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

PE18-012

GM

3-27-2019

Q3



SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	ADR	**Business Unit**	BRC
Account		**Site/BAC**	[redacted]	**Cost Ast.**	No Goodwill Offered	**Area**	ADR
Last Name	[redacted]	**First Name**		**GW SubType**		**Sub-Area**	ADR INELIGIBLE
Daytime #		**Evening #**		**Approval**	Not Initiated	**Safety**	
		Source					
Involved Dlr	Keith Pierson Chevrolet	**Contact Accnt.**		**UCC**	Non Component GM	**Updated**	Sep 28, 2017 1:59 PM
Serial/VIN #	3GCUKREC9EG[redacted]7	**Source**	Email				
Model	Silverado	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	SZ666D
Make	Chevrolet	**Warranty Start**	Mar 21, 2014 12:00 AM	**Status**	Closed	**Opened**	Sep 27, 2017 5:37 PM
Year	2014	**Mileage**	80000	**Sub Status**	Dissatisfied	**Closed**	Sep 28, 2017 1:59 PM
Customer Description	C/O Brent Wikgren, Esq.; Krohn & Moss, Ltd This is no longer a BRC case. Case is ineligible, please handle in CAC			**Cust Concern**	FL - BBB Written Case Multiple Concerns Not Duplicated With FRA		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:59:09	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:56:38	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:56:07	SZ666D	SZ666D	BRC ADR	Settlement- Denied	Done	09/28/2017 13:56:36	ADR Ineligible

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Myra/BRC ADR/ATX/EXT 5911062

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:54:18	SZ666D	SZ666D	BRC ADR	Closed-Ineligible	Done	09/28/2017 13:56:03	Executive Decision

Last Name	First Name	Account	BAC Code
[redacted]			

Decision: Close Ineligible

Decision Maker: BBB

Justification: Ineligible due to Age

Follow-Up: None needed

Myra/BRC ADR/ATX/EXT 5911062

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:42:48	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]			

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

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

09/28/2017 13:40:13	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

Previous SR's 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]CAC 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:28:42	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:27:59	MZ820N	SZ666D	BRC ADR	Init Contact Field	Done	09/28/2017 13:37:58	DDMA

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Not necessary, ADR Ineligible

Myra/BRC ADR/ATX/EXT 5911062

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:27:52	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:27:48	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 David Whetstone 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:25:50	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:25:49	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:25:49	MZ820N	SZ666D	Notify CRM		Done	09/28/2017 13:15:10	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:25:34	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]			

New Case Assigned

Melissa/BRC/WF/ATX/5911124

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:25:26	MZ820N	SZ666D	BRC ADR	VIN Scan Completed	Done	09/28/2017 10:28:51	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Previous SR's found:

[redacted]open

[redacted]CC
[redacted]AC
[redacted]TAC

Melissa/BRC/WF/ATX/5911124

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 17:37:59	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 17:28:08	SADMIN	SZ666D	BRC ADR	New Case	Done	09/28/2017 13:14:59	CHV1725778 <SD:> 09/27/2017 17:23:15.000
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							
CHV1725778<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Ineligible: Vehicle Inel Due To Age<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>							

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	**Keith Pierson Chevrolet**	**Site/BAC**	**288**[redacted]	**Cost Ast.**		**Area**	**General Information**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**General Information**
Daytime #	[redacted]	**Evening #**		**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr		**Contact Accnt.**	**Keith Pierson Chevrolet**	**UCC**		**Updated**	**Sep 21, 2017 10:44 AM**
Serial/VIN #	**3GCUKREC9EG**[redacted]**7**	**Source**	**Phone**				
Model	**Silverado**	**License #**	**CHEVROLET**	**Priority**	**Field Service Engineer**	**Owner**	**GZTLJ0**
Make	**Chevrolet**	**Warranty Start**	**Mar 21, 2014 12:00 AM**	**Status**	**Closed**	**Opened**	**Sep 1, 2017 8:23 AM**
Year	**2014**	**Mileage**	**0**	**Sub Status**	**Unlinked**	**Closed**	**Sep 21, 2017 10:44 AM**
Customer Description				**Cust Concern**	**TCCFRA**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 10:44:37	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 10:42:21	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 07:54:13	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	288728

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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/15/2017 13:04:55	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.

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

09/11/2017 11:56:04		TACTCCQ	Email - Inbound		Done	09/11/2017 12:06:56	EMM RE: FSE Request 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Vara	Monica		

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 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

...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 09:44:36	GZTLJ0	GZTLJ0	Ownership Changed		Done	09/01/2017 09:44:36	Service Request Ownership has changed FROM: KZDYKX TO: GZTLJ0
[redacted]				Account	BAC Code		
				Keith Pierson Chevrolet	288[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 09:13:08	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							
.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 08:26:51	KZDYKX	KZDYKX	Email - Outbound		Done	09/01/2017 08:29:08	L5 HOMESTEAD, FL[redacted] Silverado multiple concern FRA
Last Name		First Name		Account	BAC Code		
Lobb		E.Jeffrey		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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 08:25:33	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
[redacted]		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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 08:07:18		KZDYKX	Email - Inbound		Done	09/01/2017 08:29:05	KEG FSE Request 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Yorlano	Todd	Rossi Chevrolet Buick GMC Inc.	111244

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

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	Legal	**Business Unit**	BRC
Account	Krohn & Moss, Ltd	**Site/BAC**	FL	**Cost Ast.**	No Goodwill Offered	**Area**	Legal
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	Lawsuit
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	Not Initiated	**Safety**	
		Source					
Involved Dlr	Keith Pierson Chevrolet	**Contact Accnt.**		**UCC**	Exhaust - System General	**Updated**	Jan 3, 2018 3:38 PM
Serial/VIN #	3GCUKREC9EG[redacted]	**Source**	White Mail				
Model	Silverado	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	WZ9XWD
Make	Chevrolet	**Warranty Start**	Mar 21, 2014 12:00 AM	**Status**	Pending Reconciliation	**Opened**	Aug 28, 2017 2:30 PM
Year	2014	**Mileage**	80233	**Sub Status**	Dissatisfied	**Closed**	
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.			**Cust Concern**	FL - BRC LEGAL Lawsuit ER (Closed < 90)		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/03/2018 15:38:04	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/03/2018 15:36:55	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/28/2017 16:42:20	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							

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

12/28/2017 16:41:51	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/22/2017 15:16:18	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/22/2017 15:14:49	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/19/2017 08:45:15	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		

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/18/2017 16:22:06	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 15:56:34		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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 15:48:33		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**		
[redacted]							
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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 15:16:50		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**		
[redacted]							
Comments							

ALL COPIES WERE PREVIUOSLY SENT ON 9-13-17 TO FAX#866-266-1790

Generated by wz9xwd

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 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 th...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 14:36:54		WZ9XWD	Email - Inbound		Done	12/18/2017 16:21:50	[EXTERNAL] RE: Customer Assistance Alert – Action Required: Case # 8-[redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233
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 ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 13:06:33	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	12/22/2017 14:28:48	Customer [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							
Monica/ATX/BRCLegal/5921293							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 13:05:46	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 13:05:02	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 12:52:35	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 12:51:27	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 12:51:21	SADMIN	SADMIN	Email - Outbound		Done	12/18/2017 12:51:21	Customer Assistance Alert – Action Required: Case # [redacted] VIN 3GCUKREC9EG[redacted] Mileage 80233
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		

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]

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

12:13:43							
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.							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/18/2017 11:58:27	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/18/2017 11:57:35	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/18/2017 11:55:24	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/18/2017 11:49:02	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2017 12:40:12	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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2017 12:39:53	BZSXG2	WZ9XWD	BRC LEGAL	Case Reassigned- IN	Done	12/18/2017 11:27:46	Case Reassigned- IN
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							
Case Reassigned- IN Joshua/BRC LEGAL/WF/5911241							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2017 12:39:42	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2017 12:39:25	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 TAC US CCC - CAC Tier 2							

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

Joshua/BRC Legal/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2017 12:39:01	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/14/2017 17:49:38	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/14/2017 17:48:31	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/14/2017 17:48:01	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/14/2017 17:47:56	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:44:40	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:43:06	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:41:17	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:40:25	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:38:06	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:34:38	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2017 13:27:22	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/11/2017 13:36:20	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/11/2017 13:35:20	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2017 08:57:38	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/12/2017 13:25:30	Customer [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2017 08:57:16	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/02/2017 11:51:26	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/09/2017 08:58:27	Customer [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							
Monica/ATX/BRCLegal/5921293							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/02/2017 11:50:41	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 13:23:13	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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2017 10:26:08	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 16:47:37	WZ9XWD	WZ9XWD	Scheduled Follow up		Done	10/02/2017 11:42:39	Customer [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							
Monica/ATX/BRCLegal/5921293							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 16:47:00	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 16:45:48	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 16:45:18	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 16:44:43	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 10:37:03	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2017 10:34:27	WZ9XWD	WZ9XWD	Inbound Email	Dealer	Done	09/27/2017 10:36:49	scanner@felixsabatescc.com

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/26/2017 09:41:24	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

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

09/26/2017 09:39:03	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/22/2017 14:19:28	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/22/2017 14:14:00	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/22/2017 14:10:55	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/22/2017 13:26:31	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 Whetstone 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 09:26:53	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

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

09/21/2017 09:20:02	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

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 08:28:47	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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/21/2017 08:23:41	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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/20/2017 11:59:45	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/19/2017 09:15:23	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/19/2017 09:14:07	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
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Web: www.krohnandmoss.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/19/2017 09:12:28	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:43:43	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:38:39	WZ9XWD	WZ9XWD	Scheduled Outbound Email		Done	09/19/2017 09:03:31	BRC USE ONLY Brent Wikgren <bwikgren@consumerlawcenter.com>
[redacted]				Account	BAC Code		
				Krohn & Moss, Ltd	FL		

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:36:54	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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3rd Floor
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Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:34:43	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:32:49	WZ9XWD	WZ9XWD	Outbound Email	Attorney	Done	09/14/2017 08:33:33	BRC USE ONLY 'Brent Wikgren' <bwikgren@consumerlawcenter.com>
Last Name		First Name		Account	BAC Code		

[redacted]				Krohn & Moss, Ltd	FL		'Maria Maglio' <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; 'Natali Gerani' <ngerani@consumerlawcenter.com>

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2017 08:25:32	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/13/2017 14:55:04	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/13/2017 14:50:16	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]
Whetstone

TY

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/13/2017 14:40:18	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/13/2017 10:12:29	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 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 Called no sales, will send service

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

09/13/2017 10:10:19	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/12/2017 08:58:06	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/12/2017 08:54:55	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2017 12:05:06	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2017 11:57:21	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/11/2017 12:04:15	BRC USE ONLY Todd Yorlano <todd.yorlano@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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2017 11:45:32	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2017 11:43:33	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/08/2017 16:38:35	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/08/2017 16:39:05	BRC USE ONLY Bah'Jae Davis <bdavis@consumerlawcenter.com>

Last Name	First Name	Account	BAC Code

[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. [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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Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/08/2017 14:39:46	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 16:45:32	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 16:43:57	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 16:42:08	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		

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 16:39:54	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
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
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Fax: (866) 431-5576
Email: bdavis@consumerlawcenter.com
Web: www.krohnandmoss.com

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 09:31:25	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 09:31:25	Fulfilled:BRCLEG_LG0040_CHV. SR# [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 09:20:24	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 09:20:24	Created:BRCLEG_LG0040_CHV. SR# [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:53:24	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.
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Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:52:09	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.
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(866) 431-5576 (Florida fax number)
Licensed in Florida and Illinois
Email: bwikgren@consumerlawcenter.com
Web: www.krohnandmoss.com

Connect With Us

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:50:03	WZ9XWD	WZ9XWD	Outbound Email	Dealer	Done	09/07/2017 08:51:14	Jamie 'service@joebowmanautoplaza.com'
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Krohn & Moss, Ltd	FL		

Comments

Requesting documents

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:47:48	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:45:36	WZ9XWD	WZ9XWD	Correspondence		Done	09/07/2017 08:45:36	Created:BRCLEG_LG0040_CHV. SR: [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Krohn & Moss, Ltd	FL		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:31:49	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/07/2017 08:30:15	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2017	WZ9XWD	WZ9XWD	Inbound Email	Attorney	Done	09/05/2017 11:23:32	BRC USE ONLY

11:22:53							Brent Wikgren <bwikgren@consumerlawcenter.com>
[redacted]				Account	BAC Code		
				Krohn & Moss, Ltd	FL		

Natali will get back to you.

Brent Wikgren
Attorney at Law
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(866) 431-5576 (Florida fax number)
Licensed in Florida and Illinois
Email: bwikgren@consumerlawcenter.com
Web: www.krohnandmoss.com

Connect With Us

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 16:54:52	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 13:38:54	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 13:37:04	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							

Generated by wz9xwd

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 13:17:25	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 288728 Keith Pierson Chevrolet on Thursday 9/14/17 to inspect the vehicle.

Regards

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2017 13:10:21	WZ9XWD	WZ9XWD	Inbound Email	Field Rep/Wholesale	Done	09/01/2017 13:17:22	Todd Yorlano <todd.yorlano@chevrolet.com>
[redacted]				**Account**	**BAC Code**		
				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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 15:49:58	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 15:48:53	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 15:08:01	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 15:06:01	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 14:10:57	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2017 10:12:23	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:18:30	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
113[redacted]
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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:18:21	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:18:18	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:18:15	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]			

BRC US ONLY
[redacted]1/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 # [redacted]or description and operation. Referenced document # [redacted] for information on driveline concerns when in 4wd.

Monica/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:18:02	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]			

Monice/ATX/BRCLegal/5921293

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:17:17	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:17:13	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]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:16:54	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
TAC US
CCC - CAC Tier 2
CCC - CAC Tier 2
TAC US

Cory/BRC/Legal/ATX/5923628/WF

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2017 16:16:35	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

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

08/28/2017 15:19:41	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
08/28/2017 14:30:30	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
08/28/2017 14:30:29	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
08/28/2017 13:24:02		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:=							

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	**Keith Pierson**	**Site/BAC**	**288**[redacted]	**Cost Ast.**		**Area**	**Driveline or Axle**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Transfer case**
Daytime #	[redacted]	**Evening #**		**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr		**Contact Accnt.**	**Keith Pierson Chevrolet**	**UCC**		**Updated**	**Jul 15, 2017 4:54 AM**
Serial/VIN #	**3GCUKREC9EG**[redacted]	**Source**	**Phone**				
Model	**Silverado**	**License #**	**CHEVROLET**	**Priority**	**Consultant**	**Owner**	**TZ7WP3**
Make	**Chevrolet**	**Warranty Start**	**Mar 21, 2014 12:00 AM**	**Status**	**Closed**	**Opened**	**Jul 5, 2017 3:22 PM**
Year	**2014**	**Mileage**	**79337**	**Sub Status**	**System Auto Close**	**Closed**	**Jul 15, 2017 4:54 AM**
Customer Description				**Cust Concern**	**• Difficulty operation in 4wd.**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/15/2017 04:54:29	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/05/2017 15:37:14	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 #[redacted]for description and operation. Referenced document #[redacted]r information on driveline concerns when in 4wd.	

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	N/A	**Business Unit**	CCC - CAC Tier 2
Account		**Site/BAC**		**Cost Ast.**	No Goodwill Offered	**Area**	Complaint Vehicle - Operable
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	Initial Failure/Repair
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	Not Initiated	**Safety**	No
		Source					
Involved Dlr	Keith Pierson Chevrolet	**Contact Accnt.**		**UCC**	Tires - General	**Updated**	Aug 25, 2017 4:08 PM
Serial/VIN #	3GCUKREC9EG[redacted]	**Source**	Email				
Model	Silverado	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	DZ6WFQ
Make	Chevrolet	**Warranty Start**	Mar 21, 2014 12:00 AM	**Status**	Closed	**Opened**	Jun 28, 2017 8:47 AM
Year	2014	**Mileage**	80000	**Sub Status**	Dissatisfied	**Closed**	Aug 25, 2017 4:08 PM
Customer Description	"DO NOT REOPEN this case if has been closed for 2 WEEKS"			**Cust Concern**	tire - transmission		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017 16:08:54	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017 15:00:49	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017 14:59:48	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017 14:57:33	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017 14:57:09		DZ6WFQ	Email - Inbound		Done	08/25/2017 16:08:22	[EXTERNAL] Automatic reply: Summary of the final resolution for your case [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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/25/2017	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	08/25/2017 14:56:52	Summary of the final resolution for your

14:52:47							case [redacted]
Last Name	**First Name**			**Account**	**BAC Code**		
[redacted]							

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 number [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

==========
[SF[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/24/2017 09:17:26	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/24/2017 09:16:55	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Third		Done	08/25/2017 14:56:53	f/u
Last Name	**First Name**			**Account**	**BAC Code**		
[redacted]							
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2017 12:36:59	MZK3B7	DZ6WFQ	Notify CRM	Other	Done	08/24/2017 08:46:26	Received Email See Activity Number: 8-1H1BEWY
Last Name	**First Name**			**Account**	**BAC Code**		
[redacted]							Lesther/CAC Tier1/Email/Manila
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2017 12:35:35	MZK3B7	DZ6WFQ	Notify CRM	Other	Done	08/24/2017 08:46:22	Received Email See Activity Number: 8-1H1ACK3 Lesther/CAC Tier1/Email/Manila

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2017 11:20:46		DZ6WFQ	Email - Inbound		Done	08/24/2017 08:46:17	[EXTERNAL] RE: David Whetstone - 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]

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: David Whetstone - 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, ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2017 11:20:38		DZ6WFQ	Email - Inbound		Done	08/24/2017 08:46:09	[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]

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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, ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/22/2017 16:44:12	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/22/2017 16:42:06	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/22/2017 16:41:05	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/22/2017 16:38:27	QZB27W	QZB27W	Outbound Call Customer	Continued Documentation	Done	08/22/2017 16:40:45	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/21/2017 15:05:21	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

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

08/18/2017 12:06:36		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

[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/18/2017 12:06:28		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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MRO Europe (London) Booth # 1916 – October 3-5

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

[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/17/2017 17:23:57	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/24/2017 09:16:35	follow up TL

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/15/2017 18:06:46	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/17/2017 17:23:14	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2017 11:48:39		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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2017 11:48:25		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

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Share

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2017 10:33:29	QZXB4Y	DZ6WFQ	Notify CRM		Done	08/15/2017 18:05:38	Please See Email

Last Name	First Name	Account	BAC Code
[redacted]			

Please See Cust DelayedEmail Inbound, Thank You!

Activity # 8-1FUHJGL

MArk/Email/T1/MNL/LvL1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2017 07:33:08		DZ6WFQ	Email - Inbound		Done	08/24/2017 09:04:35	[EXTERNAL] RE: Vehicle Repurchase Request: 288[redacted] Keith Pierson Chevrolet, [redacted] 3GCUKREC9E[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: 28[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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 17:14:40	QZB27W	QZB27W	Email - Outbound		Done	08/07/2017 17:23:14	Vehicle Repurchase Request: 288[redacted] Keith Pierson Chevrolet, [redacted] 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: 28[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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 16:38:13	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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 16:23:02	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 16:13:47	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 15:44:13	QZB27W	QZB27W	Outbound Call Customer	Made Contact	Done	08/07/2017 16:34:50	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 15:41:12	QZB27W	DZ6WFQ	Notify CRM		Done	08/14/2017 14:02:10	Review Documentation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 15:36:29	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 15:27:53	QZB27W	QZB27W	Manager Review	Case Review	Done	08/07/2017 15:32:37	Escalation
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Comments

***Disclaimer - Maria, BDC

TL sts: Hello I would like to speak to Fabian Villarreal regarding customer David Whetstone 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 David Whetsone's case, which has been opened since June 28th with no updates.

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

Lee/WMI/TL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 15:27:14	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 customer David Whetstone 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 David Whetsone's case, which has been opened since June 28th with no updates.

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

Lee/WMI/TL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 14:54:07	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 10:45:52		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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2017 10:45:40		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
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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 18:22:51	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 18:16:29	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 15:57:33	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 15:56:29	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							

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

08/04/2017 11:44:02	BZZSJX	QZB27W	Escalation		Done	08/07/2017 14:52:38	Customer Request

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 11:43:51	BZZSJX	DZ6WFQ	Notify CRM		Done	08/04/2017 15:54:41	See IBCC

Last Name	First Name	Account	BAC Code
[redacted]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 11:41:34	BZZSJX	BZZSJX	Inbound Call Customer	Complex Request	Done	08/04/2017 11:45:00	**ASSISTING**

Last Name	First Name	Account	BAC Code
[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 11:15:22	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 11:11:25	BZL307	BZL307	Inbound Call Customer	Complex Request	Done	08/04/2017 11:22:06	case update

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/04/2017 10:42:43		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]

——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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2017 14:00:13	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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2017 13:58:27	DZ6WFQ	DZ6WFQ	Milestone	No Trouble Found	Done	08/02/2017 13:59:25	unable to duplicate
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Dealer is unable to duplicate the concern.

Althea/WMI/T2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2017 13:56:41	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	08/04/2017 15:52:31	left message
Last Name		**First Name**		**Account**	**BAC Code**		

[redacted] [redacted]

Comments

Called customer left message

Althea/WMI/T2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2017 13:47:57	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/31/2017 17:58:08	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	08/04/2017 15:57:30	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/31/2017 17:50:05	DZ6WFQ	DZ6WFQ	SR Summary		Done	08/02/2017 13:58:03	Summary

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2017 18:28:17	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 # 2374011 for description and operation.

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2017 10:17:15	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/31/2017 18:00:14	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2017 10:12:35	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/21/2017 13:03:30	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Cust		Done	07/26/2017 10:17:13	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

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

07/21/2017 13:02:53	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

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

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

07/21/2017 11:45:02	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/21/2017 11:32:42	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:25:28	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]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:17:27	XZ7XJ6	XZ7XJ6	Inbound Call Customer		Done	08/25/2017 16:08:46	[redacted] called

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:17:03	BZVLBS	DZ6WFQ	Notify CRM	Customer Called	Done	07/21/2017 11:31:04	*Assisting only

Last N	First N	Account	BAC Code
[redacted]			

Comments

Please see IBCC

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:14:32	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: [redacted]
VIN:3GCUKREC9EC[redacted]
Miles: 80,000

Issue: case update
DLR Invlved: 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/Mla
866-790-5700

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:03:41	ZZLGJ1	DZ6WFQ	Notify CRM		Done	07/21/2017 11:31:10	Cust called in

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/18/2017 10:03:04	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 16:38:12	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 16:36:31	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 16:31:20	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] he gave in his e-mail.

Althea/WMI/T2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 10:56:32	JZLPRZ	DZ6WFQ	Notify CRM		Done	07/14/2017 11:48:10	***Assisting Only***
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Please See IBCC

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 10:36:50	JZLPRZ	JZLPRZ	Inbound Call Customer	Complex Request	Done	07/14/2017 10:56:30	F/U
Last Name		**First Name**		**Account**	**BAC Code**		

[redacted] [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 10:25:24	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 10:02:33		DZ6WFQ	Email - Inbound		Done	07/21/2017 14:22:12	[EXTERNAL] RE: [redacted] Senior Advisor to contact

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]

[redacted]

[redacted]

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]

[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/14/2017 09:05:10	QZZ5TY	DZ6WFQ	Notify CRM		Done	07/14/2017 11:46:14	cust email received

Last Name	First Name	Account	BAC Code
[redacted]			

please see email activity 8-1F2KZ0K

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/13/2017 13:30:01		DZ6WFQ	Email - Inbound		Done	07/14/2017 16:36:27	[EXTERNAL] FW [redacted] 2014 Chevy Silverado - Rcent Warranty Service Extended - Thank You

Last Name	First Name	Account	BAC Code
[redacted]			

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: David Whetstone - 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 ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/13/2017 11:21:07		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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/11/2017 11:16:47	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/14/2017 16:33:27	f/u

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/11/2017 11:13:43	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	07/11/2017 11:16:31	CAC No Response Escalation to DMA (2 days): 288728, Keith Pierson Chevrolet, [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]

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

11:01:09			Customer			
Last Name		**First Name**		**Account**	**BAC Code**	
[redacted]						

Comments
Called customer left message.

Althea/WMI/T2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/11/2017 10:57:13	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/07/2017 17:36:22	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/11/2017 11:16:45	f/u
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/05/2017 14:56:44	DZ6WFQ	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/07/2017 17:36:21	f/u
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/05/2017 14:54:54	DZ6WFQ	DZ6WFQ	Email - Outbound		Done	07/05/2017 14:56:42	CAC[redacted] 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: 28[redacted]

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

[SF[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/05/2017 14:47:10	DZ6WFQ	DZ6WFQ	Outbound Call Customer	Left Message	Done	07/05/2017 14:47:50	left message
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Called cust left message.

Althea/WMI/T2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 15:30:44	GZ4X1H	DZ6WFQ	Notify CRM		Done	07/05/2017 08:01:52	new SR assigned
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 15:30:42	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]							

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

07/03/2017 14:31:22		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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 12:04:23	WZ77PD	TIER2Q	Notify CRM	Need to Assume SR	Done	07/03/2017 15:31:00	pls assume SR
[redacted]				**Account**	**BAC Code**		
Comments							
Warren							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 12:03:12	WZ77PD	DZ6WFQ	Scheduled Outbound Call Dlr		Done	07/05/2017 14:56:43	Follow up with CEM
[redacted]				**Account**	**BAC Code**		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 11:58:43	WZ77PD	WZ77PD	Email - Outbound		Done	07/03/2017 12:03:10	New Case Notification, CAC SR Data Share, & Action Plan Request:
Last Name		**First Name**		**Account**	**BAC Code**		Whetstone, [redacted]
Zubizarreta		Steve					3GCUKREC9E[redacted]
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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 11:46:52	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 11:46:10	WZ77PD	WZ77PD	Email - Outbound		Done	07/03/2017 11:46:44	[redacted], Senior Advisor to contact you

Last Name	First Name	Account	BAC Code
[redacted]			

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] ease 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

[SF[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2017 09:14:26	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/01/2017 09:42:02	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/01/2017 09:41:22	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 19:46:27	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]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 09:21:42		WZ77PD	Email - Inbound		Done	06/28/2017 15:26:32	[EXTERNAL] RE: [redacted] Chevrolet Request for additional

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

information

——Original Message——...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 08:59:39	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 08:56:33	WZ77PD	WZ77PD	Email - Outbound		Done	06/28/2017 08:57:32	[redacted]hevrolet Request for [redacted]ation

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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 08:51:30	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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/28/2017 08:51:21	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: [redacted]
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: [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*

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/27/2017 12:04:34		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: Whetstone [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]

SR No.	[redacted]	**Ref No.**		**BRC Type**	N/A	**Business Unit**	CCC - CAC Tier 2
Account	[redacted]	**Site/BAC**		**Cost Ast.**	No Goodwill Offered	**Area**	Complaint Vehicle - Operable
Last Name		**First Name**	[redacted]	**GW SubType**		**Sub-Area**	Initial Failure/Repair
Daytime #		**Evening #**		**Approval**	Not Initiated	**Safety**	
		Source					
Involved Dlr	Keith Pierson Chevrolet	**Contact Accnt.**		**UCC**	Transmission - Automatic	**Updated**	Mar 31, 2017 11:20 AM
Serial/VIN #	3GCUKREC9EG[redacted]	**Source**	Email				
Model	Silverado	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	QZXB4Y
Make	Chevrolet	**Warranty Start**	Mar 21, 2014 12:00 AM	**Status**	Closed	**Opened**	Feb 7, 2017 3:50 PM
Year	2014	**Mileage**	73400	**Sub Status**	Pend Diag/Cust Act	**Closed**	Mar 31, 2017 11:20 AM
Customer Description	*DO NOT REOPEN this case if it has been closed for 2 WEEKS*			**Cust Concern**	Tranny Concern		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:20:35	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]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:18:24	QZXB4Y	QZXB4Y	SR Summary	SR Closure Review	Done	03/31/2017 11:19:21	Tranny Concern

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:17:42	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:11:44	QZXB4Y	QZXB4Y	Outbound Call Customer	Received No Answer	Done	03/31/2017 11:12:24	[redacted]eted

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

crs sts:

=call cannot be completed

MArk/Email/T2/MNL/LvL2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:10:02	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/31/2017 11:11:34	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/31/2017 11:08:09	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/31/2017 11:08:48	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/29/2017 16:47:06	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/29/2017 16:40:30	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/28/2017 16:59:41	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/28/2017 10:23:26	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/28/2017 10:24:27	RE: CAC No Response Escalation to DMA (2 days): 288[redacted]elix Sabates Chevrolet Cadillac[redacted] [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve	Keith Pierson Chevrolet	288728

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): 288[redacted]elix Sabates Chevrolet Cadillac, [redacted]
3GCUKREC9EG[redacted]

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 Direct...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/28/2017 09:44:06	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/28/2017 09:46:12	check dlr (305) 247-2121

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/28/2017 08:16:21	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 15:48:12		QZXB4Y	Email - Inbound		Done	03/28/2017 10:24:18	[EXTERNAL] RE: CAC No Response Escalation to DMA (2 days): 288[redacted] Felix Sabates Chevrolet Cadillac, [redacted] 3GCUKREC9EG[redacted]

Last Name	First Name	Account	BAC Code
Zubizarreta	Steve		

Comments

I TEST DROVE VEHICLE WITH [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: 288[redacted]
- Customer: [redacted]
- Vehicle: 2014 Chevrolet Silverado
- VIN: 3GCUKREC9EG[redacted]

Thank ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 14:24:01	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 14:18:09	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/27/2017 14:23:40	check service (305) 247-2121
Last Name		**First Name**		**Account**	**BAC Code**		
[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 11:50:24	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 11:31:06	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/27/2017 11:49:27	f[redacted] ([redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017	QZXB4Y	QZXB4Y	Outbound Call	Left Message	Done	03/27/2017 11:31:03	reached VM

11:28:51			Customer			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 11:20:33	QZXB4Y	QZXB4Y	Email - Outbound		Done	03/27/2017 11:21:34	CAC No Response Escalation to DMA (2 days): 288[redacted] Felix Sabates Chevrolet Cadillac[redacted] 3GCUK[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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/27/2017 11:16:19	QZXB4Y	QZXB4Y	Outbound Call Dealer	Left Message	Done	03/27/2017 11:19:29	reached service VM (305) 247-2121

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/24/2017 09:01:09	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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/24/2017 08:55:36	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/24/2017 09:05:02	check dlr [redacted]
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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:55:45	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:54:43	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	03/24/2017 09:03:55	SOCD (305) 247-2121 Steve Zubezarreta
Last Name		**First Name**		**Account**	**BAC Code**		
[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:52:00	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:50:06	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:48:57	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/23/2017 16:49:34	office [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 16:46:13	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]							

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2017 09:50:30	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/23/2017 10:53:26	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/22/2017 16:56:10	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]							

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 15:00:21	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Follow-up Attempt	Done	03/23/2017 15:42:21	SOCC [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 14:59:12	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	03/22/2017 16:56:25	SOCD (305) 247-2121 Steve Zubezarreta

Last Name	First Name	Account	BAC Code
[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 14:58:16	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]			

CANCELLED, incorrect date

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 14:52:19	QZXB4Y	QZXB4Y	Outbound Call Dealer	Made Contact	Done	03/20/2017 15:02:41	set up appt (305) 247-2121

Last Name	First Name	Account	BAC Code
[redacted]	[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 14:31:24	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 10:41:24	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/20/2017 08:51:17	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]			

cust sts:

=this is [redacted] 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 18:14:09	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 18:13:22	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 18:12:38	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: [redacted]
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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 14:18:52	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 14:18:40	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2017 12:16:53		QZXB4Y	Email - Inbound		Done	03/17/2017 18:13:10	[EXTERNAL] Re: Thank you for contacting Chevrolet, Case number [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...

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

03/07/2017 16:45:47	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							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
03/07/2017 16:44:34	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

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
03/03/2017 10:46:36	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/03/2017 10:45:11	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

H[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 reques[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: 3/2/2017 05:15:14 PM
To: "CustomerCare@Chevrolet.com" <CustomerCare@Chevrolet.com>
Subject: [EXTERNAL] RE: Thank you for contacting Chevrolet, Case number [redacted]

Mark - my apologies - I have had ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/03/2017 09:55:14	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 17:15:28		QZXB4Y	Email - Inbound		Done	03/03/2017 10:45:47	[EXTERNAL] RE: Thank you for contacting Chevrolet, Case numbe [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]

—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]

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] 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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 16:49:15	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 16:48:38	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]			

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 were [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.

Generated by wz9xwd

Thank you again for taking the time to contact Chevrolet.

Mark
Senior Advisor
Chevrolet Customer Assistance

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 16:43:56	QZXB4Y	QZXB4Y	Outbound Call Customer	Made Contact	Done	03/02/2017 16:44:56	[redacted]ork

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 16:42:41	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/02/2017 16:43:13	reached VM [redacted]ell

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2017 16:40:58	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	03/02/2017 16:42:22	reached VM (954) 319-5899

Last Name	First Name	Account	BAC Code
[redacted]	[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2017 12:03:16	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2017 12:01:19	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2017 11:57:28	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/01/2017 10:59:09	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/28/2017 17:04:48	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/27/2017 17:44:40	SZQ2MS	QZXB4Y	Notify CRM	Customer Called	Done	02/28/2017 16:01:26	Please see IBCC
Last Name		**First Name**		**Account**	**BAC Code**		

[redacted] [redacted]

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/27/2017 17:43:49	SZQ2MS	SZQ2MS	Inbound Call Customer	Complex Request	Done	02/27/2017 17:46:00	assisting only

[redacted]

Last Name	First Name	Account	BAC Code

Comments

Customer calling back to speak to you.

Bryant/CACTier1/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/27/2017 17:34:28	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

[redacted]

Mark Ivan | T2 Email | MNL | L2 | 5910451

****

Glenn|SME|EmailTier2|MNL|Lvl2
1-866-790-5700 ext 5920303

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/27/2017 17:29:04	GZX2Z6	GZX2Z6	Outbound Call Customer	Left Message	Done	02/27/2017 17:34:26	[redacted]

[redacted]

Last Name	First Name	Account	BAC Code

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/23/2017 16:49:28	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/23/2017 16:38:21	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/23/2017 16:35:17	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/23/2017 12:47:10	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/22/2017 18:45:27	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/22/2017 18:28:24	GZX2Z6	GZX2Z6	Outbound Call Customer	Made Contact	Done	02/23/2017 10:08:33	[redacted]

Last Name	First Name	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/22/2017 16:22:35	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2017 12:29:21	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2017 12:28:39	QZXB4Y	QZXB4Y	Outbound Call Customer	Left Message	Done	02/21/2017 12:32:41	reached VM [redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2017 12:21:26	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2017 12:18:55	QZXB4Y	QZXB4Y	Inbound Call Customer	Voice Mail Received	Done	02/21/2017 12:20:17	cust called

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/21/2017 09:20:50	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 Maria (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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/20/2017 10:49:24	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 19:13:53	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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 14:22:44	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 14:20:37	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 #: [redacted] CARL/TIER1/EMAIL/MANILA							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:40:49		QZXB4Y	Email - Inbound		Done	02/17/2017 19:12:26	[EXTERNAL] RE: [redacted] Chevrolet Senior Advisor to contact you
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							

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 ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:28:16		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]

[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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:23:38		QZXB4Y	Email - Inbound		Done	02/17/2017 19:12:21	[EXTERNAL] RE: Thank you for contacting Chevrolet, Case numbe [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]

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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:20:10	QZXB4Y	QZXB4Y	Scheduled Outbound Call Cust	Initial Attempt	Done	02/21/2017 11:42:15	SOCC [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:19:32	QZXB4Y	QZXB4Y	Scheduled Outbound Call Dlr		Done	02/20/2017 10:49:19	SOCD [redacted] 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:18:00	QZXB4Y	QZXB4Y	Email - Outbound		Done	02/17/2017 09:19:30	New Case Notification, CAC SR Data Share & Action Plan Request:
Last Name		**First Name**		**Account**	**BAC Code**		
							[redacted]

Anderson	Andrew			3GCUKREC9EG[redacted]

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.

[redacted]

Vehicle: 2014 Chevrolet Silverado
- Current Mileage: 73400
- VIN: 3GCUKREC9EG[redacted]

SR#: [redacted]
Involved Dealer: Felix Sabates Chevrolet Cadillac
BAC: 288728

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

[SF[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:17:40	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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:15:32	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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:15:18	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 09:15:00	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/17/2017 08:41:34	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

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

02/15/2017 15:55:16	CZ6DGK	QZXB4Y	Notify CRM		Done	02/17/2017 08:41:52	Tier 2 Escalation

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/15/2017 15:54:39	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)

==========

Dea[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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/15/2017 15:47:52	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]	[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2017 20:15:51	CZ6DGK	CZ6DGK	Scheduled Outbound Call Dlr		Done	02/15/2017 15:50:43	call dealer

Last Name	First Name	Account	BAC Code
[redacted]			

AP:

- check last service history (latest visit)

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2017 20:15:35	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2017 20:15:32	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/14/2017 14:49:53		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 ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 18:14:47	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 18:12:28	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]			

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 18:12:02	CZ6DGK	CZ6DGK	Email - Outbound		Done	02/09/2017 18:12:22	[redacted]g Chevrolet, SR#

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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 14:56:10		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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 14:17:01	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 tha[redacted]uccessfully 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

[SF[redacted]

[THREAD ID:8-1970OVV]

——Original Message——

From [redacted]
Sent: 2/9/2017 10:51:05 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.

David C. Whetstone
Director – Business Development | Elite Aerospace, ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/09/2017 10:51:57		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——

[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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 16:32:00	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]			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 16:31:38	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

Dea[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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 16:01:14	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 13:31:42	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"

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 13:26:55	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 13:08:40	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 13:07:54	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 13:02:13	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/08/2017 09:00:00		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 # - 3GCUKREC9E[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]

[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)

==========

Dea [redacted]

Thank you for your prompt response.

We would like to thank you for letting us know about the transmission problem of...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 19:00:07	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 18:59:47	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]			

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 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 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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 16:11:06		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]

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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 15:58:07	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 15:54:32	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)

==========

Dea[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] lease 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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 15:50:36	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

[redacted]

****
[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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 10:49:20		CZ6DGK	Email - Inbound		Done	02/07/2017 15:50:45	US_CHEVROLET_EN Other Comments
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]							
Comments							
[redacted]							

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	**Keith Pierson Chevrolet**	**Site/BAC**	**288**[redacted]	**Cost Ast.**		**Area**	**Engine**
Last Name	**Frederick**	**First Name**	**Robbie**	**GW SubType**		**Sub-Area**	**Gas - Controls / Driveability**
Daytime #	[redacted]	**Evening #**		**Approval**	**Not Initiated**	**Safety**	**No**
		Source					
Involved Dlr		**Contact Accnt.**	**Keith Pierson Chevrolet**	**UCC**		**Updated**	**Aug 27, 2016 3:29 AM**
Serial/VIN #	**3GCUKREC9EG**[redacted]	**Source**	**Phone**				
Model	**Silverado**	**License #**	**CHEVROLET**	**Priority**	**Consultant**	**Owner**	**MZJ012**
Make	**Chevrolet**	**Warranty Start**	**Mar 21, 2014 12:00 AM**	**Status**	**Closed**	**Opened**	**Aug 11, 2016 10:24 AM**
Year	**2014**	**Mileage**	**63253**	**Sub Status**	**System Auto Close**	**Closed**	**Aug 27, 2016 3:29 AM**
Customer Description	**P0138 P0158**			**Cust Concern**	**ses**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/27/2016 03:29:40	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**		
Frederick		Robbie		Keith Pierson Chevrolet	288[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/11/2016 10:39:46	MZJ012	MZJ012	TAC Inbound Call	Diagnostics	Done	08/11/2016 10:40:17	.
Last Name		**First Name**		**Account**	**BAC Code**		
Frederick		Robbie		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.	

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	**Southern Automotive Dealer Group Corp**	**Site/BAC**	**257**[redacted]	**Cost Ast.**		**Area**	**Body and Accessories**
Last Name	**Sobush**	**First Name**	**Mark**	**GW SubType**		**Sub-Area**	**Instrument Panel / Display**
Daytime #	**(305)247-2121**	**Evening #**		**Approval**	**Not Initiated**	**Safety**	**No**
		Source					
Involved Dlr		**Contact Accnt.**	**Southern Automotive Dealer Group Corp**	**UCC**		**Updated**	**Sep 20, 2014 3:11 AM**
Serial/VIN #	**3GCUKREC9EG**[redacted]	**Source**	**Phone**				
Model	**Silverado**	**License #**	**CHEVROLET**	**Priority**	**Consultant**	**Owner**	**PZZ7S4**
Make	**Chevrolet**	**Warranty Start**	**Mar 21, 2014 12:00 AM**	**Status**	**Closed**	**Opened**	**Sep 4, 2014 4:54 PM**
Year	**2014**	**Mileage**	**12465**	**Sub Status**	**System Auto Close**	**Closed**	**Sep 20, 2014 3:11 AM**
Customer Description	**IPC INOP DURING 14126B**			**Cust Concern**	**IPC inop during 14126b**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/20/2014 03:11:30	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**		
Sobush		Mark		Southern Automotive Dealer Group Corp	257101		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/04/2014 17:16:44	WILSONB1	PZZ7S4	TAC Inbound Call	Diagnostics	Done	09/04/2014 17:17:05	.
Last Name		**First Name**		**Account**	**BAC Code**		
Sobush		Mark		Southern Automotive Dealer Group Corp	257101		
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):
Mark Sobush – 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

End of Report

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maria Maglio <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 [redacted]

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] - [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 [redacted]

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] - [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

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: 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] - [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 [redacted]

From: Bah'Jae Davis
Sent: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR:[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 [redacted]

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 [redacted]

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] /[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 [redacted]

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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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: 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] /SR[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:[redacted]

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] /[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:[redacted]

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]

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

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Brent Wikgren <bwikgren@consumerlawcenter.com>
Sent:	Tuesday, September 19, 2017 8:11 AM
To:	Monica1 Vara1 (C)
Cc:	Maria Maglio; Bah'Jae Davis; Natali Gerani
Subject:	[EXTERNAL] RE: RESCHEDULE [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR [redacted] v. General Motors LLC

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: [redacted]

Connect With Us

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, September 19, 2017 8:03 AM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Cc: Maria Maglio <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>
Subject: RESCHEDULE [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /[redacted], [redacted] v. General Motors LLC

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
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: Brent Wikgren [mailto:bwikgren@consumerlawcenter.com]
Sent: Thursday, September 14, 2017 7:36 AM
To: Monica1 Vara1 (C)
Cc: Maria Maglio; Bah'Jae Davis; Natali Gerani
Subject: [EXTERNAL] RE: RESCHEDULE[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[redacted] - [redacted] v. General Motors LLC

Maria will be in touch.

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: Thursday, September 14, 2017 7:33 AM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Cc: Maria Maglio <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>
Subject: RE: RESCHEDULE[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR:[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,
General Motors
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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 [redacted]

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] - [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 [redacted]

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] /[redacted] - [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. 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 [redacted]

From: Bah'Jae Davis
Sent: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE [redacted] 2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[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. [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: [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[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. 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 [redacted]

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 [redacted]

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:3GCUKREC9E[redacted]/SR[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[redacted]

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: [redacted]

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Todd Yorlano
Sent: Wednesday, September 13, 2017 12:33 PM
To: Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)
Cc: Joe Chan; Monica1 Vara1 (C)
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]

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



PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Bah'Jae Davis <bdavis@consumerlawcenter.com>
Sent: Friday, September 08, 2017 8:38 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] RE [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 [redacted]

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] / [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 [redacted]

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 [redacted]

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] /SR[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: [redacted]

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
[redacted]

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]

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:	scanner@felixsabatescc.com
Sent:	Wednesday, September 27, 2017 6:48 AM
To:	Monica1 Vara1 (C)
Subject:	[EXTERNAL]
Attachments:	doc14321520170927074804.pdf

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

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

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 [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 client, 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] [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]; [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

[redacted]

Monica1 Vara1 (C)

From:	Joe Chan
Sent:	Wednesday, September 13, 2017 2:18 PM
To:	Monica1 Vara1 (C)
Cc:	Todd Yorlano; Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)
Subject:	Re: FSE Request 3GCUKREC9EG[redacted]

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

On Sep 13, 2017, at 2:49 PM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

> 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
> **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: Wednesday, September 13, 2017 12:33 PM
To: Rey Padron - Keith Pierson Chevrolet Cadillac (rpadron@keithpiersonchevrolet.com)
Cc: Joe Chan; Monica1 Vara1 (C)
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

<image001.jpg>

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: GM P2P File Delivery <noreply-p2pfd@gm.com>
Sent: Friday, January 12, 2018 1:22 PM
To: Monica1 Vara1 (C)
Subject: Submission of package [redacted]" completed successfully

Dear monica.vara@gm.com,

Your package submission entitled [redacted]" has completed successfully.

More information is available via the following link: Check Package Status (External user link)

Thank you.

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Rey Padron <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 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



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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Brent Wikgren <bwikgren@consumerlawcenter.com>
Sent: Tuesday, August 29, 2017 2:12 PM
To: Natali Gerani; Monica1 Vara1 (C)
Subject: [EXTERNAL] FW [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG [redacted] /SR [redacted]
Attachments: Atty Ack.pdf

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: [redacted]

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: Bah'Jae Davis <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]/[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. 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: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/[redacted]. 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 [redacted]

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]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. 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 [redacted]

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: [redacted]

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]/[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]e/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[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: [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: [redacted]

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]

2014 Chevrolet Silverado 1500

Crew Cab LT 4WD

Values & Cost Details

	Rough Trade-In	Average Trade-In	Clean Trade-In	Clean Retail
Base Price	$23,775	$25,500	$26,925	$28,950
Mileage (79,338)	-$1,800	-$1,800	-$1,800	-$1,800
Total Base Price	$21,975	$23,700	$25,125	$27,150
Options (change)				
Power Seat	$325	$325	$325	$375
Price with Options	$22,300	$24,025	$25,450	$27,525
Certified Pre-Owned (CPO)				+$1,500
				$29,025

Cost to Own

Cost to own data is not currently available for the 2014 Chevrolet Silverado 1500-V8 4WD Crew Cab 143.5" LT w/1LT.
Provided by ViNCENTRiC

Certified Pre-Owned (CPO) Warranty

Chevrolet Certified Pre-Owned Program Warranty Criteria and Details

CPO Warranty data is not currently available for the 2014 Chevrolet Silverado 1500-V8 Crew Cab LT 4WD.

CPO Incentives & Rebates Offer	Details	Expiration
Purchase - Special Financing Low APR dealer financing available for qualified buyers. Offer may vary by model and region. See dealer for details.	12 Months 1.90% 24 Months 1.90%	9/30/2017

Incentive combinations & availability may be restricted by regional or fleet rules and other factors. Incentive and rebate information provided on this page is reliable but not guaranteed. Finance Offers (APR) are available to qualified buyers subject to credit approval. Not all buyers will qualify. Contact your dealer for any additional program details. Always check with your Authorized Dealer Contact for the most current listing of rebates and incentives available.

© 2017, J.D. Power. All rights reserved.

PE18-012

GM

3-27-2019

Q3

[redacted]

Myra Snelling (C)

To: Bwikgren@consumerlawcenter.com
Subject: BBB Case Email Notification: VIN: 3GCUKREC9EG[redacted] Dealer: Keith Pierson Chevrolet BAC: 288[redacted] Customer: Whetstone SR#: [redacted]

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,

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, September 19, 2017 8:03 AM
To: 'Brent Wikgren'
Cc: Maria Maglio; Bah'Jae Davis; Natali Gerani
Subject: RESCHEDULE -[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/[redacted]-[redacted] v. General Motors LLC

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
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: Brent Wikgren [mailto:bwikgren@consumerlawcenter.com]
Sent: Thursday, September 14, 2017 7:36 AM
To: Monica1 Vara1 (C)
Cc: Maria Maglio; Bah'Jae Davis; Natali Gerani
Subject: [EXTERNAL] RE: RESCHEDULE -[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted]-[redacted]. General Motors LLC

Maria will be in touch.

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: [redacted]

Connect With Us

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Thursday, September 14, 2017 7:33 AM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Cc: Maria Maglio <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>
Subject: RE: RESCHEDULE [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG [redacted] /SR [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

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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] 014 Chevrolet Silverado/VIN:3GCUKREC9EG [redacted] /SR [redacted]

- Whetstone, David 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 [redacted]

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] - [redacted]. 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]
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. [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] /[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. 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: 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 [redacted]

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]SR[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: [redacted]

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: [redacted]

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

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Monica1 Vara1 (C)
Sent:	Tuesday, August 29, 2017 2:10 PM
To:	'Brent Wikgren'
Subject:	[redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted]
Attachments:	Atty Ack.pdf

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, August 29, 2017 1:57 PM
To: 'shaun.finney@gm.com'; 'todd.yorlano@gm.com'
Subject: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Tracking:

Recipient	Read
'shaun.finney@gm.com'	
'todd.yorlano@gm.com'	
Shaun Finney	Read: 8/29/2017 2:01 PM

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]; [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 <u>not</u> 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

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, September 11, 2017 9:34 AM
To: 'Bah'Jae Davis'
Subject: RE: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[redacted] - [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.

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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] - [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 [redacted]

From: Bah'Jae Davis
Sent: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE [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. [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 [redacted]

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: [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted] - [redacted]. 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. 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: 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 [redacted]

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]/SR[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: [redacted]

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

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.

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, September 22, 2017 1:17 PM
To: 'Bah'Jae Davis'
Subject: RE: RESCHEDULE [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted] - [redacted] v. General Motors LLC

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
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: Friday, September 22, 2017 12:23 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] RE: RESCHEDULE [redacted]/2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted]/SR[redacted] - [redacted], [redacted] v. General Motors LLC

Hello,

Following up, 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 [redacted]

From: Bah'Jae Davis
Sent: Wednesday, September 20, 2017 11:06 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: RESCHEDULE - [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[redacted] - [redacted] v. General Motors LLC

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: [redacted]

From: Bah'Jae Davis
Sent: Tuesday, September 19, 2017 11:20 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: RESCHEDULE - [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[redacted] v. General Motors LLC

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. [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 [redacted]

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Thursday, September 14, 2017 7:33 AM
To: Brent Wikgren <bwikgren@consumerlawcenter.com>
Cc: Maria Maglio <mmaglio@consumerlawcenter.com>; Bah'Jae Davis <bdavis@consumerlawcenter.com>; Natali Gerani <ngerani@consumerlawcenter.com>
Subject: RE: RESCHEDULE [redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[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,
General Motors
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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 [redacted]

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] - [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 [redacted]

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] - [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] - [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: [redacted]

From: Bah'Jae Davis
Sent: Friday, September 08, 2017 8:38 AM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: RE: [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. [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 [redacted]

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 [redacted]

From: Bah'Jae Davis
Sent: Wednesday, September 06, 2017 12:00 PM
To: 'Monica1 Vara1 (C)' <monica.vara@gm.com>
Subject: [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: [redacted]

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] /SR[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: [redacted]

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: [redacted]

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] /[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

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

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, September 01, 2017 12:37 PM
To: 'Brent Wikgren'
Cc: 'Natali Gerani'
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,
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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] SR[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:[redacted]

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

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General Motors

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Monica1 Vara1 (C)
Sent:	Thursday, October 12, 2017 12:41 PM
To:	'Brent Wikgren'
Subject:	[redacted] /2014 Chevrolet Silverado/VIN:3GCUKREC9EG[redacted] /SR[redacted]
Attachments:	Resolution.pdf

Hello Brent,

We have reviewed your client's case and have come to a decision.

Please see above attachment.

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:	Friday, January 12, 2018 12:44 PM
To:	Wes M. Preece
Cc:	Mary Livingston (C); Nora Valverde (C)
Subject:	BRC Legal Lawsuit 875050 [redacted] v. General Motors
Attachments:	1. CA[redacted]ls; Offer 1-9.pdf

Dear Wes,

The above Chevrolet customer has filed an ER lawsuit and the lawsuit is being removed from the Early Resolution Program and being sent to General Motors' local counsel for handling. Our records indicate Shaun Finney and Todd Yorlano were contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

113700 Service Manager: Jamie Burton Joe Bowman Chevrolet-Cadillac 2455 E. Market St. Harrisonburg, VA 22801 P: 540-434-6731 F: 540-433-0408

257101/288728 Service Manager: Fabian V. Homestead Chevrolet Cadillac/Keith Pierson Chevrolet 30501 S. Federal HWY Homestead, FL 33030 P: 305-247-2121

GM's attorney now handling this case:

Charles P Mitchell and Steve Klein

Rumberger Kirk and Caldwell PA

GM Legal Assistant involved:

Mary Livingston 512-389-7054

Customer's attorney now handling the case:

Brent Wikgren Firm: Krohn & Moss, Ltd Phone: 312-578-9428 EXT: 203

Please have the designated Field Representative(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed an ER lawsuit against General Motors. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s)/dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motor's attorney.

Attaching the case assessment for review. 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 an Advisor will be happy to assist.

Thank you for your assistance.

Sincerely,

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.

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, August 29, 2017 2:11 PM
To: Todd Yorlano
Cc: Wes M. Preece
Subject: URGENT! BRC Final Repair Attempt (FRA) FL Initial Notification for [redacted] 1
Attachments: 2. Demand Letter.pdf

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]; [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 <u>not</u> 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

[redacted]

Monica1 Vara1 (C)

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

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

