 7, 2017 5:36 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/11/2017 11:16:45	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 5, 2017 2:56 PM	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/07/2017 17:36:21	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Jul 5, 2017 2:54 PM	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	07/05/2017 14:56:42	CAC Information Request (24 hr follow-up): [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve		

Comments

Email ID# A03CACT2ET (Do not delete/alter this line)

To: Steve Zubizarreta
CC: Alex

I'm missing some information from you. Please reply within 1 business day.

Please provide: Action Plan, Resolution details
Customer: [redacted]
- Phone number: ustomer's preferred phone # from SR Data Share

Customer's concern: customer stated that the vehicle is having recurring and that the vehicle is currently at the dealership for diagnosis.

Vehicle: 2014 Chevrolet Silverado
- Current Mileage: 80000
- VIN: 3GCUKREC9EG[redacted]

SR#: [redacted]
Involved Dealer: Keith Pierson Chevrolet
BAC: 288[redacted]

Thank you!
Althea Watters
Chevrolet Customer Assistance
Phone Number:1-866-790-5600
Extension Number: 5913236

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 5, 2017 2:47 PM	DZ6WFQ	DZ6WFQ	Outbound Call	Left Message	Done	07/05/2017 14:47:50	left message

Last Name	First Name	Customer Account	BAC Code
[redacted]			

Comments
Called cust left message.

Althea/WMI/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 3:30 PM	GZ4X1H	DZ6WFQ	Notify CRM		Done	07/05/2017 08:01:52	new SR assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 3:30 PM	GZ4X1H	DZ6WFQ	Ownership Changed		Done	07/03/2017 15:30:42	Service Request Ownership has changed FROM: WZ77PD TO: DZ6WFQ

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 2:31 PM		WZ77PD	Email - Inbound		Done	07/03/2017 14:41:55	[EXTERNAL] RE: [redacted] Senior Advisor to contact you

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
This e-mail was sent on 4-21-17 to Local Chevy Dealership. Please store for your records.

Steve,

Good afternoon. I hope this e-mail finds you and your team doing well. I would like to first and foremost thank you and your entire team for the recent service I received on my 2014 Chevy Silverado. As you all are aware, I have experienced some extremely unfortunate circumstances with my vehicle and a continuing issue with the transmission and braking systems. This was my fourth visit to your facility and I am relieved to state that with all of the recent work performed, I hopefully will not encounter any issues moving forward. Your customer service far outweighed my last experience with your previous GM / Dir. Of Service and unlike my experience with him, you made my most recent experience very positive. I must admit that the information that was relayed back to me from Chevy Corporate and your customer service team regarding Andrew's statement that there was never anything wrong with my vehicle and he could not recall any of the four previous times I brought my vehicle in for service for the exact same reasons did not sit well with me and I want to formally make this known as unprofessional. This especially after driving with you; Steve, and your Sr. Technician and receiving immediate feedback that there was absolutely something very wrong with my vehicle and offering to immediately initiate repairs for my safety.

Moving forward….. I would like to thank you a...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 12:04 AM	WZ77PD	TIER2Q	Notify CRM	Need to Assume SR	Done	07/03/2017 15:31:00	pls assume SR

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Warren

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 12:03 AM	WZ77PD	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/05/2017 14:56:43	Follow up with CEM

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 11:58 AM	WZ77PD	WZ77PD	Email - Outbound		Done	07/03/2017 12:03:10	New Case Notification, CAC SR Data Share, & Action Plan Request: [redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve		

Comments

Email ID# A02CACT2ET (Do not delete/alter this line)

To: Steve Zubizarreta
Cc: Alex Diaz
Attachment: CAC SR Data Share (PDF)

Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday <<< 8am-5pm EST >>>

Customer's concern: Customer has recurring issue on the vehicle and it is currently at the dealership for diagnosis.

I set these expectations with the customer: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.

Customer: [redacted]
- Phone number: [redacted]
- Email: [redacted]

Vehicle: 2014 Chevrolet Silverado
- Current Mileage: 80000
- VIN: 3GCUKREC9EG[redacted]

SR#: [redacted]
Involved Dealer: Keith Pierson Chevrolet
BAC: 28[redacted]

Notice: When you run the Policy Evaluation Tool please share those results and repair costs at Warranty rates with CAC.

If you need anything from me, please let me know how I can help.

Thank you,
Chevrolet Customer Assistance Center

[SR: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 11:46 AM	WZ77PD	WZ77PD	SR Data Share		Done	07/03/2017 11:49:58	Tires issue

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please review the Assessment, and share your Action Plan with me by the end of the next business day.

Customer's concern: customer stated that the vehicle is having recurring and that the vehicle is currently at the dealership for diagnosis.

I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.

Donna*CAC*T1*Email*MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jul 3, 2017 11:46 AM	WZ77PD	WZ77PD	Email - Outbound		Done	07/03/2017 11:46:44

Last Name	First Name	Account	BAC Code	
[redacted]				[redacted] Senior Advisor to contact you

Comments

Dear [redacted]

Thank you for your response.

Based on the information you have shared, we will forward your case to a Senior Advisor who will continue to work directly with you and the dealership to resolve your concerns. Please expect someone to contact you within one business day.

For your reference, the Service Request number assigned to your concern is [redacted] Please refer to this number on any future correspondence about your case.

If you should need to contact us in the future, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Mondays through Saturdays from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Chevrolet.

Donna
Chevrolet Customer Assistance

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2017 9:14 AM	WZ77PD	WZ77PD	Outbound Call Dealer	Made Contact	Done	07/03/2017 11:44:42	Keith Pierson 3052472121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

*spoke with Maria Lozada from Service
*Maria said the veh is at the dealership right now for the same issue as before
*Maria said issue is with the tires locking but dealership has not been able to diagnose the issue

*Donna*CAC*T1*Email*MNL*

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2017 9:42 AM	WZ77PD	WZ77PD	Scheduled Outbound Call Dlr		Done	07/03/2017 09:14:25	F/Up

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

*call dealer and verify if veh is at the dealership

*Donna*CAC*T1*Email*MNL*

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2017 9:41 AM	WZ77PD	WZ77PD	Outbound Call Dealer	Received No Answer	Done	07/01/2017 09:42:00	Keith Pierson Chevrolet 3052472121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

*dealership is closed

*Donna*CAC*T1*Email*MNL*

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 7:46 PM	PZLF92	WZ77PD	Notify CRM	Other	Done	07/01/2017 09:41:20	Please prioritize. Customer already responded, Thanks!

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 9:21 AM		WZ77PD	Email - Inbound		Done	06/28/2017 15:26:32	[EXTERNAL] RE: [redacted] Chevrolet Request for additional information

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

1. 5th documented time that I have had the same reoccurring issue with rear transmission / ABS / etc...

2. 16790 SW 283 Street - Homestead, FL, 33030

3. 80,000 +/-

4. It's switched like three times in the past couple of years - it was Felix Sabado a couple months ago however it's changed hands again. It's located in Homestead, Florida.

5. March 2017

I want to emphasize that before I engage in dialogue with any member of your management team concerning this issue, I expect that all prior correspondence that I have exchanged about my vehicle is read over and analyzed. I have written very specific details to GM concerning this issue on multiple occasions. I also expect that Maria at the Homestead Dealership is contacted as she is aware of this situation and has assisted me throughout all of this. I have been without my vehicle for several weeks combined due to this reoccurring issue in the past couple of years. I dropped my vehicle off yesterday after communicating with the Chevy Dealership and I'm without my vehicle again, unfortunately before a trip out of town that I have had planned for several months where I needed my truck for towing purposes this weekend.

Best Regards ✈

[redacted]

[redacted]

---Original Message---...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 8:59 AM	WZ77PD	WZ77PD	Scheduled Outbound Email	Cancelled	Done	06/30/2017 08:03:58	SOE

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

*waiting for cust to respond

*Donna*CAC*T1*Email*MNL*

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 8:56 AM	WZ77PD	WZ77PD	Email - Outbound		Done	06/28/2017 08:57:32	[redacted] Chevrolet Request for additional information

Last Name	First Name	Account	BAC Code

Comments

Dear [redacted]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to write us with regard to the recurring issue on your 2014 Chevrolet Silverado, We sincerely apologize for the inconvenience this has caused you,

In order to assist you better, we will need some additional information. Please contact us through email and provide the following information:

Nature of concern
Mailing address
Current mileage
Involved GM dealer
Last Date of Dealer Contact/Visit for this concern
How would you like GM to assist you?

For your reference, the Service Request number assigned to your concern i [redacted] Please refer to this number on any future correspondence about your case.

If you prefer to expedite the handling of your concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Mondays through Saturdays from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Chevrolet.

Donna
Chevrolet Customer Assistance

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 8:51 AM	WZ77PD	WZ77PD	Other		Done	07/03/2017 11:43:23	Checklist

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Tagging of BAS: Y
Tagging of UCC: Y

Entered Email address in Contact field: Y
VIN association: Y
Entered address in Contact field: Y
Tagging of vehicle Relation: Y
Complete documentation: Y
Tagging of Abstract field: Y
Tagging of Cost Asst Req field: Y
Tagging of vehicle Status: Y
Tagging of Involved Dlr: Y
Tagging ofMileage: Y
Tagging of Prior Dlr Inv: Y
Tagging of UCC symptom: Y
Updated Address: Y
Updated Email address: Y
Updated Name of contact: Y
Tagging of Potential Safety: Y

Donna*CAC*T1*Email*MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 28, 2017 8:51 AM	WZ77PD	WZ77PD	Other		Done	07/03/2017 11:42:51	Checklist

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

AVAILABLE INFORMATION

Owner's Name: [redacted]
Phone Number:
VIN: 3GCUKREC9EG[redacted]
Model Year: 2014 Silverado
Mileage: 80,000
Involved Dlr: Keith Pierson Chevrolet
Preferred Dlr: N/A
Pref Contact: N/A
Last Dlr Visit: veh is currently at the dealership
Ref SR: 8[redacted]
Safety Flag: No - no safety related issue

****

SUMMARY OF CONCERN:
*cust has recurring issue on the veh

CUST SKS:
*to have the issue checked

****

Resource/s: Siebel/Customer Search/GWM
Template/s: Information request via email

A/P:
*escalate case to tier 2

*Donna*CAC*T1*Email*MNL*

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 27, 2017 12:04 AM		WZ77PD	Email - Inbound		Done	06/28/2017 08:54:56	US_GMCORP_EN Other Comments

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Name [redacted]
Email Address [redacted]
Address:
Phone numbers: Comments: I need to be contacted immediately regarding an ongoing issue that I am having with my 2014 Silverado Truck. Please research my account on file and previous correspondence that I have exchanged with your customer service representatives. The issue just reoccurred moments ago and I am stuck at my office.

[redacted]

[redacted]

Confidential Comments

UCC Information

UCC Code	Description	Symptom
E40	Tires - General	No Symptom Indicated

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Homestead	Zip	[redacted] State FL	UCC	Transmission - Automatic	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Keith Pierson Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	Email	Updated	03/31/2017 11:20:36
Serial/VIN #	3GCUKREC9E[redacted]	Mileage	73400	Priority	Medium License # CHEVROLET	Owner	QZXB4Y
Model	Silverado	Model Year	2014	Status	Closed	Opened	Feb 7, 2017 3:50 PM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	Pend Diag/Cust Act	Closed	Mar 31, 2017 11:20 AM
Cust Concern	Tranny Concern						
Customer Description	*DO NOT REOPEN this case if it has been closed for 2 WEEKS*						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:20 AM	QZXB4Y	QZXB4Y	SR Closed - Pend Diag/Cust Act		Done	03/31/2017 11:20:35	Service Request has been Closed Pend Diag/Cust Act.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:18 AM	QZXB4Y	QZXB4Y	SR Summary	SR Closure Review	Done	03/31/2017 11:19:21	Tranny Concern

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer's Concern: cust has an issue with the tranny

Resolution: referred cust to dlr and dlr test drove veh with equipment. dlr ordered parts and cust went on vacation. called cust and sent email as a courtesy. as per dlr, cust wil reach out after vacation

Per VIN scan & GW Portal check (Cost Ast History), is any Dlr or Field GW pending/offered? None

- (If cost assistance, reimbursement, a CBGC plan, OLC, or CCL was offered) Provide the date the CEM or Field approved the offer: N/A

- (if TL, SPL or BPL GW approval was required) Provide the approval activity date: N/A

- (if Policy$ or GW was offered)
Did the customer accept the offer? N/A

- (if Policy$ or GW was offered)
-Was customer satisfied with the offer? N/A

- (if Policy$ or GW was offered)
-Provide all info required by the GW team to process the GW tool (i.e. D.O.B., MSRP): N/A

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:17 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/31/2017 11:18:21	Thank you for contacting Chevrolet. Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Good day from the Chevrolet Customer Assistance Center.

I tried to follow up using all the available telephone numbers on file. I understand that and you did advise that you will be on vacation. Once you get back, please reach out to Mr. Steve Zubizarreta at (305) 247-2121.

If you need assistance in bring the vehicle in, simply call our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number. We are open Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:11 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Received No Answer	Done	03/31/2017 11:12:24	call cannot be completed [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=call cannot be completed

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:10 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/31/2017 11:11:34	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling to follow up
=when you need assistance in bring the veh in, send us an email or call us
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 31, 2017 11:08 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/31/2017 11:08:48	spoke to operator (954) 430-3005

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=would like to speak with cust
=ok thank you

Operator sts:
=hes actually in vacation
=wont be back until Tues

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 29, 2017 4:47 PM	SZJMHB	SZJMHB	Outbound Call Dealer	Left Message	Done	03/29/2017 16:53:01	Steve Zubezarreta (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Left Vm

-calling on behalf of Mark who is assisting the cust
-we understand that the cust will contact you once he is back from vacation
-however, we would like to know what part did you order for the veh
-may we have the part name and number
-did you receive Mark's email checking if you could provide the cust a loaner veh
-request for callback
-provide SR# and direct line

Ozzy/EmailT2/MNL/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 29, 2017 4:40 PM	SZJMHB	SZJMHB	Outbound Call Dealer	Received No Answer	Done	03/29/2017 16:47:03	Steve Zubezarreta (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Received No Answer

-ocrs was placed on hold for 6 mins and no one get back to address the call

Ozzy/EmailT2/MNL/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2017 4:59 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/31/2017 09:37:42	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/31/17
8-10am EST

AP:

*check for updates
*may want to reach out to dlr 1st prior to calling cust

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Mar 28, 2017 10:23 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/28/2017 10:24:27

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve	Keith Pierson Chevrolet	288728

RE: CAC No Response Escalation to DMA (2 days): 288728, Felix Sabates Chevrolet Cadillac, Whetstone, [redacted] 3GCUKREC9EG[redacted]

Comments

Hi Steve,

Greetings from Chevrolet! Please consider this as a confirmation that we have received your email. In addition, I have added the information you provided to service request[redacted]

The reason I was trying to reach out is because, I was able to speak with the customer and we do not know what part is being ordered for the customer. Also, the customer is checking to see if a loaner vehicle can be provided while the service is being done. The customer will be leaving and will be out of town and will not have access to email after Wednesday. I will need to follow up with the customer until all information has been communicated. Thank you for understanding.

If you have any questions, you can call me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Mark
Senior Advisor
Chevrolet Customer Assistance

[THREAD ID:8-1B1IU7X]

---Original Message---

From: szubizarreta@felixsabatescc.com
Sent: 3/27/2017 12:26:19 PM
To: <GMCACUpdate@gm.com>
Subject: [EXTERNAL] RE: CAC No Response Escalation to DMA (2 days): 288728, Felix Sabates Chevrolet Cadillac,[redacted] 3GCUKREC9EG[redacted]

I TEST DROVE VEHICLE WIT[redacted] AND WE WERE ABLE TO DUPLICATE CUSTOMERS CONCERN. PARTS WERE ORDERED AND CUSTOMER WAS CALLED TO SCHEDULE AN APPT TO REPAIR VEHICLE, HE WILL ADVISE ONCE HE IS BACK FROM VACATION SO PLEASE CLOSE THIS CASE

Steve Zubizarreta

Parts and Service Direct...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2017 9:44 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/28/2017 09:46:12	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to an advisor
=would like to speak with Steve pls
=ok thanks

Dlr sts:
=hes not available at the moment
=can i take a message
=ok thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2017 8:16 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/28/2017 09:06:38	check dlr Desk (305) 242-3524 Steve Zubezarreta

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to an advisor
=would like to speak with Steve pls
=thats ok, ill try again

Dlr sts:
=hes not in yet
=can i take a message

=ok thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 3:48 PM		QZXB4Y	Email - Inbound		Done	03/28/2017 10:24:18	[EXTERNAL] RE: CAC No Response Escalation to DMA (2 days): 288728, Felix Sabates Chevrolet Cadillac, Whetstone, [redacted] 3GCUKREC9EG [redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve		

Comments

I TEST DROVE VEHICLE WITH MR. [redacted] AND WE WERE ABLE TO DUPLICATE CUSTOMERS CONCERN. PARTS WERE ORDERED AND CUSTOMER WAS CALLED TO SCHEDULE AN APPT TO REPAIR VEHICLE, HE WILL ADVISE ONCE HE IS BACK FROM VACATION SO PLEASE CLOSE THIS CASE

Steve Zubizarreta
Parts and Service Director

Felix Sabates Chevrolet/ Cadillac
Desk 305-242-3524
Office 305-247-2121 x.4071
szubizarreta@felixsabatescc.com

---Original Message---
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Monday, March 27, 2017 11:22 AM
To: todd.yorlano@gm.com
Cc: szubizarreta@felixsabatescc.com
Subject: CAC No Response Escalation to DMA (2 days): 288728, Felix Sabates Chevrolet Cadillac, [redacted]
3GCUKREC9EG[redacted]

Email ID# A04CACT2ET (Do not delete/alter this line)

To: Todd Yorlando
CC: Steve Zubizarreta

I requested information from CEM Steve Zubizarreta, 2 business days ago, but I haven't received a response.

Information Requested: Updates about the test drive that happened with the customers vehicle towing a boat (or without one). i have called several times and left my contact information but, i have not heard anything from your end.

Would you please have the CEM contact me within 1 business day to provide the information I've requested?

- **SR#:** [redacted]
- **Involved Dealer: Felix Sabates Chevrolet Cadillac**
- **BAC: 28[redacted]**
- **Customer:** [redacted]
- **Vehicle: 2014 Chevrolet Silverado**
- **VIN: 3GCUKREC9EG[redacted]**

Thank ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 2:24 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	03/28/2017 09:43:52	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/28/17
8-10am EST

AP:

***check with dlr if they were able to test drive the truck with the cust**
***any issue with the tranny (with or without the boat)**
***thank dlr for the assistance**

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Mar 27, 2017 2:18 PM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/27/2017 14:23:40

Last Name	First Name	Account	BAC Code	check service (305) 247-2121
[redacted]				

Comments

Crs Sts:
=spoke to a lady advisor
=would like to speak to Steve
=provided direct contact info

Dlr sts:
=its the SVM himself that worked with the cust
=Steve and hes not available
=i forwarded you to his vm
=ill have him call you

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 11:50 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	03/28/2017 16:59:41	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

RESCHED, INSUFFICIENT TIME FRAME

Glenn|SME|EmailTier2|MNL|Lvl2
1-866-790-5700 ext 5920303

03/28/17
3-5pm EST

AP:

*adv cust after dlr contact

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 11:31 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/27/2017 11:49:27	follow up (954) 430-3005

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Cust Sts:
=they havent called me yet
=last thing they told me is that they will order some parts
=took veh and took the tech on a drive
=immediately found something with the veh
=several things were ordered
=exact same issue as i have what i pointed before
=worked with Omar and Steve
=expedite last week
=shoot me an email
=wont have any access once i leave on Weds
=if they can do it and give me a loaner id appreciatye that

Cust Sks:
=veh fix

Crs Sts:
=calling to follow up
=any updates
=thats good to hear
=let me check withthem and see whats going on
=i will make a note and follow up
=see whats going on
=will do so

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Mar 27, 2017 11:28 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/27/2017 11:31:03	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling to follow up
=would like to ask for updates
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 11:20 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/27/2017 11:21:34	CAC No Response Escalation to DMA (2 days): 288728, Felix Sabates Chevrolet Cadillac, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Slodowski	Todd		

Comments

Email ID# A04CACT2ET (Do not delete/alter this line)

To: Todd Yorlando
CC: Steve Zubizarreta

I requested information from CEM Steve Zubizarreta, 2 business days ago, but I haven't received a response.

Information Requested: Updates about the test drive that happened with the customers vehicle towing a boat (or without one). i have called several times and left my contact information but, i have not heard anything from your end.

Would you please have the CEM contact me within 1 business day to provide the information I've requested?

- SR#: [redacted]
- Involved Dealer: Felix Sabates Chevrolet Cadillac
- BAC: 288[redacted]
- Customer: [redacted]

- Vehicle: 2014 Chevrolet Silverado
- VIN: 3GCUKREC9EG[redacted]

Thank you,
Mark
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5910316

[SR:[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 11:16 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Left Message	Done	03/27/2017 11:19:29	reached service VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling with regards to a mutual cust
=checking to see if you were able to test drive with the cust towing a boat
=would like to sk for updates to properly work on cust case
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2017 9:01 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/24/2017 09:03:42	CAC Information Request (24 hr follow-up):[redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve		

Comments

Email ID# A03CACT2ET (Do not delete/alter this line)

To: Steve Zubizarreta
CC: Alex Diaz

I'm missing some information from you. Please reply within 1 business day.

Please provide: Updates about the test drive that happened with the customers vehicle towing a boat (or without one). i have called several times and left my contact information but, i have not heard anything from your end.

Customer: [redacted]
- Phone number:
[redacted]
- Customer's concern: The customer sent CAC an email concerning an ongoing issue with the transmission.

Vehicle: 2014 Chevrolet Silverado
- Current Mileage: 73400
- VIN: 3GCUKREC9EG[redacted]

SR#: [redacted]
Involved Dealer: Felix Sabates Chevrolet Cadillac
BAC: 28[redacted]

Thank you!
Mark
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5910316

[SR:[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2017 8:55 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/24/2017 09:05:02	check dlr (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to Maria
=would like to speak with CEM
=do you know how long will he be in that meeting
=provided direct contact info

Dlr sts:
=hes in meeting
=im not sure how long
=probably an hour
=i can have him call you
=ok thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:55 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/27/2017 11:28:04	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/27/17
10AM-12pm EST

AP:

*provide updates if any

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:54 PM	QZXB4Y	QZXB4Y	Scheduled Outbound		Done	03/24/2017 09:03:55	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Call Dlr Account	BAC Code
[redacted]	[redacted]		

Comments

03/24/17
8-10am EST

AP:

*check with dlr if they were able to test drive the truck with the cust
*any issue with the tranny (with or without the boat)
*thank dlr for the assistance

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:52 PM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Received No Answer	Done	03/23/2017 16:54:30	line rings [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=line kept ringing
=no options for VM in service

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:50 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/23/2017 16:50:41	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling to follow up
=would like to ask for updates to properly work on your case
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:48 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/23/2017 16:49:34	office (954) 430-3005

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=would like to speak with cust
=ok thanks, ill try his cell

Operator sts:
=he just stepped out
=ok no problem

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 4:46 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/23/2017 16:48:28	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling to follow up
=would like to ask for updates to properly work on your case
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 9:50 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/23/2017 10:53:26	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to Silvia (SA)
=calling to see about a mutual cust veh
=status on that
=provided cust info

Dlr sts:
=Robert is helping that cust
=hes with a cust now
=can itake your number and ill have him call you
=thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 22, 2017 4:56 PM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/22/2017 16:59:34	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to Maria (SA)
=checking to see veh status
=can I call you tomorrow
=thanks

Dlr sts:
=hold on sir
=its here
=still looking at it
=ok thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 3:00 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/23/2017 15:42:21	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/23/17
2-4pm EST

AP:

*provide updates if any

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 2:59 PM	QZXB4Y	QZXB4Y	Scheduled Outbound		Done	03/22/2017 16:56:25	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Call Dlr Account	BAC Code
[redacted]	[redacted]		

Comments

03/22/17
4-6pm EST

AP:

*check with dlr if they were able to test drive the truck with the cust
*any issue with the tranny (with or without the boat)
*thank dlr for the assistance

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 2:58 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr	Rescheduled - Rep	Done	03/20/2017 14:59:09	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

CANCELLED, incorrect date

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 2:52 PM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/20/2017 15:02:41	set up appt [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to Maria (SA)
=would like to set up an appt

=Weds either 9 or 10
=cust also needs to drive with cust with the boat and go to the Marina
=ok thanks

Dlr sts:
=got an opening for 930am
=pull into the service dept and look for Steve
=ok no problem

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 2:31 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/20/2017 15:06:26	follow up [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Cust Sts:
=im kinda up and arms what the next step is
=the transmission doesnt happen when towing
=theres a record on file including my last visit
=there was something wrong and the tech who didnt speak english agreed
=this is the 4th time ill be taking it in for the same problem
=went to dlr Jan of this year and they didnt write anything up, just got in the car and drove it
=Weds morninig aroun 9-10 and load my boat and take time off at work
=i appreciate your call

Cust Sks:
=veh fix

Crs Sts:
=calling to let you know i received your email and vm
=sorry i could not take the call
=im sorry wabout what happened before
=since it has been a while back, we need to start over
=we will need to have the veh diag and get the recall done
=Steve is already aware and hes the one who recommended to drive over to the Marina

=i will follow up with you on Thurs between 2-4pm EST

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 10:41 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/20/2017 10:43:14	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=would like to speak with Steve
=how long will he be gone
=ok ill try again
=thanks

Dlr sts:
=he actually just stepped out
=try in about 30 mins
=no problem

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 8:51 AM	QZXB4Y	QZXB4Y	Inbound Call Customer	Voice Mail Received	Done	03/20/2017 08:52:34	03/17/17

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

cust sts:

=this is [redacted] i called earlier

=regarding the 2014 Silverado pick up with the tranny issue
=been traveling for business in the past 2 weeks
=you can call me now at [redacted]

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 6:14 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/20/2017 12:53:34	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/02/17
12-2pm EST

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 6:13 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	03/20/2017 09:59:36	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/20/17
8-10am EST

AP:

***adv dlr to contact cust and provide the info that the cust need**

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 6:12 PM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/17/2017 18:13:14	Re: Thank you for contacting Chevrolet, Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Good day from the Chevrolet Customer Assistance Center. Please consider this as a confirmation that we have received your email. In addition, I have added the information you provided to service request [redacted]

I will schedule a call for you on Monday, March 20, 2017, between 11:00 a.m. and 1:00 p.m. Eastern Time. I will have the Service Manager Steve Zubezarreta contact you and provide you with the information you need.

If you prefer to contact us, simply call our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number. We are open Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

[THREAD ID:8-1ANQYOT]

---Original Message---

From: [redacted]
Sent: 3/17/2017 12:14:15 PM
To: "CustomerCare@Chevrolet.com" <CustomerCare@Chevrolet.com>
Subject: [EXTERNAL] Re: Thank you for contacting Chevrolet, Case number [redacted]

Mark / called you a couple times however receptionist has transferred me to your voicemail each time as you have been unavailable. I've been traveling the past couple weeks for business however I would like to address the issues with my 2014 Chevy Silv...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 2:18 PM	KZNC33	QZXB4Y	Notify CRM		Done	03/17/2017 18:08:32	email received
Last Name	First Name		Account		BAC Code		
[redacted]							

Comments
please see activity 8-1ANQYOT

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 2:18 PM	KZNC33	QZXB4Y	SR Opened		Done	03/17/2017 14:18:40	SR in Status of Closed has been Re-Opened by KZNC33
Last Name	First Name		Account		BAC Code		
[redacted]							

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2017 12:16 AM		QZXB4Y	Email - Inbound		Done	03/17/2017 18:13:10	[EXTERNAL] Re: Thank you for contacting Chevrolet, Case numbe[redacted]
Last Name	First Name		Account		BAC Code		
[redacted]							

Comments

Mark / called you a couple times however receptionist has transferred me to your voicemail each time as you have been unavailable. I've been traveling the past couple weeks for business however I would like to address the issues with my 2014 Chevy Silverado we've been discussing.
1. You mentioned that I've taken my truck to dealership and they've test driven it several times and cannot find the issue? I would like to understand the diagnosis performed in the past besides when I was with technician.
2. I am still waiting on an answer as to what the previous 3-4 visits entailed when I dropped my truck off for this exact same issue. You mentioned you would research previous work orders applicable to my vehicle.
3. The second to last time I was at dealership when I met with Andrew, after he got into my vehicle and immediately noticed an issue I was given a rental vehicle. I would like to know exactly what was done to my vehicle during that visit per the work order.
4. I have no issues meeting with technician at boat ramp with my boat in tow.
5. I also have had no reply as to how after 4 visits to the dealership where it was "fixed" each time, the current message to me was that there was / is nothing wrong where clearly Chevy had my vehicle for multiple days and addressed the issues while in the shop. I've not had a straight forward answer to basically being called a liar either.
6. I also want to know why during my last visit the current recalls were not addressed when c...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 7, 2017 4:45 PM	QZXB4Y	QZXB4Y	SR Closed - Pend Diag/Cust Act		Done	03/07/2017 16:45:47	Service Request has been Closed Pend Diag/Cust Act.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 7, 2017 4:44 PM	QZXB4Y	QZXB4Y	SR Summary	SR Closure Review	Done	03/07/2017 16:45:42	Tranny Concern

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer's Concern: cust sent email concerning an issue with the "tranny"

Resolution: called dlr and obtained info, called cust but no response. dlr next step is for cust to bring veh in, drive to Marina and tow the boat and make the concern duplicate as per dlr, no response from dlr after email and via phone call

Per VIN scan & GW Portal check (Cost Ast History), is any Dlr or Field GW pending/offered? No

- (if cost assistance, reimbursement, a CBGC plan, OLC, or CCL was offered) Provide the date the CEM or Field approved the offer: N/A

- (if TL, SPL or BPL GW approval was required) Provide the approval activity date: N/A

- (if Policy$ or GW was offered)
Did the customer accept the offer? N/A

- (if Policy$ or GW was offered)
-Was customer satisfied with the offer? N/A

- (if Policy$ or GW was offered)
-Provide all info required by the GW team to process the GW tool (i.e. D.O.B., MSRP): N/A

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2017 10:46 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Email	Email 5 Day Follow-up	Done	03/07/2017 16:43:22	waiting for cust response

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

THIS IS NOT AN SOCC, PLS DO NOT ADV CUST, THANK YOU!

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Mar 3, 2017 10:45 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/03/2017 10:45:49	RE: Thank you for contacting Chevrolet, Case number [redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							

Comments

Hi [redacted]

Greetings from Chevrolet! Please consider this as a confirmation that we have received your email. In addition, I have added the information you provided to service request [redacted]

About your transmission concern, I understand you have been to the service department a few times trying to figure out what is wrong with your vehicle. The service department could not find anything wrong after test driving the vehicle several times. The next recommendation is, we need to have the vehicle driven back to Marina with one of our technicians and, tow your boat (as the dealer does not have one) and show the technician what is happening.

If you need to clarify this information, simply call our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number. We are open Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

[THREAD ID:8-1A3Y497]

---Original Message---

From: [redacted]
Sent: [redacted]
To: "CustomerCare@Chevrolet.com" <CustomerCare@Chevrolet.com>
Subject: [EXTERNAL] RE: Thank you for contacting Chevrolet, Case number [redacted]

Mark - my apologies - I have had ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2017 9:55 AM	QZXB4Y	QZXB4Y	Inbound Call Customer	Voice Mail Received	Done	03/03/2017 09:57:08	03/02/17

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

cust sts:

=this is [redacted]
=returning your call
=number is [redacted]

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 5:15 PM		QZXB4Y	Email - Inbound		Done	03/03/2017 10:45:47	[EXTERNAL] RE: Thank you for contacting Chevrolet, Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Mark - my apologies - I have had clients in from out of the country and it's been tough past several days for me Sir. I tried calling back but was transferred to Voicemail after speaking to initial CSR. I leave the state tomorrow for business. Was there resolution between you and Sabada Chevy? Please advise.

[redacted]

[redacted]

--Original Message--
From: CustomerCare@Chevrolet.com [mailto:CustomerCare@Chevrolet.com]
Sent: Thursday, March 02, 2017 4:49 PM
To: [redacted]
Subject: Thank you for contacting Chevrolet, Case number [redacted]

Dea [redacted]

Good day from the Chevrolet Customer Assistance Center.

I tried to contact you twice using the telephone numbers we have on file which were [redacted] an [redacted]
However, I was only able to leave messages. As a reminder, for us to better assist you, we require the following information:

Daytime Number
Evening Number
Best time for contact

If you prefer to contact us for a more timely resolution, simply call our Chevrolet Customer Assista...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 4:49 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Email	Cancelled	Done	03/03/2017 09:55:12	waiting for cust response

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

CANCELLED, cust called and sent email

THIS IS NOT AN SOCC, PLS DO NOT ADV CUST, THANK YOU!

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 4:48 PM	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/02/2017 16:49:12	Thank you for contacting Chevrolet. Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Good day from the Chevrolet Customer Assistance Center.

I tried to contact you twice using the telephone numbers we have on file which wer[redacted]nd[redacted]
However, I was only able to leave messages. As a reminder, for us to better assist you, we require the following information:

Daytime Number
Evening Number
Best time for contact

If you prefer to contact us for a more timely resolution, simply call our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number. We are open Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 4:43 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/02/2017 16:44:56	[redacted]work

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Operator Sts:
=hes in a meeting right now

Crs Sts:
=would like to speask with cust
=thats ok ill try his cell
=thank you

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 4:42 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/02/2017 16:43:13	reached VM [redacted]cell

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling with regards to your email

=received a notification and we have received an update from service and wed like to provide you with info
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2017 4:40 PM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/02/2017 16:42:22	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling with regards to your email
=received a notification and we have received an update from service and wed like to provide you with info
=callback at your own convenient time
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2017 12:03 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/02/2017 12:58:10	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/02/17
12-2pm EST

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2017 12:01 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/01/2017 12:02:48	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling with regards to your email
=received a notification that you sent an email and you called
=got your vm also
=we have received an update from service and wed like to provide you with info
=callback at your own convenient time
=provided SR and contact info
=will call again tomorrow between 12-2pm EST

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2017 11:57 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/01/2017 12:01:01	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=calling with regards to your email
=received a notification that you sent an email and you called
=got your vm also
=we have received an update from service and wed like to provide you with info
=callback at your own convenient time
=provided SR and contact info
=will call again tomorrow between 12-2pm EST

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 1, 2017 10:59 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/01/2017 11:56:41	work number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=would like to speak with cust
=ok thanks

Operator sts:
=hes out in the field with somebody
=his cell number is [redacted]

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 28, 2017 5:04 PM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/01/2017 10:59:07	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

03/01/17
9-11am EST

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 27, 2017 5:44 PM	SZQ2MS	QZXB4Y	Notify CRM	Customer Called	Done	02/28/2017 16:01:26	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 27, 2017 5:43 PM	SZQ2MS	SZQ2MS	Inbound Call Customer	Complex Request	Done	02/27/2017 17:46:00	assisting only

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer calling back to speak to you.

Bryant/CACTier1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Feb 27, 2017 5:34 PM	GZX2Z6	QZXB4Y	Scheduled Outbound Call Cust	Cancelled	Done	02/28/2017 17:04:45	Call Cust

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

"not enough time frame"

Call Cust for follow up

2/28/20117
4pm-6pm
[redacted]

Mark Ivan | T2 Email | MNL | L2 | 5910451

****

Glenn|SME|EmailTier2|MNL|Lvl2
1-866-790-5700 ext 5920303

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 27, 2017 5:29 PM	GZX2Z6	GZX2Z6	Outbound Call Customer	Left Message	Done	02/27/2017 17:34:26	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

- SA Mark is working with the dealership Felix Sabates
- We will call you tomorrow to tell you the action plan
- Please call if you want to set the callback earlier
- 8667905600 ext 5910451 or SA Mark 5910316

Mark Ivan | T2 Email | MNL | L2 | 5910451

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 23, 2017 4:49 PM	SZJMHB	SZJMHB	Milestone	Action Plan Received	Done	02/23/2017 16:50:29	case update

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

The dealer would like to perform a test drive on the customer's vehicle while towing a boat. The dealer do not have a boat to tow, the customer has.

Ozzy/EmailT2/MNL/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 23, 2017 4:38 PM	SZJMHB	SZJMHB	Outbound Call Dealer	Made Contact	Done	02/23/2017 16:49:17	SVM Steve Zubezarreta (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Ob Spiel
crs
-calling about the case we have for the cust
-issue with the transmission
-we would like to know the issue and what you have done so far to address the issue

dlr
-i was not here by the time that the veh was here
-just started here
-it has been test driven many time
-we cannot duplicate the issue
-it is happening when he is towing a boat and backing out
-we can only duplicate it if we went to Marina and test drive the vehicle with a boat
-we do not have a boat here to tow

crs
-i understand
-but can you share what concern he is experiencing?

dlr

-im not sure
-it was handled by the previous manager
-they were not able to duplicate it
-cannot say the exact concern was
-no one can tell me
-but we need to have the veh test driven to marina towing a boat

crs
-ok, we will call the cust and gather more info about the case
-we will also relay your proposal
-will call you once the cust agreed to your proposal
-closing spiel

Ozzy/EmailT2/MNL/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 23, 2017 4:35 PM	SZJMHB	SZJMHB	Outbound Call Dealer	Received No Answer	Done	02/23/2017 16:38:19	SVM Steve (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Received No Answer

-cust requested for the SVM but the line got disconnected on the dlr's end

Ozzy/EmailT2/MNL/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 23, 2017 12:47 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	02/23/2017 12:53:11	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoketo Maria (SA)
=would like to speak with Steve
=he know more about the cust complaint
=provided direct contact info
=also, if you can have him check Andrews email, id appreciate it

Dlr sts:
=hes with a client right now
=may be i can help you with cust
=is there like a number he can call
=ok no problem

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 22, 2017 6:45 PM	GZX2Z6	GZX2Z6	Scheduled Outbound Call Cust	Follow-up Attempt	Done	02/27/2017 17:28:55	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

02/27/17
5-7pm EST

AP:

*adv cust after dlr contact
*veh needs to be driven towing a boat as per dlr
*dlr is willing to go with the cust and test drive but, the cust needs to have the boat

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 22, 2017 6:28 PM	GZX2Z6	GZX2Z6	Outbound	Made Contact	Done	02/23/2017 10:08:33	[redacted]

Last Name	First Name	Call Customer Account	BAC Code
[redacted]			

Comments

- what pissed me off is that he told me that there was no problem when I drop the vehicle
- my father took the vehicle down there
- It has been there for almost 3 times and it was my fourth last week
- They didn't have
- Andrew drove with my vehicle and he said there was issue
- I went last week - I was disappointed
- I wrote a detailed letter to Paul
- Met with the SVM and he was a nice guy
- Drove the vehicle with tech and said that there was nothing wrong with the vehicle
- Thursday or Friday - can drop off the vehicle

SA:

- apologized that Mark has sent an email with Andrew on the email
- I will be coordinating with the dealership regarding this
- we will have an action plan
- I would like to make sure that you stay with GM
- We appreciate your loyalty
- If I can't call you, I will have MArk
- Give us 1-2 business days

Mark Ivan | T2 Email | MNL | L2 |5910451

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 22, 2017 4:22 PM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	02/22/2017 16:24:21	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to an advisor

=would like to speak with Steve
=ok thanks

Dlr sts:
=hes out to lunch
=you can try again

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2017 12:29 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	02/22/2017 15:45:49	SOCC [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

02/22/17
2-4pm EST

AP:

*check if cust received any call or email
*discuss email
*refer back to dlr for diag and repair
*Andrew is no longer with dlr and new SVM is available rto address cust concern
*last record visit was back in Aug

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2017 12:28 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	02/21/2017 12:32:41	reached VM [redacted]

Last Name	First Name	Account	BAC Code

Whetstone	David		

Comments

crs sts:

=calling with regards to your email and vm
=would like to discuss this with you and point you to the right direction
=callback at your own convenient time
=will call again tomorrow between 2-4pm EST
=provided SR and contact info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2017 12:21 AM	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	02/21/2017 12:24:32	work number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=would like to speak with cust
=does he have a vm
=thank you, I have his email

Operator sts:
=he may have stepped out for lunch
=he doesnt have a vm
=you can send him an email
=ok thanks

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2017 12:18	QZXB4Y	QZXB4Y	Inbound	Voice Mail	Done	02/21/2017 12:20:17	cust called

AM			Call Customer	Received			
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
cust sts: =this is [redacted] =you you an email and you sent one back =call me at [redacted] and ask for [redacted] MArk/Email/T2/MNL/LvL2							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 21, 2017 9:20 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	02/21/2017 09:23:00	check dlr

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to Marla (SA)
=would like to speak with new SVM Steve
=calling about mutual cust
=lets start with, the last visit
=i understand
=i did send an email yesterday but have not had any response
=i will try again
=thank you for your time

Dlr sts:
=yeah Andrew is no longer wiht the company
=Steve is the new SVM
=he is off the rest of the day
=maybe i can help you with something
=i know the cust spoke to Steve and thats it, no write up or anything
=you can send an email using the email address of the previous SVM, he will get that
=ok no problem

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 20, 2017 10:49 AM	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	02/20/2017 12:24:55	check dlr [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Crs Sts:
=spoke to operator
=kept rerouting to operator
=VM is still saying Andrew
=who would be the new SVM
=thats ok, ill try again

Dlr sts:
=Andrew is no longer here as of Weds last week
=Steve Zubizarreta is the new SVM
=call went back here, they may be busy
=sorry

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 7:13 PM	QZXB4Y	QZXB4Y	Email - Outbound		Done	02/17/2017 19:14:32	RE: Thank you for contacting Chevrolet. Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Good day from the Chevrolet Customer Assistance Center. Please consider this as a confirmation that we have received your emails and the

voicemail that you left. I am sorry I could not take the call as I was out assisting another customer. In addition, I have added all the information you provided to service request [redacted]

Give me time to gather some details about your complaint and, I will schedule a call for you on Tuesday, February 21, 2017, between 10:00 a.m. and 12:00 p.m. Eastern Time to discuss your complaint further.

If you prefer to contact us, simply call our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number. We are open Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

[THREAD ID:8-19JJGC3]

---Original Message---

From [redacted]
Sent: 2/17/2017 09:26:37 AM
To: "CustomerCare@Chevrolet.com" <CustomerCare@Chevrolet.com>
Subject: [EXTERNAL] RE: Thank you for contacting Chevrolet, Case number [redacted]

Mark - I just left you a message. Please call me at your earliest convenience.

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Feb 17, 2017 2:22 PM	KZNC33	QZXB4Y	Notify CRM		Done	02/17/2017 19:11:44	email received
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
please see activity 8-19JJGC3							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 2:20 PM	PZLHN1	QZXB4Y	Notify CRM		Done	02/17/2017 19:11:47	****Assisting Only****
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Email Received Please see Email Inbound Activity #: 8-19JJG05 CARL/TIER1/EMAIL/MANILA							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:40 AM		QZXB4Y	Email - Inbound		Done	02/17/2017 19:12:26	[EXTERNAL] RE[redacted] Chevrolet Senior Advisor to contact you
[redacted]			Account		BAC Code		
Comments							
Paul - I just received this e-mail from Mark (BELOW) - I've just about lost all hope at this point - where is the attention to detail ? Was he not briefed about my situation? Did he not read any of my e-mail correspondence? This is getting extremely unprofessional. He's referring me to your best person - the exact person who has called my father and I liars about my truck - is this the way you treat your customers? I feel like I'm being treated like some ignorant consumer. I am a college educated professional and my current capacity is Director of Business Development for an aerospace company with global recognition and I'm responsible for handling service initiatives for the world's largest airlines and engine centers including the Unites States Air Force. I need to speak with someone that's going to take me seriously. This is unacceptable! I am							

literally in disbelief on how I am being treated in this situation.

Dea[redacted]

Thank you for contacting Chevrolet with regard to your 2014 Chevrolet Silverado.

Once more, we truly apologize for the inconvenience and certainly understand how this issue can be frustrating. I will be your Senior Advisor who will work together with the Customer Experience Manager at Felix Sabates Chevrolet Cadillac.

I will be sending your information to Andrew Anderson, who is the Customer Experience Manager at Capitol Chevrolet. They will be your main point of contact, and can be reached at (305) 247-2121. If at any point you ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:28 AM		QZXB4Y	Email - Inbound		Done	02/17/2017 19:14:25	[EXTERNAL] RE: Thank you for contacting Chevrolet. Case number[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Mark - I just left you a message. Please call me at your earliest convenience.

[redacted]

-—Original Message—
From: CustomerCare@Chevrolet.com [mailto:CustomerCare@Chevrolet.com]
Sent: Friday, February 17, 2017 9:18 AM
To: [redacted]
Subject: Thank you for contacting Chevrolet, Case number[redacted]

Dear [redacted]

Thank you for contacting Chevrolet with regard to your 2014 Chevrolet Silverado.

Once more, we truly apologize for the inconvenience and certainly understand how this issue can be frustrating. I will be your Senior Advisor who will work together with the Customer Experience Manager at Felix Sabates Chevrolet Cadillac.

I will be sending your information to Andrew Anderson, who is the Customer Experience Manager at Capitol Chevrolet. They will be your main point of contact, and can be reached at (305) 247-2121. If at any point you need assistance beyond working with the CE Manager, I can be reached at the number listed below, or emailed at Customercare@Chevrolet.com, (please reply with history to...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:23 AM		QZXB4Y	Email - Inbound		Done	02/17/2017 19:12:21	[EXTERNAL] RE: Thank you for contacting Chevrolet, Case number[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Mark - please do not send anything to Andrew Anderson as he is the person who I was dealing with at Felix Sabado Chevy in Homestead. He was the individual that has basically stated that my father and I are lying about the issues experienced with my vehicle. Please speak to Paul whom I have been discussing this situation with - you guys are losing a customer and quickly.

[redacted]

[redacted]

--Original Message--
From: CustomerCare@Chevrolet.com [mailto:CustomerCare@Chevrolet.com]
Sent: Friday, February 17, 2017 9:18 AM
To[redacted]
Subject: Thank you for contacting Chevrolet, Case number[redacted]

De[redacted]

Thank you for contacting Chevrolet with regard to your 2014 Chevrolet Silverado.

Once more, we truly apologize for the inconvenience and certainly understand how this issue can be frustrating. I will be your Senior Advisor who will work together with the Customer Experience Manager at Felix Sabates Chevrolet Cadillac.

I will be sending your information to Andrew Anderson, who is the Customer Experience Manager...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:20 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Initial Attempt	Done	02/21/2017 11:42:15	SOC[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
02/21/17
10am-12pm EST

AP:

*check if cust received any call or email
*what did dlr advise?
*determine AP upon cust interaction and dlr info

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:19 AM	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	02/20/2017 10:49:19	SOCD (305) 247-2121 Andrew Anderson

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

02/20/17
9-11am EST

AP:

*check if dlr contacted cust
*what did dlr adv cust before onm previous visit?
*thank dlr for assistance

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:18 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	02/17/2017 09:19:30	New Case Notification, CAC SR Data Share, & Action Plan Request: Whetstone, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Anderson	Andrew		

Comments

Email ID# A02CACT2ET (Do not delete/alter this line)

To: Andrew Anderson
Attachment: CAC SR Data Share (PDF)

Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8am-5pm EST.

Customer's concern: The customer sent CAC an email concerning an ongoing issue with the transmission. The customer sent a very long email stating the issues that he has had with the service department and the vehicle. The customer is seeking assistance in getting the transmission diagnosed and fixed properly.

I set these expectations with the customer: CAC advised customer that dealer CEM will make contact and discuss concern and complaint.

Customer: [redacted]
- Phone number: [redacted]
- Email: [redacted]

Vehicle: 2014 Chevrolet Silverado
- Current Mileage: 73400
- VIN: 3GCUKREC9EG[redacted]

SR#: [redacted]
Involved Dealer: Felix Sabates Chevrolet Cadillac
BAC: 288[redacted]

If you need anything from me, please let me know how I can help.

Thank you,
Mark
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600
Extension Number: 5910316

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:17 AM	QZXB4Y	QZXB4Y	Email - Outbound		Done	02/17/2017 09:18:00	Thank you for contacting Chevrolet. Case number [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Dear [redacted]

Thank you for contacting Chevrolet with regard to your 2014 Chevrolet Silverado.

Once more, we truly apologize for the inconvenience and certainly understand how this issue can be frustrating. I will be your Senior Advisor who will work together with the Customer Experience Manager at Felix Sabates Chevrolet Cadillac.

I will be sending your information to Andrew Anderson, who is the Customer Experience Manager at Capitol Chevrolet. They will be your main point of contact, and can be reached at (305) 247-2121. If at any point you need assistance beyond working with the CE Manager, I can be reached at the number listed below, or emailed at Customercare@Chevrolet.com, (please reply with history to this email for fastest response). Either the CE Manager or I will contact you with an update or resolution within the next 2 business days.

For your reference, the Service Request number assigned to your case is [redacted] Please refer to this number on any future correspondence about your case. If you need immediate attention, you may contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. You can also reach me directly at 1-866-790-5600 extension 5910316. I am in the office Monday to Friday, from 8:00 a.m. to 5:00 p.m. Eastern Time.

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer As...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:15 AM	QZXB4Y	QZXB4Y	SR Data Share		Done	02/17/2017 09:15:47	Tranny Concern

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

The customer sent CAC an email concerning an ongoing issue with the transmission. The customer sent a very long email stating the issues that he has had with the service department and the vehicle. The customer is seeking assistance in getting the transmission diagnosed and fixed properly.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:15 AM	QZXB4Y	QZXB4Y	Other		Done	02/17/2017 09:15:27	Research Activity:

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Research Activity:

-Identify and enumerate the concerns/reasons for contact:
*cust sent email concerning an issue with the tranny

-Resources checked:
*360 - 2014 Chevrolet Silverado - BNSR
*GWM
-Product Safety Recall 16007 Frontal Airbag And Pretensioner Non Deploy
-Product Safety Recall 15822
*GMA
- CAC Tier 2 General Handling DOC ID: GUIDE2867 VERSION: 42.0 CREATED: 09/13/2014 LAST MODIFIED: 01/16/2017

-BNTC/BTTC; -Alternate phone no.:
[redacted]
-other missing info you need:
*BNTC and BTTC
*mileage

-Action Plan:
*assume case from T1
*send email to dlr and cust
*create SOCC and SOCD
*determine AP upon dlr and cust interaction

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 9:15 AM	QZXB4Y	QZXB4Y	VIN Scan		Done	02/17/2017 09:15:14	VIN SCAN 360 & GWM

Last Name	First Name	Account	BAC Code

[redacted]

Comments

VIN SCAN 360 & GWM

Warranty:
-Powertrain Limited Warranty 03/21/2019 100,016 MI
-Corrosion Limited Warranty 03/21/2020 100,016 MI
-Emission Select Component Ltd Wty 03/21/2022 80,016 MI

RC/SC:
-Product Safety Recall 16007 Frontal Airbag And Pretensioner Non Deploy
-Product Safety Recall 15822

SRs:
-None

Ownership:
-2014 Chevrolet Silverado - BNSR

MArk/Email/T2/MNL/LvL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2017 8:41 AM	QZXB4Y	QZXB4Y	Ownership Changed		Done	02/17/2017 08:41:34	Service Request Ownership has changed FROM: CZ6DGK TO: QZXB4Y

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 15, 2017 3:55 PM	CZ6DGK	QZXB4Y	Notify CRM		Done	02/17/2017 08:41:52	Tier 2 Escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 15, 2017 3:54 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/15/2017 15:55:21	[redacted] Chevrolet Senior Advisor to contact you

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Email ID# TEM006CAC (Do not delete/alter this line)

==========

Dear [redacted]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to write us with regard to the transmission problem on your 2014 Chevrolet Silverado.

Please accept my apologies on behalf of Chevrolet for any inconvenience this matter has caused you. Due to your concern one of our Chevrolet Senior Advisors will be contacting you within one business day.

For your reference, the Service Request number assigned to your case is [redacted] Please refer to this number on any future correspondence about your case.

If you prefer to expedite the handling of your concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Chevrolet.

Paul
Chevrolet Customer Assistance

[SR: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 15, 2017 3:47 PM	CZ6DGK	CZ6DGK	Outbound Call Dealer	Made Contact	Done	02/15/2017 15:50:51	Felix Sabates Chevrolet Cadillac (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

* spoke with Maria Lozada - service appointment

CRS:

- introduced self
- ob spiel
- calling to see service history
- gave customer's name and YMM per dlr's request

Dlr:

- August 10, 2016
- this is a check engine light concern

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2017 8:15 PM	CZ6DGK	CZ6DGK	Scheduled Outbound Call Dlr		Done	02/15/2017 15:50:43	call dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

AP:

- check last service history (latest visit)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2017 8:15 PM	CZ6DGK	CZ6DGK	SR Summary	T1 to T2 Overview	Done	02/15/2017 15:54:32	Reasons for Senior Advisor Transfer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Issue: Vehicle AND dealer issue

• transmission repeat issue
- complaint for dealer's lack of service

Diagnosis:

- customer went to the dealer Feb 13th (spoke with CEM) and they just did a 5min test drive and determined that the customer should have selected the 4WD option when pulling trailer because the vehicle is not sensing that it is in rev

Customer's Request:

- just fix my vehicle

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 14, 2017 8:15 PM	CZ6DGK	CZ6DGK	SR Opened		Done	02/14/2017 20:15:32	SR in Status of Closed has been Re-Opened by CZ6DGK

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Feb 14, 2017 2:49 PM		CZ6DGK	Email - Inbound		Done	02/14/2017 20:15:35	[EXTERNAL] RE: RE: Thank you for contacting Chevrolet, SR#[redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Paul - I went to Chevy yesterday and I've taken a day to think and calm down a bit because to be honest I am to the point where I've lost all patience and faith with my local dealership. I need to communicate with someone in a leadership capacity about this situation and I need to do so immediately. I have had a very busy week with work however I've stopped for a second to once again address my visit and comment on a couple observations from what I experienced. Nonetheless; and I say this with the utmost respect, the new person is in over his head and absolutely not experienced enough to handle my situation and unfortunately from what I have seen, probably his new role. I do not understand how I am going over the things below as this is your vertical - you guys should be the experts - everything that I am addressing should be addressed to me and not the other way around? After going back and forth which has been an ordeal in itself to say the very least, when I got there yesterday, Santos seemed overwhelmed already and it was 9:00 am. 1. Santos and I went over my previous history and I still could not receive a clear and definitive answer as to exactly what transmission issues where handled with all of my previous visits. I was told again that Andrew did say that there was nothing wrong with my vehicle - not at any time I was there with my vehicle. This I expect to be escalated to the very top of leadership with Chevy because I will not stand idle on this statement ...							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 6:14 PM	CZ6DGK	CZ6DGK	SR Closed - Pend Diag/Cust Act		Done	02/09/2017 18:14:47	Service Request has been Closed Pend Diag/Cust Act.
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 6:12 PM	CZ6DGK	CZ6DGK	SR Summary	SR Closure Review	Done	02/09/2017 18:14:27	FOR CLOSURE Pend Diag
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted] [redacted]

Comments

REASON/S FOR CONTACT:

transmission repeat concern / seeking repair assistance

RESOLUTION:

*** advised customer to notify CAC once the vehicle is at the dealer**

REASON FOR CLOSING:

Pend Diag

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 6:12 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/09/2017 18:12:22	Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Thank you for your very quick response.

We understand that our dealerships are our front liners in representing our brand. Although most of the feedback that we receive from Chevrolet owners is extremely positive, it is important for us to hear about situations like yours, where a Chevrolet dealer did not live up to the high expectations that we have set. Still, thank you for taking our recommendation to take the vehicle to the dealer. Please notify us at 1-800-222-1020 once the vehicle is at the dealership in order for us to assist you further.

For your reference, the Service Request number assigned to your case is [redacted] **Please refer to this number on any future correspondence about your case.**

In the meantime, if you should need assistance on other matters please send us another email or call the Chevrolet Customer Assistance Center at 1-800-222-1020. Our hours of operation are from 8:00 A.M. to 9:00 P.M. EST, Mondays through Saturdays.

Again, thank you for contacting Chevrolet.

Paul
Chevrolet Customer Assistance

[SR: [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 2:56 PM		CZ6DGK	Email - Inbound		Done	02/09/2017 18:12:25	[EXTERNAL] RE: RE: Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Paul,

I just got off the phone with Felix Sabado in Homestead, FL. And I will be dropping my vehicle off on Monday. I am not sure if Mr. Anderson's e-mail address still works however i am currently at a loss for words of what I was just told. Mr. Anderson told the office staff that he personally got into my vehicle and basically is calling me a liar and that there was never an issue regarding my transmission. This is after I literally stood right in front of him as he got into my vehicle with other Chevy personnel standing there. I do not think I have ever in my life experienced a situation like this especially with someone who "was" in a management capacity with one of the world's largest automobile manufacturers. My file has the exact date I was there in August 2016 and I am 1000% certain that everything is on camera being filmed which will prove exactly what happened. Furthermore, my father actually even dropped my vehicle off at one point because I was traveling out of state when this situation occurred previously to August 2016 and he barely got my vehicle there.

I will be going there Monday and I am looking forward to communicating with whomever is handling this in person as well as any technicians that have previously worked on my vehicle so I can see what they have to say while I am there. I can tell you that loosing someone from your organization like Andrew will prove only positive as you do not want anyone associated with a brand like Chevy that is unpro...

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type			
Feb 9, 2017 2:17 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/09/2017 14:17:07

RE: [EXTERNAL] RE: Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Thank you for responding promptly.

We are pleased to know that Ms. Casas successfully contacted you about your 2014 Chevrolet Silverado's transmission problem. Please notify us if you have been or have not been contacted today so we can follow-up with her. We will do the best that we can to assist you.

For your reference, the Service Request number assigned to your case is [redacted] Please refer to this number on any future correspondence about your case.

If you should need further assistance in the future, please send us an email or call the Chevrolet Customer Assistance Center at 1-800-222-1020. Our hours of operation are from 8:00 A.M. to 9:00 P.M. EST, Mondays through Saturdays.

Again, thank you for contacting Chevrolet.

Paul
Chevrolet Customer Assistance

[SR [redacted]

[THREAD ID:8-1970OVV]

---Original Message---

From: [redacted]
Sent: 2/9/2017 10:31:05 AM
To: "cac@chevrolet.com" <cac@chevrolet.com>

Subject: [EXTERNAL] RE: Thank you for contacting Chevrolet, SR# [redacted]

Thank you again Paul an di will definitely keep an open dialogue with you Sir, I truly appreciate your assistance, I spoke with Adya yesterday regarding dropping my vehicle off in the afternoon and she mentioned that they did not have an available loaner vehicle for Wednesday February 8th, I am scheduled to speak with her again at some point today.

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2017 10:51 AM		CZ6DGK	Email - Inbound		Done	02/09/2017 14:17:05	[EXTERNAL] RE: Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Thank you again Paul an di will definitely keep an open dialogue with you Sir, I truly appreciate your assistance, I spoke with Adya yesterday regarding dropping my vehicle off in the afternoon and she mentioned that they did not have an available loaner vehicle for Wednesday February 8th, I am scheduled to speak with her again at some point today.

[redacted]

-—Original Message—
From: cac@chevrolet.com [mailto:cac@chevrolet.com]
Sent: Wednesday, February 08, 2017 4:32 PM
To: [redacted]
Subject: Thank you for contacting Chevrolet, SR# [redacted]

Dear [redacted]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to inform us about the transmission issue on your 2014 Chevrolet Silverado. We would like to provide you an update on our investigation.

We have recently contacted Felix Sabates Chevrolet Cadillac and we have shared the issue you are currently having with Adya Casas, the Warranty Administrator. She told us that she will contact you today to discuss the...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 4:32 PM	CZ6DGK	CZ6DGK	Scheduled Follow-up		Done	02/09/2017 18:12:27	waiting for customer's response thru email

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 4:31 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/08/2017 16:32:01	Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Dear [redacted]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to inform us about the

transmission issue on your 2014 Chevrolet Silverado. We would like to provide you an update on our investigation.

We have recently contacted Felix Sabates Chevrolet Cadillac and we have shared the issue you are currently having with Adya Casas, the Warranty Administrator. She told us that she will contact you today to discuss the situation. Please continue working with the dealership about your case. Also, kindly update us once the vehicle is at the dealership in order for us to determine next action. Thank you for your patience and understanding.

For your reference, the Service Request number assigned to your case is [redacted] Please refer to this number on any future correspondence about your case.

If you should need further assistance in the future, please send us an email or call the Chevrolet Customer Assistance Center at 1-800-222-1020. Our hours of operation are from 8:00 A.M. to 9:00 P.M. EST, Mondays through Saturdays.

Again, thank you for contacting Chevrolet.

Paul
Chevrolet Customer Assistance

[SR [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 4:01 PM	CZ6DGK	CZ6DGK	Outbound Call Dealer	Made Contact	Done	02/08/2017 16:17:15	Felix Sabates Chevrolet Cadillac (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

* spoke with Adya Casas (acasas@felixsabatescc.com) - Warranty Administrator

CRS:

- introduced self
- ob spiel
- calling about Mr. Anderson's previous customer, he's having constant conversations with him about repeat transmission problems

- gave last 8 of VIN
- I see; I should convince the customer to go there
- also, would you be able to cover rental? it should be a truck
- can you call the customer?

DLR:

- well, I do see here that he only went here one time for an actual repair; the rest are oil changes and recalls
- we're out of loaners
- we have no issues providing and making arrangement if you guys will cover the rental, I know you guys only cover 38/day and trucks will be on a higher rate

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:31 PM	CZ6DGK	CZ6DGK	Scheduled Outbound Call Dlr		Done	02/08/2017 16:01:19	call dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

AP:

- look for CEM and explain issue of repeat transmission concern
- ask if a loaner can be given "Truck"

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:26 PM	CZ6DGK	CZ6DGK	Outbound Call Dealer	Received No Answer	Done	02/08/2017 13:31:40	Felix Sabates Chevrolet Cadillac (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

* routed to Andrew Anderson's (CEM) voicemail; did not leave a message

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:08 PM	CZ6DGK	CZ6DGK	Outbound Call Customer	Made Contact	Done	02/08/2017 13:24:13	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

CRS:

- introduced self
- ob spiel
- calling about your 2014 Chevrolet Silverado
- thank you for giving me the information on the email
- based on the info I got, we would need to have the vehicle checked again
- this time, we will monitor your case
- thank you for bringing this to our attention
- I can ask the dealer if they can give you a truck
- please keep the SR# number

Cust:

- the problem is I cannot be without a truck
- I am in the process of remodeling my father's kitchen sink
- I would need a truck for a loaner
- the last time they gave me was a small car
- you know, this is the 5th time I am having this problem so I don't know what to do
- I am loyal with Chevrolet, I switched from Ford
- I would like to have this resolved

- if I can drop the vehicle today, I will drop it this afternoon
- if not, tomorrow morning would be nice
- I will just drop it off because I am busy

- we will just exchange emails then if I need to call you, we will arrange it

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:07 PM	CZ6DGK	CZ6DGK	Outbound Call Customer	Received No Answer	Done	02/08/2017 13:08:06	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

* VM is not yet set-up

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 1:02 PM	CZ6DGK	CZ6DGK	Outbound Call Dealer	Made Contact	Done	02/08/2017 13:07:34	Felix Sabates Chevrolet Cadillac (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

* spoke with Paul Saiz - Service Advisors

CRS:

- introduced self
- ob spiel
- checking service history on this vehicle
- gave last 8 of VIN

Dlr:

- the last time was 08/10/2016
- one of them is for the differential
- one of them is for the check engine light
- the other one was for transfer case
- RO#[redacted]
- mileage was 63253

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2017 9:00 AM		CZ6DGK	Email - Inbound		Done	02/08/2017 13:07:33	[EXTERNAL] RE: Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Good Morning. Thank you for your prompt reply and opening up dialogue as quickly as you have Paul.

VIN # - 3GCUKREC9EG[redacted]
Mileage - 73,400
The last visit which was my fourth time brining my vehicle in for this issue was approximately 5-6 months ago +/-. I do not have specific dates however the Homestead, FL. Felix Sabado Dealership will have my file to its entirety.

I look forward to communicatign with you soon and resolving this matter promptly. I am now at the point where I want to pursue the Lemon Law after the 5th reoccurrence because my safety will not be jeoporadized.

[redacted]

---Original Message---
From: cac@chevrolet.com [mailto:cac@chevrolet.com]
Sent: Tuesday, February 07, 2017 7:00 PM
To: [redacted]
Subject: Thank you for contacting Chevrolet, SR# [redacted]

Email ID# TEM003CAC (Do not delete/alter this line)

==========

Dear [redacted]

Thank you for your prompt response.

We would like to thank you for letting us know about the transmission problem of...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 7:00 PM	CZ6DGK	CZ6DGK	Scheduled Outbound Email	Cancelled	Done	02/08/2017 12:54:55	Reason for cancellation: customer replied Waiting for customer's response

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 6:59 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/07/2017 19:00:05	Thank you for contacting Chevrolet, SR# [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Email ID# TEM003CAC (Do not delete/alter this line)

==========

Dear [redacted]

Thank you for your prompt response.

We would like to thank you for letting us know about the transmission problem of your 2014 Chevrolet Silverado. We know that you do not expect things like this to arise in the early life of your vehicle. We will do the best that we can to assist you.

In order for us to assist you better, please reply with the following information:

What is the Vehicle Identification Number of the Silverado?
What is the Current Mileage of the vehicle?
When was your last visit with Felix Sabates Chevrolet-Cadillac?

For your reference, the Service Request number assigned to your case is [redacted] Please refer to this number on any future correspondence about your case.

If you prefer to expedite the handling of your concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact Chevrolet.

Paul
Chevrolet Customer Assistance

[SR:[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 4:11 PM		CZ6DGK	Email - Inbound		Done	02/07/2017 18:54:30	[EXTERNAL] RE[redacted] General Motors Request for additional information

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Paul - this is my first ever complaint but I have reached a point of frustration especially since I have been more than patient and understanding with my situation. However I now feel that as a customer, my needs are not being addressed even after potential safety concerns were

addressed. I am attaching below correspondence that I have shared with my local Chevy Dealership so you can be caught up to speed with situation.

[redacted]

Best Time to be contacted are business Hours - EST
14' Chevy Silverado Transmission reoccurring issue - this will be the fifth time I will be bringing it in for repair.
16790 SW 283 Street Homestead, FL. 33030

E-MAIL FROM CHEVY DEALERSHIP IN HOMESTEAD, FL. - FOLLOW CORRESPONDENCE BELOW.

I have to be honest Andrew – I should have moved forward with legal action after the third time but was promised I wouldn't have any more issues. I was being the nice guy and gave you the benefit of the doubt. Now I'm being pushed aside to the next new guy which is like three "new" guys in the past couple of years and you're telling me "he's a good guy and can help me for sure". Unbelievable… I am in the process of forwarding all of my details and e-mails to Chevy Corporate that I've received from the Chevy Homestead facility. I will also be driving to Chevy in Homestead tomorrow – someone there better make me a priority because I've had enough of the BS.

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 3:58 PM	CZ6DGK	CZ6DGK	Scheduled Outbound Email	Cancelled	Done	02/07/2017 18:54:27	Waiting for customer's response

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
To Assisting Tier 1:

THIS IS NOT A SCHEDULED CALLBACK!
Please assist the customer once they call for help.

PAUL || Email || MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 3:54 PM	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/07/2017 15:58:09	[redacted]General Motors Request for additional information

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Email ID# TEM003CAC (Do not delete/alter this line)

==========

Dear [redacted]

Thank you for contacting the General Motors Customer Assistance Center. We appreciate the time you have taken to write us with regard to your complaint against GM. We understand your disappointment about the issue.

In order to assist you better, we will need some additional information. Please contact us through email using the 'Reply with History' option to ensure that we have all the details needed for any follow-up. Please provide the following information:

Daytime and Evening Number
Best time for contact
Nature of Concern
Mailing Address
Vehicle Identification Number (if applicable)
Current Mileage (if applicable)
Involved Dealer (if applicable)
Last Date of Dealer Contact for this concern (if applicable)

For your reference, the Service Request number assigned to your case is [redacted] **Please refer to this number on any future correspondence about your case.**

If you prefer to expedite the handling of your concern, please contact the General Motors Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST.

Thank you again for taking the time to contact General Motors.

Paul
General Motors Customer Assistance

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 3:50 PM	CZ6DGK	CZ6DGK	Other		Done	02/08/2017 12:55:35	Checklist

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

AVAILABLE INFORMATION
Activity #: 8-191SV2I

Customer's Name: [redacted]
Mailing Address:
Phone Number: [redacted]
Email: [redacted]
VIN: 3GCUKREC9EG[redacted]
Model Year: 2014 Chevrolet Silverado
Mileage: 73400
Dealer: 288[redacted]
Pref Cont: Email
Last Dlr Visit:

****

[SUMMARY OF CONCERN]

- customer would like to have an email address to file a complaint against Chevrolet corporate

[CUSTOMER SEEKS]

- GM complaint general

****

Resource/s: Tier 1 Handling | GUIDE2808
Template/s: More Info

Action Plan:

- ask for more information

_____

PAUL | Tier 1 | MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 7, 2017 10:49 AM		CZ6DGK	Email - Inbound		Done	02/07/2017 15:50:45	US_CHEVROLET_EN Other Comments

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Name [redacted]
Email Address: [redacted]
Address:
Phone numbers: [redacted]
Comments: prefe[illegible] Email, customer comments=I would like an e-mail address of someone I can file an official complaint with at CHEVY Corporate.

Confidential Comments

UCC Information

UCC Code	Description	Symptom
K30	Transmission - Automatic	No Symptom Indicated

Service Request Detail

SR No.	[redacted]	Ref No.			Cost Ast.			BRC Type	N/A
Account	Keith Pierson Chevrolet	Site/BAC	28[redacted]		GW SubType			Business Unit	TAC US
Address	30501 S. DIXIE HWY				Approval	Not Initiated		Area	Engine
City	HOMESTEAD	Zip	33030-5012	State FL	UCC			Sub-Area	Gas - Controls / Driveability
Last Name	[redacted]	First Name	[redacted]		Involved Dlr			Safety	No
Daytime #	[redacted]	Evening #			Source	Phone		Updated	08/27/2016 03:29:40
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	63253		Priority	Consultant	License # CHEVROLET	Owner	MZJ012
Model	Silverado	Model Year	2014		Status	Closed		Opened	Aug 11, 2016 10:24 AM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00		Sub Status	System Auto Close		Closed	Aug 27, 2016 3:29 AM
Cust Concern	ses								
Customer Description	P0138 P0158								

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2016 3:29 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	08/27/2016 03:29:40	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2016 10:39 AM	MZJ012	MZJ012	TAC Inbound Call	Diagnostics	Done	08/11/2016 10:40:17	.

Last Name	First Name	Account	BAC Code
[redacted]		Keith Pierson Chevrolet	288[redacted]

Comments

Caller's Name & Position
Robbie Frederick – tech
Customer Concern:
ses
_1__ Times In
_1__ Days Down

_n__ Aftermarket accessories or modifications?
Caller states -
Robbie states there are codes p0138 and p0158 stored,
He states he followed the diagnostic chart with no issues noted,
He called for similar cases and recommendations.
Advised caller -
Researched information provided by dealer.
Dealer to monitor for higher than expected o2 values per related cases.
Reviewed cases for ECM replacement.
Dealer to inspect o2 sensor wiring and ECM.

Confidential Comments

UCC Information

UCC Code	Description	Symptom

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.		BRC Type	N/A
Account	Southern Automotive Dealer Group Corp	Site/BAC	257[redacted]	GW SubType		Business Unit	TAC US
Address				Approval	Not Initiated	Area	Body and Accessories
City		Zip	State	UCC		Sub-Area	Instrument Panel / Display
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	No
Daytime #	[redacted]	Evening #		Source	Phone	Updated	09/20/2014 03:11:30
Serial/VIN #	3GCUKREC9EG[redacted]	Mileage	12465	Priority	Consultant License # CHEVROLET	Owner	PZZ7S4
Model	Silverado	Model Year	2014	Status	Closed	Opened	Sep 4, 2014 4:54 PM
Make	Chevrolet	Warranty Start	03/21/2014 00:00:00	Sub Status	System Auto Close	Closed	Sep 20, 2014 3:11 AM
Cust Concern	IPC inop during 14126b						
Customer Description	IPC INOP DURING 14126B						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 20, 2014 3:11 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	09/20/2014 03:11:30	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
[redacted]		Southern Automotive Dealer Group Corp	257[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2014 5:16 PM	WILSONB1	PZZ7S4	TAC Inbound Call	Diagnostics	Done	09/04/2014 17:17:05	.

Last Name	First Name	Account	BAC Code
[redacted]		Southern Automotive Dealer Group Corp	257[redacted]

Comments

_1_ Number of times in for the same concern?
_1_ Number of days down as provided by the caller?
_n_ Does the vehicle have any aftermarket accessories or modifications?
_y_ Has customer concern been duplicated?
_y _ Have any SI documents been utilized? 14126B
_n__ Keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

y Is the vehicle currently at the Dealer?
_n _ Is the vehicle a Stock unit?
_n__ If it was a customer's vehicle, was it towed In?
_n__ Does the vehicle belong to a rental company?

Caller's Name (First Name, Last Name & Position):
[redacted] – Shop Foreman

Customer Concern:
IPC inoperative during 14126b programming

Dealer Comments/Diagnosis (DTC's, What's Been Done):
Dealer is programming IPC per 14126B
Dealer states during SPS programming the procedure failed and IPC is now inoperative, no communication, Dealer power cycled vehicle and restarted programming and programming failed again – calling for any information

TAC Recommendations:
advised dealer to perform 15 minute vehicle power cycle and restart programming using 'Re[place and Program' - If IPC programming fails, call TAC with IPC P/N for further assistance/authorization

Confidential Comments

UCC Information

UCC Code	Description	Symptom

End of Report

PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Thursday, October 12, 2017 12:34 PM
To: Todd Yorlano
Subject: BRC-Legal Notification of Resolution [redacted]

Service Request: [redacted]
Customer Last Name [redacted]
Involved Dealership: Keith Pierson Chevrolet, 288728, Homestead, FL
Dealership Contact: Rey Padron
VIN: 3GCUKREC9EG[redacted]
Vehicle: 2014 Chevrolet Silverado
Mileage: 80,233

Dear Todd,

This email is being sent to notify you of the resolution of the above referenced legal matter. After review of the Customer's concerns, no offer was made, a letter of denial was sent to plaintiff's counsel, and the file is being closed.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions or concerns, I may be reached at the phone number provided below.

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, September 22, 2017 12:37 PM
To: Joe Chan; Todd Yorlano; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)
Subject: RE: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for [redacted] VIN: 3GCUKREC9EG[redacted]

Tracking:

Recipient	Read
Joe Chan	Read: 9/22/2017 12:41 PM
Todd Yorlano	Read: 9/22/2017 12:39 PM
Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)	

Hello Joe,

Would you like to go ahead and cancel the rescheduled FRA we have set for 9/26?

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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From: Joe Chan
Sent: Thursday, September 21, 2017 7:03 AM
To: Todd Yorlano; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for [redacted] VIN: 3GCUKREC9EG[redacted]

Monica,

Here is the FRA closing note for this vehicle, feel free to contact me if you have any questions.

Condition: customer with multiple concerns and this is a FRA.

1 Defective engine
2 Defective transmission
3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector
4 Defective rear differential
5 Illumination of the check engine
6 Illumination of service 4 wheel drive message
7 A lack of power in the engine
8 Failure of the remote start on key fob
9 Difficulty with normal operation while in auto 4x4
10 Defective tires as evidenced by the right rear tire locking up while driving
11 Defective brakes as evidenced by the difficulty braking
12 A leak in the brake booster
13 A replaced pinion and ring gear
14 And all additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

Correction: FSE on site to inspect this vehicle for the above concerns, prior to connecting vehicle scan tool, found customer have a INSURANCE MONITOR DEVICE connected to the Data link connector, remove device and connected scan tool, no trouble code was found in Engine control module, Transfer case control module, Transmission control module, but did found some low voltage trouble code in power steering control, radio control and HVAC. Inspected vehicle for leaks and none found, road test vehicle with technician for 60 minutes and 23 miles, test drove vehicle under different maneuver and road condition, unable to duplicate any of the customer concerns.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Friday, September 01, 2017 8:07 AM
To: Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com) <rpadron@keithpiersonchevrolet.com>; Fabian Villarreal <fvillarreal@keithpiersonchevrolet.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for Whetstone [redacted] VIN: 3GCUKREC9EG[redacted]

Monica,

Schedule the customer for Thursday 9/14/17. If the customer requires courtesy transportation they may pick it up the day before if they need to. Send all communications to Rey Padron - Keith Pierson Chevrolet Cadillac rpadron@keithpiersonchevrolet.com Fabian is out on a leave of absence.

Rey,

Please have courtesy transportation available for the customer either Thursday 9/14/17 or the day before. Joe Chan will be out to inspect the vehicle.

Please respond back that you received this email so I know you are in the saddle now.

1 Defective engine

2 Defective transmission

3 Defective electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector

4 Defective rear differential

5 Illumination of the check engine

6 Illumination of service 4 wheel drive message

7 A lack of power in the engine

8 Failure of the remote start on key fob

9 Difficulty with normal operation while in auto 4x4

10 Defective tires as evidenced by the right rear tire locking up while driving

11 Defective brakes as evidenced by the difficulty braking

12 A leak in the brake booster

13 A replaced pinion and ring gear

14 And all additional complaints made by our dient, whether or not they are contained in your company's records or on any dealer repair orders.

TY

From: Monica1 Vara1 (C)
Sent: Tuesday, August 29, 2017 3:11 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Cc: Wes M. Preece <wes.m.preece@gm.com>
Subject: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Joe Bowman Chevrolet-Cadillac, 113700, Harrisonburg, VA; Keith Pierson Chevrolet, 288728, Homestead, FL
Dealership Contact: Jamie Burton; Fabian V.
SR# [redacted]
VIN: 3GCUKREC9EG[redacted]
Vehicle: 2014 Chevrolet Silverado

Mileage: 79,.338
TAC Case: [redacted] and [redacted]
TAC Case Open Date: 09/04/14; 08/11/16 and 07/05/17

Dear Shaun Finney and Todd Yorlano,

This email is being sent to notify you of a NISM with an FRA request in your district. The related FRA per the **Demand Letter** was received on **8/28/2017** and is attached for your reference. The Technical Assistance Center **has** been involved [redacted] and [redacted]. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: **09/07/2017**

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Below is a summary of the Customer's vehicle complaint:

Per Demand letter there has been defective engine, transmission and/or electrical system issues as well as defective tires, and brakes.

Please reply to this email indicating:

1) A date when you (or your designee - provide name) are available to participate in the repair appointment at Keith Pierson Chevrolet 30501 S. Federal HWY Homestead, FL 33030
2) If you will dispatch a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you have requested. I may need to reach back out to offer a new date if the Attorney/Customer requests a postponement or delay.

In addition to scheduling the Final Repair Attempt, I will also need to know what level of involvement you would like as we resolve this NISM. Please choose from the following options:

A) I am not aware of this vehicle or customer's concerns, and have no additional information to provide. However, I am interested in the outcome of this matter and would like to be contacted about the settlement offers.
B) I am not aware of this vehicle or customer's concerns, and have no additional information to provide. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.
C) I have information on this case that may assist in your review (please provide in your reply).

It is important that whichever selection is made, **you should not communicate directly with the customer as we are required to work through their attorney.**

for your attention to this repair attempt request, and I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Thursday, September 14, 2017 7:33 AM
To: 'Brent Wikgren'
Cc: 'Maria Maglio'; Bah'Jae Davis; 'Natali Gerani'
Subject: RE: RESCHEDULE -Whetstone/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted] -[redacted] v. General Motors LLC

Good Morning Brent,

Per your request the rescheduled date for your above client's FRA is set for Tuesday, September 26th at 9 am Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 25th. **Please confirm as soon as possible.**

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
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From: Maria Maglio [mailto:mmaglio@consumerlawcenter.com]
Sent: Wednesday, September 13, 2017 11:02 AM
To: Bah'Jae Davis; Monica1 Vara1 (C)
Subject: [EXTERNAL] RESCHEDULE -[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] -[redacted] v. General Motors LLC
Importance: High

Hello,
We will need to reschedule final repair due to the Hurricane situation. Please confirm and send us new dates at your earliest convenience.

Thank you!

Maria Maglio
Paralegal/Legal assistant
Krohn & Moss, Ltd.
10 N. Dearborn St., 3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x287
Fax: (866) 431-5576
Email: mmaglio@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Bah'Jae Davis
Sent: Monday, September 11, 2017 9:34 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] v. General Motors LLC

Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Monday, September 11, 2017 9:34 AM
To: Bah'Jae Davis <bdavis@consumerlawcenter.com>
Subject: RE [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] v. General Motors LLC

Bah'Jae,

It's confirmed.

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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From: Bah'Jae Davis [mailto:bdavis@consumerlawcenter.com]
Sent: Monday, September 11, 2017 9:18 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] RE: [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] v. General Motors LLC

Hello,

I left you a voice message regarding the above-referenced final repair attempt, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m. [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Bah'Jae Davis
Sent: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] - [redacted] v. General Motors LLC

Hello,

Following up, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m. Mr. [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor

Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Bah'Jae Davis
Sent: Thursday, September 07, 2017 7:46 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Cc: Brent Wikgren <bwikgren@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>; Maria Maglio <mmaglio@consumerlawcenter.com>
Subject: RE: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted] - [redacted] v. General Motors LLC

Hello,

In connection with the above-referenced case, our client is available for the final repair attempt on 9/14 at Keith Pierson Chevrolet at 9:00 a.m [redacted] is requesting a loaner vehicle, so he will be dropping the vehicle off the morning of 9/13. Please confirm this appointment and the loaner vehicle. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Bah'Jae Davis
Sent: Wednesday, September 06, 2017 12:00 PM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted]

Hello,

We are checking our clients availability for this appointment. We will let you know as soon as we are able to confirm. Thank you.

Ms. Bah'Jae S. Davis
Paralegal
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
Phone: (312) 578-9428 x286
Fax: (866) 431-5576

Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Friday, September 01, 2017 12:37 PM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Cc: Natali Gerani <ngerani@consumerlawcenter.com>
Subject: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[redacted]

Hello Brent,

I would like to make you aware we have set an appointment for your above client's final repair attempt at 9 am on September 14th at Keith Pierson Chevrolet located at 30501 S. Federal HWY Homestead, FL 33030. If your client is requesting courtesy transportation, please have them drop the vehicle of the day before on September 13th. **Please confirm as soon as possible.**

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors
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From: Natali Gerani [mailto:ngerani@consumerlawcenter.com]
Sent: Tuesday, August 29, 2017 2:20 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] RE: [redacted] 2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /[redacted]

Hello,

Here are the documents we have.

Thanks,

Mr. Natali Gerani
Paralegal/Legal assistant
Krohn & Moss, Ltd.
10 N. Dearborn St.

3rd Floor
Chicago, IL 60602
Phone: 312-578-9428 x211
Fax: 866-431-5576
Email: ngerani@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Brent Wikgren
Sent: Tuesday, August 29, 2017 2:12 PM
To: Natali Gerani <ngerani@consumerlawcenter.com>; 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: FW: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR [redacted]

Natali will send you the documents we have.

Brent Wikgren
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x203 (direct)
(866) 289-0898 (Illinois fax number)
(866) 431-5576 (Florida fax number)
Licensed in Florida and Illinois
Email: bwikgren@consumerlawcenter.com
Web: www.krohnandmoss.com

Connect With Us

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, August 29, 2017 2:10 PM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Subject: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR [redacted]

Hello Brent,

We have received your client's demand letter. If you can please see the above attachment and send needed documents as soon as possible.

Thank you,

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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PE18-012

GM

3-27-2019

Q3

. [redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, September 26, 2017 8:39 AM
To: 'Rey Padron'
Subject: RE: FSE Request 3GCUKREC9EG[redacted]

Hello Rey,

I would like to follow up on an email I sent to your office on 9/21 regarding a copy of the FRA repair and accurate days out of service on two repair orders I have received. Also, verify if there were any aftermarket parts or accidents. If you can please provide this information as soon as possible I would greatly appreciate it.

34496 -8/10/16-8/15/16 5 days-Replace ECM.

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Thursday, September 21, 2017 8:05 AM
To: 'Rey Padron'
Subject: FSE Request 3GCUKREC9EG[redacted]

Good Morning Rey,

Can you please verify accurate days out of service on two repair orders I have received. Also, verify if there were any aftermarket parts or accidents and send the FRA repair order when its closed.

34496 -8/10/16-8/15/16 5 days-Replace ECM.

43160 -3/22/17-4/20/17 28 days –Replaced master cylinder and brake booster, pinion and ring gear.

Thank you,

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

This message is for the use of the intended recipient only. It is from a Legal Department and may contain information that is privileged and confidential. If you are not the intended recipient any disclosure, copying, future distribution, or use of this communication is prohibited. If you have received this communication in error, please advise us by return e-mail, or if you have received this communication by fax advise us by telephone and delete/destroy the document.

From: Rey Padron [mailto:rpadron@keithpiersonchevrolet.com]
Sent: Thursday, September 14, 2017 7:14 AM
To: Todd Yorlano
Cc: Joe Chan; Monica1 Vara1 (C)
Subject: [EXTERNAL] RE: FSE Request 3GCUKREC9EG[redacted]

Ok no problem

From: Todd Yorlano [mailto:todd.yorlano@chevrolet.com]
Sent: Wednesday, September 13, 2017 1:33 PM
To: Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com) <rpadron@keithpiersonchevrolet.com>
Cc: Joe Chan <joe.chan@gm.com>; Monica1 Vara1 (C) <monica.vara@gm.com>
Subject: RE: FSE Request 3GCUKREC9EG[redacted]

Rey,

This customer is coming in tomorrow 9/14 for a scheduled FRA. Have a rental ready today and/or tomorrow.
3GCUKREC9EG[redacted]
[redacted]

TY

From: Monica1 Vara1 (C)
Sent: Monday, September 11, 2017 11:56 AM
To: Todd Yorlano <todd.yorlano@chevrolet.com>; TACHelp <tachelp@gm.com>
Cc: Joe Chan <joe.chan@gm.com>
Subject: RE: FSE Request 3GCUKREC9EG[redacted]

Good Morning All,

I have received confirmation from the above customer's attorney for the FRA set for the 14th. Please let me know immediately if there are any changes.

Thank you,

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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From: Todd Yorlano
Sent: Friday, September 01, 2017 7:07 AM
To: TACHelp
Cc: Joe Chan; Monica1 Vara1 (C)
Subject: FSE Request 3GCUKREC9EG[redacted]

FSE Joe Chan will be at BAC 288[redacted] Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
631 873 6176
todd.yorlano@chevrolet.com

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

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PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, January 09, 2018 12:39 PM
To: 'Brent Wikgren'
Subject: [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted]
Attachments: Offer 1-9.pdf

Hello Brent,

Please see attachment.

If your client finds acceptable, return the signed offer, a copy of the current registration and your firm's signed W-9 form. Once those documents are received a release of claims will be generated.

Monica
Business Resource Center
Alorica on behalf of General Motors
P: 1-866-790-5700 EXT 5921293
F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

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PE18-012

GM

3-27-2019

Q3

January 12, 2018

Charles P Mitchell
Steve Klein
Rumberger Kirk and Caldwell PA
300 South Orange Ave Ste 1400
Orlando FL 32801-3380

RE: [redacted] v. General Motors
Service Request: [redacted]
GM Legal Staff Case: [redacted]
2014 Chevrolet Silverado
Vehicle Identification Number: 3GCUKREC9EG[redacted]
Customer Relationship Specialist: Monica

Dear Mr. Mitchell:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the designated Field Representative, his name is Todd Yorlano at PH: 631-873-6176, todd.yorlano@gm.com.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

CHECKLIST: DOCUMENTS TO PROVIDE TO LOCAL COUNSEL UPON REMOVAL FROM ER

RE: _____ v. General Motors

Service Request No. : [redacted]
GM Legal Staff Case No. : 875050
Year/Make/Model of Vehicle : 2014 Chevrolet Silverado
VIN : 3GCUKREC9EG[redacted]
BRC-Legal Advisor Name: Monica
BRC-Legal Advisor E-Mail: Monica.vara@gm.com

	ATTACHED	UNABLE TO OBTAIN	(for LC only) RECEIVED
Case Assessment (completed)	X		
BBB File (including Manufacturer's Response Form – if applicable)	X		
Service Activity Reports (SR's):			
CAC	X		
BBB/ADR	X		
TAC	X		
FRA	X		
LEGAL	X		
Repair Orders	X		
Sales Documents	X		
BARS Invoice	X		
GMVIS Warranty Information	X		
GMVIS Vehicle Build	X		
GMVIS Vehicle Component Summary	X		
GMVIS Vehicle Delivery Information	X		
GMVIS Vehicle Summary	X		
GMVIS Vehicle Transaction History	**X**		
Photos/Videos provided by Plaintiff, Dealer or DMA (if available)	N/A		
Correspondence/E-mails between GM & Plaintiff (ADR and CA CEC only)	N/A		
Correspondence/E-mails between GM & Plaintiff's Counsel (including demands & offers)	X		
Correspondence/E-mails between GM & Dealer(s)	X		
Correspondence/E-mails between GM & DMA	**X**		

Note: In the event an item doesn't apply, please insert **N/A** for "not applicable" in the "**Attached**" column.

PE18-012

GM

3-27-2019

Q3

October 12, 2017

Brent Wikgren, Esq.
Krohn & Moss, Ltd
10 N Dearborn St. Floor 3rd
Chicago, IL 60602

RE: [redacted]
Service Reques [redacted]
2014 Chevrolet Silverado
Vehicle Identification Number: 3GCUKREC9EG[redacted]
Customer Relationship Specialist: Monica

Dear Mr. Wikgren:

After careful research and evaluation of the above case by General Motors, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

Global Warranty

Monica Vara

January 9, 2018

Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Build**

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including op ion codes with descriptions (where available).

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 3GCUKREC9EG[redacted] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Vehicle Build

Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB

Gross Vehicle Weight: 3,269

Order Number: RFMRQV

Build Date: 08/28/2013

Build Plant: G

Option Codes

*IVH is not he definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO informa ion please refer to the original vehicle invoice or window sticker.

1LT - PREFERRED EQUIPMENT GROUP (1LT)

1SZ - OPTION PACKAGE DISCOUNT

4AA - INTERIOR TRIM

6YH - COMPONENT FRT LH COMPUTER

7YH - COMPONENT FRT RH COMPUTER

8X2 - COMPONENT RR LH NON-COMPUTER

9X2 - COMPONENT RR RH NON-COMPUTER

A31 - POWER WINDOWS, DRIVER EXPRESS

A60 - LOCKING TAILGATE

A68 - SEAT 60/40 REAR FOLDING BENCH

AG1 - PWR SEAT ADJUSTER, DRIVER

AKO - GLASS, DEEP-TINTED

AL0 - AIRBAG SENSING SYSTEM, PASSENGER

AQQ - REMOTE KEYLESS ENTRY

AU3 - POWER DOOR LOCK SYSTEM

AXK - VEHICLE TYPE TRUCK

AY0 - AIRBAGS DRIVER AND FRONT PASS

AZ3 - SEATS, FRONT 40/20/40 BENCH

B1J - WHEELHOUSE LINERS, REAR

B30 - COLOR KEYED CARPET

B32 - FLOOR MATS, FRONT

B33 - FLOOR MATS, REAR

BTV - REMOTE VEHICLE START

BWN - CORNERSTEP, REAR BUMPER

C49 - ELECTRIC REAR WINDOW DEFOGGER

C5Z - 7,200 LB GVW RATING

CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL

DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED

DL8 - POWER HEATED OUTSIDE MIRRORS

E63 - PICK UP BOX

EF7 - COUNTRY UNITED STATES OF AMERICA (USA)

FHS - VEHICLE FUEL GASOLINE E85

G80 - AUTO LOCKING REAR DIFFERENTIAL

GU6 - REAR AXLE 3.42 RATIO

GWX - BROWNSTONE METALLIC

H0U - JET BLACK

I14 - ENGINEERING MODEL YEAR

IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH

JD9 - ANTILOCK BRAKES, 4 WHEEL DISC

K34 - CRUISE CONTROL

KC4 - ENGINE OIL COOLING SYSTEM

KG4 - ALTERNATOR, 150 AMPS

KI4 - POWER OUTLET, 110-VOLT AC

KNP - TRANSMISSION OIL COOLER

L83 - ENGINE, 5.3L V8 ECOTEC3

MAH - MARKETING AREA NORTH AMERICA

MSL - SILAO, MEXICO PLANT

MYC - TRANSMISSION, 6 SPD AUTOMATIC

N37 - STEERING COLUMN, TILT & TELESCOPING

NC7 - FEDERAL OVERRIDE

NE1 - 50-STATE EMISSIONS

NP5 - LEATHER WRAP STEERING WHEEL

NQH - TRANSFER CASE 2-SPEED

NU5 - EMISSION SYSTEM CALIFORNIA

PDU - ALL STAR EDITION * WHEELS, 18" BRIGHT-MACHINED ALUMINUM * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC

PPA - EZ LIFT AND LOWER TAILGATE

PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM

R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM

RBX - 18" TIRES, ALL TERRAIN

RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL

ROO - BARS VOMS BAILMENT

S2B - SPARE WHEEL, 17" ALUMINUM

SAF - SPARE TIRE LOCK

SLM - STOCK ORDERS

T3U - FRONT FOG LAMPS

TG5 - SINGLE-SLOT CD/MP3 PLAYER

U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS

U73 - ANTENNA - FIXED MAST

UDD - DRIVER INFO - COLOR DISPLAY

UE1 - ONSTAR

UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)

UK3 - STEERING WHEEL AUDIO CONTROLS

UMN - SPEEDOMETER

UQ3 - ENHANCED AUDIO SPEAKERS

UTJ - THEFT DETERRENT SYSTEM

UVC - REAR VISION CAMERA

V46 - FRONT BUMPER, CHROME

V76 - RECOVERY HOOKS, FRONT

V8D - VEHICLE STATEMENT

VJH - BUMPER, REAR CHROME

VK3 - FRONT LICENSE PLATE BRACKET

VPZ - CHROME GRILLE

VRK - VAA/COMPONENT REL ROOF TRIM

VT7 - OWNERS MANUAL ENGLISH

VZE - VIN MODEL YEAR 2014

X88 - CHEVROLET CONVERSION

XL7 - FREQUENCY RATING 315 MH

YE9 - TRIM PACKAGE

Z82 - TRAILERING EQUIPMENT PKG INCL: AUTO LOCKING REAR DIFFERENTIAL

Z85 - SUSPENSION PACKAGE

ZY1 - SOLID PAINT

Added Option Codes

#96 - Truck Bed - Liners

#33 - Running Boards - Fixed/Articulating

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PE18-012

GM

3-27-2019

Q3

Global Warranty

Monica Vara

January 9, 2018

Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Delivery Information**

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 3GCUKREC9EG[redacted] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Invoice Information

Invoicing Service Agent: 113700
JOE BOWMAN CHEVROLET-CADILLAC
2455 E MARKET ST
HARRISONBURG VA 22801-8763 5404346731

Invoice Date: 08/28/2013

Ship to Information

Ship to Service Agent: 113700
JOE BOWMAN CHEVROLET-CADILLAC
2455 E MARKET ST
HARRISONBURG VA 22801-8763 5404346731

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 113700
JOE BOWMAN CHEVROLET-CADILLAC
2455 E MARKET ST
HARRISONBURG VA 22801-8763 5404346731

. Delivery Date: 03/21/2014
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 16

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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PE18-012

GM

3-27-2019

Q3

Monica Vara

January 9, 2018

Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Summary**

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 3GCUKREC9EG[redacted] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N172085440	17276	Loss of Steering Assist	06/29/2017	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Customer Satisfaction Program	N140166	14166	SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR	07/28/2014	Closed
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	Closed
Product Safety Recall	N140192	14192	UNWANTED TRANSFER CASE SHIFT TO NEUTRAL	06/27/2014	Closed
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	Closed
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling wi h DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
OnStar Status: Active
XM Equipped: Y
XM Radio ID: DNNKX2WT
XM Status: Active
OnStar Vehicle Diagnostics: N
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	03/26/2014	03/21/2014	16 MI	03/21/2017	36,016 MI
	Powertrain Limited Warranty	03/26/2014	03/21/2014	16 MI	03/21/2019	100,016 MI
	Corrosion Limited Warranty	03/26/2014	03/21/2014	16 MI	03/21/2020	100,016 MI
	Emission Select Component Ltd Wty	03/26/2014	03/21/2014	16 MI	03/21/2022	80,016 MI
	Emission Limited Warranty	03/26/2014	03/21/2014	16 MI	03/21/2017	50,016 MI
	Chevrolet 2 Year Scheduled Maintenance	03/26/2014	03/21/2014	16 MI	03/21/2016	24,016 MI
	Emission Select State Component Ltd Wty	03/26/2014	03/21/2014	16 MI	03/21/2021	70,016 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/19/2017	50284	ZREG----Regular Vehicle Transaction		3019959 - Driveline/Axle - Customer Concern Not Duplicated (CCND)	80,233 MI
08/08/2017	48926	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	79,338 MI
03/22/2017	43160	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnos ic Module Calibra ions	76,040 MI
03/22/2017	43160	ZFAT----Field Action Recall		9102843 - FA 15822C- Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Re	76,040 MI
03/22/2017	43160	ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	76,040 MI
03/22/2017	43160	ZREG----Regular Vehicle Transaction		3032360 - Differential Replacement	76,040 MI
03/22/2017	43160	ZREG----Regular Vehicle Transaction		2441580 - Power Vacuum Brake Booster Replacement	76,040 MI
08/10/2016	34496	ZREG----Regular Vehicle Transaction		4025390 - Engine Control Module Replacement	63,253 MI
01/05/2015	13954	ZREG----Regular Vehicle Transaction	Add Credit	2810195 - Instrument Cluster Reprogramming with SPS	20,198 MI
01/05/2015	13954	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	2810195 - Instrument Cluster Reprogramming with SPS	20,198 MI
01/05/2015	13954	ZREG----Regular		2810195 - Instrument Cluster	20,198 MI

		Vehicle Transaction	Reprogramming with SPS	
11/06/2014	12098	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	16,820 MI
09/12/2014	10042	ZFAT----Field Action Recall	9100630 - N140126 - Reprogram Instrument Panel Cluster	12,465 MI
09/12/2014	10042	ZFAT----Field Action Recall	9100680 - N14192 - Transfer Case Shift Control Module Reprogramming with SPS	12,465 MI
09/12/2014	10042	ZFAT----Field Action Recall	9100748 - N140166 - Driver and Passenger Seat SIAB Connector Removal	12,465 MI
06/28/2014	57558	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	7,651 MI
06/28/2014	57558	ZFAT----Field Action Recall	9100457 - N140121 - Inspect Transmission Cooler Lines	7,651 MI
03/21/2014	285674	ZSET----Service Event	0511872 - Running Board Step Package Installation	17
03/21/2014	285674	ZSET----Service Event	0512352 - Pickup Box Liner Package Installation	17
02/20/2014	284655	ZFAT----Field Action Recall	9100334 - N140008 - Engine Control Module Reprogramming with SPS	15 MI
08/30/2013	A16287	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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PE18-012

GM

3-27-2019

Q3

BBB AUTO LINE

September 27, 2017

[redacted]

Re: CHV[redacted] vs Chevrolet Motor Division 3GCUKREC9EG[redacted]

Dear [redacted] C/O Brent Wikgren:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Daniel Hernandez at Extension 507

CC: Melissa Vargas

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Krohn & Moss, Ltd. WRTGC

Main Office
10 N. Dearborn, 3rd Floor
Chicago, Illinois 60602
www.krohnandmoss.com

CHV [redacted]

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Writer's Direct Facsimile
(866) 431-5576
Writer's Direct E-Mail
msomji@consumerlawcenter.com
www.krohnandmoss.com

Writer licensed to practice only in:
Florida

September 22, 2017

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

Council of Better Business Bureau, Inc.
Attn.: Maury Umanzor
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838

RE: [redacted] **v. General Motors LLC**

Dear Mr. Umanzor:

Please find enclosed an application for arbitration and the corresponding documents for the referenced case. As your rules allow, **we are requesting a documents-only hearing**. My client's written position has been stated in this initial application. My client requests a refund or replacement under the Florida Lemon Law or alternatively diminished value damages under the Magnuson-Moss Warranty Act based upon the manufacturer's failure, through its authorized dealers, to timely repair the vehicle. Additionally, my client requests attorneys' fees and costs as may be allowed under both consumer statutes.

Please send all correspondence to our office by fax to 866-431-5576. Please do not mail any documents to us as we maintain a paperless office in an effort to contribute to a "green" environment.

Finally, **do not contact our client directly under any circumstances**. Our client has retained our office to handle this matter and there is no reason for you to contact our client directly. Please direct any correspondence to only my attention.

Thank you for your cooperation in this matter.

[redacted]
Mohamed Somji
Attorney at Law

MS/ng
Enclosure

07/15/2017 SUMMARY HISTORY DISPLAY 3030
15:44:18 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 3GCUKREC9EG[redacted]
TOTAL R/O'S 6 TOTAL SERV. DAYS 43 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	03/22/2017	76041	A	436			
				T	324	1	I 00CVZ01	FREE COMPLETE MP
				T	324	2	W 40CVZ	BRAKES
				T	324	3	W 47CVZ	AXLE/DIFFERENTIA
				T	324	4	I 42CVZ	CAMPAIGN
				T	324	5	I 42CVZ1	CAMPAIGN
				T	324	6	W 42CVZ2	CAMPAIGN
2	[redacted]	08/10/2016	63263	A	387			
				T	298	1	C 00CVZ01	FREE COMPLETE MP
				T	298	2	W 10CVZ06	CHECK ENGINE LIG
				T	298	3	C 47CVZ	AXLE/DIFFERENTIA
				T	298	4	C 10CVZ	DRIVEABILITY
				T	298	5	C 50CVZ	ENGINE ELECTRICA
				T	298	6	C 00CVZ003A	DEXOS OIL & FILT
				T	298	7	C 90CVZ04	INTERIOR DETAIL
				T	298	8	C 46CVZ	WHEELS/TIRES
				T	999	9	I 70CVZ03	RENTAL
3	[redacted]	01/05/2015	20199	A	118			
				T	125	1	W 10CVZ	DRIVEABILITY
				T	125	2	I 10CVZ01	DRIVEABILITY CON
				T	125	3	I 70CVZ03	RENTAL
				T	125	4	C 00CVZMPVI	*MPVI 27 POINT
4	[redacted]	11/06/2014	16820	A	163			
				T	177	1	W 03CVZ003	*Dexos Oil & Rot
				T	177	2	C 03CVZ006	MPVI 27 POINT
5	[redacted]	09/04/2014	12466	A	121			
				T	113	1	W 42CVZ	CAMPAIGN
				T	113	2	W 42CVZ1	CAMPAIGN
				T	113	3	W 42CVZ2	CAMPAIGN
				T	113	4	C 01CVZ015	15000 MILE SERVI
				T	113	5	C 00CVZMPVI	*MPVI 27 POINT
				T	113	6	I 70CVZ03	RENTAL
6	[redacted]	06/28/2014	7652	A	404			
				T	352	1	I 99CXZ	CAMPAIGNS
				T	352	2	W 99CXZ01	CAMPAIGNS
				T	352	3	W 00CXZ01C	DEXOS OIL & ROTA
				T	352	4	I 00CXZMPVI	MPVI 27 POINT

JUL 15, 2017 R/O CLOSE OUT KEITH PIERSON CHEV-C 390/5193 3651

X. R/O NO. [redacted]	TYPE SERVICE		11. ADVISOR 121
			12. DATE IN 09/04/2014
1. CUSTOMER [redacted]			13. TIME IN 10:05am
			14. DATE PR 09/04/2014
PHONE(B)	PHONE(H) [redacted]		15. TIME PR 07:00pm
			16. TAG NO. KJ
2. SERIAL# 3GCUKREC9E[redacted]		PROD DT	17. MI I/O 12465/12466
LICENSE#	STK#	DEL	18. PO NO.
DESC. CT SILVERADO 1500	14		19. COMMENTS
			20. RECOMMEN
			21. JRNL PFX PICKUP
3. JOBS (J#) 1 2 3 4 5 6			22.
STATUS F F F F F F			
4. LABOR	0.00	282.15	0.00
5. PARTS	0.00	13.88	0.00
6. SUBLET	0.00	152.00	0.00
7. G.O.G.	0.00	0.00	0.00
8. MISC	0.00	0.00	0.00
9. TAX	0.00	0.00	0.00
10. EST $ ( ) TOTALS C	0.00 W	448.03 I	0.00

(S=SAVE)(CR=CONS BREACH)(W=CLAIMS)(D=DISPLAY PAYMENT)(N=NEXT APPT)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 42CVZ CAMPAIGN LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 104.52 GRP
LABOR CHARGES 41.76 NOTE
COMPLAINT RECALL 14192 UNWANTED TRANSFER CASE TO NUETRAL
9100680 0.4
CAUSE recall

CORRECTION performed recall AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	P/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	113			W	09/10/14	0.00	0.00	0.40		I

TOTAL LABOR TIME 0.40

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 42CVZ1 CAMPAIGN LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.70 LABOR RATE 104.52 GRP
LABOR CHARGES 73.16 NOTE
COMPLAINT RECALL 14126 PEEK IN ODOMETER DISPLAY INCORRECT
9100630 0.7
CAUSE RECALL

CORRECTION PERFORMED RECALL AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	152.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	113			W	09/10/14	0.00	0.00	0.70		I

TOTAL LABOR TIME 0.70

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(3) OP/CODE 42CV22 CAMPAIGN LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 1.60 LABOR RATE 104.52 GRP
LABOR CHARGES 167.23 NOTE
COMPLAINT RECALL 14166 SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR
9100748 1.6
CAUSE RECALL

CORRECTION PERFORMED RECALL AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	13.88	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	3	113			W	09/10/14	0.00	0.00	1.60		I

TOTAL LABOR TIME 1.60

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFK)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(4) OP/CODE 01CVZ015 15000 MILE SERVICE LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.00 LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT CUST DECLINED 15000 SERVICE

CAUSE SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE

CORRECTION .

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	4	113			C	09/09/14	0.00	0.00	0.00		I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(S) OP/CODE 00CV2MPVI *MPVI 27 POINT LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT

CAUSE

CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	5	113			C	09/09/14	0.00	0.00	0.00		I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(6) OP/CODE 70CVZ03 RENTAL LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT OPEN PO FOR RENTAL

CAUSE
ORIG SEE LINE 2
CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	6	111			I	09/09/14	0.00	0.00	0.00		I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JUL 15, 2017 R/O CLOSE OUT KEITH PIERSON CHEV-C 390/5193 3651

X. R/O NO.	[redacted]	TYPE SERVICE D# 2 PR 3 ST K		11. ADVISOR	163
1. CUSTOMER	[redacted]			12. DATE IN	11/06/2014
				13. TIME IN	01:39pm
				14. DATE PR	11/06/2014
PHONE(B)		PHONE(H) [redacted]		15. TIME PR	02:54pm
				16. TAG NO.	[redacted]
2. SERIAL#	3GCUKREC9EG[redacted]	PROD DT		17. MI I/O	16820/16820
LICENSE#	STK#	DEL		18. PO NO.	
DESC.	CT SILVERADO 1500 14			19. COMMENTS	
				20. RECOMMEN	
				21. JRNL PFX	PICKUP
3. JOBS (J#)	1 2			22.	
STATUS	F F				
4. LABOR		0.00		3.97	0.00
5. PARTS		0.00		46.03	0.00
6. SUBLET		0.00		0.00	0.00
7. G.O.G.		0.00		0.00	0.00
8. MISC		0.00		0.00	0.00
9. TAX		0.00		0.00	0.00
10. EST $ [ ]	TOTALS C	0.00	W	50.00 I	0.00

(S=SAVE)(CR=CONS REACH)(W=CLAIMS)(D=DISPLAY PAYMENT)(N=NEXT APPT)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 03CVZ003 *Dexos Oil & Rotate LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 104.52 GRP
LABOR CHARGES 3.97 NOTE
COMPLAINT CUSTOMER REQUESTS TO PERFORM DEXOS OIL & FILTER CHANGE
MORE-> AND TIRE ROTATION. INCLUDES TOP OFF ALL FLUIDS AND SET
CAUSE 0600723

CORRECTION SERVICE COMPLETE

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	46.03	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	177	SHAWN CONNER	F	W	11/06/14	13.90	14.80	0.00		U
2	1	177	SHAWN CONNER	F	W	11/10/14	0.00	0.00	0.70		U
TOTAL LABOR TIME			0.70								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 03CVZ006 MPVI 27 POINT LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PERFORM MULTI-POINT INSPECTION.

CAUSE

CORRECTION MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	177	SHAWN CONNER	F	C	11/06/14	13.90	14.80	0.00		U
2	2	177	SHAWN CONNER	F	C	11/06/14	0.00	0.00			
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 R/O CLOSE OUT KEITH DIERSON CHEV-C 390/5193 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1 PR 4 ST K			11. ADVISOR	118		
1. CUSTOMER [redacted]				12. DATE IN	01/05/2015		
				13. TIME IN	10:34am		
				14. DATE PR	01/07/2015		
				15. TIME PR	09:54am		
PHONE(B)	PHONE(H) [redacted]			16. TAG NO. [redacted]			
2. SERIAL# 3GCUKREC9EG[redacted]	PROD DT			17. MI I/O	20198/20199		
LICENSE#	STK#	DEL		18. PO NO.			
DESC. CT SILVERADO 1500	14			19. COMMENTS	Y		
				20. RECOMMEN			
3. JOBS (J#) 1 2 3 4				21. JRNL PFX		PICKUP	
STATUS F F F F				22.			
4. LABOR		0.00		52.26		0.00	
5. PARTS		0.00		0.00		0.00	
6. SUBLET		0.00		38.00		0.00	
7. G.O.G.		0.00		0.00		0.00	
8. MISC		0.00		0.00		0.00	
9. TAX		0.00		0.00		0.00	
10. EST $ [0.00]	TOTALS C	0.00	W	90.26	I	0.00	

(S=SAVE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 10CVZ DRIVEABILITY LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.50 LABOR RATE 104.52 GRP
LABOR CHARGES 52.26 NOTE
COMPLAINT CUST STATES CLUSTER READS SERVICE 4-WHEEL DRIVE CHECK AND ADVISE
CAUSE
2810195
CORRECTION PROGRAMED TRANSFER CASE SHIFT CONTROL MODULE AND SETUP
ORIG DATA ALSO TRST DROVE VEHICLE FOR 5 MILES

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	38.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	125	JAIRO GONZALEZ	F	W	01/06/15	0.00	0.00	0.50		U
2	1	125	JAIRO GONZALEZ	F	W	01/06/15	11.10	11.10	0.00		U
TOTAL LABOR TIME			0.50								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 10CVZ01 DRIVEABILITY CONCERN LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT CUST STATES R/R TIRE IS LOCKING UP CHECK AND ADVISE

CAUSE

CORRECTION RELATED TO LINE 1

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	125	JAIRO GONZALEZ	F	I	01/06/15	11.10	11.10	0.00		U
2	2	125	JAIRO GONZALEZ	F	I	01/06/15	0.00	0.00	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(3) OP/CODE 70CV203 RENTAL LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PROVIDED CUSTOMER WITH A RENTAL

CAUSE

CORRECTION RETURNED RENTAL

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	3	125	JAIRO GONZALEZ	F	I	01/06/15	11.10	11.10	0.00		U
2	3	125	JAIRO GONZALEZ	F	I	01/06/15	0.00	0.00	0.00		U

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(4) OP/CODE 00CVZMPVI *MPVI 27 POINT LT/? SPG PRICING
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.00 LABOR RATE 0.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PERFORM MULTI-POINT INSPECTION

CAUSE

CORRECTION Multi Point Inspection All

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	4	125	JAIRO GONZALEZ	F	C	01/06/15	11.10	11.10	0.00		U
2	4	125	JAIRO GONZALEZ	F	C	01/06/15	0.00	0.00	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 R/O CLOSE OUT KEITH DIERSON CHEV-C 390/5193 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1 PR 1 ST K	11. ADVISOR	387
		12. DATE IN	08/10/2016
1. CUSTOMER [redacted]		13. TIME IN	03:53pm
		14. DATE PR	08/11/2016
		15. TIME PR	02:42pm
PHONE(B)	PHONE(H) [redacted]	16. TAG NO.	[redacted]
2. SERIAL# 3GCUKREC9EG[redacted]	PROD DT	17. MI I/O	63253/63263
LICENSE#	STK# DEL	18. PO NO.	
DESC. CT SILVERADO 1500	14	19. COMMENTS	Y
		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1 2 3 4 5 6 7 8 9		22.	
STATUS P P F F F F F F F			

4. LABOR	9.95	85.70		0.00	
5. PARTS	48.52	279.40		0.00	
6. SUBLET	0.00	0.00		0.00	
7. G.O.G.	0.00	0.00		0.00	
8. MISC	1.00	190.00		0.00	
9. TAX	4.16	0.00		0.00	
10. EST $ [125.00] TOTALS C	63.63	W 555.10	I	0.00	

(S=SAVE)(CR=CONS REACH)(W=CLAIMS)(D=DISPLAY PAYMENT)(N=NEXT APPT)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 00CVE01 FREE COMPLETE MPI LT/?
LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR
BILLING TIME 0.00 LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST.
CAUSE
CORRECTION COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	P/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	1	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH DIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 10CVE06 CHECK ENGINE LIGHT LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.80 LABOR RATE 107.13 GRP
LABOR CHARGES $5.70 NOTE
COMPLAINT CUSTOMER STATES CHECK ENGINE LIGHT ON

CAUSE CODE P0138 AND P0158 WERE FOUND IN ECM CIRCUITS ON BOTH BANK
ORIG/MORE-> 1 AND 2 SENSOR 2 ARE GOOD AND SENSORS ARE GOOD
CORRECTION UPON DIAGNOSIS FOUND IT NECCESSARY TO REPLACE ECM FOR REPAIR

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	279.40	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	P/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	298	ROBBIE FREDERICK	F	W	08/11/16	9.90	11.40	0.00		U
2	2	298	ROBBIE FREDERICK	F	W	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.80								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(3) OP/CODE 47CVE AXLE/DIFFERENTIAL LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT C/S PASS REAR WHEEL LOCKS UP WHILE DRIVING AT TIMES
MORE-> ESPECIALLY WHEN TOWING AND IN REVERSE GEAR. CUSTOMER
CAUSE UPON RECIEVING VEHICLE FOUND TRANSFER CASE SWITCH WAS IN
ORIG. 4LOW
CORRECTION UPON DIAGNOSIS SWITCHED TRANSFER CASE SWITCH BACK TO 2WHEEL DRIVE, VEHICLE FUCTIONING AS INTENDED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...	TY	P
1	3	298	ROBBIE FREDRRICK	F	C	08/11/16	9.90	11.40	0.00			U
2	3	298	ROBBIE FREDRRICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(4) OP/CODE 10CVZ DRIVEABILITY LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT C/S ENGINE LACKS POWER

CAUSE REFER TO LINE 2

CORRECTION PROBLEM IS RELATED TO CHECK ENGINE LIGHT

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	4	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	4	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.00								

(CC-CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 2651

JOB#(5) OP/CODE 50CV2 ENGINE ELECTRICAL LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT CUSTOMER STATES REMOTE START ON FOB DOESNT WORK CHK AND ADVI SE
CAUSE CHECK ENGINE LIGHT IS ON REMOTE START IS DISABLED
CORRECTION AFTER REPAIR OF CHECK ENGINE LIGHT REMOTE START FUCTIONING AS INTENDED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	5	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	5	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(6) OP/CODE 00CV2003A DEXOS OIL & FILTER LT/?
LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR LR
BILLING TIME LABOR RATE 0.00 GRP
LABOR CHARGES 9.95 NOTE
COMPLAINT CUSTOMER REQUESTS DEXOS OIL & FILTER CHANGE. INCLUDES UP TO
MORE-> 5 QUARTS DEXOS OIL. TOPPING OFF ALL FLUIDS AND SETTING TIRE
CAUSE AS PER CUSTOMER REQUEST

CORRECTION SERVICE COMPLETE

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	48.52	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	6	298	ROBBIE FREDERICK	F	C	08/17/16	9.90	11.40	0.30		U
2	6	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.30								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J-JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(7) OP/CODE 90CV204 INTERIOR DETAIL LT/?
LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT

CAUSE CUSTOMER WOULD LIKE INTERIOR DETAIL -EXTERIOR WASH

CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	7	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	7	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/$193 3651

JOB#(8) OP/CODE 46CVZ WHEELS/TIRES LT/?
LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR
BILLING TIME LABOR RATE GRID GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT CUSTOMER STATES GET PRICES ON REPLACEMENT TIRES

CAUSE

CORRECTION ESTIMATE ON TIRES AND ALINGMENT GIVEN WAIT FOR APPROVAL
ORIG/MORE-> NITTO'S $60.00+TAX / FIRESTONE 916.00+TAX / GY 976.00

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	8	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	8	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(R=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(9) OP/CODE 70CVE03 RENTAL LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 100.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT LOANER PROVIDED TO CUSTOMER

CAUSE 5 DAYS LOANER
VIN: 1G1BE5SM2G7[redacted]
CORRECTION LOANER RETURNED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	9	999	HOUSE TECH	F	I	08/10/16	16.00	16.00	0.00		N

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 R/O CLOSE OUT KEITH PIERSON CHEV-C 390/5193 3651

X. R/O NO.	43160	TYPE SERVICE	D# 1	PR 1	ST K		11. ADVISOR	436		
1. CUSTOMER	[redacted]						12. DATE IN	03/22/2017		
							13. TIME IN	11:11am		
							14. DATE PR	03/22/2017		
							15. TIME PR	07:00pm		
PHONE(B)		PHONE(H)	[redacted]				16. TAG NO.	3375		
							17. MI I/O	76040/76041		
2. SERIAL#	3GCUKREC9EG[redacted]		PROD DT				18. PO NO.			
LICENSE#		STK#	DEL				19. COMMENTS			
DESC.	CT SILVERADO 1500	14					20. RECOMMEN			
							21. JRNL PFX	PICKUP		
3. JOBS (J#)	1	2	3	4	5	6	22.			
STATUS	P	P	P	P	P	P				
4. LABOR							0.00	632.07		0.00
5. PARTS							0.00	1909.29		0.00
6. SUBLET							0.00	0.00		0.00
7. G.O.G.							0.00	0.00		0.00
8. MISC							0.00	114.00		0.00
9. TAX							0.00	0.00		0.00
10. EST $ [ ]							TOTALS C	0.00	W	2655.36 I 0.00

REPAIR ORDER CLOSED ON 04/25/2017 REVIEW (Y/N)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 00CVZ01 FREE COMPLETE MPI LT/?
LABOR(C/W/I) I JRNL PFX (C) Q (W) (I) VLR
BILLING TIME LABOR RATE 100.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST.
CAUSE
CORRECTION COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00		U
2	1	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00			
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 40CVZ BRAKES LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 1.30 LABOR RATE 107.13 GRP
LABOR CHARGES 139.27 NOTE
COMPLAINT CUSTOMER STATES BRAKES ARE HARD CHECK AND ADVISE

CAUSE UPON DIAG FOUND BRAKE BOOSTER LEAKING BRAKE FLUID INSIDE
ORIG/MORE-> CAUSED BY MASTER CYLINDER NECESSARY TO REPLACE.
CORRECTION REPLACED MASTER CYLINDER AND BRAKE BOOSTER

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	271.53	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00		U
2	2	324	GABRIEL TREJOS	F	W	04/17/17	15.40	17.00	0.00		U
TOTAL LABOR TIME			1.30								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(3) OP/CODE 47CVX AXLE/DIFFERENTIAL LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 3.50 LABOR RATE 107.13 GRP
LABOR CHARGES 374.96 NOTE
COMPLAINT CUSTOMER STATES DIFFICULTY WITH NORMAL OPERATION

CAUSE UPON DIAG FOUND REAR DIFFERENTIAL MAKING WHINNING NOISE ON
ORIG/MORE-> LOAD FOUND THE REAR DIFF INOPERATIVE NECESSARY TO REPLACE.
CORRECTION REPLACED PINION GEAR AND RING GEAR VEHICLE IS NOW OPERATIVE.
ORIG

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	1633.36	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	3	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00		U
2	3	324	GABRIEL TREJOS	F	W	04/17/17	15.40	17.00	0.00		U
TOTAL LABOR TIME			3.50								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(4) OP/CODE 42CVZ CAMPAIGN LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 100.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT #16007-02: Safety Recall - Frontal Airbag and Pretensioner N

CAUSE

CORRECTION PERFORMED RECALL 16007
ORIG WCC S30DF

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	4	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00		U
2	4	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00			
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(5) OP/CODE 42CVZ1 CAMPAIGN LT/?
LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 100.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT #15822C: Safety Recall Seatbelt Lap Anchor Tensioner Cable D

CAUSE

CORRECTION PERFORMED RECALL 15822

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	P/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	F
1	5	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00		U
2	5	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00			
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(6) OP/CODE 42CVZ2 CAMPAIGN LT/? CLM# [redacted]
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 1.10 LABOR RATE 107.13 GRP
LABOR CHARGES 117.84 NOTE
COMPLAINT #15304: Service Update for Inventory and Customer Vehicles -

CAUSE RECALL #15304
9101695 0.4
CORRECTION PERFORMED RECALL 15304 WCC 1A8FP
ORIG SETUP: FD15D

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	4.40	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	6	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00		U
2	6	324	GABRIEL TREJOS	F	W	04/17/17	0.00	0.00	0.40		U
TOTAL LABOR TIME			1.10								

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J-JRNL PFX)(TAB)

JUL 15, 2017 R/O CLOSE OUT KEITH PIERSON CHEV-C 390/5193 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1 PR 1 ST K	11. ADVISOR	436
		12. DATE IN	06/27/2017
1. CUSTOMER [redacted]		13. TIME IN	05:20pm
		14. DATE PR	06/27/2017
		15. TIME PR	07:00pm
PHONE(B)	PHONE(H) [redacted]	16. TAG NO.	[redacted]
2. SERIAL# 3GCUKREC9EG[redacted]	PROD DT	17. MI I/O	79337/79339
LICENSE# STK#	DEL	18. PO NO.	
DESC. CT SILVERADO 1500	14	19. COMMENTS	
		20. RECOMMEN	
3. JOBS (J#) 1 2		21. JRNL PPX	PICKUP
STATUS F F		22.	

4. LABOR			0.00		0.00		0.00
5. PARTS			0.00		0.00		0.00
6. SUBLET			0.00		0.00		0.00
7. G.O.G.			0.00		0.00		0.00
8. MISC			0.00		0.00		0.00
9. TAX			0.00		0.00		0.00
10. EST $ [ ]	TOTALS [C]		0.00	[W]	0.00	[I]	0.00

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=CLAIMS)(ST=STATUS)(N=NEXT APPT)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(1) OP/CODE 47CVZ AXLE/DIFFERENTIAL LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 107.13 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT CUSTOMER STATES DIFFICULTY WITH NORMAL OPERATION

CAUSE UPON INSPECTION TEST DROVE VEHICLE TO CONFIRM CUSTOMERS CONCERN.
CORRECTION LIFTED VEHICLE TO INSPECT ANY PROBLEM UNDER VEHICLE. VEHICLE
ORIG/MORE-> WILL ONLY DO THE CONCERN WHEN IN AUTO 4X4. SPOKE TO TAC

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	324	GABRIEL TREJOS	F	W	07/11/17	15.30	15.40	0.00		I
2	1	324	GABRIEL TREJOS	F	W	07/11/17	0.00	0.00			
TOTAL LABOR TIME			0.00								

(B=BOOKED)(C=CHANGE)(CC=CCC SCREEN)(D=DELETE)(E=ENTER)(J=JRNL PFX)(TAB)

JUL 15, 2017 LABOR OPERATION R/O [redacted] KEITH PIERSON CHEV-C 390/5193 3651

JOB#(2) OP/CODE 00CVZ01 FREE COMPLETE MPI LT/?
LABOR(C/W/I) I JRNL PFX (C) Q (W) (I) VLR
BILLING TIME 0.00 LABOR RATE 100.00 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST.
CAUSE
CORRECTION COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	P/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	324	GABRIEL TREJOS	F	I	07/11/17	15.30	15.40	0.00		I
2	2	324	GABRIEL TREJOS	F	I	07/11/17	0.00	0.00			
TOTAL LABOR TIME			0.00								

(B-BOOKED) (C-CHANGE) (CC-CCC SCREEN) (D-DELETE) (E-ENTER) (J-JRNL PFX) (TAB)

Mail Lien Satisfaction to: Dept of Highway Safety and Motor Vehicles, Neil Kirkman Building, Tallahassee, FL 32399-0600

Identification Number	Year	Make	Body	WT-RP	Vessel Reg. No.	Title Number
3GCUKREC9EG[redacted]	2014	CHEV	TK	5218	[redacted]	[redacted]

[redacted]

Date of Issue 09/10/2014

By _____
Title _____
Date _____

IMPORTANT INFORMATION

1. When ownership of the vehicle described herein is transferred, the seller MUST complete in full the Transfer of Title by Seller section at the bottom of the certificate of title.
2. Upon sale of this vehicle, the seller must complete the notice of sale on the reverse side of this form.
3. Remove your license plate from the vehicle.
4. See the web address below for more information and the appropriate forms required for the purchaser to title and register the vehicle, mobile home or vessel: http://www.hsmv.state.fl.us/html/80hvt.html

Mail To: [redacted]

STATE OF FLORIDA

CERTIFICATE OF TITLE

VOID VOID VOID

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Licensed to practice Only in:
Florida
Illinois

August 23, 2017

VIA CERTIFIED MAIL

General Motors, LLC
PO Box 33170
Detroit, MI 48232-5170

RE: **David Whetstone v. General Motors LLC**
Vehicle: 2014 Chevrolet Silverado 1500
VIN: 3GCUKREC9EG[redacted]
Our File No.: [redacted]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective engine, transmission and/or electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector, the defective rear differential the illumination of the check engine and service 4 wheel

drive messages, a lack of power in the engine, the failure of the remote start on key fob, and a difficulty with normal operation while in auto 4x4;

2. Defective tires as evidenced by the right rear tire locking up while driving;
3. Defective brakes as evidenced by the difficulty braking, a leak in the brake booster, a replaced pinion and ring gear; and
4. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

> For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. [redacted] A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

> There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. [redacted] 491 So.2d 204.

My client's repair history clearly shows there was a breach of your written warranty

> based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. [redacted] Chevrolet Motor Division, 581 P.2d 603.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages.

Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of $100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

[redacted]

BW/ng
cc: [redacted]

CCF
CHV [redacted]

BBB AUTO LINE
Customer Claim Form

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: c/o Brent Wikgren, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn Street, 3rd Floor			
City: Chicago	State: IL	Zip code: 60602	
Day phone: 312-578-9428	Evening phone: 312-578-9428	Cell phone:	
Fax: 866-431-5576	E-mail address: bwikgren@consumerlawcenter.com		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Silverado 1500	Year: 2014	Current mileage: 80k +/-
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Joe Bowmin Chevrolet (Harrisonburg, VA);			
Primary Servicing dealer/city/state: Keith Pierson Chevrolet (Homstead, FL)			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 4/2014	Mileage at purchase/lease: 10 miles +/-		
First repair attempt date: 6/28/2014	First repair attempt mileage: 7652		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business: 0	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident: N/A		
Description of damage: N/A			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3GCUKREC9EG [redacted] diminished value damages, consequential damages, plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER

Lienholder/Leasing Company N/A **Phone Number**

Account Number

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
PLEASE	SEE		ENCLOSED	
AFTER MARKET ITEMS			Bedliner, Bed Cover (Roll+Lock) Trailer Package, Step Bars, Tint	

Total days out of service [redacted]

Signature of Titled Owner [redacted] Date 9-19-17
I am submitting this dispute [redacted]n, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Date of Repair	Mileage	Description of Problem/Repair	Defects
6/28/2014	7,652	Campaign	Recall
		Dexos oil and rotation	Service
8/4/2014	12,466	Campaign	Recall
		15000 mile service	Service
8/8/2014	?	Declined 15000 service	Service
9/12/2014	?	Recall 14192 unwanted transfer case to neutral	Recall
		Recall 14126 peek in odomer display incorrect	Recall
		Recall 14166 seat mounted side impact airbag connector	Recall
11/6/14-11/10/14	16,820	Perform dexos oil and filter change, tire rotation. Includes top off all fluids and saf ?	Service
1/5/16-1/6/15	20,199	Cluster reads service 4 wheel drive	Service
		R/R tire is locking up	Tires
		Drivesbility concerns	Drivesbility
8/10/15-8/13/15	53,283	Check engine light on	Electrical
		Pass rear wheel locks up while driving at times especially when towing and in reverse gear. Customer upon receiving vehicle found transfer case switch was in low ?	Wheels/Electrical
		Engine lacks power	Electrical
		Remote start on fob doesn't work	Electrical
		Dexos oil and filter change. Includes up to 5 quarts dexos oil, Topping off all fluids and setting tire as per customer request	Service
		Get prices on replacement tires	Service
3/22/2017	76,041	Brakes concern	Brakes
		Axle/differential issue	Axle system
		Campaign	Recall
4/17/2017	?	Brakes are hard	Brakes
		Difficulty with normal operation	Body/Trim
		#18007-02: Safety recall - frontal airbag and pretensioner n ?	Recall
		#15822C: Safety recall seatbelt lap anchor tensioner cable	Recall
		#15304: service update for inventory and customer vehicles	Recall
7/11/2017	?	Difficulty with normal operation	Body/Trim

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- **Reimbursement** for documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims not covered by the General Motors New Vehicle Limited Warranty.
- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE FLORIDA LEMON LAW
Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 *et seq.*

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;

2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or

3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle. In addition, the lemon law requires repurchase/replacement only if the nonconformity causes the vehicle to not conform to the warranty.

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This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

> * For recreational vehicles, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual,

the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

1. The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

   * For recreational vehicles, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

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DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and
2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

1. The certified procedure does not render a decision within 40 days of filing;
2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

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REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

1. *Purchase price of the vehicle.* This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;

2. *Collateral charges.* These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:

   a. sales taxes and title charges;
   b. manufacturer-installed or agent-installed items or service charges;
   c. earned finance charges; and

3. *Reasonably incurred incidental charges.* These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions from Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

$$\text{offset for use} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{\text{120,000 (60,000 for recreational vehicles)}} \times \text{vehicle purchase price}$$

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.

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REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

1. *Lessee Cost*. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
2. *Collateral charges*. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
3. *Reasonably incurred incidental charges*. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The *Lease Price* MINUS the *Lessee Cost*.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

1. The lessor's earned rent charges through the date of repurchase;
2. Collateral charges, if applicable;
3. Any fee paid to another to obtain the lease;
4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions from Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

$$\text{offset for use} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{\text{120,000 (60,000 for recreational vehicles)}} \times \text{vehicle purchase price}$$

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.

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REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or *reasonably equivalent* to the vehicle to be replaced, as that vehicle existed at the time of purchase.

> "Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

1. *Collateral charges.* These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
    a. sales taxes and title charges;
    b. manufacturer-installed or agent-installed items or service charges;
    c. earned finance charges; and
2. *Reasonably incurred incidental charges.* These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the following formula:

$$\text{offset for use} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{\text{120,000 (60,000 for recreational vehicles)}} \times \text{vehicle purchase price}$$

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.

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PE18-012

GM

3-27-2019

Q3

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERNEST LLAMAS 4171	[redacted]	05/25/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3	BLK/JET BLK	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR	05/06/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 4 G G [redacted]	100	

F. T. E NO.	P. O. NO.	R. O. DATE
		05/06/16

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

[redacted]

COMMENTS

MO: 4

JOB# 2 CHARGES----------

LABOR----------

J# 2 75CVZ PDI HOURS: 0.50 TECH(S):3717 52.92

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3717	05/11/16	15.80	15.80	0.00	0.00	FINISHED
3717	05/11/16	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
3717	05/25/16	0.00	0.00	0.00	-0.20	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

PDI ADDS
EMBLEM PKG
INSTALLED EMBLEMS

PAID MAY 25 PAID

JOB# 2 TOTALS----------

LABOR		52.92
JOB# 2 JOURNAL PREFIX CVWP	JOB# 2 TOTAL	52.92
	R/O TAX	0.00
	R/O TOTALS	52.92

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	52.92
CLAIM TOTALS	52.92

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warrantes with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVS
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERNEST LLAMAS 4171	[redacted]	05/25/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 3		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
CHEVROLET OF MONTEBELLO 310 W WHITTIER BLVD MONTEBELLO, CA 90640-5324	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE:
reach@chevroletofmontebello.com	F.T.E NO.	P.O. NO.	R.O. DATE: 05/06/16	
[redacted]	COMMENTS: MO: 4			

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/06/2016
ODOMETER	3	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZPDI		[redacted]	001289726096	0004

JOB COMPLETION DATE: 05/11/2016
TECHNICIAN GMIN: 077371818

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	0.5

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	52.92	0.00	52.92
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	52.92	0.00	52.92

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 03:42pm

The Reynolds and Reynolds Company ERAINTINVE
5F680096 O (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG	INVOICE DATE	
[redacted]	ERNEST LLAMAS 4171	[redacted]	05/25/16	[redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3	BLK/JET BLK	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR	05/06/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 4 G G [redacted]	100	

P.T.B. NO.	P.O. NO.	R.O. DATE
		05/06/16

[redacted]

COMMENTS

MO: 4

JOB# 2 CHARGES

LABOR

J# 2 75CVZ PDI HOURS: 0.50 TECH(S):3717 52.92

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3717	05/11/16	15.80	15.80	0.00	0.00	FINISHED
3717	05/11/16	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
3717	05/25/16	0.00	0.00	0.00	-0.20	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

PDI ADDS
EMBLEM PKG
INSTALLED EMBLEMS

JOB# 2 TOTALS

	LABOR	52.92
JOB# 2 JOURNAL PREFIX CVWP	JOB# 2 TOTAL	52.92
	R/O TAX	0.00
	R/O TOTALS	52.92

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	52.92
CLAIM TOTALS	52.92

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF680096 O (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERNEST LLAMAS 4171	[redacted]	05/25/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 3		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
CHEVROLET OF MONTEBELLO 310 W WHITTIER BLVD MONTEBELLO, CA 90640-5324	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE:
reach@chevroletofmontebello.com	F.T.E NO. / P.O. NO.		R.O. DATE: 05/06/16	
[redacted]	COMMENTS: MO: 4			

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/06/2016
ODOMETER	3	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	N	ZPDI		[redacted]	001289726096	0004

JOB COMPLETION DATE: 05/11/2016
TECHNICIAN GMIN: 07737181B

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	0.5

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	52.92	0.00	52.92
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	52.92	0.00	52.92

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 03:42pm

The Reynolds and Reynolds Company ERAINTIVE
SF660096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CEL [redacted]

CUSTOMER NO.	[redacted]	ADVISOR: ERNEST LLAMAS 4171	TAG N [redacted]	INVOICE DATE: 05/25/16	INVOICE NO. [redacted]
		LABOR RATE	LICENSE NO.	MILEAGE: 3	COLOR: BLK/JET BLK
		YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
		VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER #0: 100	PRODUCTION DATE
		R. T. E. NO.	P.O. NO.	R. O. DATE: 05/06/16	
		COMMENTS			MO: 4

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com
[redacted]

JOB# 1 CHARGES

LABOR

J# 1 75CVZ01	PDI	HOURS: 1.30 TECH(S):3717	137.59
	PERFORM NEW VEHICLE INSPECTION		
	NEW VEHICLE PREP COMPLETED		

MISC	CODE	DESCRIPTION	CONTROL NO	
	PDI	PDI REC	GG301003	-137.59
			TOTAL - MISC	-137.59

JOB# 1 TOTALS

LABOR	137.59
MISC	-137.59
JOB# 1 JOURNAL PREFIX CVIP JOB# 1 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3 61CVZ	EXTERIOR TRIM	HOURS: TECH(S):3717	0.00
	PRE LOAD ETCH		
	IAS A07297534		
	APPLIED ETCH		

TOTALS

CONTROL# [redacted] ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	137.59
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	-137.59
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY-I [END OF INVOICE] 01:12pm

The Reynolds and Reynolds Company ERA/INTAVE
SF660096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# ARD0[redacted]

VEHICLE I.D. NO. 3GCPCREC4GG[redacted] | YEAR/MAKE/MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/C | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. [redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324
reach@chevroletofmontebello.com

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 05/06/16

COLOR BLK/JET BLK CLOTH | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				3	4171	ERNEST LLAMAS

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 10:03am | DATE/TIME PROMISED 05/06/16 07:00pm | PRIORITY 1

APPOINTMENT ☐ Yes ☒ No | LABOR RATE | CELL: [redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from fire [redacted] ERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR AD[redacted] IGHT.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 75CVZ01 *PDI*
PERFORM NEW VEHICLE INSPECTION
31 0590077 1.3

2 W 75CVZ *PDI*
PDI ADDS
EMBLEM PKG
31 0590037 .7

3 I 61CVZ *EXTERIOR TRIM*
PRE LOAD ETCH
IAS A07297534
DONE

Emblems.

[redacted]

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OF IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$

DATE	TIME	PHONE # OF IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$

DATE	TIME	PHONE # OF IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ .

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee | Phone Number

E-Mail Address | Fax Number

Customer's Signature | Date

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PAGE 1 OF 1

TECH COPY

The Reynolds and Reynolds Company 9RUNTHO148 CC725488 O (02/15)

SF6801171 O (02/15)

[redacted]

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

CC725088

GM GlobalConnect

ERNEST LLANAS

May 6, 2016

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:

- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 3GCPCREC4G[redacted] Model: **CC15743-2016 SILVERADO 1500 2WD CREW CAB**

Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **Yes**

Order Type: **60 - RETAIL - SOLD**

Field Actions: **0 Open**

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-555-3600.

OnStar Equipped: **Y**

OnStar Status: **Inactive**

XM Equipped: **Y**

XM Radio ID: **V893L3CE**

XM Status: **Inactive**

OnStar Vehicle Diagnostics: **N**

DMN Enabled: **N**

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	04/18/2016	0 MI	04/18/2019	50,000 MI
	Powertrain Limited Warranty	04/18/2016	0 MI	04/18/2021	60,000 MI
	Emission Select State Component Ltd Wty	04/18/2016	0 MI	04/18/2023	70,000 MI
	Bumper to Bumper Limited Warranty	04/18/2016	0 MI	04/18/2019	36,000 MI
	Corrosion Limited Warranty	04/18/2016	0 MI	04/18/2022	100,000 MI
	Emission Select Component Ltd Wty	04/18/2016	0 MI	04/18/2024	80,000 MI

[redacted]

5/6/2016

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/20/2016	A01003	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

5/6/2016

VEHICLE ACCESSORY CENTER
10863 JERSEY BLVD., UNIT 101
RANCHO CUCAMONGA, CA 91730-5113
PHONE (909) 987-8237
FAX (909) 476-1928

[redacted]

GMC

ACCESSORIES

ONLINE ORDER [redacted]

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]	SRAA 101-554813	[redacted]	RTE:9W08	CHARGE	RUSSELL HOYT	04/18/16	[redacted]

[redacted]

BILL TO
CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640

SHIP TO
3GCPCREC4GG[redacted]

DEALER ID# 261230

QUANTITY SHIP	QUANTITY B.O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	23303572P EMBLEM	SP-ORD	0.00	0.00	0.00

RETURN POLICY: **NO RETURNS AFTER 90 DAYS.** Bedliners, Electrical and Special Order items are NOT RETURNABLE.
DISCLAIMER OF WARRANTIES; All warranties on the products sold hereby are those made by the manufacturer. The seller, VAC, hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and VAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any limitation contained herein does not apply where prohibited by law.

RECEIVED BY_____

SUBTOTAL	0.00
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	0.00

05:53:09 ACCOUNTING COPY NET522 PAGE 1 OF 1

The Reynolds and Reynolds Company (Ohio) ICL SF975705 Q (03/14)

2016 Silverado 1500
Pre-Delivery Inspection Form

Vehicle Identification Number: 3GCPCREC4GG[redacted] Dealer/BAC Code: [redacted] Stock [redacted] Repair Order #[redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery
- ☒ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 73 °F ☐ °C ☐

Tires: LF 35 RF 35 LR 35 RR 35

Spare ____ (if equipped)
- ☒ Install loose shipped parts and all accessories (torque as needed)

Interior:
- ☒ Power mirrors (if equipped)
- ☒ Seats, all: Check material, operation and that removable seats are properly secured
- ☒ Seat belts, all: material, operation, routing and latches
- ☒ Displays, gauges, interior and exterior lights

Exterior:
- ☒ Doors, locks, all keys/fobs and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Fit/Function removable top/panel convertible top (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- ☒ Check antenna mast installation

Under Hood:
- ☒ Remote hood release, latch and hood safety latch
- ☒ Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ☒ Fluid levels: Add as required

Under Vehicle:
- ☒ Visually inspect underbody; check all fluid systems for leaks
- ☒ Brake/fuel lines secured in clips

Road Test:

ODOMETER:

Before 3 **After** 7

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:
- ☒ Check Automatic Transmission Shift lock control
- ☒ Check electronic steering column lock (PEPS vehicles only) (if equipped)
- ☒ Remote start (if equipped)
- ☒ Engine Performance: Cold start, idle quality
- ☒ Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- ☒ Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ☒ Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- ☒ Steering wheel – center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay, RainSense and washers, front and rear (if equipped)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☒ Unusual wind noise
- ☒ Unusual noise/vibration/squeak/rattle
- ☒ Cruise/adaptive cruise (if equipped)
- ☐ Transfer case operation, all ranges (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)
- ☒ Verify OnStar indicator light is green
- ☒ Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- ☒ Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.

Special Inspection Items
- ☐ **Preparation** – "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the mode off, start the engine, activate hazard flashers, press brake pedal and turn the ignition key to the crank position for 15 seconds.
- ☐ **Initial Prep** – Ensure all GM accessories are installed. Examples: cargo lamps, running boards, cargo hooks. Refer to accessory installation manual in SI.
- ☐ **Interior** – For vehicles built prior to April 4, 2016, reprogram the HMI Module (Radio RPO IO5/IO6) with the latest software available. Refer to TSB 16-NA-042.
- ☐ **Interior** – Set NAV radio (if equipped to the correct region. NAV map data is loaded into the internal memory hard disc drive from factory.
- ☐ **Interior** – Place cleaning cloth (from loose shipped parts) in Integrated Center Stack behind the faceplate (if equipped). Otherwise, place in glove box.
- ☐ **Note** – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002M.
- ☐ **Exterior** – Check operation of power-retractable running side board (if equipped).
- ☐ **Final Inspection & Prep** – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:

Perform just prior to delivery.
- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install/secure the floor mat retainers to the carpet side retainers (if equipped)
- ☐ Check heated/cooled seats/steering wheel (if equipped)
- ☐ Set NAV to correct region (if required)
- ☐ Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- ☐ Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces, use plain water on interior glass
- ☐ Recheck tire pressures (including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- ☐ Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

[redacted] Pre-Delivery Inspection has been completed by:

_____ _____ _____

Service Manager (Signature) Date

File With Repair Order

PE18-012

GM

3-27-2019

Q3

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE	
[redacted]		CLAUDIA OSUNA 4265		[redacted]		09/26/16	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE		COLOR	STOCK NO.
					5,307	BLK/JET BLK	[redacted]
		YEAR/ MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
		16/CHEVROLET TRUCK/SILVERADO 1500/CR				05/06/16	5
		VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE
		3 G C P C R E C 4 G G [redacted]				100	
		T. R. NO.	P.O. NO.			R. O. DATE	
						09/23/16	
		COMMENTS					

MO: 5308

JOB# 1 CHARGES

LABOR

J# 1 11CVZ06 ENGINE NOISE HOURS: 0.80 TECH(S):4305 86.78

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	8.00	8.10	0.10	0.00	HOLD OTHER
4305	09/24/16	9.60	11.70	1.80	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
			TOTAL TECH TIME	1.90	0.80	

CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE.
DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER.
CHECK AND ADVISE
VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOISE
GOES AWAY. PUMP IS SLIGHTLY WIGGLING LOOSE.
REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032760 0.80

PAID SEP 26 PAID

PARTS QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		12671394	PUMP 1.069 * Y	179.53	179.53	251.34	251.34
1		12346290	COOLANT 8.800 N	7.95	7.95	11.13	11.13
				COST TOTAL	187.48		
					TOTAL - PARTS		262.47

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	513874		09/24/16	RENTAL LNR115	42.00
				TOTAL - SUBLET	42.00

JOB# 1 TOTALS

LABOR	86.78
PARTS	262.47
SUBLET	42.00

JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL 391.25

JOB# 2 CHARGES

LABOR

J# 2 51CVZ17 BODY ELECT RECALL HOURS: 0.30 TECH(S):4305 32.54

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	11.70	11.80	0.10	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.30	OVERRIDE IN INVOICING
			TOTAL TECH TIME	0.10	0.30	

#16007-01: Safety Recall - Frontal Airbag and Pretensioner
Non Deploy - (Sep 14, 2016)
PERFORMED RECALL
INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
REPROGRAMMING WITH SPS WCC S30CB 9102276 0.30

PAID SEP 26 PAID

JOB# 2 TOTALS

LABOR	32.54

JOB# 2 JOURNAL PREFIX CWS JOB# 2 TOTAL 32.54

JOB# 3 CHARGES

LABOR

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE]

03:47pm

The Reynolds and Reynolds Company (PRINTING)
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

ADVISOR: CLAUDIA OSUNA 4265	TAG NO: [redacted]	INVOICE DATE: 09/26/16	INVOICE NO: [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 5,307	COLOR: BLK/JET BLK
YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
F. T. E. NO.	P. O. NO.	R. O. DATE: 09/23/16	
COMMENTS			MO: 5308

JOB# 3 CHARGES

LABOR

J# 3 00CVZLOF-WT 24/24 GM OIL CHANGE HOURS: TECH(S):4305 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	11.90	11.90	0.00	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
			TOTAL TECH TIME	0.00	0.50	

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
2 YEAR MAINTANCE
CHANGE ENGINE OIL AND ROTATE TIRES,ROAD TEST CAR AFTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	19330000	FILTER 1.836 Y	4.30	4.30	4.73
	8	19259487	OIL 8.800 N	3.87	26.96	3.71 29.68
				COST TOTAL	31.26	
					TOTAL - PARTS	34.41

RECD A SEP 26 PAID

JOB# 3 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 3 JOURNAL PREFIX CVZS JOB# 3 TOTAL	50.00

COMMENTS
++LOANER++

R/O TAX	0.00
R/O TOTALS	473.79

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	391.25
	32.54
	50.00
CLAIM TOTALS	473.79

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAIGTINVE
SF680096 O (09/16)

[redacted]

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Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CLAUDIA OSUNA 4265	TAG NO. [redacted]	INVOICE DATE: 09/26/16	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 5,307	COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 09/23/16	
	COMMENTS			MO: 5308

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001304612370	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS	ADD PUB.
4032750	0.5	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE. DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER. CHECK AN K AND ADVISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOI SE GOES AWAY.PUMP IS SLIGHTLY WIGGLING LOOSE.

CORRECTION DESCRIPTION: REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032750 0.80

CAUSAL PART: 12671394

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12346290	1	7.95			
12671394	1	179.53			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
42.00	NIC			1GNKRFED2HJ[redacted]	1	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	74.99		
PARTS	187.48	0.00	262.47
LABOR	86.78	0.00	86.78
NET ITEMS	42.00	0.00	42.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	391.25	0.00	391.25

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 03:47pm

The Reynolds and Reynolds Company ERAINTRAVE
SF680096 O (09/16)

[redacted]

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CEL [redacted]

CUSTOMER NO.	ADVISOR: CLAUDIA OSUNA 4265	TAG N [redacted]	INVOICE DATE: 09/26/16
	LABOR RATE	LICENSE NO.	MILEAGE: 5,307
	COLOR: BLK/JET BLK	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR	DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]	SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE: 09/23/16
	COMMENTS		MO: 5308

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		[redacted]	001304612173	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	0.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS WCC S30CB 9102276 0.30

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	32.54	0.00	32.54
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	32.54	0.00	32.54

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 03:47pm

The Reynolds and Reynolds Company (Form) SF680096 D (09/16)

[redacted]

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310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE	
[redacted]		CLAUDIA OSUNA	4265	[redacted]		09/26/16	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE		COLOR	STOCK NO.
					5,307	BLK/JET BLK	[redacted]
		YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
		16/CHEVROLET TRUCK/SILVERADO 1500/CR				05/06/16	5
		VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE
		3 G C P C R E C 4 G G [redacted]				100	
		F. T. E. NO.		P. O. NO.		R. O. DATE	
						09/23/16	
		COMMENTS					
							MO: 5308

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[redacted]	001304613977	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES,ROAD TEST CAR AF TER

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

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[END OF INVOICE] 03:47pm

The Reynolds and Reynolds Company (ERA-IGNITE)
SF680096 O (09/16)

[redacted]

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[redacted]

CELL [redacted]

CUSTOMER NO.		ADVISOR	TAG N	INVOICE DATE	INVOICE NO.
[redacted]		CLAUDIA OSUNA 4265	[redacted]	09/26/16	[redacted]
		LABOR RATE / LICENSE NO. / MILEAGE: 5,307		COLOR: BLK/JET BLK	STOCK NO. [redacted]
		YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
		VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
		F.T.E. NO. / P.O. NO.		R.O. DATE: 09/23/16	
		COMMENTS			MO: 5308

JOB# 1 CHARGES

LABOR

J# 1 11CVZ06 ENGINE NOISE HOURS: 0.80 TECH(S):4305 86.78

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	8.00	8.10	0.10	0.00	HOLD OTHER
4305	09/24/16	9.60	11.70	1.80	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
			TOTAL TECH TIME	1.90	0.80	

CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE.
DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER.
CHECK AND ADVISE
VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOISE
GOES AWAY.PUMP IS SLIGHTLY WIGGLING LOOSE.
REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032750 0.80

PARTS QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		12671394	PUMP 1.069 * Y	179.53	179.53	251.34	251.34
1		12346290	COOLANT 8.800 N	7.95	7.95	11.13	11.13
				COST TOTAL	187.48		
					TOTAL - PARTS		262.47

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	513874		09/24/16	RENTAL LNR115	42.00
				TOTAL - SUBLET	42.00

JOB# 1 TOTALS

LABOR	86.78
PARTS	262.47
SUBLET	42.00
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	391.25

JOB# 2 CHARGES

LABOR

J# 2 51CVZ17 BODY ELECT RECALL HOURS: 0.30 TECH(S):4305 32.54

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	11.70	11.80	0.10	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.30	OVERRIDE IN INVOICING
			TOTAL TECH TIME	0.10	0.30	

#16007-01: Safety Recall - Frontal Airbag and Pretensioner
Non Deploy - (Sep 14, 2016)
PERFORMED RECALL
INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
REPROGRAMMING WITH SPS WCC S30CB 9102276 0.30

JOB# 2 TOTALS

LABOR	32.54
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL	32.54

JOB# 3 CHARGES

LABOR

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERA-IGNITE
SF680096 O (09/16)

[redacted]

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BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CLAUDIA OSUNA 4265	TAG NO. [redacted]	INVOICE DATE: 09/26/16
	LABOR RATE	LICENSE NO.	MILEAGE: 5,307
			COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100
	F. T. E. NO.	P.O. NO.	R. O. DATE: 09/23/16
	COMMENTS		

DELIVERY MILES: 5
STOCK NO.: [redacted]
PRODUCTION DATE:

MO: 5308

JOB# 3 CHARGES

LABOR

J# 3 00CVZLOF-WT 24/24 GM OIL CHANGE HOURS: TECH(S):4305 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4305	09/24/16	11.90	11.90	0.00	0.00	FINISHED
4305	09/24/16	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
2 YEAR MAINTANCE
CHANGE ENGINE OIL AND ROTATE TIRES.ROAD TEST CAR AFTER

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
8	19259487	OIL 8.800 N	3.37	26.96	3.71	29.68
			COST TOTAL	31.26		
				TOTAL - PARTS		34.41

JOB# 3 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 3 JOURNAL PREFIX CVZS JOB# 3 TOTAL	50.00

COMMENTS
++LOANER++

R/O TAX	0.00
R/O TOTALS	473.79

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	391.25
	32.54
	50.00
CLAIM TOTALS	473.79

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (ENHANCED)
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: CLAUDIA OSUNA 4265	TAG N [redacted]	INVOICE DATE: 09/26/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 5,307	COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 09/23/16	
	COMMENTS			MO: 5308

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001304612370	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS	ADD PUB.
4032750	0.5	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0323
COMPLAINT DESCRIPTION: CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE. DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER. CHECK AN K AND ADVISE

CAUSE CODE: 3063
CAUSE DESCRIPTION: VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOI SE GOES AWAY,PUMP IS SLIGHTLY WIGGLING LOOSE.

CORRECTION DESCRIPTION: REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032750 0.80

CAUSAL PART: 12671394

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12346290	1	7.95			
12671394	1	179.53			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
42.00	NIC			1GNKRFED2HJ[redacted]	1	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	74.99		
PARTS	187.48	0.00	262.47
LABOR	86.78	0.00	86.78
NET ITEMS	42.00	0.00	42.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	391.25	0.00	391.25

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 03:47pm

The Reynolds and Reynolds Company ERAINTIVE
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CLAUDIA OSUNA 4265	[redacted]	09/26/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 5,307		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 09/23/16	
	COMMENTS			MO: 5308

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		[redacted]	001304612173	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	0.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS WCC S30CB 9102276 0.30

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	32.54	0.00	32.54
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	32.54	0.00	32.54

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 03:47pm

The Reynolds and Reynolds Company (CRANTIME)
SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CEL[redacted]

CUSTOMER NO. [redacted]	ADVISOR CLAUDIA OSUNA 4265	TAG [redacted]	INVOICE DATE 09/26/16		
	LABOR RATE	LICENSE NO.	MILEAGE 5,307	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO. 100	PRODUCTION DATE	
	F.T.E NO.	P.O. NO.	R. O. DATE 09/23/16		
	COMMENTS			MO: 5308	

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/23/2016
ODOMETER	5307	SERVICE ADVISOR GMIN	674119034
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[redacted]	001304613977	0002

JOB COMPLETION DATE: 09/24/2016
TECHNICIAN GMIN: 364260511

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES,ROAD TEST CAR AF TER

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 03:47pm

The Reynolds and Reynolds Company ERAIMTNVE
SF680096.O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	
[redacted]	CLAUDIA OSUNA	4265	[redacted]	09/24/16	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
			5,307	BLK/JET BLK	[redacted]
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	16/CHEVROLET TRUCK/SILVERADO 1500/CR			05/06/16	5
	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	3 G C P C R E C 4 G G [redacted]			100	
	F. T. E. NO.	P.O. NO.		R. O. DATE	
				09/23/16	
	COMMENTS				

MO: 5308

JOB# 1 CHARGES

LABOR

J# 1 11CVZ06 ENGINE NOISE TECH(S):4305 WARRANTY

CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE.
DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER.
CHECK AND ADVISE
VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOISE
GOES AWAY,PUMP IS SLIGHTLY WIGGLING LOOSE.
REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032750 0.80

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12671394	PUMP 1.069 * Y			WARRANTY
	1	12346290	COOLANT 8.800 N			WARRANTY
					TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	513874		09/24/16	RENTAL LNR115 [redacted]	WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 51CVZ17 BODY ELECT RECALL TECH(S):4305 WARRANTY

#16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - (Sep 14, 2016)
PERFORMED RECALL
INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS WCC S30CB 9102275 0.30

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4305 WARRANTY

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS
CHANGE ENGINE OIL AND ROTATE TIRES,ROAD TEST CAR AFTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.835 Y			WARRANTY
	8	19259487	OIL 8.800 N			WARRANTY
					TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Ramtrak)
SF680096.0 (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CLAUDIA OSUNA 4265	TAG [redacted]	INVOICE DATE 09/24/16		
	LABOR RATE	LICENSE NO.	MILEAGE 5,307	COLOR BLK/JET BLK	[redacted]
	YEAR/ MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO. 100	PRODUCTION DATE	
	F.T.E NO.	P.O. NO.	R. O. DATE 09/23/16		
	COMMENTS				

MO: 5308

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
++LOANER++

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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WARRANTY COPY

[END OF INVOICE] 12:41pm

The Reynolds and Reynolds Company (PrintTrix)
SF680096 D (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: CLAUDIA OSUNA 4265	TAG NO. [redacted]	INVOICE DATE: 09/24/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 5,307	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5	
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE	
	F. T. E NO.	P. O. NO.	R. O. DATE: 09/23/16		
	COMMENTS			MO: 5308	

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
++LOANER++

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[redacted]

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 12:41pm

The Reynolds and Reynolds Company (DRAWING)
SF680096 Q (09/16)

[redacted]

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	
[redacted]		CLAUDIA OSUNA 4265		[redacted]	09/24/16	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE 5,307	COLOR BLK/JET BLK	STOCK NO. [redacted]
		YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 05/06/16	DELIVERY MILES 5
		VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO. 100	PRODUCTION DATE
		R. T. B. NO.	P.O. NO.		R. O. DATE 09/23/16	
		COMMENTS				MO: 5308

JOB# 1 CHARGES

LABOR
J# 1 11CVZ06 ENGINE NOISE TECH(S):4305 WARRANTY

CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE.
DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER.
CHECK AND ADVISE
VERIFIED SQUEAK TYPE NOISE HEARD AT IDLE REMOVE BELT NOISE
GOES AWAY.PUMP IS SLIGHTLY WIGGLING LOOSE.
REPLACED WATER PUMP AND FILL COOLING SYSTEM 4032750 0.80

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12671394	PUMP 1.059 * Y			WARRANTY
	1	12346290	COOLANT 8.800 N			WARRANTY
					TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	513874		09/24/16	RENTAL LNR115		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 51CVZ17 BODY ELECT RECALL TECH(S):4305 WARRANTY

#16007-01: Safety Recall - Frontal Airbag and Pretensioner
Non Deploy - (Sep 14, 2016)
PERFORMED RECALL
INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
REPROGRAMMING WITH SPS WCC S30CB 9102275 0.30

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4305 WARRANTY

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
CHANGE ENGINE OIL AND ROTATE TIRES,ROAD TEST CAR AFTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.835 Y			WARRANTY
	8	19259487	OIL 8.800 N			WARRANTY
					TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE]
12:41pm

The Reynolds and Reynolds Company (Dealership)
SF680096.Q (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/06/16	[redacted]	3	4171	3717	I	75CVZ01	PDI
				3717	W	75CVZ	PDI
				3717	I	61CVZ	EXTERIOR TRIM

SALESPERSON NO. 3555 JAY McCARTNEY

SERVICE

STATE REG# ARD [redacted]

L 8 3

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
3GCPCREC4GG [redacted]	16/CHEVROLET TRUCK/SILVERADO 1500/C		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	ALLY	05/06/16	3	100	09/23/16

TRIM	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
LT	BLK/JET BLK CLOTH	[redacted]	05/06/22	72,000 [redacted]

VEHICLE	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	5,307	4265	CLAUDIA OSUNA

04:32pm 09/24/16 02:00pm [redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

JOB [redacted]

TOTAL 0.00

4305

X [redacted]

COMMENTS:
++LOANER++

1 W 11CVZ06 ***ENGINE NOISE***
CUSTOMER STATES ENGINE SQUEAK NOISE WHILE VEHICLE ON IDLE. DUPLICATED ON DRIVE WITH SERVICE MANAGER SCOTT SCHOONOVER. CHECK AND ADVISE

2 W 51CVZ17 ***BODY ELECT RECALL***
#16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - (Sep 14, 2016)

W/C 530LB

3 W 00CVZLOF-WT ***24/24 GM OIL CHANGE***
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS

W

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

"I acknowledge notice and oral approval of an increase in the original estimate."

X _____ CUSTOMER SIGNATURE

"I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor."

Name of Designee	Phone Number
E-Mail Address	Fax Number

Customer's Signature _____ Date

X _____

The Reynolds and Reynolds Company ERAN Thelovas CC7750880 Q (02/15)

SF690171 Q (09/16)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

TECH COPY

[redacted]

CAUSE AND CORRECTION JOB 1

STRAIGHT TIME (HOURS)	FLAT RATE	[redacted]	TIME OFF	TIME ON
4305	0.80	OPER. NO. 4032750 EMP. NO.	5 '16 SEP 24 11:48AM	'16 SEP 24 11:31AM

OFF

ON

CAUSE AND CORRECTION JOB 2

STRAIGHT TIME (HOURS)	FLAT RATE	[redacted]	TIME OFF	TIME ON
4305	0.30	OPER. NO. 9102276 EMP. NO.	6 '16 SEP 24 11:48AM	'16 SEP 24 11:48AM

OFF

ON

CAUSE AND CORRECTION JOB 3

STRAIGHT TIME (HOURS)	FLAT RATE	[redacted]	TIME OFF	TIME ON
4305	0.50	OPER. NO. LOF Yonne EMP. NO.	7 '16 SEP 24 11:48AM	'16 SEP 24 11:48AM

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

water pump.

WARRANTY PARTS RETURNED JOB 1

Date 9/24/16

Rec. By: [redacted]

WARRANTY PARTS RETURNED JOB 2

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 3

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 4

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 5

Date

Rec. By:

CC725088 Q

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

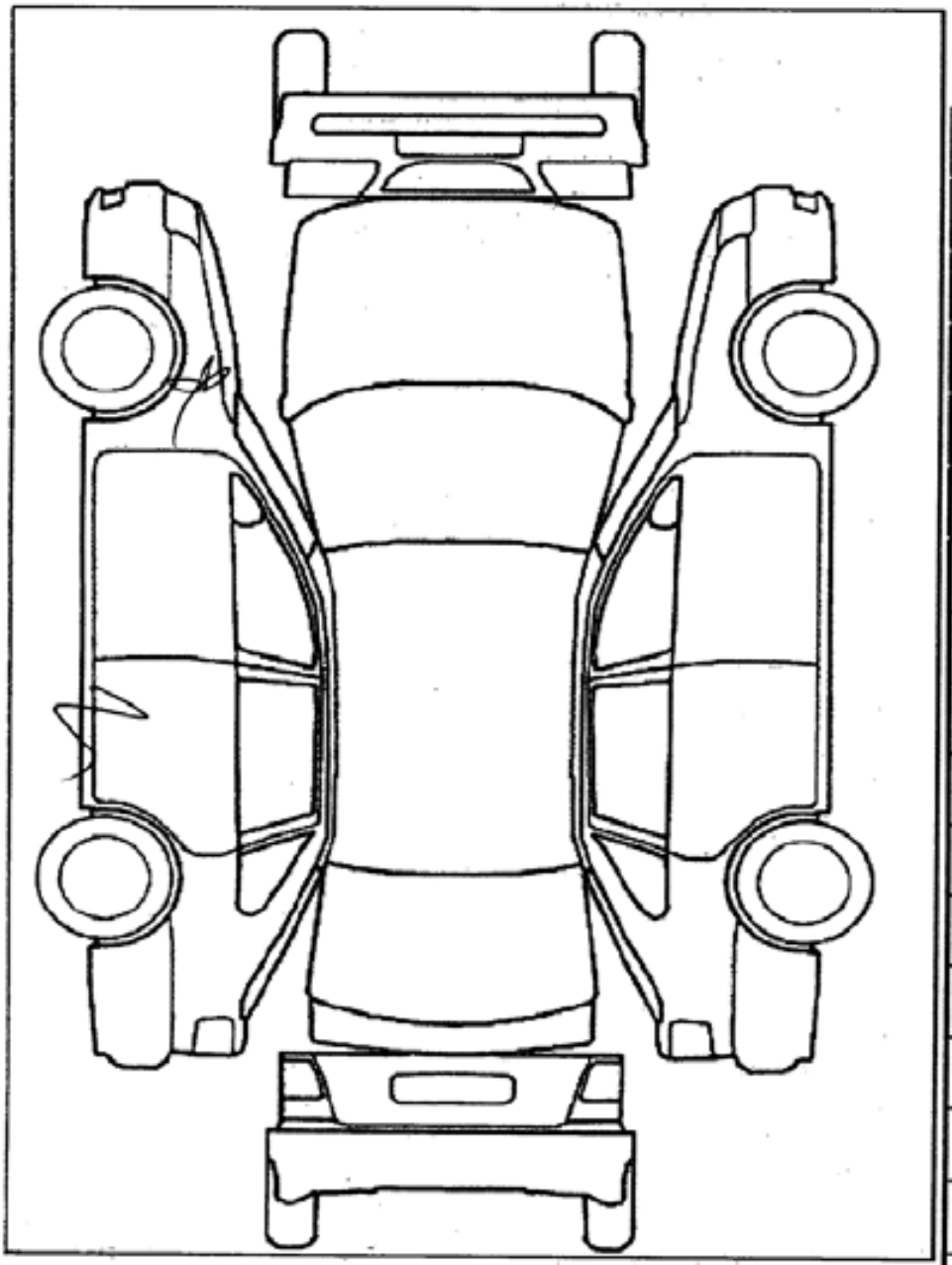
Date of Estimate:_____ Original Estimate: $ 33%

Name:_____ Phone:_____ E-mail: _____

Year:_____ Make:_____ Model:_____ VIN: 1G [redacted]

Service Recommended: _____ Service Accepted: 5307

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Pant Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GC	Gouges/Crease
LM	Loose Molding

Engine Squeak Noise Water Pump

Vehicle Report

Printed on: 09/23/2016 07:52:28

WORKBENCH Service

VIN: 3GCPCREC4GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 05/06/2016

Service Consultant : CLAUDIA OSUNA **Mileage :** 5307

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	V893L3CE

Required Field Actions

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select State Component Ltd Wty	05/06/2016	4 MI	05/06/2023	70004 MI	Applicable
Powertrain Limited Warranty	05/06/2016	4 MI	05/06/2021	60004 MI	Applicable
Emission Select Component Ltd Wty	05/06/2016	4 MI	05/06/2024	80004 MI	Applicable
Bumper to Bumper Limited Warranty	05/06/2016	4 MI	05/06/2019	36004 MI	Applicable
Corrosion Limited Warranty	05/06/2016	4 MI	05/06/2022	100004 MI	Applicable
Emission Limited Warranty	05/06/2016	4 MI	05/06/2019	50004 MI	Applicable
Chevrolet Scheduled Maintenance-2 visits	05/06/2016	4 MI	05/06/2018	24004 MI	2 of 2 visits remaining

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	Number	Description	Date Posted
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0365		06/21/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
05/06/2016	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
04/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
05/25/2016	[redacted]	CA		0		3 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

CHEVROLET MONTEBELLO

FACE PAGE
RENTAL AGREEMENT

DEALER INFORMATION

Name: Chevrolet of Montebello
Address: 310 W. Whittier Blvd
City: Montebello | State: CA | Zip: 90640
Phone | Advisor: SYS ADMIN

RO# [redacted] | Unit# LNR115 | RA# 2500

CUSTOMER INFORMATION

Customer [redacted]
Home Address [redacted] N/A
City [redacted] | State [redacted] | Zip [redacted]
Driver's License No. [redacted] | State [redacted] | Expires 12/17/2019
Birth Date 10/17/1984 | Home Telephone

Additional Driver's Name: NONE | Birth Date
Driver's License No. | State | Expires
Additional Driver's Name: NONE | Birth Date
Driver's License No. | State | Expires

CUSTOMER VEHICLE INFORMATION

License No. | State
VIN
Year/Make/Model/Color

CUSTOMER INSURANCE INFORMATION

Insurer: FARMERS | Agent
Policy No. [redacted] | Expiration Date: 10/24/2016 | Telephone

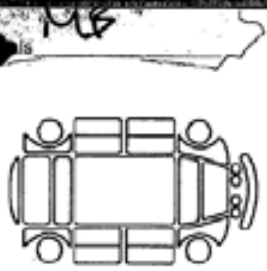
RENTAL VEHICLE INFORMATION

Date and Time IN	09/24/2016	12:34 PM
Date and Time OUT	09/23/2016	05:01 PM
Date and Time DUE IN	09/24/2016	05:01 PM
Vehicle VIN / Plate #/State	1GNKRFED2HJ[redacted] NA NA	
Vehicle Description	2017 CHEVROLET TRAVERSE TUNGSTEN MET.	
Mileage IN	1362	
Mileage OUT	1325	
Miles Driven	37	
Miles Allowed	999	
Chargeable Miles		

FUEL

Out	In
X	X
3/4	3/4
1/2	1/2
1/4	1/4
E	E

DAMAGE DESCRIPTION



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 c	0.00
DAYS: 1 @ $ 42.00	42.00
TOTAL TIME AND MILEAGE CHARGES	42.00
TAXABLE FUEL _____ GAL. @ $ _____	0.00
	0.00
TAXABLE SUB-TOTAL	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL _____ GAL. @ $ _____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	42.00
TOTAL CHARGE	42.00

METHOD OF PAYMENT
$ _____
☐ CHECK
☐ AMEX
☐ MC
☒ VISA
☐ OTHER
_____ / EXPIRES
[redacted]
☐ CARD VERIFIED

REFUND
$ _____
CUSTOMER I[redacted]LS
X _____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/ debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding con[redacted] of the Terms a[redacted]

CTP-2 CA RA 080615

White: Dealer Copy Canary: Customer Copy Pink: RO Copy

PE18-012

GM

3-27-2019

Q3

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

LEN J. WILLIAMS 4377	TAG N [redacted]		INVOICE DATE 03/10/17	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE 11,865	COLOR BLK/JET BLK	STOCK NO. [redacted]
YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE 05/06/16	DELIVERY MILES 5
VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]			SELLING DEALER NO 100	PRODUCTION DATE
F. & I. NO.	P.O. NO.		R. O. DATE 03/09/17	
COMMENTS				MO: 11865

JOB# 1 CHARGES

LABOR

J# 1 OOCVLOFDEXOS DEXOS LOF/ROTATE HOURS: TECH(S):4236 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4236	03/09/17	8.50	8.50	0.00	0.00	FINISHED
4236	03/09/17	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE
2 YEAR MAINTANCE
CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

PAID MAR 10 PAID

PARTS QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
8		19259437	OIL 8.800 N	3.37	26.96	3.71	29.68
				COST TOTAL	31.26		
					TOTAL - PARTS		34.41

JOB# 1 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 1 JOURNAL PREFIX CVZS JOB# 1 TOTAL	50.00

COMMENTS
CELL [redacted]

R/O TAX	0.00
R/O TOTALS	50.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00
CLAIM TOTALS	50.00

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTIVE
SF680096 © (09/16)

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUS [redacted]	LEN J. WILLIAMS 4377	TAG NO. [redacted]	INVOICE DATE 03/10/17	INVOICE NO. [redacted]
	LABOR RATE / LICENSE NO. / MILEAGE 11,865		COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE 05/06/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO. 100	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE 03/09/17	
	COMMENTS			MO: 11865

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	03/09/2017
ODOMETER	11865	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001325458936	0002

JOB COMPLETION DATE: 03/09/2017
TECHNICIAN GMIN: 733662399

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AI R PRESSURE

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 02:38pm

The Reynolds and Reynolds Company (FRANTHNV)
SF680096 Q (09/16)

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG #	INVOICE DATE	INVOICE NO.
[redacted]	LEN J. WILLIAMS 4377	[redacted]	03/10/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 11,865		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR/ MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE:
	F.T.E. NO. / P.O.		R. O. DATE: 03/09/17	
	COMMENTS			MO: 11865

JOB# 1 CHARGES

LABOR

J# 1 00CVLOFDEXOS DEXOS LOF/ROTATE HOURS: TECH(S):4236 15.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4236	03/09/17	8.50	8.50	0.00	0.00	FINISHED
4236	03/09/17	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE
2 YEAR MAINTANCE
CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
	8		19259487	OIL 8.800 N	3.37	26.96	3.71	29.68
				COST TOTAL		31.26		
						TOTAL - PARTS		34.41

JOB# 1 TOTALS

LABOR	15.59
PARTS	34.41
JOB# 1 JOURNAL PREFIX CVZS JOB# 1 TOTAL	50.00

COMMENTS
CELL [redacted]

R/O TAX	0.00
R/O TOTALS	50.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00
CLAIM TOTALS	50.00

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTWE SF680006 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LEN J. WILLIAMS 4377	TAG [redacted]	INVOICE DATE: 03/10/17	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 11,865	COLOR: BLK/JET BLK
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 03/09/17	
	COMMENTS			MO: 11865

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCPCREC4GG[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	03/09/2017
ODOMETER	11865	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001325458936	0002

JOB COMPLETION DATE: 03/09/2017
TECHNICIAN GMIN: 733662399

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AI R PRESSURE

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	50.00	0.00	50.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	50.00	0.00	50.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

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X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 02:38pm

The Reynolds and Reynolds Company ERAINTINVE
SF680006 (09/14)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LEN J. WILLIAMS 4377	[redacted]	03/09/17

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,865	BLK/JET BLK	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/SILVERADO 1500/CR	05/06/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 4 G G [redacted]	100	

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/09/17

COMMENTS

MO: 11865

JOB# 1 CHARGES

LABOR

J# 1 00CVLOFDEXOS DEIOS LOF/ROTATE TECH(S):4236 $50.00 WARRANTY

06007123

OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE
CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.836 Y			WARRANTY
	8	19259487	OIL 8.800 N			WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVUS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00CVZ001 27 POINT INSPECTION TECH(S):4236 0.00

PERFORM MULTI-POINT INSPECTION
...

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

CELL [redacted]

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!

[redacted]

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Form) SF680096 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LEN J. WILLIAMS 4377	[redacted]	03/09/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 11,865		COLOR: BLK/JET BLK	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO 1500/CR		DELIVERY DATE: 05/06/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 03/09/17	
	COMMENTS			MO: 11865

JOB# 1 CHARGES

LABOR

J#				
1	00CVLOFDEXOS	DEXOS LOF/ROTATE	TECH(S):4236	WARRANTY

OIL CHANGE AND ROTATION OF TIRES CHECK FLUIDS AND AIR PRESSURE
CHANGE OIL AND FILTER RATATED TIRES AND CHECKED AIR PRESSURE AND CHECKED ALL FLUIDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.836 Y			WARRANTY
	8	19259487	OIL 8.800 N			WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVUS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#				
2	00CVZ001	27 POINT INSPECTION	TECH(S):4236	0.00

PERFORM MULTI-POINT INSPECTION
...

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
CELL [redacted]

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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X _____
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CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 09:06am

The Reynolds and Reynolds Company (FRANTRAN)
SF6800098 O (09/16)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/23/16	[redacted]	5307	4265	4305	W	11CVZ06	ENGINE NOISE
				4305	W	51CVZ17	BODY ELECT RECALL
				4305	W	00CVZLOF-WT	24/24 GM OIL CHANGE
05/06/16		3	4171	3717	I	75CVZ01	PDI
				3717	W	75CVZ	PDI
				3717	I	61CVZ	EXTERIOR TRIM

SALESPERSON NO. 3555 JAY McCARTNEY

SERVICE

STATE REG# ARD[redacted]

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
3GCPCREC4GG[redacted]	16/CHEVROLET TRUCK/SILVERADO 1500/C		[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	P. O. DATE
[redacted]	ALLY	05/06/16	5	100	03/09/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	T.O. NO.
BLK/JET BLK CLOTH	[redacted]	05/06/22	72,000	[redacted]

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	11,865	4377	LEEN[illegible] WILLIAMS

[redacted]

OR REPAIRS
necessary material and agree that you are not responsible for loss
y other cause beyond your control or for any delays caused by
sporter) hereby grant you and/or your employees permission to
the purpose of testing and/or inspection. An express mechanic's
pairs hereto. The dealership is not responsible for damages from
AT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
07:51am	03/09/17 06:00pm	1

APPOINTMENT
[X] Yes
[ ] No

CELL: [redacted]

[redacted]

JOB

TOTAL
0.00

COMMENTS
CELL: 562-842-4798

1 W 00CVLOFDEXOS ***DEXOS LOF/ROTATE***
OIL CHANGE AND ROTATION OF T[redacted]
PRESSURE

4236

2 C 00CVZ001 ***27 POINT INSPECTION***
PERFORM MULTI-POINT INSPECTION

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
			HAZ WASTE $	REVISED TOTAL $
		[illegible] PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ .

X _____

"I acknowledge notice and approval of an increase in the original estimate."

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee	Phone Number
E-Mail Address	Fax Number
Customer's Signature	Date
X	

BY 11:00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TECH COPY

229009

The Reynolds and Reynolds Company (ENAM1WOH4E CC7215046 Q (02/15)

SF680171 Q (09/16)

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

Vehicle Report

Printed on: 03/09/2017 10:51:08

WORKBENCH Service

VIN: 3GCPCREC4GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 05/06/2016

Service Consultant : len williams **Mileage :** 11865

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - InActive	V893L3CE

Required Field Actions

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select State Component Ltd Wty	05/06/2016	4 MI	05/06/2023	70004 MI	Applicable
Powertrain Limited Warranty	05/06/2016	4 MI	05/06/2021	60004 MI	Applicable
Emission Select Component Ltd Wty	05/06/2016	4 MI	05/06/2024	80004 MI	Applicable
Bumper to Bumper Limited Warranty	05/06/2016	4 MI	05/06/2019	36004 MI	Applicable
Corrosion Limited Warranty	05/06/2016	4 MI	05/06/2022	100004 MI	Applicable
Emission Limited Warranty	05/06/2016	4 MI	05/06/2019	50004 MI	Applicable
Chevrolet Scheduled Maintenance-2 visits	05/06/2016	4 MI	05/06/2018	24004 MI	1 of 2 visits remaining

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0365		06/21/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/23/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	5307 MI	Warranty
09/23/2016		ZREG	4032750	Water Pump Replacement	5307 MI	Warranty
09/23/2016		ZFAT	9102276	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	5307 MI	Warranty
05/06/2016		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
04/20/2016		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 03/09/2017 10:51:06

WORKBENCH Service

VIN: 3GCPCREC4GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 05/06/2016

Service Consultant : len williams **Mileage :** 11865

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	09/26/2016	[redacted]	CA	ENGINE NOISE	3	W	5307 MI
	05/25/2016		CA		0		3 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

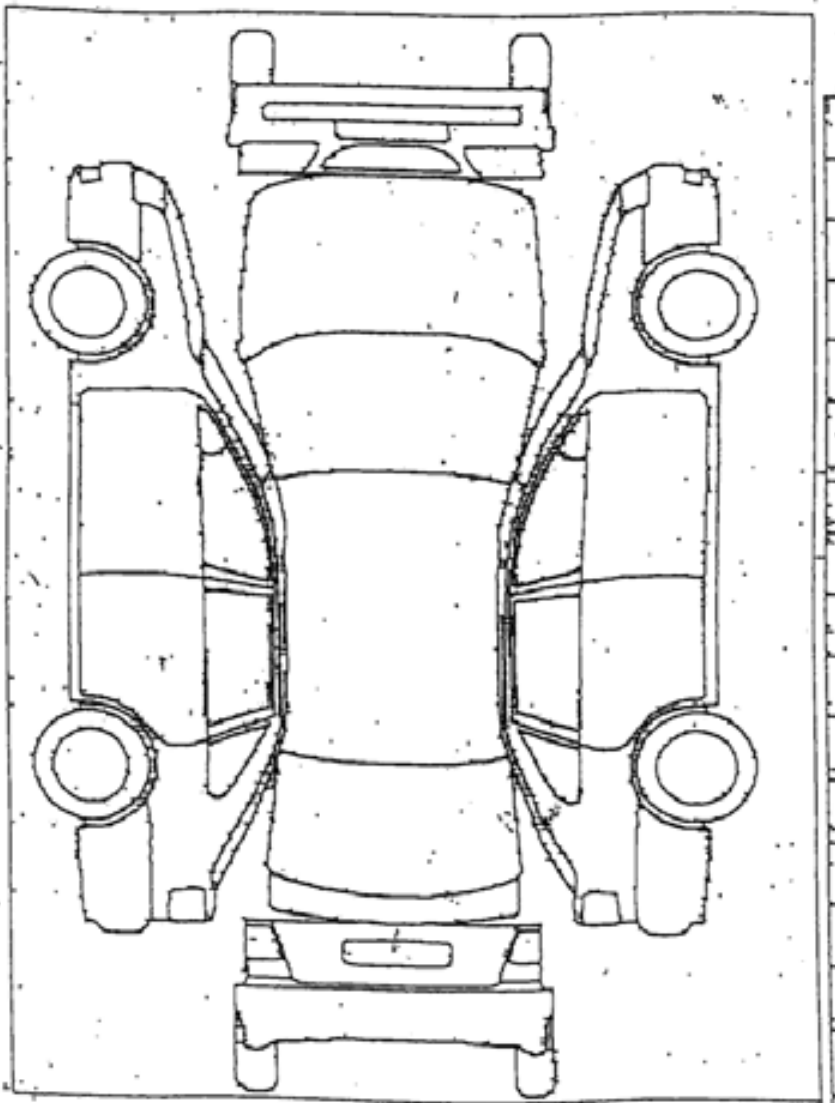
Date of Estimate: _____ Original Estimate: GG 30/003

Name: _____ Phone: _____ E-mail: _____

Year: _____ Make: _____ Model: _____ VIN: _____

Service Recommended: _____ Service Accepted: 11865

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Paint Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GG	Gouges/Grease
LM	Loose Molding