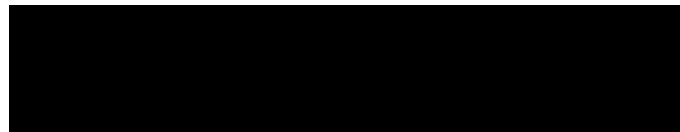


PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Kristina Rawlins (C)
Sent: Monday, July 24, 2017 8:35 PM
To: 'srisher@rydells.com'
Cc: 'eflores@rydells.com'
Subject: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Good evening!

Just writing because I haven't been able to get a call back regarding a parts failure a customer had in which she was told the part would get sent off to see what went wrong and whether or not it was a manufacture defect or not. If you could please look into this and let me know it would be greatly appreciated!

VIN Number: 1GN5CBKC7FR [REDACTED]

Sincerely,

Kristina Rawlins
District Specialist – CA Customer Engagement Center
Desk: 866-790-5700 ext. 5915105 | Fax: 586-920-0525
Kristina.rawlins@gm.com

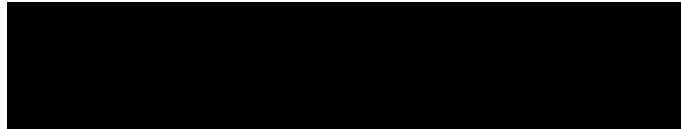


PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Lawanda Hamler-Dean (C)
Sent: Thursday, August 03, 2017 3:12 PM
To: 'keberhard@billcrispinchevy.com'
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED] 3GTU2PEJ2GG [REDACTED]
Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Good afternoon,

Thank you for the update for this case.

Have a good day!

Lawanda Dean

Customer Assistance Team
Concentrix
Executive Liaison
(855)880-1400 Ext.5911833, Fax (586) 920-0321
execreferral@gm.com



From: keberhard@billcrispinchevy.com [mailto:keberhard@billcrispinchevy.com]
Sent: Thursday, August 03, 2017 1:50 PM
To: Lawanda Hamler-Dean (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED] 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

We replace brake booster. customer was called and customer picked up vehicle. Also advised our GM Rep. Doug Campbell of situation.

----- Original Message -----

Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED],
3GTU2PEJ2GG [REDACTED] Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]
From: "Lawanda Hamler-Dean (C)" <lawanda.dean@gm.com>
Date: Thu, August 03, 2017 9:37 am
To: "keberhard@billcrispinchevy.com" <keberhard@billcrispinchevy.com>
Cc: "ruunneer (aol.com)" <ruunneer@aol.com>, Doug Campbell
<doug.1.campbell@chevrolet.com>

Good morning,

I'm reaching out to you for further information in regards to this case.

Can you please advise if this customer has been contacted?

Thank you,

Lawanda Dean

GMC Customer Assistance Team

Concentrix on behalf of GMC
Executive Liaison
(855)880-1400 Ext.5911833, Fax (586) 920-0321
excrefferral@gm.com



From: Lawanda Hamler-Dean (C)
Sent: Wednesday, August 02, 2017 4:34 PM
To: 'keberhard@billcrispinchevy.com'
Cc: 'ruunneer@aol.com'; 'doug.1.campbell@gm.com'
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED], 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Kimberly & Deborah,

We have referred [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has contacted you previously or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

Below are details for the customer and their case.

- Vehicle: 2016 GMC Sierra 1500
- Mileage: 33,000
- VIN: 3GTU2PEJ2GG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Daytime Phone: [REDACTED]
- Customer Email: [REDACTED]

The Executive Office has received the case for [REDACTED] in addressing his brake issue. The customer stated he was told a few months ago his vehicle was repaired. The customer was driving on the freeway and his brakes went out a second time. The second repair has been completed he stated but the customer does not feel safe in this vehicle. The customer is requesting options to get out of the vehicle.

Kimberly or Deborah can you provide details for this case, thank you?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling 855-880-1400, extension 5911833 or by fax at 586-920-0321.

Sincerely,

Lawanda Dean

General Motors

Executive Liaison

(855)880-1400 Ext.5911833, Fax (586) 920-0321

execreferral@gm.com



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

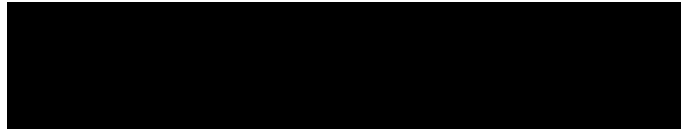
Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than 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.

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Lawanda Hamler-Dean (C)
Sent: Thursday, August 03, 2017 11:42 AM
To: Doug Campbell
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED], 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Thank you,

Have a good day!

Lawanda Dean

Customer Assistance Team
Concentrix
Executive Liaison
(855)880-1400 Ext.5911833, Fax (586) 920-0321
execreferral@gm.com



From: Doug Campbell
Sent: Thursday, August 03, 2017 11:42 AM
To: Lawanda Hamler-Dean (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED], 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

No – refer to my comments from the prev. email.

From: Lawanda Hamler-Dean (C)
Sent: Thursday, August 3, 2017 11:37 AM
To: Doug Campbell <doug.1.campbell@chevrolet.com>
Cc: ruunneer (aol.com) <ruunneer@aol.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED] 3GTU2PEJ2GG [REDACTED] Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Doug,

The customer does not feel safe in this vehicle due to the same repair was needed twice. The customer was driving on the freeway when the brakes failed a second time.

Is there any trade assistance that can be offered for this case to help the customer get out of this lease?

Thank you for reviewing this concern.

Have a good day!

Lawanda Dean

-Brand- Customer Assistance Team

Concentrix on behalf of –Brand-
Executive Liaison
(855)880-1400 Ext.5911833, Fax (586) 920-0321
execreferral@gm.com



From: Doug Campbell
Sent: Thursday, August 03, 2017 10:44 AM
To: Lawanda Hamler-Dean (C)
Cc: ruunneer (aol.com)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED], 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Lawanda,
Below is the information received from the Service Manager at Bill Crispin.
Looks to have been a parts failure that has been repaired and inspected.

I do not see any reason to assist with trading this customer out of this vehicle.
If the vehicle was beyond the B2B, a possible OLC could be considered but not eligible at this time.

This case was updated yesterday, customer had vehicle here yesterday and picked up vehicle last night. Part failure was the Brake booster, which was previously replaced per PIT 5361C in SI.

Customer told writer he was looking to see if he could get out of this vehicle.

Sent from my iPhone

Doug Campbell
District Manager Aftersales
Cell – [REDACTED]



CERTIFIED SERVICE

From: Lawanda Hamler-Dean (C)
Sent: Thursday, August 3, 2017 9:37 AM
To: keberhard@billcrispinchevy.com
Cc: ruunneer (aol.com) <ruunneer@aol.com>; Doug Campbell <doug.1.campbell@chevrolet.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Hesse, 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Good morning,

I'm reaching out to you for further information in regards to this case.

Can you please advise if this customer has been contacted?

Thank you,

Lawanda Dean

GMC Customer Assistance Team

Concentrix on behalf of GMC

Executive Liaison

(855)880-1400 Ext.5911833, Fax (586) 920-0321

execreferral@gm.com



From: Lawanda Hamler-Dean (C)

Sent: Wednesday, August 02, 2017 4:34 PM

To: 'keberhard@billcrispinchevy.com'

Cc: 'ruunneer@aol.com'; 'doug.1.campbell@gm.com'

Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, [REDACTED], 3GTU2PEJ2GG [REDACTED], Bill Crispin Chevrolet, Inc, Brakes, SR# [REDACTED]

Kimberly & Deborah,

We have referred [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has contacted you previously or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

Below are details for the customer and their case.

- Vehicle: 2016 GMC Sierra 1500
- Mileage: 33,000
- VIN: 3GTU2PEJ2GG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Daytime Phone: [REDACTED]
- Customer Email: [REDACTED]

The Executive Office has received the case for [REDACTED] in addressing his brake issue. The customer stated he was told a few months ago his vehicle was repaired. The customer was driving on the freeway and his brakes went out a second time. The second repair has been completed he stated but the customer does not feel safe in this vehicle. The customer is requesting options to get out of the vehicle.

Kimberly or Deborah can you provide details for this case, thank you?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling 855-880-1400, extension 5911833 or by fax at 586-920-0321.

Sincerely,

Lawanda Dean

General Motors

Executive Liaison

(855)880-1400 Ext.5911833, Fax (586) 920-0321

execreferral@gm.com

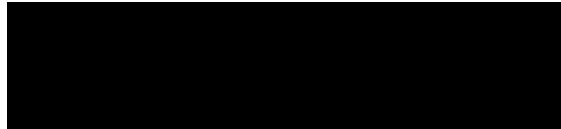


PE18-012

GM

3-27-2019

Q3





Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*:

Transaction Type*:

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID:

Original Author: Trisha Humphrey

New Author: Trisha Humphrey

*Required Fields
Disclaimer: All amounts are before taxes

BAC*:

Service Agent: SULLIVAN BUICK GMC TRUCK

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date:

Reference Number:

VIN: [Investigate Vehicle History](#)

Odometer:

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

Customer Complaint Category*:

Complaint Code*:

Description: *

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 3.8 Supp Time: 0 OLH Time: 0

Labour Rate: 112.00 Common GM Division - Mechanical

Labour Total: 425.6

Parts Total: 1,161.73

Part Numbers:

Net Item Type

Amount

Sublet	644.55	+	-
<Make Selection>		+	-

Net Item Total: 644.55

Tax: 0

Deductible: 0

Total Before Taxes: 2,231.88

Auth Code:

Accept Reject

Comment*:

Created By	Create Date/Time	Comment
Trisha Humphrey	Tue Oct 03 16:14:11 EDT 2017	Please include your Pre Auth ID when you submit your claim

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

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
<			>

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GTU2UEC7FG [REDACTED]	[REDACTED]	2017-10-03
<	>	



Email Subject Line:	New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair		
Allegation:	Brakes/Steering/Suspension	Case Summary	
Case Status: (drop down list)	New	Describe Allegation: customer alleged that the brakes failed causing a minor collision	
Recommendation (drop down list)	Repair		
Consultation (Agree/disagree drop down.)	Agree		Kim TCL
SR Number	[REDACTED]		
Customer Name (Last name/First Name)	Martin, Brad		
Year/Make/Model	2015 GMC Sierra		Business Case:
VIN	3GTU2UEC7FG [REDACTED]	*dealer inspection found vehicle has no vacuum assist, vacuum pump is not providing any vacuum to booster causing the brake pedal to be stiff	
Incident Date	9/6/2017	*vehicle is still in bumper to bumper warranty	
Dealer & BAC code	116 [REDACTED]	Sullivan Buick GMC,ocal,FL,116 [REDACTED],"	*TCL believes GM should pay for repairs due to warrantable concern
After Market Equipment (yes/no & Type from dropdown)	No		*PAC recommends repairing the vehicle
Dealership primary contact Name & Title	Mike Mennenga/Service Manager		

Open/Closed Recalls (If closed include closed Transaction History)	Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Open Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE	
Mileage	35,350	
Purchased From	GM Dealer	
MSRP/KBB (Private Party Sale)	MSRP \$38,460	
Repair Estimate Total \$	\$2,116	
Rental Vehicle (yes/no from drop down and enter date issued)	No	
TC/TCL Comments:		
Vehicle appears to be still under B2B warranty. Technical review found GM warrantable concern. Send to BRM with repair estimate for Body work and vacuum pump repairs only. Do not include the inspection cost with that estimate. KIM/PAC/TCL		

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos Log, Final Report, CDR Report, been attached to the E-mail as applicable?

When entering data into the Business Case cell: Since this field originates in Excel, pressing ALT & Enter keys at the same time will insert a new row pressing ALT + Enter at the end of your #1 comments, #2 comments #3 comments, etc, the alignment will remain after sending in Outlook.

Example:

1) Comment #1 (press Alt & Enter)

2) Comment #2 (press Alt & Enter)

3) Comment #3 (press Alt & Enter)

ETC.

If necessary include copy of any additional fire/police reports, dealer inspections, Dealer Diagnosis and Repair Estimates, and copy of title and register. Please ensure all documentation is complete, accurate and professional.

All Dealer repair estimates should include the labor codes, part numbers with descriptions and be priced at the dealerships current warranty rates.

Follow-up (2nd request for approval) should only be sent 48 hours after initial email if still waiting for approval.

Document Revised

7/10/2017

--- Kim TCL ---Agree

SEND TEMPLATE TO THE FOLLOWING:

To: BRM

CC: DMA, whomever was consulted on the case

New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair --- Kim TCL ---Agree

Email Statement

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

IMPORTANT TO REMEMBER

IMPORTANT TO REMEMBER

Use the "Control V" function when pasting copied template information to outlook.

***** When converting the Approval e-mail to a PDF document *****

Page setup must be set to "LANDSCAPE"

within the cell.

ation as necessary.

Agree		Allegation list
Reviewed		Air Bag
Disagree		Brakes/Steering/Suspension
		Driving Aids
		Electrical
		Other
Yes/No List		Status List
Yes		New
No		2nd Request
		Update

		Type of aftermarket Equip
		Lift kit - Dealer installed
		Lift kit - Owner Installed
		Alarm/remote start - Dealer installed
		Alarm/remote start - Owner Installed
		Stereo/Amp / Electrical
		Other - "enter text here"

	Recommendation List
	Repair
	Repurchase
	Deny
	Consultants List
	Vanessa TL
	Wadad TL
	Kim TCL

Preliminary Estimate

Customer: Bulck Gmc, Sullivan

Job Number:

2015 GMC Sierra 1500 SLE Crew Cab 153" WB 4WD 4D LONG 8-5.3L Flex Fuel Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FENDER					
2	Repl	RT Fender	84028403	1	612.85	2.7	2.0
3		Add for Clear Coat					0.8
4		Add for Edging					0.5
5		Add for Inside					1.2
6	Repl	RT Wheel opng midg	22775549	1	159.67	Incl.	
7		FRONT DOOR					
8	Blnd	RT Door shell double & crew cab					1.2
9	R&I	RT Belt molding double & crew cab black				0.3	
10	*	R&I RT Body side midg double & crew cab body color				0.3	
11	#	R&I Emblems				0.2	
12		R&I RT R&I mirror				0.3	
13		R&I RT Handle, outside black				0.3	
14		R&I RT R&I trim panel				0.4	
SUBTOTALS					772.52	4.5	5.7

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			772.52
Body Labor	4.5 hrs @	\$ 42.00 /hr	189.00
Paint Labor	5.7 hrs @	\$ 42.00 /hr	239.40
Paint Supplies	5.7 hrs @	\$ 26.00 /hr	148.20
Body Supplies	4.5 hrs @	\$ 7.00 /hr	31.50
Subtotal			1,380.62
Sales Tax	Tier 1	\$ 1,380.62 @ 7.0000 %	96.64
Grand Total			1,477.26
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,477.26

MyPriceLink Estimate ID: 340501876267032576

PARTS PRICES MAY CHANGE SUBJECT TO INVOICE.

PLEASE READ CAREFULLY...

CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

SULLIVAN BUICK GMC TRUCK

FACSIMILE TRANSMITTAL SHEET

TO: Anthony Gerbasi

FROM: Michael Mennenga

COMPANY: G.m. Product assistance

DATE: 10-3-17

FAX NUMBER: 866-233-7029

TOTAL NO. OF PAGES: 3

PHONE NUMBER:

SENDER'S PHONE NUMBER:
(352)-620-0008

RE: 

SENDER'S FAX NUMBER:
(352)-620-0769

(URGENT (FOR REVIEW (PLEASE COMMENT (PLEASE REPLY

NOTES/COMMENTS:

4000 SW COLLEGE RD
OCALA, FL 34474

MATTHEW SOWELL 431 10/03/17
35,355 /

15/GMC/SIERRA 1500

3GTU2UEC7FG

09/14/17

MO: 35390

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD

VIN 3GTU2UEC7FG REPAIRING BAC 116
ODOMETER INDICATOR M JOB CARD OPEN DATE 09/14/2017
ODOMETER 35355 SERVICE ADVISOR GMIN 638335456
NON-GM VEHICLE N FOREIGN TOURIST
REFERENCE NUMBER

JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER
2 W ZREG

JOB COMPLETION DATE: 09/27/2017
TECHNICIAN GMIN: 370529792

LABOR OPERATION BASE HOURS OTHER
4023850 1.2 2.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0390

COMPLAINT DESCRIPTION: CUSTOMER STATES BRAKES ON TRUCK FAILED CAUSING HIM T
O SWERVE OFF ROAD AND HIT A STREET SIGN

CAUSE CODE: 6051

CAUSE DESCRIPTION: ENGINE DRIVEN VACUUM PUMP FAILED CAUSING VEHICLES BRAKES
TO HAVE NO POWER ASSIST. DTC C0299 PRODUCT ASSISTANCE CASE #
130 RIGHT FRONT FENDER DAMAGED AS A RESULT OF INCREASED BREAKING EFFORT

CORRECTION DESCRIPTION: PERFORMED AND COMPLETED INSPECTION REPORT AS REQUES
TED BY PRODUCT ASSISTANCE CENTER. REPLACED ENGINE DRIVEN VACUUM PUMP SUBLE
UBLET REPAIR FOR FENDER REPLACEMENT

CAUSAL PART: 12669488

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12658178	1	37.85			
12658179	1	37.65			
12669488	1	121.06			
22775549	1	95.80			
84214216	1	367.71			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
6.65	NIE					
20.00	NIM			FUEL FOR TRANSPORT		
617.90	NIS	18365		FENDER REPALCEMENT		

WAIVE DEDUCTIBLE (Y/N) N

MATTHEW SOWELL 431 10/03/17

35,355 /

15/GMC/SIERRA 1500

3GTU2UEC7FG

09/14/17

MO: 35390

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	501.66		
PARTS	660.07	0.00	1161.73
LABOR	425.60	0.00	425.60
NET ITEMS	644.55	0.00	644.55
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	2231.88	0.00	2231.88

DCS AUDIT SLIP

JOB CARD

VIN	3GTU2UEC7FG	REPAIRING BAC	116
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/14/2017
ODOMETER	35355	SERVICE ADVISOR GMIN	638335456
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT				

JOB COMPLETION DATE: 09/27/2017
TECHNICIAN GMIN: 370529792

LABOR OPERATION BASE HOURS
9102276 .3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: RECALL COMPLETED PROGRAM CODE S30D4

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	33.60	0.00	33.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	33.60	0.00	33.60

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Friday, September 22, 2017 3:55 PM
To: Bobby Qureshi
Cc: Kimberly Horvath (C); 'daniel.m.perkins@gm.com'
Subject: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair ---
Kim TCL ---Agree
Attachments: [REDACTED] Martin inspection diagnosis and repair estimate 9-21-17.pdf;
[REDACTED] dealer vehicle photos 9-14-17.pdf

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:
Case Status: (drop down list)
Recommendation (drop down list)
Consultation (Agree/disagree drop down. (list by whom)
SR Number
Customer Name (Last name/First Name)
Year/Make/Model
VIN
Incident Date
Dealer & BAC code
After Market Equipment (yes/no & Type from dropdown)
Dealership primary contact Name & Title

Open/Closed Recalls (If closed include closed Transaction History)

Mileage

Purchased From

MSRP/KBB (Private Party Sale)

Repair Estimate Total \$

Rental Vehicle (yes/no from drop down and enter date issued)

TC/TCL Comments:

Vehicle appears to be still under B2B warranty. Technical review found GM warrantable concern. Send to BRM with repair estim

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

preliminary Estimate:

Vacuum pump - 12 66 9488 = \$ 213.07

base labor op- 4023850 ^{1.2} = 134 40

OLH inspection

= 291 20

\$ 638 67

Note: We have no body shop and
vehicle is currently unsafe to drive
to an off site location For
Body repair estimate

Following the inspection, summarize all relevant facts and observations. Provide related photographs.

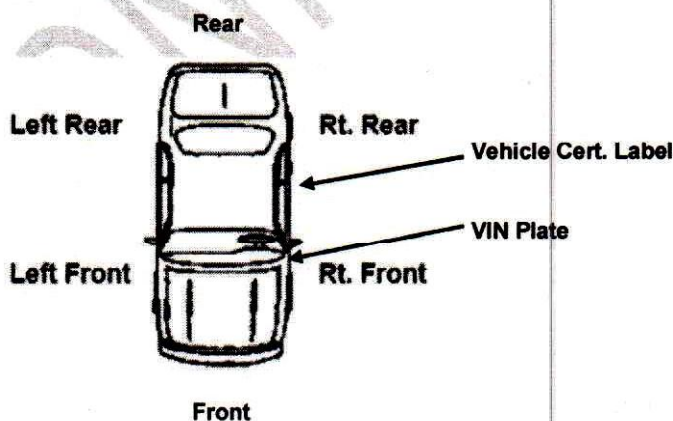
Vehicle has no vacuum assist. Vacuum pump not providing any vacuum to booster. Therefore causing brake pedal to be stiff.

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Friday, September 22, 2017 4:30 PM
To: 'hmmracing@hotmail.com'
Subject: SR [REDACTED] 2015 GMC Sierra VIN 3GTU2UEC7FG [REDACTED]

Mike,

GM will pay for both mechanical and body damage repairs for the above listed vehicle. Please use Labor Op Code [REDACTED] When the repairs are completed please send me the RO and I will obtain a preauthorization number to submit to your warranty administrator. Please call me if you have any questions and thanks for your help on this case.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Tuesday, October 03, 2017 4:39 PM
To: 'hmmracing@hotmail.com'
Subject: Pre-Repair Authorization ID for payment using labor op [REDACTED]/Preauthorization number [REDACTED] for repairs to [REDACTED] vehicle

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

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Dealer Business Center at 1-888-414-6322.

Servicing Dealer BAC-116299
Dealer Contact-Mike Mennenga
Dealer Email-hmmracing@hotmail.com
Dealer Fax-352-620-0769
Job Card number-[REDACTED]
Job Card Date-10/3/17
VIN-3GTU2UEC7FG [REDACTED]
Odometer-35,350

Labor Op-[REDACTED]
Labor Time (hrs) estimate-3.8 hours
Dealer's mechanical warranty rate per hour -\$112.00
Total Labor Estimate -\$425.60
Parts total-\$1161.73
Car Rental/Hire (if applicable) -N/A
Sublet (if applicable)-\$644.55 (body Shop)
Claim total-\$2231.88

Claim total before taxes:2231.88

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

Pre Authorization ID [REDACTED]

Approved
Date Entered:10/3/17
Entered By:Trisha Humphrey
PAC Advisor:
Tony Gerbasi

General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Anthony Gerbasi (C)

From: Bobby Qureshi
Sent: Friday, September 22, 2017 3:56 PM
To: Anthony Gerbasi (C)
Cc: Kimberly Horvath (C); Daniel M. Perkins
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair --- Kim TCL ---Agree

Approved. Thx.

Bobby Qureshi

Regional Business Resource Manager
General Motors Company
US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: [678-240-9830](tel:678-240-9830) (Office)
[REDACTED] (Cell)
[678-240-9952](tel:678-240-9952) (Fax)
Email: bobby.qureshi@gm.com



Customers, Relationships & Excellence

From: Anthony Gerbasi (C)
Sent: Friday, September 22, 2017 3:55 PM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Cc: Kimberly Horvath (C) <kimberly.horvath@gm.com>; Daniel M. Perkins <daniel.m.perkins@buickgmc.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair --- Kim TCL ---Agree

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:
Case Status: (drop down list)
Recommendation (drop down list)
Consultation (Agree/disagree drop down. (list by whom)
SR Number

Customer Name (Last name/First Name)
Year/Make/Model
VIN
Incident Date
Dealer & BAC code
After Market Equipment (yes/no & Type from dropdown)
Dealership primary contact Name & Title
Open/Closed Recalls (If closed include closed Transaction History)
Mileage
Purchased From
MSRP/KBB (Private Party Sale)
Repair Estimate Total \$
Rental Vehicle (yes/no from drop down and enter date issued)
TC/TCL Comments:
Vehicle appears to be still under B2B warranty. Technical review found GM warrantable concern. Send to BRM with repair estim

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com



DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:		Customer Phone:	
Year/Make:	2015 GMC	Case Number:	
VIN:	3GTU2UEC7FC [REDACTED]	Dealership contact (Service Manager/Director)	Mike Mennenga
Model:	Sierra 1500	Dealership / (Service Manager/Director) Phone #	(352) 620-0008
Mileage:	35,350	Dealer City/ST	Ocala, FL
Dr. BAC & Name	Sullivan Buick GMC BAC 116 [REDACTED]	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

customer girlfriend was driving the vehicle at about 75 MPH in Miami FL on I-75, says traffic stopped and when his girlfriend hit the brakes the vehicle was not stopping-rather than hitting another vehicle she steered to avoid a collision and the vehicle went into a ditch off of the road and hit a pole at about 3 MPH-no SIR deployment and light damage to right hand front fender.

Customer Allegation of Defect:

Customer alleges that a defect in the vehicle brakes led to the collision.

Section 3 VEHICLE / SYSTEM INSPECTION

Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
C0299	00	EBCM	Brake Booster Large Vacuum Leak Detected	✓	
B124B	04	HMI	Universal Serial Bus Circuit 1		✓

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

<input type="checkbox"/> Remote start	<input type="checkbox"/> Suspension	<input type="checkbox"/> Tires/wheels	<input type="checkbox"/> Audio/video	<input type="checkbox"/> Snow removal
<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

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

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

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

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

Turn on the ignition key and note the following:

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

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

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

Full Clear Normal Smell Other: _____

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

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

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

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	7mm	8mm	7mm	8mm	9mm	9mm	9mm	9mm

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

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

Observations:

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

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

Does the brake system hold the vehicle stationary? Yes No

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

Comments:

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

Does the brake system hold the vehicle stationary? Yes No

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

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

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32")
LF	Goodyear	M+S	P265/65 R18	34	9/32
RF	Goodyear	M+S	P265/65 R18	35	9/32
LR	Goodyear	M+S	P265/65 R18	35	7/32
RR	Goodyear	M+S	P265/65 R18	35	7/32

Specific test requests: PAC ADVISOR TO INSERT ANY SPECIFICALLY REQUESTED TESTING HERE

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

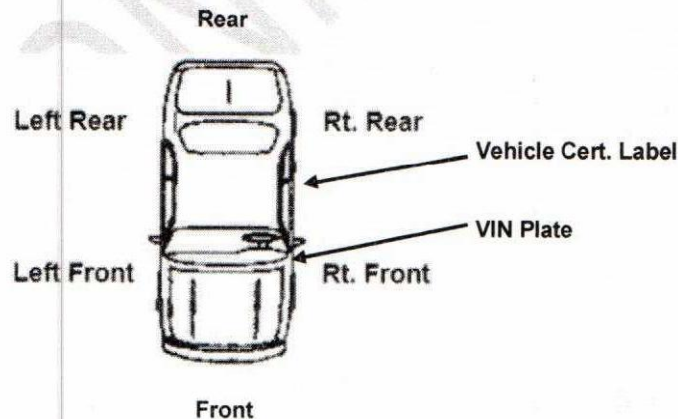
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

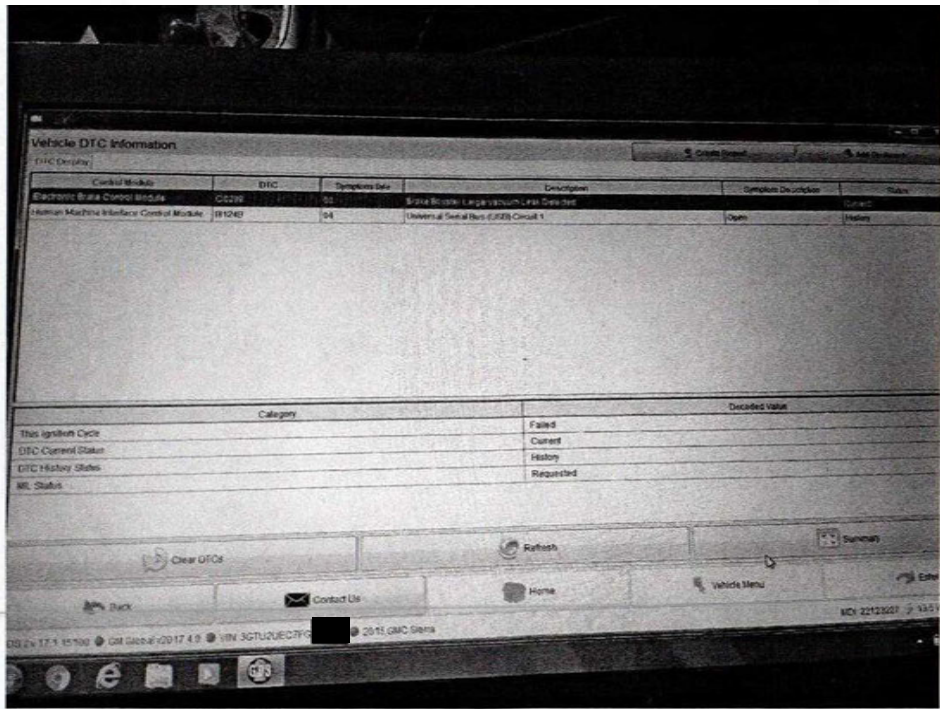
- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should or should not be replaced**. If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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



Freeze Frame Failure Records

Freeze Frame Failure Records

Freeze Frame	DTC	Symptom Bits	Description
00298	00		Brake Booster Large Vacuum Leak Data Set

Parameter Name	Value	Units	Electronic Brake
Left Rear Wheel Speed Sensor	0	MPH	Electronic Brake
Right Rear Wheel Speed Sensor	0	MPH	Electronic Brake
Steering Wheel Angle	-45	°	Electronic Brake
Brake Pressure Sensor	0	kPa	Electronic Brake
Brake Pedal Position Sensor	Inactive		Electronic Brake
Lateral Acceleration	0	g	Electronic Brake
Longitudinal Acceleration	0	g	Electronic Brake
Yaw Rate	0	°/s	Electronic Brake

Refresh

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DD9.2 v 17.1.15100 GM Global v2017.4.0 VIN: 3GTU20EC7F0 2015 GMC Sierra

Freeze Frame/Failure Records

Freeze Frame Failure Records

Freeze Frame	DTC	Symptoms Note	Description	Symptoms Description
	C3264	00	Brake Booster Large Pressure Leak	

Parameter Name	Value	Unit	Control Module
Number of Times DTC has Occurred Since DTCs Cleared	9	Counts	Electronic Brake Control Module
Number Cycles Since Last DTC	5	Cycle	Electronic Brake Control Module
Secondary Code of DTC	0		Electronic Brake Control Module
Anti-lock Braking System Status	Inactive		Electronic Brake Control Module
Traction Control System Status	Inactive		Electronic Brake Control Module
Vehicle Stability System	Inactive		Electronic Brake Control Module
Dynamic Rear Proportioning Status	0	MPH	Electronic Brake Control Module
Left Front Wheel Speed Sensor			

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0:08 2V 17 1 15:00 GM Global v20 17.4.0 VIN: 3GTU2UECTC 2015 GMC Sierra MD: 2212

Freeze Frame/Failure Records

Freeze Frame Failure Records

Freeze Frame/Failure Records	DTC	Completion Date	Description
Freeze Frame	C0296	06	Brake Booster Large Vacuum Leak Cleared

Parameter Name	Value	Unit	Code
Right Front Wheel Speed Sensor	0	MPH	Electronic Brake Control
Left Rear Wheel Speed Sensor	0	MPH	Electronic Brake Control
Right Rear Wheel Speed Sensor	0	MPH	Electronic Brake Control
Steering Wheel Angle	45	°	Electronic Brake Control
Brake Pressure Sensor	0	MPa	Electronic Brake Control
Brake Pedal Position Sensor	0	s	Electronic Brake Control
Lateral Acceleration	0	g	Electronic Brake Control
Longitudinal Acceleration			

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GM Global v2017.4.0 VIN: 3GTU2UEC7P [REDACTED] © 2015 GMC Sierra



DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1	VEHICLE INFORMATION
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Customer's First & Last Name:	[REDACTED]	Customer Phone:	[REDACTED]
Year/Make:	2015 GMC	Case Number:	[REDACTED]
VIN:	3GTU2UEC7FG [REDACTED]	Dealership contact (Service Manager/Director)	Mike Mennenga
Model:	Sierra 1500	Dealership / (Service Manager/Director) Phone #	(352) 620-0008
Mileage:	35,350	Dealer City/ST	Ocala, FL
Dir. BAC & Name	Sullivan Buick GMC BAC 116 [REDACTED]	Warranty Rate:	

Section 2	INSPECTION SUMMARY
------------------	---------------------------

Customer Statement of Incident:

customer girlfriend was driving the vehicle at about 75 MPH in Miami FL on I-75, says traffic stopped and when his girlfriend hit the brakes the vehicle was not stopping-rather than hitting another vehicle she steered to avoid a collision and the vehicle went into a ditch off of the road and hit a pole at about 3 MPH-no SIR deployment and light damage to right hand front fender.

Customer Allegation of Defect:

Customer alleges that a defect in the vehicle brakes led to the collision.

Section 3	VEHICLE / SYSTEM INSPECTION
------------------	------------------------------------

**Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)**

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

<input type="checkbox"/> Remote start	<input type="checkbox"/> Suspension	<input type="checkbox"/> Tires/wheels	<input type="checkbox"/> Audio/video	<input type="checkbox"/> Snow removal
<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

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

Turn on the ignition key and note the following:

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

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

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

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

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

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

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer

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

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

Observations:

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

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

Does the brake system hold the vehicle stationary? Yes No

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

Comments:

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

Does the brake system hold the vehicle stationary? Yes No

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

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

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

Specific test requests: PAC ADVISOR TO INSERT ANY SPECIFICALLY REQUESTED TESTING HERE

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

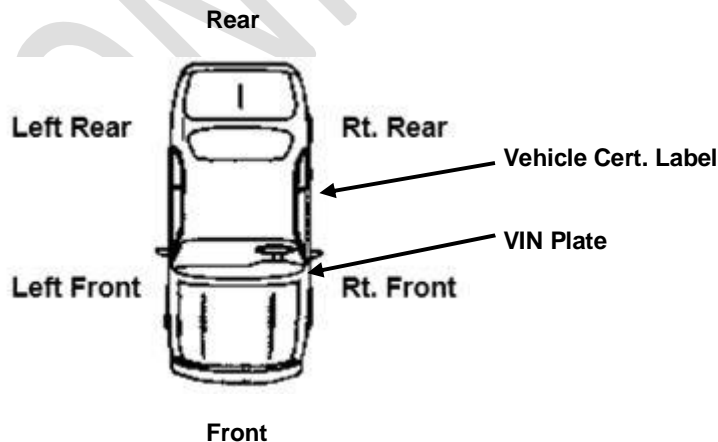
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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







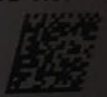






MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 02/15

GVWR	GAWR FRT	GAWR RR
3266 KG	1792 KG	1792 KG
7200 LB	3950 LB	3950 LB



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

3GTU2UEC7FG [REDACTED] TYPE: TRUCK

MODEL: K15543

KGJL	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P265/65R18	T	18X8.5J	240KPA(35PSI)
RR	P265/65R18	T	18X8.5J	240KPA(35PSI)
SPA	P265/70R17	S	17X7J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

GDS 2

Vehicle DTC Information

DTC Display:

Control Module	DTC	Symptom Byte	
Electronic Brake Control Module	C0239	00	Era
Human Machine Interface Control Module	B124B	04	Uni

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Wednesday, September 13, 2017 4:26 PM
To: 'hmmracing@hotmail.com'
Subject: SR [REDACTED] 2015 GMC Sierra (white) VIN 3GTU2UEC7FG [REDACTED] Customer [REDACTED]
[REDACTED]

Tom,

I just spoke with Tom Fisher at Fisher's Auto Care (352) 854-1990 and his driver claims the vehicle was dropped off at your dealership about 3 PM on 9/5/17. Of course the driver has no names of who he spoke with-he just says he gave the keys to "the first guy on the right" after he had pulled in. Give me a call when you get a chance. Thanks.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Friday, September 15, 2017 8:32 AM
To: 'hmmracing@hotmail.com'
Subject: SR [REDACTED] 2015 GMC Sierra VIN 3GTU2UEC7FG [REDACTED] Customer [REDACTED]
Attachments: [REDACTED] dealer inspection form-brakes 9-15-17.pdf

Mike,

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension 5911544. You can reply directly to this email with any attachments.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Vehicle DTC Information

Create Report

Add Bookmark

DTC Display

Control Module	DTC	Symptom Byte	Description	Symptom Description	Status
Electronic Brake Control Module	C0299	00	Brake Booster Large Vacuum Leak Detected	---	Current
Human Machine Interface Control Module	B124B	04	Universal Serial Bus (USB) Circuit 1	Open	History

Category	Decoded Value
This Ignition Cycle	Failed
DTC Current Status	Current
DTC History Status	History
MIL Status	Requested

Clear DTCs

Refresh

Summary

Back

Contact Us

Home

Vehicle Menu

DS 2 v.17.1.15100 ● GM Global v2017.4.0 ● VIN: 3GTU2UEC7FG [REDACTED] ● 2015,GMC,Sierra

MDI: 22123227



Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Thursday, September 14, 2017 8:49 AM
To: 'hmmracing@hotmail.com'
Subject: SR [REDACTED] 2015 GMC Sierra VIN 3GTU2UEC7FG [REDACTED] Customer [REDACTED]
[REDACTED]

Mike,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:

Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Broad image of concern and affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

Customer Name: [REDACTED]

Vehicle YMM: 2015 GMC Sierra

SR Number: [REDACTED]

VIN: 3GTU2UEC7FG [REDACTED]

Allegation: Brake Failure

If you need anything from PAC, please contact 866-446-6963, extension 5911544. You can reply directly to this email with any attachments.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Monday, September 11, 2017 2:02 PM
To: [REDACTED]
Subject: Case [REDACTED] 2015 GMC Sierra

Mr. [REDACTED]

I have been unable to reach you by phone over the past few days. I contacted a Service Advisor named Michelle at Sullivan Buick GMC in Ocala and she told me that your vehicle was not there. Is the vehicle at another dealership and if so who have you spoken with at the dealership? Please let me know. Thanks.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

Anthony.gerbasi@gm.com

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Wednesday, September 20, 2017 1:12 PM
To: 'hmmracing@hotmail.com'
Subject: SR [REDACTED] 2015 GMC Sierra 3GTU2UEC7FG [REDACTED] Customer [REDACTED]

Tom,

Since I informed the customer this case may not be resolved for at least a few more days he has asked for courtesy transportation.

please reserve a rental for the customer at GM's cost using Labor Op [REDACTED] You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

Please call me if you have any questions and thanks for your help on this case.

Tony Gerbasi
General Motors Product Assistance Claims
Concentrix on behalf of General Motors

866-446-6963 ext 5911544

Fax 866-233-7029

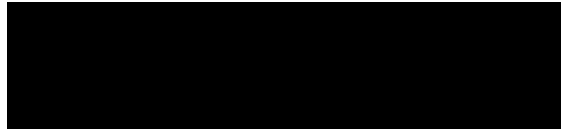
Anthony.gerbasi@gm.com

PE18-012

GM

3-27-2019

Q3



Connecting... An agent will be with you shortly.

Caller English

System [7:23:29 PM]:

Welcome to chat.

Bien [7:23:50 PM]:

Welcome to Chevrolet Customer Assistance. My name is Bien. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

██████████ [7:24:45 PM]:

My name is ██████. I lease a vehicle I purchased in Miami. I just evacuated Miami to Atlanta and while in the road my brakes went on the highway. I need help on how to handle this.

Bien [7:25:19 PM]:

I'm sorry to hear that your brakes went out. Have you contacted the dealer about this?

██████████ [7:26:11 PM]:

Miami is an evacuation zone because of the hurricane.

██████████ [7:26:18 PM]:

No one answers

Bien [7:26:33 PM]:

Where is the vehicle currently at?

██████████ [7:26:40 PM]:

I am in Atlanta. Somehow drove it slowly with emergency brake.

Bien [7:27:34 PM]:

I see. Do you want me to locate the closest dealer on where you at right now?

██████████ [7:27:53 PM]:

Yes.

██████████ [7:28:03 PM]:

I don't know this city at all

[REDACTED] [7:29:02 PM]:

It's also 7pm and most service dept closed

Bien [7:29:03 PM]:

I need your ZIP.

Bien [7:29:19 PM]:

Do you want me to give you the phone number of Chevrolet Roadside Assistance?

[REDACTED] [7:29:29 PM]:

Yes

[REDACTED] [7:30:05 PM]:

Looking for zip code of hotel

Bien [7:30:33 PM]:

I would like you to contact Chevrolet Roadside Assistance. They are in the best position to assist you with your concern. For your reference, the phone number is 800-243-8971.

[REDACTED] [7:30:59 PM]:

[REDACTED]

[REDACTED] [7:31:10 PM]:

That's the zip code at hotel

[REDACTED] [7:31:32 PM]:

Fairfield inn and suites in downtown Atlanta

Bien [7:32:03 PM]:

Thank you. I will locate the closest dealer on that ZIP. Please wait.

[REDACTED] [7:32:32 PM]:

No problem. Thank you

Bien [7:32:39 PM]:

You're welcome.

Bien [7:33:31 PM]:

I see that Superior Chevrolet in Decatur, GA is very close to where you are. They are on Covington Hwy.

[REDACTED] [7:34:44 PM]:

Do I call the tow assistance so they can take there? They are closed, do I have to wait? No one wants to drive this car and valet at hotel refuses.

[REDACTED] [7:34:57 PM]:

Do they have emergent services?

Bien [7:34:58 PM]:

I can send you the link to schedule your appointment online or would you prefer a phone number?

Bien [7:35:17 PM]:

That, I don't know.

[REDACTED] [7:35:20 PM]:

I'll take phone number.

Bien [7:35:38 PM]:

The phone number is [REDACTED]

Bien [7:36:01 PM]:

Do you have the last 8 of the VIN so I can also document your concern?

[REDACTED] [7:36:17 PM]:

Ok

[REDACTED] [7:36:43 PM]:

Looking

Bien [7:36:51 PM]:

Take your time.

Bien [7:36:57 PM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[REDACTED] 7:37:36 PM]:

Looking

[REDACTED] [7:38:23 PM]:

[REDACTED]

Bien [7:38:29 PM]:

I'll be waiting.

[REDACTED] [7:38:38 PM]:

Not sure if 1 or I

Bien [7:38:58 PM]:

What is the year, make and model?

[REDACTED] [7:39:51 PM]:

2015 chevy Tahoe. I almost died on the hwy with three small children. This is terrible.

Bien [7:41:18 PM]:

I hate to hear that you felt your family was at risk. Please know that your family's safety is of utmost importance to Chevrolet.

Bien [7:41:30 PM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[REDACTED] [7:42:17 PM]:

Name [REDACTED] [REDACTED]

Bien [7:43:06 PM]:

Thank you.

[REDACTED] [7:43:23 PM]:

Now do I just call the numbers you gave me?

Bien [7:43:54 PM]:

Yes, You may check and see if they are still open.

Bien [7:44:09 PM]:

Let me give you the Service Request Number for this issue.

[REDACTED] [7:44:45 PM]:

Ok

Bien [7:44:59 PM]:

Your Service Request Number is [REDACTED].

Bien [7:45:20 PM]:

May I have your address and the vehicle's mileage for me to complete the documentation?

[REDACTED] [7:46:23 PM]:

Trying to find address to hotel

Bien [7:46:38 PM]:

How about your mailing address?

[REDACTED] [7:46:40 PM]:

Don't know vehicle mileage.

Bien [7:47:00 PM]:

I see. It's okay if you don't have the information.

[REDACTED] [7:47:39 PM]:

[REDACTED]

[REDACTED] [7:47:52 PM]:

Can you email me a confirmation

Bien [7:48:00 PM]:

For what confirmation?

[REDACTED] [7:48:08 PM]:

I'm afraid to loose this thread with all the important numbers

[REDACTED] [7:48:43 PM]:

I will write them, don't worry

Bien [7:48:51 PM]:

You may save or print this conversation by clicking the icon on the top of the screen.

██████████ [7:49:41 PM]:

Yes!!

Bien [7:49:57 PM]:

Did you see it?

██████████ [7:51:13 PM]:

Yes. Thank you for your assistance

Bien [7:51:45 PM]:

You're welcome. Is there anything else I can help you with?

██████████ [7:52:16 PM]:

No

Bien [7:52:37 PM]:

Thank you for contacting Chevrolet Customer Assistance, ██████████. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600 between the hours of 8 AM and 9 PM Eastern Standard Time. Thanks again for contacting us today.

Bien [7:52:51 PM]:

Have a safe trip, ██████████ Take care.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [10:34:45 AM]:

Welcome to chat.

Willie [10:34:52 AM]:

Good Morning.

Willie [10:34:54 AM]:

Thank you for contacting General Motors Customer Assistance, my name is Willie, how may I assist you today?

[REDACTED] [10:35:10 AM]:

I have a reference number [REDACTED]

Willie [10:35:52 AM]:

Let me check this one and thank you for that information.

[REDACTED] [10:35:54 AM]:

Our brakes went out on our leased vehicle and at dealership now getting diagnostics

[REDACTED] [10:36:11 AM]:

They are saying the car is out of warranty

Willie [10:38:01 AM]:

What is their recommendation?

[REDACTED] [10:39:03 AM]:

haven't no heard yet. Approximately one month ago, we brought the car in bc a/c was broken

[REDACTED] [10:39:49 AM]:

It was repaired no charge and we assumed under warranty. They are saying here (at a different dealership) that warranty expired 7/29/17

Willie [10:41:02 AM]:

Did they tell you how much is the cost of repairing the brakes?

[REDACTED] [10:41:18 AM]:

Not yet. Still in waiting area

Willie [10:41:57 AM]:

Let me see what I can do for you today.

Willie [10:42:10 AM]:

How many miles do you currently have on your vehicle?

[REDACTED] [10:42:39 AM]:

Thank you. My wife is still completely freaked out. Had our three kids in the vehicle, was evacuating hurricane, and they went out in Atlanta rush hour traffic.

[REDACTED] [10:43:13 AM]:

I have to check the mileage.

Willie [10:44:14 AM]:

That's dangerous when the brakes went out. I'm so sorry for that inconvenience.

[REDACTED] [10:44:34 AM]:

Miles were 35,000

Willie [10:44:47 AM]:

Thank you.

Willie [10:45:19 AM]:

You're the owner of the vehicle?

[REDACTED] [10:45:35 AM]:

My wife, [REDACTED]

Willie [10:46:07 AM]:

Thank you for that information.

Willie [10:46:25 AM]:

Please give me 3-6 minutes to review your concern.

[REDACTED] [10:47:01 AM]:

Thank you.

Willie [10:47:18 AM]:

You're welcome.

Willie [10:47:26 AM]:

Regarding your concern, how do you want Chevrolet to participate on this?

[REDACTED] [10:49:17 AM]:

We would just like the cost of repair covered. For a car with so few miles, unacceptable that brakes would just not work. Just glad at this point we are all safe from hurricane and a bad accident

Willie [10:50:05 AM]:

It's good to hear that your family is safe.

[REDACTED] [10:50:39 AM]:

Thanks, Willie. I was just told vacuum pump failed And \$589 to fix

Willie [10:51:18 AM]:

Let me check this one.

Willie [10:51:30 AM]:

Please allow me 3-6 minutes to look into this for you.

[REDACTED] [10:51:36 AM]:

Ok. Thanks

Willie [10:51:42 AM]:

You're welcome.

Willie [10:57:10 AM]:

Thank you for waiting. I'm sorry for the delay on my part. I am still trying to get the information you need. Please allow me another 3-6 minutes. Thank you.

[REDACTED] [10:57:19 AM]:

Ok

Willie [10:57:28 AM]:

Thanks.

Willie [11:03:03 AM]:

Thank you for waiting.

Willie [11:03:23 AM]:

And I'm sorry for the long hold.

Willie [11:04:03 AM]:

Upon checking the vehicle information. The brakes are included in the maintenance item. I apologize, GM will not be able to cover the cost of repairs for the brakes.

Willie [11:04:22 AM]:

For the vacuum pump concern, what I can do for you is forward your case to of my Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

[REDACTED] [11:06:19 AM]:

Wow, I am disappointed. For such a dangerous failure, I assumed GM would step up

[REDACTED] [11:07:48 AM]:

I could understand a non life threatening issue, but a car that is 3 years old to have such a failure is really terrible

[REDACTED] [11:08:57 AM]:

I understand you are the messenger, but I am understandably angry. I had my entire family in that vehicle

Willie [11:11:41 AM]:

I can imagine how frustrating that must be. My apologies, because brakes are part of the maintenance items of the vehicle.

[REDACTED] [11:13:02 AM]:

Yes, I understand a worn out brake pad but catastrophic failure is something entirely different. Wear and tear is an inconvenience. Catastrophic failure is possible severe injury or worse

[REDACTED] [11:14:23 AM]:

Are you able to escalate this on this current chat?

Willie [11:14:29 AM]:

I can completely understand. If that happened to me I'd be really upset too.

Willie [11:15:38 AM]:

I will forward your concern to a Senior Advisor.

Willie [11:17:09 AM]:

Soon as we end our chat your case gets assigned to a senior advisor who will be your main point of contact to assist you further. It may not take 2 business days to get in touch with you, but the senior advisor does need time to receive and review your case and vehicle details.

[REDACTED] [11:17:37 AM]:

Ok. Thank you for your help

Willie [11:17:46 AM]:

You're welcome.

Willie [11:17:55 AM]:

Is there anything else that I can assist you with today?

[REDACTED] [11:18:13 AM]:

Is there a new reference number?

Willie [11:20:02 AM]:

You can keep that case number and I updated your file.

[REDACTED] [11:20:08 AM]:

Thanks

Willie [11:20:16 AM]:

You're welcome.

[REDACTED] [11:20:24 AM]:

We can end the chat now

Willie [11:20:46 AM]:

Thank you for chatting with the Chevrolet Customer Assistance! My name is Willie. Have a great day! If you have additional questions, please feel free to contact us again.

Call Disconnected.

██████████
Connecting... An agent will be with you shortly.

Caller English

System [1:20:28 PM]:

Welcome to chat.

Emma [1:20:39 PM]:

Hi, ██████████ Thank you for contacting Chevrolet Customer Assistance, my name is Emma, how may I help you today?

██████████ [1:20:57 PM]:

Is celine available

██████████ [1:21:02 PM]:

I lost connection

Emma [1:21:45 PM]:

I'm sorry for the disconnection, ██████████

██████████ [1:21:52 PM]:

Service # ██████████

██████████ [1:22:01 PM]:

No worries

██████████ [1:22:19 PM]:

Felt bad for Celine since I could not write back

Emma [1:22:21 PM]:

Let me pull up this reference number.

Emma [1:24:22 PM]:

I see that this case was handled by one of our Senior advisor. Based from her note dated 9/26/2017, Senior adviosr was unable to reach you.

██████████ [1:24:28 PM]:

Did I loose you

[REDACTED] [1:24:42 PM]:

Yes that is correct

Emma [1:24:44 PM]:

No, you did not.

[REDACTED] [1:25:15 PM]:

Celine said that she had a final offer and chevrolet wasn't willing to pay for the pump

[REDACTED] 1:25:25 PM]:

The brake pump

Emma [1:26:22 PM]:

I am checking in on that final offer that you mentioned. Please bear with me.

[REDACTED] [1:26:32 PM]:

No worries. Take your time.

Emma [1:29:33 PM]:

[REDACTED] I do apologize, all I was able to find here was about that denial of assistance and that the District Manager agreed to that denial.

Emma [1:30:32 PM]:

This is the reference number that Celine have generated for you, [REDACTED].

[REDACTED] [1:32:09 PM]:

Would you be able to give me the district managers name and address so I can write them directly. You see, my car lost it's brakes on the highway with three small children. It was very scary to say the least. We are alive, but I'm appalled that chevrolet doesn't want to assist with his matter. I will do to the higher up or my local tv station.

Emma [1:34:10 PM]:

I have no guarantee, but let me check in this same reference number.

Caller [REDACTED] left the call.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [1:02:34 PM]:

Welcome to chat.

Celine [1:02:46 PM]:

Welcome to Chevrolet Customer Assistance, my name is Celine how may I assist you today?

[REDACTED] [1:03:01 PM]:

My service [REDACTED]

Celine [1:03:22 PM]:

Let me go ahead and check my resources for you. Please give me at least 2-3 minutes.

[REDACTED] [1:03:43 PM]:

Lost my brakes on highway and someone was supposed to get back to me. She called, but I wasn't happy with the offer. Do you have anything on record.

[REDACTED] [1:04:01 PM]:

This happened weeks ago

Celine [1:04:06 PM]:

I perfectly understand your situation, [REDACTED]

[REDACTED] [1:04:22 PM]:

It's Mrs [REDACTED]

Celine [1:04:35 PM]:

Her name is Donea, she is one of my Senior Advisor.

Celine [1:04:45 PM]:

I am so sorry, [REDACTED].

[REDACTED] [1:05:00 PM]:

Could she contact me when available

Celine [1:05:14 PM]:

Let me review her notes for you.

Celine [1:05:26 PM]:

It shows that she was having a hard time contacting you.

Celine [1:05:41 PM]:

We have your phone numbers ending in [REDACTED] and [REDACTED]

[REDACTED] [1:05:56 PM]:

Oh boy, it's possible. After the hurricane things have been crazy.

Celine [1:06:11 PM]:

I'm sorry to hear you are experiencing such frustrations.

[REDACTED] [1:06:34 PM]:

Please let her know that I am back in miami but we had a lot of damage on property and have been a bit hectic and his issue went on the back burner

[REDACTED] [1:06:49 PM]:

This issue, typo

Celine [1:06:58 PM]:

It shows that the message that she left you on your voice mail is the final decision rendered by Chevrolet.

Celine [1:07:16 PM]:

Please allow me 3-5 minutes to look into this concern for you.

[REDACTED] [1:07:37 PM]:

What is the offer again if you have access to it.

[REDACTED] [1:08:18 PM]:

Ok

[REDACTED] [1:08:25 PM]:

Thanks for your help

Celine [1:09:39 PM]:

Thank you for holding.

Celine [1:10:15 PM]:

Based on my research, your vehicle is repaired and picked up (replaced the vacuum pump costing \$ 579.92).

Celine [1:11:50 PM]:

Chevrolet rendered our final decision; we will not be able to financially assist you on this matter.

Caller [REDACTED] left the call.

Call Disconnected.

[REDACTED]
Connecting... An agent will be with you shortly.

Caller English

System [1:20:28 PM]:

Welcome to chat.

Emma [1:20:39 PM]:

Hi, [REDACTED] Thank you for contacting Chevrolet Customer Assistance, my name is Emma, how may I help you today?

[REDACTED] [1:20:57 PM]:

Is celine available

[REDACTED] [1:21:02 PM]:

I lost connection

Emma [1:21:45 PM]:

I'm sorry for the disconnection, [REDACTED]

[REDACTED] [1:21:52 PM]:

Service # [REDACTED]

[REDACTED] [1:22:01 PM]:

No worries

[REDACTED] [1:22:19 PM]:

Felt bad for Celine since I could not write back

Emma [1:22:21 PM]:

Let me pull up this reference number.

Emma [1:24:22 PM]:

I see that this case was handled by one of our Senior advisor. Based from her note dated 9/26/2017, Senior adviosr was unable to reach you.

[REDACTED] [1:24:28 PM]:

Did I loose you

[REDACTED] [1:24:42 PM]:

Yes that is correct

Emma [1:24:44 PM]:

No, you did not.

[REDACTED] [1:25:15 PM]:

Celine said that she had a final offer and chevrolet wasn't willing to pay for the pump

[REDACTED] [1:25:25 PM]:

The brake pump

Emma [1:26:22 PM]:

I am checking in on that final offer that you mentioned. Please bear with me.

[REDACTED] [1:26:32 PM]:

No worries. Take your time.

Emma [1:29:33 PM]:

[REDACTED], I do apologize, all I was able to find here was about that denial of assistance and that the District Manager agreed to that denial.

Emma [1:30:32 PM]:

This is the reference number that Celine have generated for you, [REDACTED]

[REDACTED] [1:32:09 PM]:

Would you be able to give me the district managers name and address so I can write them directly. You see, my car lost it's brakes on the highway with three small children. It was very scary to say the least. We are alive, but I'm appalled that chevrolet doesn't want to assist with his matter. I will do to the higher up or my local tv station.

Emma [1:34:10 PM]:

I have no guarantee, but let me check in this same reference number.

Caller [REDACTED] left the call.

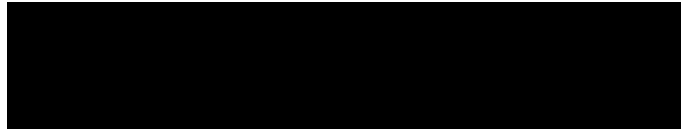
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Quincy Pickett (C)
Sent: Tuesday, November 21, 2017 2:11 PM
To: Danielle Lewis (C)
Subject: [REDACTED] : Need assistance for a customer in Georgia

Quincy Pickett

Executive Assistance Team Leader

Warren Customer Engagement Center

Phone: 855-880-1500 extension 5914204

Email: quincy.pickett@gm.com



From: Larry Duren (C)
Sent: Tuesday, November 21, 2017 2:06 PM
To: Quincy Pickett (C)
Subject: FW: Need assistance for a customer in Georgia

Quincy,

Looking over the case it looks like feedback was requested in the initial email but not officially in Siebel. Feedback should have still been sent. Initial emails though sometimes tedious should be reviewed in full. Have Danielle reopen the case and send the feedback. Please review it before it is sent out today.

I understand the dealerships reasoning for offering no assistance, however, the calculator should have been used just to see if any assistance would have been given. If there is a case for or against assistance it should be noted in the feedback, vehicle purchase history, dealership loyalty or money spent at the dealership, if the vehicle was purchased new etc.

From: Christine Stein
Sent: Tuesday, November 21, 2017 1:03 PM
To: Larry Duren (C) <larry.duren@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>
Cc: Carol Balgenorth <carol.balgenorth@gm.com>
Subject: FW: Need assistance for a customer in Georgia

Larry, Quincy,

Looks like Jennifer sent this request to the box last Monday and asked to be kept in the loop; she then asked for an update on Friday but claims she never heard anything.

Could you please have someone provide an update on this case, and also determine if there were any advisor opportunities?

Thanks,

Christine Stein

Business Performance Leader, Executive Relations

General Motors

M 1-313-969-8399

Warren Tech Center | 7000 Chicago Road | Floor 1AD31A | Warren, MI 48093 | US

Email: Christine.Stein@gm.com

From: Jennifer Costabile**Sent:** Tuesday, November 21, 2017 12:49 PM**To:** Jane Essmann <jane.essmann@gm.com>**Cc:** Carol Balgenorth <carol.balgenorth@gm.com>; Christine Stein <CHRISTINE.STEIN@ONSTAR.COM>**Subject:** Re: Need assistance for a customer in Georgia

Thank you very much for your help

Sent from my iPhone

On Nov 21, 2017, at 12:47 PM, Jane Essmann <jane.essmann@gm.com> wrote:

Hi Jennifer,

I am no longer in that role so I have forwarded to Carol Balgenorth and her team for review. Thank you!

From: Jennifer Costabile**Sent:** Tuesday, November 21, 2017 12:44 PM**To:** CARS ExecReferral <execreferral@cadillac.com>**Cc:** Jane Essmann <jane.essmann@gm.com>**Subject:** Fwd: Need assistance for a customer in Georgia

I would like someone to call me on this. I just found out from customer we are not doing anything. No one kept me in loop or contacted me. I would like to hear the situation from gms side. They are asking me and I don't know what to answer

Sent from my iPhone

Begin forwarded message:

From: Jennifer Costabile <jennifer.costabile@gm.com>

Date: November 17, 2017 at 8:53:20 AM EST

To: "execreferral@gm.com" <execreferral@gm.com>

Subject: RE: Need assistance for a customer in Georgia

Can I please get an update on this issue?

From: Jennifer Costabile**Sent:** Monday, November 13, 2017 8:23 AM**To:** 'execreferral@gm.com' <execreferral@gm.com>**Subject:** Need assistance for a customer in Georgia

Would like some assistance for a customer in Georgia. They have a warranty need and are just outside the mileage. Perfect case for customer satisfaction. Please contact the dealer and keep me updated.

Customer [REDACTED]

Repair order: [REDACTED]

Vin: 1GKS1HKC0FR [REDACTED]

Dealership Repair Location: Carl Black Roswell 11225 Alpharetta Hwy Roswell, GA 770-475-9500

Repair Representative: Olivia Catlin ocatlin@carlblack.com

Thanks very much for helping out with this customer. They are a real influencer in a very competitive market. If we help , word of mouth alone is worth the effort besides a satisfied customer.

Jennifer Costabile

General Motors Fleet

General Director Marketing, Rental
Sales and Used Vehicle Activities

jennifer.costabile@gm.com

cell: [REDACTED]

web: gmfleet.com

<image002.jpg>

PE18-012

GM

3-27-2019

Q3



Dudley, Nicholas

From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Monday, December 18, 2017 3:02 PM
To: Dudley, Nicholas
Cc: Kimberly Horvath (C)
Subject: [SR# [REDACTED] VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.
Attachments: [REDACTED] D1002 Dealer Brake _ ABS System V6 8.16.17.pdf

To: Nick,

Please see the attached D1002 Dealer Brake Preliminary report.

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension EXT#5911560. You can reply directly to this email with any attachments or fax to 866-834-3545.

Thank you,

Clera O'Neal



DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:		Customer Phone:	
Year/Make:	2016, Chevrolet	Case Number:	
VIN:	3GCUKREC2GG [REDACTED]	Dealership contact (Service Manager/Director)	Service manager
Model:	Silverado 1500	Dealership / (Service Manager/Director) Phone #	678-461-7625
Mileage:	26,715	Dealer City/ST	Alpharetta, GA
Dir. BAC & Name	164761	Warranty Rate:	\$118.96

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer was in the parking lot of a shopping center 10800 Alpharetta Highway Suite 200 Roswell GA 30076. As he was parking the vehicle suddenly the brake vacuum pump stops working. He rolled in 3 feet on the curb. Damaged the bumper cow hooks. He immediately called the Autonation dealership and told them what happen. They told him to bring the vehicle. Customer alleges defect with the brake vacuum pump caused the accident, and want vehicle fix.

Customer Allegation of Defect:

Customer alleges defect with the vacuum pump caused the accident

Section 3 VEHICLE / SYSTEM INSPECTION

Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
B1527	00	BCM	Parasitic Load		X
B1325	03	Radio	Control module Power Circuit - Low Voltage		X

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

<input type="checkbox"/> Remote start	<input type="checkbox"/> Suspension	<input type="checkbox"/> Tires/wheels	<input type="checkbox"/> Audio/video	<input type="checkbox"/> Snow removal
<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

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

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

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

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

Turn on the ignition key and note the following:

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

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

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

Full Clear Normal Smell Other: _____

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

None

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

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

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	6mm	6mm	6mm	6mm	6mm	6mm	6mm	6mm

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

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

Normal Stop ABS activated normal-1

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

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

Does the brake system hold the vehicle stationary? Yes No

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

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

Comments:

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

Does the brake system hold the vehicle stationary? Yes No

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

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32")
LF	Goodyear	Wrangler SR-4	P225-65-18	34	6/32
RF	Goodyear	Wrangler SR-4	P225-65-18	33	6/32
LR	Goodyear	Wrangler SR-4	P225-65-18	33	6/32
RR	Goodyear	Wrangler SR-4	P225-65-18	32	7/32

Specific test requests: PAC ADVISOR TO INSERT ANY SPECIFICALLY REQUESTED TESTING HERE

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

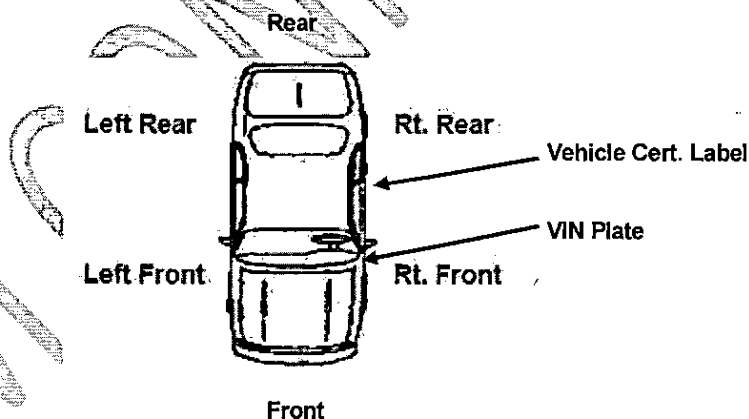
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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



DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1	VEHICLE INFORMATION
------------------	----------------------------

Customer's First & Last Name:	[REDACTED]	Customer Phone:	[REDACTED]
Year/Make:	2016, Chevrolet	Case Number:	[REDACTED]
VIN:	3GCUKREC2GG [REDACTED]	Dealership contact (Service Manager/Director)	Service manager
Model:	Silverado 1500	Dealership / (Service Manager/Director) Phone #	678-461-7625
Mileage:	26,715	Dealer City/ST	Alpharetta, GA
Dlr. BAC & Name	164761	Warranty Rate:	\$118.96

Section 2	INSPECTION SUMMARY
------------------	---------------------------

Customer Statement of Incident:

Customer was in the parking lot of a shopping center 10800 Alpharetta Highway Suite 200 Roswell GA 30076. As he was parking the vehicle suddenly, the brake vacuum pump stops working. He rolled in 3 feet on the curb. Damaged the bumper cow hooks. He immediately, called the Autonation dealership and told them what happen. They told him to bring the vehicle. Customer alleges defect with the brake vacuum pump caused the accident, and want vehicle fix.

Customer Allegation of Defect:

Customer alleges defect with the vacuum pump caused the accident

Section 3	VEHICLE / SYSTEM INSPECTION
------------------	------------------------------------

**Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)**

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

<input type="checkbox"/> Remote start	<input type="checkbox"/> Suspension	<input type="checkbox"/> Tires/wheels	<input type="checkbox"/> Audio/video	<input type="checkbox"/> Snow removal
<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?

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

Anti-lock brakes?

Hydraulically assisted (hydro boost) brakes?

Front disc, rear-drum brakes?

Vacuum assisted power brakes?

Regenerative braking?

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

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?

Does the red brake warning light come on with the parking brake applied?

Does the red brake warning light go off when the parking brake is released?

Does the ABS (if equipped) warning light remain on after self test?

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

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

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

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

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

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

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer

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

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

Observations:

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

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

Does the brake system hold the vehicle stationary?

 Yes No

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

 RPM's Percent Throttle

Comments:

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

Does the brake system hold the vehicle stationary?

 Yes No

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

 RPM's Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

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

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

Specific test requests: **PAC ADVISOR TO INSERT ANY SPECIFICALLY REQUESTED TESTING HERE**

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

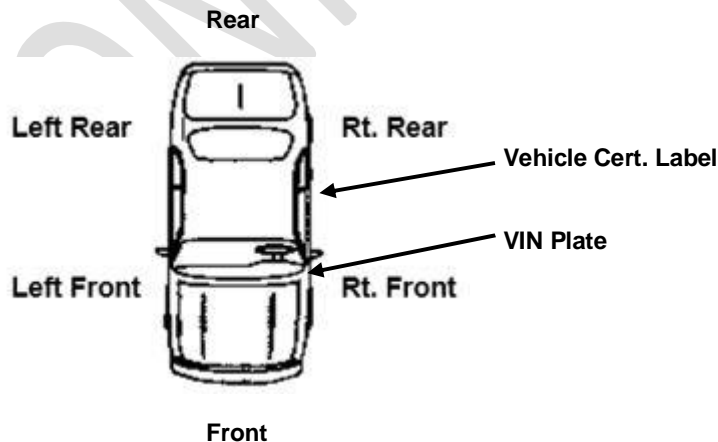
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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

Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Tuesday, December 26, 2017 8:53 AM
To: 'Dudley, Nicholas'
Subject: RE: [SR# [REDACTED]], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

Photos needed.

1. Driver (left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up of concerns damage area.
6. Photos of all four tires and label them.

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [mailto:DudleyN@autonation.com]
Sent: Tuesday, December 26, 2017 8:41 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [SR# [REDACTED]], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

What photos are needed? I will have collision estimate today

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

Get [Outlook](#) for iOS

From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Tuesday, December 26, 2017 8:31:24 AM
To: Dudley, Nicholas
Subject: FW: [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

Hi Nick,

Please provide the missing information from the dealer inspection report.

1. Photos,
2. Repair estimate.

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Friday, December 22, 2017 10:26 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED] VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

I know but, because the dealer inspection report request for photos we need them. Also, I forget to add we need a repair estimate as well.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Friday, December 22, 2017 10:21 AM
To: Clera O'Neal (C)

Subject: [EXTERNAL] Re: [REDACTED], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

I sent you the photos already didn't I? Last week?

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

Get [Outlook](#) for iOS

From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Friday, December 22, 2017 10:17:18 AM
To: Dudley, Nicholas
Subject: RE: [SR# [REDACTED] VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

Hi Nick,

Thanks for the dealer inspection report. However, On the last page off the dealer inspection report ask for photos.

Please attach the photos.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Wednesday, December 20, 2017 5:56 PM
To: Clera O'Neal (C)
Cc: Kimberly Horvath (C)
Subject: [EXTERNAL] RE: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

Here is the completed inspection

Nick Dudley
Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct

dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]

Sent: Monday, December 18, 2017 3:02 PM

To: Dudley, Nicholas <DudleyN@autonation.com>

Cc: Kimberly Horvath (C) <kimberly.horvath@gm.com>

Subject: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

To: Nick,

Please see the attached D1002 Dealer Brake Preliminary report.

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension EXT#5911560. You can reply directly to this email with any attachments or fax to 866-834-3545.

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



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CONFIDENTIAL: This electronic mail (including any attachments) may contain information that is privileged, confidential, and/or otherwise protected from disclosure to anyone other than its intended recipient(s). Any dissemination or use of this electronic email or its contents (including any attachments) by persons other than the intended recipient(s) is strictly prohibited. If you have received this message in error, please notify us

immediately by reply email so that we may correct our internal records. Please then delete the original message (including any attachments) in its entirety. Thank you

Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Wednesday, December 06, 2017 4:33 PM
To: 'dudleyn@autonation.com'
Subject: [REDACTED] 6-VIN# [REDACTED] -PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area
6. Close-up image of concern
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Tuesday, December 26, 2017 8:31 AM
To: 'DudleyN@autonation.com'
Subject: FW: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

Hi Nick,

Please provide the missing information from the dealer inspection report.

1. Photos,
2. Repair estimate.

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Friday, December 22, 2017 10:26 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

I know but, because the dealer inspection report request for photos we need them. Also, I forget to add we need a repair estimate as well.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Friday, December 22, 2017 10:21 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [REDACTED], VIN3GCUKREC2GG[REDACTED]] PAC Case Dealer Inspection request.

I sent you the photos already didn't I? Last week?

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

Get [Outlook](#) for iOS

From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Friday, December 22, 2017 10:17:18 AM
To: Dudley, Nicholas
Subject: RE: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

Hi Nick,

Thanks for the dealer inspection report. However, On the last page off the dealer inspection report ask for photos.

Please attach the photos.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Wednesday, December 20, 2017 5:56 PM
To: Clera O'Neal (C)
Cc: Kimberly Horvath (C)
Subject: [EXTERNAL] RE: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

Here is the completed inspection

Nick Dudley
Service Manager

AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Monday, December 18, 2017 3:02 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Cc: Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

To: Nick,

Please see the attached D1002 Dealer Brake Preliminary report.

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension EXT#5911560. You can reply directly to this email with any attachments or fax to 866-834-3545.

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560



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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Monday, December 04, 2017 3:34 PM
To: [REDACTED]
Subject: [REDACTED]-VIN#3GCUKREC2GG[REDACTED]-PAC request documents

Hi Joseph,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required documents that are needed:

1. Copy of photo ID
2. Copy of title
3. Copy of registration

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Monday, December 11, 2017 10:46 AM
To: 'dudleyn@autonation.com'
Subject: FW: [REDACTED]-VIN#[REDACTED]-PAC request photos

Hi Nick,

Please let me know if any DTC'S codes were pull form the vehicle? if so. Please email them to me.

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area-front damage bumper
6. Close-up image of concern-front damage bumper
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Friday, December 08, 2017 9:30 AM
To: 'dudleyn@autonation.com'
Subject: FW: [REDACTED]-VIN#[REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area-front damage bumper
6. Close-up image of concern-front damage bumper
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Wednesday, December 06, 2017 4:33 PM
To: 'dudleyn@autonation.com'
Subject: [REDACTED]-VIN#[REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior

4. Rear Exterior
5. Image of concern & affected area
6. Close-up image of concern
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Monday, December 18, 2017 3:02 PM
To: 'dudleyn@autonation.com'
Cc: Kimberly Horvath (C)
Subject: [REDACTED], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer
Inspection request.
Attachments: [REDACTED] D1002 Dealer Brake _ ABS System V6 8.16.17.pdf

To: Nick,

Please see the attached D1002 Dealer Brake Preliminary report.

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension EXT#5911560. You can reply directly to this email with any attachments or fax to 866-834-3545.

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Monday, December 18, 2017 9:15 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED]-VIN#3GCUKREC2GG[REDACTED]-PAC requestion dealer inspection

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [mailto:DudleyN@autonation.com]
Sent: Monday, December 18, 2017 9:14 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED]-VIN#3GCUKREC2GG[REDACTED]-PAC requestion dealer inspection

\$118.96

Nick Dudley
Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com
AutoNation

From: Clera O'Neal (C) [mailto:clera.oneal@gm.com]
Sent: Monday, December 18, 2017 9:13 AM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] VIN#3GCUKREC2GG[REDACTED] PAC requestion dealer inspection

Nick,

What is your warranty labor rate?

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560

Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Saturday, December 16, 2017 8:09 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [REDACTED] - [REDACTED] -VIN#3GCUKREC2GG [REDACTED] -PAC requestion dealer inspection

We will do it. Please send form.

Thanks,

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Friday, December 15, 2017 4:00:54 PM
To: Dudley, Nicholas
Subject: [REDACTED] -VIN#3GCUKREC2GG [REDACTED] -PAC requestion dealer inspection

Hi Nick,

I left you a voice message regarding [REDACTED] 2016 Chevy Silverado brake issue.

I'm requesting a Dealer Inspection on his vehicle. Also, I have a form that I need you to fill out while inspecting the vehicle.

We will pay you for your assistance per your warranty labor rate.

Please send me to let me know that you receive this email, so that I can email you the dealer inspection form.

We appreciate your support.

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560



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2016 SILVERADO 1500 Z71 4WD LT CREW GENERAL MOTORS LLC
 GXG TUNGSTEN METALLIC /V8G
 H0U JET BLACK RENAISSANCE CENTER
 ORDER NO. [REDACTED] TRE STOCK NO. DETROIT MI 48243-1114
 VIN 3GC UKRE C2 GG [REDACTED] VEHICLE INVOICE [REDACTED]

*****2273*****13*08460S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 Z71 4WD LT	43575.00	40524.76	INVOICE 11/20/15
A95 FRONT CLOTH BUCKET SEATS WITH HEATED SEAT CUSHIONS AND BACKS	980.00	891.80	SHIPPED 11/20/15
PWR SEAT ADJUST, FRT PASSENGER, CENTER CONSOLE, FLOOR W/ USB PORTS AND WIRELESS CHARGING			EXP I/T 12/09/15
CTD MOVABLE UPPER TIE DOWNS (4)	60.00	54.60	INT COM 12/09/15
C5Z 7,200 LB GVW RATING	N/C	N/C	PRC EFF 11/20/15
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS V0681 V0681
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	WFP-S QTR OPT-1
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH AND NAVIGATION	495.00	450.45	BANK: ALLY - 340
APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES (REPLACES STD. AUDIO SYSTEM)			CHG-TO 08-460
JL1 TRAILER BRAKE CONTROLLER	275.00	250.25	SHIP WT: 5375
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	996.45	HP: 45.7
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	GVWR: 7200
PDU ALL STAR EDITION	1390.00	1264.90	GAWR.FT: 3950
* PWR SEAT ADJUSTER, DRIVER			GAWR.RR: 3950
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			EMPLOY: 43557.30
* STEERING COLUMN, TILT & TELESCOPING			SUPPLR: 45314.06
* REMOTE VEHICLE START			NTR: 1/2
* REAR VISION CAMERA			DAN: 2LPDU
* REAR WINDOW DEFROSTER			EMPINC: 2677.80
* POWER OUTLET, 110-VOLT AC			SUPINC: 921.04
SFE WHEEL LOCKS (DEALER INSTALLED)	60.00	54.60	
UF2 LED LIGHTING, CARGO BOX	125.00	113.75	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-	

TOTAL MODEL & OPTIONS	47305.00	43919.06	ACT 237	43694.91
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1419.15
DEALER IMR CONTRIBUTION		473.05	ADV 261	473.05
LMA GROUP CONTRIBUTION		473.05	EXP 65A	473.05

TOTAL 48500.00 46060.16 PAY 310 46060.16
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 43987.38

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

AUTONATION CHEVROLET NORTHPOINT REMIT TO ALLY NO. 340
 VIN 3GCUKREC2G [REDACTED]
 \$ 46060.16 INV [REDACTED]
 DUE 12/09/15 DEALER 08-460



CLASSIC COLLISION OF ALPHARETTA, INC

431 S Main Street, Alpharetta, GA 30009
Phone: (770) 521-0303
FAX: (770) 619-5606

Workfile ID: de6beb35
Federal ID: 58-2611567

Preliminary Estimate

Customer: AUTO NATION CHEVROLET, AUTO NATION CHEVROLET

Written By: JEFFREY JENKINS

Insured: AUTO NATION CHEVROLET, AUTO NATION CHEVROLET

Policy #:

Claim #:

Type of Loss:
Point of Impact: 12 Front

Date of Loss:

Days to Repair: 0

Owner:
AUTO NATION CHEVROLET, AUTO NATION CHEVROLET
2175 MANSELL RD
ALPHARETTA, GA 30009-4767
(111) 111-1111 Other

Inspection Location:
CLASSIC COLLISION OF ALPHARETTA, INC
431 S Main Street
Alpharetta, GA 30009
Repair Facility
(770) 521-0303 Business

Insurance Company:
DEALER

VEHICLE

2016 CHEV Silverado 1500 LT1 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection

VIN: 3GCUKREC2G [REDACTED]
License:
State:

Interior Color:
Exterior Color:
Production Date:

Mileage In: 0
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors

Privacy Glass

CONVENIENCE

Air Conditioning
Tilt Wheel
Cruise Control
Keyless Entry
Message Center
Steering Wheel Touch Controls

RADIO

AM Radio
FM Radio
Stereo
Search/Seek

CD Player

Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System

Hands Free Device

Xenon Headlamps

SEATS

Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

TRUCK

Rear Step Bumper
Power Trunk/Gate Release

Get live updates at www.carwise.com/e/3kN4Z8

Preliminary Estimate

Customer: AUTO NATION CHEVROLET, AUTO NATION CHEVROLET

2016 CHEV Silverado 1500 LT1 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	ESTIMATE WRITTEN FOR VISIBLE DAMAGES ONLY		1			
2	#	ALL REPAIRS SUBJECT TO CHANGE FOR PART PRICE INCREASES		1			
3	FRONT BUMPER						
4	*	Rpr Front bumper w/o park assist, w/o fog lamps paint to mtch				2.0	2.6
5		Add for Clear Coat					1.0
6	Repl	Skid plate	23243083	1	163.80	0.2	
7		O/H bumper assy				2.6	
8	Repl	Bumper filler w/o skid plate w/tow hooks	84029800	1	319.95	Incl.	
9	FRAME						
10	Repl	RT Tow hook black	15226257	1	71.82	0.2	
11	#	Repl Repair Frame @ RT Frt Lower control arm mount		1		3.0 F	
12	#	Subl Four wheel alignment (After lower control arm removed)		1	89.95 X		
13	#	Set up & measure		1		2.0 F	
14	FRONT SUSPENSION						
15	*	R&I RT Lower cntrl arm cast iron				m 1.5	M
16	#	Corrosion protection		1	8.00 T	0.2	
17	#	Refn Color tint					0.5
18	#	Hazardous Waste Removal		1	5.00 X		
SUBTOTALS					658.52	11.7	4.1

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			555.57
Body Labor	5.2 hrs @	\$ 48.00 /hr	249.60
Paint Labor	4.1 hrs @	\$ 48.00 /hr	196.80
Mechanical Labor	1.5 hrs @	\$ 85.00 /hr	127.50
Frame Labor	5.0 hrs @	\$ 75.00 /hr	375.00
Paint Supplies	4.1 hrs @	\$ 36.00 /hr	147.60
Body Supplies	5.4 hrs @	\$ 4.00 /hr	21.60
Miscellaneous			102.95
Subtotal			1,776.62
Sales Tax	\$ 732.77 @	7.7500 %	56.79
Grand Total			1,833.41

MyPriceLink Estimate ID: 374957213053140992

Preliminary Estimate

Customer: AUTO NATION CHEVROLET, AUTO NATION CHEVROLET

2016 CHEV Silverado 1500 LT1 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection

NOTICE TO THIRD PARTY CLAIMANTS: Failure to use the insurance proceeds in accordance with a security agreement between you and a lienholder, if any, may be a violation of Code Section 16-8-4 of the O.C.G.A. If you have any questions, contact your lending institution.

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GH14, CCC Data Date 12/14/2017, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

Preliminary Estimate

Customer: AUTO NATION CHEVROLET, AUTO NATION CHEVROLET

2016 CHEV Silverado 1500 LT1 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Friday, December 08, 2017 9:50 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED]-VIN#[REDACTED]-PAC request photos

Nick,

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Friday, December 08, 2017 9:38 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED]-VIN#[REDACTED]-PAC request photos

I'm sorry, we are taking the photos now and I will send them shortly.

Nick Dudley

Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Friday, December 08, 2017 9:30 AM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: FW: [REDACTED] VIN#[REDACTED] PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area-front damage bumper
6. Close-up image of concern-front damage bumper
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Wednesday, December 06, 2017 4:33 PM
To: 'dudleyn@autonation.com'
Subject: [REDACTED]-VIN [REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area
6. Close-up image of concern
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Tuesday, December 26, 2017 9:29 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED] photos 2

Thank you

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, December 26, 2017 9:25 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [REDACTED] photos 2

The body shop will be by later today and I will send that over as soon as I get it.

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Tuesday, December 26, 2017 9:18:49 AM
To: Dudley, Nicholas
Subject: RE: [REDACTED] photos 2

Thank you. Now I'm just missing the repair estimate.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, December 26, 2017 9:02 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] [REDACTED] photos 2

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Thursday, January 18, 2018 1:56 PM
To: 'DudleyN@autonation.com'
Subject: FW: [REDACTED] photos 2

Nick,

What is the status on the repair?

Please advise,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Thursday, January 11, 2018 9:51 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED] photos 2

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Thursday, January 11, 2018 9:44 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Coming back from the body shop tomorrow, and then we will complete our warranty repairs.

Nick Dudley

Service Manager

AutoNation Chevrolet Northpoint

678-461-7625 main

678-461-7581 direct

dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]

Sent: Thursday, January 11, 2018 8:14 AM

To: Dudley, Nicholas <DudleyN@autonation.com>

Subject: FW: [REDACTED] photos 2

Hi Nick,

Any update on the vehicle repair?

Thanks,

Clera O'Neal

General Motors Product Assistance Claims

Concentrix on behalf of General Motors

(866) 446-6963- EXT5911560

Clera.oneal@gm.com



From: Clera O'Neal (C)

Sent: Tuesday, January 02, 2018 3:34 PM

To: 'Dudley, Nicholas'

Subject: RE: [REDACTED] photos 2

Yes,

Clera O'Neal

General Motors Product Assistance Claims

Concentrix on behalf of General Motors

(866) 446-6963- EXT5911560

Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]

Sent: Tuesday, January 02, 2018 3:03 PM

To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Do you want me to call her?? What's per Kimberly Horvath??

Nick Dudley

Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Tuesday, January 02, 2018 2:59 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] photos 2

Hi Nick,
PER Kimberly Horvath –GM Product Assistance Technical Liaison (586-431-4097)

Requesting addition inspection.
Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath (586-431-4097)

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, January 02, 2018 2:20 PM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

We confirmed this failure and recommend this repair, but didn't want to proceed with repairs without your approval on this case.

Nick Dudley

Service Manager

AutoNation Chevrolet Northpoint

678-461-7625 main

678-461-7581 direct

dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]

Sent: Tuesday, January 02, 2018 2:07 PM

To: Dudley, Nicholas <DudleyN@autonation.com>

Subject: FW: [REDACTED] photos 2

Hi Nick,

We are requesting addition inspection.

Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath –GM Product Assistance Technical Liaison.

Phone#586-431-4097

Thank you,

Clera O'Neal

General Motors Product Assistance Claims

Concentrix on behalf of General Motors

(866) 446-6963- EXT5911560

Clera.oneal@gm.com



From: Clera O'Neal (C)

Sent: Tuesday, January 02, 2018 2:05 PM

To: 'Dudley, Nicholas'

Subject: RE: [REDACTED] photos 2

Hi Nick,

We are requesting addition inspection.

Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath –GM Product Assistance Technical Liaison.

PHINE#586-431-4097

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Thursday, December 28, 2017 8:15 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Good morning Clera, what's the next step in the process. I would love to get this truck repaired and off my books for year end.

Thanks,

Nick Dudley
Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com
AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Wednesday, December 27, 2017 4:49 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] photos 2

Hi Nick,

Just so you know GM does not pay any sale tax, because we use the labor warranty rate.

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Wednesday, December 27, 2017 4:16 PM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Here is the collision estimate.

Nick Dudley

Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Tuesday, December 26, 2017 9:19 AM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] photos 2

Thank you. Now I'm just missing the repair estimate.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, December 26, 2017 9:02 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] [REDACTED] photos 2

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451

Dudleyn@autonation.com

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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Monday, December 11, 2017 11:00 AM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED]-VIN#[REDACTED]-PAC request photos

Nick,

Thanks

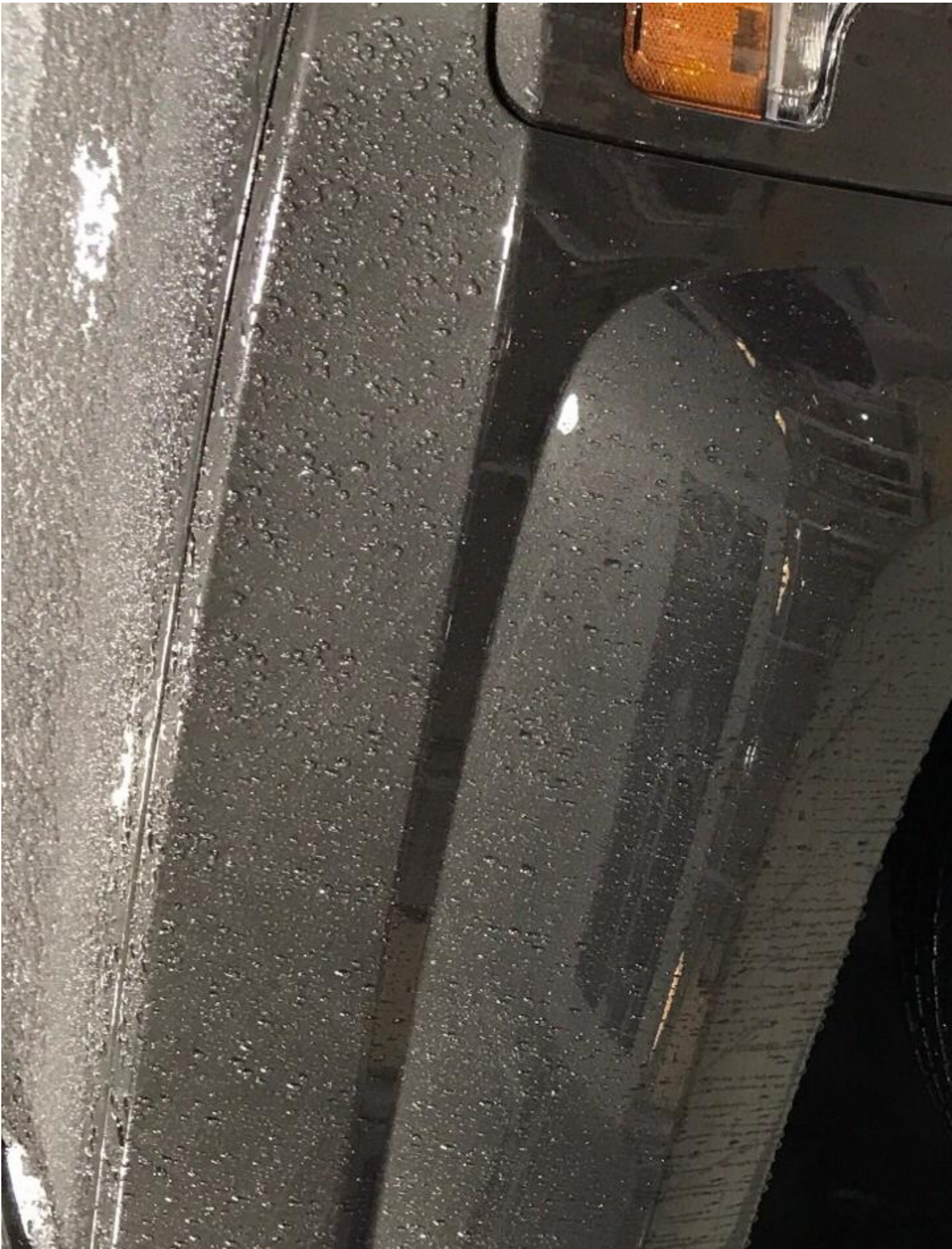
Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [mailto:DudleyN@autonation.com]
Sent: Monday, December 11, 2017 10:51 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [REDACTED]-VIN#[REDACTED]-PAC request photos

No dtc's found. Here are the photos.







AutoNation

BRAND NAME QUALITY TIRES

Best Performance · Best Value · Best Price









Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Monday, December 11, 2017 10:46:08 AM
To: Dudley, Nicholas
Subject: FW: [REDACTED]-VIN [REDACTED]-PAC request photos

Hi Nick,

Please let me know if any DTC'S codes were pull form the vehicle? if so. Please email them to me.

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Image of concern & affected area-front damage bumper
6. Close-up image of concern-front damage bumper
7. VIN# located on the vehicle
11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Friday, December 08, 2017 9:30 AM
To: 'dudleyn@autonation.com'
Subject: FW: [REDACTED]-VIN [REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
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Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Wednesday, December 06, 2017 4:33 PM
To: 'dudleyn@autonation.com'
Subject: [REDACTED]-VIN# [REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

1. Driver(left) side Exterior
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(866) 446-6963- EXT5911560
Clera.oneal@gm.com



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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Friday, December 08, 2017 9:30 AM
To: 'dudleyn@autonation.com'
Subject: FW: [REDACTED]-VIN#[REDACTED]-PAC request photos

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11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Wednesday, December 06, 2017 4:33 PM
To: 'dudleyn@autonation.com'
Subject: [REDACTED]-VIN#[REDACTED]-PAC request photos

Hi Nick,

Thank you for taking the time to discuss your vehicle concerns with me. Below is a list of required photos and documents that are needed:

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11. photos of all four tires and label them.

If you have any questions, please feel free to contact me.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Wednesday, January 03, 2018 10:54 AM
To: Kimberly Horvath (C); Dudley, Nicholas
Subject: RE: [REDACTED] photos 2

Kim/Nick,

Thanks

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Kimberly Horvath (C)
Sent: Wednesday, January 03, 2018 10:42 AM
To: Dudley, Nicholas; Clera O'Neal (C)
Subject: RE: [REDACTED] photos 2

Thanks Nick,

Go ahead and start repairs today. I will work with Clera to process e official approval and documentation.

Kim Horvath

Technical Liaison - BRC - (PAC) Product Assistance Claims

Aerotek Inc. on behalf of General Motors

GCCX Warren Engagement Center | 7000 West Chicago Rd | 2nd floor 2AJ7 | Warren Mi. | 48090

kimberly.horvath@gm.com

Cell - [REDACTED]

From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Wednesday, January 03, 2018 10:37 AM
To: Clera O'Neal (C) <clera.oneal@gm.com>
Cc: Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Good morning Clera, I spoke to Kim this morning and she confirmed our diagnosis for the warranty repairs brakes and collision repairs. So please send a final approval so we can move forward.

Nick Dudley

Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Tuesday, January 02, 2018 3:34 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] photos 2

Yes,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, January 02, 2018 3:03 PM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Do you want me to call her?? What's per Kimberly Horvath??

Nick Dudley

Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Tuesday, January 02, 2018 2:59 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: RE: [REDACTED] photos 2

Hi Nick,
PER Kimberly Horvath –GM Product Assistance Technical Liaison (586-431-4097)

Requesting addition inspection.

Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath (586-431-4097)

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, January 02, 2018 2:20 PM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

We confirmed this failure and recommend this repair, but didn't want to proceed with repairs without your approval on this case.

Nick Dudley
Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com
AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Tuesday, January 02, 2018 2:07 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Subject: FW: [REDACTED] photos 2

Hi Nick,

We are requesting addition inspection.
Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath –GM Product Assistance Technical Liaison.
Phone#586-431-4097

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Clera O'Neal (C)
Sent: Tuesday, January 02, 2018 2:05 PM
To: 'Dudley, Nicholas'
Subject: RE: [REDACTED] photos 2

Hi Nick,

We are requesting addition inspection.

Request the dealer review PIT5361C and inspect for intermittent concerns.

If you have any technical question please contact Kimberly Horvath –GM Product Assistance Technical Liaison.

PHINE#586-431-4097

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Thursday, December 28, 2017 8:15 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] RE: [REDACTED] photos 2

Good morning Clera, what's the next step in the process. I would love to get this truck repaired and off my books for year end.

Thanks,

Nick Dudley

Service Manager

AutoNation Chevrolet Northpoint

678-461-7625 main

678-461-7581 direct

dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]

Sent: Wednesday, December 27, 2017 4:49 PM

To: Dudley, Nicholas <DudleyN@autonation.com>

Subject: RE: [REDACTED] photos 2

Hi Nick,

Just so you know GM does not pay any sale tax, because we use the labor warranty rate.

Thanks

Clera O'Neal

General Motors Product Assistance Claims

Concentrix on behalf of General Motors

(866) 446-6963- EXT5911560

Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]

Sent: Wednesday, December 27, 2017 4:16 PM

To: Clera O'Neal (C)

Subject: [EXTERNAL] RE: [REDACTED] photos 2

Here is the collision estimate.

Nick Dudley

Service Manager

AutoNation Chevrolet Northpoint

678-461-7625 main

678-461-7581 direct

dudleyn@autonation.com

AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]

Sent: Tuesday, December 26, 2017 9:19 AM

To: Dudley, Nicholas <DudleyN@autonation.com>

Subject: [REDACTED] photos 2

Thank you. Now I'm just missing the repair estimate.

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Tuesday, December 26, 2017 9:02 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] [REDACTED] photos 2

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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Clera O'Neal (C)

From: Clera O'Neal (C)
Sent: Friday, December 22, 2017 10:26 AM
To: 'Dudley, Nicholas'
Subject: RE: [SR# [REDACTED]], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

I know but, because the dealer inspection report request for photos we need them. Also, I forget to add we need a repair estimate as well.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [mailto:DudleyN@autonation.com]
Sent: Friday, December 22, 2017 10:21 AM
To: Clera O'Neal (C)
Subject: [EXTERNAL] Re: [SR# [REDACTED]], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

I sent you the photos already didn't I? Last week?

Nick Dudley
Service Manager
AutoNation Chevrolet
404-966-6451
Dudleyn@autonation.com

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From: Clera O'Neal (C) <clera.oneal@gm.com>
Sent: Friday, December 22, 2017 10:17:18 AM
To: Dudley, Nicholas
Subject: RE: [SR# [REDACTED]], VIN3GCUKREC2GG [REDACTED] PAC Case Dealer Inspection request.

Hi Nick,

Thanks for the dealer inspection report. However, On the last page off the dealer inspection report ask for photos.

Please attach the photos.

Thanks,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



From: Dudley, Nicholas [<mailto:DudleyN@autonation.com>]
Sent: Wednesday, December 20, 2017 5:56 PM
To: Clera O'Neal (C)
Cc: Kimberly Horvath (C)
Subject: [EXTERNAL] RE: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

Here is the completed inspection

Nick Dudley
Service Manager
AutoNation Chevrolet Northpoint
678-461-7625 main
678-461-7581 direct
dudleyn@autonation.com
AutoNation

From: Clera O'Neal (C) [<mailto:clera.oneal@gm.com>]
Sent: Monday, December 18, 2017 3:02 PM
To: Dudley, Nicholas <DudleyN@autonation.com>
Cc: Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: [SR# [REDACTED], VIN3GCUKREC2GG [REDACTED]] PAC Case Dealer Inspection request.

To: Nick,

Please see the attached D1002 Dealer Brake Preliminary report.

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

Once the GM investigation is complete PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

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

Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible).

If you need anything from PAC, please contact 866-446-6963, extension EXT#5911560. You can reply directly to this email with any attachments or fax to 866-834-3545.

Thank you,

Clera O'Neal
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
(866) 446-6963- EXT5911560
Clera.oneal@gm.com



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STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

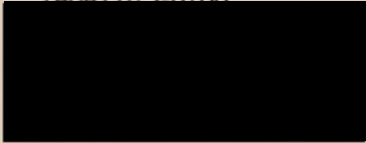
3GCUKREC2GG [REDACTED] 2016 CHEV SILVERADO K150 TK

1.00	Tag Number:	[REDACTED]	Expires:	11/27/2018
35.00	Valuation	32822G \$13080	Tag Fee:	55.00
20.00	Title Number:	[REDACTED]	Equip. No:	
56.00	County: 001	District: 45	Mill Rate:	Fuel: G
	Farm Vehicle?	N	GVW: 8000	Color: GRY/GRY
	Classification:	GEORGIA INSTITUTE OF TECHNOLOG		
	Insurance Status:	VALID INSURANCE COVERAGE		
	Customer 1 No:	[REDACTED]	Customer 2 No:	

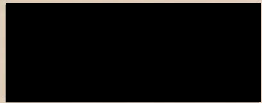
[REDACTED]

Signature: _____

ARTHUR E. FERDINAND
FULTON COUNTY TAX COMMISSIONER
141 PRYOR ST SW STE 2097
ATLANTA GA 30303-3446
(404) 613-6100

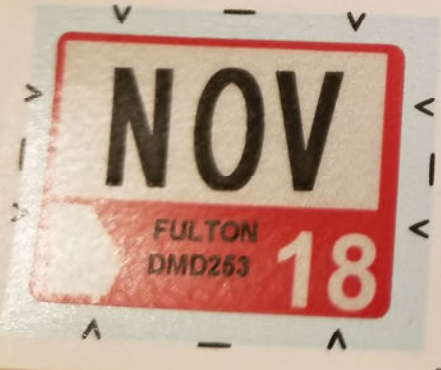


PURCH DT: 03/30/2016



MAIL FEE	1.00
TAG RENEWAL FEE	35.00
STANDARD TAG FEE	20.00
TOTAL FEES PAID	56.00

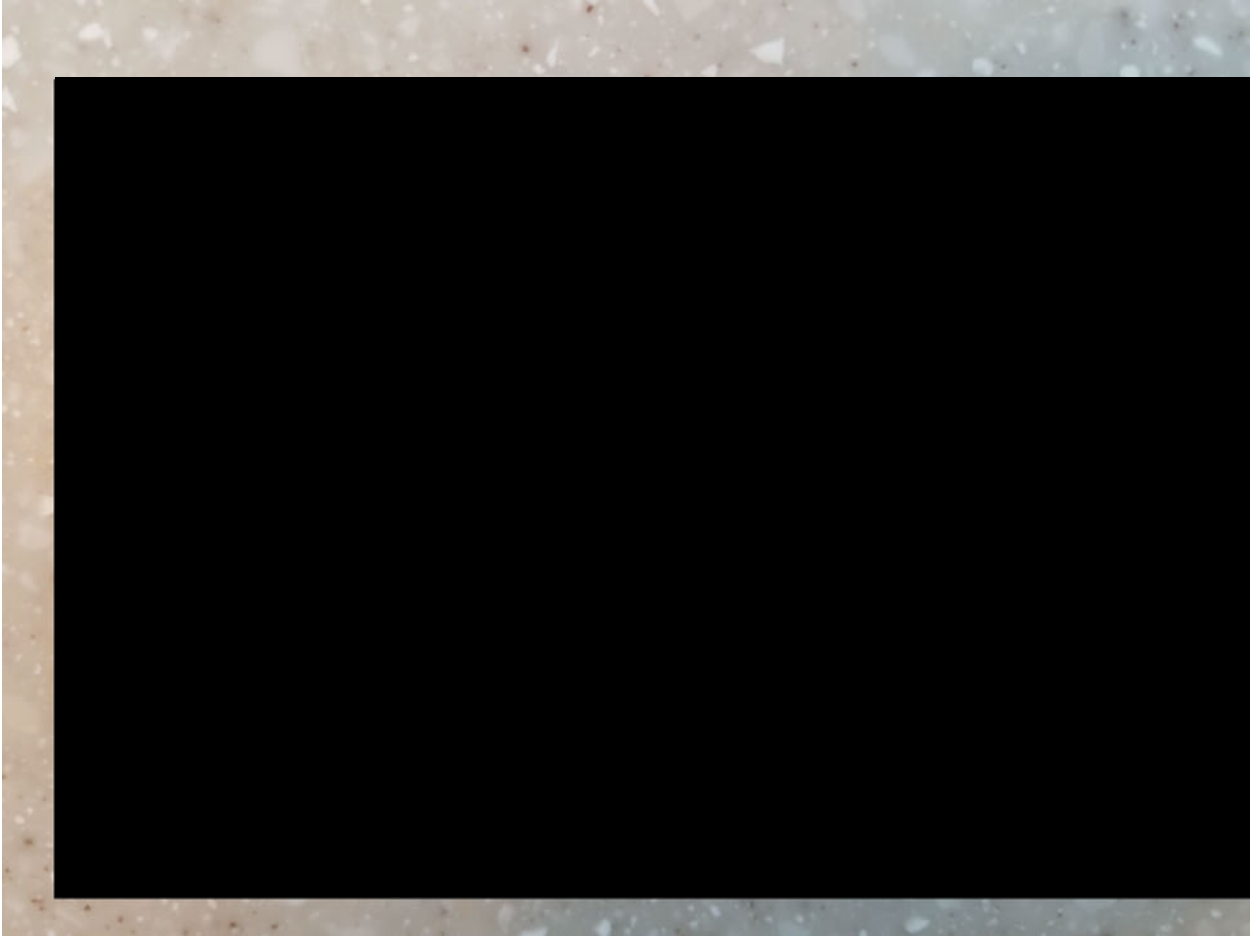
3GCUKREC20
Tag Number:
Valuation
Title Number:
County: 001
Farm Vehicle?
Classification:
Insurance Status
Customer 1 No:



CHCK
THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***



Signature: _____

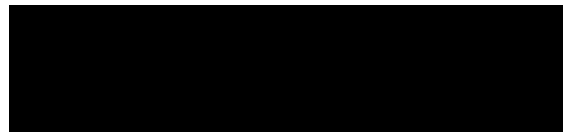


PE18-012

GM

3-27-2019

Q3



Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Thursday, December 21, 2017 11:43 AM
To: 'sbridge@barlowautogroup.com'
Cc: 'bodyshop@barlowautogroup.com'
Subject: SR#: [REDACTED], [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Preliminary Information Request - DTC's, Additional Photos and PI Information

Dear Mr. Bridge,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs and information:

These are additional photos as requested by the PAC Team:

Broad image of concern and affected area

Close-up image of concern

DTC's

Please provide your input for the Brake concern on this case, also on how you think the PIT5361C is related to the case?

Please provide your Warranty Rate?

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership. Please DO NOT make any repairs to the vehicle until PAC has completed the case review.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Silverado 1500

SR Number: [REDACTED]

VIN: 3GCUKSEC3GG[REDACTED]

Allegation: Brakes in car stop braking and driver front Bumper is dented. I was pulling into a parking spot and the pedal went rock hard, I hit a pole at 3-5 mph, pole isn't damaged.

If you need anything from PAC, please contact me at the phone number and extension below. You can reply directly to this email with any attachments or fax to the fax number below.

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

Felicia Dobbins (C)

From: Sweda Hatley <bodyshop@barlowautogroup.com>
Sent: Monday, December 18, 2017 1:32 PM
To: Felicia Dobbins (C)
Subject: [EXTERNAL] SR# [REDACTED], vin 3GCUKSEC3GG [REDACTED]
Attachments: IMG_6943.JPG; IMG_6944.JPG; IMG_6946.JPG; IMG_6945.JPG; IMG_6947.JPG; IMG_6949.JPG

Photos Requested on [REDACTED] 2016 Black Chevrolet Silverado

Felicia Dobbins (C)

From: Sweda Hatley <bodyshop@barlowautogroup.com>
Sent: Monday, December 18, 2017 1:34 PM
To: Felicia Dobbins (C)
Subject: [EXTERNAL] SR# [REDACTED] VIN 3GCUKSEC3GG [REDACTED]
Attachments: IMG_6950.JPG; IMG_6951.JPG; IMG_6952.JPG; IMG_6953.JPG; IMG_6955.JPG; IMG_6954.JPG

Rest of photos

Felicia Dobbins (C)

From: [REDACTED]
Sent: Thursday, December 21, 2017 10:52 AM
To: Felicia Dobbins (C)
Subject: [EXTERNAL] Re: SR#: [REDACTED] - [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Please call with an update.

Thanks!

Moccia Enterprises Celebrating 50 years of Service

On Dec 15, 2017, at 3:33 PM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear Mr. [REDACTED]

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

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Felicia Dobbins (C)

From: [REDACTED]
Sent: Thursday, December 21, 2017 11:51 AM
To: Felicia Dobbins (C)
Subject: [EXTERNAL] Re: Re: SR#: [REDACTED] - [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Dealer says they are waiting on you. They said you were sent all in info you need. Please reach out to them I fell like I'm getting the run around. I still have no truck and no one seems concerned

Moccia Enterprises Celebrating 50 years of Service

On Dec 21, 2017, at 11:19 AM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Good Morning [REDACTED],

The vehicle is still being reviewed by our dealers, once the information is reported back to our Engineer Team I will follow-up with you.

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED] [REDACTED]
Sent: Thursday, December 21, 2017 10:52 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Please call with an update.

Thanks!

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On Dec 15, 2017, at 3:33 PM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear [REDACTED]

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
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Felicia Dobbins (C)

From: [REDACTED]
Sent: Thursday, December 21, 2017 12:03 PM
To: Felicia Dobbins (C)
Subject: [EXTERNAL] Re: Re: Re: SR# [REDACTED] - [REDACTED] - VIN#: 3GCUKSEC3GG [REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

I would like to cancel my claim and have my truck towed to a 3rd party auto shop and fixed. I will pay. The amount of time this is taking is completely and totally unacceptable! I use this truck to earn a living! GM has lost a customer.

Moccia Enterprises Celebrating 50 years of Service

On Dec 21, 2017, at 11:58 AM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear [REDACTED],

Please be advised, I had to request additional information from the dealership today, please allow us to work on your case, as advised GM will require on average 30 Days or more to review your claim. I do apologize for any inconvenience this has caused you. Once all the facts have been gathered and submitted to our Engineers, I will contact you with the next steps.

Respectfully,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED]
Sent: Thursday, December 21, 2017 11:51 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG [REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Dealer says they are waiting on you. They said you were sent all in info you need. Please reach out to them I fell like I'm getting the run around. I still have no truck and no one seems concerned

Moccia Enterprises Celebrating 50 years of Service

On Dec 21, 2017, at 11:19 AM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Good Morning [REDACTED],

The vehicle is still being reviewed by our dealers, once the information is reported back to our Engineer Team I will follow-up with you.

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED]
Sent: Thursday, December 21, 2017 10:52 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG [REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Please call with an update.

Thanks!

Moccia Enterprises Celebrating 50 years of Service

On Dec 15, 2017, at 3:33 PM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear [REDACTED],

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

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Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Thursday, December 21, 2017 11:20 AM
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Good Morning [REDACTED]

The vehicle is still being reviewed by our dealers, once the information is reported back to our Engineer Team I will follow-up with you.

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED]
Sent: Thursday, December 21, 2017 10:52 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Please call with an update.

Thanks!

Moccia Enterprises Celebrating 50 years of Service

On Dec 15, 2017, at 3:33 PM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear [REDACTED]

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

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.

Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Thursday, December 21, 2017 11:43 AM
To: 'sbridge@barlowautogroup.com'
Cc: 'bodyshop@barlowautogroup.com'
Subject: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Preliminary Information Request - DTC's, Additional Photos and PI Information

Dear Mr. Bridge,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs and information:

These are additional photos as requested by the PAC Team:

Broad image of concern and affected area

Close-up image of concern

DTC's

Please provide your input for the Brake concern on this case, also on how you think the PIT5361C is related to the case?

Please provide your Warranty Rate?

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership. Please DO NOT make any repairs to the vehicle until PAC has completed the case review.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Silverado 1500

SR Number: [REDACTED]

VIN: 3GCUKSEC3GG[REDACTED]

Allegation: Brakes in car stop braking and driver front Bumper is dented. I was pulling into a parking spot and the pedal went rock hard, I hit a pole at 3-5 mph, pole isn't damaged.

If you need anything from PAC, please contact me at the phone number and extension below. You can reply directly to this email with any attachments or fax to the fax number below.

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Thursday, December 21, 2017 11:59 AM
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Dear [REDACTED]

Please be advised, I had to request additional information from the dealership today, please allow us to work on your case, as advised GM will require on average 30 Days or more to review your claim. I do apologize for any inconvenience this has caused you. Once all the facts have been gathered and submitted to our Engineers, I will contact you with the next steps.

Respectfully,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED]
Sent: Thursday, December 21, 2017 11:51 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Dealer says they are waiting on you. They said you were sent all in info you need. Please reach out to them I fell like I'm getting the run around. I still have no truck and no one seems concerned

Moccia Enterprises Celebrating 50 years of Service

On Dec 21, 2017, at 11:19 AM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Good Morning [REDACTED]

The vehicle is still being reviewed by our dealers, once the information is reported back to our Engineer Team I will follow-up with you.

Thank you,

Felicia Dobbins

General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

From: [REDACTED]
Sent: Thursday, December 21, 2017 10:52 AM
To: Felicia Dobbins (C) <felicia.dobbins@gm.com>
Subject: [EXTERNAL] Re: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Please call with an update.

Thanks!

Moccia Enterprises Celebrating 50 years of Service

On Dec 15, 2017, at 3:33 PM, Felicia Dobbins (C) <felicia.dobbins@gm.com> wrote:

Dear [REDACTED]

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

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2016 SILVERADO 1500 Z71 4WD LTZ CREW
 GBA BLACK /V8G
 H2U JET BLACK
 ORDER NO. [REDACTED] /TRE STOCK NO.
 VIN 3GC UKSE C3 GG [REDACTED]

GENERAL MOTORS LLC
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]

*****7441*****13*25906S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 Z71 4WD LT	48000.00	44640.00	INVOICE 02/15/16
AN3 SEATS, FRONT FULL FEATURE	510.00	464.10	SHIPPED 02/13/16
LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS, AND WIRELESS CHARGING			EXP I/T 03/02/16 INT COM 03/02/16 PRC EFF 02/12/16 KEYS XXXXX XXXXX
BVQ 6" CHROME ASSIST STEPS	700.00	637.00	WFP-S QTR OPT-1
CF5 POWER SUNROOF	995.00	905.45	BANK: TD BANKNORT
C5Z 7,200 LB GVW RATING	N/C	N/C	CHG-TO 25-906
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH AND NAVIGATION APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES (REPLACES STD. AUDIO SYSTEM)	495.00	450.45	SHIP WT: 5602 HP: 45.7 GVWR: 7200 GAWR.FT: 3950 GAWR.RR: 3950 EMPLOY: 49753.08
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	SUPPLR: 51768.00
M5U TRANSMISSION, 8 SPD AUTOMATIC	N/C	N/C	NTR: 1/2
NE1 50-STATE EMISSIONS	N/C	N/C	EMPINC: 3099.76
RHH 22" TIRES, ALL TERRAIN	N/C	N/C	SUPINC: 1084.84
SEV 22" WHEEL, BLACK (DEALER INSTALLED/ REPLACES FACTORY OR OPTIONAL WHEELS)	2995.00	2725.45	
SFZ BLACK BOWTIE EMBLEMS PACKAGE (DEALER INSTALLED)	185.00	168.35	
UF2 LED LIGHTING, CARGO BOX	125.00	113.75	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	145.60	
VQZ POLISHED EXHAUST TIP (DEALER INSTALLED)	135.00	122.85	

TOTAL MODEL & OPTIONS	54300.00	50373.00	ACT 237 49939.00
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1629.00
DEALER IMR CONTRIBUTION		543.00	ADV 261 543.00
LMA GROUP CONTRIBUTION		678.75	EXP 65A 678.75

TOTAL 55495.00 52789.75 PAY 310 52789.75
 MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 50440.75

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

CHAPMAN CHEVROLET, LLC

SR#: [REDACTED]

VIN#: 3GCUKSEC3GG [REDACTED]

Dealer Photos:





12/18/2017



12/18/2017



MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 02/16

GVWR
3266 KG
7200 LB

GAWR FRT
1792 KG
3950 LB

GAWR RR
1792 KG
3950 LB



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

3GCUKSEC3GG [REDACTED]

TYPE: TRUCK

MODEL: K15543

KK5B	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P285/45R22	H	22X9J	240KPA(35PSI)
RR	P285/45R22	H	22X9J	240KPA(35PSI)
SPA	P265/70R17	S	17X7J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

12/18/2017



12/18/2017





12/18/2017





12/18/2017







BARLOW AUTO BODY AND TRUCK

BARLOW IS THE BEST , WE WORK FOR YOU
6057 ROUTE 130 SOUTH, DELRAN, NJ 08075

Phone: (856) 461-8400 x4133

FAX: (856) 764-1496

Workfile ID: 4e1a2184
Federal ID: 221923253
License Number: 01282A

Preliminary Estimate

Customer: [REDACTED]

Written By: ERIC YOUNGBERG

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact: 12 Front

Owner:

Inspection Location:

Insurance Company:

[REDACTED] Business

BARLOW AUTO BODY AND TRUCK

6057 ROUTE 130 SOUTH

DELRAN, NJ 08075

Repair Facility

(856) 461-8400 x4133 Day

VEHICLE

2016 CHEV Silverado 1500 LTZ2 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection BLACK

VIN: 3GCUKSEC3GG [REDACTED]

Interior Color:

Mileage In: 27,168

Vehicle Out:

License: [REDACTED]

Exterior Color: BLACK

Mileage Out:

State: NJ

Production Date:

Condition: Good

Job #:

TRANSMISSION

Automatic Transmission

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

Power Driver Seat

Power Passenger Seat

Memory Package

DECOR

Dual Mirrors

Body Side Moldings

Privacy Glass

CONVENIENCE

Air Conditioning

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Telescopic Wheel

Climate Control

Backup Camera w/Parking Sensors

Remote Starter

Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Communications System

Hands Free Device

Xenon Headlamps

Positraction

SEATS

Reclining/Lounge Seats

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Signal Integrated Mirrors

TRUCK

Rear Step Bumper

Power Rear Window

Bedliner (Spray On)

Trailer Hitch

Trailer Package

Power Trunk/Gate Release

Get live updates at [REDACTED]

Preliminary Estimate

Customer: [REDACTED]

2016 CHEV Silverado 1500 LTZ2 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection BLACK

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper				2.6	
3	Repl	Front bumper w/o park assist, w/fog lamps paint to mtch	84029813	1	666.20	Incl.	2.6
4		Add for Clear Coat					1.0
5	Repl	LT Inner bracket	84029775	1	79.23	Incl.	
6	Repl	Air deflector	23496677	1	82.57	Incl.	
7	R&I	License bracket				0.2	
8		MISCELLANEOUS OPERATIONS					
9	#	Repl Clean For Delivery		1	10.00		
10	#	Repl Color Tint		1			0.5
11	#	Repl Hazardous materials removal fee		1	3.00		
SUBTOTALS					841.00	2.8	4.1

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			841.00
Body Labor	2.8 hrs @	\$ 50.00 /hr	140.00
Paint Labor	4.1 hrs @	\$ 50.00 /hr	205.00
Paint Supplies	4.1 hrs @	\$ 32.00 /hr	131.20
Body Supplies	0.2 hrs @	\$ 3.00 /hr	0.60
Subtotal			1,317.80
Sales Tax	\$ 1,317.80 @	6.8750 %	90.60
Grand Total			1,408.40
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,408.40

MyPriceLink Estimate ID: 375034267664662528

CUSTOMER HAS THE RIGHT TO EXAMINE VEHICLE BEFORE PAYING
 CUSTOMER HAS THE RIGHT TO HAVE ALL DAMAGED PARTS RETURNED
 IF CUSTOMER DESIRES INITIAL HERE-----

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

Preliminary Estimate

Customer: TEW, SHANE

2016 CHEV Silverado 1500 LTZ2 Crew Cab 143.5" WB 4WD 4D SHORT 8-5.3L Gasoline Direct Injection BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GH14, CCC Data Date 12/14/2017, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



DI002 Dealer Brake / ABS System Preliminary Report

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

If technical assistance is needed to complete this inspection, contact Kim Horvath @ 586-431-4097.

For all other assistance contact your assigned PAC Specialist.

Section 1	VEHICLE INFORMATION
-----------	---------------------

Customer's First & Last Name:	[REDACTED]	Customer Phone:	[REDACTED]
Year/Make:	2016 Chevrolet	Case Number:	[REDACTED]
VIN: 3GCUKSEC3GG229515	[REDACTED]	Dealership contact (Service Manager/Director)	BARLOW CHEVROLET NERMIN MUMIC
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	856-461-8400
Mileage:	27,168	Dealer City/ST	Delran NJ
Dlr. BAC & Name	Barlow 113 [REDACTED]	Warranty Rate:	115.33

Section 2	INSPECTION SUMMARY
-----------	--------------------

Customer Statement of Incident:

Brakes in car stop braking and driver front Bumper is dented. I was pulling into a parking spot and the pedal went rock hard, I hit a pole at 3-5 mph, pole isn't damaged.

Customer Allegation of Defect:

Brake failure caused collision

Section 3	VEHICLE / SYSTEM INSPECTION
-----------	-----------------------------

Do Not "Clear Codes" from any on board module(s)
(Include a copy of the Freeze Frame Failure Records if applicable)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
0			NO CODES STORED		

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

<input type="checkbox"/> Remote start	<input type="checkbox"/> Suspension	<input type="checkbox"/> Tires/wheels	<input type="checkbox"/> Audio/video	<input type="checkbox"/> Snow removal
<input type="checkbox"/> Body modifications	<input type="checkbox"/> Towing equip.	<input type="checkbox"/> Security alarm	<input type="checkbox"/> Wiring	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown				

If yes, describe, and capture photos:

VEHICLE DOES NOT HAVE ANY AFTERMARKET MODIFICATIONS

Does the vehicle have?

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

Turn on the ignition key and note the following:

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

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

Full Clear Normal Smell Other: _____

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

NO LEAKS

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

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

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	8mm	8mm	8mm	8mm	7mm	7mm	7mm	7mm

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

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

Observations:

Test drove vehicle after driving the vehicle over 10 miles brake pedal got hard after applying brake pedal several times

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

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

Does the brake system hold the vehicle stationary? Yes No

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

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

While foot on the brake pedal slightly throttle apply pedal slowly drops down

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

Does the brake system hold the vehicle stationary? Yes No

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

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

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

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	Bridgestone duller A/T	M+S	P285/45/R22	35psi	9/32
RF	BRIDGESTONE DULLER A/T	M+S	P285/45/R22	35psi	9/32
LR	BRIDGESTONE DULLER A/T	M+S	P285/45/R22	35psi	9/32
RR	BRIDGESTONE DULLER A/T	M+S	P285/45/R22	35psi	9/32

Specific test requests: Please review PIT5361C and perform diagnosis to determine if conditions in the PI is present or not.

YES, HOWEVER NO OIL IN COMPONENETS FOUND INTERNAL FAILURE AT VACUUME PUMP LOW VACUUME AT IDLE

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

PERFORM VACUUME PUMP TEST MEASURE 13 INCH OF VACUUME AT IDLE COMPERED TO LIKE VEHICLE AND THAT VEHICLE MEASURED AT 27inch OF VACUUME AT IDLE

Following the inspection, summarize all relevant facts and observations. Provide related photographs.

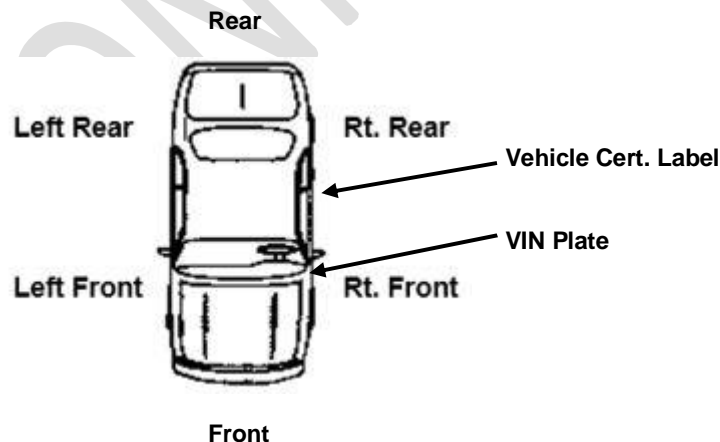
AFTER DRIVING THE VEHICLE OVER 10 MILES FOUND BRAKE PEDAL HARD AFTER SEVERAL APPLIES, FOUND LOW VACUUME FROM PUMP NO SIGNS OF OIL CONTAMINATION IN THE SYSTEM

PLEASE PROVIDE AN ITEMIZED REPAIR ESTIMATE AT YOUR DEALER WARRANTY RATES.

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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

Felicia Dobbins (C)

From: Kimberly Horvath (C)
Sent: Wednesday, December 27, 2017 8:43 AM
To: Felicia Dobbins (C); Wadad Elnachar (C)
Subject: FW: [EXTERNAL] RE: RE: RE: PAC SR [REDACTED] 2016 Silverado
3GCUKSEC3GG [REDACTED]
Attachments: DI002 Dealer Brake _ ABS System V6 8.16.17.docx; scan0032.pdf

Felicia,

[REDACTED] should be happy,

Based on the Inspection and Repair estimate I have authorized repairs for this one.
Updating the case activity now and dealer has started the repairs.

thanks

Kim Horvath

Technical Liaison - BRC - (PAC) Product Assistance Claims

Aerotek Inc. on behalf of General Motors

GCCX Warren Engagement Center | 7000 West Chicago Rd | 2nd floor 2AJ7 | Warren Mi. | 48090

kimberly.horvath@gm.com

Cell – [REDACTED]

Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Friday, December 15, 2017 3:34 PM
To: [REDACTED]
Subject: SR#: [REDACTED] - VIN#: 3GCUKSEC3GG[REDACTED] - Case Contact Information and Preliminary Ownership Photo Request

Dear [REDACTED],

I am sorry to hear of your vehicle concern. I have been assigned your case and really appreciate you assisting me today, so that I can create a preliminary incident report.

Your case number: [REDACTED]

My phone: 866-446-6963 ext. 5913991

My work hours: Monday – Friday 8:30 am to 5:30 pm, EST.

Please do not make any alterations or repairs to the vehicle until we determine the course of the investigation.

Also, please send photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available)

Thank you,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857

Felicia Dobbins (C)

From: Felicia Dobbins (C)
Sent: Friday, December 15, 2017 3:37 PM
To: 'sbridge@barlowautogroup.com'
Subject: SR# [REDACTED] - VIN#: 3GCUKSEC3GC [REDACTED] - Preliminary Information Request

Dear Mr. Bridge,

This is a Product Assistance Case. I need to gather some information. Please **DO NOT** make any repairs to the vehicle until PAC has completed our review. **The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.** Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

Please email me the required photos via email at your earliest convenience. Once we have the requested information, I will follow up with details regarding the next steps.

Required Photos: All pictures should be clear with no shadows present. Please make sure photos are not dark, blurry, or obstructed by the sun.

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage
6. Broad view
7. Overall view of surrounding area (such as; side, trunk, all 4 tires, engine compartment, dash, door, undercarriage etc.)
8. Vehicle Certification Label with VIN visible
9. Odometer Reading

Add additional photos as necessary.

Please feel free to call if you have any questions or concerns.

Thank you for your assistance,

Felicia Dobbins
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5913991
Fax: 586-920-0857