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

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Friday, September 30, 2016 9:44 AM
To: 'Emily Leczel'; Jay Townsend
Cc: 'jfrazier@wallyedgar.com'
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily,

The customer accepted the offer and was very happy.
She will be checking into using the certificate for needed maintenance.

Have a great day!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 [redacted]
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 1:05 PM
To: 'Emily Leczel' <eleczel@wallyedgar.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Thank you Emily!

I will contact the customer offer the $100 Maintenance Letter and explain two General Motors recommended services that are past due.

She is past due for a coolant flush (estimated $129) and a transmission flush (estimated $146).
This will encourage the customer to go to the dealership and hopefully represent an apologetic gesture for her experience.

Have a good day!

Sincerely,

Wendy Cunningham
General Motors

Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Emily Leczel [mailto:eleczel@wallyedgar.com]
Sent: Tuesday, September 27, 2016 12:59 PM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Good afternoon!

The customer is due for a coolant system flush, as well as her transmission flush. She is over 105k miles and has not had any of those services performed as of yet. We do not have any documented Dealer Recommended services on our end, but the General Motors Recommended services listed above, are definitely over-due.

Let me know if there is anything further I can do to help!

Emily Leczel
Customer Experience Manager
Wally Edgar Chevrolet
248-724-1059
eleczel@wallyedgar.com

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Tuesday, September 27, 2016 11:27 AM
To: Jay Townsend
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Good morning Jay,

We are Exec CAC and that is the only SR I see.

Also, it is over 100,000 miles so I got pre-approval from my TL to offer.
We also have to notify the dealership of giving a $100 maintenance letter.
Not permission but notify.
This keeps the customer returning to the dealership.
I planned on speaking with the Service Advisor to see if she was due for any maintenance work.
She just got an oil change.

Otherwise I have no goodwill to offer.

Thanks.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jay Townsend
Sent: Tuesday, September 27, 2016 11:21 AM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Wendy,

I see CAC is already offering the customer a $100 Maintenance letter related to this situation. An independent policy reimbursement isn't support at this again and miles.

Thank you
Jay Townsend
District Manager Aftersales
Chevrolet Detroit Zone
Jay.townsend@chevrolet.com
Cell: 586-899-1249

CHEVROLET

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 11:03 AM
To: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Cc: Jay Townsend <jay.townsend@chevrolet.com>
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily and Jeanette,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2011 Chevrolet Equinox
- Mileage: 105,972
- VIN: 2CNALDEC1B6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: Olexa
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

Wiper transmission failure.
Plastic gear gave out.
Had the work done at an independent.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.
Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2010 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2CNALPEW5A6[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 88000 mi	Vehicle is currently operable & can be driven

Key Points

Customer States – Heater is not working, driver's side windshield wiper transmission, solenoid for cam shaft, dealer diagnosed $1075 to repair.

Customer Seeks – Cost assistance on $1075 heater (HVAC), windshield wiper transmission, solenoid for cam shaft

CRS Advises – Will forward your concerns over to the CEM, they will contact you within 2 business days.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2010 Chevrolet Equinox

Reference

CAC SR#: 8-[redacted]

CAC advisor: [redacted] --> [redacted], Ext #[redacted]

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [4:10:51 PM]:

Welcome to chat.

Heather [4:11:03 PM]:

Thank you for contacting Chevrolet customer assistance, Richard. My name is Heather. How may I assist you?

[redacted] [4:11:41 PM]:

I actually have 2 problems

[redacted] [4:13:14 PM]:

I have personally never owned a Chevrolet until recently when I went to Ted Russell Ford in April and purchased a used 2013 Chevrolet Equinox LT, I loved the vehicle until recently, I purchased it with 32,000 miles on it, and now it has 41,000...

[redacted] [4:14:40 PM]:

yesterday, during a thunderstorm, my wipers abruptly stopped on my windshield and I had my 2 children in the car and was able to finally pull over on the side of the highway and wait out the storm, I came home to find out that the wiper transmission assembly/linkage had broken

[redacted] [4:15:11 PM]:

I then started doing research and discovered that this is an ongoing problem with this model

Heather [4:16:07 PM]:

I am sorry to hear you have had this concern with your vehicle [redacted]. May I have your VIN?

[redacted] [4:16:57 PM]:

yes can you give me about 2 mins to get it for you?

Heather [4:17:05 PM]:

That is fine.

[redacted] [4:20:04 PM]:

2GNALEEK3D1[redacted]

Heather [4:20:10 PM]:

Thank you, [redacted].

[redacted] [4:20:53 PM]:

sure

Heather [4:23:09 PM]:

I am not showing any recalls or special coverages for the wiper system on your vehicle at this time. I am going to enter a vehicle complaint for this issue. You said you had two concerns?

[redacted] [4:28:16 PM]:

Yes I am getting the repair done myself, I certainly didn't expect to be having a $300 repair done on a vehicle that is barely past its factory warranty, certainly I am displeased to say the least and hope that noone wrecks from this problem. The guy I spoke with at our local Chevrolet dealer did say that he has the transmission assembly linkage on hand because it happens alot with Equinox...my other concern is that the Chevy symbol on the front of the vehicle is rusted, it is suppose to be gold and it is turning black and looks horrible, just wanted you to know how low quality that is as well.

Heather [4:30:41 PM]:

Thank you[redacted]. I appreciate you taking the time to notify us of both these issues. Unfortunately, when posts are done in forums they are not seen by the ones in Chevrolet that need to be seeing them. When customer's such as yourself contact us then we get the complaint right in and it is reviewed by higher in Chevrolet. What is the name of the dealership you are working with?

[redacted] [4:31:10 PM]:

Fox Chevrolet

Heather [4:33:10 PM]:

What city/state is Fox in?

[redacted] [4:33:37 PM]:

I also wanted record of my complaints before my posting on CarComplaints.com, its certainly disheartening to be paying $400/month for a vehicle with problems so quickly

[redacted] [4:33:41 PM]:

[redacted]

[redacted] [4:35:05 PM]:

I owned a Ford Explorer for 6 years and it had 120,000 and I did nothing but maintenance on it, I should have clearly kept it

[redacted] [4:35:50 PM]:

I'm sorry to vent on you, do you know where I can obtain a new Emblem? That's not a part I have been able to find

Heather [4:37:10 PM]:

I understand completely. I have entered the complaints and your complaint number is 8-[redacted].

Heather [4:37:47 PM]:

Give me a couple moments and I will check my resources to see if that is something that can be purchased or if it would need to be ordered through a dealership.

[redacted] [4:38:04 PM]:

Ok, thank you.

Heather [4:40:39 PM]:

You may be able to find the emblem at [redacted] as they have auto accessories that are not listed on the accessory webpage.

[redacted] [4:41:22 PM]:

Ok I will check them then... thanks for your time

Heather [4:42:19 PM]:

You're welcome Richard. Hold on to your receipts for the repair because if a recall is issued, you can submit for reimbursement.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2010 Chevrolet Equinox	A GM Dealer has NOT diagnosed current concern
[redacted]	2CNFLNEW0A6[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 72000 mi	Vehicle is currently operable & can be driven

Key Points

Customer called in and states the windshield wipers are not working. Customer states the dealership said it was for the wiper blade module and it will cost $400 to 450 .00 for the repairs

Customer seeks Cost Assistance

SA advised that CEM will be notified of customer request due to customer and will notify customer in 24 to 48 business hours with a resolution.

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

Additional key points

Reference

CAC SR#: 8-[redacted]

CAC advisor: Steve--> (866) 790-5700, Ext #

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 GMC TERRAIN	A GM Dealer has diagnosed the current concern
[redacted]	2GKALSEK2D6[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 52000 mi	Vehicle is currently operable & can be driven

Key Points

Cust sts that the wiper transmission failed while driving in torrential rains. The wipers stopped and the customer was in heavy traffic. I have been told that the wiper transmission should not go. I think that this is a defect. This part should not go out in two years. We could have been injured. We don't know what part could go wrong on the vehicle when we need to part. They dealer wants $400. I just called to see if there is anything that you can do. I am on my way to pick up the car now.

Cust. sks. cost assistance.

SA sts that the CEM, Ronald, will be contacted. He will be your contact for questions and updates. You can speak to him at the dlr.

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

Additional key points

This customer has purchased these GM vehicles (verified): 2013 GMC TERRAIN

Reference

CAC SR#: 8-[redacted]

CAC advisor: SERENA--> (866) 790-5600 , Ext # 5911595

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

Caller English

System [8:28:27 PM]:

Welcome to GM

Connecting.....A live chat agent is now entering the chat. [Jenna]

System [8:28:53 PM]:

Welcome to chat.

Jenna [8:29:01 PM]:

Hello, [redacted] Thank you for chatting with GM. My name is Jenna, how can I assist you today?

[redacted] [8:30:25 PM]:

Funny I tried to chat about a concern and live chat says it is down and try back during normal hours. But I put buy a car and it works great. Explain.

Jenna [8:32:09 PM]:

I am happy to hear of your interest in GM! I am not certain of why this happened. There are different departments for different topics, there may be a possibility that there is an issue in a different department.

Jenna [8:32:19 PM]:

I would be happy to address any concerns you may have.

[redacted] [8:34:36 PM]:

I just had a very scary dangerous episode in my 2013 equinox that left me on the highway in a down pour with wipers that just suddenly made a load bang and stopped working. i managed to get off the highway by shear luck as I was sourounded by semi trucks. It seam the linkage from the wiper motor must have broke and I see it has happened much the same way to a number of people. I am very unhappy long time gm buyer.

[redacted] [8:36:32 PM]:

GM needs to put a service bulletun at a minimum and or a recall/replacement as this very nearly cost me a major accident at a minimum.

Jenna [8:36:37 PM]:

I apologize for this terrible incident. What I will go ahead and do is transfer you to our Chevrolet Customer Assistant Center so that they can better assist you with this issue.

Jenna [8:36:45 PM]:

Is it okay if I go ahead and transfer you, Max?

[redacted] [8:37:32 PM]:

if it is the right office / person to notify.

Jenna [8:37:53 PM]:

Yes, they will surely be able to assist you with this issue.

Jenna [8:38:03 PM]:

I am going to transfer you right away. Please allow a few moments.

[redacted] [8:38:36 PM]:

will our current conversation transfer?

Jenna [8:39:00 PM]:

Yes, they will be able to see our conversation and get up to speed on this issue!

[redacted] [8:39:14 PM]:

ok

[redacted] [8:39:18 PM]:

thank you

Jenna [8:40:43 PM]:

You are very welcome.

Conference call connected. [Andrew]

Agent Jenna left the call

Andrew [8:41:08 PM]:

H[redacted] Thanks for choosing GM.

Andrew [8:41:22 PM]:

Please allow me a few moments to review your comments.

Andrew [8:42:23 PM]:

I'm sorry to hear that you are having trouble!

Andrew [8:43:05 PM]:

I would be happy to locate a Chevy dealer in your area that can diagnose this issue. May I have your zip code and e-mail address please?

[redacted] [8:44:35 PM]:

I bought the car at my local dealer named Langs in Beavercreek ohio. My email is maxthecop@aol.com

Andrew [8:47:07 PM]:

I just want to make sure you are still there; I am still available to answer your questions.

[redacted] [8:48:06 PM]:

I contacted them from the side of the highway after gaining my composure. I did as he suggested he then said the likely problem is the linkage from the motor to the wiper. Turns out as I google the issue a number of people have experienced the same thing. Keep in mind this failure like happens in safety sensitive moments. It needs addressed. I found 5-5 postings of the same nature in 2 minutes with one quick look. PROBLEM.....

Andrew [8:48:57 PM]:

I would be happy to check for any recalls regarding this on your vehicle. May I have your VIN and mileage please?

[redacted] [8:52:23 PM]:

I will have to get them to GM tomorrow as it is late and I have to dig the VIN out but the mileage is 52k

Andrew [8:52:59 PM]:

I do apologize, but I would need this information to assist you in the best way possible.

Andrew [8:53:15 PM]:

You can also use the following link for recall information once the VIN is located.

Andrew [8:53:22 PM]:

[redacted]

Andrew [8:53:28 PM]:

[redacted]

[redacted] [8:53:57 PM]:

If they look at this issue, it mostly is reported with the wipers on high speed do to heavy rain thus most failures leave you helpless in a downpour

[redacted] [8:56:08 PM]:

If it is not one I will turn my free time into an effort to get one started as this was a nightmare that I made it thru. I will know more tumor and be lodging a very load and serious complaint to everyone that will listen.

[redacted] [8:56:59 PM]:

* tomorrow

Andrew [8:57:43 PM]:

I apologize again for the frustration. May I assist you with any additional questions today?

[redacted] [8:58:58 PM]:

You can have someone contact me between 8am and 10pm eastern time tomorrow to discuss this issue.

[redacted] [8:59:10 PM]:

[redacted]

Andrew [8:59:35 PM]:

I apologize again, but I would need your VIN to assist you in the best way possible.

Andrew [8:59:44 PM]:

May I assist you with anything else?

[redacted] [9:00:56 PM]:

ok I will get it you can wait and I will get it otherwise this has been a waste of my time.

[redacted] [9:03:00 PM]:

2GNALDEK8D6[redacted]

Andrew [9:04:13 PM]:

At this time, my resources do not show any recalls or special coverage in regards to this issue on your vehicle.

[redacted] [9:05:23 PM]:

not a surprise per say this is why I want someone to contact me as I requested.

Andrew [9:05:52 PM]:

What kind of assistance are you seeking regarding this issue?

[redacted] [9:08:33 PM]:

great question as I have never had my car nearly kill me from a failure it should not have! Any suggestions as to whom in your company would call a customer regarding such a thing would be great as I do not know anything about the structure gm has for these type of issues. Surely not just a good listener that can check recalls correct.

Andrew [9:09:27 PM]:

I'm very sorry, but I don't understand your question. Could you please clarify?

[redacted] [9:11:29 PM]:

I will just email this conversation to as many people or organizations as I can think of. Someone will call me to discuss my concerns.

[redacted] [9:12:06 PM]:

Thank you for your time

Andrew [9:12:25 PM]:

No problem! May I assist you with any additional questions today?

[redacted] [9:13:02 PM]:

are you a real person or a responding computer?

Andrew [9:13:15 PM]:

I'm very real.

[redacted] [9:14:51 PM]:

ok not meant to be insulting but we were talking about one major incedent and it feels like it has been clinical at best.

[redacted] [9:15:16 PM]:

Thank you for your time and I will proceed thru another avenue.

Andrew [9:15:29 PM]:

If you have any other questions, please don't hesitate to come back and chat with us. 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. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Thank you for visiting us.

Caller [redacted] left the call.

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

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Max Price [8:36:32 PM]:

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Andrew [8:59:44 PM]:

May I assist you with anything else?

[redacted] [9:00:56 PM]:

ok I will get it you can wait and I will get it otherwise this has been a waste of my time.

[redacted] [9:03:00 PM]:

2GNALDEK8D6[redacted]

Andrew [9:04:13 PM]:

At this time, my resources do not show any recalls or special coverage in regards to this issue on your vehicle.

[redacted] [9:05:23 PM]:

not a surprise per say this is why I want someone to contact me as I requested.

Andrew [9:05:52 PM]:

What kind of assistance are you seeking regarding this issue?

[redacted] [9:08:33 PM]:

great question as I have never had my car nearly kill me from a failure it should not have! Any suggestions as to whom in your company would call a customer regarding such a thing would be great as I do not know anything about the structure gm has for these type of issues. Surely not just a good listener that can check recalls correct.

Andrew [9:09:27 PM]:

I'm very sorry, but I don't understand your question. Could you please clarify?

[redacted] [9:11:29 PM]:

I will just email this conversation to as many people or organizations as I can think of. Someone will call me to discuss my concerns.

[redacted] [9:12:06 PM]:

Thank you for your time

Andrew [9:12:25 PM]:

No problem! May I assist you with any additional questions today?

[redacted] [9:13:02 PM]:

are you a real person or a responding computer?

Andrew [9:13:15 PM]:

I'm very real.

[redacted] [9:14:51 PM]:

ok not meant to be insulting but we were talking about one major incedent and it feels like it has been clinical at best.

[redacted] [9:15:16 PM]:

Thank you for your time and I will proceed thru another avenue.

Andrew [9:15:29 PM]:

If you have any other questions, please don't hesitate to come back and chat with us. 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. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Thank you for visiting us.

Caller [redacted] left the call.

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 Chevrolet Equinox	A GM Dealer has NOT diagnosed current concern
[redacted]	2GNALDEK1D6[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 40000 mi	Vehicle is currently operable & can be driven

Key Points

Customer states that the windshield wiper motor has become inoperable. Vehicle has not been diagnosed at the dlrshp. Customer called Pat O'Brien and was quoted $450 for the repair. Vehicle is outside of the B2B warranty by 9 days. Customer is seeking cost assistance for the repair. CSR advised vehicle is outside of the applicable B2B warranty. There is also a very light service history on the vehicle. I will have to forward request to CEM Jason Wright for further review and final determination of the request. CEM should be in contact within 48 business hours.

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

Additional key points

Reference

CAC SR#: 8-[redacted]

CAC advisor: Cherrone Jones--> (866) 790-5600 , Ext # 5911821

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [10:48:22 AM]:

Welcome to chat.

Stacie [10:48:32 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]. My name is Stacie, how may I assist you today?

[redacted] [10:50:04 AM]:

I work at a used car dealership sold a 2010 Chevy Equinox vin 2CNFLDEY2A6[redacted] to My niece on 9-11-2015

[redacted] [10:53:07 AM]:

it only has 83000 miles on it They have had serious issues with it they were told by 2 different service departments that there either is a wiring issue or the throttle body is bad and just the other day the wiper motor blew up.

[redacted] [10:53:34 AM]:

Will GM help pay for the cost to repair this for them?

Stacie [10:54:27 AM]:

What service departments diagnosed the issue, were they GM certified dealerships?

[redacted] [10:55:40 AM]:

Jack Maxton Chevrolet 700 E. Dublin-Granville Road, Columbus, OH 43085

[redacted] [10:56:04 AM]:

That is where the vehicle is currently at

Stacie [10:59:32 AM]:

Thank you for that information. Since the vehicle was sold at a non GM dealership and the vehicle would be out of factory warranty for the issues that you listed, cost assistance in this matter would be unlikely. I would be willing to speak with the dealership to see if there is any cost assistance that they would be willing to provide but with the factors given, this determination would be up to the dealership.

Stacie [11:00:00 AM]:

Would you be able to provide your nieces name and contact information since you are not the owner of the vehicle?

[redacted] [11:00:15 AM]:

OK thank you

[redacted] [11:01:33 AM]:

[redacted]

[redacted] [11:02:06 AM]:

[redacted] # is [redacted]

[redacted] [11:03:01 AM]:

he is the one that is dealing with it [redacted] number is [redacted]

Stacie [11:04:03 AM]:

Thank you. Do you know if there was a repair estimate provided to them? Also, are they aware that you have contacted General Motors for them?

Caller [redacted] left the call.

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2011 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2CNALDEC3B6[redacted]	Repairs have not been scheduled
Call daytime or evening	Mileage now: 64750 mi	Vehicle is currently operable & can be driven

Key Points

Customer States: Wants an update on the case. The windshield wipers are not working. Wiper transmission linkage is broken and needs to be repaired. The customer has been quoted the price of $640. The customer is upset and does not feels that she should have to pay for the repair.

Customer Seeks: Cost assistance for the repair status.
Crs Advised: sent A2 to cem for further assistance SHAWHETAPICKETT/CAC/WMI/TLV2

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 3 time(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2011 Chevrolet Equinox

Reference

CAC SR#: 8-[redacted]
CAC advisor: Shawheta --> (866) 790-5600 , Ext # 5911556

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2011 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2CNALPEC1B6[redacted]	
Call anytime	Mileage now: 77000 mi	Vehicle is currently operable & can be driven

Key Points

Had 2 issue with the vehicle. They were coming hone around Christmas. It was raining had windshield wipers and the wiper failed. Could not see anything. She believes that this is a dangerous situation because they could not see ta all. When the vehicle had stopped they could see. They stopped at mechanic. A part in the windshield joint. A plastic ball. At high speeds the ball popped out. She went on the internet and she found a lot of complaints about this. She took the vehicle in. The service manager said that anyone can put anything on the internet. She wanted them to check the vehicle. He told her that it would cost $170. He then proceeded to look at the vehicle because. CUST is afraid to drive the vehicle. There should not be charge. She purchased vehicle new. At 45,000 miles the oil was not lasting until the last oil change. The dealer is performing an oil consumption test. The service manager said that it is normal to burn a quart of oil every 1000 miles.
CUST seeks to have a recall on this component for the windshield wiper and to clarify the oil consumption test

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2011 Equinox
2012 Cruze

Reference

CAC SR#: 8-[redacted]
CAC advisor: Carmen--> (866) 790-5600 , Ext # 5911670

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2GNALPEK2D6[redacted]	Repairs are all complete
Call Call before 10 tomorrow please	Mileage now: 66000 mi	Vehicle is currently operable & can be driven

Key Points

Customer's vehicle needed a repair with the windshield wipers. The customer called the dealership to see if there are any recalls on the vehicle and Brian informed her that the vehicle had an extended warranty on the vehicle so the repairs would be covered. Customer brought the vehicle in and asked if she would owe anything and the customer was told no. After the repairs were performed the customer was informed that she would owe a $200 deductible for the repairs. Customer is upset because she was told that she would not owe anything on the repairs and then was told that she owed money. Customer feels as though she was cheated and doesn't feel she should have to pay when she was told the repair would be covered and nobody informed her there would be a deductible. Customer is requesting a call before 10am on Friday February 5th. I have not promised the customer anything I informed her I would forward the complaint over to you and inform them of the request and offered to follow up with the customer and the dealership.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 4 GM vehicles purchased (verified)	Active Extd Svc Contract on record for vehicle (verified)
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 1990 C/K PickUp, 2000 Astro, 2005 Silverado, 2013 Equinox

Reference

CAC SR#: 8-[redacted]

CAC advisor: Heather--> (866) 790-5600 , Ext # 5913244

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

VEHICLE SERVICE CONTRACT REGISTRATION PAGE

GMC PROTECTION PLAN

CONTRACT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]				
CUSTOMER'S STREET ADDRESS [redacted]		CITY [redacted]		
STATE [redacted]	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]		
LIENHOLDER (NEEDED ONLY WHEN VSC IS INCLUDED WITH VEHICLE FINANCING) ,		VEHICLE PURCHASE DATE 2/28/2014	CONTRACT PURCHASE DATE 2/15/2016	
ODOMETER READING AT CONTRACT PURCHASE DATE 61500	CONTRACT PURCHASE PRICE $2620	VEHICLE IDENTIFICATION NUMBER 2GKFLXEK3E[redacted]		
YEAR 2014	MAKE GMC	MODEL TERRAIN SLT	VEHICLE IN-SERVICE DATE	SURCHARGED COVERAGE
UNDERLYING FULL FACTORY WARRANTY 3 / 36000	CONTRACT TERM (Months/Miles) See Provisions "1. CONTRACT PERIOD" 24 / 24000	DEDUCTIBLE PER VISIT (If blank, $100 Per Visit) $0 Per Visit	DEALER BUSINESS ASSOCIATE CODE (BAC) 900[redacted]	
SELLING DEALER General Motors Customer Assistance		ADDRESS 100 Renaissance Center Drive		
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER

YOUR CONTRACT EXPIRES ON 3/15/2018
OR WHEN YOUR VEHICLE'S ODOMETER READS 86500
WHICHEVER OCCURS FIRST

WHAT IS COVERED	SEE **SCHEDULE OF COVERAGES** SECTION OF THE **CONTRACT** FOR COVERAGE DETAILS.
	Platinum
ADDITIONAL BENEFITS	**RENTAL CAR, TOWING/ROAD SERVICE, TRIP INTERRUPTION, LOST KEY/LOCKOUT**

You (the **Contract** Holder), acknowledge that: The information contained above is, to the best of **Your** knowledge, true; **You** understand that authorization from the **Administrator** must be received before any repairs are performed under the **Contract. Coverage** for a **Commercial Use** vehicle is not included, unless the corresponding box above is marked.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle.
This is not an automobile liability insurance contract.
We do not disclose information about Our customers to anyone, except as permitted by law.
We may share customer data with GM and GM affiliates.

THE **CONTRACT** CONTAINS AN ARBITRATION PROVISION

CUSTOMER'S SIGNATURE	DATE	AUTHORIZED REPRESENTATIVE'S SIGNATURE
	2/15/2016	

The definition of "**We**, **Us** and **Our**" used frequently throughout the Vehicle Service **Contract** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. If this Vehicle Service **Contract** was purchased in any state where required by law, "**We**, **Us** and **Our**" is defined as the Dealer or Lessor from whom **You** purchased or leased the **Vehicle** described on the **Registration Page**. Please refer to the Vehicle Service **Contract** for additional Definitions.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038. If a covered claim is not paid within sixty (60) days [except Arizona thirty (30) days] after proof of loss has been filed, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048.

California residents, **You** may file a claim directly with the Insurance Company if any promise made in the **Contract** has been denied or has not been honored within sixty (60) days after **Your** request. If **You** are not satisfied with the Insurance Company's response, **You** may contact the California Department of Insurance at (800) 927-4357. California License #0H18143.

Washington insurance policy number for the service contract reimbursement policy issued by Wesco Insurance Company is WIC-AMT-SCRI-040111. **You** may file a claim directly with the Insurance Company at any time.

Florida residents, the Vehicle Service **Contract** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

THIS CONTRACT IS NOT VALID UNLESS A COMPLETED REGISTRATION PAGE IS ATTACHED.

GMC PROTECTION PLAN

IMPORTANT INFORMATION YOU NEED TO KNOW

CUSTOMER SUPPORT NUMBER – Please see the box labeled **Your Contract Number** on the **Registration Page**. This is Your CUSTOMER SUPPORT NUMBER. Please refer to this number in any written or verbal communication, such as requesting information or filing a claim.

PURCHASE OF THIS VEHICLE SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO PURCHASE OR FINANCE A MOTOR VEHICLE. THIS CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER'S WARRANTY.

This Vehicle Service **Contract** along with the **Registration Page** make up **Your** entire **Contract**. No other documents, unless provided directly to **You** from the **Administrator**, are legal and binding.

This Vehicle Service **Contract** does not cover all **Breakdowns** and excludes some conditions and vehicles. Please read the **Schedule of Coverages**, Provisions of This Vehicle Service **Contract** and Exclusions sections of this **Contract** so **You** fully understand what **Coverage** is provided to **You** for **Your Vehicle**. If **You** have any questions regarding this **Contract**, please contact the **Administrator** toll-free at (877) 265-1072 or P.O. Box 927, Bedford, TX 76095.

This Vehicle Service **Contract** contains Limits of Liability. Please read, "Limits of Liability" under "Provisions of this Vehicle Service **Contract**" to determine what those are.

THINGS TO DO NOW

Verify **Registration Page** – The **Registration Page** must be affixed to the front this **Contract** to complete and validate this **Contract**.

Check **Your Contract Coverage** – Not every part of **Your Vehicle** is covered by this **Contract**. **Coverage** is identified by the **Contract Coverage** as shown on the **Registration Page** of this **Contract**. Please compare the **Coverage** on the **Registration Page** with the corresponding **Coverage** as listed under the **Schedule of Coverages**. If this box was left blank, or the **Coverage** is inaccurate, contact **Your Selling Dealer** immediately.

Check **Your Deductible** – Please check the box labeled **DEDUCTIBLE** on **Your Registration Page**. A dollar amount should be in the box which identifies the portion of the covered repair **You** will be required to pay if **You** have a claim.

NOTE: This **Contract** is not valid unless **You** have signed the **Registration Page** and it has been affixed to the front this **Contract**.

THINGS YOU MUST DO THROUGHOUT THE TERM OF YOUR CONTRACT

Properly Maintain Your Vehicle and KEEP THE RECEIPTS – Keep copies of all receipts (oil changes, lubrication, etc.), as proof of maintenance may be required when You file a claim. SEE SECTION: "PROVISIONS OF THIS VEHICLE SERVICE CONTRACT" FOR SPECIFIC MAINTENANCE REQUIREMENTS.

OBTAIN APPROVAL PRIOR TO HAVING WORK PERFORMED THAT MAY BE COVERED BY THIS CONTRACT. If You experience a Breakdown, call Your Selling or nearest Chevrolet, Buick, GMC, Cadillac Dealer or the Administrator. SEE SECTION: "HOW TO FILE A CLAIM".

DEFINITIONS

The following definitions apply to words frequently used in this **Contract** and appear in **Bold Faced Type**:

You, **Your** – Means the **Contract** Holder shown on the **Registration Page** or the person to whom this **Contract** was properly transferred.

We, **Us**, **Our** – Means the obligor of this **Contract** as stated on the **Registration Page** attached to this **Contract**.

Administrator – Means the **Administrator** as shown on the **Registration Page**.

Contract – Means this Vehicle Service **Contract** which **You** have purchased from **Us** to protect **Your Vehicle**.

Registration Page – Means the numbered document which must be attached to and forms part of this **Contract**. It lists information regarding **You**, **Your Vehicle**, **Coverage** selected, and other vital information.

Schedule of Coverages – Lists the **Coverage** provided to **You** for **Your Vehicle** under this **Contract**.

Coverage – Means the protection **You** have selected, as listed in the **Schedule of Coverages** section.

Vehicle – Means the **Vehicle** which is described on the **Registration Page**.

In-Service Date – Means the date the **Vehicle** was first put into service, not the date **You** purchased **Your Vehicle**. The **In-Service Date** is the date the **Vehicle's** factory warranty was activated. The **In-Service Date** is only required for and applies to Platinum Wrap **Coverage** Plans.

Deductible – Means the amount **You** are required to pay, as shown on the **Registration Page**, for covered **Breakdowns**.

Breakdown – Means the failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts. **Subsequent Damages** resulting from the **Breakdown** of a covered part are covered by this **Contract**, except when **You** have failed to perform the recommended maintenance services for **Your Vehicle**.

Subsequent Damage – Means the direct or immediate damage to a non-covered part occurring as a singular event or failure originating with the failure of a covered part.

Consequential Damage – Means an event or damage that occurs separately as a consequence or result of the failure of a covered or non-covered part, such as, loss of time or use, inconvenience, commercial loss, personal injury or property damage.

Diagnostic – Means the system investigation required to determine the cause of the failure.

Teardown – Means the mechanical disassembly of a failed unit required to determine the cause and the extent of the failure.

Registered – Means a submitted claim has been recorded by the **Administrator** a claim reference number has been issued.

Pre-existing – Means a condition that within all reasonable mechanical probability relates to the mechanical fitness of **Your Vehicle** prior to **Contract** issuance.

Commercial Use – Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work, Delivery of Goods and Snow Removal. Usage must not exceed manufacturer's ratings and/or limitations.

PROVISIONS OF THIS VEHICLE SERVICE CONTRACT

This Contract is between Us and You, and is subject to all the Terms and Conditions contained in this Contract.

1. CONTRACT PERIOD

   PLATINUM AND SILVER COVERAGE PLANS

   If the **Contract Registration Page** reflects the purchase of Platinum or Silver, **Coverage** under this **Contract** begins on the **Contract** Purchase Date unless the **Contract** Purchase Date is more than 10 days after the **Vehicle** Purchase Date, then a MANDATORY "WAITING PERIOD" will apply before **Coverage** begins as explained below. This **Contract** will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

   - Expiration is measured in time from the **Contract** Purchase Date and expiration mileage is derived by adding Miles of **Coverage** as shown on the **Registration Page** to the Odometer Mileage at **Contract** Purchase Date. Maximum expiration mileage is 150,000 Odometer Miles.

- **The "WAITING PERIOD" is 30 days and 1,000 miles from the Contract Purchase Date. However, an additional 30 days and 1,000 miles will be added to Your Contract's scheduled expiration. Therefore the Waiting Period will not reduce the actual time/mileage during which You have Coverage. Coverage will commence the day following the Waiting Period. Claims incurred during the Waiting Period are not covered.**

PLATINUM WRAP COVERAGE PLANS

If the **Contract Registration Page** reflects the purchase of Platinum Wrap, **Coverage** under this **Contract** begins on the **Contract** Purchase Date and will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

- Expiration is measured in time from the **Vehicle's In-Service Date** and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first. If the **Vehicle In-Service Date** box is blank on **Your Registration Page**, expiration is measured in time from January 1st of the **Vehicle's** model year and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first.

2. COVERAGE

The **Coverage** afforded **You** for **Your Vehicle** is fully described in this **Contract**. Please see section: "**Schedule of Coverages**" of this **Contract**.

3. BREAKDOWN OF COVERED PARTS

During the term of this **Contract**, **We** will pay or reimburse **You**, an authorized Chevrolet, Buick, GMC, Cadillac dealership or if an authorized Chevrolet, Buick, GMC, Cadillac dealership is not accessible any licensed repair facility for approved costs to repair or replace any **Breakdown** of all parts as explained in the **Schedule of Coverages**. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by **You** or where such parts are not reasonably available as determined by the **Administrator**.

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**; the **Deductible** amount will be applied on a Per Repair Visit basis. If Disappearing has been marked on the **Registration Page** Deductible Plan box (available for $100 **Deductible** only), **Your Deductible** will be waived; as long as **You** have repairs made at the Selling Chevrolet, Buick, GMC, Cadillac Dealer where **You** purchased this **Contract**. Additionally, should **Your** permanent residence move more than 100 miles, **You** may contact the **Administrator** for assistance in changing **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer designation. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

5. ONE-TIME DEDUCTIBLE ELIGIBILITY

Once a part is repaired or replaced under the Terms and Conditions of this **Contract**, any **Deductible** amount for future repair or replacement of that same part will be waived for the term of this **Contract**.

6. TERRITORY

This **Contract** applies only to **Breakdowns** that occur and repairs made within the United States of America and Canada.

7. LIMITS OF LIABILITY

In no event will the liability for each **Breakdown**, under this **Contract**, exceed the average retail value of the **Vehicle** established by NADA (Official Used Car Guide) at the time immediately preceding the **Breakdown**. The established value of the **Vehicle** does not take into consideration the cost of repairs and no deduction for the cost of repairs is to be taken from the published value. In no event shall **We** or the **Administrator** have any liability for injury to or death of any person arising out of any services rendered or parts provided (or any failure to render service or provide parts) under this **Contract** and/or otherwise in connection with the operation, maintenance or use of **Your Vehicle** described in this **Contract**.

8. MAINTENANCE REQUIREMENTS

You must have Your Vehicle serviced as recommended by the Vehicle's manufacturer. If requested, proof of required service including verifiable receipts proving purchases of all required parts and materials necessary to perform the required maintenance; confirming the date and mileage for the services performed. Maintenance and/or service work receipts may be requested by the Administrator. Upon customarily and reasonable notice of the occurrence of a Breakdown, You shall protect Your Vehicle from further damage, whether or not such Breakdown is covered by this Contract. Any operation of the Vehicle that results in further damage, related to the original Breakdown, shall be considered Your failure to protect the Vehicle and shall not be covered under this Contract. You are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving the Vehicle. You are required to safely pull Your Vehicle off the road and shut off the engine immediately when either of these lights/gauges indicates a problem. You must give Your authorization to the repair facility for teardown to diagnose a problem. You may be required to supply the Administrator with all maintenance records for service performed on the Vehicle, when the maintenance involved relates to the specific Breakdown or to verify odometer operation.

9. TRANSFER OF YOUR VEHICLE SERVICE CONTRACT

a. **Your Contract** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Contract** is still in force. This **Contract** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Contract** cannot be transferred on a leased **Vehicle**, unless original lessee is purchasing the **Vehicle**. This **Contract** can only be transferred once and the transfer must be made by the original **Contract** Holder.

b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
   - A copy of **Your Registration Page**;
   - A completed transfer form; with
   - Name and Address of new owner, date of sale to new owner, current mileage; and
   - $75.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer.

10. SUBROGATION

You are entitled to complete reimbursement for **Your** loss before the **Administrator** is entitled to subrogation proceeds. **You** agree that **We**, after honoring a claim on **Your Contract**, have all rights of subrogation against those who may be responsible for **Your Breakdown** and **You** agree to provide reasonable assistance to secure such rights.

11. RENEWABLE COVERAGE

All Vehicle Service **Contracts** may be replaced upon expiration in accordance with the guidelines outlined in the **Contract**. The request for replacement must be made at least 30 days and/or 1,000 miles before the expiration of the Vehicle Service **Contract** to qualify for a Replacement **Contract**. See **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer for details and current pricing.

12. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no refund will be due and no claims will be approved.

CANCELLATION OF YOUR CONTRACT

a. **You** may cancel this **Contract** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Contract**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Contract**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Contract** can only be cancelled by the original **Contract** Holder.

b. **We** may cancel this **Contract** for non-payment of the **Contract** charge, or for misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.

c. If **Your Vehicle** and this **Contract** have been financed, the lienholder shown on the **Registration Page** may cancel this **Contract** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.

d. If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

HOW TO FILE A CLAIM

A. IN CASE OF BREAKDOWN, YOU SHOULD TAKE THE FOLLOWING:

1. Return the **Vehicle** to the Selling Chevrolet, Buick, GMC, Cadillac Dealer or nearest Chevrolet, Buick, GMC, Cadillac dealership to ensure proper service and that genuine OEM parts are utilized for repairs. **You** may contact the **Administrator** for assistance in locating an authorized Chevrolet, Buick, GMC, Cadillac dealership. If the Selling Chevrolet, Buick, GMC, Cadillac Dealer or authorized Chevrolet, Buick, GMC, Cadillac dealership are not accessible, **You** may take the **Vehicle** to any licensed repair facility. However, authorization from the **Administrator**, verified by issuance of a reference number, must be received before any repairs are performed under this **Contract**.
   a. Have **Your Contract** number, mileage and date of **Breakdown** ready for the **Administrator**.
   b. Have the authorized service representative contact the **Administrator** at (877) 265-1072.
2. Upon **Our** request, **You** must allow the **Administrator** to inspect the **Vehicle** to gather necessary information regarding any claim. Under certain conditions when a **Breakdown** occurs **You** may be required to have the **Vehicle** returned to the Selling or nearest authorized Chevrolet, Buick, GMC, Cadillac Dealer.
3. Submitting A Claim:
   Once the claim has been authorized, **You** are responsible for payment of the **Deductible** and for any items not covered by this **Contract**. Submit the following to the **Administrator** within sixty (60) days (90 days in Florida) (365 days in Wisconsin) (as soon as reasonably possible in Utah):
   a. A legible, itemized repair order signed by **You**.
   b. All sublet bills, when applicable.

B. EMERGENCY REPAIRS

We understand that an unexpected **Breakdown** may occur that needs immediate attention at a time when **We** cannot be reached. If this occurs and **You** are unable to reach **Us** to obtain prior authorization before repairs are fully completed, **You** may need to have emergency repairs performed. The **Administrator's** office must be contacted within five (5) business days from the date of repair (365 days in Wisconsin) (as soon as reasonably possible in Utah), to determine if such repair will be covered by this **Contract**. If covered, the **Contract** Holder will be reimbursed for the repair subject to the Terms and Conditions.

C. IF YOUR VEHICLE BREAKS DOWN ON THE ROAD:

Follow the same steps as above. If necessary, the repair facility will be paid, less the **Deductible** (if any), by the **Administrator's** national charge card system (MasterCard or VISA) on the **Contract** Holder's behalf. In some cases, the **Contract** Holder may need to pay the repair bill in full. If so, **Contract** Holder will be reimbursed for the **Registered** amount of the repair, less the **Deductible** (if any). If there are any questions regarding claim procedures or **Coverages**, please call the **Administrator** at the number below and ask for a Customer Support Representative.

AMT Warranty Corp.
P.O. Box 927, Bedford, TX 76095
Customer Service / Claims (877) 265-1072*
Email: protectionplanclaims@amtrustgroup.com
Available 24 hours a day / 365 days a year
*For Towing/Road Service and Lost Key/Lockout Assistance, Call (855) 237-3824
You will be requested to provide Your Contract number or last 8 digits of Your VIN, Producer Code 10951 and Plan Letter BH
Many vehicle manufacturers provide Road Club Service during the manufacturer's limited warranty period, please refer to Your manufacturer's road club benefits on how to obtain service.

SCHEDULE OF COVERAGES

PLATINUM COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts listed in Silver **Coverage** and any other parts, except for those items listed in the Exclusions section of this **Contract**.

PLATINUM WRAP COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts except for those parts that the manufacturer covers during their warranty term (full or certified), and except for those items listed in the Exclusions section of this **Contract**.

SILVER COVERAGE

1. ENGINE: Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts.

2. TRANSMISSION: (Automatic or Standard) Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.

3. DRIVE AXLE: (Front and Rear) Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.

4. TURBOCHARGER/SUPERCHARGER: (Factory Installed Only) Turbocharger / Supercharger Housing and All Internally Lubricated Parts.

5. TRANSFER CASE: Transfer Case and All Internally Lubricated Parts.

6. STEERING: All Internal Parts contained within the Steering Box; Rack and Pinion Gear; Power Steering Pump; Power Steering Hoses; Steering Knuckles; Pitman Arm; Idler Arm; Tie Rod Ends and Drag Link; Steering Dampner; Upper and Lower Steering Column Shafts and Couplings, including Internal Tilt–Wheel Mechanism; Steering Box and Rack and Pinion Gear Housings; Power Steering Assist Cylinder; Power Steering Pump Cooler; Twin "I" Beam & Bushings; and Steering Travel Stop. **REAR WHEEL STEERING:** Rear Steering Shaft and Couplings; Power Cylinder and Pump; Electronic Control Unit/ Solenoid; Phase Control Unit; Stepper Motor; Steering Box; Control Valve; Rack; and Tie Rod Ends.

7. ELECTRICAL: Alternator; Voltage Regulator; Starter Motor; Starter Solenoid and Starter Drive; Engine Compartment Wiring Harness; Computerized Timing Control Unit; Electronic Ignition Module; Crank Angle Sensor; Knock Sensor; Ignition Switch; Ignition Switch Lock Cylinder; Front and Rear Window Wiper Motor, Washer Pump and Switch; Stop Lamp Switch; Headlamp Switch; Turn Signal Switch; Heater/A.C. Blower Speed Switch; Manual Heater/A.C. Control Head; Horns; Trailer Brake Wiring Harness; Auxiliary Power Supply Wiring; Exterior Cab Lighting; Auxiliary Fuel Tank Switching Unit and Switch; and O-2 Sensors.

8. ENHANCED ELECTRICAL: Electronic Instrument Cluster; Distributor; Ignition Coil; Electronic Combination Entry System (Does Not Include Transmitters and Receivers for Remote Locks); Cruise Control Module, Transducer, Servo and Amplifier; Powertrain Control Module; Headlamp Motors; Power Window Motor; Power Seat Motor; Power Mirror Motor; Power Antenna Motor/Mast Assembly; Convertible Top Motor; Power Sunroof Motor; Power Window Switch; Cruise Control Engagement Switch; Power Seat Switch; Power Mirror Motor Switch; Rear Defogger Switch; Power Door Lock Actuator and Switch. OnStar, CUE, IntelliLink and MyLink (does not include programming or updates). **AIRBAGS/SAFETY RESTRAINT SYSTEM:** Airbags, Impact Sensors, Clock Springs, Safety Belts, Anchor Tensioner and Latch, Passenger Presence System, Occupancy Sensors, Inflator Modules and Restraint Sensing Module.

9. BRAKES: The following ABS Parts are covered: Electronic Control Processor; Wheel Speed Sensors; Hydraulic Pump/Motor Assembly; Pressure Modulator Valve/Isolation Dump Valve; and Accumulator. The following parts are also covered: Master Cylinder; Power Brake Cylinder; Vacuum/Hydro Assist Booster; Disc Brake Caliper; Wheel Cylinders; Compensating Valve; Brake Hydraulic Lines and Fittings; Hydraulic Control Unit; Hydraulic Trailer Brake Assembly and its Components.

10. AIR CONDITIONER: Condenser; Compressor, Compressor Clutch and Pulley; Air Conditioning Lines and Hoses; Evaporator; Idler Pulley and Idler Pulley Bearing; High/Low Compressor Cut-off Switch; Expansion Valve; and Pressure Cycling Switch. The following parts are also covered if they are required in connection with the repair of a covered part listed above **and** only if they have failed: Accumulator/Receiver Dryer; Orifice Tube; Oil and Refrigerant.

11. SEALS AND GASKETS COVERAGE: Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

SURCHARGED COVERAGE

COMMERCIAL USE: If the **Contract Registration Page** shows that **You** purchased the **Commercial Use** option, see **Commercial Use** definition for specific usage. This surcharge is mandatory as it applies.

BENEFITS

RENTAL: In the event of a **Breakdown** covered by this **Contract**, **We** will pay or reimburse **You** for receipted expenses to rent a replacement vehicle (from a licensed rental agency) or for alternate public transportation while **Your Vehicle** is being repaired. **Coverage** will be provided to **You** on the following basis, up to a maximum of forty dollars ($40) per day and a maximum of $280 for each repair visit, unless increased as specified below as a result of parts availability delays. To be eligible for rental **Coverage**, the repair must either: (i) require two (2) or more labor hours or, (ii) cause the covered **Vehicle** to be inoperable and kept in the repair facility overnight. The maximum dollar limit allowed for each repair visit will be increased to a maximum of $400 if the covered repairs are delayed because of parts availability issues. **We** must be notified of any parts delay within the first five days of the rental period. No **Deductible** applies to this benefit.

TOWING/ROAD SERVICE: In the event **Your Vehicle** is disabled, **We** will pay or reimburse **You** for receipted towing or road service expenses up to one hundred fifty dollars ($150) per occurrence. Any payment shall be for actual towing or road service charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service coverage. No **Deductible** applies to this benefit.

TRIP INTERRUPTION: In the event a **Breakdown** covered by this **Contract** occurs more than one hundred (100) miles from **Your** home and results in the repair facility keeping **Your Vehicle** overnight, **We** will reimburse **You** for receipted hotel and restaurant expenses, up to two hundred dollars ($200) per day for a maximum of four (4) days (Total benefit per occurrence of $800). No **Deductible** applies to this benefit.

LOST KEY/LOCK OUT: If the keys for **Your Vehicle** are lost, broken or accidentally locked in **Your Vehicle**, **We** will reimburse **You** for receipted expenses, up to a maximum of thirty-five dollars ($35) for locksmith services. No **Deductible** applies to this benefit.

EXCLUSIONS

This Vehicle Service **Contract** provides no **Coverage** or Benefits in case of the following:

A. **For any of the following parts: carburetor, battery and battery cable/harness (unless listed as specific covered parts), standard transmission clutch assembly, friction clutch disc and pressure plate, distributor cap and rotor, glass, lenses, sealed beams, light bulbs, fuses, circuit breakers, cellular phones, game centers, AM/FM radio/cassette/CD players exceeding $3000 repair or replacement cost, speakers, audio/ video equipment, any pixel damage on display screens, electronic transmitting/receiving devices, remote control consoles, radar detection**

devices, brake rotors and drums, all exhaust components, and the following emission components: EGR purge valve/solenoids/sensors, vacuum canister, vapor return canister, vapor return lines/valves, air pump/lines/valves, catalytic converter/filtering/sensors, emission vapor sensors, gas cap/filler neck, weather strips, trim, moldings, bright metal chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts, vinyl and convertible tops, any convertible top assemblies, hardware or linkages, tires, wheels/rims. External nuts, bolts and fasteners are not covered except where required in conjunction with a covered repair.

B. For maintenance services and parts described in Your Vehicle's owner's manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses, drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

C. For any damage and/or Breakdown resulting from collision, road hazard, fire, theft, vandalism, riot, acts of terrorism, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, chemicals, contamination of fluids, fuels, coolants or lubricants.

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by sludge build-up resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

E. For any repair or replacement of any covered part if a Breakdown has not occurred. Any part that a repair facility or manufacturer recommends or requires that it be replaced or repaired, or is an update, and is not a Breakdown, is Your responsibility and expense.

F. If any alterations have been made to Your Vehicle or You are using or have used Your Vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits, any tire that is not recommended by the original manufacturer if it creates an odometer/speedometer variance of greater than 4%, trailer hitches. Also not covered are any emissions and/or exhaust systems modifications, engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications.

G. If, while owned by You, Your odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way subsequent to purchase of this Contract.

H. If Your Vehicle has ever been a total loss, salvaged, rebuilt or is a grey market vehicle.

I. For any liability for property damage, or for injury to or death of any person arising out of the operation, maintenance or use of Your Vehicle described in this Contract, whether or not related to the parts covered. For loss of use, time, profit, inconvenience, or any other consequential loss, including any Consequential Damage to a non-covered part that results from a Breakdown.

J. For any Breakdown where the manufacturer is responsible for the repair or if the Breakdown is covered by a repairer's guarantee/warranty (regardless of manufacturer's or repairer's ability to pay for such repairs).

K. If Your Vehicle is used for towing (unless Your Vehicle is equipped with factory installed or factory authorized tow package), or is used as a Commercial unit (unless appropriate surcharge is marked on Registration Page and only as defined under "Definitions", "Commercial Use"), or is used for rental, taxi, limousine or shuttle, towing/wrecker service, dumping (dump beds), cherry pickers, lifting or hoisting, police or emergency service, principally off-road use, prearranged or organized racing or competitive driving.

L. For any Pre-existing condition or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

M. For Breakdowns that occur and/or repairs made outside of the United States of America and Canada.

N. For Diagnostic and/or Teardown procedures that are not listed, or are in excess of the times listed in the current year's national flat rate hourly guide in conjunction with a covered repair.

ARBITRATION PROVISION

As used in this provision, "You" and "Your" means the person or persons named in this **Contract**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Contract will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed $75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

ARBITRATION AGREEMENT

(1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
- claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
- claims that may arise after the termination of this **Contract**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Contract, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Contract** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Contract**.

(2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., 2200 Hwy 121, Suite 100, Bedford, TX 76021 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

(3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than $75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Contract**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Contract**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for $10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than $75,000 in damages, payment of these fees will be governed by the AAA rules.

(4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:

- pay You the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
- pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").

If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

(5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.

(6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be voidable.

(7) Notwithstanding any provision in this **Contract** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Contract**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS / DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

ALABAMA

No administrative fee will be charged if **We** cancel **Your Contract**. In the event **We** cancel this **Contract**, written notice will be sent to **Your** last known address at least five (5) days prior to cancellation with the effective date of the cancellation and the reason for the cancellation. Prior notice is not required if the reason for cancellation is non-payment of the provider fee or material misrepresentation by the Service **Contract** Holder to the provider relating to the covered property or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.
An administrative fee not to exceed twenty-five dollars ($25.00) will be charged for cancellations occurring after sixty (60) days, or if a claim has been filed.

ALASKA

This **Contract** does provide **Coverage** if **Your Vehicle** is used for snow removal, provided **Your Vehicle** is properly equipped for such use and is not used commercially.
This **Contract** does not provide **Coverage** for damages for bad faith, punitive or exemplary damages, personal injury including bodily injury, property damage (except as specifically stated in the **Contract**), and attorney's fees.

ARIZONA

You may also cancel this **Contract** by returning it to the **Administrator,** AMT Warranty Corp., as listed on the **Registration Page**.
We may cancel this **Contract** for non-payment of the **Contract** charge, or for **Your** misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified by **You** in a manner not recommended by the manufacturer after the **Contract** start date, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.
Only those alterations made to **Your Vehicle** after the **Contract** start date are excluded as noted in EXCLUSION **F.**
EXCLUSION **H.** does not apply to Arizona residents.
EXCLUSIONS SECTION - Item **L.** is deleted and replaced with the following:
L. If the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.
The Arbitration Provision does not prohibit an Arizona resident from following the process to resolve complaints as outlined by the Arizona Department of Insurance. To learn more about this process, You may contact the Arizona Department of Insurance at 2910 N. 44th St., 2nd Floor, Phoenix, AZ 85018-7256, ATTN: Consumer Affairs..

CALIFORNIA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.
The definition of **Pre-existing** means existing prior to the **Contract** Purchase Date as shown on the **Registration Page** of this Service **Contract**.
We cannot deny a claim solely based on untrue information having been provided during the course of filing a claim.
PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **3.** is deleted and replaced with the following:
3. BREAKDOWN OF COVERED PARTS
We will pay or reimburse You for approved costs to repair or replace any Breakdown of a part listed in the Schedule of Coverages. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by You **OR WHERE SUCH PARTS ARE NOT REASONABLY AVAILABLE AS DETERMINED BY THE ADMINISTRATOR.**
After sixty (60) days, **We** may only cancel this **Contract** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Contract** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Contract** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Contract** within sixty (60) days, the entire **Contract** price will be refunded, less any

claims paid or approved for payment prior to the cancellation date. If **We** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **We** cancel this **Contract**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**. If **You** cancel this **Contract** within sixty (60) days, and no claims have been filed, the entire **Contract** charge will be refunded. If **You** cancel this **Contract** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **You** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** price charged will be charged.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Contract** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Contract**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Contract** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

COLORADO

The policy number for Wesco Insurance Company is WIC-AMT-SCRI-040111.

CONNECTICUT

Resolution of Disputes - In accord with CT Bulletin PC-45, a written complaint may be mailed to: State of Connecticut, Insurance Department, P O Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the product, the cost of repair of the product and a copy of the warranty **Contract**.

Connecticut Public Act, 87-393, Laws 1987, requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with a sale price of $3,000 but less than $5,000

Provides coverage for 30 days or 1,500 miles, whichever occurs first.

Used vehicles with a sale price of $5,000 or more

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **Your Vehicle** is being repaired for a **Breakdown** covered by the warranty plan, and the warranty plan expires during the repair, the warranty plan is extended until the repair is completed.

You may cancel this **Contract** if **You** return the covered **Vehicle** or the covered **Vehicle** is sold, lost, stolen, or destroyed.

FLORIDA

The rate charged to **You** for this **Contract** is not subject to regulation by the Florida Office of Insurance Regulation.

The definition of **Commercial Use** is deleted and replaced with the following:

Commercial Use - Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work and Delivery of Goods. Usage must not exceed manufacturer's ratings and/or limitations and **Vehicle** cannot exceed 10,000 lbs. GVW.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **4.** is deleted and replaced with the following:

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**, the **Deductible** amount will be applied on a Per Repair Visit basis. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

This Contract may be cancelled by You within sixty (60) days of purchase upon written request. We will refund 100 percent (100%) of the gross written premium minus claims paid (if any) plus an administrative fee of 5 percent (5%). If You cancel the Contract after sixty (60) days, We will refund 90 percent (90%) of the unearned pro rata premium. If We cancel the Contract, We will return 100 percent (100%) of the unearned pro rata premium. After the Contract has been in effect for more than sixty (60) days, We may only cancel for material misrepresentation, odometer tampering and You fail to repair, failure to maintain the motor vehicle as prescribed by the manufacturer, non-payment of premium (in which case You will be notified of cancellation by certified mail), if Your Vehicle is found to be modified in a manner not recommended by the manufacturer, or Your Vehicle is found to used as a Commercial Vehicle but the applicable surcharge has not been marked on the Registration Page and payment has not been received for this surcharge.

Arbitration is non-binding in the State of Florida. Arbitration proceedings shall be conducted in the county in which the consumer resides.

GEORGIA

EXCLUSIONS SECTION - Items **D.** and **L.** are deleted and replaced with the following:

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by contaminants resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.

Only those alterations made to **Your Vehicle** while owned by **You** are excluded as noted in EXCLUSION **F.**

The lienholder shown on the **Registration Page** and the funding party referenced in Provision 12. Financial Agreements may only cancel this **Contract** for non-payment if they hold a power of attorney.

We may cancel this **Contract** for non-payment of the **Contract** charge, for material misrepresentation, or for fraud and no administration fee will be charged. The cancellation shall be in writing and shall not be less than 30 days from the date of mailing or delivery in person of such notice of cancellation. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this **Contract** is cancelled by **You**. If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

HAWAII

The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non–covered parts.
Hawaii Revised Statutes requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 25,000 miles at the time of sale
Provides coverage for 90 days or 5,000 miles, whichever occurs first.
Used vehicles with 25,000 miles or more but less than 50,000 miles at the time of sale
Provides coverage for 60 days or 3,000 miles, whichever occurs first.
Used vehicles with 50,000 miles or more but not more than 75,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.

IDAHO

Notice - **Coverage** afforded under this **Contract** is not guaranteed by the Idaho Insurance Guarantee Association.

ILLINOIS

THE DEFINITION OF "WE, US, AND OUR" USED FREQUENTLY THROUGHOUT THE VEHICLE SERVICE CONTRACT IS DEFINED AS AMT WARRANTY CORP.
This Vehicle Service Contract provides no Coverage or Benefits for any repair or replacement of any covered part if a Breakdown has not occurred. A gradual reduction in operating performance due to wear and tear does not constitute a Breakdown.
The Vehicle Service Contract provides no Coverage or Benefits for failures resulting from normal wear and tear.
The Vehicle Service **Contract** provider may retain a cancellation fee not to exceed the lesser of 10% of the Vehicle Service **Contract** price or fifty dollars ($50.00).

INDIANA

This Service **Contract** is not insurance and is not subject to Indiana insurance laws.
Your proof of payment to the issuing dealer for this **Contract** shall be considered proof of payment to the Insurance Company which guarantees **Our** obligations to **You**.
If **We** fail to perform or make payment due under the service contract within sixty (60) days after **You** request the performance or payment, **You** may request the performance or payment directly from the insurer that issued the provider's service contract reimbursement policy, including any applicable requirement under the service contract that the provider refund any part of the cost of the service contract upon cancellation of the service contract.
EXCLUSIONS SECTION- Item **L**. is deleted and replaced with the following:
L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date.
Arbitration is not mandatory and is non-binding in the State of Indiana. Arbitration proceedings shall be conducted in the county in which the consumer resides.

IOWA

If **You** have any questions regarding this **Contract**, **You** may contact the **Administrator** by mail or by phone. Refer to the **Registration Page** for the **Administrator's** address and toll free telephone number. Iowa residents only may also contact the Iowa Insurance Commissioner at the following address: Iowa Insurance Department, 330 Maple Street, Des Moines, Iowa 50319-0065, (877) 955-1212.
If **You** cancel this **Contract**, **We** must mail written notice of cancellation to **You** within 15 days of cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty will be added each month to any refund not paid to the **Contract** Holder within thirty (30) days of the return of the Service **Contract** to the Service Company.

KANSAS

SCHEDULE OF COVERAGES – Lost Key/Lockout is not available.

LOUISIANA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
CANCELLATION OF **YOUR CONTRACT** SECTION – Item **d.** is deleted and replaced with the following:
d. If **You** cancel this **Contract** within the first thirty (30) days, the full price **You** paid for the Service **Contract** will be refunded, less a fifty dollar ($50) administrative fee. If **You** cancel this **Contract** after the first thirty (30) days, **We** will refund to **You** an amount according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

MAINE

An administrative fee not to exceed twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** charge, whichever is less, will be charged for cancellations occurring after sixty (60) days or if a claim has been filed.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation. The notice will state the effective date of the cancellation and the reason for the cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the service **Contract** to the provider.

MARYLAND

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.If **Your Vehicle** is being repaired for a **Breakdown** covered by this **Contract**, and the **Contract** expires during the repair, the **Contract** term is extended until the repair is completed.

MASSACHUSETTS

NOTICE TO CUSTOMER: PURCHASE OF THIS CONTRACT IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A VEHICLE. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. THE SELLER OF THIS COVERAGE IS REQUIRED TO INFORM YOU OF ANY WARRANTIES AVAILABLE TO YOU WITHOUT THIS CONTRACT.
Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 40,000 miles at the time of sale
Provides coverage for 90 days or 3,750 miles, whichever occurs first.
Used vehicles with 40,000 miles or more but less than 80,000 miles at the time of sale
Provides coverage for 60 days or 2,500 miles, whichever occurs first.
Used vehicles with 80,000 miles or more but less than 125,000 miles at the time of sale
Provides coverage for 30 days or 1,250 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer

warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

MINNESOTA

The coverages listed below are provided to **You** by the dealer at no charge as required by Minnesota Statute 325F.662. The term of the required warranty is based on the mileage at the time of sale as follows:

Used vehicles with less than 36,000 miles at the time of sale

Provides coverage for 60 days or 2,500 miles, whichever occurs first.

Used vehicles with 36,000 miles or more but less than 75,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

Engine: Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings; and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter. **Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts. **Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on vehicles other than passenger vans, mounted on a truck chassis. **Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers. **Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack. **Note:** The following parts are covered only on vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this **Contract** during the applicable warranty period, unless the dealer becomes unable to meet its obligations. **Your** rights and obligations are fully explained in the dealer issued used vehicle limited warranty document.

If **We** cancel this **Contract** for nonpayment of the provider fee, a material misrepresentation by **You** to the provider, or a substantial breach of duties by **You** relating to the covered product or its use, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known at least fifteen (15) days prior to cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within 45 days after return of the **Contract** to the **Administrator**.

If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

EXCLUSIONS SECTION – Items **B.** and **L.** are deleted in their entirety and replaced by the following:

B. For normal maintenance services and parts which include: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses (unless listed as specific covered parts), drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

L. For any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSISSIPPI

Our obligations and the performance to **You** under the Service **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038.

If **We** cancel this **Contract** for non-payment, **We** shall mail a written notice to **You** at **Your** last known address at least ten (10) days before cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known address at least thirty (30) days before cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSOURI

If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund **You** the entire purchase price of the **Contract**. If this **Contract** is cancelled within the first sixty (60) days and a claim has been filed, **We** will refund **You** the entire purchase price of the **Contract** less claims paid. This "free-look" period only applies to the original **Contract** purchaser. If this **Contract** is cancelled after the first sixty (60) days **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If this **Contract** is cancelled, **We** shall mail written notice of cancellation to **You** within forty-five (45) days of cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and no claims have been filed, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of the **Contract** to the provider.

MONTANA

If **We** cancel this **Contract, We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to provider; or substantial breach of duties **You** relating to the covered product or its use.

NEBRASKA

We may only cancel this Service **Contract** for fraud, material misrepresentation, nonpayment by **You**, or a substantial breach of duties by **You** relating to the covered property or its use. If **We** cancel this **Contract**, **We** will give **You** sixty (60) days notification, except for non-payment, which will be ten (10) days notification.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Nebraska and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

NEVADA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

Any claim for repairs that have not received prior approval will not be covered.

We may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, **We** may only cancel this Service **Contract** for: (a) Nonpayment by **You**; (b) **Your** conviction of a crime which results in an increase in the service required under this **Contract**; (c) Fraud or material misrepresentation by **You** in obtaining this **Contract**, or in presenting a claim for service thereunder; (d) Discovery of: (1) An act or omission by **You** or (2) A violation by **You** of any condition of this **Contract**, which occurred after the effective date of the **Contract** and which substantially and materially increases the service required under the **Contract**; or (e) A material change in the nature or extent of the required service or repair which occurs after the effective date of this **Contract** and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that this **Contract** was issued or sold. If **We** cancel **Your Contract**, **You** will be entitled to a refund on the unearned **Contract** fee according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, no administrative fee will be deducted. In the event **We** or the lienholder cancel this **Contract**, written notice will be sent to **Your** last known address at least fifteen (15) days prior to cancellation with the effective date of the cancellation.

You may cancel this **Contract** at anytime. If **You** have made no claim and **Your** request for cancellation is within sixty (60) days, the full price **You** paid for the Service **Contract** will be refunded and no administrative fee will be deducted. If **You** have made a claim under the **Contract**, or if **Your** request is beyond the first sixty (60) days, **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If **Your Contract** was financed, the outstanding balance will be deducted from any refund. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and the refund is not processed within forty-five (45) days, a penalty of ten percent (10%) of the **Contract** price will be added to the refund for every thirty (30) days the refund is not paid.

EXCLUSIONS SECTION – Item **F.** is amended by adding the following:

F. This Contract will not cover any unauthorized or non-manufacturer recommended modifications to Your Vehicle, or any damages arising from such unauthorized or non-manufacturer recommended modifications. However, if Your Vehicle is modified in a manner that is not recommended by the manufacturer of Your Vehicle, this Contract will continue to provide any applicable Coverage that is not related to the unauthorized or non-manufacturer recommended modification or any damages arising there from, unless such Coverage is otherwise excluded by the terms of this Contract.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

10. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure by **You** to make monthly payments in a timely manner may result in cancellation of this **Contract**. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**.

The Arbritration Provision section of this **Contract** is not mandatory Pursuant to Nevada Law.

NEW HAMPSHIRE

In the event **You** do not receive satisfaction under this **Contract**, **You** may contact the New Hampshire Insurance Department at 21 South Fruit St., Suite 14, Concord, NH 03301-7317.

Cancellation and Transfer Fees do not apply.

The Arbirtration Provision of this Service **Contract** is stricken in its entirety.

NEW JERSEY

If **You** request cancellation of this **Contract** within sixty (60) days of the purchase date of the **Contract** and the refund is not paid or credited within forty-five (45) days after **Your** cancellation request to **Us**, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to the provider; or substantial breach of duties **You** relating to the covered product or its use.

NEW MEXICO

You may cancel this **Contract** within sixty (60) days of the time of sale. If **You** have made no claim, the service **Contract** is void and the full purchase price will be refunded to **You**. A ten percent (10%) penalty per month will be added to a refund that is not made within sixty (60) days of **Your** return of the service **Contract**. These provisions apply only to the original purchaser of the service **Contract**. In the event **We** cancel this service **Contract**, **We** will mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation with the effective date for the cancellation and the reason for the cancellation. The provider of this service **Contract** may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, the provider may only cancel this service **Contract** for fraud, material misrepresentation, non-payment by **You** or a substantial breach of duties by **You** relating to the covered property or its use.

NEW YORK

Section 196b of New York General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with 36,000 miles or less at the time of sale

Provides coverage for 90 days or 4,000 miles, whichever occurs first.

Used vehicles with more than 36,000 miles but less than 80,000 miles at the time of sale

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

Used vehicles with 80,000 miles or more but no more than 100,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the Service **Contract** to the provider.

If **We** cancel this Service **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of a cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.

NORTH CAROLINA

An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this Service **Contract** is cancelled by **You**. **We** may cancel this **Contract** only for non-payment of the purchase price of the **Contract** or a direct violation of the **Contract** by **You**.

OKLAHOMA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

This is not an insurance **Contract**.

Coverage afforded under this **Contract** is not guaranteed by the Oklahoma Insurance Guaranty Association.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

11. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no claims will be approved.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **d.** is deleted and replaced with the following:

d. If this **Contract** is canceled within the first sixty (60) days after **Coverage** takes effect by the warranty holder and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is canceled by the warranty holder after the first sixty (60) days of **Coverage** taking effect or a claim has been filed within the first sixty (60) days after **Coverage** has taken effect, return of premium shall be based upon ninety percent (90%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**. In the event the **Contract** is cancelled by the association, return of premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.

While arbitration is mandatory, the outcome of any arbitration shall be non-binding on the parties, and either party shall, following arbitration, have the right to reject the arbitration award and bring suit in a district court of Oklahoma.

OREGON

This Contract is between the Obligor/Provider, AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, and You.

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the Oregon Department of Consumer & Business Services, Insurance Division, Consumer Advocacy Unit at 350 Winter Street NE, Room 300, Salem, Oregon 97301, (888) 877-4894.

The Arbitration section is deleted and replaced as follows:
If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Oregon and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.
Oregon arbitration law will prevail unless it conflicts with the Federal Arbitration Act.
Notwithstanding the foregoing, either party may bring an individual action in small claims court or trial by jury. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Plan, You and We are each waiving the right to participate in a class action.**

RHODE ISLAND

Section 31-5.4 of Rhode Island General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with 36,000 miles or less at the time of sale
Provides coverage for 90 days or 4,000 miles, whichever occurs first.
Used vehicles with more than 36,000 miles but less than 100,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

SOUTH CAROLINA

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the South Carolina Department of Insurance at Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, (803) 737-6160.
If **We** cancel this **Contract We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service **Contract** to the provider.

TEXAS

AMT Warranty Corp. Service Contract Administrator License No. 189.
If **You** have any questions regarding the regulation of the Service **Contract** provider or a complaint against the Obligor, **You** may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711, (800) 803-9202.
If this **Contract** is cancelled within the first sixty (60) days, **We** will refund the entire **Contract** charge, less claims paid. If this **Contract** is cancelled after the first sixty (60) days, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee and less claims paid. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** before the fifth day preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, fraud or a material misrepresentation by the Service **Contract** Holder to the provider or the provider's administrator, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. If **We** cancel this **Contract**, no cancellation fee shall apply. **You** may apply for reimbursement directly to the insurer if a refund or credit is not paid before the 46th day after the date on which the Service **Contract** is canceled.
If a Service **Contract** is canceled and the provider does not pay the refund or credit the Service **Contract** Holder's account before the 46th day after the date of the return of the Service **Contract** to the provider, the provider is liable to the **Contract** Holder for a penalty in an amount not to exceed ten percent (10%) of the amount outstanding per month.

UTAH

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
This Service **Contract** or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Full payment will be received for the **Contract** Purchase Price listed on the **Contract Registration Page**.
Note: **Coverage** afforded under this **Contract** is not guaranteed by the Property and Casualty Guarantee Association.
We may only cancel this **Contract** for the following reasons by sending to **You** notice of cancellation and the reason for cancellation, via first class mail, to **Your** last known address:
1. **We** may cancel this **Contract** for non-payment of the **Contract** charge. Such cancellation will be effective ten (10) days after mailing of notice.
2. **We** may cancel this **Contract** for misrepresentation of a claim. Such cancellation will be effective thirty (30) days after mailing of notice.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.
The Arbitration Provision section of this **Contract** is stricken in its entirety.

VERMONT

The Arbitration Provision section of this **Contract** is stricken in its entirety.

WASHINGTON

The definition of "**We, Us** and **Our**" means the obligor/service **Contract** provider of this **Contract** as stated on the **Registration Page** attached to this **Contract.**
CANCELLATION OF **YOUR CONTRACT** SECTION - Items **a., b.** and **d.** are deleted and replaced with the following:
a. **You** may cancel this **Contract** by returning it to the **Administrator** or the Insurer. A ten percent (10%) penalty will be added to any refund that is not paid within thirty (30) days of return of the **Contract** to the **Administrator**.
b. After the first sixty (60) days, **We** may only cancel this **Contract** for misrepresentation in obtaining this **Contract** or in the submission of a claim for nonpayment of the **Contract** charge by **You**.
d. If **You** cancel this **Contract** within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If **You** cancel this **Contract** after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a twenty-five dollar ($25.00) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

This Service **Contract** allows for binding arbitration proceedings to be held at a location in closest proximity to the Service **Contract** Holder's permanent residence. The commissioner is the Service **Contract** provider's attorney to receive service of legal process in any action, suit, or proceedings in any court.
The State of Washington is the jurisdiction for any civil action in connection with the motor vehicle service **Contract**.
Information Disclosure: As the undersigned, I agree that I have read and understand the following **Contract** provisions and implied warranty disclosure:
1. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 8. MAINTENANCE REQUIREMENTS and HOW TO FILE A CLAIM, which outlines **Your** responsibilities regarding maintenance requirements and filing a claim.
2. **SCHEDULE OF COVERAGES**, which outlines the **Coverage** provided under the **Contract**.
3. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 1. **CONTRACT** PERIOD, which outlines the time and mileage limitations.

4. The implied warranty of merchantability on the motor vehicle is not waived if this **Contract** has been purchased within ninety days of the purchase date of the motor vehicle from a provider who also sold the motor vehicle covered by this **Contract**.
5. EXCLUSIONS, which outlines conditions where the **Contract** does not provide **Coverage**.
6. CANCELLATION OF **YOUR CONTRACT**, which outlines the **Contract** cancellation conditions.

_____ _____

Signature Date

WISCONSIN

THE CONTRACT OBLIGOR AMT WARRANTY CORP.
THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

Any claim for repairs that have not been **Registered** prior to having repairs made may jeopardize **Coverage** under this **Contract**, except as provided under Emergency Repairs.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **b.** and **d.** is deleted and replaced with the following:

b. **We** may only cancel this **Contract** for material misrepresentation by **You**, nonpayment by **You** or a substantial breach of duties by **You** relating to the covered **Vehicle** or its use. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation.

d. If this **Contract** is canceled within thirty (30) days of the date of purchase and no claims have been paid, the **Administrator** shall return one hundred percent (100%) of the purchase price paid and the **Contract** shall be void. The right to void the **Contract** applies only to the original purchaser of the **Contract**. If the refund is not paid or credited within forty-five (45) days after return of the **Contract** to **Us**, **We** shall pay a ten percent (10%) per month penalty of the refund amount outstanding, which **We** shall add to the amount of the refund. For **Contracts** canceled subsequent to the period stated in the preceding paragraph or if a claim has been made under this **Contract** within such period, **We** shall refund 100 percent of the unearned pro rata provider fee and less a cancellation fee not to exceed ten percent (10%) of the **Contract** purchase price paid. If **You** request cancellation due to a total loss of **Your Vehicle** which is not covered by a replacement under the terms of **Your Contract**, the **Administrator** shall return one hundred percent (100%) of the unearned pro-rata **Contract** purchase price paid.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 505-4048. If a covered claim is not paid within sixty (60) days after proof of loss has been filed or, if the Provider becomes insolvent or otherwise financially impaired, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048 for reimbursement, payment or provision of this **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Wisconsin and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

WYOMING

Our obligations under this Vehicle Service **Contract** are insured by a policy issued by the Insurance Company as noted on the **Registration Page**. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a claim directly with the Insurance Company.

The provider of the Service **Contract** shall mail a written notice to the Service **Contract** Holder at the last known address of the Service **Contract** Holder in the records of the provider at least ten (10) days prior to cancellation by the provider. Prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. The notice shall state the effective date of the cancellation and the reason for cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the provider. In the event the lienholder is named on a cancellation, both the **Contract** Holder and the lienholder will be shown jointly on the cancellation refund check.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

The Arbitration Provision section is replaced with the following: At the time of any dispute the parties may voluntarily agree to submit their matters of difference to arbitration in a separate written agreement. Any arbitration proceedings shall be conducted within the state of Wyoming.

VEHICLE MAINTENANCE LOG

DATE SERVICED	MILEAGE WHEN SERVICED / REPAIR ORDER NUMBER	SERVICE PERFORMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

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

Caller English

System [9:47:33 AM]:

Welcome to chat.

[redacted] [9:48:00 AM]:

Thank you for contacting Chevrolet customer assistance, [redacted]. My name is [redacted]. How may I assist you?

[redacted] [9:48:06 AM]:

I have a 2013 chevrolet equinox. The wiper blades have stopped working for the SECOND time in 7 months. Both times I was driving in a severe downpour of rain and all of a sudden they stop. The motor works because you can hear the wipers clicking but they do not move. I am scared to drive the vehicle. This is a major safety issue.

[redacted] [9:48:30 AM]:

are there any recalls for this issue

[redacted] [9:49:03 AM]:

I am sorry to hear you are having this concern. To check for recalls, I will need the VIN. Do you have that available?

[redacted] [9:49:09 AM]:

yes

[redacted] [9:49:44 AM]:

2GNALDEK6D6[redacted]

[redacted] [9:50:50 AM]:

Thank you. What is your approximate mileage?

[redacted] [9:51:02 AM]:

83000

[redacted] [9:51:33 AM]:

I have already had this repaired once back in July

[redacted] [9:52:21 AM]:

Thank you. There are no recalls on your vehicle. Have you taken it back to the dealership since the original repair?

[redacted] [9:52:53 AM]:

no, this happened yesterday

[redacted] [9:53:11 AM]:

while I was out of town.

[redacted] [9:55:21 AM]:

Do you happen to know what the last repair was?

[redacted] [9:55:35 AM]:

July 2015

[redacted] [9:56:31 AM]:

What did they replace or repair? I am only finding a work order for an oil change in July.

[redacted] [9:57:00 AM]:

we are out of town and had it done a non dealer repair shop

[redacted] [9:57:07 AM]:

*were

[redacted] [9:57:27 AM]:

but the bushing that holds the wiper arm was replaced

[redacted] [9:58:27 AM]:

Thank you. I can enter a complaint on your behalf, but it will need to be diagnosed by a dealership to determine what the cause is.

[redacted] [9:58:39 AM]:

ok, thank you

[redacted] [9:59:06 AM]:

I read online where a LOT of people have a similar issue. It certainly sounds like a manufacturer defect

[redacted] [10:00:13 AM]:

The dealership will need to determine if it is a defect or wear. I have entered the complaint for the concern and they are reviewed by Chevrolet.

[redacted] [10:01:23 AM]:

Is there a dealership you prefer to use?

[redacted] [10:02:09 AM]:

I just called them and they want to charge $110.00 just to diagnose the problem...I am certainly not paying that fee

[redacted][10:03:01 AM]:

What is the name of the dealership?

[redacted] [10:03:11 AM]:

[redacted]

[redacted] [10:04:00 AM]:

Thank you. I can notify the dealership we will be waiving a one hour diagnostic fee on your behalf.

[redacted] [10:04:31 AM]:

ok, that would be good

[redacted][10:06:28 AM]:

Your service request number to reference is 8-[redacted] Notice has been sent to the Customer Experience Manager at the dealership. Is there anything further I can assist you with at this time?

[redacted] [10:06:50 AM]:

no that is all. Thank you for your help!

[redacted][10:08:28 AM]:

You're welcome, [redacted]. Thank you for contacting Chevrolet. Would you like the service request number emailed to you for your records?

[redacted] [10:08:53 AM]:

yes please

[redacted] [10:09:23 AM]:

Sure. I will get that sent right over to you. Have a good day.

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

CAC Business Case

MCE 2.2 (6/16/15)

Customer's name:	[redacted]			**Today's Date:**	3/3/16
Model Year & Model:	Chevrolet Equinox	**VIN:**	2GNALBEK5D6[redacted]	**CAC SR#:**	8-[redacted]

The customer was dissatisfied with this resolution: Yes the customers dissatisfaction is justified

The customer is seeking: Cost Assistance

My position: This customer's dissatisfaction appears to be justified.

My rationale: The customer had the issue before. And she is a loyal GM customer.

My recommendation: Provide the customer with $170.00 off of the repair.

The CAC advisor requests all blue field information from the Customer Experience Manager.
If the additional information isn't obtained within 48 hrs of the request, CAC proceeds without it.

Repair cost at warranty rates	Job card (Repair Order) date	Mileage on day of repair:
$370.00	3/3/2016	50,000

GM Policy Calculator Results

Vehicle Make:	Chevrolet
Minimum Customer/Dealer Participation:	$200.00
Maximum GM Participation:	$170.00

	Applicable Warranty	Applicable Special Coverage #	Applicable Service Contract
Name or Number:	Bumper - to - Bumper		
End date:	10/11/2015		
End odometer:	36,000		
# of **DAYS** after expiration:	144		
# of **MILES** after expiration:	14,000		

Out-of-Warranty

Supporting Factors

	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	No		Warranty terms
Repeat repairs related to current vehicle issue?	**Yes**		**Inconvenience**
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?	**Yes**		**Inconvenience**
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?	No		Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	**Yes**		**Loyalty**
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?	No		Loyalty
High-dollar or premium vehicle?	No		Value to GM
First time GM buyer?	No		Value to GM
Discontinued brand vehicle?	No		Value to GM
Conquest buyer?	No		Value to GM
Original owner?	**Yes**		**Investment**
GM Certified Pre-Owned (used) vehicle?	No		Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?	No		Investment

Limiting Factors

	Y/N	Key Details	Factor Type
Branded Title?	No		Warranty terms
Warranty Block?	No		Warranty terms
Vehicle is > 8 years old?	**Yes**		**Warranty terms**
Vehicle has > 100,000 miles?	No		Warranty terms
Current or former fleet vehicle?	No		Warranty terms / Usage
Way beyond all applicable expiration limits?	**Yes**		**Warranty terms**
Cause is not normally covered by warranty?	No		Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?	No		Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?	No		Warranty terms
Expenses incurred due to damage done by an independent repair facility?	No		Lack of Loyalty
Customer does not appear to take good care of the vehicle?	No		Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?	No		Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?	No		Lack of Investment

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted]

DATE
05/11/16

100 DOLLARS 00 CENTS

AMOUNT
100.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

PMorgan Chase Bank N.A
yracuse, New York

AUDIT

SIGNATURE

[redacted]

ENDOR
JNS NO BB 000000013
ENDOR NAME BRENDA O'BRIEN

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO 902172385

PAYMENT
DATE 05/11/16

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GKFLVE54C6[redacted].8-[redacted].8-YCGC4F	05/10/16	VM 8-YCGC4F	00.0000	100.00	.00	100.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	100.00	.00	100.00

1 - SNQO300100090- E933-12

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2012 GMC Terrain	A GM Dealer has diagnosed the current concern
Cust states today,with snow in the a		Repairs are all complete
Call Afternoon	Mileage now: 83867 mi	Vehicle is currently operable & can be driven

Key Points

Reason for calling:
Cust states today,with snow in the area,driver side wiper went out
dlr said that linkage was broken and defective. Dlr gave me an estimate cost of $350 Cust states he does not feel that he shld be servicing this vehicle at this stage.

Cust seeking: Veh repaired/ Cost assistance

Expectation set:
apologized for the concern
advised that B2B warranty is already out and no RC to support concern
advised that I would call dealership to discuss cost assistance. Made no promises.

Supporting Factors	Limiting Factors
Original owner (verified) Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

Reference

CAC SR#: 8-[redacted]
CAC advisor: Bianca Webster--> (866) 790-5600 , Ext # 1033182

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [8:38:50 AM]:

Welcome to chat.

Heather [8:39:05 AM]:

Hello, [redacted]! Thank you for contacting General Motors Customer Assistance. My name is Heather, how can I assist you today?

[redacted] [8:39:35 AM]:

Good morning, I'm reaching out this morning because the other evening while driving in a torrential downpour, my windshield wipers quit working.

Heather [8:40:08 AM]:

I apologize that the wipers quit working on you the other day. Are they currently inoperable?

[redacted] [8:40:33 AM]:

I could hear the motor running but the wiper subs horizontally across the windshield. I've done a little research and it appears that it is the assembly. I am curious as to whether or notthat this would be covered under the warranty?

[redacted] [8:41:00 AM]:

They are currently in operable I've called the dealership and have yet to hear back. I'm a little nervous about driving over to the dealership because it looks like rain

[redacted] [8:41:22 AM]:

I own a 2013 equinox with approximately 57,000 miles

Heather [8:41:41 AM]:

I would be happy to look into this further for you. I can look to see if there are any open recalls pertaining to this concern and what warranties are still valid. Can you please provide me with your VIN?

Heather [8:44:03 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [8:44:27 AM]:

2GNalpkzksd6[redacted]

Heather [8:45:29 AM]:

Thank you, [redacted]. Please allow me three to five minutes to look into this for you. While I am looking into this for you could you please verify your first and last name, mailing address, phone number and email address so I can update your file?

[redacted] [8:46:02 AM]:

Sure

[redacted] [8:46:10 AM]:

[redacted]

[redacted] [8:46:31 AM]:

[redacted]

[redacted] [8:46:46 AM]:

Homestead, Fl 33030

[redacted] [8:47:06 AM]:

[redacted]

[redacted] [8:47:19 AM]:

[redacted]

Heather [8:48:00 AM]:

Thank you, [redacted] Looking into the vehicle, there are no recalls or special coverage pertaining to the concern with the wipers. It looks like you are out of the Bumper to Bumper by time and mileage. Any repairs will be at customer expense.

[redacted] [8:50:18 AM]:

Wow... That's terribel!!!

[redacted] [8:50:54 AM]:

Something Gm might want to look into... Could have been the death of me....

[redacted] [8:51:09 AM]:

Thanks for your help

Heather [8:51:17 AM]:

The bumper to bumper expired at 36,000 miles or on 09/28/2015 whichever occurred first.

Heather [8:51:44 AM]:

I would be happy to document this concern in our resources with General Motors. All customer chats are documented and stored and may be accessed by many departments at General Motors.

[redacted] [8:53:04 AM]:

Yes, please please document this case. I read on several different forums several people have suffered the exact same problem. And everyone seems to be between 50 and 65,000 miles.

Heather [8:53:48 AM]:

I will document this for you. The reference number to this concern is 8-[redacted]

Heather [8:53:59 AM]:

Is there anything else I can assist you with today, [redacted]

[redacted] [8:54:08 AM]:

thank you

Heather [8:54:20 AM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. 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. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

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

CAC Business Case

MCE 2.2 (6/16/15)

Customer's name:	[redacted]			**Today's Date:**	5/16/16
Model Year & Model:	2013 Equinox	**VIN:**	2GNFLNE39D6[redacted]	**CAC SR#:**	8-[redacted]

The customer was dissatisfied with this resolution:

The customer is seeking:

My position:

My rationale:

My recommendation:

The CAC advisor requests all blue field information from the Customer Experience Manager.
If the additional information isn't obtained within 48 hrs of the request, CAC proceeds without it.

Repair cost at warranty rates	Job card (Repair Order) date	Mileage on day of repair:
$300.00	5/16/2016	64,000

GM Policy Calculator Results

Vehicle Make:	Chevrolet
Minimum Customer/Dealer Participation:	$300.00
Maximum GM Participation:	$0.00

	Applicable Warranty	Applicable Special Coverage #	Applicable Service Contract
Name or Number:	Bumper - to - Bumper		
End date:	3/28/2013		
End odometer:	36,272		
# of **DAYS** after expiration:	1,145		
# of **MILES** after expiration:	27,728		

Out-of-Warranty

Supporting Factors

	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?			Warranty terms
Repeat repairs related to current vehicle issue?			Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?			Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?			Loyalty
Loyal GM service customer to the involved GM Dealership?			Loyalty
Loyal GM service customer to other GM Dealerships?			Loyalty
High-dollar or premium vehicle?			Value to GM
First time GM buyer?			Value to GM
Discontinued brand vehicle?			Value to GM
Conquest buyer?			Value to GM
Original owner?			Investment
GM Certified Pre-Owned (used) vehicle?			Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?			Investment

Limiting Factors

	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment

Customer
[redacted]
[redacted]
Call Anytime

Vehicle
2013 Chevrolet Equinox
1GNFLNEK7DZ[redacted]
Mileage now: 37000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently operable & can be driven

Key Points

Customer States:
-The windshield wipers on the vehicle went out during a rain storm
-Customer had to tow the vehicle to dealership
-The dealership diagnosed the vehicle
-vehicle needs new windshield wiper motors
-estimate for cost of repair is around $400

Customer seeking:
-Cost assistance

CRS:
-I will build a case regarding the customers concern regarding cost assistance

Supporting Factors	Limiting Factors
Loyal GM customer: 4 GM vehicles purchased (verified) Customer has incurred costs due to this concern	#VALUE!
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 1992 CHEVROLET LUMINA/ 2013 CHEVROLET EQUINOX/ 2011 CHEVROLET SILVERADO/2009 CHEVROLET SILVERADO/1992 CHEVROLET S-10

Reference
CAC SR#: 8[redacted]
CAC advisor: Imani--> (866) 790-5600 , Ext # 5913222

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [8:27:24 AM]:

Welcome to chat.

[redacted] [8:27:36 AM]:

[redacted]

Linda [8:27:59 AM]:

Thank you for contacting the Chevrolet Customer Assistance Center, [redacted]. My name is Linda. May I have your vehicle order number?

Linda [8:28:06 AM]:

Thank you, [redacted] I'll be happy to check for an update on your order. Please allow me 3 to 5 minutes to pull that information up.

[redacted] [8:28:17 AM]:

ok

Linda [8:32:21 AM]:

Thank you for holding, [redacted] Congratulations! Your vehicle has been produced, but is not yet in transit. The VIN assigned to your vehicle is 1G1FG3D72G0[redacted]

[redacted] [8:32:54 AM]:

3800?

Linda [8:33:24 AM]:

Yes, [redacted] the Event Code is [redacted]

[redacted] [8:33:56 AM]:

thanks.

Linda [8:34:17 AM]:

You're welcome, [redacted] Is there anything else I may assist you with today?

Caller [redacted] left the call.

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

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

Caller English

System [9:27:05 AM]:

Welcome to chat.

Anjelica [9:27:18 AM]:

Hello, Yolanda! Thank you for contacting GMC! My Name is Anjelica. How may I assist you today? Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving.

[redacted] [9:29:21 AM]:

Hello, well I am not driving but did have a scary moment. My windshield wipers quit working on my car while driving in the rain. I was able to make it to my destination, work but I have concerns about my vehicle.

[redacted] [9:30:00 AM]:

I want to establish a case file and get a case number and document my concerns and this conversations.

Anjelica [9:30:35 AM]:

Sure. May I have your VIN, Mileage, Email address, and phone number to create a case for you?

[redacted] [9:32:47 AM]:

well my email address is easy. That's [redacted]. My phone number is [redacted] The mileage is 69971 miles.

Anjelica [9:35:35 AM]:

Thank you. Do you have the VIN for the vehicle?

[redacted] [9:37:34 AM]:

not with me the vehicle is in the parking lot and I am at my desk.

Anjelica [9:38:04 AM]:

What is the year, make and model of vehicle you have?

[redacted] [9:38:32 AM]:

2013 GMC Terrian SLE

Anjelica [9:40:11 AM]:

Thank you. I did locate your information with the contact information you have provided. I did start a case for you. Your case number is 8-[redacted]

Anjelica [9:40:57 AM]:

I will also attach a copy of this chat once it is complete. HAve you contacted a dealership to make an appointment for this concern?

[redacted] [9:42:13 AM]:

Yes. And the dealership has been very accommodating and will work me in since it is an emergency i.e. raining and expected to rain next couple of days. So I am waiting for the storm to pass over so I can drive it in because I can not see while it is raining.

[redacted] [9:45:13 AM]:

But my concern is I bought this vehicle in 2013 new off the dealership lot and I had to have major engine work done and Thank Goodness I had a warranty. The pistons had to be replace and rings and I think this was a manufacture defect because I have never ever had that happen in a new car less than three years old. And now the wiper motor quits doing a rain storm. I have concerns. I like the Terrain vehicle. I really do but I drive a lot and I drive by myself and I drive to small towns and sometimes back country lane roads. So you can understand my concern.

Anjelica [9:46:35 AM]:

I am glad the dealership can work with you to assist in diagnosis and repair so quickly. Which dealership are you working with, so I may enter it in your case?

Anjelica [9:47:01 AM]:

I understand the concern with this and your situation. I will document all of this within your case.

[redacted] [9:48:37 AM]:

Champion Chevrolet-Buick GMC. Does GMC offer extra incentives, discount so I can upgrade to more reliable GMC vehicle or later model year. That is what I would like. I need a financial assistance to make a new 2015/2016 Terrain purchase more affordable.

Anjelica [9:50:04 AM]:

Thank you. You would need to speak with your dealership on discounts and incentives. They will have more information on what can be done to assist you on trading in your vehicle and what can be offered.

[redacted] [9:50:56 AM]:

So the company GMC, has nothing they can do to stand behind their product or make the consumer whole?

Anjelica [9:52:26 AM]:

We cannot assist in trade in of a vehicle. That would be a dealership question. I do apologize but and sales or trade in incentives and discounts can only be offered by the dealership.

[redacted] [9:52:55 AM]:

Well what can the company offer?

Anjelica [9:53:31 AM]:

At this time as the vehicle has yet to be diagnosed, there is nothing that can be offered.

[redacted] [9:53:59 AM]:

ok. So what are my options at this time?

Anjelica [9:55:00 AM]:

You can speak with the dealership on trade in and incentive offers, or you can speak with the dealership on the diagnosis of the vehicle.

[redacted] [9:56:39 AM]:

Ok. Can you tell me if GMC has a recall on the wiper motors. And can you also give me a list of technical bulletins I need to have performed on the vehicle?

Anjelica [9:57:33 AM]:

Sure.

Anjelica [9:58:34 AM]:

I do not see any recalls or extended coverage on the wiper motor for your vehicle. Unfortunately we do not have any access to technical bulletins to provide you.

[redacted] [9:59:35 AM]:

ok. thank you for your assistance. One last question, how or to whom can I elevate my level of concern.

Anjelica [10:01:01 AM]:

Once you have your diagnosis, if you are still unhappy with the situation and repair, you can contact us at 1-800-222-1020 and provide them your case number. They will be able to assist you further in this. But the diagnosis needs to be performed first.

Anjelica [10:04:45 AM]:

Are you still there?

[redacted] [10:04:47 AM]:

ok. Thank you for your assistance. I appreciate your help and as soon as it is safe for me to do so, I will drive the car over. Have a good day.

Anjelica [10:04:59 AM]:

You're welcome. You as well.

[redacted] [10:06:40 AM]:

ok. bye bye.

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

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

Caller English

System [8:27:37 PM]:

Welcome to chat.

Serena [8:27:57 PM]:

Thank you for contacting Chevrolet Customer Assistance, Kim. My name is Serena. How may I assist you?

[redacted] [8:30:12 PM]:

I own a 2010 Chevy equinox and I was just out driving in the rain when my windshield wipers stopped in the vertical position and are no longer working. Thankfully I was close to home, but this could have been a very dangerous situation had I been on the highway. I just looked online and saw several stories similar to mine (all equinoxes). Is there any kind of recall for this issue?

Serena [8:31:18 PM]:

I'm sorry to hear that you're experiencing this concern with your Equinox. I can certainly look into that for you. May I have your vehicle's VIN, please?

[redacted] [8:33:10 PM]:

Sure, 2CNALDEW7A6[redacted]

Serena [8:33:21 PM]:

Thank you. Please allow me 2-3 minutes to look that up for you.

Serena [8:35:05 PM]:

Thank you for waiting. We appreciate you bringing this issue to our attention as we certainly want to help resolve any vehicle concerns for our customers. I understand you believe this problem to be a common occurrence but I want to make you aware that I've confirmed there are no recalls or special coverages associated to your VIN that relate to the concern you're experiencing.

Serena [8:35:23 PM]:

So that I can make sure your concern is properly documented, would you mind confirming your phone number/e-mail address?

[redacted] [8:36:29 PM]:

Sure, can you also document the other problems I've experienced with this vehicle?

Serena [8:37:20 PM]:

Yes, I can document them if you'd like.

Serena [8:38:30 PM]:

I do see that you contacted us back in 2013 about an issue with the seat.

[redacted] [8:40:09 PM]:

Other problems I've had include: the seat problem, had timing chain and timing chain assembly replaced, had the transmutation replaced, had the battery replaced. This is why the wiper problem is frustrating, just another problem to add to the list. Email:[redacted]

Serena [8:41:03 PM]:

Just to clarify, do you mean the transmission?

[redacted] [8:41:31 PM]:

Yes, transmission.

Serena [8:41:49 PM]:

Thank you.

[redacted] [8:42:20 PM]:

I just feel like the wipers especially should be a recall. This would have been very dangerous for me had I been going 70 on the highway.

Serena [8:43:37 PM]:

General Motors constantly reviews warranty data on every make and model to determine if something needs to be done to provide customers with additional coverage on a specific component.

Serena [8:43:46 PM]:

What is the approximate mileage on your Equinox?

[redacted] [8:44:24 PM]:

About 81,000

Serena [8:45:17 PM]:

Thank you. Did you have any additional questions or concerns today?

[redacted] [8:46:09 PM]:

Not today

Serena [8:46:16 PM]:

If you still have additional questions, 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. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Thank you again for visiting and have a good night.

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

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

Caller English

System [9:53:55 AM]:

Welcome to chat.

Tyler [9:54:08 AM]:

Thank you for contacting General Motors Customer Assistance, My name is Tyler how can I assist you today?

[redacted] [9:54:33 AM]:

I have a 2013 Chevrolet Equinox I bought it brand new and I have been having problems with the wiper motor it doesn't work I get it fixed and then it stopped working again

[redacted] [9:54:51 AM]:

has there been a recall for this

Tyler [9:55:28 AM]:

I apologize that you are having problems with the wiper motor. Has the vehicle been repaired by a Chevrolet Dealership?

[redacted] [9:56:19 AM]:

no I have not I don't have any more vehicle warranty it has been replaced or fixed by my mechanic it's not the motor itself it's something that hooks with the wipers because you can hear the motor on but the wipers don't move

Tyler [9:56:59 AM]:

To better assist you may I have your VIN, current mileage, phone number and email address?

[redacted] [9:59:25 AM]:

94651 mileage 2gnalbek5d6[redacted] Vin /[redacted]/[redacted]

Tyler [10:00:43 AM]:

When did you start having this problem with the windshield wipers?

Caller [redacted] left the call.

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

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK [redacted]

DATE
07/08/16

270 DOLLARS 35 CENTS

AMOUNT
270.35

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
VENDUNS NO BB 000000044

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO 902175150

VENDOR NAME BRIAN BETZ

PAYMENT DATE 07/08/16

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK6D6[redacted]	07/07/16	VM 8-10KF1DS	00.0000	270.35	.00	270.35
	[redacted]	8-10KF1DS				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	270.35	.00	270.35

CAC Business Case

MCE 2.2 (6/16/15)

Customer's name:	[redacted]			**Today's Date:**	5/27/16
Model Year & Model:	13 equinox	**VIN:**	2GNALBEK6D61[redacted]	**CAC SR#:**	8[redacted]
The customer was dissatisfied with this resolution:					
The customer is seeking:	cost assistance on the repair				
My position:					
My rationale:					
My recommendation:					

The CAC advisor requests all blue field information from the Customer Experience Manager.
If the additional information isn't obtained within 48 hrs of the request, CAC proceeds without it.

Repair cost at warranty rates	Job card (Repair Order) date	Mileage on day of repair:
$578.16	5/23/2016	41,000

GM Policy Calculator Results

Vehicle Make:	Chevrolet
Minimum Customer/Dealer Participation:	$100.00
Maximum GM Participation:	$478.16

	Applicable Warranty	Applicable Special Coverage #	Applicable Service Contract
Name or Number:	Bumper - to - Bumper		
End date:	10/22/2015		
End odometer:	36 009		
# of **DAYS** after expiration:	214		
# of **MILES** after expiration:	4,991		

Out-of-Warranty

Supporting Factors	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	**Yes**		**Warranty terms**
Repeat repairs related to current vehicle issue?	No		Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?	**Yes**	**494.49**	**Inconvenience**
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?	No		Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	No		Loyalty
Loyal GM service customer to the involved GM Dealership?	No		Loyalty
Loyal GM service customer to other GM Dealerships?	No		Loyalty
High-dollar or premium vehicle?	No		Value to GM
First time GM buyer?	**Yes**		**Value to GM**
Discontinued brand vehicle?	No		Value to GM
Conquest buyer?	No		Value to GM
Original owner?	**Yes**		**Investment**
GM Certified Pre-Owned (used) vehicle?	No		Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?	No		Investment

Limiting Factors	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment

CHEVROLET CADILLAC OF TURNERSVILLE

SERVICE INVOICE

TOYOTA · NISSAN · ACURA · CHEVROLET · Cadillac · HONDA · HYUNDAI · Audi

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012
(856) 516-6150 • Fax (856) 629-3235
www.turnersvilleauto.com

TOYOTA · SCION · NISSAN · BMW · ACURA · CHEVROLET · Cadillac · HUMMER · HONDA · HYUNDAI · Audi

CUSTOMER NO.	ADVISOR	TAG	INVOICE DATE
[redacted]	JOHN FERRARA 39603	[redacted]	05/24/16 [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		41,707	ATLNTS BLUE	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
13/CHEVROLET TRUCK/EQUINOX/4DR FWD L	10/22/12	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 G N A L B E K 6 D 6 [redacted]	100	

F. T. E. NO.	P. O. NO.	R. O. DATE
		05/23/16

COMMENTS

MO: 41708

JOB# 1 CHARGES

LABOR

J# 1 51CVZ12 WIPER/WASHER TECH(S):426 264.18

CUSTOMER STATES THAT THE WIPERS AREN'T WORKING.
THE WIPER TRANSMISSION IS BROKEN.
REPLACED THE WIPER TRANSMISSION AND CHECKED OPERATION TO
VERIFY THE REPAIRS.

PARTS QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
1		25948436	TRANSMISS 10.159	197.97	197.97
				TOTAL - PARTS	197.97

SUBLET PO#	VEND INV#	INV.DATE	DESCRIPTION	
97354		05/24/16	RENTAL-BETZ	38.00
			TOTAL - SUBLET	38.00

MISC CODE	DESCRIPTION	CONTROL NO	
P10	10% PARTS DISCOUNT		-19.80
L10	10% LABOR DISCOUNT		-26.42
		TOTAL - MISC	-46.22

JOB# 1 TOTALS

LABOR	264.18
PARTS	197.97
SUBLET	38.00
MISC	-46.22
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	453.93

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A SS	SHOP SUPPLIES		8.78
		TOTAL - MISC	8.78

COMMENTS
DROP-

Please Read Important Information On Reverse Side

The Reynolds and Reynolds Company ERAINTRVE CC6685Q (07/00)

CHEVROLET CADILLAC OF TURNERSVILLE

SERVICE INVOICE

TOYOTA NISSAN ACURA CHEVROLET Cadillac HONDA HYUNDAI Audi

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012
(856) 516-6150 • Fax (856) 629-3235
www.turnersvilleauto.com

TOYOTA SCION NISSAN BMW ACURA CHEVROLET Cadillac HUMMER HONDA HYUNDAI Audi

[redacted]

ADVISOR: JOHN FERRARA 39603		TAG NO. [redacted]	INVOICE DATE: 05/24/16	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 41,707	COLOR: ATLNTS BLUE	STOCK NO.
YEAR / MAKE / MODEL: 13/CHEVROLET TRUCK/EQUINOX/4DR FWD L			DELIVERY DATE: 10/22/12	DELIVERY MILES: 10
VEHICLE I.D. NO.: 2 G N A L B E K 6 D 6 [redacted]			SELLING DEALER NO.: 100	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 05/23/16	

COMMENTS

MO: 41708

TOTALS

TOTAL LABOR....	264.18
TOTAL PARTS....	197.97
TOTAL SUBLET...	38.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.78
TOTAL MISC DISC	-46.22
TOTAL TAX.....	31.78
TOTAL INVOICE $	**494.49**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

DEAR VALUED CUSTOMER,
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. OUR GOAL IS TO RECEIVE A "STRAIGHT A" REPORT CARD !!!
IF WE HAVE NOT EARNED THIS PLEASE CONTACT ANY MANAGER
IF YOU ARE COMPLETELY SATISFIED, PLEASE TELL A FRIEND !

CUSTOMER SIGNATURE

PAID
Visa
EW
5/24/16

Please Read Important Information On Reverse Side

The Reynolds and Reynolds Company EHAINTRVE CC6805060 Q (07/99)

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

Caller English

System [1:20:13 PM]:

Welcome to chat.

Bethany [1:20:27 PM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted] My name is Beth. How can I assist you today?

[redacted] [1:21:26 PM]:

I am inquiring into service for my vehicle. I have always taken it for service to the dealer that I purchased it from. But now, there is another dealer that is closer to me. Can I just take it there for now on?

[redacted] [1:21:54 PM]:

Also, do the dealers take walk-ins?

Bethany [1:22:10 PM]:

You are more than welcome to take your vehicle to a dealership that is closer to you.

Bethany [1:22:36 PM]:

Some dealerships do, but most prefer an appointment. Would you like me to locate a dealership in your area for you?

[redacted] 1:23:41 PM]:

Ok. I live in [redacted]. I have an issue that really can't wait much longer and I work full time and cant take much time off work. I am also due to leave on a road trip on Friday so I really need the car taken care of before then

Bethany [1:24:04 PM]:

Would you like me to make an appointment for you to have your vehicle serviced?

[redacted] [1:24:35 PM]:

ok, if I am able to get an appointment that is convenient for my work schedule

Bethany [1:24:49 PM]:

What date and time would you prefer?

[redacted] [1:25:10 PM]:

I would need around 430 or after. Any day before Friday.

[redacted] [1:25:18 PM]:

If I can

Bethany [1:25:27 PM]:

What state are you located in?

[redacted] [1:25:42 PM]:

[redacted]

Bethany [1:26:04 PM]:

Thank you and what concern are you having with your vehicle?

[redacted] [1:26:45 PM]:

I was driving in a storm over the weekend and my windshield wipers went out during. They make the sound like they are on but they do not move at all.

Bethany [1:27:27 PM]:

I am sorry to hear that. What year and model is your vehicle. Would you also be able to provide me with the approximate mileage?

[redacted] [1:28:26 PM]:

2011 Chevy Equinox

[redacted] [1:28:32 PM]:

maybe around 79k

Bethany [1:29:23 PM]:

Thank you. While I am making an appointment for you would you mind verifying your first and last name, phone number and email address?

[redacted] [1:30:51 PM]:

[redacted]

[redacted]

I work in [redacted] and live in [redacted] I would take the soonest appt in either of those locations. Even in Merrillville. I am worried if it storms again.

Bethany [1:33:19 PM]:

The service department closes at 5pm, they would not have anything at 430 or after.

[redacted] [1:34:12 PM]:

Is there any location I can go to. I looked at hours and saw they were open until 530 I thought. If it was [redacted] or Merrillville I can make it at 415

Bethany [1:35:05 PM]:

I spoke with the service department and she said that their technicians leave at 5pm. We can try another dealership.

[redacted] [1:36:07 PM]:

Ok, we need to find one that can take me. I am very worried about the rain and cannot take off work. What if I just drove to the service department after work without an appointment. Why does it say their hours are until 530 on the website if they leave at 5?

Bethany [1:36:12 PM]:

The next closest dealership is Bosak Chevrolet in Chesterton, IN.

Bethany [1:36:34 PM]:

That I am no sure of, it is possible the hours changed and they haven't updated it in the system yet.

[redacted] [1:36:39 PM]:

What about the one in hobart?

[redacted] [1:37:19 PM]:

What if I did just drive to the dealer without an appointment today?

Bethany [1:38:09 PM]:

You can do that. However, if they have appointments already scheduled they will be ahead of you. There is no way to tell how long of a wait you will be at the dealership.

[redacted] [1:38:38 PM]:

Would they just not take me though if I drove there after work today?

Bethany [1:38:54 PM]:

That I am not sure of. It is best to make an appointment.

[redacted] [1:39:39 PM]:

This is a serious issue though. And it seems very hard to make an appointment. This cannot wait. I was in a storm when this happened and I couldn't see anything and had to just stop in the middle of the road.

Bethany [1:40:06 PM]:

I understand that this is a serious concern.

[redacted] [1:40:47 PM]:

And like I said I am due to go out of town on Friday. I have reservations. I need to find somewhere that can take me this week

Bethany [1:40:49 PM]:

I can try to make an appointment at the dealership in Merrillville. They may be open longer.

[redacted] [1:40:58 PM]:

Ok, let's try there then

Bethany [1:41:16 PM]:

Please allow me 3-5 minutes to contact the dealership and make the appointment.

[redacted] [1:43:26 PM]:

ok

Bethany [1:43:26 PM]:

May I have your VIN please?

[redacted] [1:43:40 PM]:

I do not have the VIN. I am at work right now

Bethany [1:44:15 PM]:

Do you have an extended warranty with your vehicle?

[redacted] [1:44:32 PM]:

no

Bethany [1:45:23 PM]:

May I have the best number to contact you at?

[redacted] [1:46:00 PM]:

[redacted]

Bethany [1:46:57 PM]:

There is a diagnosis fee of $79.95. I would like to offer you a $100 voucher for the diagnosis, please be advised that this will only cover the diagnosis not the repair.

[redacted] [1:47:18 PM]:

Ok, that sounds great. Thanks so much

Bethany [1:47:25 PM]:

If you were to bring your vehicle in today, what would be the earliest that you would be able to bring it in?

[redacted] [1:47:45 PM]:

I could be there no later than 430..but I can prob be there sooner like 415

[redacted] [1:48:33 PM]:

I really feel I can be there by 415

Bethany [1:49:00 PM]:

We have it set up for 430, if you can be there at 415 that is not a problem either.

[redacted] [1:49:35 PM]:

ok great thanks so much!!!

Bethany [1:49:42 PM]:

I will send you an email with the $100 voucher information and instructions. Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. You're very welcome.

[redacted] [1:50:02 PM]:

Ok great. I really appreciate.

Bethany [1:50:22 PM]:

You're so very welcome. Is there anything else that I can assist you with today?

Bethany [1:52:45 PM]:

Thanks for contacting GM Customer Assistance, [redacted]. 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 time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

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

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

Caller English

System [3:08:15 PM]:

Welcome to chat.

Bethany [3:08:30 PM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted] My name is Beth. How can I assist you today?

Bethany [3:11:16 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [3:11:52 PM]:

I was chatting w/ someone this morning and she set me up with an appointment and sent me a voucher for $100 off diagnostic fee. She sent by email. Now all I got was an email w/ no attachment. Am I just supposed to print that email and take it to the dealer with me?

Bethany [3:12:05 PM]:

Yes, that is correct.

[redacted] [3:12:25 PM]:

ok, I just wanted to make sure. i didn't want to get there and not have what I needed. Thanks.

Bethany [3:12:43 PM]:

You're welcome. Did you want your case number for our previous chat?

Bethany [3:14:29 PM]:

Thanks for contacting GM Customer Assistance,Bridgitte. 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 time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

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

Fax

To: GMC **Fax:** 866-962-2868

From: [redacted] **Date:** 6/7/16

Re: GMC Terrain Wipers **Pages:** 2

Cc:

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

Comments: [Start text here.]

Claim # 8-[redacted]

Receipt attached

Email [redacted]

Phone

BAUER AUTOMOTIVE

723 Gregs Automotive Lane
SCOTTDALE, PA 15683
(724) 887-9133

2014 Gmc Terrain 2GKALREKSE6 [redacted]

CUSTOMER ORDER NO. DATE 6-7-16

[redacted] PHONE NO. ( )

ADDRESS

CITY STATE

SOLD BY RETD.	CASH	CHECK	CHARGE	COD	ON ACCT	PAID OUT	MDSE.

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	used w/pan Trans. Sys		50 00
	lot		40 00
	Miles 117,058		
	Paid CK# 840		
			90 00
		TAX	5 40
Received by		TOTAL	95 40

All claims and returned goods must be accompanied by this bill.

Thank You

(S)

Customer

[redacted]
Can be contacted at any time

Vehicle

Chevrolet Equinox 2013
2GNALDEKXD6[redacted]
Mileage Now: 65900 mi
Warranty Start: 11/19/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

Customer's wife (Catherine Kwaak) phoned in regarding wiper motor issue with the vehicle (2013 Chevrolet Equinox).

Customer was driving back from vacation (New Hampshire) during heavy storm and the wiper motor failed (05/05/16). Customer was unable to drive (heavy rain unable to see), so they had to stop for the night in Connecticut. Due to this, customer drove home on Monday (05/06/16) and lost a day of work. Vehicle was taken to dealership (Chevrolet 112, BAC-164[redacted] on Monday, but repairs weren't started until yesterday (06/07/16).

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2002 Pontiac Grand Am, 2013 Chevrolet Equinox

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Jennifer Jordan --> 1-866-790-5700 Ext # 5911661

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

Caller English

System [8:25:49 AM]:

Welcome to chat.

Stacy [8:26:00 AM]:

Thank you for contacting GM Customer Assistance. My name is Stacy, how can I assist you today [redacted]

[redacted] [8:26:07 AM]:

HI Stacy,

Stacy [8:26:13 AM]:

Good Morning.

Stacy [8:29:10 AM]:

How can I assist you today? I want to make sure you are still there.

[redacted] [8:29:15 AM]:

The windshield wiper transmission failed and had to be replaced on my 2013 Chevy Equinox. I am over on my mileage to be covered under the wtd but the vehicle is only 3 years old so find it unusual that the part failed. I was traveling in a rain storm and the wipers just failed putting my in a position of peril. I notice there has been recalls on this part for other GM vehicles but not the Equinox. Question is how do I file a complaint with GM

Stacy [8:30:24 AM]:

I am sorry to hear that you had that concern with the vehicle. I would be happy to document your concern in our resources. Can you please provide the VIN for the vehicle?

[redacted] [8:30:51 AM]:

sure... this may take a few minutes if you can hang on

Stacy [8:31:10 AM]:

Not a problem. It is also located on your insurance and registration card.

[redacted] [8:33:18 AM]:

2GNFLPE32D6[redacted]

Stacy [8:33:39 AM]:

Thank you. How many miles do you currently have on the vehicle?

[redacted] [8:34:26 AM]:

83,812

Stacy [8:36:18 AM]:

Thank you. Looking into the vehicle at this time there are no open recalls or special coverage's for that concern. I have made sure to document your concern in our resources and your case number is 8-[redacted]. If you are ever part of a recall you will be notified via mail. If you have already paid out of pocket for that concern you can submit for reimbursement. Reimbursement is never a guarantee.

Stacy [8:39:05 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [8:39:40 AM]:

Thanks for documenting. Is there any other recourse I can take for consideration? I have paid out of pocket because this is a safety concern and had to resolve the issue asap.

Stacy [8:41:12 AM]:

Did you have the repair done at a third party mechanic or a GM dealership?

[redacted] [8:42:02 AM]:

third party mechanic who was able to address immediately

Stacy [8:43:14 AM]:

Regrettable, GM does not work with a third part company. GM would not be able to provided and reimbursement at this time for that repair. I do apologize.

[redacted] [8:43:19 AM]:

I was curious so I did a google search and it appears this is a common issue with the Equinox as well as other GM vehicles. I would assume same part.

[redacted] [8:44:04 AM]:

So, even if there is a recall I am out of luck

Stacy [8:44:14 AM]:

Recalls are VIN specific and at this time there are no open recalls for your specific vehicle.

Stacy [8:44:46 AM]:

If you receive a letter in the mail for a recall regarding that you can submit for reimbursement however, reimbursement is never a guarantee.

[redacted] [8:44:51 AM]:

ok... but lets say that there is a recall at some other point in time

Stacy [8:45:39 AM]:

You can submit for reimbursement if you receive a letter in the mail regarding that however, reimbursement is never a guarantee.

Stacy [8:48:42 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [8:49:34 AM]:

wow... will say this is the first GM vehicle I have owned. Purchased vehicle brand new and figured I would give GM a chance verses usually foreign vehicle and now I am disappointed. The reason I was reluctant to buy before is because of reasons such as this. I know it is not your fault but doubt i will consider GM in the future.

Stacy [8:50:30 AM]:

I understand and do apologize you feel that way based on your current situation. GM does not work with third party companies. If you have a vehicle concern you can contact us and see what your options are at that time.

Stacy [8:50:40 AM]:

I will be sure to document your dissatisfaction.

[redacted] [8:52:49 AM]:

but... you have to factor in the convenience and need of the customer. Experience with service at dealerships is high cost, which I had called $375-$400 and long wait times. The 3rd party mechanic cost $280 and completed in half.

Stacy [8:53:09 AM]:

I understand and do apologize for the inconvenience.

[redacted] [8:57:22 AM]:

I realize the amount is nominal but to keep a customer satisfied would pay dividends in the future with continued business with GM. I get protocal but unfortunate that this would be the time to secure a customer and it won't be done. Ok... enough venting. I am moving on...

Stacy [8:58:03 AM]:

Thank you. I will be sure to document your feedback. Can you please verify your first and last name, phone number, and e-mail address for me? You could be chosen for a survey regarding your customer experience I have provided today. GM needs the correct email address to send that to you.

[redacted] [9:00:20 AM]:

[redacted]

Stacy [9:00:45 AM]:

Thank you. Is there anything else I can assist you with today?

[redacted] [9:00:56 AM]:

Thanks... it's not personal against you just the situation.

Stacy [9:01:14 AM]:

I completely understand.

Stacy [9:01:22 AM]:

I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here 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 time. Have a great day!

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

REPAIR ORDER DETAIL

Repair Order Information

VIN:	2GKFLTEK0D6[redacted]	**Repair Order Number:**	373[redacted]	**Service Order Open Date:**	May 9, 2016
Dealer BAC:	113[redacted]	**Repair Order Type:**	--	**Service Order Closed Date:**	May 11, 2016

Customer Information

First Name:	[redacted]	**Home Phone:**	[redacted]	**Address:**	[redacted]
Last Name:	[redacted]	**Work Phone:**	--- - ---	**City:**	[redacted]
Account:	---	**Cell Phone:**	[redacted]	**State:**	[redacted]
Customer Number:	[redacted]	**Email Address:**	[redacted]	**Zip Code:**	[redacted]

Service Contact

Advisor ID: 64650 **Advisor Full Name:** CASSIE KELLY

Vehicle Information

Year:	2013	**Make:**	GMC	**Model:**	Terrain
Merchandise Model Code:	--	**Odometer:**	77489	**Delivery Date:**	--

Payment Information

Customer Pay Amount Subtotal:	322.62	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	322.62
DMS Reported Customer Pay Subtotal:	322.62	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	322.62

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	Service	Customer pay	05CVZ	QUICK CARE	0200	116.96
2	Service	Customer pay	07CVZ27		0100	0.0

[redacted]

3	---	---	05CVZLOF	LOF LUBE,OIL, FILTER	0200	0.0
4	---	---	01CVZBAL	BALANCE 4 TIRES	0400	0.0
5	---	---	05CVZUCLOF	LOF LUBE,OIL, FILTER	0200	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	25948436	TRANSMISS 10.159	95.63	175.9	1

Customer

[redacted]

Any

Vehicle

Chevrolet Equinox 2012
2GNFLNEK7C6[redacted]
Mileage Now: 80000 mi
Warranty Start: 01/31/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 3 times Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Titania Askew --> 1-866-790-5700 Ext # 5914026

St.Vincent

FAX Cover Sheet

Date: 7/11/2016 **# of pgs:** 4

To: [redacted] **Dept.:**

Re: 8-[redacted] **cc:**

Fax: [redacted] **Phone:** ext. [redacted]

From: [redacted] **Dept.:**

Fax: [redacted] **Phone:** [redacted]

Notes: Receipt for windshield wiper transmission replacement

A member of ASCENSION HEALTH

Core Values

We are called to:

Service of the Poor
Generosity of spirit for persons most in need

Reverence
Respect and compassion for the dignity and diversity of life

Integrity
Inspiring trust through personal leadership

Wisdom
Integrating excellence and stewardship

Creativity
Courageous innovation

Dedication
Affirming the hope and joy of our ministry

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A member of St.Vincent HEALTH

5562490
BILL [illegible]TES CHEVROLET
4105 W 96TH ST
INDIANAPOLIS, IN 46268
(317)871-8690

Term ID: 001 Ref #: 045

Sale

XXXXXXXXXXXX5861
MASTERCARD Entry Method: Swiped

07/06/16 16:06:29
Inv #: 000045 Appr Code: 006437
Apprvd: Online Batch#: 188001

Total: $ 321.27

Customer Copy

GM Parts

bill estes

CHEVROLET, INC.
4105 West 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-3315
Service (317) 872-1680
e-mail: service@billestes.com

GM Certified Service

[redacted]

CELL: [redacted]

ADVISOR: RYAN RAY 2086	TAG NO. [redacted]	INVOICE DATE: 07/06/16	
LABOR RATE	LICENSE NO.	MILEAGE: 42,843	COLOR: STEEL GRN M
STOCK NO.: D4212			
YEAR/MAKE/MODEL: 13/CHEVROLET TRUCK/EQUINOX/4DR SUV A		DELIVERY DATE	DELIVERY MILES: 18
VEHICLE I.D. NO.: 2GNFLEEK1D6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE: 07/05/16	
COMMENTS: MO: 42845			

J# 1 00CVZ01 MULTI-POINT INSPECTI TECH(S): 251 0.00

MULTI-POINT INSPECTION
REQUESTED
27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 00CVZQS1 DEXS01 (BETTER) TECH(S): 251 13.05

OIL CHANGE (BETTER)
MAINTENANCE
CHANGE OIL AND FILTER.LUBE VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12605566	FILTER 1.836	7.99	7.99
JOB # 2	5	#2	5W30 DEXO'L	3.79	18.95
			JOB # 2 TOTAL PARTS		26.94
			JOB # 2 TOTAL LABOR & PARTS		39.99

J# 3 512VZ BODY ELECTRICAL TECH(S): 251 WARRANTY

BODY ELECTRICAL; C/S WINDSHIELD WIPER INOP SNAPPED ON INTERS
TATE PLEASE ADVISE
WIPER TRANS LINK BROKEN
REPLACED WIPER TRANSMISSION PRE BULLITEN 10-NA-144

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25948436	TRANSMISS 10.159		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 05CVZFIS FUEL INDUCTION SERV TECH(S): 251 95.00

FUEL INDUCTION SERVICE
MAINTENANCE
FUEL INDUCTION SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	PK4	FUEL SERVICE	69.95	69.95
JOB # 4	1	2102	FUEL CLEA S	****	****
			JOB # 4 TOTAL PARTS		69.95
			JOB # 4 TOTAL LABOR & PARTS		164.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	C1	SHOP SUPPLIES		16.40
JOB # 1	D1	COUPON DISCOUNT		-7.50
JOB # 1	D10	COUPON DISCOUNT		-7.50
JOB # 3	W1000	$100.00 DEDUCTIBLE	328367-3	100.00
			TOTAL - MISC	101.40

DISCLAIMER OF WARRANTIES

The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, BILL ESTES CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES GM LIFETIME SERVICE GUARANTEE. APPLIES FOR CUSTOMER PAY REPAIRS ONLY.

CUSTOMER SIGNATURE

VISA AMERICAN EXPRESS MasterCard DISCOVER

THANK YOU FOR ALLOWING US TO SERVICE YOU!

SERVICE HOURS
MON - FRI 7:00 AM - 7:00 PM
Saturday 8:00 AM - 4:00 PM

The Reynolds and Reynolds Company (CC72) (10/02/15)

 [CONTINUED ON NEXT PAGE] 04:26pm

GM Parts

bill estes

CHEVROLET, INC.
4105 West 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-3315
Service (317) 872-1680
e-mail: service@billestes.com

GM Certified Service

[redacted]

CELL: [redacted]

CUSTOMER RYAN RAY	2086	TAG [redacted]	INVOICE DATE 07/06/16	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE 42,843	COLOR STEEL GRN M	STOCK NO. D4212
YEAR/MAKE/MODEL 13/CHEVROLET TRUCK/EQUINOX/4DR SUV A			DELIVERY DATE	DELIVERY MILES 18
VEHICLE NO. 2GNFLEEK1D6 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE 07/05/16	
COMMENTS				MO: 42845

COMMENTS
REFERENCE NUMBER: 8-2208747882
$15 OFF COUPON
298-4863
OKAY TO POLICY REPAIRS BY CALCULATOR CUSTOMER TO PAY $100 DEDUCTIBLE PER ADRIENNE HOGAN

TOTALS

TOTAL LABOR....	108.05
TOTAL PARTS....	96.89
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	116.40
TOTAL MISC DISC	-15.00
TOTAL TAX.....	14.93
TOTAL INVOICE $	**321.27**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER-XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, BILL ESTES CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES GM LIFETIME SERVICE GUARANTEE. APPLIES FOR CUSTOMER PAY REPAIRS ONLY.

CUSTOMER SIGNATURE

VISA AMERICAN EXPRESS MasterCard DISCOVER

THANK YOU FOR ALLOWING US TO SERVICE YOU!

SERVICE HOURS
MON - FRI 7:00 AM - 7:00 PM
Saturday 8:00 AM - 4:00 PM

The Reynolds and Reynolds Company EDMONTON CC7282276 Q (09/15)

St.Vincent

FAX Cover Sheet

Date: 7/11/2016 **# of pgs:** 4

To: [redacted] **Dept.:**

Re: 8[redacted] **cc:**

Fax: [redacted] **Phone:** ext [redacted]

From: [redacted] **Dept.:**

Fax: [redacted] **Phone:** [redacted]

Notes: Receipt for windshield wiper transmission replacement

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Creativity
Courageous innovation

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Affirming the hope and joy of our ministry

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9562490
BILL [illegible]TES CHEVROLET
4105 W 96TH ST
INDIANAPOLIS, IN 46268
(317)871-8690

Term ID: 001 Ref #: 045

Sale

XXXXXXXXXXXX5861
MASTERCARD Entry Method: Swiped

07/06/16 16:06:29
Inv #: 000045 Appr Code: 00543Z
Apprvd: Online Batch#: 188001

Total: $ 321.27

Customer Copy

GM Parts

bill estes

CHEVROLET, INC.
4105 West 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-3315
Service (317) 872-1680
e-mail: service@billestes.com

GM Certified Service

[redacted]

CELL: [redacted]

ADVISOR: RYAN RAY 2086	TAG N [redacted]	INVOICE DATE: 07/06/16	
LABOR RATE	LICENSE NO.	MILEAGE: 42,843	COLOR: STEEL GRN M
YEAR / MAKE / MODEL: 13/CHEVROLET TRUCK/EQUINOX/4DR SUV A		DELIVERY DATE	DELIVERY MILES: 18
VEHICLE ID NO.: 2GNFLEEK1D6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
R.T.E. NO.	P.O. NO.	R. O. NO.: 07/05/16	
COMMENTS			MO: 42845

LABOR & PARTS

J# 1 00CVZ01 MULTI POINT INSPECT TECH(S):251 0.00

MULTI-POINT INSPECTION
REQUESTED
27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 00CVZOS1 DEXS01 (BETTER) TECH(S):251 13.05

OIL CHANGE (BETTER)
MAINTENANCE
CHANGE OIL AND FILTER.LUBE VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12605566	FILTER 1.836	7.99	7.99
JOB # 2	5	#2	5W30 DEXO L	3.79	18.95
			JOB # 2 TOTAL PARTS		26.94
			JOB # 2 TOTAL LABOR & PARTS		39.99

J# 3 51CVZ BODY ELECTRICAL TECH(S):251 WARRANTY

BODY ELECTRICAL; C/S WINDSHIELD WIPER INOP SNAPPED ON INTERS
TATE PLEASE ADVISE
WIPER TRANS LINK BROKEN
REPLACED WIPER TRANSMISSION PRE BULLITEN 10-NA-144

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25948436	TRANSMISS 10.159		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 00CVZFIS FUEL INDUCTION SERV TECH(S):251 95.00

FUEL INDUCTION SERVICE
MAINTENANCE
FUEL INDUCTION SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	PK4	FUEL SERVICE	69.95	69.95
JOB # 4	1	2102	FUEL CLEA S	****	****
			JOB # 4 TOTAL PARTS		69.95
			JOB # 4 TOTAL LABOR & PARTS		164.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	C1	SHOP SUPPLIES		16.40
JOB # 1	D1	COUPON DISCOUNT		-7.50
JOB # 1	D10	COUPON DISCOUNT		-7.50
JOB # 3	W1000	$100.00 DEDUCTIBLE	328367-3	100.00
			TOTAL - MISC	101.40

DISCLAIMER OF WARRANTIES

The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, BILL ESTES CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES GM LIFETIME SERVICE GUARANTEE. APPLIES FOR CUSTOMER PAY REPAIRS ONLY.

CUSTOMER SIGNATURE

VISA AMERICAN EXPRESS MasterCard DISCOVER

THANK YOU FOR ALLOWING US TO SERVICE YOU!

SERVICE HOURS
MON - FRI 7:00 AM - 7:00 PM
Saturday 8:00 AM - 4:00 PM

The Reynolds and Reynolds Company (CC72[illegible]0109(15)

 [CONTINUED ON NEXT PAGE] 04:26pm

GM Parts

bill estes

CHEVROLET, INC.
4105 West 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-3315
Service (317) 872-1680
e-mail: service@billestes.com

GM Certified Service

[redacted]

CELL: [redacted]

ADVISOR RYAN RAY 2086	TAG [redacted]	INVOICE DATE 07/06/16		
LABOR RATE	LICENSE NO.	MILEAGE 42,843	COLOR STEEL GRN M	STOCK NO. D4212
YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/EQUINOX/4DR SUV A		DELIVERY DATE	DELIVERY MILES 18	
VEHICLE NO. 2GNFLEEK1D6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	R.O. DATE 07/05/16		
COMMENTS			MO: 42845	

REFERENCE NUMBER: 8-[redacted]
$15 OFF COUPON
298-4863
OKAY TO POLICY REPAIRS BY CALCULATOR CUSTOMER TO PAY $100
DEDUCTIBLE PER ADRIENNE HOGAN

TOTALS

TOTAL LABOR....	108.05
TOTAL PARTS....	96.89
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	116.40
TOTAL MISC DISC	-15.00
TOTAL TAX.....	14.93
TOTAL INVOICE $	**321.27**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER-XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller, BILL ESTES CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES GM LIFETIME SERVICE GUARANTEE. APPLIES FOR CUSTOMER PAY REPAIRS ONLY.

CUSTOMER SIGNATURE

VISA AMERICAN EXPRESS MasterCard DISCOVER

THANK YOU FOR ALLOWING US TO SERVICE YOU!

SERVICE HOURS
MON - FRI 7:00 AM - 7:00 PM
Saturday 8:00 AM - 4:00 PM

The Reynolds and Reynolds Company (CRANTWARE CC7708278 O (08/15)

Business case for [redacted]

Assistance for Key Fob reprogramming repair of $100.00

Current Vehicle with concern: 2014Chevrolet Corvette

Customer states: that his second remote starter does not work properly. That he purchased a new one and was informed that he would be charged for the programming. He was informed by the dealership that the labor would depend on the type and how long it would take to do the programming. Customer feels his concern is a flaw in the design of the key fob and is seeking assistance towards the fee that could range from a few $100.

Customer is seeking repair assistance for programming.

-Customer has purchased 11 GM vehicles only 5 are listed

2014 Chevrolet Corvette

2007 Chevrolet Corvette

2010 Chevrolet Camaro

2009 Chevrolet Impala

2014 Chevrolet Silverado

-Warranty cost is about: $83.81

-Out of pocket cost is about: $ 0

KEY POINTS

- **Customer has owned a total of 11 GM vehicles.**
- **Customer has been brought this to the attention to the dealership more than once.**
- **Customer is a very loyal to the Chevy Brand**

RETURN RECEIPT REQUESTED ELECTRONICALLY

Lemon Law Group Partners PLC
Aaron Todd
2775 Sunny Isles Boulevard
Suite 150
North Miami Beach FL 33160

[redacted]

00000096 0.465

CM-wSig
00000096

CM-0623-3689.01

GENERAL MOTORS LLC
PO BOX 33170
DETROIT, MI 48232-5170

[redacted]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
2864 N. Milwaukee Ave
Chicago, IL 60647

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

June 13, 2016

General Motors LLC
P.O. 33170
Detroit, MI 48232

Re: [redacted]
Vehicle: 2015 GMC Terrain
VIN: 2GKFLYEK6F6[redacted]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of Raymon Jones relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client is reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
By: s/n Scott Kane Stukel
Attorney for Plaintiff

CC: Woody Buick GMC

[redacted]

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re [redacted]

Vehicle: 2015 GMC Terrain

VIN: 2GKFLYEK6F6[redacted]

Dear Curtis:

Attached please find a copy of our client's repair orders.

Please be advised that before we file a lawsuit and the parties start to incur significant costs and fees in this case, we would like to discuss possible settlement. At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

Thank you,

--
Hannah Maurer

Case Manager
Lemon Law Group Partners PLC
Phone: (888)415-0610 Ext. 113
Fax: (888)809-7010
hannah@lemonlawgrouppartners.com

7-15-2016 RET SRV REQEX

LISA MADIGAN
ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601

PRESORTED FIRST CLASS

$ 00.41[9]

GM Motors
100 Renaissance Center
Detroit, MI 48265

Re: [redacted]

115 FJFFAMB 48243

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

[redacted]
ATTORNEY GENERAL

GM-LEGAL

JUL 18 2016

SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

July 13, 2016

GM Motors
100 Renaissance Center
Detroit, MI 48265

Re: [redacted]
File No: [redacted]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing**. Direct all correspondence to Karen Sullivan, Office of the Attorney General, Consumer Protection Division, 100 West Randolph Street, 12th floor, Chicago, IL 60601. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

[redacted]

Enclosure
cm

[redacted]

[redacted]

From: [redacted]
Sent: Friday, May 27, 2016 5:59 PM
To: Sullivan, Karen
Subject: Re: Office of the Illinois Attorney General 26231

The car is having the very issue even now and I even tried to trade out it but can not get approved because I owe so much on this one. This vehicle has cause me much strife along with the one before it which is why I'm even in this one I have a copy of all service records for both vehicles I sent you a video of what happens and today the wiper blades stopped working as it was raining it's now becoming a safety issue. I'm paying [redacted] per month for a car that keeps me in the shop that was the purpose of me buying a new vehicle so that I wouldn't have to stay I. The shop. I no longer even have the device plugged in nor did I have it in when it first started having the problem. They give me a different excuse every time they said first my iPhone was making it stop working then they said it was software the. They replaced the radio then they say it's now the insurance devise they note GM will take ownership for this.

Sent from my IPhone

On May 26, 2016, at 4:11 PM, [redacted] wrote:

> Good afternoon,
>
> Attached please find the response this office received from Woody GMC Buick, file [redacted] Please review and respond directly to me in writing via email, fax or post.
>
> Thank you,
>
> [redacted]
>
> Citizen's Advocate
> Consumer Protection Division
> [redacted]
>
> E-MAIL CONFIDENTIALITY NOTICE: This electronic mail message, including any attachments, is for the intended recipient(s) only. This e-mail and any attachments might contain information that is confidential, legally privileged or otherwise protected or exempt from disclosure under applicable law. If you are not a named recipient, or if you are named but believe that you received this e-mail in error, please notify the sender immediately by telephone or return e-mail and promptly delete this e-mail and any attachments and copies thereof from your system. If you are not the intended recipient, please be aware that any copying, distribution, dissemination, disclosure or other use of this e-mail and any attachments is unauthorized and prohibited. Your receipt of this message is not intended to waive any applicable privilege or claim of confidentiality, and any prohibited or unauthorized disclosure is not binding on the sender or the Office of the Illinois Attorney General. Thank you for your cooperation.
>
> <mime-attachment>

July 25, 2016

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer: [redacted]
Reference number: [redacted]
Service request: 8-[redacted]
Customer Relationship Specialist: [redacted]

Dear Citizen's Advocate [redacted]:

Thank you for your recent correspondence regarding [redacted] and concerns with his 2015 GMC Terrain.

We apologize for any inconvenience [redacted] may have experienced. We are sorry she is dissatisfied with his 2015 GMC Terrain General Motors continued success depends upon the satisfaction our customers receive from their vehicles.

At your request, we reviewed [redacted] case with our Legal Staff. We find that [redacted] has retained the services of a private attorney, and has filed a complaint with General Motors, legal case 8-[redacted].

Our Business Resource Center Legal Department is handling [redacted] concern. At this time her attorney has requested that all actions taken by General Motors be sent through him. Accordingly, GM will take no further action in this matter and closing his claim at this time.

Lemon Law Group Partners PLC
Attorneys and Counselors at Law
2864 N. Milwaukee Ave
Chicago, IL 60647
Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

If you have further questions, please contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE

July 25, 2016

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer: [redacted]
Reference number: [redacted]
Service request: 8[redacted]
Customer Relationship Specialist: [redacted]

Dear Citizen's Advocate [redacted]

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Chicago, IL 60647
Telephone (888) 415-0610
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Sincerely,

General Motors

cc: FILE

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

Caller English

System [10:58:47 AM]:

Welcome to chat.

Heather [10:58:59 AM]:

Thank you for contacting Chevrolet customer assistance, [redacted]. My name is Heather. How may I assist you?

[redacted] [11:00:50 AM]:

I have a question. Is there a recall for 2012 equinox's because of faulty wipers? Ours went out during a heavy rainstorm yesterday while on the interstate. We were very lucky to honestly not get killed trying to cross 4 lanes of traffic totally blinded by rain. I saw on the internet that this seems to be a common problem.

Heather [11:01:28 AM]:

I am sorry to hear you have had this concern. If you have the VIN, I would be happy to check for any recalls.

[redacted] [11:02:15 AM]:

I don't at the moment but is there any other way to search it?

[redacted] [11:02:56 AM]:

I know we have not received anything in the mail but I can't believe this problem wouldn't have been addressed already

Heather [11:03:32 AM]:

I am showing a 2012 Equinox with your email under another name.

[redacted] [11:03:52 AM]:

[redacted], my husband

Heather [11:04:42 AM]:

Thank you. I am not showing any recall or special coverage for the wipers. I can enter a vehicle complaint for you.

[redacted] [11:06:34 AM]:

please do. I have to say, next year we will be replacing our second vehicle and after yesterday, and talking to you today we will not be staying with Chevy. Yesterday was just to scary and if I can't trust something as fundamental as the wipers I can't trust the whole car. I am sorry to say that.

[redacted] [11:07:07 AM]:

Is there any other info you need for the report?

Heather [11:08:10 AM]:

If you have the approximate mileage that would be helpful. Also, have you taken it to a dealership to have concern diagnosed?

[redacted] [11:13:01 AM]:

Approximately 106,000 miles. No, I have not taken it to the dealership. I am past the warranty and will take it to my own mechanics to fix as I trust them to get it right. I read about a lot of these yesterday and Firestone was who suggested I contact you as he has seen lots of this issue. This problem is going to result in someone being killed as it seems to only happen during rain storms. I was lucky but I am still shaking today.

Heather [11:14:12 AM]:

I can understand, that would be a frightening situation. Was there any type of delay in the wiper speed or did it just suddenly stop?

[redacted] [11:17:59 AM]:

It just quit while upright. No warning. when we got off the road I tried restarting the car in case it needed just to reset. Nothing, Firestone did look quickly at it incase it was the fuse but he said it is the wiper transmission. It was raining heavy and I had the wipers on high. We were going about 50-60 miles an hour.

Heather [11:19:16 AM]:

Thank you for providing those additional details. I will be including all the information in your complaint.

[redacted] [11:19:37 AM]:

Thank you

Heather [11:21:41 AM]:

You're welcome, [redacted] I have your complaint entered under service request 8-[redacted]. I would recommend holding on to your repair receipt. If a recall is issued at a later time, you can submit your paperwork for reimbursement consideration.

[redacted] [11:22:29 AM]:

Thank you for the assistance and the information about the receipt.

Heather [11:22:52 AM]:

You're welcome, [redacted] Thank you for contacting Chevrolet.

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - After 10am	Chevrolet Equinox 2014 2GNFLEEK3E6[redacted] Mileage Now: 89862 mi Warranty Start: 12/31/2013	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer States: Traded in GMC Terrain due to multiple repair issues and got this vehicle and now it has had multiple repair issues. Customer states the check engine light came on and the windshield wipers aren't working. Customer states she is also having a issue with the entire HVAC system and have to hit the dash board in order for it to work. Customer states the windshield wipers went out during a rain storm and she could have had an accident. Customer states the vehicle is a lemon and if it can't be repaired properly this time she is going to escalate the issue to GM executives and file for lemon law.

Customer Seeks: To waive diagnosis fees and cost assistance for the repair of the vehicle.

Advisor Advised: Will partner with the CEM for a resolution and CEM will make contact in 2-3 business days. SA can't guarantee cost assistance and can only waive 1 hour of diagnosis fees.

Supporting Factors	Limiting Factors
Original Owner 3 GM Vehicles Purchased Vehicle has been serviced for this concern: 2 times	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2GNFLEEK3E6[redacted] BNSR Dec 31, 2013 --- 2014 CHEVROLET EQUINOX 2CTALMEC6B6[redacted]BND Dec 15, 2011 Dec 31, 2013 2011 GMC TERRAIN 1G2NE12T3WC[redacted]8 BUSR Aug 8, 2001 --- 1998 PONTIAC GRAND AM

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Autumne Bowens-Johnson --> 1-866-790-5700 Ext # 5913217

ATTN: [redacted]

Case # 8-[redacted]

FAX: [redacted]

[redacted]

[redacted] Phone

4Pages

[redacted]

Sale

XXXXXXXXXXXX8160
MASTERCARD Entry Method: Chip

Total: $ 411.70

07/27/16 17:30:48
Inv #: 000003 Appr Code: 027948
Transaction ID: 072716CCRGAF51
Approved: Online Batch#: 000144

MasterCard

[redacted]

Text QUICKLUBE to 50123 for text-exclusive special offers from Sweeney!

www.sweeneycars.com

CUSTOMER #: [redacted]

817663

INVOICE

DUPLICATE 1
PAGE 2

SWEENEY
BUICK • GMC TRUCK

7997 MARKET STREET
P.O. BOX 3847
YOUNGSTOWN, OH 44513
PHONE: (330) 726-2287

[redacted]

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	13	GMC TERRAIN	2GKALMEK7D6[redacted]		40915/40915	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05OCT12 DD			16:30 27JUL16		0.00	CPN	27JUL16

R.O. OPENED	READY	OPTIONS: STK:TR8351 DLR:36390 ENG:2.4_Liter_SIDI_DOHC 1)POC
07:32 27JUL16	16:32 27JUL16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
BSQ11S TIRE ROTATION--SPECIAL			
29 CPQ		7.00	7.00
40915 ROTATION COMPLETE			
**********			
G QUALITY CONTROL INSPECTED			
QC QUALITY CONTROL INSPECTED			
9 IS			(N/C)
**********			
H Y			
W Y			
9 IS			(N/C)
**********			
I** CUST DECLINED REAR PADS AND ROTORS AT THIS TIME			
CDR CUSTOMER DECLINED REPAIRS			
99 IS			(N/C)
**********			
SHOP SUPPLIES & ENVIRONMENTAL CHARGES			14.33
CUSTOMER REQUESTED A RENTAL			

Service

PAID JUL 27 2016 BY: MC

Thank You

WARRANTY STATEMENT AND DISCLAIMER:
The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	179.08
PARTS AMOUNT	198.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.33
TOTAL CHARGES	392.15
LESS INSURANCE	8.88
SALES TAX	28.43
PLEASE PAY THIS AMOUNT	411.70

Copyright 2014 CDK Global, LLC - SERVICE INVOICE Type 2 - SIZE - IMAGING

CUSTOMER COPY

Text QUICKLUBE to 50123
for text-exclusive special
offers from Sweeney!

www.sweeneycars.com

CUSTOMER #: 24786

817663

INVOICE

DUPLICATE 1
PAGE 1

SWEENEY
BUICK • GMC TRUCK

7997 MARKET STREET
P.O. BOX 3847
YOUNGSTOWN, OH 44513
PHONE: (330) 726-2287

[redacted]

BUS: CELL:

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	13	GMC TERRAIN	2GKALMEK7D6[redacted]		40915/40915	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05OCT12 DD			16:30 27JUL16		0.00	CPN	27JUL16

R.O. OPENED	READY	OPTIONS: STK:TR8351 DLR:36390 ENG:2.4_Liter_SIDI_DOHC 1)POC
07:32 27JUL16	16:32 27JUL16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CHECK CUST STATES WINDSHIELD WIPERS INOP WILL NOT TURN ON CHECK AND ADVISE							
	2070380 WINDSHIELD WIPER TRANSMISSION REPLACEMENT							
		31	CP				161.88	161.88
	1 25948436 (S) TRANSMISSION					173.02	173.02	173.02
	40915 WIPER TRANSMISSION FAILED/BROKE APART. REPLACED WIPER TRANSMISSION AND VERIFIED WIPERS ARE NOW OPERATING AS DESIGNED.							
	**********							
B	FREE ALIGNMENT CHECK							
	BS14C DEFAULT							
		9	IS					(N/C)
	**********							
C	COURTESY TRANSPORTATION							
	Z7900 DEFAULT							
		9	ICT					(N/C)
	**********							
D	MULTI-POINT VEHICLE INSPECTION							
	INSP DEFAULT							
		29	INSP					(N/C)
	40915 INSPECTION COMPLETE TIRES 35PSI, 8/32 TREAD. BRAKES 6MM FT, 2MM REARS.....RECOMEND REAR BRAKE PADS ANDREAR BRAKE ROTORS, WILL NEED CABIN AND AIR FILTERS NEXT OIL CHANGE							
	**********							
E	LUBE WITH OIL AND FILTER CHANGE W/ 10 POINT INSPECTION							
	BS00Q LUBE WITH OIL AND FILTER CHANGE W/ 10 POINT INSPECTION							
		29	CPQ				10.20	10.20
	1 19168267 (S) FILTER					7.52	5.75	5.75
	5 19293003 OIL					3.40	3.40	17.00
	1 12580255 (S) SEAL					2.97	2.97	2.97
	40915 LOF COMPLETE							
	**********							
F	TIRE ROTATION AND BRAKE INSPECTION							

WARRANTY STATEMENT AND DISCLAIMER:
The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CSP-98184 (04/11) The Reynolds and Reynolds Company TO:1800R8 www.reynolds.com; 1-800-344-0866; fax 1-800-551-8555

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 812C - IMAGING

CUSTOMER COPY

ATTN:

[redacted]

CASE # 8-[redacted]

FAX: [redacted]

[redacted]

4 Pages

[redacted]

[redacted]

Sale

XXXXXXXXXXXX6160

MASTERCARD Entry Method: Chip

Total: $ 411.70

07/27/16 17:38:46

Inv #: 000003 Appr Code: 027948

Transaction ID: 072716CCKGAF53

Approval: Online Batch#: 000144

MasterCard

[redacted]

[redacted]

Text QUICKLUBE to 50123
for text-exclusive special
offers from Sweeney!

www.sweeneycars.com

CUSTOMER #: 24786

817663

INVOICE

DUPLICATE 1
PAGE 2

SWEENEY
BUICK • GMC TRUCK

7997 MARKET STREET
P.O. BOX 3847
YOUNGSTOWN, OH 44513
PHONE: (330) 726-2287

[redacted]

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	13	GMC TERRAIN	2GKALMEK7D6[redacted]		40915/40915	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05OCT12 DD			16:30 27JUL16		0.00	CPN	27JUL16

R.O. OPENED	READY	OPTIONS: STK:TR8351 DLR:36390
07:32 27JUL16	16:32 27JUL16	ENG:2.4_Liter_SIDI_DOHC 1)POC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	BSQ11S TIRE ROTATION--SPECIAL							
			29	CPQ			7.00	7.00
	40915 ROTATION COMPLETE							
	**********							
G	QUALITY CONTROL INSPECTED							
	QC QUALITY CONTROL INSPECTED							
			9	IS				(N/C)
	**********							
H	Y							
	W Y							
			9	IS				(N/C)
	**********							
I**	CUST DECLINED REAR PADS AND ROTORS AT THIS TIME							
	CDR CUSTOMER DECLINED REPAIRS							
			99	IS				(N/C)
	**********							
	SHOP SUPPLIES & ENVIRONMENTAL CHARGES							14.33
	CUSTOMER REQUESTED A RENTAL							

PAID
PAID JUL 27 2016 PAID
BY: MC

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DESCRIPTION	TOTALS
LABOR AMOUNT	179.08
PARTS AMOUNT	198.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.33
TOTAL CHARGES	392.15
LESS INSURANCE	8.88
SALES TAX	28.43
PLEASE PAY THIS AMOUNT	411.70

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CUSTOMER COPY

Text QUICKLUBE to 50123 for text-exclusive special offers from Sweeney!

www.sweeneycars.com

CUSTOMER #: 24786

817663

INVOICE

DUPLICATE 1
PAGE 1

SWEENEY
BUICK • GMC TRUCK

7997 MARKET STREET
P.O. BOX 3847
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PHONE: (330) 726-2287

[redacted]

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	13	GMC TERRAIN	2GKALMEK7D6[redacted]		40915/40915	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05OCT12 DD			16:30 27JUL16		0.00	CPN	27JUL16

R.O. OPENED	READY	OPTIONS: STK:TR8351 DLR:36390 ENG:2.4_Liter_SIDI_DOHC 1)POC
07:32 27JUL16	16:32 27JUL16	

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CHECK CUST STATES WINDSHIELD WIPERS INOP WILL NOT TURN ON CHECK AND ADVISE				
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**********				
B FREE ALIGNMENT CHECK				
BS14C DEFAULT				
9 IS				(N/C)
**********				
C COURTESY TRANSPORTATION				
Z7900 DEFAULT				
9 ICT				(N/C)
**********				
D MULTI-POINT VEHICLE INSPECTION				
INSP DEFAULT				
29 INSP				(N/C)
40915 INSPECTION COMPLETE TIRES 35PSI,8/32 TREAD.BRAKES 6MM FT,2MM REARS.....RECOMEND REAR BRAKE PADS ANDREAR BRAKE ROTORS,WILL NEED CABIN AND AIR FILTERS NEXT OIL CHANGE				
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**********				
F TIRE ROTATION AND BRAKE INSPECTION				

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

[redacted]

CLEVELAND OH 440

16 AUG 2016 PM 6 L

ATTN: [redacted]

G.M.C.
Customer Assistance Center
P.O. Box 33172
Detroit, MI. 48232-5172

RECEIVED AUG 18 2016

48232-517272

Enclosed is the letter from GMC for #100 voucher.

You asked this to be returned so that you could refund the costs of the wiper repair.

The repair bill was foped over 8/15/16.

Serv. 8- [redacted]

GMC

August 11, 2016

[redacted]

Dear [redacted]

At GMC, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2013 GMC Terrain.

This offer is valid towards one service visit on VIN 2GKALMEK7D6[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 8-[redacted]

For more information regarding the maintenance and care of your vehicle, please visit [redacted] This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

[redacted]

CLEVELAND OH 440

16 AUG 2016 PM 6 L

ATTN: [redacted]

G.M.C.
Customer Assistance Center
P.O. Box 33172
Detroit, MI.
48232-5172

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When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Customer

[redacted]

Vehicle

GMC Terrain 2013
2GKALMEK7D6[redacted]
Mileage Now: 40000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

see attachments

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Patrick Bousqueto --> 1-866-790-5700 Ext # 5914345

CAC Business Case

8/11/2016 version

Customer's name:	[redacted]	**Today's Date:**	8/24/16
Model Year & Model:	2013 GMC Terrain	**VIN:**	2GKALMEK7D6[redacted]
		CAC SR#:	8-[redacted]
The customer requested:	reimbursement		
CEM's initial response to the customer's $$ request:	no assistance provided		
My position:	Initial response to the customer's $$ request doesn't seem fair/appropriate - Would like to discuss options with the CEM		
My rationale:	This is a loyal GM customer who purchased this vehicle brand new. This customer has spent $4,865.16 on this vehicle as a loyal service customer to the invovled dealer.		
My recommendation:	The customer is deserving of reimbursement based on what the policy calculator calls for.		

The CAC advisor requests all blue field information from the Customer Experience Manager.

Repair cost at warranty rates	**Job card (Repair Order) date**	**Mileage on day of repair:**
$406.25	7/27/2016	40,915

GM Policy Calculator Results

Vehicle Make:	GMC
Minimum Customer/Dealer Participation:	$100.00
Maximum GM Participation:	$306.25

	Applicable Warranty	**Applicable Special Coverage #**	**Applicable Service Contract**
Name or Number:	Bumper - to - Bumper		
End date:	10/5/2015		
End odometer:	36,019		
# of **DAYS** after expiration:	296		
# of **MILES** after expiration:	4,896		

Out-of-Warranty

Supporting Factors	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	**Yes**	**Within 24/24 of bumper to bumper warranty**	**Warranty terms**
Repeat repairs related to current vehicle issue?			Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?			Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	**Yes**		**Loyalty**
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?			Loyalty
High-dollar or premium vehicle?			Value to GM
First time GM buyer?			Value to GM
Discontinued brand vehicle?			Value to GM
Conquest buyer?			Value to GM
Original owner?	**Yes**		**Investment**
GM Certified Pre-Owned (used) vehicle?			Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?			Investment

Limiting Factors	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment

METROPLEX
MI 480
28 JUL '16
PM 15 L

$0.48[5]
US POSTAGE
First Class
48642
024P0007631391
0015969826
PITNEY BOWES

www.pbSmartPostage.com

GENERAL MOTORS
PO BOX 33170
DETROIT, MI 33170-5170

RECEIVED AUG 03 2016

48232-517070

7.28.2016

General Motors
Po Box 33170
Detroit, MI 33170-5170

Re: Transmission Wiper Linkage issue- wiper stop in heavy rain.

Case File: 8-[redacted]

This is a very serious issue that Chevy should be addressing before it gets too big. While driving home in a rain storm, the rain fall was very heavy and all of a sudden the wipers went off the side and stopped working. I was lucky that I was not traveling fast or on an interstate. I was able to pull off the side of the road and wait for the rain to pass, but when continuing on with a light rain, it was still a very hazardous issue.

Just has put over $600.00 into the vehicle that same day, for breaks, rotors, pad and shocks.

This is a very hazardous problem that many Equinox owners have faced (check out the problem on google) which should be addressed and covered by GM.

When looking on-line, the people that this has happened to are lucky to be alive! (me included)

Please review this issues ASAP before it becomes a fatal issue like the airbag and seatbelt issues.

I would appreciate a response to this email so I know that it has been brought to GM's fore front and know that this is most definitely a recall issue.

Kindest regards,

[redacted]

989.662.7912

CAC Business Case

MCE 2.2 (6/16/15)

Customer's name:	[redacted]			**Today's Date:**	8/3/16
Model Year & Model:	2013 Chevrolet Equinox	**VIN:**	2GNALDEK6D6[redacted]	**CAC SR#:**	8-[redacted]

The customer was dissatisfied with this resolution: Dissatisfied

The customer is seeking: Cost Assistance

My position: This customer's dissatisfaction appears to be justified.

My rationale: The customer goes to your dealership for maintenance and the customer felt like this was a Safety Issue

My recommendation: Use the calculator, My review states $250 for GM Participation

The CAC advisor requests all blue field information from the Customer Experience Manager.
If the additional information isn't obtained within 48 hrs of the request, CAC proceeds without it.

Repair cost at warranty rates	Job card (Repair Order) date	Mileage on day of repair:
$450.00	8/3/2016	58,473

GM Policy Calculator Results

Vehicle Make:	Chevrolet
Minimum Customer/Dealer Participation:	$200.00
Maximum GM Participation:	$250.00

	Applicable Warranty	Applicable Special Coverage #	Applicable Service Contract
Name or Number:	Bumper - to - Bumper		
End date:	9/18/2015		
End odometer:	36,236		
# of **DAYS** after expiration:	320		
# of **MILES** after expiration:	22,237		

Out-of-Warranty

Supporting Factors	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	**Yes**		**Warranty terms**
Repeat repairs related to current vehicle issue?	No		Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?	**Yes**		**Inconvenience**
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?	**Yes**		**Inconvenience**
Loyal GM customer (has owned at least 2 GM vehicles)?	No		Loyalty
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?	No		Loyalty
High-dollar or premium vehicle?	No		Value to GM
First time GM buyer?	**Yes**		**Value to GM**
Discontinued brand vehicle?	No		Value to GM
Conquest buyer?	**Yes**		**Value to GM**
Original owner?	**Yes**		**Investment**
GM Certified Pre-Owned (used) vehicle?	No		Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?	No		Investment

Limiting Factors	Y/N	Key Details	Factor Type
Branded Title?	No		Warranty terms
Warranty Block?	No		Warranty terms
Vehicle is > 8 years old?	No		Warranty terms
Vehicle has > 100,000 miles?	No		Warranty terms
Current or former fleet vehicle?	No		Warranty terms / Usage
Way beyond all applicable expiration limits?	**Yes**		**Warranty terms**
Cause is not normally covered by warranty?	No		Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?	No		Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?	No		Warranty terms
Expenses incurred due to damage done by an independent repair facility?	No		Lack of Loyalty
Customer does not appear to take good care of the vehicle?	No		Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?	No		Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?	No		Lack of Investment

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

Caller English

System [3:48:10 PM]:

Welcome to chat.

Jennifer [3:48:22 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Jennifer, how can I assist you today?

[redacted] [3:48:58 PM]:

I have a question on fndng a copy of a Customer Reimbursement Form. I called the 800 number earlier. Can I find it onlne?

Jennifer [3:49:47 PM]:

I am sorry that you are having a hard time locating a Customer Reimbursement Form.

Jennifer [3:49:51 PM]:

So I may better assist you, may I please gather some information from you?

[redacted] [3:49:58 PM]:

sure

Jennifer [3:50:21 PM]:

Thank you. May I please have your first and last name, e-mail address, phone number, VIN and current mileage on the vehicle?

[redacted] [3:50:32 PM]:

The ref # for my inquiry is 8-[redacted]

[redacted] [3:51:29 PM]:

[redacted]; 2013 Equinox; 56000 miles; VIN (last 8 digits) D6[redacted]

[redacted] [3:52:03 PM]:

email: [redacted] phone [redacted]

Jennifer [3:52:28 PM]:

Thank you for the information. I located your case. Please allow me 2 to 4 minutes to read through everything.

Jennifer [3:55:41 PM]:

Thank you for holding. I will send you an email, you can reply to that email with the information you have and we can look into reimbursement.

[redacted] [3:56:29 PM]:

Can you give me the pdf of the form. I am sending by mail and have documents to attach

Jennifer [3:57:37 PM]:

I apologize. We only send them for Recall or Special Coverage reimbursement.

[redacted] [3:58:07 PM]:

ok. I will drive over to the dealer to get the form.

Jennifer [3:58:23 PM]:

If you want to send by mail, you can just send the information and a letter stating why you are seeking reimbursement.

[redacted] [3:58:34 PM]:

ok, thx

Jennifer [3:58:52 PM]:

You really don't need to fill out the reimbursement form.

Jennifer [3:59:09 PM]:

Is there anything else I can assist you with today?

[redacted] [3:59:32 PM]:

no that's it

Jennifer [4:00:12 PM]:

I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. 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 time. Have a great day!

Caller [redacted] left the call.

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

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

Caller English

System [12:09:19 PM]:

Welcome to chat.

Alysha [12:09:39 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]. My name is Alysha, how can I assist you today?

[redacted] [12:10:25 PM]:

Hello. I would like to know who to contact about a safety concern on my vehicle

Alysha [12:11:01 PM]:

I am happy to assist you with this. Could you provide me with the VIN and current mileage?

[redacted] [12:11:37 PM]:

Ok one moment please

[redacted] [12:13:03 PM]:

2GNFLEEK8D6[redacted]

[redacted] [12:13:16 PM]:

72123 miles

Alysha [12:14:57 PM]:

What is your concern with the vehicle?

[redacted] [12:18:31 PM]:

My wife was driving on the highway during rainstorm when her wipers stopped working. This became dangerous to safely pull over. Investing problem I determined that wiper transmission broke. This had been a ongoing problem with the Equinox as stated by many people at GM forums. The vehicle is being repaired which will cost $475. This should be addressed by GM and is no covered under my warranty.

Alysha [12:19:36 PM]:

I do apologize for that. I am more than happy to document your concern. Could you verify your name, phone number, and e-mail address?

Alysha [12:21:27 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [12:21:52 PM]:

Sure the car is registered under Marlene Correia my cell is [redacted] and email is [redacted]

Alysha [12:23:29 PM]:

Thank you. What is the name of the dealership that is repairing the vehicle?

[redacted] [12:24:24 PM]:

McGee Chevrolet in Raynham, MA

Alysha [12:25:01 PM]:

Thank you. Your service request number for our chat today is 8-[redacted]

Alysha [12:25:13 PM]:

Is there anything else I can assist you with today?

[redacted] [12:26:01 PM]:

Will someone be contacting me?

Alysha [12:30:12 PM]:

I will contact the dealership and work with them until the vehicle is repaired. Once the vehicle is repaired, I will contact you for a follow up.

Caller[redacted] left the call.

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

Customer

[redacted]

anytime

Vehicle

Chevrolet Equinox 2012
2GNFLNE58C6[redacted]
Mileage Now: 50000 mi
Warranty Start: 06/21/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
2 GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time	Vehicle was purchased used at unknown miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2012 chevy equinox

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Janelle Hernandez --> 1-866-790-5700 Ext # 5914104

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNFLEEK5D6[redacted]
Mileage Now: 118000 mi
Warranty Start: 08/27/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner Vehicle has been serviced for this concern: 3 times Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	 Vehicle has > 100,000 miles Current or former fleet vehicle Vehicle was purchased used at unsure miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]1
Tier 2 CAC advisor: Marissa Walker --> 1-866-790-5700 Ext # 5913649

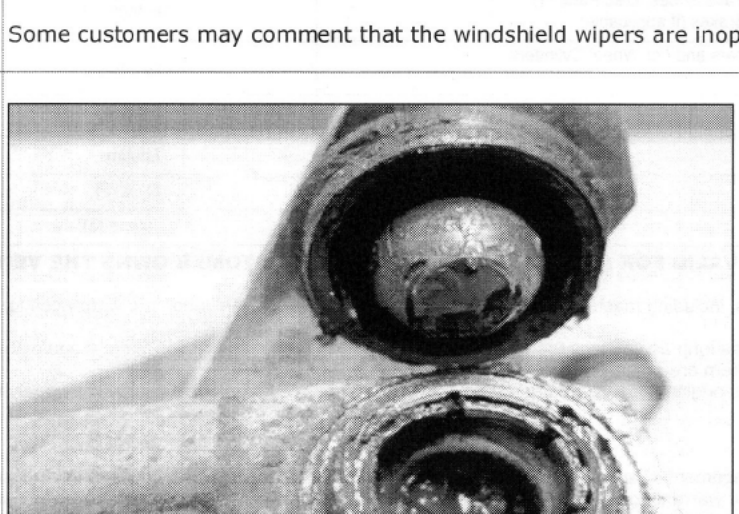
#16-NA-144: WINDSHIELD WIPERS...

#16-NA-144: WINDSHIELD WIPERS INOPERATIVE (MAY 9, 2016) Document ID# 4508299

#16-NA-144: WINDSHIELD WIPERS INOPERATIVE (MAY 9, 2016)

Subject: **Windshield Wipers Inoperative**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2010	2016			All	All
GMC	Terrain	2010	2016			All	All

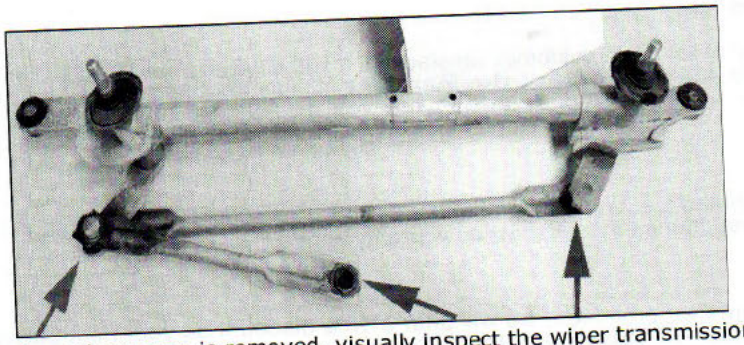
Involved Region or Country	North America Only
Condition	Some customers may comment that the windshield wipers are inoperative.
Cause	 This may be caused by the wiper transmission linkage separating due to corrosion at the ball socket joints.

Correction

If you encounter a vehicle with the above concern, complete the following steps:

- Remove the air inlet screen. Refer to Air Inlet Screen Replacement in SI.

TIRE PLUS TOTAL CAR CARE



- Once the screen is removed, visually inspect the wiper transmission and wiper motor link sockets for corrosion or damage.
- If the sockets show signs of corrosion or damage, replace the wiper transmission and wiper motor. Refer to Windshield Wiper Transmission Replacement and Windshield Wiper Motor Replacement in SI.

Parts Information

Description	Part Number	Qty
TRANSMISSION ASM-WSW	25948436	1
MOTOR ASM-WSW	25942547	1

Warranty Information

Labor Operation	Description	Labor Time
2080678*	Windshield Wiper Transmission and Motor Replacement	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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TIRES PLUS® TOTAL CAR CARE

www.TiresPlus.com

MOTORIST

We Sup
Testi

8/12/2016

Customer Invoice
[redacted]
08/12/2016

TIRES PLUS
2673 SW EDGARCE ST
PORT ST. LUCIE, FL. 34953-2701

Service Advisor:
99 JOSHUA
772.871.0520

[redacted]

2012 GMC TERRAIN SLE [SILVER]
Lic #: [redacted] Vin #: 2GKALMEK7C6[redacted]
In: 08/10/16 10:17AM Mileage: 69,858
Out: 08/12/16 5:40PM

Store # 328386

RETAIL SALE

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
WIPER BLADES, ARMS & MOTORS (Front-Left)	1,2	02				**444.99**
602-211 WIPER LINKAGE AND MOTOR ASSEMBLY	7003130	09TN	1	275.00	275.00	
LINKAGE LABOR	7003317	09TS	1	189.99	189.99	
PRT-DISC Store Promotion	7001671	09T	-1	11.83	-11.83	
LBR-DISC Store Promotion	7001671	09T	-1	8.17	-8.17	

Technician(s):
09 KEVIN

Payment History:

ECA Check	2037	485.53	5229
Total Tendered		485.53	

Summary:

Parts	263.17
Labor	181.82
Shop Supp (1)	10.91
Sub-Total	455.90
Tax (6.50%)	29.63
Total	$485.53

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

Revision History:	Rev Amt	Init
1) 08/10/2016 01:41PM	483.94	[redacted]
2) 08/12/2016 05:38PM	-21.83	

All parts are new unless otherwise specified.

Declined Work:
COMPLETE VEHICLE INSPECTION (TPVI)

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

HOW ARE WE DOING?
Tell us about your experience today!
Complete a 4-minute survey for a chance to win $500 in store services
Visit www.TiresPlusSurvey.com within 4 days and enter Code 328386-114530

Motorist Assurance Program

www.TiresPlus.com

Tires Plus STD LP "11" 7008338 - REV 12/12

See reverse side for Warranty Information

We Support ASE Testing and Certification

Connecting.....A live chat agent is now entering the chat.Caller EnglishSystem [4:44:14 PM]: Welcome to chat.Kate [4:44:44 PM]: Good Afternoon. Thank you for contacting GMC Customer Assistance. My name is Kate 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.Kate [4:45:58 PM]: Thank you for chatting in. I am here to assist you.

[redacted] **[4:46:01 PM]:** I own a 2011 gmc terrain and my windsheild wipers stopped working. Is there a recall on this **Kate [4:46:30 PM]:** I am sorry to hear about your windshield wipers. **Kate [4:46:42 PM]:** May I have your VIN and mileage of your vehicle.**Kate [4:47:21 PM]:** I apologize for the typo I meant to put a "?" on the end of the previous sentence.[redacted] **[4:48:41 PM]:** Its okay looking up my

vin**Kate [4:48:55 PM]:** Sure, take your time. However, please be advised that if the chat sits idle for longer than 5 minutes, I will have to close the chat in order to maintain privacy. I appreciate your understanding. [redacted] **[4:51:38 PM]:** 2ctflvec7b6470056**Kate [4:52:07 PM]:** Thank you for the VIN. **Kate [4:52:28 PM]:** May I take 5-10 minutes to do some research on your concern? [redacted] **[4:52:39 PM]:** Okay thank you**Kate [4:53:42**

PM]: While I am looking into this for you could you please verify your first and last name, phone number and email address so I can update your file? **Kate [4:53:57 PM]:** May I also have the mileage of the vehicle the VIN is associated with? [redacted] **[4:54:26 PM]:** 65000 **Kate [4:56:03 PM]:** I was able to look up your vehicle and there are no current recalls open on the vehicle. **Kate [4:56:31 PM]:** Did you want me to get in contact with

the dealership and schedule you an appointment? [redacted]
[4:57:36 PM]: Are you able to see if i have a current warranty on that vehicle **Kate [4:58:01 PM]:** I would be more than happy to research that! **Kate [4:58:21 PM]:** I will need to know if you are the current vehicle owner. [redacted]
[4:58:48 PM]: Yes **Kate [4:58:57 PM]:** To better assist you, could you please describe what is going on with your windshields? [redacted]

[4:59:54 PM]: My windsheild wipers stopped working while it was raining they were on and then flew the ehole way across to the opposite side **Kate [5:03:08 PM]:** I see that you are currently out of your Bumper to Bumper Warranty. I recommend taking your vehicle to the dealership and them looked at. [redacted] **[5:04:10 PM]:** Okay **Kate [5:05:01 PM]:** I am sorry for the frustration you are going through. **Kate [5:05:15 PM]:** Is there anything

else I may assist you with?

Caller [redacted] left the call.

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

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNALDEK3D6[redacted]
Mileage Now: 61384 mi
Warranty Start: 10/25/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner High-Dollar or Premium Vehicle Vehicle was inop/down due to this concern: 1 or more days	Current or former fleet vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Marissa Walker --> 1-866-790-5700 Ext # 5913649

Service Request Details

SR No.	8-[redacted]	**Ref No.**		**Cost Ast.**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address				**Approval**	Not Initiated	**Area**	Complaint Vehicle - Operable
City		**Zip**	**State**	**UCC**	Electrical - Power Windshield Wiper - Motor / Blades / Arms	**Sub-Area**	Initial Failure/Repair
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	Bill Estes Chevrolet, Inc.	**Safety**	
Daytime #		**Evening #**		**Source**	Phone	**Updated**	Sep 21, 2016 1:14 PM
Serial/VIN #	2GNALBEK7D1[redacted]	**Mileage**	56129	**Priority**	Medium	**Owner**	MZXLDF
Model	Equinox	**Model Year**	2013	**Status**	Open	**Opened**	Sep 20, 2016 10:28 AM
Make	Chevrolet	**Warranty Start**	Oct 11, 2012 12:00 AM	**Sub Status**		**Closed**	
Cust Concern	wiper issue						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/20/2016 10:28:36	QZZ9M5	QZZ9M5	Inbound Call Customer		Open		

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

Comments

UCC Information

UCC Code	Description	Symptom
N51	Electrical - Power Windshield Wiper - Motor / Blades / Arms	Inoperative

End of Report

8-[redacted]

Hello -
I am writing to you regarding my 2011 Chevy Equinox. Earlier this summer I had an unfortunate experience while driving on I-75 during an extremely hard rainstorm and having my front windshield wipers simply quit. It was the scariest driving situation I have ever encountered. I had been driving with the windshield wipers at full speed and was still having difficulty seeing the road due to the heavy rain when the wipers totally stopped leaving me unable to see the road at all. Thankfully, I did not get into an accident. It was a Sunday morning and after the rain finally stopped, I found a local Auto Zone store. Not yet understanding the problem, I wrongly assumed they could replace my wipers. The man there explained that it was likely due to the wiper transmission and he could not replace it. During that week, I took my car to a local mechanic who concurred and explained to me that it wasn't the wipers themselves that failed but the plastic gear that gave out, and I did need to have the wiper transmission replaced. I found this to be costly and very unfortunate and wondered why this would happen on a five year old car and why the piece was only made of plastic in the first place. Then I found out that a friend who also owns a 2011 Chevy Equinox had the same thing happen to her car also this summer. Soon afterward, I took my car to the dealer for a routine oil change and multi-point inspection. The young man who waited on me asked me how I liked my car. I responded that I was a little frustrated as I had already dealt with a major oil consumption problem known to this vehicle year and model and then I had the windshield wiper problem. I explained the wiper problem to him and he reported to me that another customer had recently been in with the same problem also on a 2011 Chevy Equinox. That makes three of us having the same vehicles with the same problem in a very short time period. It makes me wonder how many others have had the same issue and if GM is doing anything about it for their customers.
I look forward to your response on this matter.
Thank you,
[redacted]

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Friday, September 30, 2016 9:44 AM
To: 'Emily Leczel'; Jay Townsend
Cc: 'jfrazier@wallyedgar.com'
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily,

The customer accepted the offer and was very happy.
She will be checking into using the certificate for needed maintenance.

Have a great day!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 1:05 PM
To: 'Emily Leczel' <eleczel@wallyedgar.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Thank you Emily!

I will contact the customer offer the $100 Maintenance Letter and explain two General Motors recommended services that are past due.

She is past due for a coolant flush (estimated $129) and a transmission flush (estimated $146).
This will encourage the customer to go to the dealership and hopefully represent an apologetic gesture for her experience.

Have a good day!

Sincerely,

Wendy Cunningham
General Motors

Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Emily Leczel [mailto:eleczel@wallyedgar.com]
Sent: Tuesday, September 27, 2016 12:59 PM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Good afternoon!

The customer is due for a coolant system flush, as well as her transmission flush. She is over 105k miles and has not had any of those services performed as of yet. We do not have any documented Dealer Recommended services on our end, but the General Motors Recommended services listed above, are definitely over-due.

Let me know if there is anything further I can do to help!

Emily Leczel
Customer Experience Manager
Wally Edgar Chevrolet
248-724-1059
eleczel@wallyedgar.com

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Tuesday, September 27, 2016 11:27 AM
To: Jay Townsend
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Good morning Jay,

We are Exec CAC and that is the only SR I see.

Also, it is over 100,000 miles so I got pre-approval from my TL to offer.
We also have to notify the dealership of giving a $100 maintenance letter.
Not permission but notify.
This keeps the customer returning to the dealership.
I planned on speaking with the Service Advisor to see if she was due for any maintenance work.
She just got an oil change.

Otherwise I have no goodwill to offer.

Thanks.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jay Townsend
Sent: Tuesday, September 27, 2016 11:21 AM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Wendy,

I see CAC is already offering the customer a $100 Maintenance letter related to this situation. An independent policy reimbursement isn't support at this again and miles.

Thank you
Jay Townsend
District Manager Aftersales
Chevrolet Detroit Zone
Jay.townsend@chevrolet.com
Cell: 586-899-1249

CHEVROLET

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 11:03 AM
To: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Cc: Jay Townsend <jay.townsend@chevrolet.com>
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily and Jeanette,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2011 Chevrolet Equinox
- Mileage: 105,972
- VIN: 2CNALDEC1B6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

Wiper transmission failure.
Plastic gear gave out.
Had the work done at an independent.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.
Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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.

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 11:03 AM
To: 'eleczel@wallyedgar.com'; 'jfrazier@wallyedgar.com'
Cc: 'Jay.townsend@gm.com'
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily and Jeanette,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

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- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2011 Chevrolet Equinox
- Mileage: 105,972
- VIN: 2CNALDEC1B6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone: 2[redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

Wiper transmission failure.
Plastic gear gave out.
Had the work done at an independent.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.
Sincerely,

Wendy Cunningham
General Motors
Executive Liaison

Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Thursday, September 22, 2016 7:40 AM
To: Danielle A Smith
Subject: [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Danielle,

Please review for support to give the customer a $100 Maintenance Letter.
(we can't give one if the vehicle has over 100,000 miles)

VIN: 2CNALDEC1B6[redacted]
Automobile: 2011 Chevrolet Equinox
Mileage: 105,972

Complaint: driving on I-75 in hard rain, wiper transmission failed, customer afraid

Seeks: to know why we use plastic in the transmission, why did this happen on a 5 year old vehicle, knows someone else who had it fail, dealer told her another vehicle was in for the same thing recently, is GM doing anything about it for their customers.

First GM vehicle
Customer satisfaction
Had oil consumption issue previously
Goes to dealership

Thank you.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 1:05 PM
To: 'Emily Leczel'; Jay Townsend
Cc: jfrazier@wallyedgar.com
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Thank you Emily!

I will contact the customer offer the $100 Maintenance Letter and explain two General Motors recommended services that are past due.

She is past due for a coolant flush (estimated $129) and a transmission flush (estimated $146).
This will encourage the customer to go to the dealership and hopefully represent an apologetic gesture for her experience.

Have a good day!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Emily Leczel [mailto:eleczel@wallyedgar.com]
Sent: Tuesday, September 27, 2016 12:59 PM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8[redacted]

Good afternoon!

The customer is due for a coolant system flush, as well as her transmission flush. She is over 105k miles and has not had any of those services performed as of yet. We do not have any documented Dealer Recommended services on our end, but the General Motors Recommended services listed above, are definitely over-due.

Let me know if there is anything further I can do to help!

Emily Leczel
Customer Experience Manager
Wally Edgar Chevrolet
248-724-1059
eleczel@wallyedgar.com

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Tuesday, September 27, 2016 11:27 AM
To: Jay Townsend
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Good morning Jay,

We are Exec CAC and that is the only SR I see.

Also, it is over 100,000 miles so I got pre-approval from my TL to offer.
We also have to notify the dealership of giving a $100 maintenance letter.
Not permission but notify.
This keeps the customer returning to the dealership.
I planned on speaking with the Service Advisor to see if she was due for any maintenance work.
She just got an oil change.
Otherwise I have no goodwill to offer.

Thanks.

Sincerely,

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Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jay Townsend
Sent: Tuesday, September 27, 2016 11:21 AM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Cc: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Wendy,

I see CAC is already offering the customer a $100 Maintenance letter related to this situation. An independent policy reimbursement isn't support at this again and miles.

Thank you
Jay Townsend
District Manager Aftersales
Chevrolet Detroit Zone
Jay.townsend@chevrolet.com
Cell: 586-899-1249

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 11:03 AM
To: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Cc: Jay Townsend <jay.townsend@chevrolet.com>
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily and Jeanette,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2011 Chevrolet Equinox
- Mileage: 105,972
- VIN: 2CNALDEC1B6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

Wiper transmission failure.
Plastic gear gave out.
Had the work done at an independent.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.
Sincerely,

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Howell, Rosa (NHTSA)

From: Emily Leczel <eleczel@wallyedgar.com>
Sent: Friday, September 30, 2016 9:47 AM
To: Wendy K Cunningham (C)
Subject: [EXTERNAL] RE: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Great. Thanks for the update Wendy.

Have a great weekend.

Emily Leczel
Customer Experience Manager
Service Business Development Manager
Wally Edgar Chevrolet
248-724-1059
eleczel@wallyedgar.com

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Friday, September 30, 2016 9:44 AM
To: Emily Leczel; Jay Townsend
Cc: jfrazier@wallyedgar.com
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Emily,

The customer accepted the offer and was very happy.
She will be checking into using the certificate for needed maintenance.

Have a great day!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 1:05 PM

To: 'Emily Leczel' <eleczel@wallyedgar.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: jfrazier@wallyedgar.com
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

Thank you Emily!

I will contact the customer offer the $100 Maintenance Letter and explain two General Motors recommended services that are past due.

She is past due for a coolant flush (estimated $129) and a transmission flush (estimated $146).
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Sent: Tuesday, September 27, 2016 12:59 PM
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Cc: jfrazier@wallyedgar.com
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eleczel@wallyedgar.com

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District Manager Aftersales
Chevrolet Detroit Zone
Jay.townsend@chevrolet.com
Cell: 586-899-1249

CHEVROLET

From: Wendy K Cunningham (C)
Sent: Tuesday, September 27, 2016 11:03 AM
To: eleczel@wallyedgar.com; jfrazier@wallyedgar.com
Cc: Jay Townsend <jay.townsend@chevrolet.com>
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2011 Chevrolet Equinox / Wiper Transmission Failure / 8-[redacted]

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- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
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VEHICLE SERVICE CONTRACT REGISTRATION PAGE

GMC PROTECTION PLAN

CONTRACT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]				
CUSTOMER'S STREET ADDRESS [redacted]		CITY [redacted]		
STATE [redacted]	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]	[redacted]ESS	
LIENHOLDER (NEEDED ONLY WHEN VSC IS INCLUDED WITH VEHICLE FINANCING) ,		VEHICLE PURCHASE DATE 4/24/2015	CONTRACT PURCHASE DATE 10/20/2016	
ODOMETER READING AT CONTRACT PURCHASE DATE 118354	CONTRACT PURCHASE PRICE $4180	VEHICLE IDENTIFICATION NUMBER 2CTALMEC5B6[redacted]		
YEAR 2011	MAKE GMC	MODEL TERRAIN SLE	VEHICLE IN-SERVICE DATE	SURCHARGED COVERAGE
UNDERLYING FULL FACTORY WARRANTY 3 / 36000	CONTRACT TERM (Months/Miles) See Provisions "1. CONTRACT PERIOD" 24 / 24000	DEDUCTIBLE PER VISIT (If blank, $100 Per Visit) $0 Per Visit	DEALER BUSINESS ASSOCIATE CODE (BAC) 900[redacted]	
SELLING DEALER General Motors Customer Assistance		ADDRESS 100 Renaissance Center Drive		
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER

YOUR CONTRACT EXPIRES ON 11/18/2018
OR WHEN YOUR VEHICLE'S ODOMETER READS 143354 **WHICHEVER OCCURS FIRST**

WHAT IS COVERED	SEE **SCHEDULE OF COVERAGES** SECTION OF THE **CONTRACT** FOR COVERAGE DETAILS.
Platinum	
ADDITIONAL BENEFITS	**RENTAL CAR, TOWING/ROAD SERVICE, TRIP INTERRUPTION, LOST KEY/LOCKOUT**

You (the **Contract** Holder), acknowledge that: The information contained above is, to the best of **Your** knowledge, true; **You** understand that authorization from the **Administrator** must be received before any repairs are performed under the **Contract. Coverage** for a **Commercial Use** vehicle is not included, unless the corresponding box above is marked.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle.
This is not an automobile liability insurance contract.
We do not disclose information about Our customers to anyone, except as permitted by law.
We may share customer data with GM and GM affiliates.

THE **CONTRACT** CONTAINS AN ARBITRATION PROVISION

CUSTOMER'S SIGNATURE	DATE	AUTHORIZED REPRESENTATIVE'S SIGNATURE
	10/20/2016	

The definition of "**We**, **Us** and **Our**" used frequently throughout the Vehicle Service **Contract** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. If this Vehicle Service **Contract** was purchased in any state where required by law, "**We**, **Us** and **Our**" is defined as the Dealer or Lessor from whom **You** purchased or leased the **Vehicle** described on the **Registration Page**. Please refer to the Vehicle Service **Contract** for additional Definitions.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038. If a covered claim is not paid within sixty (60) days [except Arizona thirty (30) days] after proof of loss has been filed, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048.

California residents, **You** may file a claim directly with the Insurance Company if any promise made in the **Contract** has been denied or has not been honored within sixty (60) days after **Your** request. If **You** are not satisfied with the Insurance Company's response, **You** may contact the California Department of Insurance at (800) 927-4357. California License #0H18143.

Washington insurance policy number for the service contract reimbursement policy issued by Wesco Insurance Company is WIC-AMT-SCRI-040111. **You** may file a claim directly with the Insurance Company at any time.

Florida residents, the Vehicle Service **Contract** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

THIS CONTRACT IS NOT VALID UNLESS A COMPLETED REGISTRATION PAGE IS ATTACHED.

GMC PROTECTION PLAN

IMPORTANT INFORMATION YOU NEED TO KNOW

CUSTOMER SUPPORT NUMBER – Please see the box labeled **Your Contract Number** on the **Registration Page**. This is Your CUSTOMER SUPPORT NUMBER. Please refer to this number in any written or verbal communication, such as requesting information or filing a claim.

PURCHASE OF THIS VEHICLE SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO PURCHASE OR FINANCE A MOTOR VEHICLE. THIS CONTRACT IS INCLUSIVE OF THE MANUFACTURER'S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER'S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER'S WARRANTY.

This Vehicle Service **Contract** along with the **Registration Page** make up **Your** entire **Contract**. No other documents, unless provided directly to **You** from the **Administrator**, are legal and binding.

This Vehicle Service **Contract** does not cover all **Breakdowns** and excludes some conditions and vehicles. Please read the **Schedule of Coverages**, Provisions of This Vehicle Service **Contract** and Exclusions sections of this **Contract** so **You** fully understand what **Coverage** is provided to **You** for **Your Vehicle**. If **You** have any questions regarding this **Contract**, please contact the **Administrator** toll-free at (877) 265-1072 or P.O. Box 927, Bedford, TX 76095.

This Vehicle Service **Contract** contains Limits of Liability. Please read, "Limits of Liability" under "Provisions of this Vehicle Service **Contract**" to determine what those are.

THINGS TO DO NOW

Verify **Registration Page** – The **Registration Page** must be affixed to the front this **Contract** to complete and validate this **Contract**.

Check **Your Contract Coverage** – Not every part of **Your Vehicle** is covered by this **Contract**. **Coverage** is identified by the **Contract Coverage** as shown on the **Registration Page** of this **Contract**. Please compare the **Coverage** on the **Registration Page** with the corresponding **Coverage** as listed under the **Schedule of Coverages**. If this box was left blank, or the **Coverage** is inaccurate, contact **Your Selling Dealer** immediately.

Check **Your Deductible** – Please check the box labeled **DEDUCTIBLE** on **Your Registration Page**. A dollar amount should be in the box which identifies the portion of the covered repair **You** will be required to pay if **You** have a claim.

NOTE: This **Contract** is not valid unless **You** have signed the **Registration Page** and it has been affixed to the front this **Contract**.

THINGS YOU MUST DO THROUGHOUT THE TERM OF YOUR CONTRACT

Properly Maintain Your Vehicle and KEEP THE RECEIPTS – Keep copies of all receipts (oil changes, lubrication, etc.), as proof of maintenance may be required when You file a claim. SEE SECTION: "PROVISIONS OF THIS VEHICLE SERVICE CONTRACT" FOR SPECIFIC MAINTENANCE REQUIREMENTS.

OBTAIN APPROVAL PRIOR TO HAVING WORK PERFORMED THAT MAY BE COVERED BY THIS CONTRACT. If You experience a Breakdown, call Your Selling or nearest Chevrolet, Buick, GMC, Cadillac Dealer or the Administrator. SEE SECTION: "HOW TO FILE A CLAIM".

DEFINITIONS

The following definitions apply to words frequently used in this **Contract** and appear in **Bold Faced Type**:

You, **Your** – Means the **Contract** Holder shown on the **Registration Page** or the person to whom this **Contract** was properly transferred.

We, **Us**, **Our** – Means the obligor of this **Contract** as stated on the **Registration Page** attached to this **Contract**.

Administrator – Means the **Administrator** as shown on the **Registration Page**.

Contract – Means this Vehicle Service **Contract** which **You** have purchased from **Us** to protect **Your Vehicle**.

Registration Page – Means the numbered document which must be attached to and forms part of this **Contract**. It lists information regarding **You**, **Your Vehicle**, **Coverage** selected, and other vital information.

Schedule of Coverages – Lists the **Coverage** provided to **You** for **Your Vehicle** under this **Contract**.

Coverage – Means the protection **You** have selected, as listed in the **Schedule of Coverages** section.

Vehicle – Means the **Vehicle** which is described on the **Registration Page**.

In-Service Date – Means the date the **Vehicle** was first put into service, not the date **You** purchased **Your Vehicle**. The **In-Service Date** is the date the **Vehicle's** factory warranty was activated. The **In-Service Date** is only required for and applies to Platinum Wrap **Coverage** Plans.

Deductible – Means the amount **You** are required to pay, as shown on the **Registration Page**, for covered **Breakdowns**.

Breakdown – Means the failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts. **Subsequent Damages** resulting from the **Breakdown** of a covered part are covered by this **Contract**, except when **You** have failed to perform the recommended maintenance services for **Your Vehicle**.

Subsequent Damage – Means the direct or immediate damage to a non-covered part occurring as a singular event or failure originating with the failure of a covered part.

Consequential Damage – Means an event or damage that occurs separately as a consequence or result of the failure of a covered or non-covered part, such as, loss of time or use, inconvenience, commercial loss, personal injury or property damage.

Diagnostic – Means the system investigation required to determine the cause of the failure.

Teardown – Means the mechanical disassembly of a failed unit required to determine the cause and the extent of the failure.

Registered – Means a submitted claim has been recorded by the **Administrator** a claim reference number has been issued.

Pre-existing – Means a condition that within all reasonable mechanical probability relates to the mechanical fitness of **Your Vehicle** prior to **Contract** issuance.

Commercial Use – Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work, Delivery of Goods and Snow Removal. Usage must not exceed manufacturer's ratings and/or limitations.

PROVISIONS OF THIS VEHICLE SERVICE CONTRACT

This Contract is between Us and You, and is subject to all the Terms and Conditions contained in this Contract.

1. CONTRACT PERIOD

   PLATINUM AND SILVER COVERAGE PLANS

   If the **Contract Registration Page** reflects the purchase of Platinum or Silver, **Coverage** under this **Contract** begins on the **Contract** Purchase Date unless the **Contract** Purchase Date is more than 10 days after the **Vehicle** Purchase Date, then a MANDATORY "WAITING PERIOD" will apply before **Coverage** begins as explained below. This **Contract** will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

   - Expiration is measured in time from the **Contract** Purchase Date and expiration mileage is derived by adding Miles of **Coverage** as shown on the **Registration Page** to the Odometer Mileage at **Contract** Purchase Date. Maximum expiration mileage is 150,000 Odometer Miles.

- **The "WAITING PERIOD" is 30 days and 1,000 miles from the Contract Purchase Date. However, an additional 30 days and 1,000 miles will be added to Your Contract's scheduled expiration. Therefore the Waiting Period will not reduce the actual time/mileage during which You have Coverage. Coverage will commence the day following the Waiting Period. Claims incurred during the Waiting Period are not covered.**

PLATINUM WRAP COVERAGE PLANS

If the **Contract Registration Page** reflects the purchase of Platinum Wrap, **Coverage** under this **Contract** begins on the **Contract** Purchase Date and will expire according to the Term Months and/or Miles, whichever occurs first, as shown on the **Registration Page**, and/or when the Limits of Liability for the **Contract** have been reached.

- Expiration is measured in time from the **Vehicle's In-Service Date** and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first. If the **Vehicle In-Service Date** box is blank on **Your Registration Page**, expiration is measured in time from January 1st of the **Vehicle's** model year and expiration mileage is reached when the **Vehicle's** odometer reaches the mileage indicated in Term Miles on the **Registration Page**, whichever occurs first.

2. COVERAGE

The **Coverage** afforded **You** for **Your Vehicle** is fully described in this **Contract**. Please see section: "**Schedule of Coverages**" of this **Contract**.

3. BREAKDOWN OF COVERED PARTS

During the term of this **Contract**, **We** will pay or reimburse **You**, an authorized Chevrolet, Buick, GMC, Cadillac dealership or if an authorized Chevrolet, Buick, GMC, Cadillac dealership is not accessible any licensed repair facility for approved costs to repair or replace any **Breakdown** of all parts as explained in the **Schedule of Coverages**. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by **You** or where such parts are not reasonably available as determined by the **Administrator**.

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**; the **Deductible** amount will be applied on a Per Repair Visit basis. If Disappearing has been marked on the **Registration Page** Deductible Plan box (available for $100 **Deductible** only), **Your Deductible** will be waived; as long as **You** have repairs made at the Selling Chevrolet, Buick, GMC, Cadillac Dealer where **You** purchased this **Contract**. Additionally, should **Your** permanent residence move more than 100 miles, **You** may contact the **Administrator** for assistance in changing **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer designation. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

5. ONE-TIME DEDUCTIBLE ELIGIBILITY

Once a part is repaired or replaced under the Terms and Conditions of this **Contract**, any **Deductible** amount for future repair or replacement of that same part will be waived for the term of this **Contract**.

6. TERRITORY

This **Contract** applies only to **Breakdowns** that occur and repairs made within the United States of America and Canada.

7. LIMITS OF LIABILITY

In no event will the liability for each **Breakdown**, under this **Contract**, exceed the average retail value of the **Vehicle** established by NADA (Official Used Car Guide) at the time immediately preceding the **Breakdown**. The established value of the **Vehicle** does not take into consideration the cost of repairs and no deduction for the cost of repairs is to be taken from the published value. In no event shall **We** or the **Administrator** have any liability for injury to or death of any person arising out of any services rendered or parts provided (or any failure to render service or provide parts) under this **Contract** and/or otherwise in connection with the operation, maintenance or use of **Your Vehicle** described in this **Contract**.

8. MAINTENANCE REQUIREMENTS

You must have Your Vehicle serviced as recommended by the Vehicle's manufacturer. If requested, proof of required service including verifiable receipts proving purchases of all required parts and materials necessary to perform the required maintenance; confirming the date and mileage for the services performed. Maintenance and/or service work receipts may be requested by the Administrator. Upon customarily and reasonable notice of the occurrence of a Breakdown, You shall protect Your Vehicle from further damage, whether or not such Breakdown is covered by this Contract. Any operation of the Vehicle that results in further damage, related to the original Breakdown, shall be considered Your failure to protect the Vehicle and shall not be covered under this Contract. You are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving the Vehicle. You are required to safely pull Your Vehicle off the road and shut off the engine immediately when either of these lights/gauges indicates a problem. You must give Your authorization to the repair facility for teardown to diagnose a problem. You may be required to supply the Administrator with all maintenance records for service performed on the Vehicle, when the maintenance involved relates to the specific Breakdown or to verify odometer operation.

9. TRANSFER OF YOUR VEHICLE SERVICE CONTRACT

a. **Your Contract** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Contract** is still in force. This **Contract** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Contract** cannot be transferred on a leased **Vehicle**, unless original lessee is purchasing the **Vehicle**. This **Contract** can only be transferred once and the transfer must be made by the original **Contract** Holder.

b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
   - A copy of **Your Registration Page**;
   - A completed transfer form; with
   - Name and Address of new owner, date of sale to new owner, current mileage; and
   - $75.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer.

10. SUBROGATION

You are entitled to complete reimbursement for **Your** loss before the **Administrator** is entitled to subrogation proceeds. **You** agree that **We**, after honoring a claim on **Your Contract**, have all rights of subrogation against those who may be responsible for **Your Breakdown** and **You** agree to provide reasonable assistance to secure such rights.

11. RENEWABLE COVERAGE

All Vehicle Service **Contracts** may be replaced upon expiration in accordance with the guidelines outlined in the **Contract**. The request for replacement must be made at least 30 days and/or 1,000 miles before the expiration of the Vehicle Service **Contract** to qualify for a Replacement **Contract**. See **Your** Selling Chevrolet, Buick, GMC, Cadillac Dealer for details and current pricing.

12. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no refund will be due and no claims will be approved.

CANCELLATION OF YOUR CONTRACT

a. **You** may cancel this **Contract** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Contract**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Contract**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Contract** can only be cancelled by the original **Contract** Holder.

b. **We** may cancel this **Contract** for non-payment of the **Contract** charge, or for misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.

c. If **Your Vehicle** and this **Contract** have been financed, the lienholder shown on the **Registration Page** may cancel this **Contract** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.

d. If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

HOW TO FILE A CLAIM

A. IN CASE OF BREAKDOWN, YOU SHOULD TAKE THE FOLLOWING:

1. Return the **Vehicle** to the Selling Chevrolet, Buick, GMC, Cadillac Dealer or nearest Chevrolet, Buick, GMC, Cadillac dealership to ensure proper service and that genuine OEM parts are utilized for repairs. **You** may contact the **Administrator** for assistance in locating an authorized Chevrolet, Buick, GMC, Cadillac dealership. If the Selling Chevrolet, Buick, GMC, Cadillac Dealer or authorized Chevrolet, Buick, GMC, Cadillac dealership are not accessible, **You** may take the **Vehicle** to any licensed repair facility. However, authorization from the **Administrator**, verified by issuance of a reference number, must be received before any repairs are performed under this **Contract**.
   a. Have **Your Contract** number, mileage and date of **Breakdown** ready for the **Administrator**.
   b. Have the authorized service representative contact the **Administrator** at (877) 265-1072.
2. Upon **Our** request, **You** must allow the **Administrator** to inspect the **Vehicle** to gather necessary information regarding any claim. Under certain conditions when a **Breakdown** occurs **You** may be required to have the **Vehicle** returned to the Selling or nearest authorized Chevrolet, Buick, GMC, Cadillac Dealer.
3. Submitting A Claim:
   Once the claim has been authorized, **You** are responsible for payment of the **Deductible** and for any items not covered by this **Contract**. Submit the following to the **Administrator** within sixty (60) days (90 days in Florida) (365 days in Wisconsin) (as soon as reasonably possible in Utah):
   a. A legible, itemized repair order signed by **You**.
   b. All sublet bills, when applicable.

B. EMERGENCY REPAIRS

We understand that an unexpected **Breakdown** may occur that needs immediate attention at a time when **We** cannot be reached. If this occurs and **You** are unable to reach **Us** to obtain prior authorization before repairs are fully completed, **You** may need to have emergency repairs performed. The **Administrator's** office must be contacted within five (5) business days from the date of repair (365 days in Wisconsin) (as soon as reasonably possible in Utah), to determine if such repair will be covered by this **Contract**. If covered, the **Contract** Holder will be reimbursed for the repair subject to the Terms and Conditions.

C. IF YOUR VEHICLE BREAKS DOWN ON THE ROAD:

Follow the same steps as above. If necessary, the repair facility will be paid, less the **Deductible** (if any), by the **Administrator's** national charge card system (MasterCard or VISA) on the **Contract** Holder's behalf. In some cases, the **Contract** Holder may need to pay the repair bill in full. If so, **Contract** Holder will be reimbursed for the **Registered** amount of the repair, less the **Deductible** (if any). If there are any questions regarding claim procedures or **Coverages**, please call the **Administrator** at the number below and ask for a Customer Support Representative.

AMT Warranty Corp.
P.O. Box 927, Bedford, TX 76095
Customer Service / Claims (877) 265-1072*
Email: protectionplanclaims@amtrustgroup.com
Available 24 hours a day / 365 days a year
*For Towing/Road Service and Lost Key/Lockout Assistance, Call (855) 237-3824
You will be requested to provide Your Contract number or last 8 digits of Your VIN, Producer Code 10951 and Plan Letter BH
Many vehicle manufacturers provide Road Club Service during the manufacturer's limited warranty period, please refer to Your manufacturer's road club benefits on how to obtain service.

SCHEDULE OF COVERAGES

PLATINUM COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts listed in Silver **Coverage** and any other parts, except for those items listed in the Exclusions section of this **Contract**.

PLATINUM WRAP COVERAGE

We will pay or reimburse **You** for approved costs, in excess of any **Deductible**, to repair or replace any **Breakdown** of all parts except for those parts that the manufacturer covers during their warranty term (full or certified), and except for those items listed in the Exclusions section of this **Contract**.

SILVER COVERAGE

1. ENGINE: Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts.

2. TRANSMISSION: (Automatic or Standard) Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.

3. DRIVE AXLE: (Front and Rear) Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.

4. TURBOCHARGER/SUPERCHARGER: (Factory Installed Only) Turbocharger / Supercharger Housing and All Internally Lubricated Parts.

5. TRANSFER CASE: Transfer Case and All Internally Lubricated Parts.

6. STEERING: All Internal Parts contained within the Steering Box; Rack and Pinion Gear; Power Steering Pump; Power Steering Hoses; Steering Knuckles; Pitman Arm; Idler Arm; Tie Rod Ends and Drag Link; Steering Dampner; Upper and Lower Steering Column Shafts and Couplings, including Internal Tilt–Wheel Mechanism; Steering Box and Rack and Pinion Gear Housings; Power Steering Assist Cylinder; Power Steering Pump Cooler; Twin "I" Beam & Bushings; and Steering Travel Stop. **REAR WHEEL STEERING:** Rear Steering Shaft and Couplings; Power Cylinder and Pump; Electronic Control Unit/ Solenoid; Phase Control Unit; Stepper Motor; Steering Box; Control Valve; Rack; and Tie Rod Ends.

7. ELECTRICAL: Alternator; Voltage Regulator; Starter Motor; Starter Solenoid and Starter Drive; Engine Compartment Wiring Harness; Computerized Timing Control Unit; Electronic Ignition Module; Crank Angle Sensor; Knock Sensor; Ignition Switch; Ignition Switch Lock Cylinder; Front and Rear Window Wiper Motor, Washer Pump and Switch; Stop Lamp Switch; Headlamp Switch; Turn Signal Switch; Heater/A.C. Blower Speed Switch; Manual Heater/A.C. Control Head; Horns; Trailer Brake Wiring Harness; Auxiliary Power Supply Wiring; Exterior Cab Lighting; Auxiliary Fuel Tank Switching Unit and Switch; and O-2 Sensors.

8. ENHANCED ELECTRICAL: Electronic Instrument Cluster; Distributor; Ignition Coil; Electronic Combination Entry System (Does Not Include Transmitters and Receivers for Remote Locks); Cruise Control Module, Transducer, Servo and Amplifier; Powertrain Control Module; Headlamp Motors; Power Window Motor; Power Seat Motor; Power Mirror Motor; Power Antenna Motor/Mast Assembly; Convertible Top Motor; Power Sunroof Motor; Power Window Switch; Cruise Control Engagement Switch; Power Seat Switch; Power Mirror Motor Switch; Rear Defogger Switch; Power Door Lock Actuator and Switch. OnStar, CUE, IntelliLink and MyLink (does not include programming or updates). **AIRBAGS/SAFETY RESTRAINT SYSTEM:** Airbags, Impact Sensors, Clock Springs, Safety Belts, Anchor Tensioner and Latch, Passenger Presence System, Occupancy Sensors, Inflator Modules and Restraint Sensing Module.

9. BRAKES: The following ABS Parts are covered: Electronic Control Processor; Wheel Speed Sensors; Hydraulic Pump/Motor Assembly; Pressure Modulator Valve/Isolation Dump Valve; and Accumulator. The following parts are also covered: Master Cylinder; Power Brake Cylinder; Vacuum/Hydro Assist Booster; Disc Brake Caliper; Wheel Cylinders; Compensating Valve; Brake Hydraulic Lines and Fittings; Hydraulic Control Unit; Hydraulic Trailer Brake Assembly and its Components.

10. AIR CONDITIONER: Condenser; Compressor, Compressor Clutch and Pulley; Air Conditioning Lines and Hoses; Evaporator; Idler Pulley and Idler Pulley Bearing; High/Low Compressor Cut-off Switch; Expansion Valve; and Pressure Cycling Switch. The following parts are also covered if they are required in connection with the repair of a covered part listed above **and** only if they have failed: Accumulator/Receiver Dryer; Orifice Tube; Oil and Refrigerant.

11. SEALS AND GASKETS COVERAGE: Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

SURCHARGED COVERAGE

COMMERCIAL USE: If the **Contract Registration Page** shows that **You** purchased the **Commercial Use** option, see **Commercial Use** definition for specific usage. This surcharge is mandatory as it applies.

BENEFITS

RENTAL: In the event of a **Breakdown** covered by this **Contract**, **We** will pay or reimburse **You** for receipted expenses to rent a replacement vehicle (from a licensed rental agency) or for alternate public transportation while **Your Vehicle** is being repaired. **Coverage** will be provided to **You** on the following basis, up to a maximum of forty dollars ($40) per day and a maximum of $280 for each repair visit, unless increased as specified below as a result of parts availability delays. To be eligible for rental **Coverage**, the repair must either: (i) require two (2) or more labor hours or, (ii) cause the covered **Vehicle** to be inoperable and kept in the repair facility overnight. The maximum dollar limit allowed for each repair visit will be increased to a maximum of $400 if the covered repairs are delayed because of parts availability issues. **We** must be notified of any parts delay within the first five days of the rental period. No **Deductible** applies to this benefit.

TOWING/ROAD SERVICE: In the event **Your Vehicle** is disabled, **We** will pay or reimburse **You** for receipted towing or road service expenses up to one hundred fifty dollars ($150) per occurrence. Any payment shall be for actual towing or road service charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service coverage. No **Deductible** applies to this benefit.

TRIP INTERRUPTION: In the event a **Breakdown** covered by this **Contract** occurs more than one hundred (100) miles from **Your** home and results in the repair facility keeping **Your Vehicle** overnight, **We** will reimburse **You** for receipted hotel and restaurant expenses, up to two hundred dollars ($200) per day for a maximum of four (4) days (Total benefit per occurrence of $800). No **Deductible** applies to this benefit.

LOST KEY/LOCK OUT: If the keys for **Your Vehicle** are lost, broken or accidentally locked in **Your Vehicle**, **We** will reimburse **You** for receipted expenses, up to a maximum of thirty-five dollars ($35) for locksmith services. No **Deductible** applies to this benefit.

EXCLUSIONS

This Vehicle Service **Contract** provides no **Coverage** or Benefits in case of the following:

A. **For any of the following parts: carburetor, battery and battery cable/harness (unless listed as specific covered parts), standard transmission clutch assembly, friction clutch disc and pressure plate, distributor cap and rotor, glass, lenses, sealed beams, light bulbs, fuses, circuit breakers, cellular phones, game centers, AM/FM radio/cassette/CD players exceeding $3000 repair or replacement cost, speakers, audio/ video equipment, any pixel damage on display screens, electronic transmitting/receiving devices, remote control consoles, radar detection**

devices, brake rotors and drums, all exhaust components, and the following emission components: EGR purge valve/solenoids/sensors, vacuum canister, vapor return canister, vapor return lines/valves, air pump/lines/valves, catalytic converter/filtering/sensors, emission vapor sensors, gas cap/filler neck, weather strips, trim, moldings, bright metal chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts, vinyl and convertible tops, any convertible top assemblies, hardware or linkages, tires, wheels/rims. External nuts, bolts and fasteners are not covered except where required in conjunction with a covered repair.

B. For maintenance services and parts described in Your Vehicle's owner's manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses, drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

C. For any damage and/or Breakdown resulting from collision, road hazard, fire, theft, vandalism, riot, acts of terrorism, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, chemicals, contamination of fluids, fuels, coolants or lubricants.

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by sludge build-up resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

E. For any repair or replacement of any covered part if a Breakdown has not occurred. Any part that a repair facility or manufacturer recommends or requires that it be replaced or repaired, or is an update, and is not a Breakdown, is Your responsibility and expense.

F. If any alterations have been made to Your Vehicle or You are using or have used Your Vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits, any tire that is not recommended by the original manufacturer if it creates an odometer/speedometer variance of greater than 4%, trailer hitches. Also not covered are any emissions and/or exhaust systems modifications, engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications.

G. If, while owned by You, Your odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way subsequent to purchase of this Contract.

H. If Your Vehicle has ever been a total loss, salvaged, rebuilt or is a grey market vehicle.

I. For any liability for property damage, or for injury to or death of any person arising out of the operation, maintenance or use of Your Vehicle described in this Contract, whether or not related to the parts covered. For loss of use, time, profit, inconvenience, or any other consequential loss, including any Consequential Damage to a non-covered part that results from a Breakdown.

J. For any Breakdown where the manufacturer is responsible for the repair or if the Breakdown is covered by a repairer's guarantee/warranty (regardless of manufacturer's or repairer's ability to pay for such repairs).

K. If Your Vehicle is used for towing (unless Your Vehicle is equipped with factory installed or factory authorized tow package), or is used as a Commercial unit (unless appropriate surcharge is marked on Registration Page and only as defined under "Definitions", "Commercial Use"), or is used for rental, taxi, limousine or shuttle, towing/wrecker service, dumping (dump beds), cherry pickers, lifting or hoisting, police or emergency service, principally off-road use, prearranged or organized racing or competitive driving.

L. For any Pre-existing condition or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

M. For Breakdowns that occur and/or repairs made outside of the United States of America and Canada.

N. For Diagnostic and/or Teardown procedures that are not listed, or are in excess of the times listed in the current year's national flat rate hourly guide in conjunction with a covered repair.

ARBITRATION PROVISION

As used in this provision, "You" and "Your" means the person or persons named in this **Contract**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Contract will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed $75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

ARBITRATION AGREEMENT

(1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
- claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
- claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
- claims that may arise after the termination of this **Contract**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Contract, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Contract** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Contract**.

(2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., 2200 Hwy 121, Suite 100, Bedford, TX 76021 ("Notice Address"). The Notice must (a) describe the nature and basis of the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

(3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than $75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Contract**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Contract**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for $10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than $75,000 in damages, payment of these fees will be governed by the AAA rules.

(4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:

- pay You the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
- pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").

If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

(5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.

(6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be voidable.

(7) Notwithstanding any provision in this **Contract** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Contract**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS / DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

ALABAMA

No administrative fee will be charged if **We** cancel **Your Contract**. In the event **We** cancel this **Contract**, written notice will be sent to **Your** last known address at least five (5) days prior to cancellation with the effective date of the cancellation and the reason for the cancellation. Prior notice is not required if the reason for cancellation is non-payment of the provider fee or material misrepresentation by the Service **Contract** Holder to the provider relating to the covered property or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.
An administrative fee not to exceed twenty-five dollars ($25.00) will be charged for cancellations occurring after sixty (60) days, or if a claim has been filed.

ALASKA

This **Contract** does provide **Coverage** if **Your Vehicle** is used for snow removal, provided **Your Vehicle** is properly equipped for such use and is not used commercially.
This **Contract** does not provide **Coverage** for damages for bad faith, punitive or exemplary damages, personal injury including bodily injury, property damage (except as specifically stated in the **Contract**), and attorney's fees.

ARIZONA

You may also cancel this **Contract** by returning it to the **Administrator,** AMT Warranty Corp., as listed on the **Registration Page**.
We may cancel this **Contract** for non-payment of the **Contract** charge, or for **Your** misrepresentation in the submission of a claim. **We** may cancel this **Contract** if **Your Vehicle** is found to be modified by **You** in a manner not recommended by the manufacturer after the **Contract** start date, or **Your Vehicle** is found to be used as a **Commercial Vehicle** and the applicable surcharge has not been marked on the **Registration Page** and payment has not been received for this surcharge.
Only those alterations made to **Your Vehicle** after the **Contract** start date are excluded as noted in EXCLUSION **F.**
EXCLUSION **H.** does not apply to Arizona residents.
EXCLUSIONS SECTION - Item **L.** is deleted and replaced with the following:
L. If the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.
The Arbitration Provision does not prohibit an Arizona resident from following the process to resolve complaints as outlined by the Arizona Department of Insurance. To learn more about this process, You may contact the Arizona Department of Insurance at 2910 N. 44th St., 2nd Floor, Phoenix, AZ 85018-7256, ATTN: Consumer Affairs..

CALIFORNIA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.
The definition of **Pre-existing** means existing prior to the **Contract** Purchase Date as shown on the **Registration Page** of this Service **Contract**.
We cannot deny a claim solely based on untrue information having been provided during the course of filing a claim.
PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **3.** is deleted and replaced with the following:
3. BREAKDOWN OF COVERED PARTS
We will pay or reimburse You for approved costs to repair or replace any Breakdown of a part listed in the Schedule of Coverages. All repairs or replacements will be made using only genuine OEM new or genuine OEM remanufactured parts unless otherwise authorized by You **OR WHERE SUCH PARTS ARE NOT REASONABLY AVAILABLE AS DETERMINED BY THE ADMINISTRATOR.**
After sixty (60) days, **We** may only cancel this **Contract** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Contract** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Contract** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Contract** within sixty (60) days, the entire **Contract** price will be refunded, less any

claims paid or approved for payment prior to the cancellation date. If **We** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **We** cancel this **Contract**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**. If **You** cancel this **Contract** within sixty (60) days, and no claims have been filed, the entire **Contract** charge will be refunded. If **You** cancel this **Contract** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins. If **You** cancel this **Contract** after sixty (60) days, **We** will refund an amount of the **Contract** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** price charged will be charged.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Contract** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Contract**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Contract** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

COLORADO

The policy number for Wesco Insurance Company is WIC-AMT-SCRI-040111.

CONNECTICUT

Resolution of Disputes - In accord with CT Bulletin PC-45, a written complaint may be mailed to: State of Connecticut, Insurance Department, P O Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the product, the cost of repair of the product and a copy of the warranty **Contract**.

Connecticut Public Act, 87-393, Laws 1987, requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with a sale price of $3,000 but less than $5,000

Provides coverage for 30 days or 1,500 miles, whichever occurs first.

Used vehicles with a sale price of $5,000 or more

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **Your Vehicle** is being repaired for a **Breakdown** covered by the warranty plan, and the warranty plan expires during the repair, the warranty plan is extended until the repair is completed.

You may cancel this **Contract** if **You** return the covered **Vehicle** or the covered **Vehicle** is sold, lost, stolen, or destroyed.

FLORIDA

The rate charged to **You** for this **Contract** is not subject to regulation by the Florida Office of Insurance Regulation.

The definition of **Commercial Use** is deleted and replaced with the following:

Commercial Use - Means **Vehicles** used for Farming or Ranching, Route Work, Job-Site Activities, Service or Repair Work and Delivery of Goods. Usage must not exceed manufacturer's ratings and/or limitations and **Vehicle** cannot exceed 10,000 lbs. GVW.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **4.** is deleted and replaced with the following:

4. DEDUCTIBLE

In the event of a **Breakdown** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to Benefit **Coverages**, if provided by this **Contract**. **You** have a Per Repair Visit **Deductible**, as shown on the **Registration Page**, the **Deductible** amount will be applied on a Per Repair Visit basis. If the **Deductible** box is blank on **Your Registration Page**, **Your Deductible** is $100.

This Contract may be cancelled by You within sixty (60) days of purchase upon written request. We will refund 100 percent (100%) of the gross written premium minus claims paid (if any) plus an administrative fee of 5 percent (5%). If You cancel the Contract after sixty (60) days, We will refund 90 percent (90%) of the unearned pro rata premium. If We cancel the Contract, We will return 100 percent (100%) of the unearned pro rata premium. After the Contract has been in effect for more than sixty (60) days, We may only cancel for material misrepresentation, odometer tampering and You fail to repair, failure to maintain the motor vehicle as prescribed by the manufacturer, non-payment of premium (in which case You will be notified of cancellation by certified mail), if Your Vehicle is found to be modified in a manner not recommended by the manufacturer, or Your Vehicle is found to used as a Commercial Vehicle but the applicable surcharge has not been marked on the Registration Page and payment has not been received for this surcharge.

Arbitration is non-binding in the State of Florida. Arbitration proceedings shall be conducted in the county in which the consumer resides.

GEORGIA

EXCLUSIONS SECTION - Items **D.** and **L.** are deleted and replaced with the following:

D. For any Breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for Your Vehicle, or improper servicing or repairs subsequent to purchase. For any Breakdown caused by contaminants resulting from Your failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or Breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect Your Vehicle from further damage when a Breakdown has occurred or failure to have Your Vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes Your failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking, and not protecting Your Vehicle by continuing to drive creating damage beyond the initial failure.

L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You cannot be verified as accurate or is found to be deceptively inaccurate.

Only those alterations made to **Your Vehicle** while owned by **You** are excluded as noted in EXCLUSION **F.**

The lienholder shown on the **Registration Page** and the funding party referenced in Provision 12. Financial Agreements may only cancel this **Contract** for non-payment if they hold a power of attorney.

We may cancel this **Contract** for non-payment of the **Contract** charge, for material misrepresentation, or for fraud and no administration fee will be charged. The cancellation shall be in writing and shall not be less than 30 days from the date of mailing or delivery in person of such notice of cancellation. If this **Contract** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this **Contract** is cancelled by **You**. If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

HAWAII

The definition of **Breakdown** means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non–covered parts.
Hawaii Revised Statutes requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 25,000 miles at the time of sale
Provides coverage for 90 days or 5,000 miles, whichever occurs first.
Used vehicles with 25,000 miles or more but less than 50,000 miles at the time of sale
Provides coverage for 60 days or 3,000 miles, whichever occurs first.
Used vehicles with 50,000 miles or more but not more than 75,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.

IDAHO

Notice - **Coverage** afforded under this **Contract** is not guaranteed by the Idaho Insurance Guarantee Association.

ILLINOIS

THE DEFINITION OF "WE, US, AND OUR" USED FREQUENTLY THROUGHOUT THE VEHICLE SERVICE CONTRACT IS DEFINED AS AMT WARRANTY CORP.
This Vehicle Service Contract provides no Coverage or Benefits for any repair or replacement of any covered part if a Breakdown has not occurred. A gradual reduction in operating performance due to wear and tear does not constitute a Breakdown.
The Vehicle Service Contract provides no Coverage or Benefits for failures resulting from normal wear and tear.
The Vehicle Service **Contract** provider may retain a cancellation fee not to exceed the lesser of 10% of the Vehicle Service **Contract** price or fifty dollars ($50.00).

INDIANA

This Service **Contract** is not insurance and is not subject to Indiana insurance laws.
Your proof of payment to the issuing dealer for this **Contract** shall be considered proof of payment to the Insurance Company which guarantees **Our** obligations to **You**.
If **We** fail to perform or make payment due under the service contract within sixty (60) days after **You** request the performance or payment, **You** may request the performance or payment directly from the insurer that issued the provider's service contract reimbursement policy, including any applicable requirement under the service contract that the provider refund any part of the cost of the service contract upon cancellation of the service contract.
EXCLUSIONS SECTION- Item **L**. is deleted and replaced with the following:
L. For any Pre-existing condition known to You or for any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date.
Arbitration is not mandatory and is non-binding in the State of Indiana. Arbitration proceedings shall be conducted in the county in which the consumer resides.

IOWA

If **You** have any questions regarding this **Contract**, **You** may contact the **Administrator** by mail or by phone. Refer to the **Registration Page** for the **Administrator's** address and toll free telephone number. Iowa residents only may also contact the Iowa Insurance Commissioner at the following address: Iowa Insurance Department, 330 Maple Street, Des Moines, Iowa 50319-0065, (877) 955-1212.
If **You** cancel this **Contract**, **We** must mail written notice of cancellation to **You** within 15 days of cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty will be added each month to any refund not paid to the **Contract** Holder within thirty (30) days of the return of the Service **Contract** to the Service Company.

KANSAS

SCHEDULE OF COVERAGES – Lost Key/Lockout is not available.

LOUISIANA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
CANCELLATION OF **YOUR CONTRACT** SECTION – Item **d.** is deleted and replaced with the following:
d. If **You** cancel this **Contract** within the first thirty (30) days, the full price **You** paid for the Service **Contract** will be refunded, less a fifty dollar ($50) administrative fee. If **You** cancel this **Contract** after the first thirty (30) days, **We** will refund to **You** an amount according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

MAINE

An administrative fee not to exceed twenty-five dollars ($25.00) or ten percent (10%) of the **Contract** charge, whichever is less, will be charged for cancellations occurring after sixty (60) days or if a claim has been filed.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation. The notice will state the effective date of the cancellation and the reason for the cancellation.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the service **Contract** to the provider.

MARYLAND

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the **Administrator**.If **Your Vehicle** is being repaired for a **Breakdown** covered by this **Contract**, and the **Contract** expires during the repair, the **Contract** term is extended until the repair is completed.

MASSACHUSETTS

NOTICE TO CUSTOMER: PURCHASE OF THIS CONTRACT IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A VEHICLE. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. THE SELLER OF THIS COVERAGE IS REQUIRED TO INFORM YOU OF ANY WARRANTIES AVAILABLE TO YOU WITHOUT THIS CONTRACT.
Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with less than 40,000 miles at the time of sale
Provides coverage for 90 days or 3,750 miles, whichever occurs first.
Used vehicles with 40,000 miles or more but less than 80,000 miles at the time of sale
Provides coverage for 60 days or 2,500 miles, whichever occurs first.
Used vehicles with 80,000 miles or more but less than 125,000 miles at the time of sale
Provides coverage for 30 days or 1,250 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer

warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

MINNESOTA

The coverages listed below are provided to **You** by the dealer at no charge as required by Minnesota Statute 325F.662. The term of the required warranty is based on the mileage at the time of sale as follows:

Used vehicles with less than 36,000 miles at the time of sale

Provides coverage for 60 days or 2,500 miles, whichever occurs first.

Used vehicles with 36,000 miles or more but less than 75,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

Engine: Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings; and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter. **Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts. **Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on vehicles other than passenger vans, mounted on a truck chassis. **Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers. **Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack. **Note:** The following parts are covered only on vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this **Contract** during the applicable warranty period, unless the dealer becomes unable to meet its obligations. **Your** rights and obligations are fully explained in the dealer issued used vehicle limited warranty document.

If **We** cancel this **Contract** for nonpayment of the provider fee, a material misrepresentation by **You** to the provider, or a substantial breach of duties by **You** relating to the covered product or its use, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known at least fifteen (15) days prior to cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month will be added to a refund that is not paid or credited within 45 days after return of the **Contract** to the **Administrator**.

If **You** have cancelled this **Contract** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the Insurance Company identified on the **Registration Page**.

EXCLUSIONS SECTION – Items **B.** and **L.** are deleted in their entirety and replaced by the following:

B. For normal maintenance services and parts which include: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses (unless listed as specific covered parts), drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a Breakdown.

L. For any Breakdown occurring before Coverage takes effect or prior to the Contract Purchase Date, or if the information provided by You, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSISSIPPI

Our obligations and the performance to **You** under the Service **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038.

If **We** cancel this **Contract** for non-payment, **We** shall mail a written notice to **You** at **Your** last known address at least ten (10) days before cancellation. If **We** cancel this **Contract** for any other reason, **We** shall mail a written notice to **You** at **Your** last known address at least thirty (30) days before cancellation. The notice must state the effective date of the cancellation and the reason for the cancellation.

The Arbitration Provision section of this **Contract** is stricken in its entirety.

MISSOURI

If this **Contract** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund **You** the entire purchase price of the **Contract**. If this **Contract** is cancelled within the first sixty (60) days and a claim has been filed, **We** will refund **You** the entire purchase price of the **Contract** less claims paid. This "free-look" period only applies to the original **Contract** purchaser. If this **Contract** is cancelled after the first sixty (60) days **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If this **Contract** is cancelled, **We** shall mail written notice of cancellation to **You** within forty-five (45) days of cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and no claims have been filed, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of the **Contract** to the provider.

MONTANA

If **We** cancel this **Contract, We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to provider; or substantial breach of duties **You** relating to the covered product or its use.

NEBRASKA

We may only cancel this Service **Contract** for fraud, material misrepresentation, nonpayment by **You**, or a substantial breach of duties by **You** relating to the covered property or its use. If **We** cancel this **Contract**, **We** will give **You** sixty (60) days notification, except for non-payment, which will be ten (10) days notification.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Nebraska and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

NEVADA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

Any claim for repairs that have not received prior approval will not be covered.

We may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, **We** may only cancel this Service **Contract** for: (a) Nonpayment by **You**; (b) **Your** conviction of a crime which results in an increase in the service required under this **Contract**; (c) Fraud or material misrepresentation by **You** in obtaining this **Contract**, or in presenting a claim for service thereunder; (d) Discovery of: (1) An act or omission by **You** or (2) A violation by **You** of any condition of this **Contract**, which occurred after the effective date of the **Contract** and which substantially and materially increases the service required under the **Contract**; or (e) A material change in the nature or extent of the required service or repair which occurs after the effective date of this **Contract** and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that this **Contract** was issued or sold. If **We** cancel **Your Contract**, **You** will be entitled to a refund on the unearned **Contract** fee according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, no administrative fee will be deducted. In the event **We** or the lienholder cancel this **Contract**, written notice will be sent to **Your** last known address at least fifteen (15) days prior to cancellation with the effective date of the cancellation.

You may cancel this **Contract** at anytime. If **You** have made no claim and **Your** request for cancellation is within sixty (60) days, the full price **You** paid for the Service **Contract** will be refunded and no administrative fee will be deducted. If **You** have made a claim under the **Contract**, or if **Your** request is beyond the first sixty (60) days, **We** will refund to **You** an amount based on the pro-rata method, less a fifty dollar ($50.00) administrative fee. If **Your Contract** was financed, the outstanding balance will be deducted from any refund. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date and the refund is not processed within forty-five (45) days, a penalty of ten percent (10%) of the **Contract** price will be added to the refund for every thirty (30) days the refund is not paid.

EXCLUSIONS SECTION – Item **F.** is amended by adding the following:

F. This Contract will not cover any unauthorized or non-manufacturer recommended modifications to Your Vehicle, or any damages arising from such unauthorized or non-manufacturer recommended modifications. However, if Your Vehicle is modified in a manner that is not recommended by the manufacturer of Your Vehicle, this Contract will continue to provide any applicable Coverage that is not related to the unauthorized or non-manufacturer recommended modification or any damages arising there from, unless such Coverage is otherwise excluded by the terms of this Contract.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

10. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure by **You** to make monthly payments in a timely manner may result in cancellation of this **Contract**. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for **Coverage** under the terms of the **Contract**.

The Arbritration Provision section of this **Contract** is not mandatory Pursuant to Nevada Law.

NEW HAMPSHIRE

In the event **You** do not receive satisfaction under this **Contract**, **You** may contact the New Hampshire Insurance Department at 21 South Fruit St., Suite 14, Concord, NH 03301-7317.

Cancellation and Transfer Fees do not apply.

The Arbirtration Provision of this Service **Contract** is stricken in its entirety.

NEW JERSEY

If **You** request cancellation of this **Contract** within sixty (60) days of the purchase date of the **Contract** and the refund is not paid or credited within forty-five (45) days after **Your** cancellation request to **Us**, a ten percent (10%) penalty will be added to the refund for every thirty (30) days the refund is not paid. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days before cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Written notice is not required if canceled due to nonpayment by **You** of the provider fee; a material misrepresentation by **You** to the provider; or substantial breach of duties **You** relating to the covered product or its use.

NEW MEXICO

You may cancel this **Contract** within sixty (60) days of the time of sale. If **You** have made no claim, the service **Contract** is void and the full purchase price will be refunded to **You**. A ten percent (10%) penalty per month will be added to a refund that is not made within sixty (60) days of **Your** return of the service **Contract**. These provisions apply only to the original purchaser of the service **Contract**. In the event **We** cancel this service **Contract**, **We** will mail a written notice to **You** at **Your** last known address at least fifteen (15) days prior to cancellation with the effective date for the cancellation and the reason for the cancellation. The provider of this service **Contract** may cancel this **Contract** within seventy (70) days from the date of purchase for any reason. After seventy (70) days, the provider may only cancel this service **Contract** for fraud, material misrepresentation, non-payment by **You** or a substantial breach of duties by **You** relating to the covered property or its use.

NEW YORK

Section 196b of New York General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used vehicles with 36,000 miles or less at the time of sale

Provides coverage for 90 days or 4,000 miles, whichever occurs first.

Used vehicles with more than 36,000 miles but less than 80,000 miles at the time of sale

Provides coverage for 60 days or 3,000 miles, whichever occurs first.

Used vehicles with 80,000 miles or more but no more than 100,000 miles at the time of sale

Provides coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the Service **Contract** to the provider.

If **We** cancel this Service **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of a cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.

NORTH CAROLINA

An administration fee not to exceed the lesser of ten percent (10%) of the pro-rata refund amount or fifty dollars ($50.00) will be applied if this Service **Contract** is cancelled by **You**. **We** may cancel this **Contract** only for non-payment of the purchase price of the **Contract** or a direct violation of the **Contract** by **You**.

OKLAHOMA

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.

This is not an insurance **Contract**.

Coverage afforded under this **Contract** is not guaranteed by the Oklahoma Insurance Guaranty Association.

PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT** SECTION - Item **10.** is deleted and replaced with the following:

11. FINANCIAL AGREEMENTS

If this **Contract** was financed (purchased on a payment plan) by a funding party, the funding party shall be entitled to any refund(s) resulting from cancellation of this **Contract** for any reason including repossession of **Your Vehicle**, or total loss of **Your Vehicle**. Failure to make monthly payments in a timely manner may result in cancellation of this **Contract** and no claims will be approved.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **d.** is deleted and replaced with the following:

d. If this **Contract** is canceled within the first sixty (60) days after **Coverage** takes effect by the warranty holder and no claims have been filed, **We** will refund the entire **Contract** charge paid. If this **Contract** is canceled by the warranty holder after the first sixty (60) days of **Coverage** taking effect or a claim has been filed within the first sixty (60) days after **Coverage** has taken effect, return of premium shall be based upon ninety percent (90%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**. In the event the **Contract** is cancelled by the association, return of premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium less the actual cost of any service provided under the service warranty **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.

While arbitration is mandatory, the outcome of any arbitration shall be non-binding on the parties, and either party shall, following arbitration, have the right to reject the arbitration award and bring suit in a district court of Oklahoma.

OREGON

This Contract is between the Obligor/Provider, AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, and You.

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the Oregon Department of Consumer & Business Services, Insurance Division, Consumer Advocacy Unit at 350 Winter Street NE, Room 300, Salem, Oregon 97301, (888) 877-4894.

The Arbitration section is deleted and replaced as follows:
If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Oregon and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.
Oregon arbitration law will prevail unless it conflicts with the Federal Arbitration Act.
Notwithstanding the foregoing, either party may bring an individual action in small claims court or trial by jury. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Plan, You and We are each waiving the right to participate in a class action.**

RHODE ISLAND

Section 31-5.4 of Rhode Island General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:
Used vehicles with 36,000 miles or less at the time of sale
Provides coverage for 90 days or 4,000 miles, whichever occurs first.
Used vehicles with more than 36,000 miles but less than 100,000 miles at the time of sale
Provides coverage for 30 days or 1,000 miles, whichever occurs first.
The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Contract**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Contract**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Contract**. The required dealer warranty is provided free of charge. Furthermore, the definitions, **Coverages** and exclusions stated in this **Contract** apply only to this **Contract** and are not the terms of the required dealer warranty.

SOUTH CAROLINA

If **You** have any questions regarding this **Contract**, or a complaint against the Obligor, **You** may contact the South Carolina Department of Insurance at Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, (803) 737-6160.
If **We** cancel this **Contract We** shall mail a written notice to **You** at the last known address held by **Us** at least fifteen (15) days prior to cancellation, providing **You** with notice of cancellation date and the reason for cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use.
If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service **Contract** to the provider.

TEXAS

AMT Warranty Corp. Service Contract Administrator License No. 189.
If **You** have any questions regarding the regulation of the Service **Contract** provider or a complaint against the Obligor, **You** may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711, (800) 803-9202.
If this **Contract** is cancelled within the first sixty (60) days, **We** will refund the entire **Contract** charge, less claims paid. If this **Contract** is cancelled after the first sixty (60) days, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a fifty dollar ($50.00) administrative fee and less claims paid. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.
If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at the last known address held by **Us** before the fifth day preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. However, prior notice is not required if the reason for cancellation is nonpayment of the provider fee, fraud or a material misrepresentation by the Service **Contract** Holder to the provider or the provider's administrator, or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. If **We** cancel this **Contract**, no cancellation fee shall apply. **You** may apply for reimbursement directly to the insurer if a refund or credit is not paid before the 46th day after the date on which the Service **Contract** is canceled.
If a Service **Contract** is canceled and the provider does not pay the refund or credit the Service **Contract** Holder's account before the 46th day after the date of the return of the Service **Contract** to the provider, the provider is liable to the **Contract** Holder for a penalty in an amount not to exceed ten percent (10%) of the amount outstanding per month.

UTAH

THE CONTRACT OBLIGOR AND ADMINISTRATOR IS AMT WARRANTY CORP.
This Service **Contract** or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Full payment will be received for the **Contract** Purchase Price listed on the **Contract Registration Page**.
Note: **Coverage** afforded under this **Contract** is not guaranteed by the Property and Casualty Guarantee Association.
We may only cancel this **Contract** for the following reasons by sending to **You** notice of cancellation and the reason for cancellation, via first class mail, to **Your** last known address:
1. **We** may cancel this **Contract** for non-payment of the **Contract** charge. Such cancellation will be effective ten (10) days after mailing of notice.
2. **We** may cancel this **Contract** for misrepresentation of a claim. Such cancellation will be effective thirty (30) days after mailing of notice.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc., 800 Yamato Road, Suite 100, Boca Raton, Florida 33431, (800) 559-0036.
The Arbitration Provision section of this **Contract** is stricken in its entirety.

VERMONT

The Arbitration Provision section of this **Contract** is stricken in its entirety.

WASHINGTON

The definition of "**We, Us** and **Our**" means the obligor/service **Contract** provider of this **Contract** as stated on the **Registration Page** attached to this **Contract.**
CANCELLATION OF **YOUR CONTRACT** SECTION - Items **a., b.** and **d.** are deleted and replaced with the following:
a. **You** may cancel this **Contract** by returning it to the **Administrator** or the Insurer. A ten percent (10%) penalty will be added to any refund that is not paid within thirty (30) days of return of the **Contract** to the **Administrator**.
b. After the first sixty (60) days, **We** may only cancel this **Contract** for misrepresentation in obtaining this **Contract** or in the submission of a claim for nonpayment of the **Contract** charge by **You**.
d. If **You** cancel this **Contract** within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Contract** charge paid. If **You** cancel this **Contract** after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Coverage** begins, less a twenty-five dollar ($25.00) administrative fee. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

This Service **Contract** allows for binding arbitration proceedings to be held at a location in closest proximity to the Service **Contract** Holder's permanent residence. The commissioner is the Service **Contract** provider's attorney to receive service of legal process in any action, suit, or proceedings in any court.
The State of Washington is the jurisdiction for any civil action in connection with the motor vehicle service **Contract**.
Information Disclosure: As the undersigned, I agree that I have read and understand the following **Contract** provisions and implied warranty disclosure:
1. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 8. MAINTENANCE REQUIREMENTS and HOW TO FILE A CLAIM, which outlines **Your** responsibilities regarding maintenance requirements and filing a claim.
2. **SCHEDULE OF COVERAGES**, which outlines the **Coverage** provided under the **Contract**.
3. PROVISIONS OF THIS VEHICLE SERVICE **CONTRACT**, Section 1. **CONTRACT** PERIOD, which outlines the time and mileage limitations.

4. The implied warranty of merchantability on the motor vehicle is not waived if this **Contract** has been purchased within ninety days of the purchase date of the motor vehicle from a provider who also sold the motor vehicle covered by this **Contract**.
5. EXCLUSIONS, which outlines conditions where the **Contract** does not provide **Coverage**.
6. CANCELLATION OF **YOUR CONTRACT**, which outlines the **Contract** cancellation conditions.

_____ _____

Signature Date

WISCONSIN

THE CONTRACT OBLIGOR AMT WARRANTY CORP.
THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

Any claim for repairs that have not been **Registered** prior to having repairs made may jeopardize **Coverage** under this **Contract**, except as provided under Emergency Repairs.

CANCELLATION OF **YOUR CONTRACT** SECTION - Item **b.** and **d.** is deleted and replaced with the following:

b. **We** may only cancel this **Contract** for material misrepresentation by **You**, nonpayment by **You** or a substantial breach of duties by **You** relating to the covered **Vehicle** or its use. If **We** cancel this **Contract**, **We** shall mail a written notice to **You** at **Your** last known address at least five (5) days prior to cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation.

d. If this **Contract** is canceled within thirty (30) days of the date of purchase and no claims have been paid, the **Administrator** shall return one hundred percent (100%) of the purchase price paid and the **Contract** shall be void. The right to void the **Contract** applies only to the original purchaser of the **Contract**. If the refund is not paid or credited within forty-five (45) days after return of the **Contract** to **Us**, **We** shall pay a ten percent (10%) per month penalty of the refund amount outstanding, which **We** shall add to the amount of the refund. For **Contracts** canceled subsequent to the period stated in the preceding paragraph or if a claim has been made under this **Contract** within such period, **We** shall refund 100 percent of the unearned pro rata provider fee and less a cancellation fee not to exceed ten percent (10%) of the **Contract** purchase price paid. If **You** request cancellation due to a total loss of **Your Vehicle** which is not covered by a replacement under the terms of **Your Contract**, the **Administrator** shall return one hundred percent (100%) of the unearned pro-rata **Contract** purchase price paid.

Our obligations and the performance to **You** under this **Contract** are guaranteed and insured by a policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 505-4048. If a covered claim is not paid within sixty (60) days after proof of loss has been filed or, if the Provider becomes insolvent or otherwise financially impaired, **You** may file a claim directly with the Insurance Company at the above address or by calling (866) 505-4048 for reimbursement, payment or provision of this **Contract**.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

If a settlement for a claim dispute cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the **Contract** holder. Arbitration will take place under the laws of the State of Wisconsin and will be held in the **Contract** holder's county of residence or any other county in this state agreed to by both parties.

WYOMING

Our obligations under this Vehicle Service **Contract** are insured by a policy issued by the Insurance Company as noted on the **Registration Page**. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a claim directly with the Insurance Company.

The provider of the Service **Contract** shall mail a written notice to the Service **Contract** Holder at the last known address of the Service **Contract** Holder in the records of the provider at least ten (10) days prior to cancellation by the provider. Prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by the Service **Contract** Holder to the provider or a substantial breach of duties by the Service **Contract** Holder relating to the covered product or its use. The notice shall state the effective date of the cancellation and the reason for cancellation. If **You** cancel this **Contract** within sixty (60) days of the **Contract** Purchase Date, a ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the **Contract** to the provider. In the event the lienholder is named on a cancellation, both the **Contract** Holder and the lienholder will be shown jointly on the cancellation refund check.

24 Hour Roadside Assistance Services are provided by Nation Motor Club, Inc.

The Arbitration Provision section is replaced with the following: At the time of any dispute the parties may voluntarily agree to submit their matters of difference to arbitration in a separate written agreement. Any arbitration proceedings shall be conducted within the state of Wyoming.

VEHICLE MAINTENANCE LOG

DATE SERVICED	MILEAGE WHEN SERVICED / REPAIR ORDER NUMBER	SERVICE PERFORMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

Good morning Betty –

I will have a member of our team reach out to the customer right away. Please contact me if there is ever anyway we can support your office in the future.

Exec Team – Please create a case and assign a member of our SEAL advisor team.

Carol Balgenorth

Business Process Lead

Executive Customer Assistance & Early Response

carol.balgenorth@gm.com

810.429.2093

From: Betty A. Gonko
Sent: Tuesday, September 27, 2016 8:52 AM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Subject: Request for Customer Assistance

Hi Carol,

Would it be possible for a member of your team to reach out to this customer …..

Thanks very much for your help.

Have a good day!

Betty

From: [redacted]
Sent: Tuesday, September 27, 2016 7:56 AM
To: Betty A. Gonko <betty.gonko@gm.com>
Subject: [EXTERNAL] Re: can I ask of you for a couple moments of her time

Thanks, Betty! Below is what I have. Basically, her frustration is that she received a recall letter, she experienced the warned problem and required a tow but, for the time being, still has to absorb the expense of the repair.

[redacted]

[redacted]

[redacted]

2013 Chevrolet Equinox

1GNFLNEK9DZ[redacted]

Bergstrom Chevrolet

3605 Tribeca Dr,

Middleton, WI 53562

Windshield wipers stopped working, called Onstar, tow truck towed to the dealership last Wednesday, September 21, 2016. Replaced wiper motor yesterday, September 26, 2016 to get me back on the road.

I received a recall letter (recall# 25302) on Monday September 19, 2016, but it indicates there is not a fix available yet. I called GM Customer service (Reference # 8-[redacted]) and was told that I would have to pay and be reimbursed, if the repair qualifies, then also have the recall performed when the fix becomes available. I am on my way to the thr dealership now to pick it up.

On Mon, Sep 26, 2016 at 4:18 PM, Betty A. Gonko <betty.gonko@gm.com> wrote:

Hi [redacted]

It's very nice to hear from you. I'm glad to hear you're doing well.

I'm very sorry to hear your friend's sister is experiencing problems with her GM vehicle. Assuming she took the vehicle to the dealer and is not happy with the service there, the next step is for her to contact the brand's (Chevy, Cadillac, Buick-GMC) Customer Assistance Center. If she's done that and they are unable to assist her, could you please send me the following information and I'll pass it on to the next level of Customer Assistance:

- *Customer's name, phone #, e-mail address*
- *Make, model and VIN of vehicle*
- *Name and location of dealer*
- *Brief description of the problem*

Thanks very much.

Take care,

Betty

From: [redacted]
Sent: *Monday, September 26, 2016 3:40 PM*
To: *Betty A. Gonko <betty.gonko@gm.com>*
Subject: *[EXTERNAL] can I ask of you for a couple moments of her time*

Hey Betty --

Long time, no talk and I'm sorry that I'm reaching out to ask for a couple of moments of your time.

A sister of a friend is expressing a customer service-related meltdown concerning her GM product and is rather frustrated. She lives in [redacted] *She's a longtime GM customer and you are their biggest cheerleader that I know.*

If I shared her [redacted] *posts, could you ask someone if what she's being told is actually the best thing GM can do? If you cannot, that's fine. I get it. I have not even suggested to her that I would share her posts. I feel bad for her but would feel worse if I didn't reach out to you for a double-check.*

All else is smooth sailing on my front ;)

Again, if you cannot help, no problem. Just thought it wouldn't hurt to ask.

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.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Unknown	Chevrolet Equinox 2013 2GNFLCEK0D6[redacted] Mileage Now: 106000 mi Warranty Start: 05/02/2013	A GM Dealer has diagnosed the current concern Repairs are complete Vehicle is operable for this concern and is able to be driven

Key Points

CEM Larry called regarding customer's vehicle.
-Per CEM Larry, the customer's issue is related to recall 25302.
-Customer's windshield wipers are not working at all.
-CEM stated he is waiting for response from DMA.
-CEM stated he will order transmission to correct the concern.
-Per CEM, the transmission is related to the customer's issue with the windshield wiper because it is connected to the wiper motor.
-Per CEM Larry, he has not discussed this with the customer so the customer has not yet authorized transmission replacement at this time.

Brenda Benning/CAC Tier 2

Supporting Factors	Limiting Factors
First Time Vehicle Owner Vehicle has been serviced for this concern: 1 time	Vehicle has > 100,000 miles Current or former fleet vehicle Vehicle was purchased used at Unknown miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 Chevrolet Equinox

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Brenda Benning --> 1-866-790-5700 Ext # 5914421

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

Caller English

System [1:47:25 PM]:

Welcome to chat.

Alyssa [1:47:31 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Alyssa. 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.

[redacted] [1:48:04 PM]:

I was wondering if checy has came up with a solution about the 2013 equinox wipers stop working

Alyssa [1:48:25 PM]:

I can look into this for you.

Alyssa [1:48:30 PM]:

Do you happen to have the VIN?

[redacted] [1:48:44 PM]:

I received a letter about a month telling me about it. Which I already knew they stopped on my and almost caused me to wreck

Alyssa [1:49:03 PM]:

I am sorry to hear that.

[redacted] [1:49:06 PM]:

and now its raining and cant trust it

Alyssa [1:49:33 PM]:

Do you happen to have the VIN?

[redacted] [1:50:03 PM]:

2gnflge36d6[redacted]

Alyssa [1:51:00 PM]:

One moment while I look up this informatin for you.

Alyssa [1:53:01 PM]:

Thank you for your patience, [redacted] The windshield wipers do not work now, correct?

[redacted] 1:53:57 PM]:

Now they do.. But had a mechanic fix it but he didn't know how long it wold last

[redacted] [1:54:37 PM]:

And within a couple weeks got a letter saying there was a problem

Alyssa [1:55:13 PM]:

We are still working to develop a remedy as quickly as possible. When the remedy is determined and parts are available, we will send you another letter requesting you to contact your dealer to schedule an appointment for the repair. The repair will be performed on your vehicle at no charge.

[redacted] [1:55:59 PM]:

But my problem is how can I drive the car not knowing if they will stop on me like the last time.

Alyssa [1:57:04 PM]:

I don't have an answer to that. If you experience an issue with one or both of the windshield wipers stop working, contact your local Chevrolet dealership to have them addressed.

[redacted] [1:58:36 PM]:

That will not do me any good.. OnStar had me towed to the Chevy garage when it first happened and they could of cared less it was quitting time so I had to have the car towed back to my house that day

Alyssa [1:59:18 PM]:

I apologize for that inconvenience.

[redacted] [1:59:47 PM]:

Nevermind I will just keep it parked then.

Alyssa [2:00:04 PM]:

Is there anything else I can help you with?

Caller [redacted] left the call.

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

Customer

[redacted]
Best time to contact the customer would be anytime.

Vehicle

Chevrolet Equinox 2013
2GNALDEK6D6[redacted]
Mileage Now: 63061 mi
Warranty Start: 11/10/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer called in seeking info on recall 25302. customer is seeking assistance for the recall repair along with a request for Courtesy Transportation

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Mark Pierce --> 1-866-790-5700 Ext # 5910642

Customer

[redacted]

Vehicle

GMC Terrain 2013
2GKALMEKXD6[redacted]
Mileage Now: 101969 mi
Warranty Start: 12/29/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
	Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Roshelle Rogala --> 1-866-790-5700 Ext # 5921097

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	Chevrolet Equinox 2013	A GM Dealer has diagnosed the current concern Repairs are in-progress
Anytime	Mileage Now: 58000 mi Warranty Start:	Vehicle is operable for this concern and is able to be driven

Key Points

Customer states her windshield wipers stopped working while she was driving 12 miles from home. She says she received some paperwork in the mail about a recall on her windshield wipers, and she took it the dealership for them to take a look at it. She says the dealership told her it will be $300.00 for repair if she has not received the second letter for the recall. The customer did not have her VIN during the call.

Customer seeks cost assistance.

SA advised the customer I will partner with the CEM for resolution.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: April Elam --> 1-866-790-5700 Ext # 5913659

Customer

[redacted]

Vehicle

GMC Terrain 2013
2GKFLVEK5D6[redacted]
Mileage Now: 53781 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer states – I am experiencing problems with my windshield. There is a recall 25302 on it but they are stating there isn't a part for it yet. The windshield wipers are not working and I need it fixed.

Customer seeking : temporary fix on the repair and to be reimbursed for it.

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Althea Watters --> 1-866-790-5700 Ext # 5913236

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - Anytime	GMC Terrain 2013 2GKALUEK3D6[redacted] Mileage Now: 61000 mi Warranty Start: 07/22/2013	A GM Dealer has diagnosed the current concern Repairs are complete Vehicle is operable for this concern and is able to be driven

Key Points

Customer States: Customer Called in inquiring about Recall 25302- The Customer states her . windshield wipers are broke and she can not afford the repair on her vehicle at this time.
The customer was advised that we can go ahead and provide her $100.00 towards the diagnosis of the vehicle and then she can give us a call back after the vehicle has been diagnosed to see if she can get cost assistance. The assiting agent advised the customer that she was going to go ahead and get in contact with AUFFENBERG OF CARBONDALE to see what appointment time they have available. They called on 10/31/16. On Today 11/2/2016 customer was contacted and advised her that it will be $150 but she does not have the money for the repair.

Customer Request: Cost Assistance on the repair. The customer still has the loaner vehicle and would like to return it and get her vehicle.

SA Advised:I will work with CEM Rick Johnson to see if we can address her cost assistance concern.

Supporting Factors	Limiting Factors
Original Owner 3 GM Vehicles Purchased	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 GMC Terrain, 2008 Silverado, 2008 Silverado

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Benedict Moreno --> 1-866-790-5700 Ext # 5910033

Customer

[redacted]

Vehicle

Chevrolet Equinox 2014
2GNALBEK3E6[redacted]
Mileage Now: 55000 mi
Warranty Start: 11/30/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

STS: Customer states the windshield wiper transmission and motor has failed. The dealer diagnosed it and the estimate is 455 + 57 dag. She is very upset - she not not know want to pay for this.

SKS She does not think this is something that she should have to pay for it. She said all they offered her was 1/2 hour diag instead of 1 hour. She wants substantial reduction - this should last the life of the car!

ADV:I explained that I understand her frustration - I explained she is out of warranty and she knows that. I said I will get in touch with our contact and see what we can do for assistance, but I stated I could not promise.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Eric Nustad --> 1-866-790-5700 Ext # 5921792

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

Caller English

System [3:11:35 PM]:

Welcome to chat.

Lakeshia [3:11:51 PM]:

Thank you for contacting General Motors Customer Assistance, . My name is Lakeshia. 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.

[redacted] [3:12:31 PM]:

Hey lakeshia. How you doing?

[redacted] [3:12:57 PM]:

I just have a concern matter

Lakeshia [3:13:19 PM]:

I am good. How are you?

Lakeshia [3:14:08 PM]:

I am happy to assist you.

[redacted] [3:14:24 PM]:

I have a recall matter. No one is concern of my safety at all

[redacted] [3:15:01 PM]:

And I want to talk to the top notch people who owns gm

Lakeshia [3:15:44 PM]:

I am certainly sorry to hear about your concern. I am in the best position to assist you however.

Lakeshia [3:16:08 PM]:

What is your concern specifically?

[redacted] [3:17:26 PM]:

I have a recall on ball joints in my windshield wipers and it has completed went out

[redacted] [3:17:58 PM]:

I can't drive and I almost crash because it went out while driving

[redacted] [3:18:56 PM]:

But recall center states that they don't have the parts and there's nothing they can do

[redacted] [3:19:26 PM]:

So I have no car because it illegal to drive like that

Lakeshia [3:19:51 PM]:

I am certainly sorry to hear of your concern with your windshield wipers.

Lakeshia [3:20:04 PM]:

Can I have the last 8 characters of your VIN number please?

[redacted] [3:20:47 PM]:

Yes d6[redacted]

Lakeshia [3:21:44 PM]:

Thank you for that information. Do you mind holding 3-5 minutes while I look into this for you?

[redacted] [3:21:54 PM]:

Yes

Lakeshia [3:24:21 PM]:

Thank you for holding. It is advised per GM that if you have experience failure in your windshield wiper module, you should transport the vehicle in a safe manner to a dealer for immediate repairs. If their repair is for the same condition, customers can file for reimbursement when they receive the 2nd letter.

Lakeshia [3:25:13 PM]:

I can assure you that GM is working to ensure that the remedy to this recall is safe and sound.

Lakeshia [3:26:19 PM]:

Your concern will be fully documented here and I can also give you the address for GM Divisional if you would like.

[redacted] [3:26:45 PM]:

Well it's not that easy for me. I just don't have the money to do that. So I will just have to drive my car

[redacted] [3:27:28 PM]:

I will also like the number to gm head quarters of you have it please

Lakeshia [3:27:41 PM]:

I certainly apologize for the inconvience.

Lakeshia [3:27:54 PM]:

I have our Divisional address.

Lakeshia [3:27:57 PM]:

It is

Lakeshia [3:28:08 PM]:

General Motors Company

Lakeshia [3:28:19 PM]:

[redacted]

Lakeshia [3:28:38 PM]:

[redacted]

[redacted] [3:29:38 PM]:

Ok

Lakeshia [3:30:56 PM]:

Please keep this service request number 8-[redacted]. This will act as your reference number for this chat today.

Lakeshia [3:31:36 PM]:

Is there anything else I can do to assist you today?

Caller [redacted] left the call.

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

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

Caller English

System [10:30:13 AM]:

Welcome to chat.

Akida [10:30:34 AM]:

Hello Audrey! Thank you for contacting Chevrolet Customer Assistance! My name is Akida, how may I help you today?

Akida [10:31:19 AM]:

Thank you for chatting in with us today. I am still here to assist you with your question(s)?

[redacted] [10:31:36 AM]:

Good morning!!

Akida [10:31:57 AM]:

Thank you for chatting in with us today! What can I do for you?

[redacted] [10:31:57 AM]:

I think I chat here before about a concern about my Recall on my car

[redacted] [10:32:10 AM]:

Ref#[redacted]

[redacted] [10:32:25 AM]:

Can you tell me if that is true

Akida [10:32:50 AM]:

I'm sorry to hear you're having a concern with your vehicle! Our case numbers begin with an 8-. Do you have a number with 8-?

[redacted] [10:33:05 AM]:

No

Akida [10:33:38 AM]:

Okay. May I please have your telephone number and e-mail address so I can see if there is a case for you in our system?

[redacted] [10:34:24 AM]:

[redacted]

Akida [10:35:01 AM]:

Thank you. Please allow me 2-3 minutes to look you up in our system.

Akida [10:38:34 AM]:

Thank you for your patience. I do see you have a previous case with us. Your Service Request Number (also called an SR or Case number) is: 8[redacted]. At this time, a remedy for the recall is not available.

Akida [10:39:00 AM]:

Once a remedy is available, you will receive a secondary letter in the mail to inform you of this and what actions to take next.

[redacted] [10:39:50 AM]:

I was just tiring to see if anything progress

Akida [10:40:18 AM]:

I understand. Nothing has changed as of yet.

[redacted] [10:40:57 AM]:

I have no car my recall have completed went out. Who can I contact to have something done about this

[redacted] [10:41:08 AM]:

Should I take to the dealership

Akida [10:41:42 AM]:

I'm sorry to hear your vehicle isn't running. This is for your 2013 Equinox, correct?

[redacted] [10:41:50 AM]:

Yes

[redacted] [10:42:22 AM]:

Its running but My windshield wipers is completed not working

[redacted] [10:42:44 AM]:

So if I crush my car will it be GM's problem

Akida [10:43:41 AM]:

I apologize, I'm a little confused. Your Equinox is running, but your wipers are not, is that correct?

[redacted] [10:44:51 AM]:

Yes that's the recall

[redacted] [10:45:39 AM]:

Did you need my recall number

Akida [10:46:35 AM]:

Thank you. If your wipers have failed, I would recommend taking your Equinox into your dealership to have them repaired. Parts for the recall are not currently available so this would be at your expense if you are not within your bumper to bumper warranty. If out of warranty, once you receive your second recall letter, you can submit for reimbursement.

Akida [10:46:58 AM]:

No, I have the recall pulled up in my system. Approximately how many miles are on your Equinox?

[redacted] [10:47:40 AM]:

90100

[redacted] [10:47:52 AM]:

93100

[redacted] [10:48:03 AM]:

Just a guess

Akida [10:48:35 AM]:

Thank you. Having this repaired would be at your expense. However, when your second letter arrives, you can then submit for reimbursement. Would you like me to locate a dealership in your area for you?

[redacted] [10:49:41 AM]:

I think GM needs to have something in plan incase the recall breaks before something can be done. Because its people out here who can't provide the money to just get there care repair

Akida [10:50:15 AM]:

I can certainly understand your frustration regarding this. Regrettably, there isn't another option available at this time.

[redacted] [10:51:12 AM]:

So is there a number to call for GM

Akida [10:51:39 AM]:

You're currently speaking with a Sr. Advisor for General Motors.

[redacted] [10:51:57 AM]:

Because I was driving and they went out and I almost crush with my baby in the car

Akida [10:52:23 AM]:

I'm glad to hear you were not in an accident!

[redacted]10:52:23 AM]:

So it has to be somebody I can vent to about the safety of my life

Akida [10:53:57 AM]:

Your life and that of your baby is very important to us here at GM. We certainly don't want anything to happen to either of you! I've documented your complaint in the SR number provided above. I do apologize, but I can only advise taking your Equinox into your local dealership to have them repair this concern for you.

[redacted] [10:55:19 AM]:

Can GM pay for a tempery part for me

[redacted] [10:55:32 AM]:

temporary

[redacted] [10:56:02 AM]:

Or a bus pass to get back and forth to work

Akida [10:56:34 AM]:

Before we could look into cost assistance for this, you would have to have your vehicle diagnosed at your local Chevrolet dealership.

[redacted] [10:57:39 AM]:

So take it to the dealership first? And them what?

[redacted] [10:57:46 AM]:

then

Akida [10:59:32 AM]:

Once at the dealership they will diagnose the concern and provide a cost for the temporary repair. Explain to them you would like cost assistance towards the repair. I would also recommend call/chatting back in with us, provide your SR, and request assistance from us as well.

[redacted] [11:00:50 AM]:

Ok I will do that

[redacted] [11:00:58 AM]:

thanks

Akida [11:01:11 AM]:

You're welcome. Did you have any other questions that come to mind for me today?

[redacted] [11:01:21 AM]:

No thanks

Akida [11:01:34 AM]:

You're welcome. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thank you for visiting and have a nice day. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving.

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

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

Caller English

System [9:11:16 PM]:

Welcome to GMC

Connecting.....A live chat agent is now entering the chat. [Ricardo]

System [9:17:57 PM]:

Welcome to chat.

Ricardo [9:18:18 PM]:

Hello [redacted]l and welcome to GMC Infotainment Customer Support! How may I help you today?

[redacted] [9:20:04 PM]:

hello my name is [redacted]

[redacted] [9:20:16 PM]:

have a chevy equinox 2013

[redacted] [9:20:51 PM]:

my windshield wipers stop working but i can hear the motor running

Ricardo [9:21:33 PM]:

Sorry for the inconvenience, you have reached the wrong department. Bear with me while I get you to the Customer Assistance Center to better assist you. Would that be ok?

[redacted] [9:21:49 PM]:

thanks

Conference call connected. [Serena]

Agent Ricardo left the call

[redacted] [9:22:44 PM]:

hi Serena

Serena [9:22:45 PM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance. My name is Serena.

Serena [9:23:08 PM]:

I'm sorry to hear that you're having a concern with your windshield wipers.

Serena [9:23:29 PM]:

Have you contacted your local Chevrolet dealership regarding this concern?

[redacted] [9:23:54 PM]:

no it just happened a few minutes ago

Serena [9:25:20 PM]:

If they do not appear to be working properly, my recommendation would be that you take your vehicle in to have them inspected. If I may have your zip code I would be happy to locate your nearest dealer.

[redacted] [9:25:57 PM]:

98056

Serena [9:26:36 PM]:

Thank you. While I am doing that, so that I can make sure your inquiry is properly documented and our records are up to date, would you mind confirming your e-mail address, phone number and mailing address?

[redacted] [9:27:07 PM]:

[redacted]

[redacted] [9:27:14 PM]:

[redacted]

Serena [9:27:47 PM]:

Your nearest dealer is GOOD CHEVROLET, INC. 325 SW 12TH ST RENTON, WA 98057-3154

Serena [9:28:04 PM]:

I can have this dealer contact you to set up an appointment. Is that the best number for them to reach you at?

[redacted] [9:28:56 PM]:

that will be wonderful,yes that's the best number and they can leave a detailed msg on that line as well

Serena [9:29:24 PM]:

Do you happen to have your vehicle's VIN?

[redacted] [9:29:50 PM]:

give me a second

Serena [9:29:54 PM]:

No problem.

[redacted] [9:32:33 PM]:

1GNALDEK4DZ[redacted]

Serena [9:32:44 PM]:

Thank you. Do you know the approximate mileage?

[redacted] [9:32:55 PM]:

46k

Serena [9:33:10 PM]:

Thank you. I see that there is currently a recall on your vehicle for the windshield wipers.

[redacted] [9:34:55 PM]:

ok

Serena [9:36:31 PM]:

Recall 2025302 - Windshield Wipers inoperative, if you were interested. I will reach out to your dealer and have them contact you to schedule an appointment.

Serena [9:36:38 PM]:

Was there anything else that I can do for you at this time?

[redacted] [9:37:29 PM]:

thank you for the information,yes if someone can contact me that'll be great

Serena [9:38:38 PM]:

If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and on Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thank you again for visiting and have a good night.

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

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Dale Kohler (C)

From: Dale Kohler (C)
Sent: Friday, November 11, 2016 9:39 AM
To: 'lserra@denooyerchevy.com'
Subject: 8-[redacted] Serra - Request to Customer for Photos

Dear [redacted]

I am happy to be able to help you with your vehicle concern. Please reply to this email with photos of the following items to help my investigation:

Required Photos: All pictures should be clear with no shadows present

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up images of damage
6. Broad view of damaged areas
7. Vehicle Certification Label with VIN visible. (Usually on inside of driver's door)

I also need photos of:

1. The vehicle's title (if available)
2. The current vehicle registration
3. The Owner's driver's license

If you can provide a copy of the repair estimate, that would be great.

As soon as I receive these, I will be able to proceed with the investigation of your case.

Thank you,

Dale Kohler
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913673
Fax: 586-920-0792
Email: dale.kohler@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Dale Kohler
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913673

Fax: 586-920-0792
Email: dale.kohler@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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

Caller English

System [9:10:50 AM]:

Welcome to chat.

Brandon [9:10:57 AM]:

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

Brandon [9:12:10 AM]:

Thank you for chatting in. I am here to assist you.

[redacted] [9:12:37 AM]:

Hi. I own a 2013 GMC Terrain and there is a recall #25302 for windshield wipers. I was in a storm last night when they stopped working and had to get my car towed 75 miles back to my home town. The shop told me this morning that there is a recall but that there is no remedy at the moment and that I have to pay out of pocket. Is this true?

[redacted]AD [9:13:21 AM]:

I commute 150 miles a day currently and can't afford the fix on my vehicle right now but I am truely concerned about my safety. Last night I could have been seriously injured.

Brandon [9:15:30 AM]:

I apologize that your windshield wipers is inoperable and customer safety is very important to us at Chevrolet. For me to better assist you may you please provide me with your VIN number, current mileage, mailing address and phone number?

[redacted] [9:16:39 AM]:

2GKFLTEK9D6[redacted], [redacted]

Brandon [9:17:43 AM]:

Thank you for that information and I'm sorry you are currently experiencing issues with your vehicle. Is your vehicle currently located at a Chevrolet dealership?

[redacted] [9:18:50 AM]:

No. It is at a local shop. But I was on the phone with a local dealership today who told me I would need to bring my car there and then pay out of pocket for the safety recall repair.

Brandon [9:20:29 AM]:

We will need to have your vehicle diagnosed at a local dealer to determine exactly what is causing the concern. If it is due to the recalled part then the repair will be covered at no charge to you (or reimbursed to you) when the final remedy is available; however, if it is not then the repair will be your responsibility. First we need to determine what is causing your current concern.

[redacted] [9:22:48 AM]:

My concern is that if it is the ball joint in the wipers, that I have been told that I need to pay out of pocket and wait for reimbursement even though there is a safety recall.

[redacted] [9:23:31 AM]:

I want to ensure that if this is fixed and if I have to be reimbursed that it is guarenteed that I am reimbursed for this total cost. And not just the cost of the ball joints in the future, for example.

Brandon [9:24:04 AM]:

[redacted] I have created a case in reference to your concern. Your case number is 8-[redacted].

[redacted] [9:24:15 AM]:

It is my understanding that right now the only way they can fix the vehicle is by replacing wiper transmission, which is more expensive than a ball joint.

[redacted] [9:25:03 AM]:

I had a really bad, unsafe, concerning night on a major highway in the dark, requring me to get towed 75 miles last night and this is a serious safety issue for me

[redacted] [9:25:33 AM]:

Can you confirm that if I do have to pay out of pocket that I will be reimbursed for the full charge to fix?

Brandon [9:28:56 AM]:

Your safety is extremely important to us and we sincerely apologize that your vehicle is experiencing the recall component. You will be reimbursed for the repairs and it does take some time to set up and manufacture the parts needed to repair the vehicle .

[redacted] [9:30:17 AM]:

For the total amount on the invoice? (repairs relating to the wipers)

Brandon [9:30:55 AM]:

To receive reimbursement you must mail in your repair order from the dealership and send all documentation to: General Motors Attention: Reimbursement Processing 8-[redacted].

Brandon [9:31:58 AM]:

Yes, it will have to be related to the windshield wipers.

[redacted] [9:32:47 AM]:

How long is processing?

Brandon [9:33:52 AM]:

May you please allow me 1-2 minutes to research?

[redacted] [9:33:55 AM]:

Sure

Brandon [9:36:43 AM]:

[redacted] thank you for your patience. Processing will be 6-8 weeks.

Brandon [9:38:02 AM]:

I must inform you that once the recall remedy is available, for you to obtain reimbursement you must bring your vehicle into a Chevrolet dealership to be inspected.

[redacted] [9:39:13 AM]:

And that inspection is free of charge?

[redacted] [9:39:22 AM]:

and what is that inspection needed for?

[redacted] [9:40:05 AM]:

If I am going out of my way to go to a GM dealership I would imagine that you guys would stand by there work?

[redacted] [9:40:31 AM]:

What if the inspection shows that the part it was replaced with is also faulty (remedy not yet available), does that mean I dont get reimbursed because parts are up up to snuff?

[redacted] [9:41:10 AM]:

Is there a manager or someone I could also speak to? I'm just wondering if there is any way around this.

[redacted] [9:41:44 AM]:

Will i get reimbursed regardless of the outcome of the insepction?

Brandon [9:41:52 AM]:

Yes, that inspection will be free of charge. The inspection is needed, so that the dealership can make sure that the recall is properly taken care of and so that we can close it so that you may submit for reimbursement.

[redacted] [9:43:18 AM]:

I just want to make sure I wouldnt be paying a second time, should the inpsection find that the recall wasnt propertly taken care of

Brandon [9:43:30 AM]:

I'm sorry I haven't addressed all of your concerns to your satisfaction. I can definitely connect you with my Supervisor, but I'd like to try to help you further first. Then, if you still feel it's necessary to speak to my Supervisor, I'll get him on the chat. May I have the opportunity to assist you further?

[redacted] [9:43:43 AM]:

Sure

Brandon [9:46:37 AM]:

In regards to your question if you will receive a reimbursement regardless of the outcome of the inspection. May you please allow me 1-2 minutes to research my system for the proper answer to provide to you?

[redacted] [9:46:48 AM]:

sure

Brandon [9:51:46 AM]:

Thank you for your patience Amy. Once you submit for your reimbursement it will be up to our reimbursement to determine if you will be reimbursed or not. They will have to match your repair to the recall to determine.

[redacted] [9:53:02 AM]:

but as long as the problem is diagnosed as the issue in recall 25302, i will have no problem getting reimbursed?

Brandon [9:53:15 AM]:

That is correct.

[redacted] [9:53:20 AM]:

since i'll be going to the dealership to get it diagnosed and fixed

[redacted] [9:53:29 AM]:

okay.

[redacted] [9:53:38 AM]:

when is the remedy expected?

Brandon [9:53:48 AM]:

You will have to file for reimbursement when you receive the 2nd letter.

[redacted] [9:54:30 AM]:

i am not the original owner of the car. do you have all the information needed and all set in the system so i am set up for receiving the letters?

Brandon [9:55:38 AM]:

We don't know that information on when the remedy will be available and you must have your vehicle towed to a local dealership as well.

Brandon [9:56:56 AM]:

Sure, may you please confirm if the name and email address you provided is correct?

[redacted] [9:57:05 AM]:

yes, that is correct

[redacted] [9:57:19 AM]:

will i also be signed up for future recall notices?

Brandon [10:00:55 AM]:

Chevrolet must continue to send notifications to the last know owner according to states' DMV records. In other words, field action notification letters will be sent to the address shown in the state Motor Vehicle records, not necessarily the address Chevrolet has on file"

[redacted] [10:01:08 AM]:

okay great, thank you

Brandon [10:01:23 AM]:

You're welcome is there anything else that I can do to further assist you with or do you have any additional questions?

[redacted] [10:01:32 AM]:

Thats everything. thanks,

Brandon [10:01:44 AM]:

You're welcome and thanks 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. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

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

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 11/15/16
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]		
Mailing address: [redacted]		
City: [redacted]	State: [redacted]	Zip code: [redacted]
Day phone: [redacted]	Evening phone: [redacted]	Cell phone: [redacted]
Fax:	E-mail address [redacted]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2013	Current mileage: 75690
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Premier Chevrolet, Brooklyn, CT			
Primary Servicing dealer/city/state: Premier Chevrolet,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 04/30/13		Mileage at purchase/lease:	
First repair attempt date: 07/16/16		First repair attempt mileage: 73000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Narrowly escaping a head on collision 2nd to recalled wipers stop working. Chevy refuses to take responsibility. Refuses to pay for even half repair cost, total 321 + tax. Endangering consumers with no regard for safety. I believe they should pay for the service and correct the recall immediately.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Recall, faulty wipers. Stopped on highway in rain.		1		yes
Solenoid Replacements		3		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Howell, Rosa (NHTSA)

To: Zachary Reilly
Cc: MILTON HAMILTON; Christopher F. Rose; Julia Villareal (C)
Subject: RE: Case Resolution for BBB Case VIN: 2GNFLEEK6D6[redacted], Premier Chevrolet, BAC: 221[redacted] Customer: Gaudet, SR# 8-[redacted]

From: Mary Sewell (C)
Sent: Friday, December 02, 2016 12:15 PM
To: Zachary Reilly
Cc: MILTON HAMILTON; Christopher F. Rose; Julia Villareal (C)
Subject: RE:Case Resolution for BBB Case VIN: 2GNFLEEK6D6[redacted], Premier Chevrolet, BAC: 221[redacted], Customer: [redacted] SR# 8[redacted]

Greetings,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was not offered Goodwill.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension # 5921001. Thank you for your assistance in resolving this case.

Thank you,

Mary Sewell (C)

From: Mary Sewell (C)
Sent: Wednesday, November 23, 2016 8:59 AM
To: Zachary Reilly
Cc: MILTON HAMILTON; Christopher F. Rose; Julia Villareal (C)
Subject: Initial Notification of BBB Case VIN: 2GNFLEEK6D6[redacted], Premier Chevrolet, BAC: 221[redacted] Customer: [redacted] SR# 8-[redacted]

Customer last name: [redacted]
Service Request: 8[redacted]
2013 Chevrolet Impala
Vin: 2GNFLEEK6D6[redacted]

Greetings,

This is an enligible case due to age and mileage. However it is a rare case. She is filing due to a recall 2025302. It has no remedy. The recall directs the agents to a web site[redacted] once on that site it advises ;

What now?

It is recommended that you contact your preferred Certified Service Dealer or authorized Saab service center and discuss your concerns with a member of the management team, as they will ultimately be responsible for completing the recall repairs for your vehicle.

If your concerns are still unresolved after contacting your preferred Certified Service Dealer, please call recall assistance on Monday through Saturday, 8 a.m. – 9 p.m. EST.

[redacted] is saying that she has to pay for the repair and it won't fix the problem case there is not fix. This is something that CAC should take care of . I do not know what happened with that. But we don't handle recalls in our department. She said the wipers failed to work once while veh was in use. I am going to advise her that she has to contact the CAC department again. Do you have any feedback?

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Mary Sewell (C)
Sent: Wednesday, November 23, 2016 8:59 AM
To: Zachary Reilly
Cc: MILTON HAMILTON; Christopher F. Rose; Julia Villareal (C)
Subject: Initial Notification of BBB Case VIN: 2GNFLEEK6D6[redacted], Premier Chevrolet, BAC: 221[redacted]
Customer: [redacted], SR# 8-[redacted]
Attachments: CCF[redacted].pdf

Customer last name: [redacted]
Service Request: 8-[redacted]
2013 Chevrolet Impala
Vin: 2GNFLEEK6D6[redacted]

Greetings,

This is an enligible case due to age and mileage. However it is a rare case. She is filing due to a recall 2025302. It has no remedy. The recall directs the agents to a web site https://my.gm.com/recalls once on that site it advises ;

What now?

It is recommended that you contact your preferred Certified Service Dealer or authorized Saab service center and discuss your concerns with a member of the management team, as they will ultimately be responsible for completing the recall repairs for your vehicle.

If your concerns are still unresolved after contacting your preferred Certified Service Dealer, please call recall assistance on Monday through Saturday, 8 a.m. – 9 p.m. EST.

Mrs. Gaudet is saying that she has to pay for the repair and it won't fix the problem case there is not fix. This is something that CAC should take care of . I do not know what happened with that. But we don't handle recalls in our department. She said the wipers failed to work once while veh was in use. I am going to advise her that she has to contact the CAC department again. Do you have any feedback?

If you have further questions, please contact Mediation Liaison Mary at 1-866-790-5700 extension 5921001, or fax 1-866-432-1689 between 8:00 a.m. and 4:45 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 11/15/16
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]		
Mailing address: [redacted]		
City: [redacted]	State: [redacted]	Zip code: [redacted]
Day phone: [redacted]	Evening phone: [redacted]	Cell phone: [redacted]
Fax:	E-mail address [redacted]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2013	Current mileage: 75690
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Premier Chevrolet, Brooklyn, CT			
Primary Servicing dealer/city/state: Premier Chevrolet,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 04/30/13		Mileage at purchase/lease:	
First repair attempt date: 07/16/16		First repair attempt mileage: 73000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Narrowly escaping a head on collision 2nd to recalled wipers stop working. Chevy refuses to take responsibility. Refuses to pay for even half repair cost, total 321 + tax. Endangering consumers with no regard for safety. I believe they should pay for the service and correct the recall immediately.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Recall, faulty wipers. Stopped on highway in rain.		1		yes
Solenoid Replacements		3		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Service Request Details

SR No.	8-[redacted]	**Ref No.**		**Cost Ast.**		**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	RFI Recall
City	[redacted]	**Zip**	[redacted]	**State**	[redacted]	**UCC**		**Sub-Area**	25302 Front Wiper Corrosion
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	Atlantic Chevrolet Cadillac	**Safety**	
Daytime #	[redacted]	**Evening #**		**Source**	Phone	**Updated**	Nov 18, 2016 2:47 PM
Serial/VIN #	2GNALBEK9D1[redacted]	**Mileage**	59000	**Priority**	Medium	**Owner**	XZ7XJ6
Model	Equinox	**Model Year**	2013	**Status**	Open	**Opened**	Nov 18, 2016 2:34 PM
Make	Chevrolet	**Warranty Start**	Nov 26, 2012 12:00 AM	**Sub Status**		**Closed**	
Cust Concern	Recall Reimbursement/164005						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/18/2016 14:34:12	XZ7XJ6	XZ7XJ6	SR Data Share		Open	11/18/2016 14:39:24	

Last Name	First Name	Account	BAC Code
Brennan	Steven		

Comments

UCC Information

UCC Code	Description	Symptom

End of Report

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] anytime	Chevrolet Equinox 2012 2GNFLNEK7C6[redacted] Mileage Now: 74000 mi Warranty Start: 04/21/2012	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer Concern: The windshield wipers quick working and the customer took the vehicle to the repair shop to have it diagnose. The shop stated that the wiper transmission has went out. She contacted GM back in October and was told that if she gets the vehicle diagnose this will be taken care of. She stated that the 2013 Equinox has a recall on this and her vehicle should be covered. Customer was mislead in information regarding a recall.

Customer Seeks: Repair at no charge

SA States: I explain that her vehicle was not part of the recall and that the repair will be at customer expense due to she is out of parameters. I apologize for any mislead information and I will contact the CEM and will follow up with her within 48hrs

Kontrina/WMI/CAC Tiert 2

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 1995 GMC SIERRA, 2012 CHEVROLET EQUINOX

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: James Page --> 1-866-790-5700 Ext # 5913683

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

Caller English

System [7:47:06 PM]:

Welcome to chat.

[redacted] [7:47:12 PM]:

Hi

Kaleb [7:47:21 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held devices whenever you're driving. Thanks for contacting Chevrolet Customer Assistance; my name is Kaleb. How can I assist you today, [redacted]

[redacted] [7:48:21 PM]:

My 2012 chevrolet Equionox wipers completely stoped while i was driving under a horrible storm.

[redacted] [7:49:29 PM]:

I just bought this car on the 9th of this month and already had a check engine light and now this

Kaleb [7:49:37 PM]:

I'm sorry to hear your windshield wipers stopped functioning. I would like to do some research into this for you. May I have your VIN and current mileage to do so?

Kaleb [7:52:12 PM]:

I'm still here to answer any questions you may have.

[redacted] [7:52:51 PM]:

Lookimg for info

[redacted] [7:53:53 PM]:

2gnalbek3c[redacted]

[redacted] [7:54:07 PM]:

97300 miles

Kaleb [7:54:19 PM]:

Thank you. Please allow me 3-5 minutes to look in to that for you. While I do that, would you mind providing your phone number, mailing address, and email address so I can make sure your file is up to date?

[redacted] [7:54:53 PM]:

Ok

Kaleb [7:55:09 PM]:

I do apologize, that VIN isn't bringing up anything in our system. Can you verify that it is correct?

[redacted] [7:55:57 PM]:

I bought it at a ford dealership

[redacted] [7:56:56 PM]:

2gnalbek3c6[redacted]

[redacted] [7:57:10 PM]:

Its corrected now

Kaleb [7:57:11 PM]:

I understand. GM vehicles do come up in our system regardless of where they were purchased. I think the VIN you provided had a typo somewhere along the line because it did not bring anything up in our system

[redacted] [7:59:02 PM]:

Thats the vin on my insurance card

Kaleb [8:00:41 PM]:

I apologize, I did not see the corrected VIN. That brought it up in our system.

[redacted] [8:00:50 PM]:

Ok

Kaleb [8:02:58 PM]:

Thank you for your patience. I am showing that there are no open recalls on your vehicle. Have you taken it to a dealership to get that issue diagnosed?

[redacted] [8:03:25 PM]:

No,they are closed already

[redacted] [8:03:59 PM]:

I was just up there the day after i bought the vehicle bc it had a check engine light on

Kaleb [8:05:55 PM]:

I understand. I am sorry to hear that you did have that issue with your vehicle as well. I would advise getting it to a dealership to get that issue with the windshield wipers diagnosed. Do you have a dealership you usually work with?

[redacted] [8:06:47 PM]:

Not really.

Kaleb [8:07:28 PM]:

I would be happy to locate a dealership for you. May I have your mailing address to do so?

Caller [redacted] left the call.

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	GMC Terrain 2013 2GKALMEK0D6[redacted] Mileage Now: 44974 mi Warranty Start: 11/17/2012	A GM Dealer has diagnosed the current concern Repairs are in-progress Vehicle is operable for this concern and is able to be driven

Key Points

Customer States: She was driving with her family(husband, thier new baby and two small children) on the turn pike when the windshiled wipers went out. It was raining and snowing and they were in between two trucks. Customer was very fearful when this happened.

Customer Request: Please fix my recall as they have went out and I do not have 240.00 to pay. This is something that was recalled and by law needs to please be fixed.

SA Advised I will work with the CEM to address these concerns and follow up with options.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Jeanetta Riley --> 1-866-790-5700 Ext # 5914694

Customer

[redacted]
() -

Vehicle

Chevrolet Equinox 2013
2GNALBEK6D6[redacted]
Mileage Now: 52000 mi
Warranty Start: 12/29/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 1 or more days	Vehicle was purchased used at 25,300 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Yvette Chandler --> 1-866-790-5700 Ext #

Executive Case Review

Referring Executive:

Customer Name: [redacted]
Vehicle: 2013 GMC Terrian
Mileage:
VIN: 2GKFLTEK8D6[redacted]
SR#: 8-[redacted]
Original Owner? Yes
How Many GM Vehicle? 11
Customer Last Contacted:

Dealer BAC & Name: Barstow Motors, Inc, 115[redacted]

Summary of Concern: The customer replaced the windshield transmission in the vehicle on October 28, 2015 and another replacement is needed. Product Safety Recall 25302 is incomplete with remedy but open on the customer VIN and related to the windshield wipers. The customer is requesting General Motors cover the cost to repair the vehicle.

Root Cause for Dissatisfaction: The customer's position is that the recall issue may be related to the repeat failure of the bolts in the vehicle. The recall FAQ advises that ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. The customer's vehicle fault is related to the transmission of the windshield wipers.

Summary of Dealer/DMA/TAC/FSE/BQM Involvement (Steps Taken): An estimated was provided to the customer to repair the vehicle. Per GMA DOC ID FA812: Customers can continue to drive their vehicles as usual. However, if they experience malfunction of the front windshield wipers, they should transport the vehicle in a safe manner to a dealer for immediate repairs. As we do not have the remedy available, General Motors will not cover repair costs. Owners should retain receipts and apply for reimbursement once they receive a second letter.

Advisor's Recommendation to Resolve/ Next Steps: Due to the customer loyalty and value to GMC and Buick, our office has engaged the field requesting policy assistance be considered for the repair.

*Customer 360/Customer-pay repairs attached.

[redacted]

From: [redacted]
Sent: Wednesday, November 23, 2016 11:55 AM
To: Harnit Anand
Cc: Michelle Chase
Subject: RE: [EXTERNAL] Wiper Issue
Attachments: RO, Cotey.pdf

Ms. Niti,

Below is the case assessment. Please review and advise proceeding.

Executive Case Review

Referring Executive: [redacted]

Customer Name [redacted]
Vehicle: 2013 GMC Terrian
Mileage: 68,001
VIN: 2GKFLTEK8D6[redacted]
SR#: 8-[redacted]
Original Owner? Yes
How Many GM Vehicle? 11
Customer Last Contacted: 11/23, by T2

Dealer BAC & Name: Barstow Motors, Inc, 115[redacted]

Summary of Concern: The customer replaced the windshield transmission in the vehicle on October 28, 2015 and another replacement is needed. Product Safety Recall 25302 is incomplete with remedy but open on the customer VIN and related to the windshield wipers. The customer is requesting General Motors cover the cost to repair the vehicle.

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Summary of Dealer/DMA/TAC/FSE/BQM Involvement (Steps Taken): An estimated was provided to the customer to repair the vehicle. Per GMA DOC ID FA812: Customers can continue to drive their vehicles as usual. However, if they experience malfunction of the front windshield wipers, they should transport the vehicle in a safe manner to a dealer for immediate repairs. As we do not have the remedy available, General Motors will not cover repair costs. Owners should retain receipts and apply for reimbursement once they receive a second letter.

Advisor's Recommendation to Resolve/ Next Steps: Our office has reached out to the customer but was unable to make contact at this time. Due to the customer loyalty and value to GMC and Buick, our office recommends engaging the field requesting policy assistance be considered for the repair.

*Customer 360/Customer-pay repairs attached.

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

From: Harnit Anand
Sent: Wednesday, November 23, 2016 10:51 AM
To: [redacted]
Cc: Michelle Chase
Subject: FW: [EXTERNAL] Wiper Issue

Hi Paris

Please review this case and pull into exec. Need an assessment and next steps.

Thx

-----Original Message-----
From: John Bopp
Sent: Wednesday, November 23, 2016 10:37 AM
To: Harnit Anand <harnit.anand@gm.com>
Cc: Carol Balgenorth <carol.balgenorth@gm.com>
Subject: FW: [EXTERNAL] Wiper Issue

Niti,

I cannot pull up the case based on the reference SR below. Vehicle involved in a recall with a wiper issue. We need to understand the case status here.

John G. Bopp Jr.
Executive Relations & Field Integration Manager john.bopp@gm.com
404.217.6750

-----Original Message-----
From: Mary Barra
Sent: Wednesday, November 23, 2016 10:08 AM
To: CARS ExecReferral <execreferral@gm.com>
Cc: Carol Balgenorth <carol.balgenorth@gm.com>; John Bopp <john.bopp@gm.com>
Subject: FW: [EXTERNAL] Wiper Issue

-----Original Message-----
From: Colleen Cotey [mailto:colleen.cotey@yahoo.com]
Sent: Wednesday, November 23, 2016 9:49 AM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] Wiper Issue

Mary,

I am emailing you concerning an issue with my wipers on my 2013 GMC Terrain.

On October 28, 2015 I was driving home from work. It was a rainy day, and at the particular moment it was a downpour. My wipers flew to the side of me vehicle and stopped working. Lucky, I was within a mile of Barstow's Motors in Potsdam, NY. I pulled in and they told me the wiper transmission has gone. They were seeing this issue with this particular make and model. The part was $160.00 plus labor, making it around $200.00.

I live in Norwood, NY near the Canadian border. We were hit with a snow storm this past weekend. On Monday, November 21st, I cleaned my vehicle off, got in to get groceries, and the wipers did not work. I had received a recall in the mail recently for this issue, but apparently there is not a repair, yet.

I called Barstow Motors in Potsdam, where my family buys all of their new vehicles every 2-3 years, and again, I will have to purchase the new part.

I am writing because I do not find it realistic or appropriate that I need to purchase this part, again. I was told that it is over the year warrantee. Also, why, if there is a recall, is it my responsibility to pay for this part? I understand there is no repair, but clearly there is a part, that I do not feel I am responsible to pay for. If I were to sell something to someone that did not work properly, I would not expect them to continue to pay for it when it faults.

I have contacted costumer care. They were suppose to call me yesterday, 11/22/16, with more information, but I did not receive a call. When I asked why I was never contacted, they said it was because they had contacted the dealership and that they are waiting for a reply from them.

I am upset with the business. I feel let down. My parents have been purchasing brand new vehicles for years from this dealership.

I am also upset because I live where it snows from November to sometimes late April and early May. The service department told me this part will break with the ice all the time. If this is going to happen I do not feel it is my responsibility to pay over $200.00 each time.

My vehicle is currently being worked on at the dealership.

My reference number for the case is: 8[redacted]

Thank you for your time.

Colleen Boak

Customer

[redacted]
Any

Vehicle

GMC Terrain 2013
2GKFLVEK7D6[redacted]
Mileage Now: 66520 mi
Warranty Start: 09/13/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer's wiper blades have gone out. Vehicle is subject to the recall concerning the wiper blade corrosion. Customer does not have the money to fix the vehicle right now even if she would get reimbursed for it at a later date.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Justin Hart --> 1-866-790-5700 Ext # 5914544

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNALBEK8D6[redacted]
Mileage Now: 68000 mi
Warranty Start: 02/12/2013

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Belva Davis --> 1-866-790-5700 Ext # 5921575

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Unknown	GMC Terrain 2013 2GKFLVEK6D6[redacted] Mileage Now: 68985 mi Warranty Start: 02/22/2013	A GM Dealer has not diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer's Concern: Windshield wipers did not work while driving in the rain.

Customer is the second owner and just recently purchased the vehicle.

Customer went to independent shop.

Customer did not know about recall until today when he took vehicle to independent shop.

Customer's Request: Loaner vehicle

Tier 2 Advised the Customer: SA advised customer that parts are pending and SA does not have an ETA.

Customer needs to go to a GM dealer for an initial diagnosis.

SA notified closest dealer is Lance Buick GMC.

Brenda Benning/CAC Tier 2

Supporting Factors	Limiting Factors
First Time Vehicle Owner	Vehicle was purchased used at 50000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 GMC Terrain

Reference

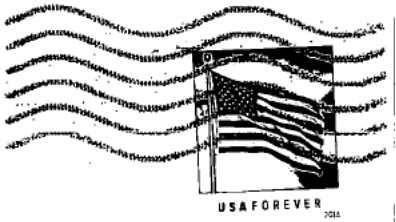
CAC SR#: 8[redacted]
Tier 2 CAC advisor: Brenda Benning --> 1-866-790-5700 Ext # 5914421

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

[redacted]

SHREVEPORT LA 710

15 OCT 2016 PM 2 L



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

RECEIVED NOV 29 2016

53209-898989

October 15, 2016

Chevrolet

[redacted]

I had to replace the windshield wiper transmission on my 2013 Equinox in June 2015 as it stopped working in the middle of a heavy rain while I was traveling on the highway. Luckily it did not result in an accident but it could have been very serious had conditions not been just right for me to be able to pull to the side of the road. I have a personal mechanic that told me what the problem was so I ordered the part and repaired it myself. I learned more about that part on that day that I ever dreamed of knowing. I'm wondering now if the 'Replacement Part' is under a Recall as well. Please advise if this is the case.

Please feel free to reimburse me the $139.76 it cost me to replace the wiper motor transmission. Invoices are enclosed.

Thank you.

[redacted]

Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

[redacted]
2GNALBEK5D1[redacted]13 0013508
[redacted]

September 2016

This notice applies to your vehicle, **VIN: 2GNALBEK5D1**[redacted]

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 model year Chevrolet Equinox vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 25302.

Why is your vehicle being recalled?

The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.

What will we do?

We are working to develop a remedy as quickly as possible. When the remedy is determined and parts are available, we will send you another letter requesting you to contact your Chevrolet dealer to schedule an appointment for the repair. The repair will be performed on your vehicle at **no charge.**

You can also check the status of this recall at www. my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

GM

What should you do?

If you experience this issue and one or both of your windshield wipers stop working, please contact your Chevrolet dealer to have them addressed. If you do not experience this issue and your wipers continue to work, we will contact you as soon as a final remedy is determined and parts are available.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V582.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

[redacted]

Vice President
Global Vehicle Safety

GM Recall 25302

[redacted]

Chevyland

7500 Youree Drive - Shreveport, LA 71105
(318) 425-3471 - Fax: (318) 425-1705
(800) 551-8189

[redacted]

SOLD TO	SHIPPED TO
WHOLESALE CASH ,	

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice.
A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, CHEVYLAND, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CHEVYLAND, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due on Delivery	6/18/15	[redacted] 1 W

SHIP VIA	SALESPERSONS NAME
Deliver	[redacted]

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	25948436 : SL-N-TRANSMISSION (101	B128	164.78	115.35	Ordered
	**********				
	* THANK YOU!!!!! WE APPRECIATE *				
	* YOUR BUSINESS *				
	**********				

COPY

PAID

DATE 6/18

- ☐ CASH
- ☐ CKS
- ☑ VISA/MC
- ☐ AE-AMEX
- ☐ DC-DISCOVER
- ☐ TELCK
- ☐ GM-CARD

INITIALS BC

DATE PRINTED	6/18/15	TIME	15:17:31

PARTS DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Mon - Fri
8:00 a.m. to 2:00 p.m. Sat

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICES OR EQUIPMENT	
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	.00
DEPOSIT ON CONTRACT	125.27
TOTAL	125.27

** Initial Invoice ** A/R:99906

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

Chevyland

7500 Youree Drive - Shreveport, LA 71105
(318) 425-3471 - Fax: (318) 425-1705
(800) 551-8189

[redacted]

SOLD TO	SHIPPED TO
[redacted]	

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice.
A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, CHEVYLAND, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CHEVYLAND, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Receipt	6/23/15	1

SHIP VIA	SALESPERSONS NAME
Deliver	

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
3	11589289 : SL-N-RETAINER (08950-B	A244	4.61	3.46	10.38
1	25788745 : SL-N-CAP (10147-CKT)	A279	3.93	2.95	Ordered
	**********				
	* THANK YOU!!!!! WE APPRECIATE *				
	* YOUR BUSINESS *				
	**********				

PAID
DATE 6/23
☐ CASH
☐ CKS
☑ VISA/MC
☐ AE-AMEX
☐ DC-DISCOVER
☐ TELCK
☐ GM-CARD
INITIALS BK

COPY

DATE PRINTED	6/23/15	TIME	14:03:17

PARTS DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Mon - Fri
8:00 a.m. to 2:00 p.m. Sat

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICES OR EQUIPMENT	10.38
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	.90
DEPOSIT ON CONTRACT	3.21
TOTAL	14.49

** Initial Invoice **

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

Customer

[redacted]
Any time

Vehicle

Chevrolet Equinox 2012
2GNALBEK4C1[redacted]
Mileage Now: 89000 mi
Warranty Start: 03/28/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer having windshield wiper issues and stated was directed by dealership to call Customer Assistance. Customer states dealership has made him aware of wiper recall and seeks if anything can be done. Informed customer that GM stands behind their product and that's why our competitive warranty coverage is in place, however we cannot warranty vehicles indefinitely and recalls are VIN specific. Noted will forward concern to CEM, who will be able to explore any possible options

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Julian Landin --> 1-866-790-5700 Ext # 5914464

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

Caller English

System [12:58:42 PM]:

Welcome to chat.

Vincent [12:59:02 PM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GMC Customer Service, [redacted]. My name is Vince. How may I assist you today?

Vincent [1:02:02 PM]:

I am still here to answer any questions you may have.

[redacted] [1:02:15 PM]:

I called and spoke to a gmc representative a few days ago about the open recall on the wiper system of my 2013 terrain. I was told to go get it fixed and pay out of pocket. I took it to a local mechanic shop instead of a dealer because it was cheaper and I am the one paying for it. It is 2 weeks away from Christmas and having to pay 350$ for a recall it's crazy.

Vincent [1:04:02 PM]:

Did you have the vehicle diagnosed at a Certified GMC Dealership before taking it to a third party?

[redacted] [1:05:05 PM]:

How come I have to get reimbursed? Why didn't gm cover the expense if they are going to do so anyway in the long run? Gm has more money than I do. And it's a recall ? Honestly it's just stupid. The lady on the phone said I could take it to a different place and also when I called the dealership they said it was fine as well.

Vincent [1:06:59 PM]:

It is, I just wanted to ask for documentation purposes. I do apologize for the inconvenience. GM cannot cover the costs because we do not have the remedy available at this time. Owners should retain receipts and apply for reimbursement once they receive the 2nd letter. However, at this time there is nothing that can be done until then.

[redacted] [1:09:39 PM]:

It's a really stupid policy. When gm has the customer flip the bill for the same bogus part because a new part isn't available. Gm should pay the cost for the old part until the new one comes out. Cars are expensive. And the fact that I have had this car for just a year and the first thing is almost $400 is plain ridiculous. And a recall.

Vincent [1:12:35 PM]:

I do apologize for the inconvenience. However, until there is a fix available, they cannot cover the costs.

Vincent [1:14:04 PM]:

I assure you I will make sure to document your complaints regarding this recall and I do apologize for this. However, until the fix is found and released, there is nothing that can be done at this time.\

Vincent [1:14:07 PM]:

time.*

Vincent [1:17:55 PM]:

I am still here to answer any questions you may have.

[redacted] [1:19:53 PM]:

I get it. And I know there is nothing you can do. But please do mark it down, and when I told everyone of this ridiculous protocol, no one could believe there wasn't a better system put in place. It's a shame to make the consumer suffer because of gms mistake. Vincent I hope you have a great holiday. And a great day!

Vincent [1:20:50 PM]:

You also have a great holiday, Jen. I do apologize again for the inconvenience. I documented on your Service Request from your call yesterday. I added your complaint regarding the recall. The Service Request Number is 8-[redacted].

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - anytime	Chevrolet Equinox 2013 2GNFLGEK1D6[redacted] Mileage Now: 48000 mi Warranty Start: 03/26/2013	A GM Dealer has diagnosed the current concern Repairs are complete Vehicle is operable for this concern and is able to be driven

Key Points

Cust states: His wife was stranded in a snow storm as the wipers stopped working. They were notified by the dealer it'd cost $100 & the wiper trans needed to be replaced. There's a recall for the wipers however & he shouldn't have to pay. Vehicle is still at the dealer, he wants a case # to be given to the dealer so he's not responsible for the $100 repair cost & believes if he has to pay for the fix to become available, the dealer needs to wait for the $100.

Cust seeks:To be reimbursed $100 or to have the $100 paid from GM to the dealer

SA Advised: Informed cust the remedy hasn't been determined & CAC can't presume the repair is the trans wiper & reimburse him/pay for the dealer. Told cust when the fix is made available, another letter will be mailed out & at that time, if the repair is the trans wiper, he can submit for a reimbursement.
Khadijah/Tier2/WMI

Supporting Factors	Limiting Factors
4 GM Vehicles Purchased Customer has incurred costs due to this concern	Current or former fleet vehicle Vehicle was purchased used at unknown miles Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: GRAND PRIX, TRAVERSE, TORRENT, EQUINOX

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Khadijah Kenyatte --> 1-866-790-5700 Ext # 5914363

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

Caller English

System [2:07:50 PM]:

Welcome to chat.

Kimberly [2:08:00 PM]:

Thanks for contacting GM Customer Assistance [redacted] Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Kimberly. How can I assist you today?

Kimberly [2:09:02 PM]:

Thank you for chatting in. I am here to assist you.

[redacted] [2:10:04 PM]:

Last week I had a failure of the windshield wiper linkage on my 2013 GMC Terrain. After searching online, not only did I see that this is a common complaint, but I also saw an article from August of this year that said GM is recalling 368,000 2013 Chevy Equinox, and GMC Terrain for this wiper problem. However, when I called the number from the article, 1-800-462-8782, the automated line says there are no open recalls for my car. Can you tell me the status of this recall please?

Kimberly [2:11:18 PM]:

I'm sorry to hear you are experiencing a concern with your windshield wiper linkage. I'd be glad to check your recall status. Can you please provide me with your VIN?

[redacted] [2:12:10 PM]:

Yes. The VIN is: 2GKALMEK8D6[redacted]

Kimberly [2:12:27 PM]:

Thank you.

Kimberly [2:12:36 PM]:

Please allow me 3-5 minutes to research this for you.

Kimberly [2:17:06 PM]:

You have a safety recall on your vehicle for the windshield wipers.

Kimberly [2:17:15 PM]:

Have you had your vehicle repaired?

[redacted] [2:17:26 PM]:

No, it needs to be.

Kimberly [2:18:18 PM]:

Do you need assistance in locating a GMC dealership near you for service?

[redacted] [2:18:36 PM]:

That would be helpful. My zip code is [redacted]

Kimberly [2:18:57 PM]:

Thank you.

Kimberly [2:19:36 PM]:

The nearest dealership is ANDY MOHR BUICK-PONTIAC-GMC,INC., 9295 E 131ST STREET, FISHERS, IN 46038-3577 , (317) 632-6300.

[redacted] [2:20:03 PM]:

OK, thank you. So, does that mean that this repair is covered by a recall?

Kimberly [2:21:09 PM]:

Repairs related to that specific recall would be covered at no cost to you.

[redacted] [2:21:48 PM]:

So there is a specific recall relative to this wiper issue on the 2013 GMC Terrain, correct?

Kimberly [2:22:27 PM]:

All recalls are VIN specific. Some vehicles may not be affected.

[redacted] [2:22:53 PM]:

Then how do I know if my vehicle is covered by this recall?

Kimberly [2:23:13 PM]:

Because you have the recall attached to your VIN.

[redacted] [2:23:29 PM]:

Can you not tell me since you have my vehicle VIN?

Kimberly [2:24:01 PM]:

Safety recalls will be completed at your GMC dealership at no cost to you.

[redacted] [2:24:28 PM]:

How do I find out EXACTLY if my vehicle is covered under this recall?

Kimberly [2:25:07 PM]:

The dealership would determine that after diagnosing your vehicle.

[redacted] 2:25:42 PM]:

Can I not simply call their service department, give them my VIN and have them look it up?

Kimberly [2:26:38 PM]:

You may look up your recall at recalls.gm.com

[redacted] [2:27:15 PM]:

OK. Thanks

Kimberly [2:27:32 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here 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 time. Have a great day!

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

Customer

[redacted]
any time

Vehicle

GMC Terrain 2013
2GKFLTEK7D6[redacted]
Mileage Now: 99900 mi
Warranty Start: 12/04/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
GM Certified Pre-Owned vehicle 5+ GM Vehicles Purchased High-Dollar or Premium Vehicle	Vehicle was purchased used at 29,000 miles Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 13 GMC Terrain, 89 Chevrolet Celebrity, 89 Pontiac 6000

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Mary Beal --> 1-866-790-5700 Ext # 5911026

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

Caller English

System [10:01:07 AM]:

Welcome to chat.

Brandon [10:01:19 AM]:

Thanks for contacting GMC Customer Assistance, my name is Brandon. How can I assist you today, [redacted]

Brandon [10:02:17 AM]:

Thank you for chatting in. I am here to assist you.

Brandon [10:04:08 AM]:

[redacted] are you still there? I'm still here to assist you.

[redacted] [10:04:14 AM]:

Hello Brandon, I'm looking for a phone number where I can speak with someone. I have had a windshield wiper Motor fell on me twice in hazardous weather with my children in the car. The customer center is I have spoken with seem to be very in Insensitive. I'm a bit overwhelming I would just like to speak with someone in person. Could you please provide me with that information

[redacted] [10:05:15 AM]:

Overwhelmed lol

Brandon [10:06:34 AM]:

[redacted] I apologize that your windshield wiper has failed twice while the children was in the vehicle. I would be more than happy to contact you in regards to your concern. May you please provide me your phone number?

Brandon [10:06:59 AM]:

You may contact our Customer Assistance Center at 800.462.8782.

[redacted] [10:07:08 AM]:

Thank you! [redacted]

Brandon [10:07:57 AM]:

You're welcome, I will be contacting you within the next one to two minutes and thanks for contacting GMC 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. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

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

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

Caller English

System [5:02:29 PM]:

Welcome to chat.

Serena [5:02:42 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Thank you for contacting Chevrolet Customer Assistance, [redacted]. My name is Serena. How may I assist you?

[redacted] [5:03:57 PM]:

hi.I have been trying to get ahold of someone about a problem I'm having with my 2013 chevy equinox.My windshield wipers the motor died on it and its not working right now

[redacted] [5:04:27 PM]:

and i taken it to the local chevy deal where i bough the car and they are refusing to fix it saying they know its been recalled by they cant fix it and I'm wondering why?

Serena [5:05:16 PM]:

I'm sorry to hear that you're experiencing a concern with the windshield wipers on your Equionx. May I please have your vehicle's VIN and approximate mileage so that I can look into this for you?

[redacted] [5:05:58 PM]:

2gnfleek4d6[redacted]

[redacted] [5:06:13 PM]:

and its 77k miles roughly

Serena [5:07:09 PM]:

Thank you. While I am looking into this, so that I can make sure your inquiry is properly documented and our records are up to date, would you mind confirming your e-mail address, phone number and mailing address?

[redacted] [5:08:30 PM]:

my phone number is [redacted] and emai [redacted].com and mailing address is [redacted]

Serena [5:09:07 PM]:

Thank you. According to the information I have regarding that recall, if you are experiencing a concern the vehicle should be taken to the dealership for immediate repairs. Is your vehicle still at the dealership?

[redacted] [5:11:09 PM]:

Yes i have taken my car there 3 days ago for another recall about the engine i forgot what it was that they said its no problem they will fix and are fixing right now.But the windshield problem they are refusing to fix saying they know its a recall on it but they cant fix it because they haven't heard from the corporate on who is going to pay them to fix it and they are asking me to pay over 500 dollars out of my own pocket for them to fix the windshield problem

Serena [5:13:26 PM]:

I understand. As a repair has not been determined at this time to address the recall condition, having the repair done would be at your expense initially. Once a repair is available to satisfy the recall condition, you will receive a letter in the mail that will contain a reimbursement form. You can then submit for reimbursement for any repairs that had to be completed before the solution to the recall was determined.

[redacted] [5:15:37 PM]:

What if i don't have the money to fix the problem?Its over 500 dollars to fix that i don't have.i use this car to drive my 2 children and don't have another way of transportation so by taking this car I'm risking my life and theirs over a problem that is do to your assembly and not something i have done.Not everyone has that much money to pay for something

[redacted] [5:18:12 PM]:

can you give me a number that i can call

Serena [5:18:22 PM]:

I'm sorry, a number for what?

[redacted] [5:19:13 PM]:

a number to call a corporate number a hotline

Serena [5:19:39 PM]:

I apologize for any confusion, Damir, but you are currently speaking with a Chevrolet representative. I am in the best position to assist you with this concern.

Serena [5:19:43 PM]:

What dealership are you working with?

[redacted] [5:21:41 PM]:

autofair hyunda [redacted]

Serena [5:22:14 PM]:

You haven't taken the vehicle to a Chevrolet dealership?

[redacted] [5:24:15 PM]:

yes its a complex Quirk Chevrolet Manchester but thats the name of th plaza

[redacted] 5:24:41 PM]:

[redacted]

[redacted] [5:25:15 PM]:

thats where the car is its a chevy dealership but the plaza is called Autofair Hyundai

Serena [5:26:10 PM]:

Thank you for the clarification. Please allow me 3-5 minutes to look into this for you.

[redacted] [5:26:28 PM]:

np

Serena [5:32:10 PM]:

Thank you for waiting. I am still looking into your request. I appreciate your patience.

[redacted] [5:32:41 PM]:

no problem

Serena [5:36:54 PM]:

So what I can do is reach out to the dealership to see if we can get part of the cost covered for you. Please understand that as of this time I cannot make any guarantees.

Serena [5:38:33 PM]:

I will reach out to the dealership and you should expect a follow up call from me within 2 business days.

[redacted] [5:39:47 PM]:

ok thank you very much

Serena [5:39:58 PM]:

You're welcome. Did you have any additional questions at this time?

[redacted] [5:40:30 PM]:

hehe no I'm all set i hope yu have a great day

Serena [5:40:47 PM]:

You too.

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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Any Time	Chevrolet Equinox 2013 2GNFLEEK4D6[redacted] Mileage Now: 77000 mi Warranty Start: 05/03/2013	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer complains that their windshield wipers are inoperative and there is a recall for this, but because there is not yet a remedy the dealer is asking $500 to repair them. Customer states they do not have the funds to pay for the repair.

CRS explained that typically the customer would pay for the initial repair, then be reimbursed once there is a remedy available.

Customer states they cannot do that because they do not have the money.

CRS advised we can reach out to the dealer to see if we can get part of the cost covered, but we cannot make any promises at this time.

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

Additional key points

This customer has purchased these GM vehicles: 2013 Chevrolet Equinox

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Serena Meacham --> 1-866-790-5700 Ext # 5910761

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNALDEK9D6[redacted]
Mileage Now: mi
Warranty Start: 10/18/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Thomas Kellar --> 1-866-790-5700 Ext # 5921645

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

Caller English

System [4:12:39 PM]:

Welcome to chat.

Bethany [4:12:48 PM]:

Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. Thanks for contacting Chevrolet Customer Assistance, [redacted] My name is Beth. How can I assist you today?

[redacted] [4:14:01 PM]:

I have a 2013 Equinox that the windshield wipers stopped working on and just read about a possible recall. I was wondering if you could give me any more info on that.

Bethany [4:14:42 PM]:

I am very sorry to hear that your windshield wipers have stopped working. May I have your VIN and current mileage please? I would be happy to look into that for you.

[redacted] [4:16:18 PM]:

2GNFLEEK4D6[redacted] mileage 45703

Bethany [4:16:27 PM]:

Thank you, [redacted] Please allow me one to two minutes to pull this up. While I am pulling this up for you, can you please verify your first and last name, email address and phone number? You may receive a survey; and we would like to ensure it is sent to the correct address. Any feedback may be helpful.

[redacted] [4:17:33 PM]:

[redacted]

Bethany [4:18:24 PM]:

Thank you. You do have an open recall for Windshield Wipers. At this time there is not a remedy available. You should receive a second letter in the mail when a remedy is available.

[redacted] [4:19:35 PM]:

I never received a letter for the recall. As the wipers currently are not working, what do I do until then?

Bethany [4:20:28 PM]:

We would recommend to contact your local Department of Motor Vehicle to make certain that your vehicle is registered to you. When we send out the recall letters we use who the DMV has registered for the vehicle.

Bethany [4:20:40 PM]:

Customers can continue to drive their vehicles as usual. However, if they experience malfunction of the front windshield wipers, they should transport the vehicle in a safe manner to a dealer for immediate repairs. As we do not have the remedy available we can not cover repair costs. Owners should retain receipts and apply for reimbursement once they receive the 2nd letter.

[redacted] [4:21:39 PM]:

Ok thanks

Bethany [4:22:00 PM]:

You're welcome. Is there anything else that I may be able to assist you with today?

[redacted] [4:22:11 PM]:

No

Bethany [4:22:28 PM]:

Thanks for contacting Chevrolet Customer Assistance, Daniel. 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 time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

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

Customer

[redacted]
() -
evenings

Vehicle

Chevrolet Equinox 2013
2GNFLEEK4D6[redacted]
Mileage Now: 45703 mi
Warranty Start: 06/01/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner	Vehicle was purchased used at 20000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: na

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Alexia Muir --> 1-866-790-5700 Ext # 5911215

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - anytime	GMC Terrain 2013 2GKFLTEK7D6[redacted] Mileage Now: 43212 mi Warranty Start: 11/30/2012	A GM Dealer has not diagnosed the current concern Repairs are complete Vehicle is operable for this concern and is able to be driven

Key Points

Customers concern: Customer advised that was told by dealership that has to contact manufacture for reimbursement for a repair that was completed and paid for by customer.

Customer request: Customer would like to be reimbursed for repair that he paid for that is now recall 25302

SA Advised: I advised that there is a form that should be filed out from the dealership and that the dealership would file a claim on his behalf and that is the process for getting reimbursement. I advised that will send CEM information so that he can be advised of how to proceed.

Customer states ok and thank you.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Kevin Ford --> 1-866-790-5700 Ext # 5914920

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

Caller English

System [2:29:21 PM]:

Welcome to chat.

Scott [2:29:29 PM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Scott. Your Safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. How can I assist you today?

[redacted] [2:30:47 PM]:

I have this vehicle 2GKFLZE31D6[redacted] and received recall notice 25302 in the fall and now my wipers failed and being told by Dealer that I need a transmission at a cost of $300+ and I have to pay for it because there is no fix for recall yet. WHY???

Scott [2:32:01 PM]:

How many miles are on your vehicle?

[redacted] [2:32:19 PM]:

88k

Scott [2:33:17 PM]:

I appreciate you providing that information, [redacted]

Scott [2:34:02 PM]:

Just to clarify the dealership stated that you have to pay for the recall, or for the transmission?

[redacted] [2:34:43 PM]:

THe recall is for the wipers failing and I need a wiper transmission that should be covered by the recall

[redacted] [2:36:07 PM]:

did you read the information on the recall

Scott [2:36:38 PM]:

I appreciate you clarifying that information, [redacted] Yes I read the information for the recall.

[redacted] [2:37:04 PM]:

I am at the Dealership now, do I have to pay for this

Scott [2:43:37 PM]:

I apologize, Paul. The dealership will have to determine if the wiper transmission is related to the recall. This is normally covered under bumper to bumper. Since the dealership does not have the parts for this recall yet, the customer will have to pay out of pocket for this. What I can advise, is once you receive the second letter in mail stating the parts are available to perform this recall, keep everything that you had to pay for today. You will need to file for reimbursement with the dealership.

[redacted] [2:45:41 PM]:

That is the best GM can do after 6 months of knowing about this recall

Scott [2:51:53 PM]:

I apologize, Paul. GM is looking into finding a solution to get the parts for the recall.

Scott [2:52:07 PM]:

Is there anything else I can assist you with today, [redacted]

Caller [redacted] left the call.

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

4230 Birney Ave
Moosic, PA 18507
(570) 414-1000

Parts and Service Hours:
Mon, Wed-Fri: 8:00 AM - 5:00 PM
Tues: 8:00 AM - 7:00 PM

Sales Hours:
Mon-Thur: 10:00 AM - 7:00 PM
Fri-Sat: 10:00 AM - 5:00 PM

SUN BUICK GMC
4230 BIRNEY AVE
MOOSIC PA. 18507
PHONE: (570) 414-1000 FAX: (570) 414-0524
WWW.SUNBPG.COM

46998 GAY

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2GKFLREK7D6[redacted]	65555	65555	12/13/16 13:26	12/13/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 GMC TERRAIN SL (SUMMIT WHI)	08982	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	C		10/31/13	10/31/13	206	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]		[redacted]	T2980	JAMES KREIDLER (171)	

NO WORRIES....DRIVE HAPPY!
I-PHONE APP ITUNES.APPLE.COM/MY/APP/SUN-BUICK-GMC

YOU MAY BE RECEIVING A SURVEY FROM THE MANUFACTURER CONCERNING OUR PERFORMANCE. IF YOU CANNOT ANSWER COMPLETELY SATISFIED, PLEASE CALL EXT 113 OR EMAIL KEN@SUNBPG.COM

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	0800		A39		Customer	$142.43

Concern Customer states wipers are inop
Cause joint broken on transmission
Correction replaced wiper transmission assembly

Part Number	Description	Qty.	Unit Price	Ext. Price
84126959		1	$115.57	$115.57
			Parts Total...	$115.57
			Line Total...	$258.00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B +	ROOC		A39		Customer	$14.08

Concern Tire Rotation and Oil Change Maintenance Services
- Rotate the tires every 7500 miles and inspect tire inflation pressures and tire wear - Change engine oil and filter (or every 12 months, whichever occurs first).
- Check tire inflation pressures and tire wear; engine coolant and windshield washer fluid levels and add fluid as needed.
- Inspect the wiper blades for wear or cracking; vehicle for any leaks or damage;engine air cleaner filter; brake system; suspension and steering components; restraint system components; fuel system for damage or leaks;exhaust system and nearby heat shields for loose or damaged components.
- Lubricate the body components.
- Check starter switch; automatictransmission shift lock control function; ignition transmission lock;parking brake and automatic transmission park mechanism.
- Visuallyinspect gas strut for signs of wear, corrosion, cracks, loss of lubricant,or other damage. Check the hold open ability of gas strut. Replace ifnecessary.
- Check tire sealant expiration date, if equipped amdinspect sunroof track and seal, if equipped.

Cause Scheduled Maintenance
Correction Performed as requested

8- [redacted]

Part Number	Description	Qty.	Unit Price	Ext. Price
19168267	FILTER	1	$5.77	$5.77

SUN BUICK PONTIAC GMC
4230 BIRNEY AVE
MOOSIC, PA 18507
570-343-4511

12/13/2016	17:17:27
Merchant ID:	38023700
Terminal ID:	001

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

ELECTRONIC CHECK

** Powered By TeleCheck **
** A First Data Company **

Transaction #:	001
SEQ #:	0001
Batch #:	078
Approval Code:	8395
Entry Method:	Swiped
Mode:	Online
Trace Number:	[redacted]
Check Number:	

570-496-3428

SALE AMOUNT	$320.80
RETURN FEE AMOUNT	$30.00

ELECTRONICALLY DEPOSITED
ITS SAFE. ITS SECURE
ITS FROM TELECHECK
QUESTIONS? CALL 1-800-697-9263

CUSTOMER COPY

12:13:38 p.m. 12-19-2016

Customer

[redacted]
Anytime

Vehicle

GMC Terrain 2013
2GKFLREK7D6[redacted]
Mileage Now: 5900 mi
Warranty Start: 10/31/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

Cust STS :
[redacted]
A month ago I got a recall letter for 25302.
DLR is saying they could not fix it but now they are saying it will be The motor and transmission ~$260 to pay.
DLR is waiting for the part – 1 hr
Offered Courtesy Transportation - Denied
Yesterday my wipers went out and are not working (12/12/16)
Willing pay half
Should not be have to be reimbursed

Cust Seeks:
Covered and not have to pay

SA Advised:
I will be in contact with the CEM. We will work together to develop the best possible plan for this concern. Gave the Cust my contact information and their SR#

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased High-Dollar or Premium Vehicle Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 Terran, 2010 CAMARO

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Armond Staten --> 1-866-790-5700 Ext # 5914003

Customer

[redacted]

Vehicle

GMC Terrain 2012
2GKFLREK1C6[redacted]
Mileage Now: 81000 mi
Warranty Start: 09/27/2011

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer wants to look into cost assistance for the repairs he needs to get done on his vehicle and to see if we could get an ETA on the part needed.

Supporting Factors	Limiting Factors
First Time Vehicle Owner Vehicle was inop/down due to this concern: 1 or more days	Vehicle was purchased used at 55,000 miles Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2012 GMC Terrain

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Alejandro Bustamante --> 1-866-790-5700 Ext # 5914814

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

CAC Business Case

8/11/2016 version

Customer's name:	[redacted]			**Today's Date:**	12/28/16
Model Year & Model:	2012 Terrain	**VIN:**	2GKFLREK1C6[redacted]	**CAC SR#:**	8-[redacted]
The customer requested:	Cost assistance for the repairs on the windshield wiper motor and window motor				
CEM's initial response to the customer's $$ request:	N/A				
My position:	Initial response to the customer's $$ request doesn't seem fair/appropriate - Would like to discuss options with the CEM				
My rationale:	N/A				
My recommendation:	N/A				

The CAC advisor requests all blue field information from the Customer Experience Manager.

Repair cost at warranty rates	**Job card (Repair Order) date**	**Mileage on day of repair:**
$810.19	12/27/2016	81,968

GM Policy Calculator Results

Vehicle Make:	GMC
Minimum Customer/Dealer Participation:	$445.60 / 55%
Maximum GM Participation:	$364.59

	Applicable Warranty	**Applicable Special Coverage #**	**Applicable Service Contract**
Name or Number:	Bumper - to - Bumper		
End date:	9/27/2014		
End odometer:	36 019		
# of **DAYS** after expiration:	822		
# of **MILES** after expiration:	45,949		

Out-of-Warranty

Supporting Factors

	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	No		Warranty terms
Repeat repairs related to current vehicle issue?	No		Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?	No		Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	No		Loyalty
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?	No		Loyalty
High-dollar or premium vehicle?	No		Value to GM
First time GM buyer?	**Yes**		**Value to GM**
Discontinued brand vehicle?	No		Value to GM
Conquest buyer?	No		Value to GM
Original owner?	No		Investment
GM Certified Pre-Owned (used) vehicle?	**Yes**		**Investment**
Cust purchased extended service contract, but it's expired or doesn't cover the repair?	**Yes**		**Investment**

Limiting Factors

	Y/N	Key Details	Factor Type
Branded Title?	No		Warranty terms
Warranty Block?	No		Warranty terms
Vehicle is > 8 years old?	No		Warranty terms
Vehicle has > 100,000 miles?	No		Warranty terms
Current or former fleet vehicle?	No		Warranty terms / Usage
Way beyond all applicable expiration limits?	**Yes**	**Customer is 2 years out of bumper to bumper**	**Warranty terms**
Cause is not normally covered by warranty?	No		Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?	No		Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?	No		Warranty terms
Expenses incurred due to damage done by an independent repair facility?	No		Lack of Loyalty
Customer does not appear to take good care of the vehicle?	No		Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?	No		Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?	No		Lack of Investment

Customer

[redacted]
Any Time

Vehicle

Chevrolet Equinox 2013
2GNFLNEK7D6[redacted]
Mileage Now: 59000 mi
Warranty Start: 09/26/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer upset to be experiencing windshield wiper issues while being under recall. Customer wishes to have repairs done at no charge, she cannot understand why she would have to pay if it is a recall. Informed the procedure in place would be to have repairs made and submit for reimbursement once recall remedy is available. Noted will follow through with CEM of dealership to see if any further assistance is available

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Julian Landin --> 1-866-790-5700 Ext # 5914464

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNFLCEK0D6[redacted]
Mileage Now: 138000 mi
Warranty Start: 10/17/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Ms. [redacted] has her vehicle at your dealership for repair of recall #25302. She's been advised that the remedy for this recall has not been received; however, she was almost involved in an accident when the windshield wipers stopped on her while she was driving on the highway in a rainstorm. She's been in four different rental vehicles and today, she was told by the rental company that you would no longer pay for her rental past this Sunday. Customer needs to be in a loaner or rental until the repair is made as her vehicle is unsafe to drive. She does not feel she should bear the burden of rental fees since this is a GM manufacturing problem and not any fault of hers.

Supporting Factors	Limiting Factors
First Time Vehicle Owner Vehicle was inop/down due to this concern: 14 or more days	Vehicle has > 100,000 miles Current or former fleet vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Janie Flores --> 1-866-790-5700 Ext # 5914809

Customer

[redacted]
() -
No referenced time.
ASAP.

Vehicle

GMC Terrain 2011
2CTFLTEC5B6[redacted]
Mileage Now: 67822 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner Vehicle has been serviced for this concern: 1 time	Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2011 GMC Terrain

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Brandon DeView --> 1-866-790-5700 Ext # 13150

Customer

[redacted]
() -

Vehicle

Chevrolet Equinox 2011
2CNFLEEC6B6[redacted]
Mileage Now: 76000 mi
Warranty Start: 03/21/2011

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Mary Alvarez --> 1-866-790-5700 Ext # 5921467

Customer

[redacted]
anytime

Vehicle

Chevrolet Equinox 2010
2CNALPEW4A6[redacted]
Mileage Now: 85000 mi
Warranty Start: 12/31/2009

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer says he windshield wipers doesn't work anymore and the dealer told her that there aren't anymore motors available and its been 3 weeks since she was given that information. Customer says she was told that the manufacturer isn't any longer making the wiper motors possibly.

Customer seeking to get wiper motor to have windshield wipers repaired and fixed.

I advised the customer that I will reach out to dealership to gather some information in regards to their issue and see what options are available.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Emma Owens --> 1-866-790-5700 Ext # 5914275

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - After 6:30pm	Chevrolet Equinox 2013 2GNALPEKXD6[redacted] Mileage Now: 104000 mi Warranty Start: 08/28/2012	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer called in seeking cost assistance with interim repair of recall 25302. Customer was advised there was no guarantee of assistance and that since the warranty has expired there will be out of pocket expenses, but her request would be looked into.

Supporting Factors	Limiting Factors
First Time Vehicle Owner	Vehicle has > 100,000 miles Vehicle was purchased used at Unknown miles Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 Equinox

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Daren Engelmann --> 1-866-790-5700 Ext # 5914445

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SERVICE ADVISOR CAMPBELL DARREN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE RETURNED	INVOICE NO.
30NOV15	30NOV15	[redacted]	1GNALBEK8DZ[redacted]				30NOV15	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:00	15:58	13	CHEVROLET EQUINOX		92.00		63	63

MILEAGE IN	MILEAGE OUT	LICENSE NO.
47881	47881	[redacted]

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
A PERFORM PA STATE INSPECTION									
104 PERFORM PA STATE INSPECTION	70	IUT	0.70			(N/C)	1505	1995	
B STATE INSPECTION STICKER CHARGE									
104S STATE INSPECTION STICKER CHARGE	70	ISIU	0.00			(N/C)	0	600	
C STATE EMISSION INSPECTION									
104E STATE EMISSION INSPECTION	70	IUT	0.30			(N/C)	645	2848	
D TRANSACTION FEE									
104ET TRANSACTION FEE	70	ISIU	0.00			(N/C)	0	147	
E DRAIN & REFILL OIL, REPLACE OIL FILTER, LUBE NECESSARY AREAS, CHECK FLUIDS, CHECK TIRE PRESSURE. ROTATE TIRES & TORQUE LUGNUTS TO FACTORY SPECIFICATION.									
101D DRAIN & REFILL OIL, REPLACE OIL FILTER, LUBE NECESSARY AREAS, CHECK FLUIDS, CHECK TIRE PRESSURE. ROTATE TIRES & TORQUE LUGNUTS TO FACTORY SPECIFICATION.	70	IUT	0.70			(N/C)	1300	1500	
1 12605566 (S)FILTER						(N/C)	462	500	0
5 19293000 OIL						(N/C)	1570	1750	0

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
PAINT & MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN GENERAL MOTOR'S LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

AUTHORIZED BY _____ DATE _____

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6058409

SERVICE FILE

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SERVICE ADVISOR CAMPBELL DARREN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30NOV15	30NOV15	[redacted]	1GNALBEK8DZ[redacted]				30NOV15	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:00	15:56	13	CHEVROLET EQUINOX		92.00		63	63

MILEAGE IN	MILEAGE OUT	LICENSE NO.
47881	47881	[redacted]

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
F USED CAR CK									
142 USED CAR CK									
	70	IUC	0.40			(N/C)	860	3680	
G** MOUNT AND BALANCE 2 TIRES									
MB2 MOUNT AND BALANCE 2 TIRES									
	70	IUC	0.60			(N/C)	1290	3000	
2 19296077 F2256517						(N/C)	25402	31004	0
M,ARKS56950									
H** REPLACE REAR BRAKE PADS AND ROTORS									
165 MISC REPAIRS, REPLACE LINE WITH DESCRIPTION									
	70	IUC	1.20			(N/C)	2580	11040	
1 182179 PADS						(N/C)	3220	5986	0
N613129									
2 YH290958 ROTORS						(N/C)	7988	13340	0
ADV2873									
CUST PAY FOR						(N/C)	0	334	
							46822	77390	0

** PRE-INVOICE **		
46300	24063	8180
6104	1081	0
46700	500	462
48100	52080	38180
24100	8593	*******
24000	69131	*******

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN GENERAL MOTOR'S LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

AUTHORIZED BY _____ DATE _____

TIRES 12/32 ALL
LF 9B RR 13B

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6088-00

SERVICE FILE

RO NUMBER	DATE CLOSED	MILEAGE	S	W	T	E	H	T	Y	E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	OCT15	46886632									PC104	PERFORM PA STAMB2		MOUNT AND BALA	104S	STATE INSPECTI	104E	STATE EMISSION
											104ET	TRANSACTION FE						
	UL15	43681636									PC101D	DRAIN & REFILL	165	MISC REPAIRS				
	AN15	36592633									PT101D	DRAIN & REF						
	OCT14	29056637									PT101D	DRAIN & REF						
											104ET	TRANSACTION						
189345	02MAY14	21893633									PT101D	DRAIN & REFIL						

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 47881

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	FLAT RATE	COST	LABOR SALES	RO NO.	EMPL	APPROVED	ACTUAL TIME	OFF ON
				205 [redacted]	70	54741SA	'15NOV30 15.9	
							'15NOV30 14.1	
				[redacted]	70	54741SA	'15NOV30 14.1	
							'15NOV30 13.6	
				[redacted]			'15NOV30 13.6	
					70	54741SA	'15NOV30 12.3	

X X X X X X X X X X X X

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☐ CREDIT CARD
☐ CASH

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

REPLACED PARTS REQUESTED
[ ] YES [ ] NO

SIGNED: X DATE:

CUST. NO. STOCK NO. [redacted] TAG NO. COLOR WHITE PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
30NOV2015	1GNALBEK8I[redacted]	47881	07JUN13	[redacted]	13	CHEVROLET EQUINOX	63	205 [redacted]

ESTIMATE — YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES — INITIAL YOUR CHOICE
☐ NO ESTIMATE — INITIAL HERE
☐ ORAL ESTIMATE — INITIAL HERE
☐ WRITTEN ESTIMATE — INITIAL HERE

PRELIMINARY ESTIMATE $ _____
AUTHORIZED BY: X

REVISED ESTIMATE	DATE	TIME	BY
REVISED ESTIMATE(1) $			
REVISED ESTIMATE(2) $			
REVISED ESTIMATE(3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
X _____ CUSTOMER SIGNATURE

NAME
ADDRESS
CITY/STATE/ZIP
BILL TO: P.O. NO.

TIME PROMISED 17:00 30NOV15
PHONE WHEN READY NO [ ] YES [ ]
HOME PHONE
BUSINESS PHONE

DELIVERY DATE	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR R[redacted]
07JUN13				92.00

LE2
P225 65 R17 Firestone Dest.

METHOD OF PAYMENT CASH
SELLING DEALER 06607

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	104 70	PERFORM PA STATE INSPECTION Replaced Rear TIRES MT+BAL 2 TIRES Replaced Rear Brake PADS+ROTORS
# B	104S	STATE INSPECTION STICKER CHARGE
# C	104E	STATE EMISSION INSPECTION IM6 1253598 11/16 AI6-1751991
# D	104ET	TRANSACTION FEE
# E	101D	DRAIN & REFILL OIL, REPLACE OIL FILTER, LUBE NECESSARY AREAS, CHECK FLUIDS, CHECK TIRE PRESSURE. ROTATE TIRES & TORQUE LUGNUTS TO FACTORY SPECIFICATION. FLUIDS full TIRES ALL 35 PSI
# F	142	USED CAR CK Passed

	TIRES	WHEELS
RF	12/32	
LF		
RR	12/32	
LR		
SP		

SAFETY ITEMS	P	A	R
HORN	/		
WIPERS	/		
MIRROR	/		
LIGHTS	/		
GLASS	/		
STEERING COMPONENTS	/		
EXHAUST SYSTEM	/		
APPROVED BRAKE HOSE	/		
WHEEL PULLED	LF		RR
PERCENT OF BRAKE LINING	9[redacted]		13[redacted]

29056

Dear Customer: This service loaner is provided as a courtesy for your convience, but limited to essential driving only, that is: to and from place of employment etc.
Insurance coverages restrict use to within Erie County and only to the person whose signature appears below. Other family members are not permitted to drive the vehicle. Please refrain from smoking.

I hereby certify that I am aware of these conditi[redacted] responsible for any damage and/or liabilities incu[redacted] claims and insurance deductible.

X _____ Customer Signature

[redacted]

TECHNICIAN COPY

[redacted]

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SERVICE ADVISOR GREG ETTER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03FEB16	05FEB16	[redacted]	1GNALBEK8DZ[redacted]	146075			05FEB16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:12	07:30	13	CHEVROLET EQUINOX	[redacted]	92.00	30NOV15	90	90

MILEAGE IN	MILEAGE OUT	LICENSE NO.
50463	50463	[redacted]

ECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
A BOTH RIGHT FRONT TPMS SENSORS REAR 0 AT TIMES								
165 RELEARN TPMS								
220	ISP	0.00			(N/C)	0	0	
B RIGHT FRONT WINDOW MOVES SLOW AT TIMES								
165 LUBE WINDOW TRACKS								
220	ISP	0.00			(N/C)	0	0	
						0	0	0

** PRE-INVOICE **

46300 0 0

6704 0 *******

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
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AUTHORIZED BY DATE

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To Reorder: Login into www.staplesenvelope.com or call 1-800-937-8978 Item # 0063400

SERVICE FILE

RO NUMBER	DATE CLOSED	MILEAGE	S/W/B	T/E/C	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	30NOV15	47881	63	7	OUT104	PERFORM PA STA	104S	STATE INSPECTI	104E	STATE EMISSION	104ET	TRANSACTION FE
					101D	DRAIN & REFILL	142	USED CAR CK	MB2	MOUNT AND BALA	165	MISC REPAIRS,

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 50463

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, TURER RECOMMEND SERVICES MARKED BE PERFORMED NOV

FLAT RATE	COST	LABOR SALES	R.O. No.	ACTUAL TIME	OFF
			[redacted]	'16FEB 3 10.2	
			EMPL 220 APPROVED Dunlap	'16FEB 3 9.6	

Owners | Engine | Control System and Starting System | Transmission | Bearings | Air System | Driveshaft and Steering | Brakes | Rear Axle Boots | Wheels and Hubs | Tires | Alignment | Parking Brake | Battery and Test Electrical System | Grease and Flush Cooling System

X X X X X X X X X X X X

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McQuillen Suzuki

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☐ CASH

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of anti/coats.

REPLACED PARTS REQUESTED [ ] YES [ ] NO

SIGNED: X DATE:

CUST. NO [redacted] STOCK NO. TAG NO. COLOR WHITE PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
03FEB2016	1GNALBEK8DZ[redacted]	50463	07JUN13	[redacted]	13	CHEVROLET EQUINOX	90	207[redacted]

ESTIMATE — YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE
☐ NO ESTIMATE INITIAL HERE ☐ ORAL ESTIMATE INITIAL HERE ☐ WRITTEN ESTIMATE INITIAL HERE

PRELIMINARY ESTIMATE $ ____
AUTHORIZED BY: X

REVISED ESTIMATE	DATE	TIME	BY
(1) $			
(2) $			
(3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
X CUSTOMER SIGNATURE

NAME [redacted]
ADDRESS [redacted]
CITY/STATE/ZIP [redacted]
BILL TO:
P.O. NO.
HOME PHONE [redacted]
BUSINESS PHONE

TIME PROMISED 17:00 03FEB16
PHONE WHEN READY NO [ ] YES [ ]

DELIVERY DATE	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
30NOV15				92.00

METHOD OF PAYMENT CASH
SELLING DEALER 06607
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	165	BOTH RIGHT FRONT TPMS SENSORS REAR 0 AT TIMES
	220	Relearn TPMS sensors
# B	165	RIGHT FRONT WINDOW MOVES SLOW AT TIMES
		Lube all 4 window tracks

	TIRES	WHEELS
RF		
LF		
RR		
LR		
SP		

SAFETY ITEMS

ITEMS	P	A	R
HORN			
WIPERS			
MIRROR			
LIGHTS			
GLASS			
STEERING COMPONENTS			
EXHAUST SYSTEM			
APPROVED BRAKE HOSE			
WHEEL PULLED			
PERCENT OF BRAKE LINING			

Dear Customer: This service loaner is provided as a courtesy for your convenience, but limited to essential driving only, that is: to and from place of employment etc.
Insurance coverages restrict use to within Erie County and only to the person whose signature appears below. Other family members are not permitted to drive the vehicle. Please refrain from smoking.

I hereby certify that I am aware of these conditions and will be responsible for any damage and/or liabilities incurred, including all claims and insurance deductible.

X Customer Signature X Co. Rep.

TECHNICIAN COPY

INSTRUCTIONS FOR OUR EARLY MORNING AND LATE EVENING SERVICE CUSTOMERS

EARLY BIRDS

NITE OWLS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LOCK YOUR VEHICLE. PARK IN ASSIGNED AREA, NOT IN DRIVEWAY.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED.
5. PLACE ENVELOPE IN EARLY BIRD/NITE OWL MAIL SLOT AT SERVICE ENTRANCE.

NAME [redacted] LIC. PLATE _____ MILEAGE 050463

ADDRESS [redacted]

CITY [redacted] STATE [redacted] ZIP [redacted]

HOME PHONE _____ BUS.PHONE _____

E-MAIL ADDRESS _____ CELL PHONE [redacted]

WHAT TIME WILL YOU CALL FOR YOUR VEHICLE? _____ AM/PM

YEAR 2013 MAKE & MODEL Chevy Equinox COLOR White

USE THIS HANDY CHECK LIST

- ❑ Scheduled Maintenance Miles: _____ Mos: ____
- ❑ Special This Month
- ❑ Change Oil and Filter
- ❑ Check All Fluid Levels
- ❑ Fluid Leaking ❑ Interior ❑ Exterior
- ❑ Check Belts and Hoses
- ❑ Check/Replace Battery and Cables
- ❑ Check Front Lights: ❑ Left ❑ Right
- ❑ Check Rear Lights: ❑ Left ❑ Right
- ❑ Check Emission/Exhaust System
- ❑ Service AC/Heater Fan
- ❑ Check Air Conditioning System/Output
- ❑ Check Heating System/Output
- ❑ Check Transmission
- ❑ Check Clutch
- ❑ Flush Cooling System
- ❑ Engine Overheating
- ❑ "Check Engine" Light On
- ❑ Warning Light On
- ❑ Check Brakes
- ❑ Replace Wiper Blades
- ❑ Front End Alignment
- ❑ Tune Up
- ❑ Rotate Tires & Balance Wheels
- ❑ Check Tire Pressures (Incl. Spare)
- ❑ Check Suspension— Shocks/Struts
- ❑ Electrical— Describe Below
- ❑ Check Steering: ❑ Pulls ❑ Shakes
- ❑ Repl. Glass: ❑ Door ❑ W/Shield ❑ Rear
- ❑ Adjust: ❑ Door ❑ Hood ❑ Rear
- ❑ Body/Paint Estimate Desired

OTHER SERVICES / PROBLEM DESCRIPTION: Service tire System light keeps popping on. Tire pressure option shows No pressure in Right side tires Then it goes away

PLEASE USE OTHER SIDE IF MORE SPACE IS NEEDED Windows didn't want to go up then w.k fine

CALL ME (☒ Yes ☐ No) **AND GIVE AN ESTIMATE BEFORE ANY WORK IS PERFORMED**

PLEASE RETURN THE OLD PARTS TO ME ☐ Yes ☐ No

Just bought here in Dec supposed to have warranty

I hereby authorize the above repair work to be done along with the necessary parts and labor, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts s[illegible] or your employees permission to operate the vehicle herein described on st[illegible]pection. An express mechanic's lien is hereby acknowledged on above[illegible]d because of the EARLY BIRD SERVICE, I am unable to receive a copy o[illegible]

[redacted]

2/3/14
DATE

PRO CERTIFIED

USED VEHICLE LIMITED WARRANTY

Today's Date _____

SECTION 1. REGISTRATION

[redacted]	Dealer Code [redacted]	Warranty Number PC2-3-[redacted]	
[redacted]	Vehicle Sale Date 11/30/15	Odometer Reading 47880	
Issuing Dealer ("We," "Us," or "Our") McQuillen Chevy Buick GMC	Telephone [redacted]		
Address 604 Main St	City Girard	State PA	Zip Code 16417
Year 2013	Make Chevy		
Vehicle Identification Number ("Vehicle") 1GNALBEK8DZ[redacted]			
Service Contract Purchased: ☐ Yes ☒ No	Model EQUINOX		
Vehicle Purchase Price 13995	[redacted]		
Covered Components/Parts: Per Warranty Terms	Deductible* Ø		

CHECK (✓) VEHICLE CYLINDERS & EQUIPMENT

CYLINDERS (check one) ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 8 ☐ 10

EQUIPMENT (check box[es])

☐ 4- WHEEL DRIVE/ALL WD ☐ DIESEL ☐ TURBO/SUPERCHARGED

DURATION OF WARRANTY (See Section 4, "Terms & Conditions," subsection F, "Term")

3 MONTH(S)/ 3000 MILES (WHICHEVER OCCURS FIRST)

(3 MONTHS/3,000 MILES UNLESS OTHER TERM IS INDICATED)

* For each repair visit You must pay the Deductible indicated above as well as the costs for any repairs to non-covered parts. If no Deductible is indicated above, Your Deductible will be $100 per repair visit. Deductibles for Limited Warranties issued in Arizona and New Mexico will be $0 per repair visit.

THIS LIMITED WARRANTY IS PROVIDED BY THE ISSUING DEALER AND IS INCLUDED AS PART OF THE BASE VEHICLE PURCHASE PRICE WITHOUT ANY [redacted] REE THAT: (I) I HAVE READ THIS LIMITED WARRANTY IN ITS ENTIRETY AND FULLY UNDERSTAND ITS R THE DURATION OF WARRANTY INDICATED ABOVE.

[redacted] _____ DATE _____

SECTION 2. LIMITED WARRANTY

This Limited Warranty is issued and effective for the Vehicle identified above in Section 1, "Registration." If Your Vehicle experiences a Mechanical Breakdown of any of the component(s)/part(s) listed below under the caption entitled "Covered Parts" of Section 3, "Coverage," We or Our assigned repair facility will repair the Covered Parts. You must return Your Vehicle to Us, the Issuing Dealer, at Our repair facility or to Our assigned repair facility to make necessary repairs to or replacement of Covered Parts. For each repair visit, You must pay the Deductible for any covered repairs. Additionally, You must pay for all costs that are not covered under this Limited Warranty including the costs for any repairs to or replacement of non-covered parts. All liabilities assumed by Us under this Limited Warranty are subject to the terms, conditions, limitations and exclusions set forth in this Limited Warranty. Coverage under this Limited Warranty does not include repairs which qualify under Your Vehicle manufacturer's or a repair facility's warranty, including recalls by Your Vehicle's manufacturer. **Any implied warranties, including the implied warranty of merchantability, are limited to the Duration of Warranty indicated above. Some states do not allow limitations on how long an implied warranty lasts, so the limitations on implied warranties may not apply to You.**

SECTION 3. COVERAGE

SYSTEM	COVERED PARTS This Warranty is limited to these listed parts:	EXAMPLES OF NONCOVERED PARTS Not limited to but including:
A. Engine**	All internally lubricated parts. Engine block, head(s) and intake/exhaust manifolds if damaged as the result of the mechanical failure of an internally lubricated part. Fuel pump and water pump. Fluids, seals/gaskets ONLY when required with the replacement of a covered component(s)/part(s).	Air cleaner, bolts and nuts, carburetor, catalytic converter, engine mounts, engine oil pan, exhaust system, drive belts/pulleys, fan blades, filters, flywheel/flexplate, fuel-injection system, fuel injectors, harmonic balancer, hoses and belts, radiator, radiator cooling fan, radiator shroud, spark plugs, spark plug wires, thermostat, throttle body, vacuum valves or lines, valve covers, seals and gaskets (unless required with covered repairs).
B. Transmission/ Transfer Case	All internally lubricated parts. Gear cases and housings if damaged as the result of the mechanical failure of an internally lubricated part. Torque converter, vacuum modulator valve. Fluids, seals/gaskets ONLY when required with the replacement of a covered component(s)/part(s).	Bolts and nuts, clutch slave cylinder, clutch master cylinder, flywheel/flexplate, standard transmission clutch parts, throw-out bearing, transmission fluid lines, transmission linkage, transmission mounts, seals and gaskets (unless required with covered repairs).
C. Drive Axle	All internally lubricated parts. Gear cases and housings if damaged as the result of the mechanical failure of an internally lubricated part. Axle shafts and bearings, C.V. and universal joints, propeller shafts. Fluids seals/gaskets ONLY when required with the replacement of a covered component(s)/part(s).	Axle seals (unless required with covered repairs), C.V. boot (unless required with covered repairs), pinion seal (unless required with covered repairs), pinion shaft flange, propeller shaft center bearings.

ONLY THOSE PARTS STATED UNDER "COVERED PARTS" ARE COVERED BY THIS LIMITED WARRANTY

** This Limited Warranty excludes the repair of engine valves, piston rings and cylinder wear to correct either low compression or oil consumption which is considered wear.

USED CAR EXTENDED 90 DAY WARRANTY

VEHICLE INSPECTION CHECKLIST

DEALERSHIP INFORMATION
NAME McQuillen
ADDRESS 604 Main St
CITY Girard STATE PA ZIP 16417
PHONE 814-774-9641

VEHICLE HISTORY
YEAR 2013 MAKE Chevy MODEL Equinox
ODOMETER 47880 VIN (LAST 6 DIGITS) [redacted]
STOCK NO. _____ KEYS/KEYLESS REMOTES _____
DEALER NOTES _____

125-POINT INSPECTION

INSPECTION KEY
OK – Good Condition
RP – Repaired Item
RL – Replaced Item

ENGINE	OK	RP	RL
Emission Equipment	☐	☐	☐
Air Filters	☐	☐	☐
Exhaust Leaks	☐	☐	☐
Motor Mounts	☐	☐	☐
Oil Condition	☐	☐	☐
Oil Filter	☐	☐	☐
Cylinder Head	☐	☐	☐
Intake Gaskets	☐	☐	☐
Serpentine Belt	☐	☐	☐
Spark Plugs	☐	☐	☐
Spark Plug Wires	☐	☐	☐
Vacuum Hose/Lines	☐	☐	☐

TRANSMISSION	OK	RP	RL
Fluid Level	☐	☐	☐
Shifting	☐	☐	☐
Mounts	☐	☐	☐

DRIVE AXLE	OK	RP	RL
CV Joints	☐	☐	☐
CV Boots & Clamps	☐	☐	☐
Driveshaft	☐	☐	☐
4x4*	☐	☐	☐

ELECTRICAL	OK	RP	RL
Alternator/Regulator	☐	☐	☐
Battery Test	☐	☐	☐
Horn	☐	☐	☐
Power Seats	☐	☐	☐
Power Windows	☐	☐	☐
Interior Switches	☐	☐	☐
Front Wiper Motor	☐	☐	☐
Power Antenna	☐	☐	☐
Sunroof Operation	☐	☐	☐
Rear Defroster	☐	☐	☐
Turn Signals	☐	☐	☐
H[redacted]	☐	☐	☐

BRAKE SYSTEM	OK	RP	RL
Fluid Level	☐	☐	☐
Fluid Leaks	☐	☐	☐
Master Cylinder	☐	☐	☐
Booster	☐	☐	☐
Front Linings ____%	☐	☐	☐
Rear Linings ____%	☐	☐	☐
Calipers	☐	☐	☐
Wheel Cylinders	☐	☐	☐
Emergency Brake	☐	☐	☐
Lines & Fittings	☐	☐	☐
A.B.S.*	☐	☐	☐

SUSPENSION	OK	RP	RL
Ball Joints	☐	☐	☐
Bushings	☐	☐	☐
Tie Rods	☐	☐	☐
Idler Arm	☐	☐	☐
Shock Absorbers	☐	☐	☐
Struts	☐	☐	☐
Springs	☐	☐	☐
Torsion Bars	☐	☐	☐
Power Steering Fluid	☐	☐	☐
Steering Rack Box	☐	☐	☐

COOLING	OK	RP	RL
Coolant Level	☐	☐	☐
Pressure Test	☐	☐	☐
Recovery System	☐	☐	☐
Heater Hoses	☐	☐	☐
Fan Belts	☐	☐	☐
Fan Blades	☐	☐	☐
Heater Core	☐	☐	☐
Electric Radiator Fan	☐	☐	☐
Water Pump	☐	☐	☐
Radiator	☐	☐	☐

AIR CONDITIONING	OK	RP	RL
Compressor	☐	☐	☐
Condenser	☐	☐	☐
Evaporator	☐	☐	☐
Dryer	☐	☐	☐
Hoses & Lines	☐	☐	☐

INTERIOR	OK	RP	RL
Sound System	☐	☐	☐
All Gauges	☐	☐	☐
Speedometer	☐	☐	☐
Odometer	☐	☐	☐
Interior Lights	☐	☐	☐
Seats	☐	☐	☐
Seat Belts	☐	☐	☐
Carpet	☐	☐	☐
Floormats	☐	☐	☐
Trim	☐	☐	☐
Cupholder(s)	☐	☐	☐
Glovebox	☐	☐	☐
Headliner	☐	☐	☐

PAINT & BODY	OK	RP	RL
Front Bumper	☐	☐	☐
Hood	☐	☐	☐
Core Support	☐	☐	☐
Doors Left Front	☐	☐	☐
Doors Left Rear*	☐	☐	☐
Doors Right Rear*	☐	☐	☐
Doors Right Front	☐	☐	☐
Roof	☐	☐	☐
Convertible Top*	☐	☐	☐
Sunroof*	☐	☐	☐
Antenna	☐	☐	☐
Trunk Lid	☐	☐	☐
Hatch*	☐	☐	☐
Tailgate*	☐	☐	☐
Rear License Plate	☐	☐	☐
Rear Bumper	☐	☐	☐
Spare Wheel Well	☐	☐	☐
Rear Floor Pan	☐	☐	☐
Headlights	☐	☐	☐
Tail Lights	☐	☐	☐
Brake Lights	☐	☐	☐
Door Locks	☐	☐	☐
Trunk Lock	☐	☐	☐
Frame	☐	☐	☐

GLASS	OK	RP	RL
Windshield	☐	☐	☐
Door & Side Glass	☐	☐	☐
Rear Window	☐	☐	☐
Exterior Mirrors	☐	☐	☐
Interior Mirrors	☐	☐	☐

TRUNK	OK	RP	RL
Spare & Jack	☐	☐	☐
Cargo Net*	☐	☐	☐
Cargo Cover*	☐	☐	☐
Cargo Mat*	☐	☐	☐

TIRE INSPECTION	PRESSURE
Left Front	____ psi
Left Rear	____ psi
Right Rear	____ psi
Right Front	____ psi

Brand, Type, Size, Speed Rating, & Condition

ROAD TEST	PASSED
Engine Start/Idle	☐
Oil Pressure	☐
Operating Temperature	☐
Transmission Shifting	☐
Drive Line Vibration	☐
Steering Alignment	☐
Gauges & Instruments	☐
Unusual Noises	☐

ADDITIONAL COMMENTS

* Indicate "N/A" if item is not applicable

[redacted]

ST-DRIVEN AND CERTIFIED BY:

TECH NO. _____ SIG[redacted]

Technician's signature certifies that the vehicle has been carefully inspected and
This is a pre-owned vehicle; no claim is made, implied or otherwise, that this vehi[redacted]

©2012 CNA National Warranty Corporation
8570 (01/13)

McQUILLEN CHEVROLET-BUICK-GMC TRUCK, INC.
McQUILLEN SUZUKI
604 MAIN STREET EAST • P.O. BOX 188
GIRARD, PA 16417-0188 • (814) 774-9641
FAX: (814) 774-2305 • (800) 332-9641

[redacted]

INVOICE NO.
WRITTEN DATE DELIVERED: 11/30/15
STOCK NO.
PURCHASE ORDER NO.
SALESMAN: MANUCCI, STE

SOLD TO [redacted]
STREET A
CITY, STAT
CELL PHONE
EMAIL
BUS. PHONE [redacted]

☐ NEW ☐ DEMO ☒ USED ☐ LEASE

YEAR	MAKE	SERIES	CYLS.	BODY TYPE	PRIOR USE:
2013	CHEVROLET	EQUINOX		SW	

SERIAL NO. 1GNALBEK8DZ [redacted]
IGNITION KEY | TRUNK KEY | COLOR: WHITE | TRIM

TRADE-IN INFORMATION
YR. & MAKE [redacted] Chevrolet
05 DO
BODY TYPE
V.I.N. # 1D4HB58D95F [redacted] Tag
TITLE
STOCK #
COLOR Black
LIC. #/EXP [redacted]
MILEAGE - TRADE-IN 205160
BALANCE ON TRADE-IN OWED TO

NAME OF INS. CO. & AGENT
STATE FARM
GENE SCHLOSSER

14*838*9650
MILEAGE VEHICLE BEING PURCHASED [redacted]

THE DESCRIBED VEHICLE MAY BE REAPPRAISED IF:

1. IT HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE ORIGINAL VALUATION AND PRIOR TO ITS DELIVERY TO THE DEALER.

2. IF PART OR ACCESSORIES OR BOTH, INCLUDING TIRES HAVE BEEN REMOVED OR REPLACED WITH PARTS AND ACCESSORIES OF INFERIOR QUALITY.

3. 8 WEEKS TIME PASSES BETWEEN DATE OF ORDER AND TIME FACTORY DELIVERS ORDER TO DEALER.

X [redacted]
BUYER'S SIGNATURE

☐ DISCLAIMER OF WARRANTIES
I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.
☐ USED CAR WARRANTY -Used car is covered by a limited warranty detailed in a separate document.
☐ AS IS -This motor vehicle sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any [redacted] occur in the

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $
PURCHASER'S SIGNATURE X [redacted]
Purchaser hereby acknowledges to the above clause.

REMARKS: LEASE INFO:

ENCUMBER: EXTER [redacted]

CASH DELIVERED PRICE OF UNIT	13995.00
ACCESSORIES	
SUB TOTAL OF VEHICLE & OPTIONS	
TRADE-IN ALLOWANCE	13995.00
TRADE DIFFERENCE	1500.00
DOCUMENTARY FEES	12495.00
PA. SALES TAX	134.00
TITLE, REG., MESSENGER, ETC.	749.70
TOTAL SALE PRICE	103.00
	13481.70
CASH WITH ORDER (SEC. DEPOSIT)	
SUB TOTAL	13481.70
EXTENDED SERVICE CONTRACT	800.00
ON LINE REGISTRATION FEE	16.43
NO ONLINE TITLE	
PA. SALES TAX	N/A
BALANCE OWED ON TRADE-IN	N/A
GRAND TOTAL	14298.13
CASH ON DELIVERY	N/A
FIRST TIME BUYER	N/A
BALANCE TO BE FINANCED	14298.13

DEC 03 2015

FINANCE CO. EXTER FINANCE CORP | 18.00 | MOS. 72 | EACH 196.10 | COMMENCING: 11/30/2015
APR: N/A | A.P.R: N/A | AMT. FIN.: 14298.13 | FIN. CHRG. 9181.07 | TOTAL PAY: 23479.20
[redacted] 24979.20 | TOTAL TAX 749.70

PURCHASER THE BUYER BUE BEFORE ZED DEALER E DEALER.

Representative

THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Purchaser has read and agrees with this order and all the terms and conditions on both the face and reverse side the parties and may not be varied. I certify that I am receipt of a copy of this Agreement and order.

[redacted]
Co-Buyer

Date 11/30/15
Date 11/30/15

www.mcquillenauto.com www.mcquillenchevrolet.com www.mcquillensuzuki.com

The Reynolds and Reynolds Company (Reynolds ID 0017)

MCQUILLEN 12/30/2015 15:55 FAX 18147741341 005

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 12/29/16
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]		
Mailing address: [redacted]		
City: [redacted]	State: [redacted]	Zip code: [redacted]
Day phone: [redacted]	Evening phone:	Cell phone:
Fax:	E-mail address [redacted]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2013	Current mileage: 69978
Name(s) that appears on the vehicle title: Dunlap			
Selling dealer/city/state: McQuillen Chevrolet, Girard, PA			
Primary Servicing dealer/city/state: Not worked on Yet,			
Acquired as ☐ new ☒ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 11/01/15	Mileage at purchase/lease:		
First repair attempt date:	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 50 %	Number of vehicles owned or leased by the business: 1	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The dealership is telling her the parts are not available to do the recall . They could fix it with the parts they have available if she pays for it and she would be reimbursed if that is the part they are going to replace once the parts are in. The bar pops off randomly and the wipers stop working. She feels this is a safety issue and wants it fixed or take the car back.

GM Case # 8-[redacted]

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
recall - windshield wiper transmission				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Angela Graham (C)

To: ANDREW RICHARDSON
Cc: Christopher F. Rose
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ1[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted] Customer: [redacted], SR# 8-[redacted]

Thank you. I will pass this information on to the customer. What is the reduced price for the part? I want to be able to provide this customer with all the information in one interaction if possible.

Thanks,
Angela

From: ANDREW RICHARDSON
Sent: Wednesday, January 04, 2017 12:12 PM
To: Angela Graham (C)
Cc: Christopher F. Rose
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC:117[redacted] Customer:[redacted], SR# 8[redacted]

Angela,
Attached is the information from GM regarding these recalls. Realistically, per GM, we are not to act on repairing these vehicles. If we do replace anything on the vehicle, it is at the customer's cost. They would then hold the receipt and we would reimburse them once the recall is opened up.
I know I discussed with Steve at the dealership to provide the part to the customer at a reduced price, and the customer would have the option to have whomever install that part. She would be able to receive reimbursement on the part once we announce the repair for the recall.
If you need any other assistance, please let me know.

Andrew Richardson
General Motors Company
District Manager-Aftersales Erie, PA
Customer Care & Aftersales
Cell: 815-200-2523
Andrew.1.Richardson@gm.com

Certified Service

From: Angela Graham (C)
Sent: Friday, December 30, 2016 12:47 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC:117[redacted]
Customer [redacted], SR# 8-[redacted]

Service Request: 8-[redacted]

Customer Last Name: [redacted]

Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc, 117123, GIRARD IA

Dealership Contact: STEPHEN MOORE

VIN: 1GNALBEK8DZ[redacted]

Vehicle: 2013 Chevrolet Equinox

Mileage: 69,978

Dear Andrew Richardson:

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Chevrolet Equinox. The customer has stated that she has been waiting five months for the remedy to recall 25302 pertaining to the windshield wipers and the wipers randomly pop off and she is terrified to drive her vehicle and is seeking to have the repair done at no cost to her. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Angela

Angela Graham (C)

To: ANDREW RICHARDSON
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted]Customer[redacted], SR# 8-[redacted]

Wonderful!! Now to see if [redacted] will accept. I will let you know how it goes.
Thanks,
Angela

From: ANDREW RICHARDSON
Sent: Wednesday, January 04, 2017 1:08 PM
To: Angela Graham (C)
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC:[redacted], Customer:[redacted], SR# 8-[redacted]

Angela,
We agreed on offering the part to the customer for $75.00. This is about $10 more than the cost of the part, which is reduced from the retail listing of about $150.

Thank you,
Andrew

From: Angela Graham (C)
Sent: Wednesday, January 04, 2017 1:51 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC:[redacted], Customer: [redacted] SR# 8-[redacted]

Thank you. I will pass this information on to the customer. What is the reduced price for the part? I want to be able to provide this customer with all the information in one interaction if possible.

Thanks,
Angela

From: ANDREW RICHARDSON
Sent: Wednesday, January 04, 2017 12:12 PM
To: Angela Graham (C)
Cc: Christopher F. Rose
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC:[redacted]Customer: [redacted], SR# 8-[redacted]

Angela,
Attached is the information from GM regarding these recalls. Realistically, per GM, we are not to act on repairing these vehicles. If we do replace anything on the vehicle, it is at the customer's cost. They would then hold the receipt and we would reimburse them once the recall is opened up.
I know I discussed with Steve at the dealership to provide the part to the customer at a reduced price, and the customer would have the option to have whomever install that part. She would be able to receive reimbursement on the part once we announce the repair for the recall.

If you need any other assistance, please let me know.

Andrew Richardson
General Motors Company
District Manager-Aftersales Erie, PA
Customer Care & Aftersales
Cell: [redacted]
Andrew.1.Richardson@gm.com

Certified Service

From: Angela Graham (C)
Sent: Friday, December 30, 2016 12:47 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted]
Customer: [redacted], SR# 8[redacted]

Service Request: 8-[redacted]

Customer Last Name: [redacted]

Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc, 117[redacted], GIRARD IA

Dealership Contact: STEPHEN MOORE

VIN: 1GNALBEK8DZ[redacted]

Vehicle: 2013 Chevrolet Equinox

Mileage: 69,978

Dear Andrew Richardson:

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Chevrolet Equinox. The customer has stated that she has been waiting five months for the remedy to recall 25302 pertaining to the windshield wipers and the wipers randomly pop off and she is terrified to drive her vehicle and is seeking to have the repair done at no cost to her. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

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Thank you,

Angela

Angela Graham (C)

From: ANDREW RICHARDSON
Sent: Wednesday, January 04, 2017 1:08 PM
To: Angela Graham (C)
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted], Customer: [redacted] SR# 8-[redacted]

Angela,
We agreed on offering the part to the customer for $75.00. This is about $10 more than the cost of the part, which is reduced from the retail listing of about $150.

Thank you,
Andrew

From: Angela Graham (C)
Sent: Wednesday, January 04, 2017 1:51 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted] Customer: Dunlap, SR# 8-[redacted]

Thank you. I will pass this information on to the customer. What is the reduced price for the part? I want to be able to provide this customer with all the information in one interaction if possible.

Thanks,
Angela

From: ANDREW RICHARDSON
Sent: Wednesday, January 04, 2017 12:12 PM
To: Angela Graham (C)
Cc: Christopher F. Rose
Subject: RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted], Customer: [redacted] SR# 8-[redacted]

Angela,
Attached is the information from GM regarding these recalls. Realistically, per GM, we are not to act on repairing these vehicles. If we do replace anything on the vehicle, it is at the customer's cost. They would then hold the receipt and we would reimburse them once the recall is opened up.
I know I discussed with Steve at the dealership to provide the part to the customer at a reduced price, and the customer would have the option to have whomever install that part. She would be able to receive reimbursement on the part once we announce the repair for the recall.
If you need any other assistance, please let me know.

Andrew Richardson
General Motors Company
District Manager-Aftersales Erie, PA
Customer Care & Aftersales
Cell: 815-200-2523
Andrew.1.Richardson@gm.com

Certified Service

From: Angela Graham (C)
Sent: Friday, December 30, 2016 12:47 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC:117[redacted]
Customer: [redacted] SR# 8-[redacted]

Service Request: 8-[redacted]

Customer Last Name: [redacted]

Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc, [redacted], GIRARD IA

Dealership Contact: STEPHEN MOORE

VIN: 1GNALBEK8DZ[redacted]

Vehicle: 2013 Chevrolet Equinox

Mileage: 69,978

Dear Andrew Richardson:

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Chevrolet Equinox. The customer has stated that she has been waiting five months for the remedy to recall 25302 pertaining to the windshield wipers and the wipers randomly pop off and she is terrified to drive her vehicle and is seeking to have the repair done at no cost to her. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,
Angela

Angela Graham (C)

From:	Angela Graham (C)
Sent:	Friday, December 30, 2016 11:47 AM
To:	ANDREW RICHARDSON
Cc:	Christopher F. Rose
Subject:	Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted] Customer: Dunlap, SR# 8[redacted]
Attachments:	[redacted].CCF.pdf

Service Request: 8-[redacted]

Customer Last Name: [redacted]

Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc, [redacted], GIRARD IA

Dealership Contact: STEPHEN MOORE

VIN: 1GNALBEK8DZ[redacted]

Vehicle: 2013 Chevrolet Equinox

Mileage: 69,978

Dear Andrew Richardson:

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Chevrolet Equinox. The customer has stated that she has been waiting five months for the remedy to recall 25302 pertaining to the windshield wipers and the wipers randomly pop off and she is terrified to drive her vehicle and is seeking to have the repair done at no cost to her. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

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Thank you,

Angela

Angela Graham (C)

To: [redacted]
Subject: [redacted], 2013 Chevrolet Equinox, VIN 1GNALBEK8DZ[redacted] SR# 8-[redacted]

RE: Customer Last Name: [redacted]
Service Request: 8-[redacted]
Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc
Dealership Contact: STEPHEN MOORE
2013 Chevrolet Equinox
Vehicle Identification Number: 1GNALBEK8DZ[redacted]

Dear Steve:

I received the documents you faxed me. Thank you for your speedy response. I appreciate it.

If you have further questions, please contact Mediation Liaison, Angela at 866-790-5700 ext 5914570, or by fax at 586-920-0826. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Angela, Business Resource Center
Mediation Liaison
Desk: 866-790-5700 ext 5914570
Fax: 586-920-0826

Angela Graham (C)

From:	ANDREW RICHARDSON
Sent:	Wednesday, January 04, 2017 12:12 PM
To:	Angela Graham (C)
Cc:	Christopher F. Rose
Subject:	RE: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted] Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted] Customer[redacted], SR# 8-[redacted]
Attachments:	25302 ADV.pdf; 25302 Dealer Message - Customer Advisory sent 09-12-16.pdf

Angela,
Attached is the information from GM regarding these recalls. Realistically, per GM, we are not to act on repairing these vehicles. If we do replace anything on the vehicle, it is at the customer's cost. They would then hold the receipt and we would reimburse them once the recall is opened up.
I know I discussed with Steve at the dealership to provide the part to the customer at a reduced price, and the customer would have the option to have whomever install that part. She would be able to receive reimbursement on the part once we announce the repair for the recall.
If you need any other assistance, please let me know.

Andrew Richardson
General Motors Company
District Manager-Aftersales Erie, PA
Customer Care & Aftersales
Cell: 815-200-2523
Andrew.1.Richardson@gm.com

Certified Service

From: Angela Graham (C)
Sent: Friday, December 30, 2016 12:47 PM
To: ANDREW RICHARDSON <andrew.1.richardson@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: Initial Notification of BBB Case VIN: 1GNALBEK8DZ[redacted], Mcquillen Chevrolet-Buick-GMc, Inc, BAC[redacted]
Customer: [redacted], SR# 8[redacted]

Service Request: 8-[redacted]

Customer Last Name: [redacted]

Involved Dealership: Mcquillen Chevrolet-Buick-GMc, Inc, [redacted] GIRARD IA

Dealership Contact: STEPHEN MOORE

VIN: 1GNALBEK8DZ[redacted]

Vehicle: 2013 Chevrolet Equinox

Mileage: 69,978

Dear Andrew Richardson:

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Chevrolet Equinox. The customer has stated that she has been waiting five months for the remedy to recall 25302 pertaining to the windshield wipers and the wipers randomly pop off and she is terrified to drive her vehicle and is seeking to have the repair done at no cost to her. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,
Angela

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - Any	GMC Terrain 2013 2GKFLREK0D6[redacted] Mileage Now: 46000 mi Warranty Start: 09/24/2012	A GM Dealer has not diagnosed the current concern Repairs have not been scheduled Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer called in because his wiper blades are sticking straight up and have stopped working. He called dealership listed and was told they could not fix it until the recall comes out.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Justin Hart --> 1-866-790-5700 Ext # 5914544

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

Caller English

System [6:20:31 PM]:

Welcome to chat.

Lakeshia [6:20:41 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. 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.

Lakeshia [6:22:31 PM]:

Thank you for chatting in. I am here to assist you. Are you still there?

[redacted] [6:23:02 PM]:

Got a letter about a problem with wiper blades on my 2013 equinox. Where can i get this done

Lakeshia [6:23:53 PM]:

I am happy to look into this for you.

Lakeshia [6:23:58 PM]:

Can I have the last 8 characters of your VIN number please?

[redacted] [6:24:39 PM]:

D6[redacted]

Lakeshia [6:25:29 PM]:

Thank you for that VIN.

Lakeshia [6:26:15 PM]:

This recall is incomplete. This means that GM has not released the redesigned parts for the dealership to install yet.

Lakeshia [6:27:27 PM]:

You will receive a second letter from GM letting you know that the parts are ready and the dealerships have received them. At that time you may set up an appointment to get your recall taken care of.

Lakeshia [6:27:53 PM]:

I will be happy to help you find dealer now in the meantime if you would like, [redacted]

[redacted] 6:29:03 PM]:

I bought new wipers prior to the letter. Do you knowif I willbe reimbursed for them?

Lakeshia [6:31:08 PM]:

Do you mind waiting a few moments while I check into that for you?

[redacted] [6:31:27 PM]:

I can wait

Lakeshia [6:33:31 PM]:

Thank you for holding.

Lakeshia [6:34:50 PM]:

You can submit or reimbursement to the address provided in your letter or at your local GM dealer once GM releases the remedy and you bring your vehicle into a GM dealership to have the recall serviced.

[redacted] [6:35:48 PM]:

Great. You've my case today. I have the receipt.

Lakeshia [6:35:49 PM]:

You should retain receipts and apply for reimbursement once they receive the 2nd letter.

Lakeshia [6:36:07 PM]:

Okay. Great.

[redacted] 6:36:26 PM]:

No problem. Happy new you!

Lakeshia [6:36:50 PM]:

Thank you. You have the best New Year!

Lakeshia [6:36:57 PM]:

Is there anything else I can do to assist you today?

[redacted] [6:37:25 PM]:

Good bye and thanks again.

Lakeshia [6:37:37 PM]:

You are most welcome!

Lakeshia [6:37:42 PM]:

Thank you for contacting Chevrolet Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

Caller [redacted] left the call.

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

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNFLEEK6D6[redacted]
Mileage Now: 84955 mi
Warranty Start: 01/04/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 1997 CHEVROLET MALIBU, 1998 CHEVROLET C/K PICKUP, 2000 CHEVROLET SILVERADO, 2013 CHEVROLET SILVERADO, 2013 CHEVROLET EQUINOX

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Cinnamon Walker --> 1-866-790-5700 Ext # 5921362

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Unknown	GMC Terrain 2013 2GKALUEK2D6[redacted] Mileage Now: 56000 mi Warranty Start:	A GM Dealer has not diagnosed the current concern Repairs are scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer's Concern: Windshield wipers inoperative and needs repair under recall 25302.

Customer's Request: Repair under recall

Tier 2 Advised the Customer: SA conferenced call with CEM Dwayne.

Brenda Benning/WMI Tier 2

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

Additional key points

This customer has purchased these GM vehicles: 1995 GMC Jimmy, 2013 GMc Terrain

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Brenda Benning --> 1-866-790-5700 Ext # 5914421

Customer
[redacted]

Vehicle
GMC Terrain 2013
2GKFLTEK7D6[redacted]
Mileage Now: 41517 mi
Warranty Start: 02/28/2013

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points
Mr. [redacted] is concered due to his vehicle and cpo. He would like to be resolved

christna.atx.t2

Supporting Factors	Limiting Factors
GM Certified Pre-Owned vehicle 2 GM Vehicles Purchased High-Dollar or Premium Vehicle Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points
This customer has purchased these GM vehicles: 2008 equinox, 2013 GMC Terrian

Reference
CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Christina J Garcia --> 1-866-790-5700 Ext # 5914805

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer

[redacted]

Vehicle

GMC Terrain 2013
2GKFLZEK2D6[redacted]
Mileage Now: 104000 mi
Warranty Start: 01/30/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	Vehicle has > 100,000 miles Active Extd Svc Contract on record for vehicle
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Mary Alvarez --> 1-866-790-5700 Ext # 5921467

Hi,

Can someone look into this? I believe the dealer should be able to get parts for vehicles where the wipers have failed.

Thanks!

Tom

From: Afaf Farah (C)
Sent: Tuesday, January 03, 2017 4:45 PM
To: Shad Balch <shad.balch@chevrolet.com>; Katie Amann <katie.amann@chevrolet.com>; Tom Wilkinson <tom.wilkinson@gm.com>; James R Cain <james.cain@chevrolet.com>
Cc: Michelle Malcho <michelle.malcho@chevrolet.com>
Subject: RE: [EXTERNAL] RE: Media inquiry

Hi Tom/Jim. Do we have a statement on the Equinox wiper blades recall? Is this a mechanical thing or can we buy these people some new blades?

Regards,

Afaf Farah

Chevrolet Communications

100 Renaissance Drive

Detroit, Michigan 48265

Office: 313.667.4599 | Mobile [redacted]

From: Shad Balch
Sent: Tuesday, January 03, 2017 4:39 PM
To: Afaf Farah (C) <afaf.farah@chevrolet.com>; Katie Amann <katie.amann@chevrolet.com>
Cc: Michelle Malcho <michelle.malcho@chevrolet.com>
Subject: Fwd: [EXTERNAL] RE: Media inquiry

Hi! I'm at the Woz delivery but want to make sure we respond to this asap as appropriate. Can you help get this to the right person internally? This reporter will likely do a broadcast story and include our response ...

Sent from my iPhone

Begin forwarded message:

From: *Shad Balch <shad.balch@chevrolet.com>*
Date: *January 3, 2017 at 1:37:13 PM PST*
To: [redacted]
Subject: Re: [EXTERNAL] RE: Media inquiry

Hi Amber, thank you for the email. I'm out of the office but will have my team look into this asap.

Sent from my iPhone

On Jan 3, 2017, at 1:33 PM, Benson, Amber (CMG-Seattle) [redacted] *> wrote:*

Shad,

Just following up on this email as the vehicle owners are in a bit of a time sensitive situation where it's expected to rain all next week and they need their car to get back and forth from the hospital.

Regards,

[redacted]

<image001.png>

From: [redacted]
Sent: *Friday, December 30, 2016 11:35 AM*
To: *'dave.barthmuss@gm.com' <dave.barthmuss@gm.com>; 'shad.balch@gm.com' <shad.balch@gm.com>*
Subject: *Media inquiry*
Importance: *High*

Dave & Shad,

I'm the consumer producer at KIRO 7 in Seattle, WA. We received an email from a viewer whose Chevy Equinox was recently included in a recall for issues with the wiper blades. (Safety Recall: 25302 VIN: 2GNALBEK1D1 [redacted]

The viewer's wiper blades failed while they were driving on the highway, in the rain – a common winter occurrence in Washington.

The owners contacted the dealership and GM and were told a resolution is not yet available and nothing could be done for them personally, including not being able to provide a rental car. They were told their best option is to not drive the car in the rain - - not really a viable December – May in the Pacific Northwest.

I'm reaching out for comment from GM and to see if there isn't something the company can do for these people given the issue has made their car inoperable more often than not.

[redacted]

My deadline for response is end of business Wednesday, January 4.

Regards

[redacted]

<image001.png>

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

Caller English

System [10:47:07 AM]:

Welcome to chat.

Jasmine [10:47:18 AM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GM Customer Assistance, [redacted] My name is Jasmine. How may I assist you today?

[redacted] [10:48:06 AM]:

Hi Jasmine....I have a 2012 Chevrolet Equinox VIN: 2GNALDEK6C1[redacted]

Jasmine [10:48:28 AM]:

Thank you for taking the time out to chat with us and congratulations on your vehicle! How may I assist you?

[redacted] [10:48:59 AM]:

My wiper motor broke and wondering if this is covered on the warranty....I've never seen the motor on wipers go ut

Jasmine [10:49:34 AM]:

I'd be more than happy to look into any applicable warranties that may cover this concern. When did the motor go out?

[redacted] [10:49:49 AM]:

about 1 week ago

Jasmine [10:50:11 AM]:

May I please have your mileage?

[redacted] [10:50:39 AM]:

sure hold on

Jasmine [10:50:52 AM]:

Okay.

[redacted] [10:52:05 AM]:

49,312

Jasmine [10:52:23 AM]:

Thank you. To keep our records updated, will you please provide your phone number, mailing address and e-mail address?

[redacted] [10:53:24 AM]:

[redacted]

Jasmine [10:53:40 AM]:

Thanks! Are you the original owner of the vehicle?

[redacted] [10:53:47 AM]:

yes

Jasmine [10:54:21 AM]:

Have you taken your vehicle into your local GM or Chevrolet dealership for this concern?

[redacted] [10:55:15 AM]:

Not yet...I just contacted them this morning...appt next week

Jasmine [10:56:16 AM]:

Thank you. Please allow me 2-4 minutes to look into this for you.

[redacted] [10:56:32 AM]:

okay

Jasmine [11:00:14 AM]:

Thank you for holding! We advise our customers to have their vehicle diagnosed by their local Chevrolet dealership to determine if any applicable warranty will cover the concern. I see that you've purchased an extended warranty contract when you purchased your vehicle, I'd advise contacting them to see if the concern may be covered. Your concern has been documented. Your case number is: 8-[redacted]

[redacted] [11:01:21 AM]:

Isn't the warranty with GM?

[redacted] [11:02:06 AM]:

Or who should I contact?

Jasmine [11:02:06 AM]:

It may be with GM but I am not able to look into the information here. The dealership will have access to see that.

Jasmine [11:03:06 AM]:

I'd advise seeking further assistance from your local Chevrolet dealership. You mentioned that you have an appointment with them next week.

[redacted] [11:04:11 AM]:

yes but he wasn't sure if this was covered...he said maybe.....big difference in cost

Jasmine [11:06:09 AM]:

The concern may have been covered under your Bumper to Bumper Warranty. However, we are not sure how the wiper motor went out on your vehicle. Your Bumper to Bumper warranty did expire. The parameters were 11/25/2014 or 36,067 miles, whichever one comes first.

[redacted]:07:14 AM]:

but the extended warranty is still in effect?

Jasmine [11:07:52 AM]:

The extended warranty may be in effect. I see that one was purchased but I cannot see the parameters of the warranty.

[redacted]11:08:59 AM]:

okay thanks for your help....do i need to call the dealer back for a copy of the warranty?

Jasmine [11:09:45 AM]:

You're welcome, [redacted] I'd recommend contacting them to gather more insight on the warranty and what it may cover.

[redacted] [11:10:45 AM]:

as I said earlier, he didn't give me a definitive answer....which is shy I contacted you!

[redacted] [11:10:58 AM]:

Thanks

Jasmine [11:11:06 AM]:

You're welcome! Please don't hesitate to come back and chat with us. We are here 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 time. Happy New Year!

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

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

Caller English

System [2:46:01 PM]:

Welcome to chat.

Anjelica [2:46:13 PM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Hello, [redacted] Thank you for contacting GMC! My Name is Anjelica. How may I assist you today?

[redacted] [2:46:21 PM]:

hello

[redacted] [2:46:38 PM]:

my windshield wipers went out on my car and i know it has a recall for them

[redacted] [2:47:22 PM]:

I need to get this fixed asap bc i am unable to drive in rain and snow. Can you please tell me the recall process that i can take in order to get this fixed.

Anjelica [2:47:50 PM]:

Sure! May I please have your VIN to locate some information on this recall?

[redacted] [2:48:23 PM]:

2GKALYEK9D6[redacted]

Anjelica [2:49:52 PM]:

THank you.

Anjelica [2:51:09 PM]:

You would need to take your vehicle to a GM dealership for repair. As the repair is not currently available you may have to pay for this currently. Once the repair becomes available, you can submit for a reimbursement for this if the repair is the same condition as the recall.

[redacted] [2:51:39 PM]:

when will this repair be available?

Anjelica [2:52:19 PM]:

You will receive a second letter once this repair is available. At this time I do not have more information then this on when it will be available.

[redacted] [2:52:41 PM]:

i feel like it isn't fair that we have to front the money when there is a recall on this car and it was not our fault for the problem

Anjelica [2:53:47 PM]:

I understand but as the remedy is not yet available we are not yet able to cover this repair. Once the remedy becomes available ,you can apply for reimbursement for these charges.

[redacted] [2:54:05 PM]:

since i will have to pay for it how to i submit a reimbursement when it comes available.

Anjelica [2:55:07 PM]:

You will be provided a reimbursement form, You would need to fill out this form and send in your repair order, receipt and proof of payment to a dealership. Once this is submitted it will be revived.

Anjelica [2:55:12 PM]:

reviewed*

[redacted] [2:55:36 PM]:

ok. thank you

Anjelica [2:55:45 PM]:

You're welcome.

Caller [redacted] left the call.

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

Customer

[redacted]
() -
na

Vehicle

Chevrolet Equinox 2013
2GNALPEK3D6[redacted]
Mileage Now: 38000 mi
Warranty Start: 10/10/2012

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

sr attached

that she is wanting a loaner until the parts for the windshield wiper come in,

I was wondering if there is a way just to get a temporary windshield wiper on there.

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

Additional key points

This customer has purchased these GM vehicles: 2013 equinox

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Alexia Muir --> 1-866-790-5700 Ext # 5911215

Customer

[redacted]

anytime

Vehicle

Chevrolet Equinox 2013
2GNALBEK6D6[redacted]
Mileage Now: 66000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer States: That she has a recall on her vehicle for her windshield wipers and she is at the dealership now. They told her that their is no remedy for the recall on her vehicle. States her windshield wipers do not work at all.

Customer Seeks: vehicle repaired under recall

SA Advised: Reached out to the dealership spoke with Luke. Confirmed that the issue she is having falls under the recall issues. Was able to run the calculator to get the price down to $300 customer pay. I have reached out to the DMA to see if we can reimburse the customer for the repairs that she has to pay for since it is a recall and their is no remedy available at this point.

LM: informed her I have a customer who is currently at the dealership with an issue with the recall on her windshield wipers. I have spoken to the dealership and they informed me that the issue with her windshield wipers are from the recall on her vehicle. Since their is no remedy available to fix the vehicle the repair would be customer pay. Wanted to know if we could reimburse the customer for the repairs.

Emily/WMI/ CAC Tier 2

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Emily Filarski --> 1-866-790-5700 Ext # 5914734

Hi team,

Can one of you please reach out to Ms. [redacted] on her issue below ASAP?

Thanks!

Megan Soule, APR

GMC Communications

(O) 313-665-2986

(M)[redacted]

megan.soule@gm.com

From: Steve Woznicki (C)
Sent: Wednesday, January 18, 2017 12:12 PM
To: Megan Soule <megan.soule@gm.com>
Subject: FW: Windshield Wiper Complaint
Importance: High

Hi Meg,

[redacted] called on the media help desk line this morning and I asked her to send me a short write-up of the problem with her Terrain.

Can you forward this to someone ASAP that can touch base with her so we can keep her as a customer?

Thanks,

Steve

Steve Woznicki

GM Media Bureau Content Coordination

Office: 313.665.3181

Mobile [redacted]

E-mail: steve.woznicki@gm.com

From: [redacted]
Sent: Wednesday, January 18, 2017 11:29 AM
To: Steve Woznicki (C) <steve.woznicki@gm.com>
Subject: [EXTERNAL] Windshield Wiper Complaint
Importance: High

Steve, (Please acknowledge Receipt)

Thank you for taking the time to speak with me today. I will summarize the reason for my call below.

I was driving home from work last night and turned on my windshield wipers as it was raining. All of a sudden my wipers stopped working. I pulled over, got out the car to inspect the wipers as I initially thought they were just stuck. After standing outside in the rain and trying to get the wipers to work, I realized that the wipers failed. The only option I had since I was about 2 miles from my home was to roll down all my windows and do my best to make it home safely which I did. I discussed this with my husband who also went outside and then came back in and did some research. At this time it was discovered that there was some kind of recall in the works that has yet to be brought to the attention of consumers. There has been many vehicles reported with the same problem. See Below

The problem that I have is first, the representative that I spoke to by the name of Elizabeth was extremely rude. When I asked for he name he reply was “Again, Elizabeth”. I told her that unless her first name was “Again”, there was no reason for that to be her response when talking to customer. She then told me that she had already given me her name at the beginning of the call. What a way to treat a customer. This has been my first experience with GM and so far, I’m not impressed. Kristin who is the Supervisor was quite pleasant. She explained the process, asked a couple of questions and apologized on behalf of Elizabeth indicating that should not happen. She explained that GM does not have a fix at the moment. She also informed me that I could have the vehicle repaired but would have to pay for it out of my own pocket and when GM has a fix I “may” be reimbursed. This now causes me to lose all faith in GM.

1. GM Acknowledges that there is an issue-no recall letter, no fixes and this has been since 8/2016

2. Consumer reports issue and has to pay out of pocket to have the issue resolved

Something is wrong with this picture. I need GM to hurry the process. If not All social media outlets will be contacted. I expect this to be resolved swiftly.

[redacted]

[redacted]

2013 GMC Terrain

E-mail: [redacted]

[redacted] Executive Office/Compliance Consultant/Team Lead |Corporate Compliance, Consumer

Travelers

[redacted]

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Quentin Keys II (C)

From:	Quentin Keys II (C)
Sent:	Thursday, January 26, 2017 11:10 AM
To:	Harnit Anand
Cc:	Michael J Cordell
Subject:	RE: [redacted], 2013 GMC Terrain

Tracking:

Recipient	Read
Harnit Anand	Read: 1/26/2017 11:14 AM
Michael J Cordell	

Niti,

Any update on this one from Jennifer G?

Please let me know how to proceed.

Thanks

Q

From: Quentin Keys II (C)
Sent: Wednesday, January 25, 2017 2:53 PM
To: Harnit Anand
Cc: Michael J Cordell
Subject: RE: [redacted], 2013 GMC Terrain

Niti,

Please see the attached repair order you requested.

Thanks

Q

From: Quentin Keys II (C)
Sent: Tuesday, January 24, 2017 4:39 PM
To: Harnit Anand
Cc: Michael J Cordell
Subject: FW: [redacted], 2013 GMC Terrain

I NEED HELPPPPPP WITH THIS ONE.

No one has provided any direction.

Please see the attached case assessment.

The customer does not want to speak to anyone other than Mary to explain why GM has not issued a remedy for the recall repair to be completed.

Thanks

Q

From: Quentin Keys II (C)
Sent: Monday, January 23, 2017 4:57 PM
To: Carol Balgenorth; 'michael.j.cordell@gm.com'
Subject: [redacted], 2013 GMC Terrain

Carol,

Please see the below email that was sent as feedback on Friday. We are continuing to get more emails from the customer. Work flow in Manila has created another case in the customers wife's name [redacted] 8[redacted]. [redacted] **wants additional updates and I have no problem providing them however, I do not have the answers to the customers questions. Please let me know if you have any recommendations.**

PS, The customer asked our office not to contact her unless it was directly from Mary. Myself and Latosha have tried explaining the recall to her however shes not having it.

Any additional correspondence can you use case 8-[redacted] this case is open and active.

Please let me know if you have any recommendations.

Team,

This email is being sent to share a current status update on the customer's situation.

Service Request: 8-[redacted]
Executive Advisor: Quentin Keys II
Customer Last Name: [redacted]
Involved Dealership: Scranton Motors, Inc., 116[redacted]
VIN: 2GKFLREK8D6[redacted]
Automobile: 2013, GMC, Terrain
Mileage: 74000

We have made contact with Ms. [redacted] who is requesting to speak to Marry directly. The customer is extremely dissatisfied that her windshield wipers on her 2013 Terrain failed while driving.

The dealership has determined that the recall 25302 for the windshield wipers is not related to the failure of her windshield wiper motor and transmission unit.

The dealership charged the customer for the repair and was advised that the two are not related. Recall 25305 states the following; "The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative."

[redacted] Executive Assistant has been working with the customer and the dealership to determine if we could provide any cost assistance on the repair. The dealership offered the customer a 10% discount and authorized the repair to be completed.

We contacted [redacted] this afternoon who would like to speak to Mary and determine why it has taken GM so long to provide a remedy for this recall. We tried to educate the customer on the recall process and verified that she has received the initial recall letter, we advised her that once the parts become available she would receive a second letter inviting her into the dealership to complete the recall repair.

The customer requested that she be sent an email of the recall, she advised that she is going on her local new station to provide a tell all regarding her concern. After talking over me the entire conversation the customer asked for our office not to contact her unless it was directly from Mary.

In conclusion, the vehicle has been inspected for recall 25302, the windshield wiper ball joints are not corroded, the wiper motor and transmission for the unit simply failed (Not included in the recall, customer pay). The vehicle repair is completed, the customer has possession of their vheicle and was provided a 10% discount for the nearly $400.00 repair.

If there are any recommendations for this case please provide them.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Quentin Keys II
General Motors
Executive Assistant
855-880-1400 x 5913672
Sending Email Address execreferral@gm.com

Quentin Keys II
Executive Liaison
General Motors
(855)880-1400 Ext. 5913672
GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE
Quentin.KeysII@GM.com

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - Anytime	GMC Terrain 2013 2GKALUEKXD6[redacted] Mileage Now: 60000 mi Warranty Start: 01/21/2013	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Ms. Watkins vehicle is in the shop needing a new motor for the windshield wipers that will cost around $500. There is also recall 25302 Windshield Wipers about the ball joints in the wipers but parts are not available. Customer expressed not feeling safe in this vehicle due to the recent storm having to park because of the wipers not working and doesn't want to drive vehicle till it is repaired. Is there possible cost assistance available? and is there a SPAC case open on motor needed for wipers?

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

Additional key points

This customer has purchased these GM vehicles: 2013 GMC Terrain

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Joannie Sanchez --> 1-866-790-5700 Ext # 5914559

[redacted]
anytime

Vehicle

Chevrolet Equinox 2013
2GNFLEEK0D6[redacted]
Mileage Now: 67800 mi
Warranty Start: 11/16/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Cust states:His vehicle is at the dealer, his service advisor is Pat & he doesn't know this area. He's currently at Enterprise as he has to get to work. He wants to know if he should be provided a loaner/rental vehicle & if the repair will be covered under warranty.

Cust seeks: Rental vehicle & to know if the repair will be covered under warranty

SA Advised: Reiterated info about the incomplete recall & told customer w/o the vehicle being diagnosed, neither myself nor the dealer would know if the repair will be covered under warranty. Explained loaners are given as a courtesy, each dealer doesn't have them but when given out, it's typically after the vehicle's been diagnosed, which hasn't happened yet. Told cust I'd follow up with him & the dealer tomorrow in regards to diagnosing & repairs needed.
Khadijah/Tier2/WMI

Supporting Factors	Limiting Factors
GM Certified Pre-Owned vehicle First Time Vehicle Owner Customer has incurred costs due to this concern	Current or former fleet vehicle Vehicle was purchased used at unknown miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: EQUINOX

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Khadijah Kenyatte --> 1-866-790-5700 Ext # 5914363

Service Request Details

SR No.	8-[redacted]	**Ref No.**		**Cost Ast.**		**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	Complaint Vehicle - Operable
City	[redacted]	**Zip** [redacted]	**State** [redacted]	**UCC**	Electrical - Power Window Motor / Switch / Wiring / Regulator	**Sub-Area**	Initial Failure/Repair
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	D'Addario Buick GMC Cadillac	**Safety**	
Daytime #	[redacted]	**Evening #**		**Source**	Phone	**Updated**	Jan 25, 2017 12:42 AM
Serial/VIN #		**Mileage**		**Priority**	Medium	**Owner**	XZ7XJ6
Model		**Model Year**		**Status**	Open	**Opened**	Jan 25, 2017 12:28 AM
Make		**Warranty Start**		**Sub Status**		**Closed**	
Cust Concern	windshield wipers went out						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/25/2017 12:28:38	XZ7XJ6	XZ7XJ6	SR Data Share		Open	01/25/2017 12:45:01	

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

Comments

*Customer states that the windshield wiper motor went out and she had to be towed to the dealership. *She says that the vehicle has an open recall but there is no solution according to the dealership. *Customer seeks to have the windshield wipers repaired.	

UCC Information

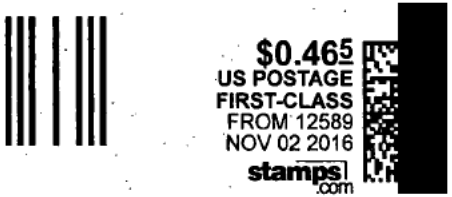
UCC Code	Description	Symptom
N40	Electrical - Power Window Motor / Switch / Wiring / Regulator	Inoperative

End of Report

[redacted]

ALBANY
NY 120
02 NOV '16
PM 1 L

$0.46[5]
US POSTAGE
FIRST-CLASS
FROM 12589
NOV 02 2016
stamps.com



[redacted]

Chevrolet
PO Box 909989
Milwaukee WI 53209-8989

RECEIVED JAN 2 8 2017

[redacted]

MEMBER New York Society CPA's

November 2, 2016

Chevrolet

[redacted]

Re: 2010 Equinox 2.4 automatic, VIN# 2CNFLNEW7A6[redacted] – Wiper Blade Transmission

To Whom It May Concern:

On Sunday, October 30, 2016, I was driving with my daughter on the NY Thruway and a thunderstorm occurred around 4pm on the northern side of the Tappan Zee Bridge. The wipers were working and then just stopped creating a situation where I could not see. Fortunately, my daughter directed me to the shoulder where we remained for about 4 hours until the rain stopped. During those 4 hours, we tried to find a solution in the event it was something simple to fix. What we found was numerous complaints regarding the 2010 Equinox with other customers having the same identical problem. It appears this is a safety hazard and that a recall should have been made. When I brought the vehicle to the dealer, within 5 minutes they knew the problem was the wiper blade transmission which leads me to believe that it is a common problem.

I am the original owner of the auto and it currently has 102,000 miles which I am sure you can confirm by using the above VIN# since all service has been performed at the local dealer. I am requesting a full refund in the amount of $ 393.64 (tax included). I have attached a copy of the dealer invoice.

Your prompt attention will be appreciated.

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

BARTON BIRKS
CHEVROLET Cadillac
800 Auto Park Place · Newburgh, NY 12550
845-561-7600
www.bartonbirks.com
SERVICE (845) 561-1700 · FAX (845) 561-8645
PARTS (845) 561-0972
BODY SHOP (845) 561-5094 · FAX (845) 562-6318
IN THE AUTO PARK

REGISTRATION NUMBER: 7037366

SERVICE ADVISOR: 3155 DENNIS COAKLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD-MIST-	10	CHEVROLET EQUINOX	2CNFLNEW7A6[redacted]	[redacted]	102346/102346	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR10 IS 29APR10 DD			19:00 31OCT16			CASH	31OCT16

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR:BARTON-CHEVR ENG:2.4_LITER_SIDI_DOHC TRN:AUTOMATIC
08:21 31OCT16	12:18 31OCT16	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
A customer states the wipers are inop. hear motor moving, but wiers will not move									
	MISC		MISCELLANEOUS				184.43	184.43	184.43
		1080	CCH	1.50					
	1	25948436	F-(S)TRANSMISSION				179.20	179.20	179.20
								TOTAL LINE A:	363.63

PARTS: 179.20 LABOR: 184.43 OTHER: 0.00 TOTAL LINE A: 363.63

REMOVED WIPER COWL. DIAGNOSED AND REPLACED WIPER TRANSMISSION. CHECKED OPERATION. OK

****

B** REPLACE FRONT SWAY BAR LINKS									
	MISC		MISCELLANEOUS				122.95	122.95	
		1080	CCH	1.00					
	1	15779960	W-(S)LINK				50.54	50.54	50.54
	1	15779961	W-(S)LINK				50.54	50.54	50.54
								TOTAL LINE B:	224.03

PARTS: 101.08 LABOR: 122.95 OTHER: 0.00 TOTAL LINE B: 224.03

INSPECTED. FOUND FRONT STABILIZER LINKS LOOSE. REPLACED LINKS AND CHECKED OPERATION. OK

****

THANK YOU FOR YOUR BUSINESS!!

IN THE NEAR FUTURE YOU MAY RECEIVE A "SURVEY" FROM GM. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" EXTREME LEFT SIDE ON ALL QUESTIONS PLEASE CONTACT OUR SERVICE MANAGER DON MAYER. ALL OF US AT BARTON BIRKS CHEVROLET CADILLAC ARE DEDICATED TO YOUR COMPLETE SATISFACTION!!

PAID

DATE: 11-1-16

PAYMENT: M/C

AMOUNT: 635.40

INITIALS: [redacted]

COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization
$	$			☐ In Person ☐ Via Telephone ☐ Via Fax/E-mail
Revised Estimate $	$			☐ In Person ☐ Via Telephone ☐ Via Fax/E-mail

SHOP SUPPLY COSTS: We have added a charge equal to $ 0 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	307.38
PARTS AMOUNT	280.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	587.66
	0.00
	47.74
	635.40

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing [redacted] perform th[redacted] the vehicle[redacted] Invoice. Th[redacted]

DATE [redacted]

GARTON CHEVROLET CADILLAC
800 AUTO PARK PL
NEWBURGH, NY 12550
845 561 7600

Merchant ID: 060102[illegible]
Term ID: 0020

Sale

Application Label: MASTERCARD
CAPITAL ONE
MASTERCARD
XXXXXXXXXXXX0894
AID: A0000000041010
Entry Method: Chip
Apprvd: Online
11/01/16

Batch#: 000007
15:58:51

Invc#: [redacted]

Appr Code: 06655E

Total: $ 635.40

TVR: 0000008000
TSI: E800

Customer Copy

THANK YOU

COPY

Taynia Bethea (C)

From: Daniel Carcione <dcarcione@abeloff.com>
Sent: Tuesday, January 31, 2017 5:46 PM
To: Taynia Bethea (C)
Subject: [EXTERNAL] Re: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Abeloff Buick GMC, [redacted]

We as an organization are going to take care of this repair.

On Tue, Jan 31, 2017 at 12:34 PM, Taynia Bethea (C) <taynia.bethea@gm.com> wrote:

To: Jason Motts & Daniel Carcione

Cc: Jasmine Fleming

Subject Line: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Abeloff Buick GMC, [redacted]

Jason & Daniel

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

Below are details on the customer and their case.

- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Daytime Phone: [redacted]
- Customer VIN: 2GKFLTEKXD6[redacted]

Summary of Concern:

The customer has reached out to the Executive office Mr. [redacted] has stated he took his vehicle into the dealership last week concerning recall 25302 windshield wipers. The customer stated the dealership confirmed the failure is due to the recall.

The customer stated the dealership want to charge $322.67 for the repair. The customer stated she shouldn't have to pay for the repair.

The Executive office informed the customer there is an aftermarket fix customer are being ask to pay for the repair and receive reimbursement at a later date.

The customer stated she doesn't have extra funds for this repair and can't drive her vehicle it unsafe for her family. The customer stated the wipers stop working in a heavy storm while her children were in the vehicle.

How would you like to proceed?

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

Should you have questions or concerns, I may be reached by calling (866) 790-5700 extension 5914028 or by fax at (866)962-2868.

Taynia Bethea

Executive Liaison

General Motors

Taynia.Bethea@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

866-790-5700 x5914028

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.

--
Sincerely,
Dan Carcione
Service Director
Abeloff Buick GMC Kia
1167 North 9th St
Stroudsburg, Pa 18360

Taynia Bethea (C)

From: Jasmine Fleming
Sent: Wednesday, February 01, 2017 1:22 PM
To: Taynia Bethea (C)
Cc: ABELOFF SVG. MANG
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Abeloff Buick GMC, [redacted]

Dealer going to goodwill the temporary repair.

From: Taynia Bethea (C)
Sent: Tuesday, January 31, 2017 12:34 PM
To: jmotts (abeloff.com) <jmotts@abeloff.com>; dcarcione@abeloff.com
Cc: Jasmine Fleming <jasmine.fleming@gm.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Abeloff Buick GMC, [redacted]

To: Jason Motts & Daniel Carcione
Cc: Jasmine Fleming

Subject Line: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Abeloff Buick GMC, [redacted]

Jason & Daniel

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

Below are details on the customer and their case.
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Daytime Phone: [redacted]
- Customer VIN: 2GKFLTEKXD6[redacted]

Summary of Concern:

The customer has reached out to the Executive office Mr [redacted] has stated he took his vehicle into the dealership last week concerning recall 25302 windshield wipers. The customer stated the dealership confirmed the failure is due to the recall.

The customer stated the dealership want to charge $322.67 for the repair. The customer stated she shouldn't have to pay for the repair.

The Executive office informed the customer there is an aftermarket fix customer are being ask to pay for the repair and receive reimbursement at a later date.

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How would you like to proceed?

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Should you have questions or concerns, I may be reached by calling (866) 790-5700 extension 5914028 or by fax at (866)962-2868.

Taynia Bethea
Executive Liaison
General Motors
Taynia.Bethea@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

866-790-5700 x5914028

Customer

[redacted]
Wednesday

Vehicle

Chevrolet Equinox 2013
2GNALBEK8D6[redacted]
Mileage Now: 36000 mi
Warranty Start: 08/05/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	Vehicle was purchased used at 900 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 1G11B5SL5FF[redacted] --- Dec 23, 2014 --- 2015 CHEVROLET MALIBU --- --- --- N --- Never --- --- --- --- --- --- --- --- --- --- --- --- --- --- 1GCESCFE5B8[redacted] --- Jun 20, 2011 --- 2011 CHEVROLET COLORADO --- --- --- N --- Ever Jun 21, 2011 Dec 20, 2011 --- --- --- --- --- --- --- --- --- --- --- --- 1GCHSBE31G1[redacted]BNSR Aug 8, 2016 --- 2016 CHEVROLET COLORADO --- --- --- N --- Never --- --- --- --- --- --- --- --- --- --- --- --- --- --- --- --- 1GNDX03E33D[redacted] --- Jun 27, 2003 --- 2003 CHEVROLET VENTURE --- --- --- N --- Never --- 2G1WT57K191[redacted] --- Mar 26, 2009 --- 2009 CHEVROLET IMPALA --- --- --- N --- Never --- 2GNALBEK0G1[redacted] BND Mar 21, 2016 Aug 8, 2016 2016 CHEVROLET EQUINOX --- --- --- N --- Never --- 2GNALBEK8D6[redacted] --- Aug 5, 2013 --- 2013 CHEVROLET EQUINOX

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Caitlynn Cervantes --> 1-866-790-5700 Ext # 5913472

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

Caller English

System [9:43:38 AM]:

Welcome to chat.

Asia [9:43:52 AM]:

Thank you for contacting GMC Customer Assistance, [redacted]. Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. My name is Asia, how can I assist you today?

[redacted] [9:44:26 AM]:

I had my windshield wipers stop in the middle of a rain storm a few weeks ago and I heard there is a recall on the wipers.

Asia [9:46:05 AM]:

I am sorry to hear that you wipers had stopped working while it was raining. I would be happy to check for any recalls associated with your vehicle. To better assist you, can you please provide me with your VIN and current mileage?

Nancy Mack [9:47:03 AM]:

2CTFLXE5XB6[redacted] When it happened I had 32968 miles

Asia [9:47:45 AM]:

How long ago did this happen?

[redacted] [9:47:56 AM]:

January 12, 2017

Asia [9:48:13 AM]:

Thank you. While I further research, can you please verify your first and last name, phone number, e-mail address, and mailing address? This information will be used to document your concern into our system.

[redacted] [9:48:55 AM]:

[redacted]

Asia [9:49:40 AM]:

Thank you.

Asia [9:50:17 AM]:

However there are currently no recalls associated with your VIN. Has this been a concern since the 12th of January?

[redacted] [9:54:12 AM]:

We were told by the dealership that there has been a recall for the windshield wipers, but that GMC does not have the part to fix them. They said to get them fixed and that GMC will reimburse me. So please look further into this.

Asia [9:55:51 AM]:

What is the name of the dealership that told you that there is a recall associated with your vehicle for the windshield wiper? I would be happy to reach out to them to further look into this concern for you.

[redacted] [9:56:39 AM]:

GMC dealership on Chagrin Blvd in Ohio

Asia [9:58:08 AM]:

Who was it that informed you that there was a recall associated with your vehicle?

[redacted] [9:58:35 AM]:

My husband called and I am guessing someone in the service department

Asia [10:00:57 AM]:

Please allow me 3-5 minutes to reach out to your dealership.

Asia [10:02:50 AM]:

Do you know the name of the dealership?

[redacted] [10:04:51 AM]:

disregard , I am going to make a call to GMC

Asia [10:05:16 AM]:

This is GMC Cusotmer Assistance.

Asia [10:06:07 AM]:

Our records indicate that there are no recalls associated to your vehicle. If the dealership has informed you of something different we recommend speaking with them again.

[redacted] [10:07:23 AM]:

So just because I did not have my VIN number associated with this recall, does not mean that my vehicle was not affected

Asia [10:08:36 AM]:

Has your concern with your wipers been diagnosed by your dealership?

[redacted] [10:09:08 AM]:

I had to get the wiper transmission removed and replaced.

Asia [10:09:57 AM]:

Was this preformed by your local GMC dealership?

[redacted] [10:10:12 AM]:

No. They said I did not have to get it done at a dealership.

Asia [10:10:25 AM]:

Who is they?

[redacted] [10:10:32 AM]:

I did not buy the car at a GMC Delaership. I bought the car used.

[redacted] [10:11:56 AM]:

When my husband talked to the GMC dealership early this month, they said there was a recall on the wipers, they said GMC did not have the parts to fix it, but we could go and get it repaired, and then deal with GMC for reimbursement.

[redacted] [10:12:26 AM]:

Once again, we did not get into the specifics on the VIN number and if my car was part of the recall.

Asia [10:14:00 AM]:

Thank you for that information. At this time there are no recalls associated with your vehicle. Please keep your receipt and if a recall for this concern becomes associated with your vehicle, you may apply for reimbursement for the parts only through your local dealership.

Asia [10:14:07 AM]:

Recalls are VIN specific.

Asia [10:18:17 AM]:

Are you still there?

[redacted] [10:18:20 AM]:

thank you

Asia [10:18:46 AM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Caller[redacted] left the call.

Call Disconnected.

SIEBEL

Current Service Request Activity

Service Request Details

SR No.	8-[redacted]	**Ref No.**		**Cost Ast.**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	RFI Recall
City	[redacted]	**Zip** [redacted]	**State** [redacted]	**UCC**	Electrical - Power Windshield Wiper - Motor / Blades / Arms	**Sub-Area**	25302 Front Wiper Corrosion
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	George Weber Chevrolet Company	**Safety**	
Daytime #		**Evening #**		**Source**	Phone	**Updated**	Feb 8, 2017 5:30 PM
Serial/VIN #	2GNFLEEKXD6[redacted]	**Mileage**	75908	**Priority**	Medium	**Owner**	XZ7XJ6
Model	Equinox	**Model Year**	2013	**Status**	Open	**Opened**	Feb 7, 2017 5:05 PM
Make	Chevrolet	**Warranty Start**	Dec 7, 2012 12:00 AM	**Sub Status**		**Closed**	
Cust Concern	Windshield Wipers						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/07/2017 17:05:41	XZ7XJ6	XZ7XJ6	SR Data Share		Open	02/08/2017 17:42:29	

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

Comments

Generated by xz7xj6

UCC Information

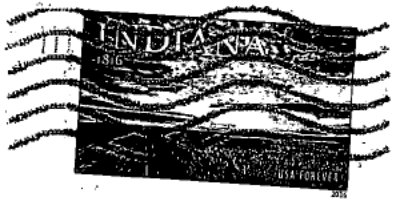
UCC Code	Description	Symptom
N51	Electrical - Power Windshield Wiper - Motor / Blades / Arms	Inoperative

End of Report

[redacted]

GRAND RAPIDS MI 494

19 NOV 2016 PM 2 L



MR JEFFREY M. BOYER
VICE PRESIDENT GLOBAL VEHICLE SAFETY
GMC GENERAL MOTORS
P.O. BOX 909989
MILWAUKEE WS 53209-9989

RECEIVED JAN 24 2017

53209-898989

MARK O. BENNER • 5166 W. LAKEVIEW DR. • PENTWATER MI 49449 • markobenner@mac.com
231 869-2804 Fax 810 476-5044

November 14, 2016

Mr. Jeffrey M. Boyer
Vice President Global Vehicle Safety
GMC General Motors
P.O. Box 909989
Milwaukee, WI 53209-9989

RE: GM Recall 250302
2013 GMC Windshield Wiper
VIN: 2GKFLVEK0D6[redacted]

Good morning,

I am in receipt of your above captioned safety recall dated September 2016.

For a second time, I am filing a reimbursement claim for windshield wiper repairs:

> **7/26-27/2015, Dan Young Chevrolet, Tipton, Indiana.** Wipers stopped working while driving heavy highway traffic during rainstorm on US-31 near Sharpsville, Indiana.
>
> **11/23-24/2015 Suburban Buick GMC, Ferndale, Michigan.** After cleaning snow from windshield, and freeing wipers which had frozen to the windshield, the blades did not operate, although the wiper motor seemed to be operating.

My out-of-pocket expenses for the required July 2015 repairs also included unanticipated overnight accommodations and the inconvenience to our family members of making-do without clean clothing and toiletries.

In both cases, I complained to the service managers that such failures were unacceptable safety risks, but my requests for necessary repairs to be made without charge were denied after their consultation with General Motors representatives.

My detail notes made in 2015 are attached FYI and I would expect that you would confirm the repairs with the dealerships and the guidance provide them by GM.

I would appreciate the courtesy of prompt acknowledgement of this claim.

Sincerely,

[redacted]

GMC Terrain Wiper Blade Failures

Friday, July 26, 2015 about 2:00 p.m. EDT
US-31. Southbound approaching W200N Tipton County Road
3390 U.S. 31 (Approximate address)
Sharpsville, IN 46068

Weather conditions:
Drizzle abruptly changes to torrential rain.
MJB had been driving for15-20 minutes in heavy highway traffic
Just as suddenly cannot see ahead. Braked. Noticed wipers no longer working
Rolled down windows on both front doors. Moved onto grass at West side of roadway.
Activated emergency flashers. Turned wiper switch off and on without restoring wiper action.

Noted driver's side wiper hanging out over left side of car. Outside no resistance in moving driver's side wiper manually back to inactive position.

Drove southbound on shoulder to next road, and turned westbound onto W300N and parked on shoulder.

Called Sharpsville Chevy? Dealer to request road service—backed-up for several hours. Advised closer to Dan Young Chevrolet, Tipton. Called Chevy Tipton dealer and confirmed it could service vehicle. Drove across US-31 and continued eastward on W200N Road, proceeding East and Southward in driving rain storm along back-roads 8.8 Miles to Tipton IN Chevy dealer.

Broken tie rods. Dealer provided loaner vehicle in order than we could continue our travel to Carmel Indiana to attend a retirement function. Dealer subsequently called to advise that parts were expected overnight and hopefully the vehicle could be repaired on Saturday morning. With considerable difficulty sometime after 11 p.m. we were able to find Friday overnight accommodations. Before 10am on Saturday, dealer called to advised that repairs were complete and the vehicle was ready for pick-up. Dealer declined to make safety repairs without charge Excellent customer service.

Sunday 11/22, 2015. 5-6" overnight heavy snow while parked outside in Berkley MI . Warmed up car while cleaning vehicle and windshield of snow, giving particular attention to freeing wipers which were "frozen" in place. Use wiper control to "squirt" windshield washer and noticed that blades did not move. Outside car, verified that wiper blaces were not frozen in place and returned to car to try again to activate wipers. Inoperable. Monday morning 11/23. Wipers repaired. Suburban Buick GMC, Ferndale. Explained previous and requested repairs without charge. Declined.

-----Original Message-----
From: [redacted]
Sent: Wednesday, February 08, 2017 9:25 AM
To: Mary T. Barra <mary.barra@gm.com>
Cc: [redacted]
Subject: [EXTERNAL] 2013 GMC Terran

Dear Ms. Barra,
Let me preface this note by letting you know that my wife and I have owned GM cars for quite sometime. I recently purchased a 2017 Arcadia.
Yesterday my wife was traveling out of town with our 2013 GMC Terrain. In freezing rain on the expressway the wipers quit creating a very dangerous situation. Fortunately it was uneventful. I later found out that there is an unannounced recall on defective wiper system. I am out raged that GM knows about this and has not informed their customers of the danger this might cause. You have lost my confidence as a customer. I urge you to properly notify you trusting customers before there is a serious incident.
[redacted]

Sent from my iPhone

--

NOTICE: This communication may contain privileged, confidential information. If you are not the intended recipient, or believe that you have received this communication in error, please do not print, copy, retransmit, disseminate, or otherwise use the information. Also, please indicate to the sender that you have received this communication in error, and delete the copy you received.

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

Caller English

System [8:03:19 PM]:

Welcome to chat.

[redacted] [8:03:25 PM]:

hello. I need information about warranty for my car [redacted] :7:56:01 PM today we had a bad snow storm and i didnt realize my wipers were on and i turned the car on and the wipers pushed the snow off and then stopped working. I hear the sound like they want to move but they dont. I can manually move them side to side but automatic no. [redacted] :7:56:34 PM does my warranty cover the wiper to be replaced or repaired? daven williams:7:56:45 PM 2GNFLFE37E6[redacted] is my vin if you need to check my warranty

Anjelica [8:03:33 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Hello, [redacted] ! Thank you for contacting Chevrolet! My Name is Anjelica. How may I assist you today?

[redacted] [8:03:45 PM]:

mileage is about 35000

Anjelica [8:04:02 PM]:

Thank you.

Anjelica [8:04:32 PM]:

As it was caused by an environmental concern, this repair would not be covered. I do apologize.

[redacted] [8:05:09 PM]:

im not sure if it was that though. I assume.

[redacted] [8:05:23 PM]:

it was working fine then suddenly stopped

Anjelica [8:06:34 PM]:

It would then need to be diagnosed. IF it is determined to be environmental then it will not be covered. IF it is not caused by an environmental concern then it would depend on what part is needed to repair the vehicle.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [7:54:17 PM]:

Welcome to chat.

Bethany [7:54:23 PM]:

Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. Thanks for contacting Chevrolet Customer Assistance, [redacted]. My name is Beth. How can I assist you today?

[redacted] [7:54:44 PM]:

hello. I need information about warranty for my car

[redacted] [7:56:01 PM]:

today we had a bad snow storm and i didnt realize my wipers were on and i turned the car on and the wipers pushed the snow off and then stopped working. I hear the sound like they want to move but they dont. I can manually move them side to side but automatic no.

[redacted] [7:56:34 PM]:

does my warranty cover the wiper to be replaced or repaired?

[redacted] [7:56:45 PM]:

2GNFLFE37E6[redacted] is my vin if you need to check my warranty

Bethany [7:57:46 PM]:

I do apologize; that you are having a concern with your windshield wipers not working automatically. How many miles are currently on your vehicle?

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [2:18:58 PM]:

Welcome to chat.

Scott [2:19:07 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Scott. Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. How can I assist you today?

[redacted] [2:19:42 PM]:

Hello, I own a 2013 Chevy Equinox. I am aware that there was a recent recall on that vehicle for an issue with the windshield wipers and my windshield wipers have just stopped working

[redacted] [2:19:57 PM]:

so I'd like to see what needs to be done to get it serviced, resolve the issue, and claim the recall

Scott [2:21:20 PM]:

I am sorry to hear you are experiencing this concern, [redacted]

Scott [2:22:48 PM]:

I'm sorry you are currently experiencing issues with your vehicle. What I can advise is we can inform the dealership so they can do a diagnosis on your vehicle to determine exactly what is causing the issues. If it is due to the recalled part then the repair will be covered at no charge to you (or reimbursed to you) when the final remedy is available, however if it is not then the repair will be your responsibility. First we need to determine what is causing your current issues.

Scott [2:23:06 PM]:

Are you currently working with a GM Certified Dealership, [redacted]

[redacted] 2:23:49 PM]:

I am not. I haven't been back to the dealer since I bought the car

[redacted] [2:23:56 PM]:

However there is a Chevy dealer nearby

Scott [2:25:36 PM]:

If you are going to be using the Chevrolet nearby, can you provide the name of the Chevrolet dealership that is nearby, [redacted]

Scott [2:31:15 PM]:

How can I assist you today? I want to make sure you are still there.

[redacted] [2:31:46 PM]:

Armen Chevrolet

[redacted] [2:32:01 PM]:

[redacted]

Scott [2:33:37 PM]:

I will inform the dealership, and someone from the dealership will be contacting you to set up an appointment, [redacted]

Scott [2:33:43 PM]:

The case number is 8[redacted]

[redacted] [2:33:50 PM]:

thank you

Scott [2:34:15 PM]:

Your welcome, [redacted] Is there any other questions I can assist you with today, [redacted]

[redacted] [2:34:24 PM]:

no thank you

Scott [2:34:51 PM]:

Thank you for chatting in with us today, Evan. Your case number is, 8[redacted]. If you have additional questions, please feel free to chat in with 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. Have a great weekend!

Call Disconnected.

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

Caller English

System [2:27:17 PM]:

Welcome to chat.

Santana [2:27:40 PM]:

Thank you for contacting GM customer service, Jamie. Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. How may I assist you today?

[redacted] [2:28:52 PM]:

Hello. I have a 2011 Chevy Equinox.

[redacted]2:29:09 PM]:

Recently, the wiper transmission has gone out and it needs to be replaced.

[redacted] [2:29:38 PM]:

I was doing some research and found that 2010-2014 Equinox's were recalled for this issue in Canada.

[redacted] [2:29:49 PM]:

And that the 2013 model was recalled for this issue in the US.

[redacted] [2:30:12 PM]:

My question is what is the difference between my vehicle and those that were recalled

[redacted]2:30:36 PM]:

Apparently, this seems to be a very common issue in the Equinox's

Santana [2:31:50 PM]:

I am very sorry to hear that your transmission needs to be replaced, [redacted] I do understand how this situation can be frustrating. I would be happy to look into this for you. To better assist you, would you please provide me with the last 8 digits, starting with a D, of your VIN and mileage?

[redacted] [2:35:05 PM]:

DEC6B6[redacted]

[redacted] [2:35:13 PM]:

110000 miles

Santana [2:35:59 PM]:

Thank you, Jamie. Would you please provide me 4-5 minutes to look into this for you?

[redacted] [2:36:52 PM]:

Sure thing

Santana [2:37:23 PM]:

Thank you, Jamie. While I look into this, would you please allow me to collect some information to better assist you and document that you chatted in today? I would just need your email, phone number, and mailing address.

[redacted] [2:39:37 PM]:

[redacted]

[redacted] [2:39:39 PM]:

[redacted]

[redacted] [2:39:48 PM]:

[redacted]

Santana [2:43:02 PM]:

Thank you for your patience and that information, Jamie. I do understand that you have seen that some year Equinoxes being recalled in Canada and the United States. I do want to let you know that recalls are VIN specific. GM is able to determine which vehicles were or were not built with the part being recalled, and identifies that by the VIN. GM does extensive research and takes into account many factors to determine which vehicles are involved in the recall and which are not. Groups of parts are sent to different plants to be put into vehicles, and your group of parts may not have been included in the defect bunch There are a few reason that your vehicle may not be involved in a recall, including your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. We recognize your vehicle is the same make and model of those being recalled, but your vehicle does not contain the defective part.

[redacted] [2:44:33 PM]:

So there is nothing that GM can do to help since apparently, there is a reason my wiper transmission is acting ineffectively

Santana [2:47:21 PM]:

I would be happy to review your information to determine if there are any options available to you. I do apologize, I was answering your question regarding what the difference between your vehicle and the recalled vehicles were. When did you take purchase of the vehicle?

[redacted] [2:50:32 PM]:

October 2013

Santana [2:50:58 PM]:

Thank you, [redacted]. At that time, did you purchase the vehicle Certified Pre-Owned?

[redacted] [2:51:05 PM]:

Yes it was

Santana [2:51:19 PM]:

Thank you. Is this the first time you have experienced concerns with the transmission?

[redacted] [2:51:25 PM]:

last week

Santana [2:52:14 PM]:

Thank you, [redacted]. Did you have this concern diagnosed by a GM dealership?

[redacted] [2:52:21 PM]:

Yes

Santana [2:52:56 PM]:

Thank you, [redacted] Did they provide you with an estimate of the repair cost and what component needs to be repaired?

[redacted] [2:53:51 PM]:

The wiper transmission

[redacted] [2:53:58 PM]:

Parts and labor is $365

Santana [2:55:13 PM]:

Thank you, [redacted]. What is the name and location of the dealership you have been working with?

[redacted] [2:56:06 PM]:

tim lally chevy

[redacted] [2:56:13 PM]:

in[redacted]

[redacted] [2:56:26 PM]:

Tim Lally Chevrolet 24999 Miles Rd, Warrensville Heights, OH 44128

Santana [2:56:42 PM]:

Thank you,[redacted]. When did you receive this diagnosis and repair information?

[redacted] [2:57:01 PM]:

yesterday

Santana [2:57:23 PM]:

Thank you, [redacted] When is the best time to reach you?

[redacted] [2:57:50 PM]:

I am available whever on my cell

Santana [3:00:28 PM]:

Thank you, [redacted]. Based on the information you have provided to me, I would like to send your information and concern to a senior adviser, who will partner with the Customer Experience Manager at your dealership to review your case. After they have reviewed your case, they will provide you with if there are any options available to you for assistance with this repair. Please keep in mind that you are out of warranty and have no active recalls pertaining to this concern, so you may be responsible for some, if not all, of the repair cost.

[redacted] [3:00:51 PM]:

I appreciate you taking the time to look into this

Santana [3:02:45 PM]:

You're welcome, [redacted] I am happy to do so! Your case number is 8-[redacted] and a senior adviser should be in contact in 1-2 business days. I also want to provide you with the name and number of the Customer Experience Manager. Her name is Camille Parr and she can be reached at (440) 232-2000. Your senior adviser will partner with Camille, to review your case.

Santana [3:04:48 PM]:

Is there anything else I can assist you with at this time?

[redacted] [3:04:55 PM]:

No thank you

Santana [3:05:07 PM]:

Thank you for contacting GM. For your reference, your case number for today's call is 8-[redacted]. If you have any more questions, please do not hesitate to chat with us again! We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNFLPE31D6[redacted]
Mileage Now: 47800 mi
Warranty Start: 02/23/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer is loyal to GM
Customer has purchased 2 vehicles new
Customer is seeking the replacement of the motor/transmission of the windshield wiper

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Brendalyn Washington --> 1-866-790-5700 Ext # 5911567

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer

[redacted]

Anytime

Vehicle

Chevrolet Equinox 2015
2GNFLFE35F6[redacted]
Mileage Now: 29000 mi
Warranty Start: 05/17/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Cust sts:
2015 Equinox
Wiper Motor – Back order
DLR has been great. Spoke with Cerria

Cust Seek:
What I am to do until the part is in?

SA Advised:
I cannot promise anything but I will contact the DLR. Over there I will speak with my CE first then any other needed personal and look to use all possible resources to assist in resolving this concern.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Armond Staten --> 1-866-790-5700 Ext # 5914003

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

Caller English

System [3:29:56 PM]:

Welcome to chat.

Regina [3:30:15 PM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted]. My name is Regina. How can I assist?

Regina [3:32:07 PM]:

Thanks for contacting Chevrolet Customer Assistance, Greg. My name is Regina. How can I assist?

[redacted] [3:33:13 PM]:

I have a 2013 Equinox and I know that the wiper blades has a recall on it but GM has not come up with a way to fix it. The wipers have stopped working for the second time. I have them repaired the first time before i found out about the recall. What do I need to do about this?

Regina [3:34:01 PM]:

Good afternoon [redacted] I am sorry to hear about the current issue with the wipers. Have you had the concern addressed by a Chevrolet dealership yet?

[redacted] [3:35:50 PM]:

Yes, they said to bring it by and they could look at it to see if it could be fixed but that I would have to pay for the repairs. I don't feel like I should have to pay for this with GM knowing that it is a problem.

Regina [3:36:04 PM]:

What I can do is document the vehicle complaint with the wipers and refer you to a Chevrolet dealership for necessary repairs. Once the remedy for the wipers is released you may seek reimbursement for repairs you had while waiting on the remedy.

Regina [3:36:27 PM]:

May I have the VIN, approximate mileage, your email, phone number and mailing address for documentation purposes?

[redacted] [3:37:33 PM]:

One moment whole I get the info

[redacted] [3:42:20 PM]:

2GNALDEK5D6[redacted] with 82000 miles. The name on the title is [redacted] and the email is [redacted]

Regina [3:42:33 PM]:

Thanks for that information. What dealership do you plan on using for repairs to the wipers?

[redacted] [3:43:36 PM]:

[redacted]

Regina [3:44:29 PM]:

Good to hear. I do see where you just called in and were advised that you should have the necessary repairs completed and seek reimbursement once the remedy is available.

[redacted] [3:45:41 PM]:

What do I need to do about the charge for the first time we had it repaired?

Regina [3:46:12 PM]:

I am sorry if I was not clear. You would seek reimbursement once the remedy is available for all of the repairs you have had.

Regina [3:46:26 PM]:

8-[redacted], is your reference for the chat and vehicle complaint.

[redacted] [3:46:52 PM]:

Thank you much Regina

Regina [3:47:13 PM]:

Is there anything else we can assist with today?

[redacted] [3:47:26 PM]:

Not at this time

Regina [3:47:41 PM]:

Thanks for contacting GM Customer Assistance, Greg. 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 time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

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

Caller English

System [11:57:14 AM]:

Welcome to chat.

[redacted] [11:57:32 AM]:

Good morning

Gerald [11:57:45 AM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Thanks for contacting General Motors Customer Assistance, my name is Gerald. How can I assist you today, [redacted]

Gerald [11:57:49 AM]:

Good morning, [redacted]

[redacted] [11:58:37 AM]:

I received a Recall letter in Aug. 2016, and I'm trying to find out if there has been a change?

[redacted] [11:58:52 AM]:

Or update

Gerald [11:59:07 AM]:

I would be more than happy to look into your vehicle information and check on any recalls. Would you mind providing your VIN and estimated mileage for me, please?

[redacted] [12:01:53 PM]:

Mileage - 107000

[redacted] [12:02:45 PM]:

recall #25302

Gerald [12:03:14 PM]:

Thank you for the mileage, and the recall number, would you have the VIN to provide, as recalls are VIN specific.

Gerald [12:03:22 PM]:

?*

[redacted] [12:05:25 PM]:

I have put the Vin # in three times, but it's not showing

Gerald [12:06:14 PM]:

I am sorry to hear that, [redacted] Would you mind verifying your phone, email, and mailing address for me, please?

Gerald [12:06:20 PM]:

I may be able to locate the VIN, this way.

[redacted] [12:07:48 PM]:

ITS NOT GOING THROUGH EITHER

[redacted] [12:08:27 PM]:

[redacted]

[redacted] [12:08:44 PM]:

[redacted]

[redacted] [12:09:08 PM]:

[redacted]

Gerald [12:09:18 PM]:

Great, thank you!

[redacted] [12:09:20 PM]:

[redacted]

Gerald [12:09:45 PM]:

Are you the original owner?

Gerald [12:12:52 PM]:

I'm still here to assist with any questions or concerns that you may have. I just want to make sure you are still there.

[redacted] [12:13:11 PM]:

hello

[redacted] [12:13:17 PM]:

no

Gerald [12:13:30 PM]:

Thank you, I was unable to locate the VIN with the contact information provided.

[redacted] [12:13:43 PM]:

it's not showing

[redacted]12:13:53 PM]:

I'll try again

[redacted] [12:15:41 PM]:

hell0

Gerald [12:15:53 PM]:

Hello, [redacted]

[redacted] [12:16:09 PM]:

2GKFLTEK5D6[redacted]

[redacted] [12:16:15 PM]:

FINALLY

Gerald [12:17:25 PM]:

GREAT! Thank you so much, [redacted] I am so glad it was able to allow the information to go through! I am so sorry to hear that you are experiencing so many problems with the chat not properly relaying information. I will definitely add that to our documentation, today.

[redacted] [12:17:55 PM]:

Thanks

Gerald [12:18:00 PM]:

I am showing this is for a 2013 GMC Terrain, would that be accurate?

[redacted] [12:18:08 PM]:

yes

Gerald [12:18:12 PM]:

Great, thank you.

Gerald [12:19:52 PM]:

There is a recall for 25302 - Windshield Wipers. The repair, is to be determined, still. There is no remedy for this recall, yet. You can visit manufacturer website at https://my.gm.com/recalls for more information.

[redacted] [12:21:34 PM]:

again

[redacted] [12:21:52 PM]:

I have checked

[redacted] [12:22:22 PM]:

If I get it fixed, when will I receive refund

[redacted] [12:23:09 PM]:

GMC dealership cost $300

[redacted] [12:23:37 PM]:

But they can't say when it will be refunded

Gerald [12:25:26 PM]:

I do apologize, GM hasn't released a remedy available for this recall yet. Did the dealership state there was a temporary repair for this concern?

Gerald [12:26:09 PM]:

Are you experiencing the concern listed in the recall?

[redacted] [12:29:33 PM]:

yes

[redacted] [12:30:16 PM]:

why do I keep having to repeat my answers 5 times before it works

Gerald [12:30:31 PM]:

I am not sure[redacted].

Gerald [12:30:49 PM]:

I apologize for the technical difficulties we are experiencing right now.

[redacted] [12:31:02 PM]:

My wipers stopped 6 months ago

[redacted] [12:33:09 PM]:

It's the rainy season here, and it's hard to get around

[redacted] [12:33:34 PM]:

How long do I have to wait

Gerald [12:35:30 PM]:

If you are experiencing any vehicle concerns. General Motors will notify you when recall repairs are available. In the meantime, if a you are experiencing a malfunction of the front windshield wipers, you should transport the vehicle in a safe manner to a dealer for immediate repairs. Normal warranty coverage applies. If their repair is for the same condition, you can then file for reimbursement when you receive the 2nd letter. As far as receiving reimbursement for previous repairs, yes, you can receive reimbursement. You can contact your Chevrolet or GMC dealer.

[redacted] [12:36:46 PM]:

I can't afford $300, especially when I don't know when I'm going to get it back.

Gerald [12:37:55 PM]:

If you are outside of your applicable warranties that would generally cover the cost on this concern. The expense would be out of pocket to have the certified services for the repairs needed. Once the repair for the recall is issued, you can immediately file for reimbursement, but that is correct, there is no ETA on when this will happen, I am sorry for the inconvenience.

Gerald [12:38:23 PM]:

When was the last time you had your vehicle concern diagnosed at your dealership, [redacted]

[redacted] [12:39:27 PM]:

About 6 months ago. my case # is - 8-[redacted]

Gerald [12:45:58 PM]:

Thank you. I have created a case for this concern, today. The new case # is, 8-[redacted]. We would need to get the vehicle diagnosed at the dealership in order to follow up on this concern. I am so sorry for the inconvenience, and there wouldn't be any cost assistance that we could offer for this concern. You can still file for the reimbursement once that second letter is issued, though.

Gerald [12:47:49 PM]:

I'm still here to assist with any questions or concerns that you may have. I just want to make sure you are still there.

[redacted] [12:49:13 PM]:

yes

[redacted] [12:49:33 PM]:

I've been trying to answer

[redacted] [12:50:09 PM]:

I'll take it back to GMC

Gerald [12:50:40 PM]:

Just to clarify, you will be taking the vehicle, back to your local GMC Certified Dealership, to schedule a diagnostic, correct?

[redacted] [12:50:55 PM]:

If I get it fixed, does it have to be a certified dealership to be reimbursed?

[redacted] [12:51:20 PM]:

yes

Gerald [12:51:25 PM]:

Yes it would, [redacted] You can discuss this information with your dealer prior to any diagnostic and authorized repair.

Gerald [12:51:33 PM]:

Thank you for clarifying that for me, [redacted]

Gerald [12:52:45 PM]:

Would there be any other questions or concerns that you would like to have addressed, today?

Gerald [12:56:23 PM]:

I'm still here to assist with any questions or concerns that you may have. I just want to make sure you are still there.

[redacted] [12:57:59 PM]:

yes

[redacted] [12:58:45 PM]:

I'm sorry, but this chat's not working correctly. Thanks for your help.

Gerald [12:59:53 PM]:

You are quite welcome, [redacted]. I am so sorry that the chat isn't working properly either, I will definitely add that to the documentation. Thanks for chatting in with us today! If you have any 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 1-866-790-3600. Thanks again for the opportunity to assist you, and have a great day!

Call Disconnected.

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

Caller English

System [2:23:49 PM]:

Welcome to chat.

[redacted] [2:23:59 PM]:

GM said 367,808 of GMC Terrain and Chevrolet Equinox sold in 2013 are affected by the faulty windshield wiper recall. The recall is the result of an investigation that started in March after the defect was reported late last year. GM says the ball joints on the wipers are prone to corrosion and wear, and could separate, causing the windshield wipers to stop working. The report found that the wipers on the 2013 Chevrolet Equinox and GMC Terrain vehicles had a "noticeably higher number of failures." GM is offering reimbursement to repair the wipers. Chevrolet Equinox owners can call 1-800-222-1020 and GMC Terrain can call 1-800-462-8782 for more information.

Asia [2:24:09 PM]:

Thank you for contacting GM Customer Assistance, [redacted] Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Asia, how can I assist you today?

[redacted] [2:24:16 PM]:

GM said 367,808 of GMC Terrain and Chevrolet Equinox sold in 2013 are affected by the faulty windshield wiper recall. The recall is the result of an investigation that started in March after the defect was reported late last year. GM says the ball joints on the wipers are prone to corrosion and wear, and could separate, causing the windshield wipers to stop working. The report found that the wipers on the 2013 Chevrolet Equinox and GMC Terrain vehicles had a "noticeably higher number of failures." GM is offering reimbursement to repair the wipers. Chevrolet Equinox owners can call 1-800-222-1020 and GMC Terrain can call 1-800-462-8782 for more information.

[redacted] [2:24:48 PM]:

This has happen to my Equinox and I want some assistance to resolve the issue.

Asia [2:26:33 PM]:

I am sorry to hear your wipers have stopped working and I would be happy to assist you in resolving this concern. To better assist you can you please provide me with your VIN and current mileage?

[redacted] [2:27:24 PM]:

The VIN does not have a recall on it, it's a 2010

Asia [2:28:26 PM]:

Thank you. I see that you have already chatted in today and your case number is 8-[redacted]

Asia [2:28:40 PM]:

Has your wiper concern been diagnosed by your dealership?

[redacted] [2:31:10 PM]:

Yes

Asia [2:31:47 PM]:

Thank you. What is the name of the dealership that diagnosed your vehicle and what was the diagnoses?

Asia [2:34:49 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

Caller[redacted] left the call.

Call Disconnected.

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

Caller English

System [11:53:07 AM]:

Welcome to chat.

Jasmine [11:53:15 AM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance, [redacted]! My name is Jasmine. How may I assist you today?

Jasmine [11:54:17 AM]:

Thank you for chatting in with us. I am here to answer any questions you may have.

[redacted] [11:54:27 AM]:

he;;p

[redacted] [11:55:10 AM]:

I'm having trouble getting any responses regarding a recall on my vehicle

Jasmine [11:55:48 AM]:

Sorry that you are having a concern with getting a response about a recall that is on your vehicle. To better assist you, do you have your VIN and mileage available?

[redacted] [11:55:58 AM]:

8-[redacted]

[redacted] [11:56:13 AM]:

is my service request #

Jasmine [11:56:25 AM]:

Thank you! Are you having any other concerns with your vehicle?

[redacted] [11:57:04 AM]:

no, but would like to get this issue resolved as its very rainy in my area this time of year

Jasmine [11:59:04 AM]:

Wonderful! I see that your vehicle does a recall on it for the Windshield Wipers. There is no remedy available as of yet. Once the remedy has been made avaliable, we will be sending out another letter letting you know how to get this issue resolved. Have you taken your vehicle into your local GMC dealership for this concern?

[redacted] [11:59:31 AM]:

no they were supposed to get back to me about it

[redacted] [11:59:35 AM]:

gmc was

[redacted] [11:59:42 AM]:

called twice and an email

Jasmine [11:59:50 AM]:

GMC or the dealership?

[redacted] [11:59:55 AM]:

GMC

[redacted] [12:00:12 PM]:

am i to take it to any GMC dealership?

Jasmine [12:01:51 PM]:

Okay. I am sorry that no one has responded to you. I'm glad that you have contacted us to let us know about this issue. Yes, any GMC dealership will be able to assist you with this concern. As the remedy is not available yet, you should transport the vehicle in a safe manner to a dealer for immediate repairs. If their repair is for the same condition, you may file for reimbursement when we may the second letter. By chance, how many miles are on your vehicle?

[redacted] [12:02:18 PM]:

66k

Jasmine [12:02:48 PM]:

Thank you! Would you please verify your mailing address, e-mail address and phone number?

[redacted] [12:04:53 PM]:

cant believe non of this on file

Jasmine [12:05:43 PM]:

It is on file, I just want to make sure that our records are updated so you can receive your second letter when we send them out.

[redacted] 12:05:52 PM]:

[redacted]

[redacted] [12:05:58 PM]:

[redacted]

[redacted] 12:06:20 PM]:

do you know how much the repair will cost?

Jasmine [12:07:37 PM]:

No I do not. We do not have pricing information. I know the concern would have been covered by your Bumper to Bumper warranty which has expired. The dealership does need to diagnose your vehicle and they may charge you for that as well.

[redacted] [12:08:19 PM]:

if i dont have the money to fix this issue?

[redacted] [12:08:38 PM]:

and no other transportation

[redacted] [12:09:01 PM]:

i must drive in rain with no windshielf wipers becasuse of a manufacturer defect

[redacted] [12:09:43 PM]:

for a company so concerned with safety that doesn't come across as very safe

[redacted] [12:10:52 PM]:

do you guys offer any loans to get issue fixed? you guys can get reinbused when you find a solution?

[redacted] 12:11:14 PM]:

or offer a loaner car until issue is resolved?

Jasmine [12:11:18 PM]:

The concern may not be repaired if you are not willing to pay for it. I'd recommend speaking with the dealership in regards to seeing if they have any options of providing you with transportation while the vehicle is being repairs. However, it is not guaranteed that they will provided you with a vehicle.

[redacted] [12:12:23 PM]:

its a known issue, which is why there is a recall

[redacted] [12:12:39 PM]:

i should not have to pay for diagnosis or repair

[redacted] [12:13:23 PM]:

can i please speak with supervisor?

Jasmine [12:13:35 PM]:

We have deemed the vehicle safe to drive. However, since you are experiencing malfunction of the front windshield wipers, you should transport the vehicle in a safe manner to a dealer for immediate repairs. We do not have the remedy available we cannot cover the repair cost. You should retain receipts and apply for reimbursement once you receive the 2nd letter.

[redacted] [12:14:11 PM]:

vehicle is not safe to drive if its raining

[redacted] [12:14:28 PM]:

supervisor?

Jasmine [12:15:11 PM]:

I understand that you feel that you should have not pay for this repair. I see that you have requested to speak with a supervisor. I'd like to continue to assist you but if you'd like to speak with a supervisor I can see if there is one available to speak with you. If one is not available, may you please provide me with a phone number and the best time to contact you?

[redacted] [12:15:34 PM]:

[redacted]

Jasmine [12:16:28 PM]:

Please allow me 1-3 minutes to see if someone is able to speak with you.

Jasmine [12:18:53 PM]:

Thank you for holding, [redacted] I will now transfer you to a supervisor. His name is Daniel. Here is your case number: 8-[redacted]

[redacted] [12:19:13 PM]:

thank you

Jasmine [12:19:34 PM]:

You're welcome!

Agent xzljb9 enters the call

Call Disconnected.

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

Caller English

System [11:52:56 AM]:

Welcome to GMC

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

System [11:53:07 AM]:

Welcome to chat.

Jasmine [11:53:15 AM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance, [redacted] My name is Jasmine. How may I assist you today?

Jasmine [11:54:17 AM]:

Thank you for chatting in with us. I am here to answer any questions you may have.

[redacted] [11:54:27 AM]:

he;;p

[redacted] [11:55:10 AM]:

I'm having trouble getting any responses regarding a recall on my vehicle

Jasmine [11:55:48 AM]:

Sorry that you are having a concern with getting a response about a recall that is on your vehicle. To better assist you, do you have your VIN and mileage available?

[redacted] [11:55:58 AM]:

8-[redacted]

[redacted] [11:56:13 AM]:

is my service request #

Jasmine [11:56:25 AM]:

Thank you! Are you having any other concerns with your vehicle?

[redacted] [11:57:04 AM]:

no, but would like to get this issue resolved as its very rainy in my area this time of year

Jasmine [11:59:04 AM]:

Wonderful! I see that your vehicle does a recall on it for the Windshield Wipers. There is no remedy available as of yet. Once the remedy has been made avaliable, we will be sending out another letter letting you know how to get this issue resolved. Have you taken your vehicle into your local GMC dealership for this concern?

[redacted] [11:59:31 AM]:

no they were supposed to get back to me about it

[redacted] [11:59:35 AM]:

gmc was

[redacted] [11:59:42 AM]:

called twice and an email

Jasmine [11:59:50 AM]:

GMC or the dealership?

[redacted] [11:59:55 AM]:

GMC

[redacted] [12:00:12 PM]:

am i to take it to any GMC dealership?

Jasmine [12:01:51 PM]:

Okay. I am sorry that no one has responded to you. I'm glad that you have contacted us to let us know about this issue. Yes, any GMC dealership will be able to assist you with this concern. As the remedy is not available yet, you should transport the vehicle in a safe manner to a dealer for immediate repairs. If their repair is for the same condition, you may file for reimbursement when we may the second letter. By chance, how many miles are on your vehicle?

[redacted] [12:02:18 PM]:

66k

Jasmine [12:02:48 PM]:

Thank you! Would you please verify your mailing address, e-mail address and phone number?

[redacted] [12:04:53 PM]:

cant believe non of this on file

Jasmine [12:05:43 PM]:

It is on file, I just want to make sure that our records are updated so you can receive your second letter when we send them out.

[redacted] [12:05:52 PM]:

[redacted]

[redacted] [12:05:58 PM]:

[redacted]

[redacted] [12:06:20 PM]:

do you know how much the repair will cost?

Jasmine [12:07:37 PM]:

No I do not. We do not have pricing information. I know the concern would have been covered by your Bumper to Bumper warranty which has expired. The dealership does need to diagnose your vehicle and they may charge you for that as well.

[redacted] [12:08:19 PM]:

if i dont have the money to fix this issue?

[redacted] [12:08:38 PM]:

and no other transportation

[redacted] [12:09:01 PM]:

i must drive in rain with no windshielf wipers becasuse of a manufacturer defect

[redacted] [12:09:43 PM]:

for a company so concerned with safety that doesn't come across as very safe

[redacted] [12:10:52 PM]:

do you guys offer any loans to get issue fixed? you guys can get reinbused when you find a solution?

[redacted] [12:11:14 PM]:

or offer a loaner car until issue is resolved?

Jasmine [12:11:18 PM]:

The concern may not be repaired if you are not willing to pay for it. I'd recommend speaking with the dealership in regards to seeing if they have any options of providing you with transportation while the vehicle is being repairs. However, it is not guaranteed that they will provided you with a vehicle.

[redacted] [12:12:23 PM]:

its a known issue, which is why there is a recall

[redacted] [12:12:39 PM]:

i should not have to pay for diagnosis or repair

[redacted] [12:13:23 PM]:

can i please speak with supervisor?

Jasmine [12:13:35 PM]:

We have deemed the vehicle safe to drive. However, since you are experiencing malfunction of the front windshield wipers, you should transport the vehicle in a safe manner to a dealer for immediate repairs. We do not have the remedy available we cannot cover the repair cost. You should retain receipts and apply for reimbursement once you receive the 2nd letter.

[redacted] [12:14:11 PM]:

vehicle is not safe to drive if its raining

[redacted] [12:14:28 PM]:

supervisor?

Jasmine [12:15:11 PM]:

I understand that you feel that you should have not pay for this repair. I see that you have requested to speak with a supervisor. I'd like to continue to assist you but if you'd like to speak with a supervisor I can see if there is one available to speak with you. If one is not available, may you please provide me with a phone number and the best time to contact you?

[redacted] [12:15:34 PM]:

[redacted]

Jasmine [12:16:28 PM]:

Please allow me 1-3 minutes to see if someone is able to speak with you.

Jasmine [12:18:53 PM]:

Thank you for holding, [redacted]! I will now transfer you to a supervisor. His name is Daniel. Here is your case number: 8[redacted].

[redacted] [12:19:13 PM]:

thank you

Jasmine [12:19:34 PM]:

You're welcome!

Conference call connected. [Daniel]

Agent jzspt6 left the call

Daniel [12:20:10 PM]:

Hi [redacted] I am a supervisor with our Chat Department, how can I further assist you today?

[redacted] [12:20:52 PM]:

daniel, i was driveway tuesday it was pouring rain and my windshield wiper motor went out

[redacted] [12:21:12 PM]:

luckily i got off highway safe and made it to work

[redacted] [12:21:37 PM]:

i googles and found my vin has a recall for that exact problem

Daniel [12:21:52 PM]:

I apologize you experienced that situation, but am glad to hear everyone is okay and you were able to make it to work safely!

[redacted] [12:22:13 PM]:

ive called twice and emailed and now chatted with no real resolution on what to do

[redacted] [12:22:32 PM]:

was told they would contact a dealership to arrange a time for me to come in and get a repair

[redacted] [12:22:58 PM]:

never heard back

[redacted] [12:23:21 PM]:

i live in midwest-march is one of the most rainy months we have

[redacted] [12:23:31 PM]:

i need to resolve problem asap

[redacted] [12:24:18 PM]:

i don't understand why such a wait is needed to hear back especially when it could effect mine and other drivers saftey

Daniel [12:24:23 PM]:

I apologize you feel that you have not been provided a resolution. Since the remedy for the recalled concern has yet to be determined, the recall will not cover any repairs at this time. Once the resolution to the recall concern has been obtained and updated, you would be reimbursed for any out of pocket expenses you incurred to correct the concern prior to the remedy for the recall was determined.

[redacted] [12:25:13 PM]:

i understand there is no resolution for this issue

[redacted] [12:25:25 PM]:

but dan, i live paycheck to paycheck

[redacted] [12:26:11 PM]:

im trying my best & i cant afford to pay for a diagnosis and repair at this time if its over $200

[redacted] [12:26:13 PM]:

i just cant

[redacted] [12:27:36 PM]:

can GMC possibly loan me the $ for repair and be reinbursed when you guys find the resolution

[redacted] [12:27:54 PM]:

or provide a loaner until resolution?

Daniel [12:29:47 PM]:

I understand that out of pocket repair expenses can be frustrating and also put us in a hard situation to fund the repairs. Due to the legal implications of a recall, we are unable to cover any repair costs of a recall until the remedy of the recall is found. Since the remedy is not available at this time, the part would be replaced with the same part until the remedy is determined. We are unable to provide a loaner, as the vehicle can be repaired in the meantime.

[redacted] [12:30:43 PM]:

dan, honest question

[redacted] 12:30:52 PM]:

does that seem fair to you?

[redacted] [12:31:09 PM]:

does that seem safe to you?

Daniel [12:32:42 PM]:

I own a 2005 Saturn Ion that I had to await 8 months for a recall remedy for my ignition switch, all recalls are handled in the same fashion to ensure we handle each customer and each situation the same. I do agree that inoperative wipers are unsafe, and this is why we would strongly suggest having your vehicle repaired at a GMC Certified Dealership to ensure you and other's safety while operating the vehicle.

[redacted] [12:33:49 PM]:

dan, i've been in customer service roles before. do the right thing here man

Daniel [12:34:33 PM]:

Due to the legal implications of a recall, we are unable to cover or assist with any repair costs until the remedy of the recall is determined and performed on your vehicle.

[redacted] [12:37:28 PM]:

well dan, i can't afford much out of pocket expenses. I'm sorry your company made a mistake when manufacturing the wind shield wiper motor, and i'm sorry your company in unwilling to accommodate those who are effected by mistake

[redacted] [12:39:13 PM]:

i'm sorry you are asking me to pay for your companies mistake to ensure my safety as well as other drivers

Daniel [12:40:47 PM]:

I can assure you that if there was something I could do in this situation I would [redacted] Recall procedures are determined and regulated by the National Highway Traffic Safey Administration. This is the government agency that overseas a manufactures recall procedures to ensure they are inline with laws and regulations set forth.

Daniel [12:41:01 PM]:

You can find more information, or contact them by visiting [redacted]

[redacted] [12:42:17 PM]:

glad safety is your guys prime concern

[redacted] [12:42:29 PM]:

thanks for the help Dan best of luck

Daniel [12:43:57 PM]:

I apologize again there is nothing further I can do in this situation. We recommend having the repairs performed, you can inquire with your dealership to see if they have any payment options. Please keep any and all receipts if you do have the repairs performed to ensure you are eligible for full reimbursement once the recall remedy is determined.

Daniel [12:45:44 PM]:

Thank you for the opportunity to assist you today, although I was unable to provide the resolution you were seeking. Please do not hesitate to chat anytime you have questions or concerns with your vehicle. We are available Monday-Friday from 8:00AM-11:00PM EST, and on Saturday from 9:00AM-11:00PM EST. Have a wonderful day!

Call Disconnected.

Customer

[redacted]

Any

Vehicle

Chevrolet Equinox 2013
2GNFLEEK3D6[redacted]
Mileage Now: 100600 mi
Warranty Start: 11/10/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: Pontiac G5(2007); Chevrolet Equinox(2013)

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Romelito Recana --> 1-866-790-5700 Ext # 5914891

Customer

[redacted]
anytime

Vehicle

Chevrolet Equinox 2013
2GNALDEK4D1[redacted]
Mileage Now: 60000 mi
Warranty Start: 10/01/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	Vehicle was purchased used at 23268 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2013 CHEVROLET EQUINOX

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: James Page --> 1-866-790-5700 Ext # 5913683

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

Caller English

System [5:53:42 PM]:

Welcome to chat.

Skyler [5:53:53 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Skyler. How may I assist you today?

[redacted] [5:56:07 PM]:

I have a Chevy equinox 2013. There was a recall for an issue with the windshield wipers. My wipers stop working an no one can fix them. I NEED ASSISTANCE

Skyler [5:56:36 PM]:

I am sorry to hear that you are having this concern with your windshield wipers, [redacted] I am glad to assist you today.

Skyler [5:57:01 PM]:

I do see that you contacted us on 3/13 regarding this concern. Did you have your vehicle inspected by a Chevrolet dealership?

[redacted] [5:57:38 PM]:

Yes today they stated they did a temp fix but it's still not working

Skyler [5:58:17 PM]:

I certainly understand how frustrating this must be. What is the name of the dealership where you had the service performed?

[redacted] [5:58:54 PM]:

Fairway chevy & gmc in hazleton

[redacted] [5:59:20 PM]:

Pa

Skyler [6:01:20 PM]:

Thank you, [redacted]. What I can do today is update your case and escalate this to a Senior Advisor. They will be in the best position to work further with the Customer Experience Manager, and yourself, to get this resolved.

Skyler [6:02:13 PM]:

What is the approximate mileage on your Equinox?

[redacted] [6:02:24 PM]:

30,000

Skyler [6:03:46 PM]:

Thank you, [redacted] The next few questions will be to verify your contact information. First, are you still located on [redacted]

[redacted] [6:05:31 PM]:

I really need fixed asap this the only vehicle I have and want to know if I can get a loaner until this is fixed. Yes still at [redacted]

Skyler [6:06:20 PM]:

Thank you for verifying this. As far as courtesy transportation, this will be best addressed by our Senior Advisor in correlation with the Customer Experience Manager.

[redacted] [6:07:02 PM]:

What other information is needed?

[redacted] [6:07:23 PM]:

How long will this take?

Skyler [6:07:44 PM]:

Can you please verify that the correct number for you ends in [redacted], and that the correct email address is [redacted]

[redacted] [6:07:59 PM]:

Yes

Skyler [6:08:22 PM]:

One of our Senior Advisor's will be in contact with you within 1-2 business day in order to further assist you. Thank you for verifying your contact information, Beatrice.

[redacted] [6:09:23 PM]:

I'm at work from 8-5 he can discuss all information with my husband will that be ok?

Skyler [6:09:47 PM]:

That is definitely okay! What is your husband's name and contact phone number?

[redacted] [6:10:12 PM]:

[redacted]

Skyler [6:11:08 PM]:

Thank you! For your reference, your case number will be 8[redacted].

Skyler [6:11:58 PM]:

Is there anything else that I can do for you at this time, [redacted]

[redacted] [6:12:21 PM]:

No thank so much for your help

Skyler [6:12:44 PM]:

My pleasure! Thank you for contacting Chevrolet Customer Assistance and giving me the opportunity to assist you! If you need further assistance, please do not hesitate to chat back in with us. We are here to chat Monday - Friday from 8:00 a.m. to 11:00 p.m. Eastern Standard Time and on Saturday from 09:00 a.m. - 11.00 p.m. Eastern Standard Time. Have a great evening!

Call Disconnected.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () -	Chevrolet Equinox 2013 2GNALDEK2D6[redacted] Mileage Now: 88000 mi Warranty Start: 12/22/2012	

Key Points

Customer states that he was told to pay $308 for a windshield wiper repair but this is the 25302 recall. Customer was told to come pick up the vehicle.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Michella Watson --> 1-866-790-5700 Ext # 5921578

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

Caller English

System [3:26:05 PM]:

Welcome to chat.

Asia [3:26:12 PM]:

Thank you for contacting GMC Customer Assistance, [redacted] Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. My name is Asia, how can I assist you today?

[redacted] [3:28:43 PM]:

Hello, I am contacting you to day about my 2013 GMC Terrain we have, we have the recall letter showing date Aug 2,2016 there is a defect on the Windshield Wipers and last week my windshield wipers broke , and we took it took GMC dealer and they have advised us the GM will not cover this recall at this time?

Asia [3:29:43 PM]:

I am sorry to hear that your windshield wiper broke. If you can provide me with your VIN and current mileage I would be happy to look further into why this may have not been covered?

[redacted] [3:30:28 PM]:

2GKFLTE33D6[redacted] recall #2025302 the recall doesn't have anything to do with my milage??

Asia [3:31:10 PM]:

Thank you. While I further research, can you please verify your first and last name, phone number, e-mail address, and mailing address? This information will be used to document your concern into our system.

[redacted] [3:31:42 PM]:

[redacted]

Asia [3:33:46 PM]:

Thank you for this information. At this time there is no remedy for recall 2025302 and once a remedy is available you will be sent another notice. If your concern is found to be the same as the recall you can file for reimbursement through your dealership once a remedy is available for this recall.

[redacted] [3:35:22 PM]:

So because my car broke before GM decided how fix this I get stuck paying $299.00 out of my pocket? And I might get some money back when they decide how they are going to fix it.

Asia [3:37:41 PM]:

The recall states that the ball joints in the wipers may experience corrosion resulting in the wipers being inoperable. This recall does not stated that the wipers break off. Your concern may not be the same as the one listed in the recall which may be why this concern is not covered.

[redacted] [3:40:23 PM]:

OK, I am not sure that Gm understands how many people in my family have purchased vehicle from this dealer ship in the past year, so this could be the straw the breaks the camels back and we will be looking for a new dealer ship to start purchasing our vehicles, right now I can think of 9 or 10 so think of that money lost!!!! thanks have a great day

Asia [3:40:58 PM]:

Thank you for contacting GMC Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [2:47:15 PM]:

Welcome to chat.

Shakevia [2:47:34 PM]:

Thank you for contacting Chevrolet Customer Assistance today [redacted] My name is Shakevia. How may I assist you?

[redacted] [2:48:35 PM]:

My husband and I recently bought a 2013 Equinox and today the windshield wipers stopped working. Is there a way to see if the recall from last year was fixed on our vehicle?

Shakevia [2:50:01 PM]:

Congratulations on your purchase! I'm sorry to hear that you are having this concern, although I am happy to look into your vehicle information for any possible recalls. In order for me to better assist you, can you please verify your VIN, mileage, mileage, address, phone number and e-mail address?

[redacted] [2:51:01 PM]:

VIN: 1GNFLEEK1DZ[redacted]

[redacted] [2:51:21 PM]:

[redacted]

[redacted] [2:51:40 PM]:

[redacted]

[redacted] [2:52:50 PM]:

sorry, I'm trying to find the mileage

[redacted] [2:53:57 PM]:

mileage is 90,438

Shakevia [2:55:21 PM]:

No problem. Thank you for providing that information. At this time the recall is on the vehicle, although there is no remedy as of yet. We recommend taking the vehicle in to your Chevrolet Dealership to have the vehicle diagnosed and repaired. If the repair is for the same condition, you can file for reimbursement when you receive the 2nd letter.

[redacted] [2:56:17 PM]:

ok thank you!

Shakevia [2:56:30 PM]:

You are welcome. I am happy to locate a Chevrolet Dealer in your area for you.

[redacted] [2:56:42 PM]:

We have one, thank you!

Shakevia [2:56:52 PM]:

You are welcome. Is there anything else that I may assist you with at this time?

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [2:05:23 PM]:

Welcome to chat.

Tyler [2:05:39 PM]:

Good afternoon! Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Tyler, how can I assist you today?

[redacted] [2:07:31 PM]:

I have 2014 Chevrolet Equinox with 63000 miles and my wipers stop working, am I still cover by warranty?

Tyler [2:09:04 PM]:

I apologize that the vehicles wipers stopped working. I would be happy to look into this for you. To better assist you may I have your VIN, phone number and email address?

Tyler [2:13:19 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [2:14:55 PM]:

Mi phone is [redacted] and vin 2gnflfek7e6[redacted]

Tyler [2:15:46 PM]:

Are you still located on [redacted]

[redacted] [2:19:19 PM]:

Yes

Tyler [2:21:00 PM]:

Thanks for this information; the case number for today's concern is 8-[redacted]. Sadly the vehicles wipers are covered under the vehicles Bumper to Bumper Warranty. This vehicle is beyond this warranty by 27,000 miles.

Tyler [2:21:10 PM]:

Have you had the vehicle diagnosed by a Chevrolet Dealership in your area?

[redacted] 2:22:17 PM]:

No, but I check in shop next to me and said is the motor wiper

Tyler [2:24:35 PM]:

Would you like help in locating a Chevrolet Dealership in your area?

[redacted] [2:25:20 PM]:

I have one next to me, thanks anyway

Tyler [2:25:43 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Call Disconnected.

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNALDEK9D6[redacted]
Mileage Now: 100000 mi
Warranty Start: 08/18/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Reason: Customer said vehicle needs $300-plus wiper motor repair. Vehicle has recall 25302 for windshield wipers with remedy not available. Customer's warranty company will not cover cost because of recall. Customer is concerned that if she gets motor fixed and recall is just for ball joints, then this will not get covered. Customer wants to know if this will be covered or whether GM can pay warranty company for this repair.

Expectation: Informed customer that at this time repair is out of pocket expense. Informed customer that she should keep receipts and repair orders, and that she would receive a second letter when remedy is available for recall. Informed customer that I could not say whether the motor would be covered if the recall was for a different part. In that case, she might need to submit for reimbursement with warranty company if this specific fix is not covered under recall. Informed customer that I would reach out to dealer to gather more info and that someone would be in contact within 24-48 business hours. Customer prefers communication via email. Will email customer SR number and contact info.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: John Walker --> 1-866-790-5700 Ext # 5914485

Customer

[redacted]

Vehicle

Chevrolet Equinox 2010
2CNFLEEW9A6[redacted]
Mileage Now: 120000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer States: Her motor has went out on her vehicle and she came in to get it fixed because she thought it was a recall on the repair. The recall is only for the 2013 Equinox and she was told since they have a recall, no motor is available for her. She feels this is a high safety concern because if it starts raining or snowing while driving the windshield wipers will not work. There are none available anywhere. aftermarket or through dealership.

Customer Request: Please help me find the wiindshield wiper motor for my vehicle.

SA Advised: I will reveiew your case with Tricia Casey to see what options are available for this concern and follo up within 24-48 hours.

Supporting Factors	Limiting Factors
	Vehicle has > 100,000 miles Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Jeanetta Riley --> 1-866-790-5700 Ext # 5914694

Customer

[redacted]

Vehicle

Chevrolet Equinox 2014
2GNALBEK9E6[redacted]
Mileage Now: 40157 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

The customer states her front windshield wipers went out.

Customer seek: cost assistance

Expectation: I will partner with the dealerhship.

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Althea Watters --> 1-866-790-5700 Ext # 5913236

ENTERPRISE LEASING COMPANY OF BALTIMORE, 1612A BEL AIR RD, FALLSTON, MD 210472728 (410) 877-0313

RENTAL AGREEMENT REF# [redacted]

RENTER
[redacted]

DATE & TIME OUT
03/28/2017 12:55 PM
DATE & TIME IN
04/07/2017 03:48 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
FCAR

VEH #2 2017 CHEV TRAX 1LT4
VIN# 3GNCJPSB9HL[redacted]
LIC# [redacted]
MILES DRIVEN 464
CAR CLASS: CFAR

VEH #1 2017 TOYO CAMR SE
VIN# 4T1BF1FK5HU[redacted]
LIC# [redacted]
MILES DRIVEN 65
CAR CLASS: FCAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/28 - 04/07	11	DAY	$45.00	$495.00
DAMAGE WAIVER - FULL	03/28 - 04/07	11	DAY	$20.99	$230.89
REFUELING CHARGE	03/28 - 04/07				$0.00
			Subtotal:		**$725.89**
Taxes & Surcharges					
MARYLAND SALES TAX	03/28 - 04/07			11.5%	$84.10
MD VEHICLE LICENSE RECOVERY FEE	03/28 - 04/07	11	DAY	$0.49	$5.39
			Total Charges:		**$815.38**
Bill-To / Deposits					
DEPOSITS					($815.38)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$815.38	[redacted]	[redacted]

[redacted] 4/7/2017

[redacted]

THIS IS TO CERTIFY THAT:

[redacted]

was summoned by this court and performed jury service on the following dates:

03-27-17 03-28-17 03-29-17 03-30-17 04-03-17 04-04-17
04-05-17 04-06-17

8 days
Badge: [redacted] Prepared: 04/06/2017 9:44:04AM

Prospective and Trial Jurors are paid [redacted] per day. If a trial juror is selected on a trial exceeding 5 days, the rate of pay increases to [redacted] per day beginning on the 6th day of the trial.

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

Caller English

System [8:18:43 PM]:

Welcome to chat.

Brandon [8:18:54 PM]:

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

[redacted] [8:19:57 PM]:

I own a 2013 equinox and the front wiper blades just stop working, I revived a letter a few months ago on this about a recall for this issue is there an update?

[redacted] [8:19:59 PM]:

I own a 2013 equinox and the front wiper blades just stop working, I revived a letter a few months ago on this about a recall for this issue is there an update?

Brandon [8:20:22 PM]:

I would be happy to look into that for you. May you please provide me your VIN number, mailing address and current mileage?

[redacted] [8:21:33 PM]:

Vin is 2gnalbek7d1[redacted]

Brandon [8:21:52 PM]:

We do apologize that your front wiper blades has stopped working.

[redacted] [8:22:08 PM]:

[redacted]

[redacted] [8:22:24 PM]:

Milage 053193

Brandon [8:23:10 PM]:

Thank you for that information. May you please allow me 1-2 minutes to research?

Brandon [8:23:26 PM]:

While I research, may you please provide me your phone number and email?

[redacted] [8:23:46 PM]:

[redacted]

Brandon [8:24:57 PM]:

Thank you for your patience and for the information.

Brandon [8:25:18 PM]:

I do see that the recall is showing that it's still opened.

Brandon [8:25:42 PM]:

Chevrolet will notify customers when recall repairs are available. In the meantime, if a customer experiences malfunction of the front windshield wipers, they should transport the vehicle in a safe manner to a dealer for immediate repairs. Normal warranty coverage applies. If their repair is for the same condition, customers can file for reimbursement when they receive the 2nd letter.

[redacted] [8:26:43 PM]:

Do you have the address of any dealer near my location and hours of operations

Brandon [8:27:13 PM]:

I have located James-Martin Chevrolet in your area. I can send you the link to schedule your appointment online or would you prefer a phone number?

Brandon [8:27:38 PM]:

The dealer is opened 7-6 p.m. Monday-Friday.

[redacted] [8:27:47 PM]:

Can u email it to me please

Brandon [8:28:11 PM]:

I have created a case in regards to your concerns. Your case number is 8-[redacted]

Brandon [8:28:21 PM]:

What would you like emailed?

[redacted] [8:29:40 PM]:

The link to [redacted]

Brandon [8:30:03 PM]:

[redacted]

[redacted] [8:30:05 PM]:

I'm using my phone, so it will be easier for me to get it via email

Brandon [8:30:24 PM]:

No problem will send it in 2 minutes.

Brandon [8:30:30 PM]:

[redacted] is there anything else that I can do to further assist you with or do you have any additional questions?

Brandon [8:35:41 PM]:

[redacted] are you still there? I'm still here to assist you.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [2:12:58 PM]:

Welcome to chat.

Destiny [2:13:15 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]! My name is Destiny. How may I assist you today?

[redacted] [2:16:54 PM]:

I am very very dissapointed, we have a 2013 Equinox and a year or so ago My wipers quit working and they had to replace a box or something on it, it cost 200+, now my wipers quit again.. this is just ridiculous, my husband is a disabled veteran and these repairs are expensive on a fixed income, We received a letter that they might recall some part on wipers but if it costs me another 200+ then I had better be getting reimbursed ..

Destiny [2:19:07 PM]:

I do apologize about the concern you are having with the wipers on your vehicle. To better assist you can you please provide your vehicle's VIN and estimate mileage?

[redacted] [2:19:52 PM]:

This shouldn't have happened once let alone twice...My vehicle is getting serviced as we chat, and the mileage is 74,00

[redacted] [2:20:04 PM]:

Oops 74,000

Destiny [2:21:16 PM]:

Can you please allow me 2-3 minutes to search your contact in our system?

[redacted] [2:21:30 PM]:

Sure

[redacted] [2:21:56 PM]:

It is McQuillen GMC Girard Pa

Destiny [2:23:24 PM]:

Thank you for your patience! Can you please verify your home address?

[redacted] [2:23:42 PM]:

It is registered to [redacted]

[redacted] [2:24:14 PM]:

[redacted]

Destiny [2:26:37 PM]:

Thank you for verifying that information, Judi! I do see that your vehicle is associated to a recall for the front wiper transmission. If the concern you had repaired the first time is related to this recall, you can submit for reimbursement through your dealership.

Destiny [2:27:36 PM]:

The documentation you would need along with the reimbursement form includes; proof of repair, proof of payment, and proof of ownership.

[redacted] [2:28:03 PM]:

Okay thank-you

Destiny [2:28:55 PM]:

You're very welcome! Is there anything else I can assist you with today?>

[redacted] [2:29:11 PM]:

No...

Destiny [2:30:05 PM]:

I have created a case in the system, if you do have anymore questions. Your case number is 8-[redacted].

Destiny [2:30:31 PM]:

Thank you for contacting Chevrolet Customer Assistance! If you have any further questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

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

Caller English

System [9:02:21 PM]:

Welcome to chat.

Vincent [9:02:31 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GM Customer Service, Bradley. My name is Vince. How may I assist you today?

Vincent [9:05:32 PM]:

I am still here to answer any questions you may have.

[redacted] [9:05:33 PM]:

Hi I was chatting to ask if there is a recall on my vehicle, I own a 2014 Equinox and today while driving home in a rain storm my wipers stopped working, my visibility was horrible which almost caused me to crash. I pulled over as soon as possible to a gas station at which I was almost hit again due to know visibility. I have diagonised the problem and it seems to be the transmission linkage on the wipers that has broke. After doing some hours of research this seems to be a common proble with gm.

Vincent [9:06:23 PM]:

I am sorry to hear that you are experiencing this concern with your wipers! If you provide me with the last 8 characters of your VIN and mileage, I would be happy to take a look over the vehicle information for you today.

[redacted] [9:07:12 PM]:

I am very disappointed that such a important safety device in the vehicle would fail to work and I will be even more disappointed if gm does not stand by there product an I have to pay to repair this

Vincent [9:09:02 PM]:

I understand and I would be happy to look over the vehicle information to check on your warranty information. I just need the VIN and the mileage to do so.

[redacted] [9:11:04 PM]:

89000

[redacted] [9:11:26 PM]:

E6[redacted]

Vincent [9:12:22 PM]:

Thank you. Please allow me 3 to 5 minutes to take a look over the vehicle information for you.

[redacted] [9:12:35 PM]:

Ok

Vincent [9:16:32 PM]:

Thank you for your patience. Typically, the Bumper-to-Bumper would cover a concern such as this which is good for 3 years or 36,000 miles, whichever occurs first. You are outside of this warranty by 53,000 Miles. I do still suggest having the vehicle diagnosed by your Certified Chevrolet Dealership. We can escalate this to a Senior Adviser for further assistance once it has been diagnosed by a Certified Chevrolet Dealership.

[redacted] [9:18:37 PM]:

I do not believe I should have to pay for such a failure like this, expecially when u can easily research and see that this has been a reoccurring problem on every

equinox since 2011 and gm fails to fix the proble just chose to continue to provide the same to the public that buys from the and then charges them to fix it

[redacted] [9:18:57 PM]:

And yes I want to have a senior advisor to contact me asap

Vincent [9:19:17 PM]:

I did document your concerns for quicker reference. Until the vehicle has been diagnosed we cannot sent it to a Senior Adviser.

[redacted] [9:19:19 PM]:

In the mean time I will have to continue to risk my safety driving a gm vehicle

Vincent [9:19:26 PM]:

I understand that you have found information online of other customers who are experiencing the same symptoms with their vehicles. Many symptoms have the possibility of being caused by different sources. This is why we recommend to have vehicles diagnosed by a GM dealership, as our Certified and factory trained technicians are in the best position to assist with diagnosing your vehicle and determining the cause of these symptoms.

Vincent [9:19:57 PM]:

Therefore, you will have to take the vehicle to the dealership and have it diagnosed before I can do so.

[redacted] [9:20:49 PM]:

What is the cost of having it diagnosed? And after they diagnose it what am I to do then? If they say that's what it is do u then pay or do I?

Vincent [9:20:50 PM]:

For quicker reference your Service Request Number is 8[redacted]

Vincent [9:22:30 PM]:

We rely on our dealerships to determine coverage. However, at this time I can let you know that the warranty this would normally be covered by is out of range by 53,000 miles. I do not know how much diagnostics is, you will have to ask the dealership as they are independently owned and operated. Once it has been diagnosed a Senior Adviser can check into possible cost assistance. However, it is not guaranteed.

Vincent [9:23:04 PM]:

Once it has been diagnosed you can chat back in or call 800-222-1020 and we can escalate this to a Senior Adviser for further assistance.

[redacted] [9:24:46 PM]:

Great sounds like I will be better off to buy the part and repair it myself. I was almost in an accident due to a failure of General Motors, my life could have been taken. I will be sure to never purchase gm and make sure nether my family or friends purchase from them again, considering this is how they stand behind there products...

Vincent [9:26:52 PM]:

The warranty on your vehicle is very competitive and is there because we stand behind our products, but cannot warranty vehicles indefinitely. I understand you concerns and I have made sure to document them. What you do next as far as repairs or diagnostics and repairs is up to you. I do highly recommend having it diagnosed and repaired by our Certified Technicians at our Certified Chevrolet Dealership. You would receive a parts warranty with the repairs also. If you do decide to have it diagnosed by a dealership, feel free to chat back in after for further assistance. 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, or you may call in at 1-866-790-3600.

Call Disconnected.

Customer

[redacted]
Anytime

Vehicle

Chevrolet Equinox 2013
2GNALBEK6D6[redacted]
Mileage Now: 80000 mi
Warranty Start: 05/29/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Reason for calling:
Cust states that she had a recall regarding the vehicle's wiper but was not informed that's why she needed to rent a car due to inclement weather. The recall was already fixed with her vehicle and she is asking for a reimbursement since she was affected by recall.

Expectation set: Empathized with the customer I know this can be frustrating. Here's what I'll do. I'll provide the Customer Experience Manager with all the information about your case, and ask him/her to reach out to you within 1 business day. This will give the Customer Experience Manager time to carefully review all of the details of your case so that a good action plan can be determined. CEM will be your main point of contact. There may be a chance we are unable to provide you with what you are requesting, but will we work diligently to best assist you with the resources we have available. I will contact you within 2-3 business days with an update.

CreeB/WMI/T2

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Lecreshe Bender --> 1-866-790-5700 Ext # 5914911

citi

Citi® Double Cash Card-1814

Transaction Details

Date	Description	Amount
Mar. 16, 2017	ENTERPRISE RENT-A-CAR HAZELWOOD MO	[redacted]

Additional Details

Transaction Type:	Purchases
Posted Date:	Mar. 16, 2017
Category:	Auto Rental - ENTERPRISE RENT-A-CAR
Reference Number:	[redacted]
Card Member:	[redacted]
Merchant Country:	United States
Purchase Method:	Card Swiped

Citi® Double Cash Card-1814

Transaction Details

Date	Description	Amount
Dec. 27, 2016	ENTERPRISE RENT-A-CAR HAZELWOOD MO	[redacted]

Additional Details

Transaction Type:	Purchases
Posted Date:	Dec. 27, 2016
Category:	Auto Rental - ENTERPRISE RENT-A-CAR
Reference Number:	[redacted]
Card Member:	[redacted]
Merchant Country:	United States
Purchase Method:	Card Swiped

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

Caller English

System [12:47:49 PM]:

Welcome to chat.

[redacted] [12:47:59 PM]:

Chevrolet, Case Number 8-[redacted]

Gabrielle [12:48:03 PM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Gabrielle. How may I assist you today?

[redacted] [12:48:27 PM]:

I have material I want to submit via email to GM - photographs/ repair estimates, etc.

Gabrielle [12:49:21 PM]:

You can email information in to customerassistance@chevrolet.com.

[redacted] [12:49:31 PM]:

Thank you!!

Gabrielle [12:50:06 PM]:

You are welcome. Is there anything else I can assist you with at this time?

Gabrielle [12:53:18 PM]:

I am still available is there anything else I can assist you with today?

Gabrielle [12:55:28 PM]:

Due to no response I will be disconnecting the chat, if you have any questions feel free to call the customer assistance center at 1-800-222-1020.

Call Disconnected.

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNALBEK5D6[redacted]7
Mileage Now: 81000 mi
Warranty Start: 06/29/2013

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer had recall repair #25302 done before the recall notice when the wipers failed in December 2016. Customer states that when he came in to file for reimbursement, he was basically given the run-around. In addition, when he asked you to check the repair to make sure it had been done properly, you refused. Customer's recall is still open in our records. The recall repair needs to be confirmed. PLEASE CONTACT THE CUSTOMER TO SCHEDULE THE APPOINTMENT.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Janie Flores --> 1-866-790-5700 Ext # 5914809

Product Safety Recall
25302 Front Wiper Transmission Corrosion Failure (USA Only)

Reference Number: [redacted]

Release Date: April 2017
Revision: 01

Revision Description: This bulletin has been revised to add a copy of the customer notification letter. Please discard all copies of bulletin 25302.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013		
GMC	Terrain	2013	2013		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.
Correction	Dealers will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, then the dealers will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, dealers will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair dealers need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP.

Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84241847

Parts Pre-Ship Information

Important: An initial supply of all parts for the 15259076 (Plug) and 84241847 (Windshield Wiper System Module Assembly) required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 20, 2017. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102504	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision	0.5	ZFAT	N/A
9103074*	Air Inlet Panel Revision Only (New Windshield Wiper Module Assembly Previously Installed)	0.4	ZFAT	N/A
9103046	Customer Reimbursement Approved	N/A	ZFAT	**
9103047	Customer Reimbursement Denied	N/A	ZFAT	***

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

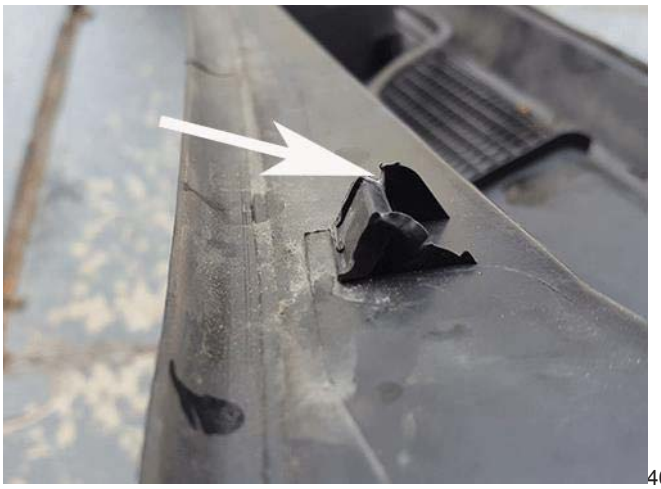
* Use this code if the new Windshield Wiper Module Assembly (PN 84241847) was previously replaced.

** Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps are required.



4625467

4625469

Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

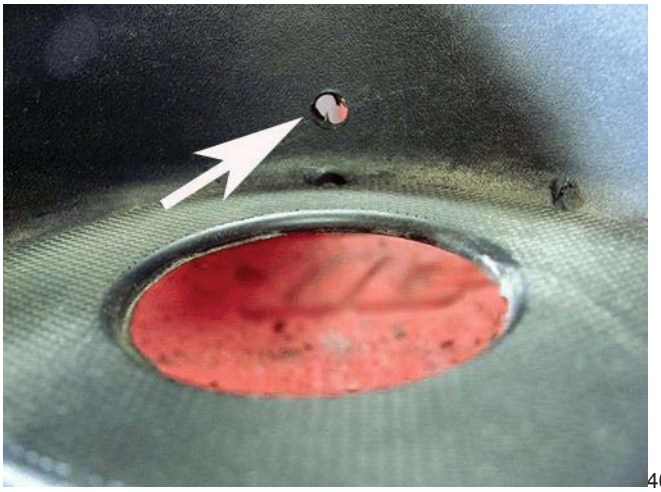
1. Remove the windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.

4625477

2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.

4625481

4. Measure up 11mm (3/8 in.) from the existing drain hole.
5. Mark the drill location.


4625482

6. Drill a new 6mm (15/64 in.) drain hole.

4625488

7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper module assembly. Refer to Refer to *Windshield Wiper System Module Replacement* in SI.

4625489

9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

Dealer Responsibility

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers

take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by April 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

April 2017

This notice applies to your vehicle, **VIN: _____**

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM safety recall 25302.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.

What will we do?

Your dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by April 30, 2018, unless state law specifies a longer reimbursement period.

Product Safety Recall
25302 Front Wiper Transmission Corrosion Failure (USA Only)

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V582.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 25302

Recipient Data:
Time Finished: 2017-04-20 06:59:48
IP: 198.208.159.17
ResponseID: R_5t2QXzVdXMhSirj
Link to View Results: Click Here
<https://gm.az1.qualtrics.com/CP/Report.php?SID=SV_1N3L3Zk4GNdVajb&R=R_5t2QXzVdXMhSirj>
URL to View Results:
https://gm.az1.qualtrics.com/CP/Report.php?SID=SV_1N3L3Zk4GNdVajb&R=R_5t2QXzVdXMhSirj

Response Summary:

Family / Friend Information (Required)
Customer First Name [redacted]
Customer Last Name [redacted]
Customer Phone Number [redacted]

(Optional)
Customer City [redacted]
Customer State [redacted]
Customer Zip Code [redacted]

Involved Dealership Team One Chevrolet
Vehicle Identification Number (VIN) 2CNFLNEW0A6[redacted]
Customer Email [redacted]

Employee Information
Employee First Name [redacted]
Employee Last Name [redacted]
Employee Phone Number [redacted]
Employee Email [redacted]

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Kevin R. Thompson
Sent: Friday, April 21, 2017 9:17 AM
To: Lawanda Hamler-Dean (C); gbuffin@teamonechevrolet.com
Cc: sclementz@teamonechevrolet.com
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, 2CNFLNEW0A6[redacted], [redacted], Team One Chevrolet-Buick-GMC, Inc, Wiper Motor Issue, SR# 8[redacted]
Attachments: 25302 Wiper Transmission Recall.pdf

For your information the Wiper Transmission recall 25302 applies to the 2013 model only. This vehicle is a 2010 model year vehicle and is not involved in this recall.

See that attached recall bulletin.

The customer will be expected to pay for this repair at this age and mileage. This vehicle was a Certified Pre-Owned vehicle with a CPO warranty which expired over 96,000 miles ago.

From: Lawanda Hamler-Dean (C)
Sent: Friday, April 21, 2017 8:56 AM
To: gbuffin@teamonechevrolet.com
Cc: sclementz@teamonechevrolet.com; Kevin R. Thompson <kevin.r.thompson@chevrolet.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, 2CNFLNEW0A6[redacted], Team One Chevrolet-Buick-GMC, Inc, Wiper Motor Issue, SR# 8-[redacted]

G & Shawn,

We have referred Ms. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has 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: 2010 Chevrolet Equinox
· Mileage: 146,000
· VIN: 2CNFLNEW0A6[redacted]
· SR Number 8-[redacted]
· Customer Last Name: [redacted]
· Customer Daytime Phone: [redacted]
· Customer Email: [redacted]

The Executive Office has received the case for Ms. [redacted] in addressing her wiper motor issues. The customer stated she was driving and the wiper went to the left and stop working. The customer was told by her friend there is a recall for the wiper transmission. The customer is requesting information in regards to the recall. We advised there is no open recall for the wiper on this vin.

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

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Product Safety Recall
25302 Front Wiper Transmission Corrosion Failure (USA Only)

Reference Number: [redacted]

Release Date: April 2017
Revision: 01

Revision Description: This bulletin has been revised to add a copy of the customer notification letter. Please discard all copies of bulletin 25302.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013		
GMC	Terrain	2013	2013		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.
Correction	Dealers will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, then the dealers will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, dealers will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair dealers need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP.

Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84241847

Parts Pre-Ship Information

Important: An initial supply of all parts for the 15259076 (Plug) and 84241847 (Windshield Wiper System Module Assembly) required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 20, 2017. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102504	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision	0.5	ZFAT	N/A
9103074*	Air Inlet Panel Revision Only (New Windshield Wiper Module Assembly Previously Installed)	0.4	ZFAT	N/A
9103046	Customer Reimbursement Approved	N/A	ZFAT	**
9103047	Customer Reimbursement Denied	N/A	ZFAT	***

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

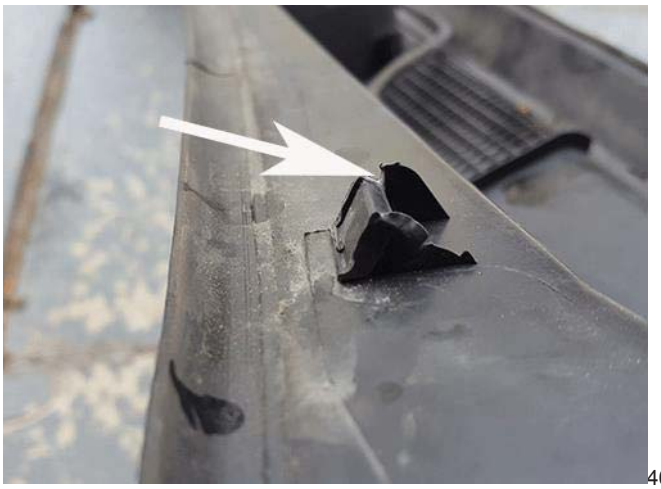
* Use this code if the new Windshield Wiper Module Assembly (PN 84241847) was previously replaced.

** Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps are required.



4625467

4625469

Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

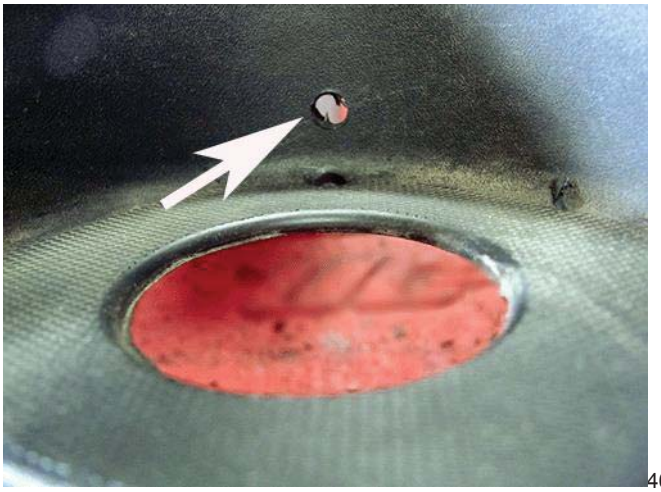
1. Remove the windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.

4625477

2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.

4625481

4. Measure up 11mm (3/8 in.) from the existing drain hole.
5. Mark the drill location.


4625482

6. Drill a new 6mm (15/64 in.) drain hole.

4625488

7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper module assembly. Refer to Refer to *Windshield Wiper System Module Replacement* in SI.

4625489

9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

Dealer Responsibility

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers

take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by April 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

April 2017

This notice applies to your vehicle, **VIN: _____**

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM safety recall 25302.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.

What will we do?

Your dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by April 30, 2018, unless state law specifies a longer reimbursement period.

Product Safety Recall
25302 Front Wiper Transmission Corrosion Failure (USA Only)

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V582.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 25302

Howell, Rosa (NHTSA)

From: Tyler Greenhill
Sent: Friday, April 21, 2017 3:06 PM
To: Michael J Cordell
Cc: Lawanda Hamler-Dean (C)
Subject: RE: SR# 8-[redacted] 2010 Equinox, Front Wiper Transmission Corrosion Failure

Michael,

This was investigated and it was determined that 25302 would only cover 2013 model year due to a large spike in failures only seen in 2013 models and not the other model years. This is the reason only 2013 models have been covered under 25302.

Canada covers the additional model years due to the climate and large usage of road salt that causes more corrosion when compared to a vehicle located in the USA.

Has the dealer determined the cause of the failure? There are various failure modes besides the one outlined in the recall.

Thank you

Tyler Greenhill
Brand Quality Manager
Equinox, 2010-2017 Terrain, SRX, Captiva
tyler.1.greenhill@gm.com
586-359-9048

From: Michael J Cordell
Sent: Friday, April 21, 2017 3:00 PM
To: Tyler Greenhill <tyler.1.greenhill@gm.com>
Cc: Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>
Subject: SR# 8-[redacted], 2010 Equinox, Front Wiper Transmission Corrosion Failure

Good Afternoon Tyler,

Seeking your assistance with the concern below. Please advise if you need any further information.

Customer Name: [redacted]
VIN: 2CNFLNEW0A6[redacted]
YMM: (Year, Make, Model) 2010 Chevrolet Equinox
SR: 8-[redacted]
TAC SR: N/A

Summary of Concern: The Executive Office has received the case for [redacted] in addressing her wiper motor issues. The customer stated she was driving and the wiper went to the left and stop working. The customer was

told by her friend there is a recall for the wiper transmission. The customer is requesting information in regards to the recall. After following up with the dealership and the field, it was confirmed Wiper Transmission Recall 25302 was only for the 2013 model.

Specific BQ information requested: I found #25300-03: Safety Recall - Front Wiper Transmission Corrosion Failure (Canada Only) - (Jan 9, 2017) applies for 2010- 2017 but this VIN was not listed. Any insight as to why this vehicle may not have been included and still experience the conditions?

Thank you,

Michael Cordell
Team Leader
Executive Customer Assistance
Cell: (717)580-9780
Email: michael.j.cordell@gm.com
7000 Chicago Road
Warren, MI 48092--1663

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	Chevrolet Equinox 2013 2GNALPEK1D6[redacted] Mileage Now: 106732 mi Warranty Start: 11/09/2012	A GM Dealer has diagnosed the current concern Repairs are complete Vehicle is operable for this concern and is able to be driven

Key Points

Customer called because our dealer cannot provide her reimbursement for previous paid repair done on the vehicle. She stated back in January of this year the vehicle was repaired by dealer for windshield wiper issue. Paul Verduci (service advisor) who is assisting customer made her aware that the part number they used when the vehicle was repaired is different from what GM provided for the recall remedy. Customer insists to be reimburse. She was told by our dealer to work with GM. Repair cost $312.78. The part that was replaced previously broke again and was replaced again with the designated part. Customer never got any of the letters for the recall or a reimbursement form.

Told her that I would in contact with the dealer to see what happened and see what can be done to reimburse the repair for her since the recall parts were unavailable previously. Update by Tuesday from CAC or the dealer.

Part put on Vehicle Jan 5, 2017: 84126961
Part on Recall Bulletin Summary: 84241847

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Stephanie Daly --> 1-866-790-5700 Ext # 5914504

Customer

[redacted]

Vehicle

Chevrolet Equinox 2013
2GNFLCEK6D6[redacted]
Mileage Now: 100000 mi
Warranty Start: 04/08/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Customer was advised to take the papers to the dealership to process a reimbursement for the recall on vehicle fixed it March of 2016 and paid $436.34 because during that time the fix wasn't available and her wipers broke. She traded in the vehicle in September. They already confirmed that the issue that was fixed is the same to the recall but they can't reimburse the the amount cause she does not possess the vehicle anymore and to call GM instead. Customer is very frustrated that she was given conflicting information on what to do.

Told customer that she will need to send in the information directly to GM at the divisional address. She will need to include Copy of proof of payment, Copy of Invoice from RO, Copy of proof of ownership at time of repair, Reimbursement form filled out.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Stephanie Daly --> 1-866-790-5700 Ext # 5914504

Service Request Details

SR No.	8[redacted]	**Ref No.**		**Cost Ast.**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	RFI Recall
City	[redacted]	**Zip** [redacted]	**State** [redacted]	**UCC**	Electrical - Power Windshield Wiper - Motor / Blades / Arms	**Sub-Area**	25302 Front Wiper Corrosion
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	Manfredi Chevrolet, L.L.C.	**Safety**	
Daytime #		**Evening #**	[redacted]	**Source**	Phone	**Updated**	May 11, 2017 1:39 PM
Serial/VIN #	2GKFLVEK5D6[redacted]	**Mileage**	36000	**Priority**	Medium	**Owner**	VZ9ZTW
Model	Terrain	**Model Year**	2013	**Status**	Open	**Opened**	Apr 28, 2017 8:56 AM
Make	GMC	**Warranty Start**	Nov 3, 2012 12:00 AM	**Sub Status**	Dissatisfied	**Closed**	
Cust Concern	Recall part delay						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/28/2017 08:56:32	VZ9ZTW	VZ9ZTW	Inbound Call Customer	Complex Request	Open	05/11/2017 13:42:30	

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

Comments
Customer was calling in about still not having the part and not having a loaner vehicle for this concern. Informed customer I would reach out to the DMA about the concern. Craig Bell/CACT2/Saginaw

UCC Information

UCC Code	Description	Symptom
N51	Electrical - Power Windshield Wiper - Motor / Blades / Arms	Inoperative

End of Report

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

Caller English

System [10:02:24 AM]:

Welcome to chat.

Ashley [10:02:30 AM]:

Thank you for contacting GMC Customer Assistance, [redacted]. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley, how may I assist you today?

[redacted] [10:04:56 AM]:

Hi Ashley, I just have a quick question. I just recieved a recall on my 2013 Terrian for the windshield wiper issue. However, back in January it broke and I paid 333.00 to get it reparted. How can I get reimbursed since GMC would do it for free?

Ashley [10:05:49 AM]:

I apologize you had to pay out of pocket for this repair, Sue. However, I am happy to get you in the right direction to file for reimbursement. Can you please provide me with your VIN and current mileage to look into this further?

[redacted] [10:06:42 AM]:

I dont have it on my person right now but will later, Im sorry

Ashley [10:07:08 AM]:

Okay, that is not a problem. I may be able to locate your VIN by using your contact information. Can you please verify your phone number, e-mail and current address?

[redacted] [10:08:27 AM]:

It's registered under my daughter[redacted]

[redacted] [10:08:50 AM]:

[redacted]

Ashley [10:09:09 AM]:

Thank you, Sue. Did the repair take place at a GMC dealership?

[redacted] [10:11:20 AM]:

No , I dont think she did. She got it repaired at Advent Automotive Inc Farmington, NY 14425. Not sure if it is a GMC dealership

Ashley [10:11:57 AM]:

I appreciate you confirming all of this information. I was able to pull up the VIN here. Can you please allow me 3-6 minutes to gather some further details on this?

[redacted] [10:12:32 AM]:

Sure, Take your time, I really appreciate your help

Ashley [10:18:40 AM]:

Thank you for your patience. It will be just another 1-3 minutes.

Ashley [10:21:10 AM]:

I appreciate your patience and thank you for holding. After looking into this, I do see there is an open recall associated with this vehicle that involves the Front Wiper Transmission Failure. When you received the Recall notice via mail, there should be a reimbursement form included. At this point, we will need to get the vehicle into a GMC dealership to have the component inspected to verify the third party used the correct parts and to get this recall closed. Once that is done and it is verified by the GMC dealership the previous repair involved the same component, for the separation of the ball joint from the wiper modules, reimbursement can be filed directly through the dealership. Due to this repair taking place by a third party mechanic, we are unable to reimburse for the labor. However, if the same parts are used, you will be reimbursed for the part. You will need a copy of the Repair Order and proof of payment for the third party repair shop.

Ashley [10:21:22 AM]:

Are you aware of a GMC dealership in your area? If not, I am happy to locate one for you.

Ashley [10:25:44 AM]:

You will need a copy of the Repair Order and proof of payment from* the third party repair shop.

sue musnoff [10:26:53 AM]:

no problem hold on please,I have a call I must take

[redacted] [10:27:52 AM]:

Ill get the reciepts you need. here do I need to send ?

[redacted] [10:28:17 AM]:

Where

Ashley [10:29:27 AM]:

You would just need to take the Repair Order, proof of payment and the reimbursement form with you to the GMC dealership when you bring the vehicle in to have this component inspected and the recall closed.

[redacted] 10:30:57 AM]:

okay, I gotcha. Sorry I had to take a important call. My other daughter just had a baby boy. Yah! Anyway thou, where do i get the reimbursement form

Ashley [10:31:45 AM]:

Congratulations on the new addition to your family! The reimbursement form should have been included with the recall notice you received. If not, the dealership will have one available as well.

[redacted] [10:32:43 AM]:

okay, sounds good. Thanks for everything

Ashley [10:33:07 AM]:

You are very welcome, [redacted] The reference number from our chat is, 8-[redacted] Is there an e-mail address you would like to put on file today?

[redacted] [10:33:51 AM]:

sure,[redacted]

Ashley [10:34:10 AM]:

Thank you. Did you need me to locate the dealership nearest you?

[redacted] [10:35:48 AM]:

No, Im good. She knows Im sure. She just had to go to the private shop because the weather was bad and she didnt have a chose

Ashley [10:36:29 AM]:

I understand and apologize for any inconvenience this may have caused your daughter. If either of you need further assistance, do not hesitate to contact us back.

Ashley [10:37:09 AM]:

Thank you for chatting in with us here. We are here to chat Monday through Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 11 p.m. EST. I hope the rest of your day goes well!

[redacted] [10:37:37 AM]:

have a good day

Ashley [10:37:43 AM]:

Thank you! You as well!

Call Disconnected.

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

Caller English

System [9:44:59 AM]:

Welcome to chat.

Kimberly [9:45:16 AM]:

Thanks for contacting GM Customer Assistance! Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Kimberly. How can I assist you today?

Kimberly [9:46:17 AM]:

Thank you for chatting in with us. How can I assist you?

[redacted] [9:46:29 AM]:

Good morning I have a question about recall service. I have a 2013 Chevy Equinox and there was a recall on my windshield wiper blades. Today I was driving down the Parkway and my windshield wipers completely cut off in the middle of a rainstorm. I've contacted several of the GM dealerships around me and everyone is saying the parts are on backorder. I understand the orders are on backorder but my car is dangerous to drive right now without the use of my windshield wipers. Are they able to offer a courtesy vehicle until your vehicle is fixed or do we just have to wait until the part is and even though the wipers or no longer working?

Kimberly [9:48:45 AM]:

I'm sorry to hear you are having a concern with your windshield wipers. I would be glad to research this information for you further, can you please provide me with your VIN and mileage?

[redacted] [9:50:35 AM]:

2GNFLEEK6D6[redacted]

[redacted] [9:51:00 AM]:

110194 MILES

Kimberly [9:51:12 AM]:

Thank you.

Kimberly [9:51:18 AM]:

Are you the original owner of the vehicle?

[redacted] [9:51:55 AM]:

No

Kimberly [9:52:00 AM]:

Thank you.

Kimberly [9:52:05 AM]:

Can you please confirm the contact information you provided prior to our chat session is correct?

[redacted] [9:52:44 AM]:

It's correct [redacted]

Kimberly [9:53:03 AM]:

Thank you.

Kimberly [9:53:13 AM]:

Please allow me 3-5 minutes to research this further for you.

[redacted] [9:53:27 AM]:

Thank you for your help

Kimberly [9:57:08 AM]:

Thank you for your patience.

Kimberly [9:58:47 AM]:

Your vehicle is involved in the Front Wiper Transmission corrosion Failure recall. This recall can be repaired at any Chevrolet dealership at no cost to you. Parts are available for this recall repair. Would you like me to locate a Chevrolet dealership near you to have this recall repaired?

[redacted] [9:59:41 AM]:

That's the problem I have called all of the dealerships around my location and they all are telling me the parts are on backorder.

Kimberly [10:00:38 AM]:

The parts were previously on backorder. Dealerships can now order this for repair.

[redacted] [10:01:53 AM]:

The dealership for telling people different things. I found Day Chevrolet, Beryl Chevrolet, and another Chevrolet dealership I can't remember the name of it in Tarentum PA. They are all telling me they can't help me anytime soon because the parts are on backorder

Kimberly [10:02:21 AM]:

What I will do is notify the dealership of your choice so they can follow-up with you regarding this recall and they can make contact you to schedule an appointment. Which dealership would you like to work with?

[redacted] [10:04:07 AM]:

Don't worry I'll call and make the appointment I know how places get when Corporate Offices call them. I was just worried about now seeing if I could take my car up there and they could just keep it until the part came in because like I said it supposed to rain in the next few days and I won't be able to drive my vehicle and I need my vehicle for work. But I'll call them and try to work something out if possible

Kimberly [10:05:16 AM]:

Okay. Do you have any other questions for me today, [redacted]

[redacted] [10:06:03 AM]:

No but thank you for the help

Kimberly [10:06:21 AM]:

You're welcome. I'm glad I could help during your visit today. Your reference number for today's chat is 8-[redacted]. Please don't hesitate to come back and chat with us. We are here 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 time. Have a great day!

Call Disconnected.

From: [redacted]
Sent: Thursday, May 11, 2017 3:21 PM
To: Stewart, Brennan <stewartb@autonation.com>
Cc [redacted] Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] RE: CLuster Equinox - Wiper Recall Reimbursement

Maybe Mary can help us get to the bottom of this.

All I am asking for is my money back for an obvious recall that is recognized by GM and the repairs were done at your shop. You have all the paperwork that I have and then some. So send the Receipt in your files to GM for a credit. But just send me the refund. If I owed you money you would have bill collectors after me. The American people already helped to bail you out of a complete collapse.

This is a case of BBBbillioins vs hundreds.

That is what I sent to you it is a copy of the original receipt. Paid by credit card over the phone.

I cannot send the original through this junk box. If I give them the original I lose all evidence that this work was done.

What do they expect me to do drive the original to Detroit to prove that they owe me money for a repair that was their fault in the first place? Should I start to include the pain and suffering of dealing with this blasted process? How about the amount of time it is taking to retrieve what is owed to us? We charge $120.00 per hour to deal with this.

How about the amount of time it took for us to deliver the car to your shop for repair. Plus the time we did not have a car while you did the repair. Plus the rental car we needed to make this happen.

We should have never had to put any money out at all to get this issue resolved in the first damn place.

Now this refund should be:

600.00recall cost

50.00 interest

240.00 time

380.00 car rental

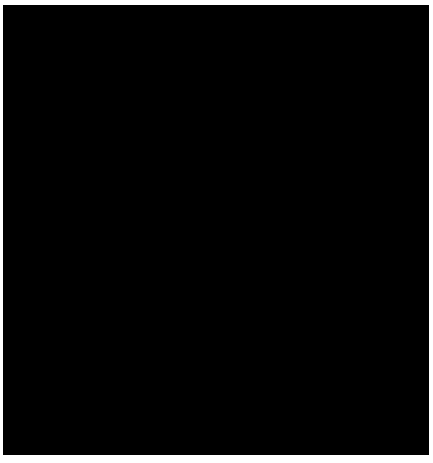
500.00 aggravation fee

$1,870.00 total due to upset customer. Current owner of a new ford super duty truck.

They should be glad that when it broke in the middle of a rain storm that no one died. At least not in this case.

[redacted]

Project Manager



[redacted]

visit us a [redacted]

From: Stewart, Brennan [mailto:stewartb@autonation.com]
Sent: Thursday, May 11, 2017 2:38 PM
To: [redacted]
Subject: RE: [redacted] Equinox - Wiper Recall Reimbursment

Hi Mr. [redacted] just letting you know that my warranty admin. Says you must have the original copy of the receipt the copy you sent us will not work. I would send all that info you sent to me directly to GM Customer Assistance

From [redacted]
Sent: Wednesday, May 10, 2017 6:24 PM
To: Stewart, Brennan <stewartb@autonation.com>; klcluster@zoominternet.net
Cc: [redacted]
Subject: [redacted] Equinox - Wiper Recall Reimbursment

[redacted] has shared a OneDrive for Business file with you. To view it, click the link below.

Wiper Recal Repair 2017-05-10 001.pdf

Brennan,

We had repairs done to this vehicle just after the preliminary recall notice came out. Now that the official Recall is out we are trying to apply for the reimbursement.

We are asking for your assistance in getting this application to the powers that be at GMC for refund. (file can be found in the link below)

Please let us know if you need anything further.

Thank you!

[redacted]

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Street Address or P. O. Box Number: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Daytime Telephone Number (include Area Code) [redacted]

Evening Telephone Number (include Area Code) [redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: [redacted]

Vehicle Identification Number of Involved Vehicle: 1GNALBEK5DZ[redacted]
(17 Characters)

Mileage at Time of Repair: 94417 Date of Repair: 10/13/16

Amount of Reimbursement Requested: $ 592.03

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature [redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

[redacted]

Customer information

Street: [redacted]

Zip code:

Cardholder Signature

[redacted]

[redacted]

Transaction information

Sale

Date:	10/13/2016 2:10 PM
Merchant ID:	[redacted]
Terminal ID:	00000001
Invoice N...	[redacted]_2016-10-13_1
Amount:	
Card Number:	
Response Msg:	Approved
Auth Code:	013125
Auth Mode:	Issuer
Processed as:	VISA
Entry Method:	Manual
Trace No.:	
Reference No.:	[redacted]
Match AVS:	Match Y
Match ZIP:	Match Y
Match CVV:	Not Present
Client ID:	[redacted]
User ID:	[redacted]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

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

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, May 16, 2017 2:45 PM
To: 'krausec1@autonation.com'; 'hawkinsw1@autonation.com'
Subject: FW: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Wendy and Courtney,

Mr. [redacted] agreed to come in and provide the original RO.
I explained that we would write up a RO receipt and told him to ask for either one of you ladies.

Thank you for your help!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Hawkins, Wendy [mailto:HawkinsW1@AutoNation.com]
Sent: Friday, May 12, 2017 2:20 PM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Cc: Courtney Krause (Autonation Chevrolet Timonium) <krausec1@autonation.com>
Subject: [EXTERNAL] Re: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8[redacted]

Customer submitted copies of receipts. As per General Motors policies and procedures we need the original to process. The customer does not want to give us the original. Therefore we cannot complete the reimbursement. If we do we can be debited back the claim.

Wendy

On May 12, 2017, at 1:43 PM, Wendy K Cunningham (C) <wendy.k.cunningham@gm.com> wrote:

> Courtney and Wendy,
>
> The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2013 Chevrolet Equinox
- Mileage: 102,000
- VIN: 1GNALBEK5DZ[redacted]
- SR Number: 8-[redacted]
- Customer Last Name [redacted]
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone:
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

The customer seeks reimbursement for recall repair done before the recall was released.
The customer states he submitted the proper paperwork.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

<image001.jpg>

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Howell, Rosa (NHTSA)

From: Hawkins, Wendy <HawkinsW1@AutoNation.com>
Sent: Friday, May 19, 2017 1:33 PM
To: Wendy K Cunningham (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Not yet. You too!!
Wendy

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Friday, May 19, 2017 1:16 PM
To: Hawkins, Wendy <HawkinsW1@AutoNation.com>; Krause, Courtney <KrauseC1@autonation.com>
Subject: RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Good afternoon Wendy.

Did Mr. [redacted] come in?

Have a wonderful weekend!

Sincerely,

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General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Awesome, thanks!!!!!!!!!!!!!!!!!!

Wendy Hawkins
Service Director
Main: 410.667.6666 | Direct: 410.666-6361 | Fax: 410.666-6354
Hawkinsw1@autonation.com

AutoNation
60 E. Padonia Rd
Timonium, MD 21093

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Tuesday, May 16, 2017 2:45 PM
To: Krause, Courtney <KrauseC1@autonation.com>; Hawkins, Wendy <HawkinsW1@AutoNation.com>
Subject: FW: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

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Subject: [EXTERNAL] Re: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8[redacted]

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- VIN: 1GNALBEK5DZ[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
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- Customer Daytime Phone:
- Customer Evening Phone:
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

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Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

<image001.jpg>

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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Friday, May 12, 2017 1:43 PM
To: 'krausec1@autonation.com'; 'hawkinsw1@autonation.com'
Cc: Sid Winston
Subject: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Courtney and Wendy,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information.

- Vehicle Info: 2013 Chevrolet Equinox
- Mileage: 102,000
- VIN: 1GNALBEK5DZ[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: cell
- Customer Daytime Phone:
- Customer Evening Phone:
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
-

Summary of Concern:

The customer seeks reimbursement for recall repair done before the recall was released.
The customer states he submitted the proper paperwork.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796

Email: wendy.k.cunningham@gm.com

Howell, Rosa (NHTSA)

From: Hawkins, Wendy <HawkinsW1@AutoNation.com>
Sent: Friday, May 12, 2017 2:20 PM
To: Wendy K Cunningham (C)
Cc: Courtney Krause (Autonation Chevrolet Timonium)
Subject: [EXTERNAL] Re: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Customer submitted copies of receipts. As per General Motors policies and procedures we need the original to process. The customer does not want to give us the original. Therefore we cannot complete the reimbursement. If we do we can be debited back the claim.

Wendy

On May 12, 2017, at 1:43 PM, Wendy K Cunningham (C) <wendy.k.cunningham@gm.com> wrote:

> Courtney and Wendy,
>
> The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
>
> 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
>
> You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.
>
> Here is the critical case information.
> - Vehicle Info: 2013 Chevrolet Equinox
> - Mileage: 102,000
> - VIN: 1GNALBEK5DZ[redacted]
> - SR Number: 8-[redacted]
> - Customer Last Name: [redacted]
> - Customer Preferred Contact Method: cell
> - Customer Daytime Phone:
> - Customer Evening Phone:
> - Customer Cell Phone: [redacted]
> - Customer Email: [redacted]
> -
>
> Summary of Concern:
>
> The customer seeks reimbursement for recall repair done before the recall was released.
> The customer states he submitted the proper paperwork.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1500, extension 5921796.

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

<image001.jpg>

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Howell, Rosa (NHTSA)

From: Hawkins, Wendy <HawkinsW1@AutoNation.com>
Sent: Tuesday, May 16, 2017 2:46 PM
To: Wendy K Cunningham (C); Courtney Krause (Autonation Chevrolet Timonium)
Subject: [EXTERNAL] RE: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8[redacted]

Awesome, thanks!!!!!!!!!!!!!!!!!!

Wendy Hawkins
Service Director
Main: 410.667.6666 | Direct: 410.666-6361 | Fax: 410.666-6354
Hawkinsw1@autonation.com
AutoNation
60 E. Padonia Rd
Timonium, MD 21093

From: Wendy K Cunningham (C) [mailto:wendy.k.cunningham@gm.com]
Sent: Tuesday, May 16, 2017 2:45 PM
To: Krause, Courtney <KrauseC1@autonation.com>; Hawkins, Wendy <HawkinsW1@AutoNation.com>
Subject: FW: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8-[redacted]

Wendy and Courtney,

Mr. [redacted] agreed to come in and provide the original RO.
I explained that we would write up a RO receipt and told him to ask for either one of you ladies.

Thank you for your help!

Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com
GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Hawkins, Wendy [mailto:HawkinsW1@AutoNation.com]
Sent: Friday, May 12, 2017 2:20 PM

To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Cc: Courtney Krause (Autonation Chevrolet Timonium) <krausec1@autonation.com>
Subject: [EXTERNAL] Re: ACTION REQUIRED / Exec CAC Case, [redacted] / 2013 Chevrolet Equinox / Recall Reimbursement / 8[redacted]

Customer submitted copies of receipts. As per General Motors policies and procedures we need the original to process. The customer does not want to give us the original. Therefore we cannot complete the reimbursement. If we do we can be debited back the claim.

Wendy

On May 12, 2017, at 1:43 PM, Wendy K Cunningham (C) <wendy.k.cunningham@gm.com> wrote:

> Courtney and Wendy,
>
> The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
>
> 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
>
> You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.
>
> Here is the critical case information.
> - Vehicle Info: 2013 Chevrolet Equinox
> - Mileage: 102,000
> - VIN: 1GNALBEK5DZ[redacted]
> - SR Number: 8-[redacted]
> - Customer Last Name: [redacted]
> - Customer Preferred Contact Method: cell
> - Customer Daytime Phone:
> - Customer Evening Phone:
> - Customer Cell Phone: [redacted]
> - Customer Email: [redacted]
>
> Summary of Concern:
>
> The customer seeks reimbursement for recall repair done before the recall was released.
> The customer states he submitted the proper paperwork.
>
> Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
> I may be reached by calling 855-880-1500, extension 5921796.
>
> Sincerely,

Wendy Cunningham
General Motors
Executive Liaison
Phone: 855-880-1500 extension 5921796
Email: wendy.k.cunningham@gm.com

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General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 05/16/17 | 188 DOLLARS | 61 CENTS | AMOUNT 188.61

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO. BB 000000036 | 1 | General Motors LLC, PO BOX 62530, Phoenix, AZ 85082-2530 | DETACH BEFORE DEPOSITING CHECK | CHECK NO. [redacted]

VENDOR NAME [redacted] | PAYMENT DATE 05/16/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALMEK4D6 [redacted]	05/15/17	VM [redacted]	00.0000	188.61	00	188.61
TOTAL				188.61	00	188.61

VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1 - 6YFIM00100220 E933-12

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 05/19/17

243 DOLLARS 56 CENTS

AMOUNT 243.56

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO BB 000000036

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME ALFRED WILSON

PAYMENT DATE 05/19/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK6D1[redacted]	05/18/17	VM[redacted] 8[redacted]	00.0000	243.56	.00	243.56
			TOTAL	243.56	.00	243.56

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

1-aYV1000100125-193312

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/20/17

235 DOLLARS 88 CENTS

AMOUNT 235.88

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account

[redacted]

SIGNATURE

[redacted]

VENDOR 1
DUNS NO. BB 000000105
VENDOR NAME ROGER E BOUCHER

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

PAYMENT DATE 06/20/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GKFLTEK3D6 [redacted]	06/19/17	VM	[redacted]	00.0000	235.88	.00	235.88

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 235.88 .00 235.88

1-72P0000100202-[illegible]

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

Caller English

System [9:46:35 AM]:

Welcome to chat.

Gabrielle [9:46:46 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Gabrielle. How may I assist you today?

[redacted] [9:47:50 AM]:

Hi Gabrielle. I wanted to see if there was an extended warranty on the wiper arms on my vehicle. They stopped working on Friday and a mechanic looked at it and said I need to replace the whole thing and it might be on an extended warranty

[redacted] [9:48:15 AM]:

I don't see anything under the warranty section but it is not very clear to me

Gabrielle [9:48:43 AM]:

Hi, I apologize for the concern you are having with your wiper arms. I am more than happy to look into your warranty information. Can you provide me with your VIN and current mileage?

[redacted] [9:49:09 AM]:

VIN: 2CTFLTEC3B6[redacted] Mileage: 120,672

Gabrielle [9:50:31 AM]:

Thank you for your vehicle information. Please allow me 3-5 minutes to look into your vehicle information. While I do that, to ensure that your inquiry is properly documented, can you provide me with your phone number, email address, and home addresses?

Gabrielle [9:50:37 AM]:

address*

[redacted] [9:50:59 AM]:

[redacted]

Gabrielle [9:52:48 AM]:

Thank you for your information. I apologize, but there are no extended warranties on your vehicle.

[redacted] [9:53:01 AM]:

Okay thank you.

[redacted] [9:53:08 AM]:

Have a good day

Gabrielle [9:53:19 AM]:

You are welcome. Thank you for contacting GMC Customer Assistance. I am glad that I could assist you today. If you have any further questions or concerns, please do not hesitate to chat back in with us. We are here to chat Monday through Friday 8:00 a.m. to 11:00 p.m. and Saturday from 9 a.m. to 11:00 p.m Eastern Time. Your safety is important to us at General Motors, please remember to NOT use any held devices while driving.

Call Disconnected.

EXEC CAC,

Please contact the following customer regarding their recent vehicle issues:

Customer Name: [redacted]

Phone: [redacted]

Please provide [redacted] and [redacted] with regular case updates.

Original Customer Communication:

"CHEVY, you[redacted]. There are 5 Chevy vehicles in our driveway from a 1980 Corvette to a brand new leased vehicle. The 2010 Equinox has been back to Lunghamer Chevrolet in Waterford 4 times since Nov., 2016 for a multitude of issues and a few grand in our costs after purchasing from Lou LaRiche in Plymouth in 2014.
The "Big Guy" upstairs was definitely watching over us at 2 a.m. during the torrential rains when the windshield wipers took a dump on I-96 near Okemos. Roadside assistance quote was $300...we passed 2 other vehicles w/hazards on the side of the road and crept along the shoulder for 4 miles to an exit where we slept under the diesel awning at a closed Sunoco station for 2 1/2 hrs. then drove another hour home in light sprinkles, arriving at 5:40 a.m. after a wonderful family celebration in Grand Rapids.
No alert from GM or Chevy as to this assembled in Canada safety recall during any of the previous dealership joke of a warranty visits.
An immediate subsequent consequence to the front wiper, no alert, no warning failure is a water diverter at the windshield...you guessed it...a wet, pissed off, frightened passenger-ME!
Wonder what CHEVY's excuse will be this time.
You [redacted] is as polite as I can be CHEVY.
Equinox and Terrain folks, increase your life insurance, accidental death benefits before your next outing in a Chevy product.
This has been a public service announcement my fb friends"

[redacted]

Nate Giannettino

Assistant Manager | Chevrolet Customer Experience

100 Renaissance Drive | Detroit, Michigan 48265

Mobile 319-212-8192| Nathan.Giannettino@gm.com

From: Elizabeth Sawka
Sent: Monday, May 22, 2017 8:20 AM
To: Nathan Giannettino <nathan.giannettino@gm.com>; John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>; Elizabeth Sawka <elizabeth.sawka@gm.com>; Paul Edwards <paul.edwards@gm.com>
Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>
Subject: Re: Suggestion Please?

Thank you.

Yes, her name is [redacted]. Her husband is [redacted]. I believe all of the older cars are in his name and the newest in their daughter, [redacted] name.

[redacted] # is [redacted] and I told him I was forwarding.

Thank you!!

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

From: Nathan Giannettino <nathan.giannettino@gm.com>

Date: 5/22/17 7:25 AM (GMT-05:00)

To: John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>, Elizabeth Sawka <elizabeth.sawka@gm.com>, Paul Edwards <paul.edwards@gm.com>

Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>

Subject: RE: Suggestion Please?

All,

I would be happy to have the EXEC CAC group reach out today. Elizabeth/John please provide the customer information when possible.

Thank you,

Nate Giannettino

Assistant Manager** | **Chevrolet Customer Experience

100 Renaissance Drive | Detroit, Michigan 48265

Mobile [redacted] | Nathan.Giannettino@gm.com

From: John B Fitzpatrick
Sent: Monday, May 22, 2017 5:51 AM
To: Elizabeth Sawka <elizabeth.sawka@gm.com>; Paul Edwards <paul.edwards@gm.com>; Nathan Giannettino <nathan.giannettino@gm.com>
Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>
Subject: RE: Suggestion Please?

Elizabeth:

Do you by chance have any contact information for your friend?

Nate:

Can you have the Exec Group reach out if we get the contact info? I'll have my team look into the matter but I think it would be good to have Exec Group run point.

Thanks,

John Fitzpatrick

Zone Manager – Michigan

Chevrolet | North Central Region

Phone: 313-378-6083

From: Elizabeth Sawka
Sent: Sunday, May 21, 2017 11:35 PM
To: John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>; Paul Edwards <paul.edwards@gm.com>
Subject: Suggestion Please?

Hi John and Paul,

Hope you are well. A friend and neighbor of mine posted this on Facebook tonight along with a link to a recall. I'm embarrassed by her outlash but would still like to find a way to help her.

Any idea how I/we can do that or who I can get in touch with to help her?

- Elizabeth

CHEVY, you [redacted]
There are 5 Chevy vehicles in our driveway from a 1980 Corvette to a brand new leased vehicle. The 2010 Equinox has been back to Lunghamer Chevrolet in Waterford 4 times since Nov., 2016 for a multitude of issues and a few grand in our costs after purchasing from Lou LaRiche in Plymouth in 2014.
The "Big Guy" upstairs was definitely watching over us at 2 a.m. during the torrential rains when the windshield wipers took a dump on I-96 near Okemos. Roadside assistance quote was $300...we passed 2 other vehicles w/hazards on the side of the road and crept along the shoulder for 4 miles to an exit where we slept under the diesel awning at a closed Sunoco station for 2 1/2 hrs. then drove another hour home in light sprinkles, arriving at 5:40 a.m. after a wonderful family celebration in Grand Rapids.
No alert from GM or Chevy as to this assembled in Canada safety recall during any of the previous dealership joke of a warranty visits.
An immediate subsequent consequence to the front wiper, no alert, no warning failure is a water diverter at the windshield...you guessed it...a wet, pissed off, frightened passenger-ME!
Wonder what CHEVY's excuse will be this time.
You [redacted] is as polite as I can be CHEVY.
Equinox and Terrain folks, increase your life insurance, accidental death benefits before your next outing in a Chevy product.
This has been a public service announcement my fb friends.

[redacted]

Sent from my Verizon, Samsung Galaxy smartphone

Howell, Rosa (NHTSA)

From: csmith@lunghamer.com
Sent: Wednesday, May 24, 2017 11:12 AM
To: Emily Filarski (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY 5/24/17/ Exec CAC Case, Lunghamer Buick, GMC, 2CNFLPEYXA6[redacted], [redacted] Windshield wipes failed

We ran it through the policy calculator, and it showed 0 participation from GM. If you could contact the customer and let him know, I would appreciate it.

-----Original Message-----
From: "Emily Filarski (C)" <emily.filarski@gm.com>
Sent: Tuesday, May 23, 2017 5:12pm
To: "Leonard F. Fox" <leonard.f.fox@gm.com>
Cc: "csmith@lunghamer.com" <csmith@lunghamer.com>, "ssnyder@lunghamer.com" <ssnyder@lunghamer.com>
Subject: ACTION REQUIRED BY 5/24/17/ Exec CAC Case, Lunghamer Buick, GMC, 2CNFLPEYXA6[redacted] [redacted], Windshield wipes failed

Hi Leonard,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Would you please review the case fact below for consideration of 40% off the repair? Below are some relevant facts of the case:

Here are the key data points for the case.

- Vehicle Info: 2010 Chevrolet Equinox
- Mileage: 106,000
- VIN: 2CNFLPEYXA6[redacted]
- SR Number: 8[redacted]
- Customer Last Name:[redacted]

Summary of Concern:

- Mr.[redacted] windshield wipers stopped working while it was raining out.
- Mr.[redacted] had to pull off to the side of the road and wait for it to stop raining, before he could continue to drive.

Business Case:

- Mr. [redacted] has owned a total of 5 GM vehicle, 3 of which he still owns.
- Mr. [redacted] has had his vehicle serviced at GM dealerships.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue.

Sincerely,

Emily Parker
General Motors
Executive Assistance
Phone: 855-880-1400
Extension: 5914734
Fax: 586-920-0885
execreferral@gm.com

Howell, Rosa (NHTSA)

From: Leonard F. Fox
Sent: Tuesday, May 23, 2017 5:38 PM
To: Emily Filarski (C); Sean Snyder
Cc: csmith@lunghamer.com; ssnyder@lunghamer.com
Subject: Re: ACTION REQUIRED BY 5/24/17/ Exec CAC Case, Lunghamer Buick, GMC, 2CNFLPEYXA6[redacted], Windshield wipes failed

What does The calculator offer?

Sean, are you willing to assist, does the calc offer any assistance?

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: "Emily Filarski (C)" <emily.filarski@gm.com>
Date: 5/23/17 5:12 PM (GMT-05:00)
To: "Leonard F. Fox" <leonard.f.fox@gm.com>
Cc: csmith@lunghamer.com, ssnyder@lunghamer.com
Subject: ACTION REQUIRED BY 5/24/17/ Exec CAC Case, Lunghamer Buick, GMC, 2CNFLPEYXA6[redacted], Windshield wipes failed

Hi Leonard,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Would you please review the case fact below for consideration of 40% off the repair? Below are some relevant facts of the case:

Here are the key data points for the case.

- Vehicle Info: 2010 Chevrolet Equinox
- Mileage: 106,000
- VIN: 2CNFLPEYXA6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]

Summary of Concern:

- Mr. [redacted] windshield wipers stopped working while it was raining out.
- Mr. [redacted] had to pull off to the side of the road and wait for it to stop raining, before he could continue to drive.

Business Case:

- Mr. [redacted] has owned a total of 5 GM vehicle, 3 of which he still owns.
- Mr. [redacted] has had his vehicle serviced at GM dealerships.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue.

Sincerely,

Emily Parker
General Motors
Executive Assistance
Phone: 855-880-1400
Extension: 5914734
Fax: 586-920-0885
execreferral@gm.com

Howell, Rosa (NHTSA)

From: John B Fitzpatrick
Sent: Friday, May 26, 2017 7:48 PM
To: Philip J Lickman
Cc: Leonard F. Fox; Jay Townsend; Douglas LeMasters; Jeffrey Barlow; CARS ExecReferral; Emily Filarski (C)
Subject: Re: Final Feedback/[redacted]/2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]

Leonard

No further issues. Great job!

Sent from my Fitz's IPhone

On May 26, 2017, at 6:33 PM, Philip J Lickman <philip.lickman@buickgmc.com> wrote:

> Nice job Leonard. Thank you.
>
> Philip J. Lickman
> Buick & GMC Michigan
> Zone Manager
> Philip.lickman@gm.com
> (914) 714-0284 (cell)
> <image002.png>
>
> ---
>
> **From:** Leonard F. Fox
> **Sent:** Friday, May 26, 2017 6:06 PM
> **To:** John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>; Jay Townsend <jay.townsend@chevrolet.com>
> **Cc:** Douglas LeMasters <douglas.lemasters@chevrolet.com>; Jeffrey Barlow <jeffrey.barlow@gm.com>; Philip J Lickman <philip.lickman@buickgmc.com>; CARS ExecReferral <execreferral@cadillac.com>; Emily Filarski (C) <emily.filarski@gm.com>
> **Subject:** RE: Final Feedback/[redacted]/2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]
>
> John,
>
> I had the chance to speak with Mr. [redacted] He appreciated the call and I am confident he is satisfied with our resolution. I spoke with him for a while as he went over all the concerns he's had out of warranty, with several Chevrolet vehicles. I believe we've won his confidence back with GM.
>
> Due to a number of concerns with multiple vehicles, I extended a $1,000 OLC which he accepted. I also offered to reimburse a portion of the repair for the wiper failure as a final gesture. The dealership will be refunding $125 towards the wiper repair. Lunghamer miscommunicated the original failure to me. The repair performed did consist of the failure we have seen with linkage of the wiper system. Unfortunately, this vehicle was not included in recall coverage. Since the failure was similar to the Canadian recall, I offered some assistance as Policy. The offer was appreciated and accepted. The OLC has been processed.
>
> Case closed unless you have additional questions

Leonard Fox

Buick GMC | District Manager Aftersales
Phone: 586 899 1251
E-Mail: leonard.f.fox@gm.com

<image003.jpg>

From: Leonard F. Fox
Sent: Friday, May 26, 2017 11:47 AM
To: John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>; Jeffrey Barlow (jeffrey.barlow@gm.com) <jeffrey.barlow@gm.com>; Philip J Lickman (philip.lickman@buickgmc.com) <philip.lickman@buickgmc.com>; CARS ExecReferral <execreferral@cadillac.com>
Subject: RE: Final Feedback/ [redacted] 2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]

John,

I have reached out to the customer, I left a message and provided my contact information. I have asked Mr. [redacted] to return my call so we could discuss the service event at Lunghamer and answer any questions he may have. It's my intent to offer the OLC when we speak but I've only been able to leave a message. I will provide an update to all after Mr. [redacted] and I have had the chance to speak. I let him know I was available throughout today and this weekend.

Leonard Fox

Buick GMC | District Manager Aftersales
Phone: 586 899 1251
E-Mail: leonard.f.fox@gm.com

<image003.jpg>

From: Leonard F. Fox
Sent: Friday, May 26, 2017 7:55 AM
To: John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>; Jay Townsend <jay.townsend@chevrolet.com>
Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>

Subject: Re: Final Feedback/[redacted]/2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]

I will have an answer this afternoon, I asked Lunghamer to extend the offer. If they haven't, I will speak with, or leave a message with the customer before noon.

I'll reply to all with an update.

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: John B Fitzpatrick <john.b.fitzpatrick@chevrolet.com>
Date: 5/26/17 5:55 AM (GMT-05:00)
To: "Leonard F. Fox" <leonard.f.fox@gm.com>, Jay Townsend <jay.townsend@chevrolet.com>
Cc: Douglas LeMasters <douglas.lemasters@chevrolet.com>
Subject: FW: Final Feedback/[redacted]/2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]

Leonard / Jay:

Did we decide to process the $500 OLC for this customer?

Thanks,

John Fitzpatrick
Zone Manager – Michigan
Chevrolet | North Central Region

Phone: [redacted]

-----Original Message-----
From: ExecReferral@gm.com [mailto:ExecReferral@gm.com]
Sent: Thursday, May 25, 2017 5:02 PM
To: John B Fitzpatrick <john.b fitzpatrick@chevrolet.com>; Douglas LeMasters <douglas.lemasters@chevrolet.com>
Cc: Harnit Anand <harnit.anand@gm.com>; Michelle Chase <michelle.chase@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>
Subject: Final Feedback/[redacted]/2010 Chevrolet Equinox/ Windshield wipers failed/ SR # 8-[redacted]

Dear Mr. Fitzpatrick & Mr. Lemasters

This email is sent to share the final outcome of this customer's situation.

Service Request: 8-[redacted]
Executive Advisor: Emily Filarski
Customer Last Name: [redacted]
Involved Dealership: Lunghamer Buick GMC
VIN: 2CNFLPEYXA6[redacted]
Automobile: 2010 Chevrolet Equinox
Mileage: 106,000

Overview:

• Mr. [redacted] windshield wipers stopped working while he was driving in the rain.

Resolution:
• Windshield wiper motor failed due to wear and tear (the linkage was broke).
• Repair will be 100% customer pay.
• Repair falls under bumper to bumper warranty.
• Mr. [redacted] is 70,000 miles and 4 years outside of the bumper to bumper warranty.
• Policy Calculator was ran and showed GM participation as zero.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Emily Parker
General Motors
Executive Assistance
Phone: 855-880-1400
Extension: 5914734
Fax: 586-920-0885
execreferral@gm.com

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

Caller English

System [6:00:59 PM]:

Welcome to chat.

Kimberly [6:01:08 PM]:

Thanks for contacting GM Customer Assistance! Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Kimberly. How can I assist you today?

Kimberly [6:02:27 PM]:

Thank you for chatting in with us. How can I assist you?

[redacted] [6:03:06 PM]:

Hello. I recently went to a chevrolet dealer to closed a recall on my vehicle. a month before the recall letter about the windshield wipers were defective. I had to replace my windshield wipers on my own because they got defective.

[redacted] [6:03:29 PM]:

I will like to know my reimbursementstatus

Kimberly [6:03:58 PM]:

I'm sorry to hear that you had concerns with your windshield wipers. Can you please provide me with your VIN and mileage so I can document this concern for you?

[redacted] [6:04:05 PM]:

my vehicle vin is 2GNFLCEK8D6[redacted]

[redacted] [6:04:38 PM]:

current mileage is 62,200 I believe

Kimberly [6:04:44 PM]:

Thank you.

Kimberly [6:04:51 PM]:

Can you please confirm the contact information you provided prior to our chat session is correct?

Kimberly [6:07:36 PM]:

Are you still there?

Caller [redacted] left the call.

Call Disconnected.

Customer

[redacted]

Any Time

Vehicle

Chevrolet Equinox 2013
2GNFLGEK1D6[redacted]
Mileage Now: 60881 mi
Warranty Start: 03/04/2013

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer states has received a letter about a recall for wipers back in January and was stated that she would receive another letter once parts are available. Her wipers have failed, and she is being told by dealership that the part is back ordered. Customer doesn't know what to do. Informed customer will have to reach out to dealership to verify information.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Julian Landin --> 1-866-790-5700 Ext # 5914464

From: [redacted]
Sent: Tuesday, May 23, 2017 10:46 AM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] Request for reimbursement for recalled item

Hello Ms. Barra,

My name is [redacted] and I recently had my windshield wipers replaced. I drive a 2011 GMC Terrain. While driving in the rain my windshield wipers popped off the left side of the window and stopped working. As you can imagine this was very dangerous, scary, and life threatening! I payed to have them replaced but have learned that the 2013 Terrain has had similar issues with the same type of windshield wipers.

I have reached out to customer service to ask for reimbursement but was denied so I am reaching out to you to have this issue resolved. What are the steps that I need to take to have my money reimbursed for a defective windshield wiper that malfunctioned and could have caused a major car accident or even cost me or someone else their life.

Thank you for your responsiveness in this matter.

I was serviced at the GMC in Nashville, TN by [redacted]

Sarah Pawczuk (C)

From: Caleb Granstaff <cgranstaff@beamanauto.com>
Sent: Wednesday, June 07, 2017 7:56 PM
To: Sarah Pawczuk (C)
Subject: [EXTERNAL] RE: Executive Assistance, [redacted], 2CTFLWE51B6[redacted], [redacted]

That her vehicle does not fall under the category for replacement and that we deeply apologies on GM's behalf. But she is a good customer of Beaman and we have made her an offer on our behalf.

Caleb C. Granstaff
Service Manager
Beaman Buick GMC
[redacted]

From: Sarah Pawczuk (C) [mailto:Sarah.Marcoux@gm.com]
Sent: Wednesday, June 07, 2017 9:18 AM
To: Caleb Granstaff
Subject: RE: Executive Assistance, 8[redacted], 2CTFLWE51B6[redacted]

Hi Caleb,

Thank you for your response. What should I advise Mrs. [redacted] in regards to her request for reimbursement?

Thank you,

Sarah Pawczuk
General Motors
Executive Liaison
855-880-1400 extension 5911707
sarah.marcoux@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

-----Original Message-----
From: Caleb Granstaff [mailto:cgranstaff@beamanauto.com]
Sent: Tuesday, June 06, 2017 1:48 PM
To: Sarah Pawczuk (C)
Subject: [EXTERNAL] Customer assistance

I will contact the customer and take care of the issue

2011 terrain with wiper trans issue.vin:

[redacted]

Sent from my iPhone

From: Sarah Pawczuk (C)
Sent: Monday, June 05, 2017 9:11 AM
To: 'cback@beamanauto.com'; 'ckuertz@beamanauto.com'
Subject: Executive Assistance, 8-[redacted] 2CTFLWE51B6[redacted], [redacted]

Hi Chris and Chuck,

I am contacting you in regards to an Executive case I received for customer [redacted]

This customer is the original owner of her 2011 GMC Terrain with 137,200 miles. The customer is seeking reimbursement for a windshield wiper replacement, and the RO is attached.

The customer states they were driving in the rain when the whole windshield wiper came off. The customer states the dealership advised her it was defective.

I advised the customer I didn't believe there would be any reimbursement available, but would send this to the dealership for review.

Per the customer's request, please advise if any partial reimbursement would be available.

VIN: 2CTFLWE51B6[redacted]
[redacted]

Thank you,

Sarah Pawczuk
General Motors
Executive Liaison
855-880-1400 extension 5911707
sarah.marcoux@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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

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SERVICE INVOICE

BEAMAN
BUICK GMC

1525 Broadway, Nashville, Tennessee 37203

Serving Our Customers Since 1945

GM SERVICE	251-8410
TOYOTA SERVICE	251-8430
BODY SHOP	251-8450
CUSTOMER RELATIONS	251-8495
COURTESY VAN	251-8411

dule and Confirm
an Appointment -
In One Step -
Online 24/7 at
www.beamanauto.com

Service Hours
Mon - Fri 7am - 6pm
Sat 7:30am - 1pm

We Service All Makes
and Models

Comfortable waiting area

Courtesy shuttle available

Factory trained technicians

Genuine GM Parts

We want your experience to
be excellent

[redacted]

Invoice to: [redacted]

Drives/Owner: [redacted]

Summary of Charges for Invoice [redacted]	
PARTS	123.37
SUPPLIES	23.85
LAB-MECHANICAL	159.00
10% DISCOUNT	28.00-
SUB-TOTAL	278.22
STATE SALES TAX	19.48
METRO SALES TAX	6.26
TOTAL CHARGE	303.96

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	303.96
CASH DUE	303.96

B- [redacted]

[redacted]

LAB RATE: 106.00

If you have any questions - please see MARCUS SMITH

OUR MANUAL LABOR CHARGES ARE BASED ON
WORKS PUBLISHED IN CHILTON MANUAL.

Brand
E14513

[redacted]

[redacted]

Recd #25302

DISCLAIMER OF WARRANTIES

The seller, Beaman Motor Company, dba, Beaman Buick GMC, hereby disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. All parts are warranted exclusively by the part manufacturer. Details are available.

X _____
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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

Caller English

System [2:03:32 PM]:

Welcome to chat.

Zack [2:03:47 PM]:

Thank you for contacting Chevrolet Customer Assistance! Your safety is very important to us, so please refrain from using any hand held devices while driving. My name is Zack. How may I further assist you today, [redacted]

Zack [2:06:26 PM]:

Are you still there, [redacted] I'm still here to answer any questions you may have.

[redacted] [2:07:35 PM]:

Hi Zack. I own (and truly love) my 2010 Chevrolet Equinox. I live in [redacted] and yesterday evening we had about 4 hours of very severe thunderstorms with blinding rain. As my husband and I are on the highway home from work the windshield wipers suddenly just stopped. We couldn't see anything and had a very terrifying experience. This could've been extremely serious incident had we not been able to pull off the highway and wait nearly 1 1/2 hours for the storm to pass.

Zack [2:08:09 PM]:

I am sorry to hear about that. Are you looking to get this repaired at a dealership today?

[redacted] [2:09:29 PM]:

Is there any type of known problem that I should be looking at ? My husband is diligent on maintaining our vehicles.

Zack [2:09:41 PM]:

I can go ahead and look into that situation for you today. Could you provide me with your VIN and estimated mileage on the vehicle please? Also, was the vehicle purchased New or Certified Pre-Owned?

[redacted] [2:10:21 PM]:

yes, one moment and I can get you that information

[redacted] [2:11:29 PM]:

The VIN is : 2CNFLEEY1A6[redacted] . The mileage is approx. 126,000

Zack [2:12:16 PM]:

Thank you for providing me with that information, and are you the second owner of the vehicle?

[redacted] [2:13:28 PM]:

Yes I am.

Zack [2:14:16 PM]:

Thank you for providing me with that information. While I look into that for you today, could you please verify your phone number, mailing address, and email address for our records please?

[redacted] [2:15:45 PM]:

My phone number is: [redacted] cell is the best way to get a hold of me. My address is: [redacted]

Zack [2:18:01 PM]:

Thank you for providing me with that information. I will be documenting your concern down in a case today, and that case number for reference is 8-[redacted].

Zack [2:21:21 PM]:

At this point, what we recommend is that you take the vehicle to a nearby Chevrolet dealership, and due to the age and mileage of the vehicle, any repairs will be made as an out of pocket expense. Would you like for me to locate a dealership for you today?

Zack [2:24:48 PM]:

Are you still there, [redacted] I'm still here to answer any questions you may have.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [2:17:38 PM]:

Welcome to chat.

Zachary [2:17:48 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Your safety is very important to us at Chevrolet, so please remember to not use hand held devices whenever you're driving. My name is Zachary, how can I assist you today?

[redacted] [2:18:33 PM]:

Hello, I have a 2013 equinox and I see there is a recall on my wipers. Well today my wipers both stopped working completely. Can you tell me what the steps are to have this repaired?

Zachary [2:19:29 PM]:

I am really sorry to hear that, [redacted]. I would be happy to assist you, can you please provide me with your vehicle's VIN and estimated mileage?

[redacted] [2:20:05 PM]:

I don't know the VIN off the top of my head and I am in work currently but my milage is 60,929

Zachary [2:21:04 PM]:

I would need the vehicle's VIN. I may be able to locate it in our system. Can you please verify your email address, phone number, and home mailing address so I can try and locate your vehicle's information?

[redacted] [2:21:45 PM]:

[redacted]

Zachary [2:22:07 PM]:

Thank you, [redacted]. Can you please allow me three to five minutes to try and locate your vehicle's information?

[redacted] [2:22:17 PM]:

Yes, of course.

Zachary [2:23:51 PM]:

Thank you for being patient, [redacted]. I may have located your vehicle's VIN in our system. What is the name of the dealership that you purchased the vehicle through?

[redacted] [2:24:22 PM]:

Paddock Chevrolet in Kenmore, NY

Zachary [2:26:07 PM]:

Thank you. Your local Chevrolet Dealership would be able to perform the necessary Recall Repairs on the vehicle at no cost to you. You would just need to contact them and setup an appointment to bring the vehicle in. Would you like me to locate a dealership in your area?

[redacted] [2:26:57 PM]:

Can it be any dealership or just the one where I purchased the vehicle?

Zachary [2:27:24 PM]:

It can be any Chevrolet Dealership.

[redacted] [2:27:46 PM]:

Okay great. I know where a few are. Thank you!

Zachary [2:28:17 PM]:

You're very welcome, Cassandra. Can you please allow me two to three minutes to create a case number for our conversation today?

[redacted] [2:28:28 PM]:

Yes.

Zachary [2:30:22 PM]:

I may have located an old contact in our system. Were you every located at an address in Carmel, NY?

[redacted] [2:30:36 PM]:

No

[redacted] [2:31:01 PM]:

The previous owner may have been. I bought this vehicle used.

Zachary [2:31:33 PM]:

Your case number from today's chat is 8-[redacted] Is there anything else I can assist you with at this time?

[redacted] [2:32:09 PM]:

Would you happen to know if my vehicle is under any warranty still? I just called the dealer and they said they could give me a rental if it is still under.

Zachary [2:34:03 PM]:

I am showing that the vehicle is covered under the Powertrain Limited Warranty which is effective until 11/24/2017 or 100,006 miles whichever comes first. Typically windshield wiper concerns are covered under the vehicle's Bumper to Bumper Warranty which was effective until 11/24/2015 or 36,006 miles whichever had come first.

Zachary [2:34:31 PM]:

If you are calling to setup an appointment right now, your vehicle's VIN is 2GNALDEK9D6[redacted]

[redacted] [2:34:53 PM]:

Okay thank you so much!!

Zachary [2:35:32 PM]:

You're very welcome, [redacted] Just so we can keep our records accurate, what is the name of the dealership that you wish to work with?

[redacted] [2:35:53 PM]:

Probably Paddock, as they have all my information already.

Zachary [2:36:58 PM]:

I will be sure to document your concern. I can also send your information over to the Customer Experience Manager over at the dealership to make them aware of your situation. Is there anything else I can assist you with?

[redacted] [2:37:33 PM]:

Thank you, I'd appreciate that.

[redacted] [2:37:55 PM]:

And that was all I had questions about. Thank you. You have been very helpful.

Zachary [2:38:14 PM]:

You're very welcome. I'm glad I could help during your visit today. If you have any other questions or concerns, please don't hesitate to come back and chat with us. 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 time. Your safety is very important to us at GM, so please remember to not use hand held devices whenever you're driving. Have a great day!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE
06/01/17

359 DOLLARS 97 CENTS

AMOUNT
359.97

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000078
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/01/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK8DE[redacted]	05/31/17	VM 8[redacted]	00.0000	359.97	.00	359.97
			TOTAL	359.97	.00	359.97

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS, CALL 800-462-8782

W3

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

Caller English

System [3:39:33 PM]:

Welcome to chat.

Vincent [3:39:48 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GM Customer Service, [redacted]. My name is Vince. How may I assist you today?

Vincent [3:42:43 PM]:

I am still here to answer any questions you may have.

[redacted] [3:43:29 PM]:

I own a 2015 Chevy equinox. While driving in pouring rain on the highway with my child the windshield wipers stopped working all of a sudden causing me to pull off the road due to I could not see in the rain without its use. I called for a tow and once at the dealership I was told it was worn out and needed replacement. How? If the car is not even 2 yrs old

Vincent [3:45:11 PM]:

We appreciate that you have contacted us regarding this concern; however, I would need to refer you to the dealership to answer that question. We work in partnership with them and since they did diagnose the vehicle, they would determine why it stopped working. If you provide me with your VIN and mileage, I would be happy to document these concerns for you today though.

[redacted] [3:46:10 PM]:

I had to pay them $442. To get my much needed vehicle for a faulty windshield wiper arm replacement.

[redacted] [3:46:35 PM]:

Please do document it.

[redacted] 3:47:51 PM]:

2GNFLGEK2F6[redacted]

Vincent [3:49:33 PM]:

How many miles are on the vehicle?

[redacted] [3:50:23 PM]:

I spoke to Seth at the dealership and he said to take it up with GM there was nothing they can do but it will cost me the $442.92 out of pocket. The miles on it is 41469

[redacted] [3:50:54 PM]:

I bought the vehicle used last February 20 2016

[redacted] [3:51:40 PM]:

That problem of the wipers could have cost me my life and my child

[redacted] [3:52:44 PM]:

I have always had the inspection done and this happen on a pouring rainy day on a busy thruway

Vincent [3:53:03 PM]:

I understand your concerns but due to it being over the mileage for the Warranty and because the vehicle was purchased used, it is very difficult to determine what kind of treatment and maintenance the car received prior to your ownership. That would be why there is no coverage. What I am going to do is document your

concerns and escalate this to a Senior Adviser. Based on what you have told me, they would be in the best position to assist you. I will forward your case to them and they will be in touch soon to assist you further. They will contact you within 1 to 2 business days.

Vincent [3:53:15 PM]:

I would like to collect more information though. For documentation purposes, can you please verify your first and last name, home address, phone number, and e-mail address for me?

[redacted] [3:53:18 PM]:

Sorry for venting I am so upset

[redacted] [3:54:36 PM]:

[redacted]

Vincent [3:54:42 PM]:

It's fine, I do understand your concerns. I myself have never had this but I can imagine driving during a downpour and the wipers stop working. Especially because I myself have a child. I also would like to ask what the dealerships name and location is?

[redacted] [3:55:07 PM]:

[redacted]

[redacted] [3:56:11 PM]:

My phone number [redacted] (Home)

[redacted] [3:57:53 PM]:

WS Healey Chevrolet Buick, Inc. [redacted]

Vincent [3:58:54 PM]:

Thank you very much for providing that information for me. I will forward your case to a Senior Adviser and they will be in touch soon to assist you further. They will contact you within 1 to 2 business days. Your case number will be 8-[redacted]. Do you have any questions for me at this time?

[redacted] [3:59:26 PM]:

I paid them already and I feel how can they think I cause the wear when they did a inspection on the vehicle in Jan for my sticker

[redacted] [4:01:42 PM]:

Thank for helping me out on this. I really appreciate it. I don't think the ppl their will say any thing on it. He told me to take it up with GM.

[redacted] [4:02:06 PM]:

I guess he didn't care

Vincent [4:02:42 PM]:

That is due to it being out of the Warranty I believe. Typically, there is nothing they can do once the vehicle is outside of the applicable warranty. However, that is why we are here. That way if a customer needs further assistance beyond the dealership we can check into it for you.

Vincent [4:02:59 PM]:

I am sorry you feel that way and I do hope that the Senior Adviser is able to help you with this concern.

[redacted] [4:02:59 PM]:

Yes please

Vincent [4:03:25 PM]:

They will contact you soon regarding this concern. If you have any questions before then please do not hesitate to come back and chat with us. We are here to

chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 213

DATE
06/02/17

469 DOLLARS 39 CENTS

AMOUNT
469.39

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR
DUNS NO. BB 000000065
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

PAYMENT DATE 06/02/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALSEK4D6 [redacted]	06/01/17	VM [redacted]	00.0000	469.39	.00	469.39

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID VOID

DATE 08/29/17 | 428 DOLLARS | 19 CENTS | AMOUNT 428.19

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000075
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/29/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLDE35D6 [redacted]	08/28/17	VM [redacted]	00.0000	428.19	.00	428.19

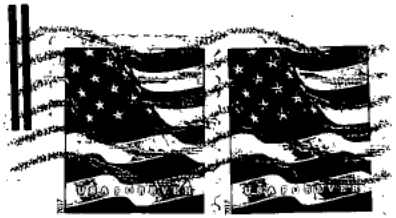
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	428.19	.00	428.19

[redacted]

MIAMI FL 331
25 APR 2017 PM 2 L



Reimbursment Department
PO Box 33170
Detroit, MI 48232-5170

RECEIVED APR 28 2017

[redacted]

48232-517070

[redacted]

General Motors Product Field Action
Customer Reimbursement Request Form

[redacted]

Customer Name [redacted] (please print)

Street Address or P. O. Box Number: [redacted]

City [redacted] State: [redacted] Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: 4/25/2017

Vehicle Identification Number of Involved Vehicle: 2G1FLWE34D6[redacted]
(17 Characters)

Mileage at Time of Repair: 45494 Date of Repair: 3/18/2016

Amount of Reimbursement Requested: $ 242.03

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

GMC

GMC
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

[redacted]

[redacted] 48 0017890

[redacted]

April 2017

This notice applies to your vehicle, **VIN: 2GKFLWE34D6[redacted]**

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2013 model year GMC Terrain was involved in GM recall 25302. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 model year GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 25302.
- Schedule an appointment with your GMC dealer.
- This service will be performed for you at **no charge.**

Why is your vehicle being recalled?

The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.

What will we do?

Your GMC dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. This service will be performed for you at **no charge.** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.

GM

VIN: 2GKFLWE34D6[redacted]
Year: 2013
Make: GMC
Model: TERRAIN
Color: BLACK
License Plate:
Mileage in: 45494 Out: 45495

ESP Number:
Sale Date: 03/18/16
Sale Mileage: 22,796

CARMAX
SERVICE CENTER

6300 NW 167TH STREET
MIAMI LAKES, FL 33014
Phone: (786)437-6860 Fax: (786)437-6871

Location: 7198
Service Registration Number: [redacted]

INVOICE # [redacted]

Open Date: 9:25 am 03/18/16
Invoice Date: 10:28 am 03/18/16

Service Employee [redacted]

Name [redacted]
Address

Phone: [redacted] (contact)

COPY

LABOR TOTAL	1.6	$126.50	**PARTS TOTAL**	$99.69
SUBLET TOTAL		$0.00	*All parts are new unless otherwise noted.	

CarMax provides a Limited Warranty for all parts purchased at CarMax and all automotive service work performed by CarMax for a period of 6 months or 6,000 miles, whichever comes first. The full text of this Limited Warranty is set forth on the last page of this repair invoice.

If your original estimated repair charge was revised, please sign the following:

I acknowledge notice and oral approval of an increase in the original estimated price.

[redacted]
(Customer Signature or Initials)

[redacted] a copy of this invoice.

03/18/2016
Date

ITEM			TOTAL
LABOR			$126.50
PARTS			$99.69
SUBLET	Labor: $.00	Parts: $.00	$0.00
OTHER			$0.00
TOTAL CHARGES			$226.19
EXTENDED SERVICE PROTECTION (LESS)			($0.00)
EXTENDED SERVICE PROTECTION DEDUCTIBLE: $0.00			
MANUFACTURER WARRANTY (LESS)			($0.00)
SALES TAX			
	LABOR		$8.86
	PARTS		$6.98
	SUBLET		$0.00
	OTHER		$0.00
TOTAL TAX			$15.84
PLEASE PAY THIS AMOUNT			**$242.03**

VIN: 2GKFLWE34D6[redacted]
Year: 2013
Make: GMC
Model: TERRAIN
Color: BLACK
License Plate:
Mileage in: 45494 Out: 45495
ESP Number:
Sale Date: 03/18/16
Sale Mileage: 22,796

CARMAX
SERVICE CENTER

6300 NW 167TH STREET
MIAMI LAKES, FL 33014
Phone: (786)437-6860 Fax: (786)437-6871
Location: 7198
Service Registration Number: [redacted]

INVOICE # [redacted]

Open Date: 9:25 am 03/18/16
Invoice Date: 10:28 am 03/18/16
Service Employee
ANDRES ZULUAGA

Name: [redacted]
Address: [redacted]
Phone: [redacted] contact)

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. / Description	Charge

CONCERN #1: 05. ANY OTHER BODY OR TRIM CONCERN - Customer States: windshield wipers not working

CAUSE: wiper link,pivot conector broken.

COPY

CORRECTION: replace wiper link

Soto, E	C	DIAGNOSE - ELECTRICAL (CONTROLS / FEATURES) ENTERTAINMENT SYSTEMS - OPERATION		NO CHARGE		
Soto, E	R	R&R - WIPER MOTOR - OPERATION - FRONT	1.1	$126.50		
					1 R 25948436 / WIPER LINK	$99.69
		Labor Subtotal for Concern # 1 :		$126.50	**Part Subtotal for Concern # 1 :**	$99.69

CarMax®

Associate: JUAN

[redacted]

Print Date: 3/18/2016 10:31:01
Location: CARMAX - MIAMI LAKES 7198

Order Num: [redacted]
Stock Num:

CASH

Amount: $242.03

Total: $242.03

COPY

[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/05/17 — 242 DOLLARS 03 CENTS — AMOUNT 242.03

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000028
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/05/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GKFLWE34D[redacted]	06/02/17	IV	[redacted]	00.0000	242.03	.00	242.03

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	242.03	.00	242.03

1 - 70PDC00100089- E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

DATE 06/05/17

344 DOLLARS 95 CENTS

AMOUNT 344.95

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000051
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/05/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALBEKXD1 [redacted]	06/02/17	VM	[redacted]	00.0000	344.95	.00	344.95

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

DATE
06/06/17

437 DOLLARS 13 CENTS

AMOUNT
437.13

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
[redacted]

[redacted]

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

VENDOR
DUNS NO. 88-000000034
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

PAYMENT DATE 06/06/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GKALUEK7D6	06 8	VM [redacted]	00.0000	437.13	.00	437.13

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 437.13 .00 437.13

1 - 70YXD001003s0- E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

DATE
06/06/17

345 DOLLARS 74 CENTS

AMOUNT
345.74

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO. BB 000000024
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/06/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC / REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALBEK7D1 [redacted]	06/05/17	VM [redacted]	00.0000	345.74	.00	345.74

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/06/17

483 DOLLARS 67 CENTS

AMOUNT 483.67

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO 88 000000037
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/06/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GKFLTE32D6	06	VM	[redacted]	00.0000	483.67	.00	483.67

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

	TOTAL	483.67	.00	483.67

1 - 70YXD00100363- E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 06/07/17 | 328 DOLLARS | 27 CENTS | AMOUNT 328.27

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/07/17

VENDOR
DUNS NO. BB 000000031
VENDOR NAME [redacted]

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLEEK9D6 [redacted]	[redacted]		VM [redacted]	00.0000	328.27	.00	328.27

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

	TOTAL	328.27	.00	328.27

1-714KA00100085- E933

[redacted]
MERRIMACK, NH [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2GNFLEEKXD6[redacted]	111071	111071	10/29/16 12:36	11/02/16	[redacted]

2013 CHEVROLET EQUINOX LT (GRAY)							COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV.			ENGINE/TRANS
[redacted]		[redacted]		DON DORR (624)			

Customer Totals

Charge Description	Amount
Labor	$105.41
Parts	$138.33
SHOP SUPPLIES	$7.06
TOTAL CREDIT CARD	$250.80

FAX# 866-962-2868

Case# 8-[redacted]

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notifi- cation at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

RON CURRIER'S HILLTOP CHEVROLET
385 ROUTE 108
SOMERSWORTH, N.H. 03878
SERVICE DIRECT 603-692-1060 OR 800-445-5868
WWW.HILLTOPCHEVY.COM

[redacted]

	VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[redacted]	2GNFLEEKXD6[redacted]	111071	111071	10/29/16 12:36	11/02/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHEVROLET EQUINOX LT (GRAY)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]							Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]		[redacted]		DON DORR (624)	

YOU WILL BE RECEIVING A SURVEY IN THE MAIL SOON RATING US, ON HOW WELL WE SERVICED YOUR VEHICLE **if** YOU ARE NOT COMPLETELY SATISFIED, PLEASE CALL US.

SERVICE HOURS: MON-FRI 8:00-5:00
SATURDAY 8:00 NOON

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *			A32		Customer	$88.20

Concern Customer states WIPERS INOP.
Cause NONE SERVICABLE JOINT OF WIPER TRANSMISSION WORN CAUSING LINKAGE TO BECOME DISCONNECTED
Correction REPLACED WIPER TRANSMISSION AS NEEDED.

Part Number	Description	Qty	Unit Price	Ext. Price
84126959	MODULE	1	$115.59	$115.59
			Parts Total...	$115.59
			Line Total...	$203.79

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B +	PDEXO		A06		Customer	$17.21

Concern PERFORM LUBE OIL & FILTER USING DEXOS 5W30 OIL.PERFORM MULTIPOINT VEHICLE INSPECTION. PERFORM TIRE ROTATION

Part Number	Description	Qty	Unit Price	Ext. Price
KIT457D		1	$0.02	$0.02
19168267	FILTER	1	$5.07	$5.07
88865647	OIL	5	$3.53	$17.65
			Parts Total...	$22.74
			Line Total...	$39.95

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 06/22/17

210 DOLLARS 85 CENTS

AMOUNT 210.85

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000016
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 06/22/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLEEKXD[redacted]	06/[redacted]/17	VM[redacted] 8-[redacted]	00.0000	210.85	.00	210.85

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 210.85 .00 210.85

1 - 730J700100120- [illegible]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID VOID VOID VOID VOID

DATE 08/21/17

327 DOLLARS 52 CENTS AMOUNT 327.52

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000004
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/21/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNALBEK3DZ[redacted]	08/18/17	VM[redacted]	00.0000	327.52	.00	327.52

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	327.52	.00	327.52

General Motors - Policy Evaluation Tool

Date: 06/05/2017

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 2GNALAEK8E6[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/24/2017
Job Card Date: 06/05/2017
Days out of Warranty: 101

Mileage

Component's Warranty End Mileage (Miles): 36,264
Current Mileage: 70,000
Miles out of Warranty: 33,736

Repair

Total Repair Cost At Warranty Rates: $397.00
Repair Group: Body Hardware and Trim
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $397.00

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE
06/14/17

454 DOLLARS 76 CENTS

AMOUNT
454.76

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000044
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

PAYMENT
DATE 06/14/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALPEK5D6[redacted]	06/13/17	VM [redacted]	00.0000	454.76	.00	454.76

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

DATE 09/07/17 | 253 DOLLARS | 80 CENTS | AMOUNT 253.80

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO. BB 000000028

VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

PAYMENT DATE 09/07/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALSEK7D6[redacted]	09/06/17	VM [redacted] 8-[redacted]	00.0000	253.80	.00	253.80
			TOTAL	253.80	.00	253.80

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

VOID VOID VOID

1 - 7JoWW0010029- 103312

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 09/29/17

216 DOLLARS 38 CENTS AMOUNT 216.38

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO 88 000000028
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 09/29/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLVEK3D6 [redacted]	09/28/17	VM [redacted]	00.0000	216.38	.00	216.38
			TOTAL	216.38	.00	216.38

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-7G0X760100032-69334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID VOID

DATE 07/19/17 | 406 DOLLARS | 36 CENTS | AMOUNT 406.36

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]

[redacted]

VENDOR DUNS NO BB 000000033

VENDOR NAME [redacted]

1.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 07/19/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK3D6[redacted]	07/18/17	VM [redacted] 8 [redacted]	00.0000	406.36	.00	406.36
			TOTAL	406.36	.00	406.36

VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-7eVN600100061-129334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE		AMOUNT
06/12/17	301 DOLLARS 69 CENTS	301.69

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000051
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/12/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLNE30D6[redacted]	06/09/17	VM	[redacted]	00.0000	301.69	.00	301.69

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 301.69 .00 301.69

1-71KUN00100101-E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

DATE 06/12/17

337 DOLLARS 97 CENTS

AMOUNT 337.97

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO BB 000000060
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/12/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK3D6 [redacted]	06/09/17	VM [redacted]	00.0000	337.97	.00	337.97
			TOTAL	337.97	.00	337.97

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

I - 7IKUX00100110-E03342

Customer

[redacted]

Vehicle

Chevrolet Equinox 2010
2CNALDEW7A6[redacted]
Mileage Now: 100000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

The windshield wipers on the vehicle are not working and was told there is a recall on his vehicle for this concern #250302. This is his daughters vehicle and she needs her vehicle and it is raining really bad.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Danita Wiggins --> 1-866-790-5700 Ext # 5914624

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Marianne Wiswall (C)

From: Marianne Wiswall (C)
Sent: Wednesday, June 14, 2017 11:44 AM
To: Danita Wiggins (C)
Cc: [redacted]
Subject: 8-[redacted] [redacted] Cost Assistance request

Hello Danita,

Mr. [redacted] called this morning looking to speak with you. I documented his concern in 8-[redacted].

Could you please return his call today?

Thank you!

Marianne Wiswall
General Motors Business Resource Center
Product Assistance Claims
Ph: 866-446-6963 ext. 5911530
FAX: 866-660-2737
marianne.wiswall@gm.com

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE 06/12/17 | 297 DOLLARS | 57 CENTS | AMOUNT 297.57

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO 88 000000075
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/12/17

REGISTER NO DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLCEK4D6 [redacted]	06/09/17	VM [redacted]	00.0000	297.57	.00	297.57

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 297.57 .00 297.57

1-7IKUS00100125-P07342

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

Caller English

System [10:58:20 AM]:

Welcome to chat.

Ashley [10:58:29 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley, how may I assist you today?

[redacted] [10:59:14 AM]:

I would first like to say , Ashley, I know this isn't personally your fault but I can't find an email address to write to and I'm afraid I will yell on the phone

[redacted] [10:59:29 AM]:

This HORRIBLE company almost killed my husband

[redacted] [11:00:08 AM]:

My husband was driving home on the highway going 72 mph in the rain and all the sudden the windshield wipers stopped working!!!

[redacted] [11:00:34 AM]:

You only have recalls in equinoxes from 2013, and ours is a 2012

[redacted] [11:01:26 AM]:

We take it to get fixed and it's $510!!!!!! How does this company live with itself allowing people to drive death traps!!! I have 3 kids under 4 and we got this car for safety and it's been nothing but trouble!!!

Ashley [11:01:47 AM]:

I do sincerely apologize for any inconvience or frustration this concern with your vehicle may have caused you or your husband. Was anyone injured during this incident?

[redacted] [11:02:07 AM]:

No thank GOD

[redacted] [11:02:29 AM]:

He had to pull over from the left lane in a rain storm 3 hours from home!

Ashley [11:03:11 AM]:

I understand this situation may be frustrating but we are very happy to hear no one was injured. Is this vehicle concern currently being addressed by your local Chevrolet dealership?

[redacted] [11:03:33 AM]:

The mechanic said this is a common and well known problem in these cars. If it's well known how come our year wasn't recalled!!!! Where am I supposed to come up with $510?!?!!!!

[redacted] [11:03:55 AM]:

No it's at Midas

Ashley [11:04:37 AM]:

Thank you for confirming that. I would like to look into this further on my end. Can you please provide me with your VIN and current mileage to do so?

[redacted] [11:04:52 AM]:

Where is the vin number ?

[redacted] [11:05:28 AM]:

Mileage is 101,000 ish

Ashley [11:05:56 AM]:

The VIN is the 17 character Vehicle Identification Number. That can be located on any registration or insurance papers. If you do not have access to that, I may be able to locate the VIN by using your contact information.

[redacted] [11:06:21 AM]:

Ok I'll have to look the vehicle is in the shop

Ashley [11:06:53 AM]:

I may be able to locate the VIN by using your contact information. Can you please confirm your phone number, e-mail and current address?

[redacted] [11:07:25 AM]:

[redacted]

Ashley [11:07:52 AM]:

Thank you, [redacted] Did you purchase this vehicle new or pre-owned?

[redacted] [11:08:05 AM]:

New

[redacted] [11:08:26 AM]:

Progressive chevy on hills and dales Massillon Ohio

[redacted] [11:08:39 AM]:

Is it the vehicle serial number? I found it

Ashley [11:08:55 AM]:

I was able to locate your VIN here. Can you please allow me 3-6 minutes to look into this further?

[redacted] [11:09:17 AM]:

Yes thank you

Ashley [11:14:38 AM]:

I sincerely appreciate your patience and thank you for holding, [redacted]. After reviewing your vehicle further, there is currently no recall or coverage associated with your VIN for the concerns you are experiencing. General Motors has the highest regards to its customer's safety and follows the same guidelines that the National Highway Traffic Safety Administration (NHTSA) uses to identify vehicles that should be involved in specific recalls. I will be thoroughly documenting the concerns you are experiencing with your vehicle within our system to be reviewed by the necessary departments. If your vehicle does become involved in any recall, you will be notified via mail. At this point, we would recommend you have this concern diagnosed and addressed by your local Chevrolet dealership. Are you aware of a Chevrolet dealership in your area? If not, I am happy to locate one for you. I do need to make you aware, your vehicle is currently outside of the Bumper to Bumper warranty by almost 2 years and almost 65,000 miles. Once your vehicle has been diagnosed by your local Chevrolet dealership, we could potentially look into the options available for assisting with the repair. However, due the age of your vehicle, there is no guarantee.

[redacted] [11:16:17 AM]:

I figured. It's already at the shop being fixed for 2 reasons, 1. We trust them, we no linnet trust chevy. Every time we go there they just try to sell us unnecessary repairs. 2. We need this car yesterday. Chevy is not prompt.

[redacted] [11:18:00 AM]:

How shameful you people have no care for your customers or pride in your product. You know this is a common problem but that vehicle and it has happened to us yet offer no relief from finances. We have had that to the shop in march and April each with $500 repairs. SHAME ON CHEVY. We are looking for a mini van and I can guarantee you it will not be chevy. I want my family to live and not be killed

[redacted] [11:19:04 AM]:

Although you were helpful Ashley, and I hope this is recorded, chevy is the worst company I have ever purchased from and we will be looking to get rid of this death trap. $1,000 in 3 months on a less than 5 year car is atrocious. Chevy should be ashamed. I WJLL

[redacted] [11:19:40 AM]:

WIL NEVER BUY GM AGAIN ever ever ever. And we are a young family with a lot of cars to buy

Ashley [11:20:15 AM]:

I do apologize, as I understand how frustrating unexpected repairs can be. We do value you as a Chevrolet customer and do not want you to feel unsafe in your vehicle. We would recommend you have your vehicle concerns addressed by your local Chevrolet dealership. However, that would be at your discretion. I have thoroughly documented your feedback in regard to this concern and with our company to be reviewed by the necessary departments. Your reference number is 8-[redacted]

[redacted] [11:20:41 AM]:

Great.

Ashley [11:20:53 AM]:

Is there anything else I can assist you with at this time, [redacted]

[redacted] [11:21:48 AM]:

It's not unexpected, you guys knew rhis was a problem. My husband is a lawyer and already looking deeper into this. Midas told us repairs do not have to happen at a Chevy dealer to count for warranty so again you are trying not to help the very people who keep that company going

[redacted] [11:22:19 AM]:

Nope unless you write me a check for $510 you'll never heard me again bc I will no longer own a Chevy

Ashley [11:22:56 AM]:

I apologize, [redacted] However, for assistance to be considered and reviewed, we will need to have your vehicle concern officially diagnosed by your local Chevrolet dealership.

[redacted] [11:25:21 AM]:

Too late. Thanks for your time. Sorry you work for a company who doesn't care if people die or go broke driving their car. I suggest you move to Toyota, we've had a Toyota car for 14 with no problems. And we will be going back. Have a nice day. I'm just grateful my whole family is alive

Ashley [11:26:16 AM]:

We do sincerely appreciate you taking the time to make us aware of your concern and providing us with your feedback. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 11 p.m. EST. I hope the rest of your day goes well.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID

DATE 08/22/17 | 173 DOLLARS | 02 CENTS | AMOUNT 173.02

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO. BB 000000031

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 08/22/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLDE38D6 [redacted]	08/21/17	VM [redacted]	00.0000	173.02	.00	173.02
			TOTAL	173.02	.00	173.02

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

BOY SCOUTS
OF AMERICA®

GREATER ALABAMA COUNCIL

516 Liberty Parkway
[redacted], AL 35242
Phone: [redacted] **Fax:** [redacted]
[redacted]

To: Reimbursement fax **From:** [redacted]

Fax: 8669622868 **Date:** July 5 2017

Phone: **Pages:** 4 (Including this cover sheet)

Re: 8- [redacted] **CC:**

☐ **Action** ☐ **Information** ☐ **Please Reply**

General Motors Product Field Action
Customer Reimbursement Request Form

(please print)

Customer Name: [redacted]

Street Address or P. O. Box Number [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted] office

Evening Telephone Number (include Area Code) [redacted] mobile

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 2GKFLWE30D6 [redacted]
(17 Characters)

Mileage at Time of Repair: 126,453 Date of Repair: 4/7/2017

Amount of Reimbursement Requested: $ [redacted] $344.63

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for th[redacted]er.

Customer's Signatur[redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

EXPRESS OIL CHANGE
TIRE & ENGINEERS

EOC HWY 150 # 0122
EXPRESS OIL CHANGE-HWY 150
2325 HWY 150
HOOVER, AL 35244
(205) 987-7750

DATE 4/7/2017 1:44 PM
TRANSACTION NO [redacted]
INVOICE NO
VEHICLE ID

Customer Information

[redacted]

Vehicle Information

.3 GMC TRUCKS TERRAIN 6cyl 3.6L FI
VIN
T ID
MILEAGE 126453

Service History

DATE	MILEAGE	SERVICES
4/7/17	126453	MPW MLW TP1 SHP VSI
1/26/17	121890	FS OF DP RCA
12/10/16	118328	TPC
10/17/16	114489	FS OF FSC SRB
7/13/16	107103	FS OF RS3
5/16/16	101722	FS OF RS3 RRB
3/18/16	95407	TRB TPC

Employees

LUBTECH	PITTECH	MECHANIC	CASHIER
	JL	JEG	AF

Service Comments

THANK YOU !!!
WE APPRECIATE YOUR
BUSINESS !!!

IN -2GKFLWE30D6 [redacted]

Description	Qty.	Price
winshield wipers dont work	1.00	0.00
WIPER ASSLY FRONT	1.00	208.97
R&R Wiper Transmission	1.10	108.90
~~TIRE PATH UP TO 20~~	~~1.00~~	~~20.00~~
~~TIRE PATCH~~	~~1.00~~	~~5.00~~
SHOP SUPPLIES	1.00	2.50
VEHICLE SAFETY INSPECTION	1.00	0.00
SUBTOTAL		$345.37
SALE		$345.37
TAXABLE	213.97	
NONTAXABLE	131.40	
CITY (PARTS)		6.42
COUNTY (PARTS)		4.28
STATE SALES (PARTS)		8.56
TOTAL		**$364.63**
VISA 5780 AUTH: 5780		364.63
CHANGE		**$0.00**

Warranty Statement

N THE EVENT OF A PROBLEM AFTER A SERVICE OF ANY KIND, EXPRESS OIL CHANGE MUST BE NOTIFIED AND ALLOWED TO HECK THE VEHICLE BEFORE ANY REPAIRS ARE MADE. ANY OTHER ACTION SHALL VOID ANY WARRANTIES WHETHER VRITTEN OR IMPLIED.-------- OIL WARNING!---------IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GUAGE LOSES RESSURE) STOP YOUR VEHICLE IMMEDIATELY!----NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON! OING SO MAY VOID WARRANTY!

SE CERTIFIED MECHANICS ON DUTY

Recommend next service at miles.

X

Cardholder acknowledges receipt of goods and/or services in the amount shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

COURTESY BUICK GMC

1857 Edwards Lake Rd
Birmingham, AL 35235
(205) 836-2000

RO: [redacted] OPEN
Cashier: 001047
Date Returned: 06/23/2017

Time-In: 08:24 Out: 13:30
Miles-In: 133038 Out: 133038

Customer: [redacted]

VIN: 2GKFLWE30D6[redacted] 2013 GMC TERRAIN SL

Home:
Advisor: Hat: 815

Date In: 06/23/2017

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	MCGUIR			Labor Total:	38.95
	CUSTOMER STATES ROTATE AND BALANCE TIRES					
	COMPLETED					
					Operation Total:	38.95
				[WARRANTY]		
B	SFW	SIMMON				
	RECALL#25302					
	AS PER CAMPAIGN					
	REPLACED WIPER MODULE ASM					
	Parts: 1	84241847		MODULE	10.150	
	1	15259076		PLUG	10.571	
					Customer Pay Labor:	38.95
					Customer Total Due:	38.95

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. COURTESY BUICK GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and COURTESY BUICK GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by COURTESY BUICK GMC in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO A 15% HANDLING FEE.
NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.
ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

Signature: _____

Thank you for allowing us to serve you!

Printed: 06/23/2017 01:30:30 PM

07/06/2017 10:16 2059700349 BOY SCOUTS PAGE 04

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 213

DATE
07/28/17

339 DOLLARS 18 CENTS

AMOUNT
339.18

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000046
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 07/28/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLWE3QD6 [redacted]	07/27/17	VM [redacted]	00.0000	339.18	.00	339.18
TOTAL				339.18	.00	339.18

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE		AMOUNT
06/12/17	366 DOLLARS 13 CENTS	366.13

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO. BB 000000105
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/12/17

REGISTER NO/ DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALBEK9D[redacted]	06/09/17	VM[redacted]	8[redacted]	00.0000	366.13	.00	366.13

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 366.13 .00 366.13

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 06/13/17 | 266 DOLLARS 63 CENTS | AMOUNT 266.63

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR DUNS NO. BB 000000053
VENDOR NAME [redacted]

PAYMENT DATE 06/13/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK7D [redacted]	06/13/17	VM [redacted]	00.0000	266.63	.00	266.63

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 266.63 .00 266.63

[redacted]-7|UAU00100237-B93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 06/12/17

198 DOLLARS 71 CENTS AMOUNT 198.71

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB-000000126

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 06/12/17

REGISTER NO DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLCEK7D6 [redacted]	06/[redacted]/17	VM [redacted]	00.0000	198.71	00	198.71
			TOTAL	198.71	00	198.71

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-71KTX0010076-F03347

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE
06/12/17

262 DOLLARS 39 CENTS AMOUNT 262.39

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO. BB 000000129
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/12/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLXE31D6[redacted]	06/[redacted]8	VM[redacted]	00.0000	262.39	.00	262.39

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE
06/12/17

296 DOLLARS 73 CENTS

AMOUNT
296.73

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

General Motors LLC
Disbursement Account
[redacted]

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000167
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/12/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLCEK7D6[redacted]	06/09/17 8[redacted]	VM[redacted]	00.0000	296.73	.00	296.73
					TOTAL	
				296.73	.00	296.73

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782.

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID

DATE 08/02/17 | 278 DOLLARS | 24 CENTS | AMOUNT 278.24

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR
DUNS NO BB 000000032
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/02/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK7[redacted]	08/01/17	VM[redacted]	00.0000	278.24	.00	278.24

VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	278.24	.00	278.24

1 - 78OPH00100058- E933

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

Caller English

System [3:43:33 PM]:

Welcome to chat.

Regina [3:43:48 PM]:

Thanks for contacting GMC Customer Assistance. My name is Regina. How can I assist?

[redacted] [3:44:07 PM]:

Hi Regina how are you doing?

[redacted] 3:47:56 PM]:

I am having problem with my 2011 GMC Terrain. While I was driving home from work on Monday, my windshield wiper stopped working suddenly I was driving on the interstate in a heavy rain. I was horrified of the danger that I was in all of a sudden while a semi-truck passed by me on the other lane. I was informed that there is a recall on the wiper mechanism but not on my car. It was

[redacted] [3:49:09 PM]:

a serious issue and I could have died on Monday. I went to the local car dealership to inquire about any possible help they would be able to provide given that there are recalls on the same issue on the model year of 2011 in Canada

[redacted] [3:52:34 PM]:

The service manager Jake looked up my VIN number and told me that the issue I had was not covered under any recalls and thus he cannot offer any help. I feel like he was being dismissive and condescending with me. I asked him if I could speak with the owner of the car dealership and he told me that the owner [redacted] was dead a few years ago despite the truth that he is still alive.

[redacted] [3:54:02 PM]:

How can I file a formal complaint on this safety issue of the windshield wiper not working? Thank you very much for your assiatance.

Regina [3:55:39 PM]:

Thanks for that information. I am sorry to hear about the issue with the windshield wipers. I understand that a GMC dealership has already addressed the issue and advised that there is not any assistance to be offered on the necessary repairs. What I can do is document the vehicle complaint and provide you with

a reference number. May I have the VIN, approximate mileage, your email, phone number and mailing address for documentation purposes?

[redacted] [3:59:23 PM]:

my VIN no is 2CTALSECXB6[redacted], It has about 106,100 miles. my email is [redacted]

[redacted] [3:59:52 PM]:

phone number is [redacted] and mailing address is [redacted]

Regina [3:59:54 PM]:

Thanks for that information. What dealership addressed the vehicle concern?

[redacted] [4:00:36 PM]:

It is Glenn GMC in Lexington KY, but I was informed that it has recently changed ownership.

Regina [4:01:28 PM]:

Thanks for that information. Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to resolve your 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 they will be in touch soon to assist you further. They will contact you within 1-2 business days. 8[redacted], is your reference for the chat and vehicle complaint.

Regina [4:03:04 PM]:

Is there anything else we can assist with today?

[redacted] [4:03:44 PM]:

Thank you very much for your help. That will be all. Have a wonderful day.

Regina [4:04:01 PM]:

Thanks for contacting GM Customer Assistance,Oiwakenix. 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 time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/13/17

502 DOLLARS 04 CENTS

AMOUNT 502.04

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO. BB 000000027
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

PAYMENT DATE 06/13/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALBEK2D[redacted]	06/12/17	[redacted]	[redacted]	00.0000	502.04	00	502.04
				TOTAL	502.04	.00	502.04

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/14/17 | 353 DOLLARS | 10 CENTS | AMOUNT 353.10

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000050

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 06/14/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALPEK9D6[redacted]	06/13/17	VM [redacted] 8- [redacted]	00.0000	353.10	00	353.10
			TOTAL	353.10	00	353.10

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-712RC001000007-E0334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted]

30-937
213

DATE
07/18/17

209 DOLLARS 12 CENTS

AMOUNT
209.12

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000046
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT
DATE 07/18/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLNEK7D6 [redacted]	07/17/17 8 [redacted]	VM [redacted]	00.0000	209.12	.00	209.12

VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	209.12	.00	209.12

1-76Q4000100251-E033 02

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 07/28/17

252 DOLLARS 25 CENTS AMOUNT 252.25

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO. BB 000000013
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/28/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNELNEK1DZ[redacted]	07/27/17	VI[redacted] B[redacted]	00.0000	252.25	.00	252.25

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE		AMOUNT
06/13/17	351 DOLLARS 85 CENTS	351.85

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000060
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/13/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALMEK2D6 [redacted]	06/12/17	8- [redacted]	00.0000	351.85	.00	351.85
					TOTAL	351.85 .00 351.85

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

I - 7IUAU00100244- E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 06/15/17 | 378 DOLLARS | 16 CENTS | AMOUNT 378.16

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000028
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/15/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
1GNFLCEK8DZ[redacted]	06/14/17	VM	[redacted]	00.0000	378.16	.00	378.16

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL 378.16 .00 378.16

1 - 7749R00100020- E9334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 07/26/17

383 DOLLARS 46 CENTS

AMOUNT 383.46

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000047
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/26/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK5D6[redacted]	07/25/17	VM[redacted]	00.0000	383.46	.00	383.46
			TOTAL	383.46	.00	383.46

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1 - 7779F00100159- E9334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 06/16/17 | 224 DOLLARS | 85 CENTS | AMOUNT 224.85

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
[redacted]
SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000038
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/16/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALBEK5D[redacted]	06/15/17	VM	[redacted]	00.0000	224.85	00	224.85
				TOTAL	224.85	.00	224.85

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/19/17 | 384 DOLLARS | 23 CENTS | AMOUNT 384.23

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR 1
DUNS NO BB 000000036
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/19/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLGE35D6[redacted]	06/[redacted]8	VM	[redacted]	00.0000	384.23	.00	384.23

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800 462 8782

W3

TOTAL 384.23 .00 384.23

1 - 72GC800100129- 0933

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID

DATE 08/02/17 | 352 DOLLARS | 68 CENTS | AMOUNT 352.68

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000045

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 08/02/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLEEK7D6[redacted]	08/01/17	VM[redacted]	00.0000	352.68	.00	352.68

VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	352.68	.00	352.68

1 - 780PH00100071- E933

Howell, Rosa (NHTSA)

From: Ed Feasby <EFeasby@kelleyauto.com>
Sent: Wednesday, July 5, 2017 4:40 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted], Front Wiper Transmission Corrosion Failure Recall

Ms [redacted] is done and gone.

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Wednesday, July 05, 2017 10:12 AM
To: Ed Feasby <EFeasby@kelleyauto.com>
Cc: Judson Manning <judson.manning@gm.com>
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted], Front Wiper Transmission Corrosion Failure Recall

Did the customer pick the vehicle up yet?

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Feasby [mailto:EFeasby@kelleyauto.com]
Sent: Thursday, June 29, 2017 2:17 PM
To: Tykeasha Whitfield (C)
Cc: Judson Manning
Subject: [EXTERNAL] RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

This vehicle is now completed.

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Wednesday, June 28, 2017 11:10 AM
To: Judson Manning <judson.manning@gm.com>; Ed Feasby <EFeasby@kelleyauto.com>; Chuck Kelley <CKelley@kelleyauto.com>
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Case was open due to an executive involvement and I would appreciate an update once repairs are complete. Thanks for the update and I appreciate your assistance with the case.

Ty Whitfield

General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Judson Manning
Sent: Wednesday, June 28, 2017 11:06 AM
To: Tykeasha Whitfield (C); Ed Feasby (Kelley Chevy Llc); ckelley (kelleyauto.com)
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Ty,

Why is Exec CAC involved in a repair that appears to have already be scheduled? What do we expect the dealer to do that they have not already done?

Judson

From: Tykeasha Whitfield (C)
Sent: Wednesday, June 28, 2017 10:12 AM
To: Ed Feasby (Kelley Chevy Llc) <efeasby@kelleyauto.com>; ckelley (kelleyauto.com) <ckelley@kelleyauto.com>
Cc: Judson Manning <judson.manning@gm.com>
Subject: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted], [redacted], Front Wiper Transmission Corrosion Failure Recall

Edward & Charles,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.
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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2013 Chevrolet Equinox
- Mileage: 58,000
- VIN: 2GNFLGEKXD6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Daytime Number
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Mrs. [redacted] reached out to the executive office regarding the Front Wiper Transmission Corrosion Failure Recall. Per the customer, the dealership wasn't able to complete the recall due to a parts delay but once they received the parts they were able to repair the ball joints and the windshield wipers. She will take the vehicle to the dealership at the end of the week to complete the panel. Can you confirm when repairs are complete?

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

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843.

Sincerely,

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may

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Howell, Rosa (NHTSA)

From: Ed Feasby <EFeasby@kelleyauto.com>
Sent: Thursday, July 6, 2017 8:28 AM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] Re: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Finished and picked up yesterday

From: Tykeasha Whitfield (C) <tykeasha.whitfield@gm.com>
Sent: Thursday, July 6, 2017 8:29 AM
To: Ed Feasby
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Can you let me know once the repairs are completed and the vehicle is picked up.

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Feasby [mailto:EFeasby@kelleyauto.com]
Sent: Wednesday, July 05, 2017 1:29 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] Re: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted], [redacted] Front Wiper Transmission Corrosion Failure Recall

I was mistaken, the vehicle has NOT been repaired, yet. I just talked to her and she will bring it in tomorrow.

From: Tykeasha Whitfield (C) <tykeasha.whitfield@gm.com>
Sent: Wednesday, July 5, 2017 10:12 AM
To: Ed Feasby
Cc: Judson Manning
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Did the customer pick the vehicle up yet?

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843

Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Feasby [mailto:EFeasby@kelleyauto.com]
Sent: Thursday, June 29, 2017 2:17 PM
To: Tykeasha Whitfield (C)
Cc: Judson Manning
Subject: [EXTERNAL] RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

This vehicle is now completed.

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Wednesday, June 28, 2017 11:10 AM
To: Judson Manning <judson.manning@gm.com>; Ed Feasby <EFeasby@kelleyauto.com>; Chuck Kelley <CKelley@kelleyauto.com>
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Case was open due to an executive involvement and I would appreciate an update once repairs are complete. Thanks for the update and I appreciate your assistance with the case.

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Judson Manning
Sent: Wednesday, June 28, 2017 11:06 AM
To: Tykeasha Whitfield (C); Ed Feasby (Kelley Chevy Llc); ckelley (kelleyauto.com)
Subject: RE: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted] Front Wiper Transmission Corrosion Failure Recall

Ty,

Why is Exec CAC involved in a repair that appears to have already be scheduled? What do we expect the dealer to do that they have not already done?

Judson

From: Tykeasha Whitfield (C)
Sent: Wednesday, June 28, 2017 10:12 AM

To: Ed Feasby (Kelley Chevy Llc) <efeasby@kelleyauto.com>; ckelley (kelleyauto.com) <ckelley@kelleyauto.com>
Cc: Judson Manning <judson.manning@gm.com>
Subject: ACTION REQUIRED BY June 29, 2017/ Exec CAC Case, KELLEY CHEVROLET, 2GNFLGEKXD6[redacted], Front Wiper Transmission Corrosion Failure Recall

Edward & Charles,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2013 Chevrolet Equinox
- Mileage: 58,000
- VIN: 2GNFLGEKXD6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Daytime Number
- Customer Daytime Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Mrs. [redacted] reached out to the executive office regarding the Front Wiper Transmission Corrosion Failure Recall. Per the customer, the dealership wasn't able to complete the recall due to a parts delay but once they received the parts they were able to repair the ball joints and the windshield wipers. She will take the vehicle to the dealership at the end of the week to complete the panel. Can you confirm when repairs are complete?

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

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843.

Sincerely,

Ty Whitfield
General Motors
Executive Liaison
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843

Email: tykeasha.whitfield@gm.com

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General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 06/20/17

320 DOLLARS 54 CENTS

AMOUNT 320.54

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO: BB 000000125
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/20/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNALBEK8DZ [redacted]	06/19/17	VM [redacted]	00.0000	320.54	.00	320.54
			TOTAL	320.54	.00	320.54

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE 06/20/17 | 266 DOLLARS | 42 CENTS | AMOUNT 266.42

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000063

VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 06/20/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFLEEK2DZ [redacted]	06/19/17	VM [redacted]	00.0000	266.42	.00	266.42
			TOTAL	266.42	.00	266.42

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1 - 72PC900100200- E933-12

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 213

DATE 06/20/17 | 186 DOLLARS | 96 CENTS | AMOUNT 186.96

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB-000000064
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/20/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLCEK8D6[redacted]8	06/19/17	VI[redacted] 8[redacted] 8[redacted]	00.0000	186.96	.00	186.96
				W3		
		TOTAL		186.96	.00	186.96

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

1 - 72PG900100201 - 693342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 06/20/17 | 104 DOLLARS | 00 CENTS | AMOUNT 104.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000083
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 06/20/17

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC	REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNFLEEK2D6	06/19/17	VM	[redacted]	00.0000	104.00	00	104.00
	8						

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	104.00	00	104.00

1 - 72P(3900100270- E93342

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 06/22/17 | 319 DOLLARS | 01 CENTS | AMOUNT 319.01

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO. BB 000000032
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/22/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALUEKOD6 [redacted]	06/21/17	VM [redacted] B [redacted]	00.0000	319.01	.00	319.01
				TOTAL 319.01	.00	319.01

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-730700100136-89334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE
06/21/17

214 DOLLARS 00 CENTS

AMOUNT
214.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000088
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 06/21/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNALDEK2DZ[redacted]	06/20/17	VM[redacted]	00.0000	214.00	.00	214.00

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID

DATE 06/23/17 | 344 DOLLARS | 84 CENTS | AMOUNT 344.84

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO: BB.000000026
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 06/23/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLXE37D6 [redacted]	06/22/17	VM [redacted] 8- [redacted]	00.0000	344.84	.00	344.84

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID VOID

DATE 09/12/17

276 DOLLARS 00 CENTS AMOUNT 276.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank, N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]

SIGNATURE

[redacted]

VENDOR
DUNS NO 88 000000051
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 09/12/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALWEK4D6[redacted]	09/11/17	VM[redacted]	00.0000	276.00	.00	276.00
			TOTAL	276.00	.00	276.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1 - 7DRIV00100150- E9334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE
09/22/17

423 DOLLARS 55 CENTS AMOUNT 423.55

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000026

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

VENDOR NAME CHRYS B DAVIS

PAYMENT DATE 09/22/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLVEK4D6[redacted]	09/22/17	VM [redacted] 8[redacted]	00.0000	423.55	.00	423.55

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	423.55	.00	423.55

1-7F4P900100137-E933

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

Caller English

System [1:20:38 PM]:

Welcome to chat.

Anjelica [1:20:45 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Hello! Thank you for contacting Chevrolet Customer Assistance! My Name is Anjelica. How may I assist you today?

[redacted] [1:21:27 PM]:

Hello, I have a 2011 Equinox and my wipers just suddenly stopped during driving in the rain

[redacted] [1:21:52 PM]:

I see there is a recall on 2013 Equinox for this issue. Is there one for a 2011 Nox

Anjelica [1:22:31 PM]:

I can look into this for you. May I have your VIN and mileage please?

[redacted] [1:22:36 PM]:

yes

[redacted] [1:23:06 PM]:

2GNALBEC8B1[redacted]

[redacted] [1:23:25 PM]:

I'm not sure of the exact mileage but I think it is about 85,000

[redacted] [1:24:07 PM]:

well that is the milage on the old motor....I just put a brand new motor in it a month ago!

Anjelica [1:24:24 PM]:

Thank you.

Anjelica [1:25:34 PM]:

I do not see any recalls on your vehicle for this concern.

[redacted] [1:26:42 PM]:

that figures, it looks like this car is a lemon, I just bought the thing in Feb and I have already had to put $3,800 for a brand new motor, now looks like I will have to add $300 more for a wiper transmission

[redacted] [1:26:55 PM]:

because Chevy does not want to take responsibility for making this junk

[redacted] 1:27:00 PM]:

and they are not going to do anything

Anjelica [1:27:36 PM]:

I do apologize for this frustration with your vehicle. Did you already have the vehicle diagnosed at a GM dealership?

[redacted] [1:28:10 PM]:

This will definitely be the LAST GM product I ever buy! I have had Honda's that had over 300,000 miles on them and never had any trouble other than normal wear and tear, Honda's don't have problems like this

[redacted] [1:28:19 PM]:

GM cars are crap!

[redacted] [1:28:51 PM]:

no but since we have a tropical storm coming and I obviously wont be able to drive in the rain I have to have it fixed asap

Anjelica [1:30:52 PM]:

I understand. I do apologize for this. I have started a case on this. Your case number is: 8-[redacted] Once you have it diagnosed by a GM dealership if you need further assistance you can contact us back by phone, or chat for further assistance with this.

Caller [redacted] left the call.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID

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

Caller English

System [11:00:37 AM]:

Welcome to chat.

[redacted] [11:00:52 AM]:

Good morning.

Emily [11:01:05 AM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Emily, how may I assist you today?

[redacted] [11:03:24 AM]:

I have a question regarding a Recall on a 25948436 Wiper Linkage on our 2011 1 Chevrolet Equinox VIN: 2GNFLNECOB6[redacted]

Emily [11:04:06 AM]:

I am not showing that VIN as valid. Could you please check it again?

[redacted] [11:05:37 AM]:

2CNFLNECOB6[redacted]

Emily [11:06:29 AM]:

Thank you. Just to let you know, the character after the C is a zero.

Emily [11:06:46 AM]:

I do not see any open recalls on your vehicle at this time.

[redacted] [11:09:35 AM]:

Emily, The mechanic who fixed our Wiper Linkage stated that there have been so many Wiper linkages fixed on these cars that there would be a recall in the next year. I am wondering if this cost could be reimbursed to us. We purchased the car and this happened on our vacation while it was raining. The cost is $215. 02.

[redacted] [11:09:41 AM]:

[redacted]

[redacted] [11:10:24 AM]:

I am very sorry that this happened to you. Regrettably, there are no recalls and a mechanic is not able to tell you whether or not there will be a recall on this at any time.

Emily [11:11:22 AM]:

Have you discussed reimbursement with a local dealership?

[redacted] [11:12:40 AM]:

So if it does become a recall how will we know? Does there have to be a number or threshold of this part for it to become a recall! The local dealship stated that this would be a GM concern.

Emily [11:15:01 AM]:

If this were to become a recall and it was attached to your vehicle you would be notified. When recalls are issued we send letters to the owners of the affected vehicles. As far as how recalls are issued, this is not something I am able to discuss. I have no information on how they are issued or how it is decided that it will become a recall.

[redacted] [11:15:34 AM]:

Thanks Emily.

[redacted] [11:15:48 AM]:

Have a good day.

Emily [11:16:21 AM]:

If it does become a recall, you may be eligible for reimbursement. If you could provide your address I can update our records to reflect your ownership. This will help to ensure that you get a letter.

[redacted] [11:18:46 AM]:

[redacted]

Emily [11:19:45 AM]:

Thank you. What is the approximate mileage of your vehicle?

Caller [redacted] left the call.

Call Disconnected

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID VOID

DATE 08/29/17

299 DOLLARS 85 CENTS

AMOUNT 299.85

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000080

VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/29/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK0D6 [redacted]	08/28/17	VM [redacted]	00.0000	299.85	.00	299.85
				W3		
			TOTAL	299.85	.00	299.85

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

General Motors - Policy Evaluation Tool

Date: 07/11/2017

Customer Information

First Name [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 2GKFLVEK3C6[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/26/2015
Job Card Date: 07/07/2017
Days out of Warranty: 773

Mileage

Component's Warranty End Mileage (Miles): 36,275
Current Mileage: 71,000
Miles out of Warranty: 34,725

Repair

Total Repair Cost At Warranty Rates: $264.50
Job Card / Repair Order : TIER2
Repair Group: Body Hardware and Trim

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $145.48 - $198.38
Cust/Dlr Participation Amount: $66.12 - $119.02
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

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

Caller English

System [7:21:40 PM]:

Welcome to chat.

Destiny [7:21:58 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Destiny. How may I assist you today?

[redacted] [7:23:40 PM]:

I have a 2012 chevy equinox and my windshield wipers are no longer operational. THe motor runs and the wipers can be moved manually but the motor and wipers aren't working together THere is a recall for 2013 chevy equinox for windshield wipers, is there a way to have my vehicle reviewed or inspected to see if that recall applies to my 2012 equinox?

Destiny [7:25:30 PM]:

I apologize about the concern you are having with the vehicle at this time. I will be more than happy to document your concern here in our system for review by many departments with General Motors. Has the vehicle been diagnosed by a Chevrolet dealer?

[redacted] [7:25:51 PM]:

No I haven't taken it in yet.

[redacted] [7:26:45 PM]:

I called and asked about the 2013 model recall and they said I would need to contact GM

Destiny [7:28:53 PM]:

I can document your concern for review, but I will assure you that it is a process and I am unsure of how long it will take for review. General Motors does not review a recall for one specifc vehicle but for several vehicles.

Destiny [7:28:59 PM]:

In order to better assist you, can you please provide me with the VIN and estimate mileage for your vehicle?

[redacted] [7:29:13 PM]:

yes one moment please

[redacted] [7:30:34 PM]:

2GNFLGEK3C6[redacted]

[redacted] [7:30:39 PM]:

151000 miles

Destiny [7:31:51 PM]:

Thank you for that information! Can you also verify your home address? This is to ensure our records are up to date for recall purposes.

[redacted] [7:32:09 PM]:

[redacted]

Destiny [7:34:42 PM]:

Thank you [redacted] for that information! I have create your case here in our system for review. I would recommend getting the vehicle diagnosed by your Chevrolet dealer. As the diagnostic and repair cost may be at your expense, if GM releases a recall for your vehicle on the wipers later you can possibly submit for that reimbursement.

[redacted] [7:35:09 PM]:

Thanks for your help.

Destiny [7:35:25 PM]:

You're very welcome! Your case number is 8[redacted]

Destiny [7:35:36 PM]:

Is there anything else I can assist you with today?

[redacted] 7:35:51 PM]:

No that's all, thanks again

Destiny [7:35:59 PM]:

You're very welcome!

Destiny [7:36:03 PM]:

Thank you for contacting Chevrolet Customer Assistance! If you have any further questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

DATE 07/03/17

396 DOLLARS 21 CENTS

AMOUNT 396.21

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR -1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

VENDOR DUNS NO BB 000000066

VENDOR NAME [redacted]

PAYMENT DATE 07/03/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK0D1 [redacted]	06/30/17	VM [redacted]	00.0000	396.21	.00	396.21
TOTAL				396.21	.00	396.21

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

VOID VOID VOID

1 - 7476500100180- 00734

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 07/10/17 | 432 DOLLARS | 05 CENTS | AMOUNT 432.05

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR
DUNS NO. BB 000000011
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/10/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALFEK7D6[redacted]	07/07/17	VM[redacted] 8-[redacted]	00.0000	432.05	.00	432.05
			TOTAL	432.05	.00	432.05

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1 - 75RKU0010000v5- 69334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID

DATE 07/20/17

54 DOLLARS 00 CENTS AMOUNT 54.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000065
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 07/20/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLCEK1D6[redacted]	07/19/17	VM[redacted]	00.0000	54.00	.00	54.00

VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	54.00	.00	54.00

1 - 771840010013a- E0334

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE
11/24/17

260 DOLLARS 76 CENTS AMOUNT 260.76

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
VENDUNS NO BB 000000035
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 11/24/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLXE33D6 [redacted]	11/[redacted]	VM [redacted]	00.0000	260.76	.00	260.76
			TOTAL	260.76	.00	260.76

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID

Customer

[redacted]

Vehicle

Chevrolet Equinox 2012
2GNFLEEK0C6[redacted]
Mileage Now: 117000 mi
Warranty Start: 04/21/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	Vehicle has > 100,000 miles Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Ivan Agustin --> 1-866-790-5700 Ext # 5911741

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID VOID VOID

DATE 07/05/17 | 263 DOLLARS | 64 CENTS | AMOUNT 263.64

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

VOID VOID VOID VOID VOID VOID VOID

[redacted]

VENDOR DUNS NO 88 000000073

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 07/05/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALUEK1D6 [redacted]	07/04/17	VM [redacted] 8- [redacted]	00.0000	263.64	.00	263.64

VOID VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	263.64	.00	263.64

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

Caller English

System [9:29:11 AM]:

Welcome to chat.

Jasmine [9:29:21 AM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance, [redacted] My name is Jasmine. How may I assist you today?

Jasmine [9:30:12 AM]:

Thank you for chatting in with us. I am here to answer any questions you may have.

[redacted] [9:30:34 AM]:

How do I, or where can I file a safety issue with GM on my 2014 Equinox

Jasmine [9:31:45 AM]:

You have contacted the correct department to file a concern with your vehicle. I would be more than happy to document your concern and assist you via chat. We are sorry to hear that you are having a concern with your 2014 Chevrolet Equinox, [redacted] May I please be informed of your concern?

Jasmine [9:34:06 AM]:

Are you still there?

[redacted] [9:34:21 AM]:

The wipers failed, stopped wiping in the middle of a heavy rain storm while drive on the expressway. Thankfully able to slow down enough to pull off to the side, very scary! Called dealer and was informed that my warranty expired in January of 2017. In researching the repair I discovered that Equinox 2013 and I think other years had a recall for the exact failure on my vehicle. The repair mechanic call GM verified the recall on 2013's, the failure on my vehicle 2014 and GM unwillingness to pay for this vehicle repair. The unbelievable irony of this safety issue is that when the repair part arrived the it clearly stated "Recall" on the label. It was like giving me the middle finger along with the bill. GM should add 2014 and any other vehicles using this component to their wiper recall due to safety concerns before someone gets seriously injured. Thanks for considering this safety concerns.

Jasmine [9:36:09 AM]:

Thank you for that information! We are sorry to hear that you are having a wiper concern with your vehicle and it happened during rainy conditions. I would be glad to document your concern. May I please have your VIN, mileage, mailing address, e-mail, phone number and the name of the dealership that repaired your vehicle?

[redacted] [9:37:05 AM]:

This will take a few minutes

[redacted] [9:37:28 AM]:

[redacted]

Jasmine [9:37:37 AM]:

Sure thing!

[redacted] [9:38:00 AM]:

[redacted]

[redacted] [9:38:56 AM]:

Johnson Automotive, Big Rapids Mi, Independant Mechanic

Jasmine [9:40:27 AM]:

Thank you! I have located your VIN within my system with the contact information that you provided. I have also began documenting your concern. Your case number will be 8-[redacted] To clarify, Johnson Automotive is a non-GM dealership that completed the repair?

[redacted] [9:41:24 AM]:

Vin 2gnflce34e6[redacted]

[redacted] [9:42:16 AM]:

Yes

Jasmine [9:42:45 AM]:

Thank you for your VIN and clarifying that for me. Are you currently having any concerns with your vehicle?

[redacted] [9:43:16 AM]:

No

Jasmine [9:44:53 AM]:

Wonderful to hear! Thank you for bringing this to our attention. We are sorry to hear that this has happened to you and I have fully documented your concern in a case. Your case number is 8-[redacted] Our safety team regularly reviews case details and will be informed of your concern. Is there anything else I may assist you with today, [redacted]?

[redacted] [9:45:19 AM]:

Yes

Jasmine [9:45:49 AM]:

Okay. May I have your additional question?

[redacted] [9:46:05 AM]:

Will I receive a an email transcript of this chat?

Jasmine [9:46:42 AM]:

You have the option of saving, downloading or printing this chat once we have concluded it.

[redacted] [9:47:10 AM]:

Can you point me to the appropriate governmental agency to report this safety concern to?

[redacted] [9:48:29 AM]:

What follow up will I receive from GM on my safety complaint?

Jasmine [9:48:57 AM]:

We have documented your concern within our system. We will be in contact with the appropriate personnel. However, if you would like, you can contact National Highway Traffic Safety Administration.

Jasmine [9:49:39 AM]:

National Highway Traffic Safety Administration can be contacted at 888-327-4236.

[redacted] [9:51:03 AM]:

What follow up will I receive from GM on this safety complaint?

Jasmine [9:51:31 AM]:

Please allow me 3-5 minutes to check into this for you, [redacted]

Jasmine [9:55:21 AM]:

Thank you for holding, [redacted] Based on some additional research, our safety team will make contact with you only if we do issue out a recall or special coverage (extended warranty) on the component that failed.

[redacted] [9:56:21 AM]:

That's disappointing!

Jasmine [9:56:33 AM]:

Sorry that you feel this way, [redacted]

[redacted] [9:56:50 AM]:

How do I follow up on this safety issue?

Jasmine [9:58:22 AM]:

We have documented your concern with your vehicle. We are glad to hear that you are no longer having this concern.

[redacted] [9:59:14 AM]:

Is there a phone number I can call to follow up on my case number?

Jasmine [9:59:31 AM]:

Yes there is. The phone number will be 800-222-1020.

[redacted] [10:00:17 AM]:

Thanks

Jasmine [10:00:20 AM]:

You're so very welcome! If you have additional questions or concerns, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. Or you may call in at 1-866-790-5600. Thanks again for visiting us today!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 07/05/17 | 219 DOLLARS | 10 CENTS | AMOUNT 219.10

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO 68 000000081

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 07/05/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLNEK8D6[redacted]	07/04/17	VM 8-1EP6RB1 8-1EP6RB1	00.0000	219.10	.00	219.10

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	219.10	.00	219.10

[redacted]

CERTIFIED MAIL

[redacted]

[redacted]

1000

[redacted]

53209

U.S. POSTAGE
PAID
LINDEN, AL
36748
MAY 30, 17
AMOUNT

$6.80

R2305E123479-02

RETURN RECEIPT
REQUESTED

6/2

RECEIVED JUN 3

[redacted]

May 27, 2017

Mr. Jeffery M. Boyer
Vice-President Global Vehicle Safety Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

Dear Mr. Boyer,

I am writing to you, in hopes that you can help me, since I have gotten no where with the rest of your employees. I have been in touch for over a year now with your company concerning my 2013 Chey Equinox. My case number is 8[redacted] I also called your company about my problem on 10/24/16 and 03/07/17.

I was driving in a terrible thunderstorm one afternoon when my windshield wipers went out. Luckily I had put rain dance on my windshield allowing me to see enough to pull over and wait the storm out. The next day I took my Equinox in to have the wipers replaced. They replaced them and charged me $303.57, which I have attached a copy of the bill. They explained to me that a little plastic ball had to be replaced. I asked them why a plastic ball cost $303.57 and they said that in order to fix it they had to replace the whole unit. So I paid it. Then months later I get a notice that there is a recall on the windshield wipers I then call your company. They said that I would be reimbursed, as soon as, they figured out what they were going to do about the recall replacement. After a few months they sent me a form ti fill out for my reimbursement and to take to my local dealer. I did as I was told, only to be rejected saying that it was a different part being recalled and not the one I paid for. I was livid and still am! How would I have known whatthe part was if I had not been told. Also, I have copies of my initial paperwork and the paperwork that I received after the new replacement part Was put in on the recall. They are identical. This is ridiculous! I should be reimbursed. I work hard for my money and expect people to do what they say they are going todo instead of looking for ways to get out of paying a customer. I know several people with equinoxes that have had the same problems with windshield wipers, transmissions and the burning of oil to the point of not having any. I am asking you to please reimburse me my

owed money. If you company cannot make good on it's word, than I have no choice but to take legal action against you and possibly start a class action suit against your company because of all of the problems that the Equinox has caused me and many others.

Please consider my claim and act as soon as possible.

WINDHAM MOTOR CO., INC
1344 HWY 80 EAST * P.O. BOX 1096
DEMOPOLIS, ALABAMA 36732
334-289-0370
WWW.WINDHAMMOTORCO.COM

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
2GNALDEK1D1[redacted]	55987	05/27/15	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
13	CHEVROLET	EQUINOX		[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]	- -	5604	00/00/00	333	CHARGE

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	10/29/12	20	55987	05/26/15	10/29/12	2.4L L4 DIR DOHC 16V

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GM. THIS SURVEY IS VERY IMPORTANT, AND OUR REPORT CARD WITH GM.

PLEASE COMPLETE SURVEY AND SEND IN. WE NEED COMPLETELY SATISFIED ON EVERY QUESTION. ANYTHING LESS IS FAILING. PLEASE CALL US IF YOU CAN'T GIVE US COMPLETELY SATISFIED.

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						

Com Customer states the windshield wiper motor you can hear come on but will not work....check and advise
Cau The windshield wiper transmission is inoperable causing the customers concern.
Cor Replaced the windshield wiper transmission.

	A14		C	123.96
25948436	TRANSMISSION	1	C	164.78
		Line Total.....		288.74

Parts	164.78
Sales Tax	14.83
Labor	123.96
TOTAL-CUST-CRCARD	303.57

COPY

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

WINDHAM MOTOR CO., INC.

1344 Hwy. 80 East * P.O. Box 1096
Demopolis, Alabama 36732
Sales and Service
Phone (334) 289-0370

BUICK

CHEVROLET

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2GNALDEK1D1[redacted]	99849	99849	05/15/17 08:23	05/17/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHEVROLET EQUINOX ()	00225	PARTIAL-COMPLETE-

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				10/29/12	10/29/12	20	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]			[redacted]	BROOKE JOHNSON (333)	2.4L L4 DIR DOHC 16

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GM. THIS SURVEY IS VERY IMPORTANT TO US, AND OUR REPORT CARD WITH GM.

PLEASE COMPLETE SURVEY AND SEND IN. WE NEED COMPLETELY SATISFIED O EVERY QUESTION. ANYTHING LESS IS FAILING.
PLEASE CALL US IF YOU CAN'T GIVE US COMPLETELY SATISFIED.

X _____

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	9102504		A90		Warranty	

Concern 25302: ZPSR - Product Safety Recall - Front Wiper Transmission corrosion Failure - (08/16/2016)

Correction 25302: ZPSR - Product Safety Recall - Front Wiper Transmission corrosion Failure - (08/16/2016)

Part Number	Description	Qty.
84241847	MODULE	1
15259076	PLUG	1

B *		A10		Customer	$0.00

Concern Customer states vehicle is burning oil customer checked the oil last week it was low added oil and had oil changed on 5/10/17 due too no oilon the stick. check and advise

Correction Advised customer that we would have to perform the oil consumption test in order to proceed and would have to perform the oil change to check the consumption every 500-1,000 miles.

Line Total... $0.00

COPY

[redacted]	VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
	2GNALDEK1D1[redacted]	99849	99849	05/15/17 08:23	05/17/17	[redacted]
	VEHICLE DESCRIPTION				TAG NO.	STATUS
	2013 CHEVROLET EQUINOX ()				[redacted]	PARTIAL-COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				10/29/12	10/29/12	20	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]			[redacted]	BROOKE JOHNSON (333)	2.4L L4 DIR DOHC 1

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

COPY

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspectio by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

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

Caller English

System [8:58:16 AM]:

Welcome to chat.

Destiny [8:58:30 AM]:

Thank you for contacting GMC Customer Assistance [redacted] My name is Destiny. How may I assist you today?

[redacted] [9:00:43 AM]:

i have been having major engine issues with my car 2010 Equinox since i purchased it, it has been in you all shop in Union city Ivory Cheverlet many of times and im still having the same issues and i was told that im out of warranty now with the warrant i purchased. i need assistance asap

[redacted] [9:01:05 AM]:

check engine light on

Destiny [9:01:46 AM]:

I apologize about the concern you are having with the vehicle at this is time. Is the vehicle currently at the dealership?

[redacted] [9:03:14 AM]:

transmission acting up, loss of engine power, ac condensor went out that i just had done in april, weindshield wiper transmission gone,

[redacted] [9:04:13 AM]:

yes it is at dealership. fred is my service rep [redacted]

Destiny [9:04:41 AM]:

Did they provide you with an estimate repair cost?

Destiny [9:07:03 AM]:

I am more than happy to help, I just want to make sure you are still there.

Destiny [9:09:03 AM]:

Due to no response, I will need to disconnect the chat at this time. If you need further assistance, please do not hesitate to chat back in with us. We are here to chat Monday-Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. Thank you for visiting us!

Call Disconnected.

Customer

[redacted]

Vehicle

GMC Terrain 2012
2GKALWEKXC6[redacted]
Mileage Now: 101000 mi
Warranty Start: 06/16/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Completed SR Data Share

Robert Bartoski/CAC/WMI/T2/LVL0

Please review the Assessment, and share your Action Plan with me by the end of the next business day.
Customer's concern: Customer states that there is an issue with her vehicle with regards to the windshield wipers and she said the dealership told her that there are no applicable warranties left to cover the repair so she is calling in for cost assistance.
I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle has > 100,000 miles Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Robert Bartoski --> 1-866-790-5700 Ext # 5921768

Customer

[redacted]
Anytime

Vehicle

Chevrolet Equinox 2010
2CNALDEW7A6[redacted]
Mileage Now: 109000 mi
Warranty Start: 05/26/2010

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

Reason: Customer is requesting cost assistance to replace the Windshield wiper quoted 257.00 for repair offered 10% discount. Customer states she is not satisfied with this as there is a recall for other vehicles.
Expectation: Advised that recalls are vin specific. I advised the customer that I will connect with the CEM for further assistance. I advised that either the CEM or my self will be in contact with him within 48 business hours.

Please review the Assessment, and share your Action Plan with me by the end of the next business day.
Customer's concern: The vehicle is now at the dealership and customer wants to expedite the case. She is seeking repair assistance
I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Celena Conanan --> 1-866-790-5700 Ext # 5914784

EMPOWERMENT PORTAL

Search | Policy Evaluation Tool | Guidelines and Resources

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

*** First Name** [redacted]

*** Last Name** [redacted]

Phone Number

Vehicle / Coverage

Dealer BAC 111[redacted]

*** Full VIN** 2CNALDEW7A6[redacted]

Make Chevrolet

*** Component Warranty Coverage** Bumper to Bumper Coverage

*** Repair Group** Body Hardware and Trim

Time

*** Component's Warranty End Date** 05/26/2013

*** Job Card Date** 07/11/2017

Days Out of Warranty 1,507

Mileage

*** Component's Warranty End Mileage** 36,003

*** Current Mileage** 109,000

Miles Out of Warranty 72,997

Reasons For Policy Adjustment

*** Primary reason for policy adjustment** Other

Repair Information

*** Total Repair Cost (Warranty Rates)** $258.00

*** Job Card / Repair Order #** TIER2

Results

GM Participation Amount	$0.00 *	**Customer / Dealer Participation Amount**	$258.00
Agreed Upon Customer / Dealer Participation Amount			

Print | Reset | Edit | Home

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID VOID VOID VOID VOID

DATE 07/24/17 | 440 DOLLARS | 34 CENTS | AMOUNT 440.34

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000038
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/24/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK0D1 [redacted]	07/21/17 [redacted]	VM [redacted]	00.0000	440.34	.00	440.34
			TOTAL	440.34	.00	440.34

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

VOID VOID VOID VOID VOID VOID VOID

1 - 77CAK0010179-193342

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

Caller English

System [3:35:13 PM]:

Welcome to chat.

Lakeshia [3:36:06 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. 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.

Lakeshia [3:38:35 PM]:

Thank you for chatting in. I am here to assist you. Are you still there?

[redacted] [3:38:41 PM]:

Hello, My dad's 2011 Equinox is in service now for replacement of the windshield wiper motor transmission and the service manager says the recall for that problem is only for specific VINs. There are countless complaints online for the same problem with the 2011 Equinox as well as other years. It seems that the wiper transmission can't handle higher speeds since most of the complaints mention that they were driving in heavy rain. My son in-law had the same problem years ago with another GM vehicle.

[redacted] [3:39:12 PM]:

It seems that this problem is not limited to the Equinox.

Lakeshia [3:39:20 PM]:

Okay. I am certainly sorry to hear that the motor went out in that wipe.

Lakeshia [3:39:24 PM]:

I mean wiper.

Lakeshia [3:39:40 PM]:

Any type of recall or special coverage is VIN/Vehicle specific.

[redacted] [3:40:17 PM]:

I understand, but in this case, it appears there should be a broader recall.

Lakeshia [3:40:20 PM]:

If your father's vehicle is not included in the recall/Special coverage, there will be no coverage for it and there is no way to request that it is added onto a recall or special coverage.

Lakeshia [3:40:42 PM]:

If there is a recall at a certain plant, vehicles with parts from that particular plant will have the recall.

Lakeshia [3:40:54 PM]:

Did your father purchase the vehicle new or used?

[redacted] [3:41:48 PM]:

It was purchased new. With the number of complaints that exist, in complaint forums, youtube, etc. I don't see how GM does not know the problem is broader than has been admitted.

Lakeshia [3:42:29 PM]:

The decision as to which vehicles are included are made at another area and level of General Motors.

Lakeshia [3:42:48 PM]:

Did they give you an estimate for the wiper yet?

[redacted] [3:43:27 PM]:

Yes, it is at the shop now, Mike Anderson Chevrolet in Merrillville, IN. They quoted $245.56

Lakeshia [3:43:34 PM]:

Okay.

Lakeshia [3:43:49 PM]:

What is your fathers, name, phone number, and email address if he has one?

[redacted] [3:44:59 PM]:

[redacted] [redacted] current address is [redacted]

Lakeshia [3:46:26 PM]:

Can I have the current mileage and last 8 characters of the vehicle's vin number please?

[redacted] [3:47:11 PM]:

VIN: B6[redacted]

[redacted] [3:47:32 PM]:

mileage when we dropped it off: 58405

Lakeshia [3:47:53 PM]:

Okay.

Lakeshia [3:49:04 PM]:

This concern has already been escalated. The senior advisor is scheduled to call your father tomorrow.

Lakeshia [3:49:50 PM]:

Some one contacted us yesterday regarding this concern.

[redacted] [3:52:27 PM]:

Yes, I reported it to Chevrolet, but also wanted to make sure GM was aware of yet another complaint. I did not know if that complaint would go to GM so they can look at the countless number of complaints just like this one. That's why I contacted you also. Does GM do anything or do we have to report it to the NHTSA for recall investingation?

Lakeshia [3:53:38 PM]:

You can file a safety complaint with the National Highway and Traffic Safety Administration at the link below.

Lakeshia [3:53:41 PM]:

[redacted]

[redacted] [3:53:53 PM]:

Ok, thank you.

Lakeshia [3:54:10 PM]:

Here is your reference number for your chat today. 8-[redacted]

Lakeshia [3:54:13 PM]:

You are most welcome! Is there anything else that I can assist you with today?

[redacted] [3:55:01 PM]:

No, I'll wait for the call tomorrow.

Lakeshia [3:55:32 PM]:

Okay.

Lakeshia [3:55:36 PM]:

Thank you for contacting Chevrolet Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 07/25/17 | 499 DOLLARS | 61 CENTS | AMOUNT 499.61

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000043
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 07/25/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLEEK6D6[redacted]	07/[redacted]	VM[redacted]	00.0000	499.61	.00	499.61
				W3		
			TOTAL	499.61	.00	499.61

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE 07/26/17 | 398 DOLLARS | 55 CENTS | AMOUNT 398.55

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000058 1

VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 07/26/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLWE35D6[redacted]	07/25/17	VM[redacted] 8-[redacted]	00.0000	398.55	.00	398.55

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL 398.55 .00 398.55

1-7710F001001 70-E9334

Customer

[redacted]

No preference

Vehicle

Chevrolet Equinox 2011
2CNALPEC1B6[redacted]
Mileage Now: 94475 mi
Warranty Start: 10/02/2010

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

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

Customer's concern: Customer's wiper blades quit running going 75 miles per hour down the interstate in Chicago. They just stopped running and you couldn't see anything. So I am asking for a repair coverage from GM for the wiper transmission. It costs $253.03 on invoice #[redacted] at Community Motors in Cedar Falls, Iowa.

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

Vehicle's owned by Customer:
GMC van - 1992
Malibu - 1980
Impala's - 2003 and 2006
Saturn - 2002
Equinox - 2011 and 2013
Chevette - 1977

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Anjelica Vargas --> 1-866-790-5700 Ext # 5913349

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

Caller English

System [1:20:38 PM]:

Welcome to chat.

Anjelica [1:20:52 PM]:

Your safety is very important to us at General Motors, so please remember to not use any hand held device whenever you're driving. Hello, [redacted] Thank you for contacting General Motors Customer Assistance! My name is Anjelica. How may I assist you today?

[redacted] [1:20:54 PM]:

Hello Gen.Motors,

[redacted] [1:21:10 PM]:

Hello GM,

Anjelica [1:24:27 PM]:

I am still here to assist you. I just want to make sure I didn't lose you! Are you still there, [redacted]?

[redacted] [1:24:27 PM]:

Yesterday I was chatting with Jennifer about my scary situation with my wiper blades that quit running going 75 miles per hour down the interstate in Chicago. Scariest moment ever when they just stopped tunning and you can't see anything. So I am asking for a repair coverage from GM for the wiper transmission. It costs $253.03 on invoice [redacted] at Community Motors 4521 University Ave. in Cedar Falls, Iowa 50613. I know there have been recalls on other years and it needs to be a recall on all products that were manufactured that have this wiper transmission. [redacted]

Anjelica [1:27:41 PM]:

Thank you. I can gather some information and a Senior Advisor can review your concern. I cannot guarantee any assistance with this but they will review it with your dealership to see what options are available. Did you purchase your vehicle, New or Used?

[redacted] [1:28:05 PM]:

New

Anjelica [1:28:31 PM]:

Thank you. What other GM brand vehicle have you owned?

[redacted] [1:29:33 PM]:

We have had Malibu's, Impala's, Equinox and a full sized GMC custom van at one time. We also had a Saturn ION at one time.

[redacted] [1:30:03 PM]:

My wife had a Chevette in 1977-1983) that goes back a ways.

Anjelica [1:31:32 PM]:

Thank you, if possible can you provide the year and model of the previously owned vehicles?

[redacted] [1:32:11 PM]:

Chevette - 1977

[redacted] [1:33:39 PM]:

GMC van - 1992, Malibu - 1980, Impala's - 2003 and 2006, Saturn - 2002, Equinox - 2011 and 2013.

Anjelica [1:33:50 PM]:

Thank you. I did read this was the first time this concern has happened on your vehicle, how long has the vehicle wipers not worked? Was this the first time it was diagnosed for the wiper concern?

[redacted] [1:34:49 PM]:

It happened Sunday 7/23/17 in a downpour in Chicago on the freeway. First time it's ever happened.

Anjelica [1:35:24 PM]:

Is the vehicle still at the dealership? or is it in your possession?

[redacted] [1:35:58 PM]:

It is in my possession now.

Anjelica [1:37:10 PM]:

Thank you for this information. Did you spend any money out of pocket for this concern as of yet? What is the best phone number and time to contact you on this concern?

[redacted] [1:38:17 PM]:

Yes, I gave you the invoice number earlier it was $253.03 it was repaired this morning. [redacted] You can call me anytime.

Anjelica [1:40:00 PM]:

You have already paid for the repair?

[redacted] [1:40:15 PM]:

yes.

[redacted] [1:42:16 PM]:

There was already a case # opened on this it is #8-[redacted]

Anjelica [1:43:04 PM]:

Thank you. I will send this information to a Senior Advisor to review. I cannot guarantee there will be any reimbursement but they will be in contact with you once it is reviewed. This should be within 1-2 business days.

Anjelica [1:47:48 PM]:

Are you still there?

[redacted] [1:49:01 PM]:

yes

Anjelica [1:49:19 PM]:

Was there anything further I can assist you with today?

[redacted] [1:49:33 PM]:

that's it, thank you.

Caller[redacted] left the call.

Call Disconnected.

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

Caller English

System [2:20:20 PM]:

Welcome to chat.

Jennifer [2:20:28 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GM Customer Assistance, [redacted] My name is Jennifer, how can I assist you today?

[redacted] 2:21:39 PM]:

Hi Jennifer,

[redacted] [2:21:51 PM]:

Hi Jennifer,

Jennifer [2:22:20 PM]:

Hello.

[redacted] [2:24:38 PM]:

Yesterday I was driving in Chicago freeway going 65 mph during a downpour and had to put the wipers on high and they immediately stopped. Super panic and could not see anything just hoping to not hit a car or a guard rail pulling over. This has never happened before and could have been a disaster. Had to wait 1.5 hours until it stopped raining to start again. I see there was a recall in 2013 for this wiper transmission why not all the cars if it is this dangerous?

Jennifer [2:26:06 PM]:

I apologize you had a concern with your wipers not working. Recalls are VIN specific. I would be happy to see if you have a Recall on your vehicle. May I gather some information from you that will allow me to assist you better?

[redacted] [2:26:31 PM]:

yes

Jennifer [2:26:36 PM]:

Thank you. May I please have your e-mail address, home mailing address, phone number, VIN and current mileage on the vehicle?

Jennifer [2:29:09 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [2:30:47 PM]:

Yes, my name is [redacted] and the VIN#2CNALPEC1B6[redacted]

[redacted] [2:31:13 PM]:

mileage is 94,475. 2011 Equinox.

Jennifer [2:31:59 PM]:

Thank you for the information.

Jennifer [2:32:09 PM]:

There is no Recall on your vehicle.

Jennifer [2:32:21 PM]:

Have you had the concern diagnosed by your dealership?

[redacted] [2:33:19 PM]:

I have an appointment for tomorrow morning. But I see this is an ongoing problem with GM wiper transmission arms.

Jennifer [2:35:07 PM]:

What is the name of the dealership doing the diagnostic?

[redacted] [2:38:11 PM]:

Community Motors - Chevrolet - Cadillac on 4521 University Ave., in Cedar Falls, Iowa 50613.

Jennifer [2:40:18 PM]:

Thank you. I have documented your concern in a case. The case number is 8-[redacted]. Please reference this number when contacting us regarding this concern. Once you have the diagnostic, please feel free to chat back with us and we can see if there is any assistance.

Jennifer [2:41:41 PM]:

Is there anything else I can assist you with?

[redacted] [2:41:57 PM]:

Thank you, I will let you know tomorrow morning.

Jennifer [2:42:05 PM]:

Great!

Jennifer [2:42:12 PM]:

I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. 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 time. Have a great day!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE 07/27/17 | 100 DOLLARS | 00 CENTS | AMOUNT 100.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000038
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/27/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK8D[redacted]	07/26/17	VM[redacted] 8-[redacted]	00.0000	100.00	.00	100.00
			TOTAL	100.00	.00	100.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

1-77YLV0010005-E933

General Motors - Policy Evaluation Tool

Date: 08/04/2017

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 2GNALBEKXF6[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 07/28/2017
Job Card Date: 08/04/2017
Days out of Warranty: 7

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 64,668
Miles out of Warranty: 28,659

Repair

Total Repair Cost At Warranty Rates: $262.18
Job Card / Repair Order : TIER2
Repair Group: Body Repair

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00
Cust/Dlr Participation Amount: $262.18 #
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

Customer

[redacted]

Vehicle

Chevrolet Equinox 2012
2GNFLDE58C6[redacted]
Mileage Now: 54000 mi
Warranty Start: 05/25/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[redacted]
Tier 2 CAC advisor: Mary Alvarez --> 1-866-790-5700 Ext # 5921467

Fields with an "*" are required

Customer Information

Owned By Business: ○ Yes ◉ No

*** First Name** [redacted]

*** Last Name** [redacted]

Phone Number

Vehicle / Coverage

Dealer BAC

*** Full VIN** 2GNFLDE58C6[redacted]

Make Chevrolet

*** Component Warranty Coverage** Certified Pre-Owned Coverage

*** Repair Group** Electrical

Time

*** Component's Warranty End Date** 09/01/2016

*** Job Card Date** 08/09/2017

Days Out of Warranty 342

Mileage

*** Component's Warranty End Mileage** 53,227

*** Current Mileage** 54,000

Miles Out of Warranty 773

Reasons For Policy Adjustment

*** Primary reason for policy adjustment** Just beyond terms of applicable warranty coverage (Time or Mileage)

Repair Information

*** Total Repair Cost (Warranty Rates)** $370.37

*** Job Card / Repair Order #** Tier2

Results

GM Participation Amount	$270.37	**Customer / Dealer Participation Amount**	$100.00 #
Agreed Upon Customer / Dealer Participation Amount			

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE 09/26/17

381 DOLLARS 86 CENTS

AMOUNT 381.86

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO. BB 000000015
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 09/26/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK4D6 [redacted]	09/25/17 8 [redacted]	VI [redacted]	00.0000	381.86	.00	381.86
			TOTAL	381.86	.00	381.86

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE		AMOUNT
08/17/17	264 DOLLARS 20 CENTS	264.20

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR
DUNS NO. BB 000000037
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 08/17/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALWEK4D6[redacted]	08/[redacted]/17	VM [redacted]	00.0000	264.20	00	264.20

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	264.20	.00	264.20

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID [redacted]
Original Author: Trisha Humphrey
New Author: Trisha Humphrey

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 246[redacted]

Service Agent: BICAL CHEVROLET CORP

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number:

Contact Email Address: [redacted]

Job Card*: [redacted]

Job Card Date: 09/14/2017

Reference Number: [redacted]

VIN: 2GNALBEK1D6[redacted] Investigate Vehicle History

Odometer: 59696

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

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

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

Description: * No customer complaint-Other issues

[redacted]

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

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

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	308.63	+	-
Sublet	1,514.12	+	-
<Make Selection>		+	-

Net Item Total: 1,822.75

Tax: 0

Deductible: 0

Total Before Taxes: 1,822.75

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Trisha Humphrey	Thu Sep 14 11:15:11 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

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2GNALBEK1D6[redacted]	[redacted]	2017-09-14

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Thursday, August 24, 2017 4:18 PM
To: 'Ed Collura'
Subject: RE: General Motors SR#8[redacted], [redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Afternoon,

Can you provide us with a repair estimate for the damage to the front bumper caused by the incident?

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Thursday, August 24, 2017 10:11 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

ok

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 10:11 AM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Not yet.

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

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Sent: Thursday, August 24, 2017 10:09 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted] [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Don't complete the recall ?

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 10:04 AM

To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Morning,

Please do not make any repairs to the vehicle. I will contact you once we have had the opportunity to review the photos.

Thanks

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Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

All pics taken

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Friday, August 18, 2017 4:02 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Dear Ed Collura,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, and required photo images 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

Image of concern and affected area – Windshield Wiper Transmission

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 dealerships warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

Customer Name: [redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8-[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

Thank you,

Wanda Harden
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Concentrix on behalf of General Motors
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Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

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From: Wanda Harden (C)
Sent: Friday, August 18, 2017 4:02 PM
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Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

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GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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General Motors Product Assistance Claims

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Not yet.

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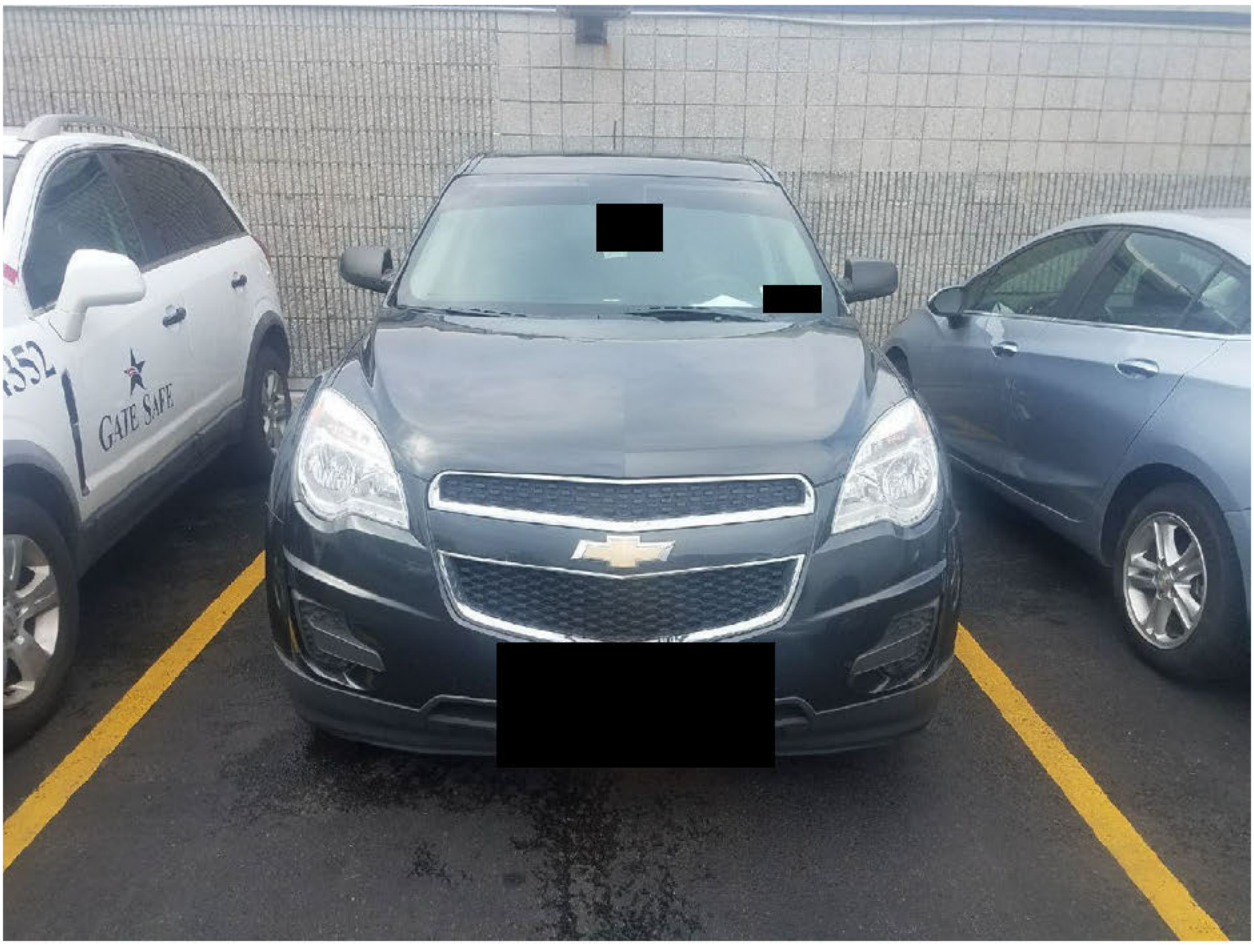
JONES DEALER PHOTO LOG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2GNALBEK1D6

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2013 Chevrolet Equinox

Style: LS Sport Utility 4D Change Style

Mileage: 56000 Change Edit Options Check Specs Print Report

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See Local Prices
(50 Equinox Listings Found)

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Show them a clean AutoCheck vehicle history report

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See if you can lower your monthly payment with rates from 2.49%* APR with AutoPay.

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Step 2: Find a dealer
Step 3: Get free quotes

Chevrolet ▾ Equinox ▾

ZIP Code: 11550 Start

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- Kelley Blue Book Best Buy Awards of 2017

Search: Find car values or features

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Wanda Harden (C)

From: Ed Collura <ed@bicalchevy.com>
Sent: Monday, August 28, 2017 9:35 AM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

I will have my body shop guy look at it today and give me an estimate

---

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 4:18 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

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Close-up image of concern

Vehicle Certification Label with VIN visible

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Customer Name: [redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: [redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

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Wanda Harden (C)

From:	Ed Collura <ed@bicalchevy.com>
Sent:	Tuesday, August 29, 2017 2:04 PM
To:	Wanda Harden (C)
Subject:	[EXTERNAL] RE: General Motors SR#8-[redacted], [redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request
Attachments:	[redacted] estimate page 1.jpg; [redacted] estimate page 2.jpg

Total estimate $1514.12 for the left front body work.. estimate attached

---

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 4:18 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Afternoon,

Can you provide us with a repair estimate for the damage to the front bumper caused by the incident?

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Thursday, August 24, 2017 10:11 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

ok

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Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

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Thanks

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Please do not make any repairs to the vehicle. I will contact you once we have had the opportunity to review the photos.

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GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
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Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], [redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

All pics taken

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Friday, August 18, 2017 4:02 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: General Motors SR#8-[redacted], [redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Dear Ed Collura,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, and required photo images 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

Image of concern and affected area – Windshield Wiper Transmission

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 dealerships warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

Customer Name:[redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

Thank you,

Wanda Harden

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CITY AUTO BODY

906 W. MERRICK RD, VALLEY STREAM, NY 11580
Phone: (516) 285-9409
FAX: (516) 285-1815

Worklile ID:
License Number: [redacted]

Preliminary Estimate

Job Number:

Customer [redacted]

Written By: [redacted]

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner: [redacted]

Inspection Location:
CITY AUTO BODY
906 W. MERRICK RD
VALLEY STREAM, NY 11580
Repair Facility
(516) 285-9409 Day

Insurance Company:

VEHICLE

2013 CHEV Equinox LS FWD 4D UTV 4-2.4L Gasoline Direct Injection

VIN: 2GNALBEK1D[redacted]
License:
State:

Interior Color:
Exterior Color:
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION
Automatic Transmission
Overdrive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
DECOR
Dual Mirrors
Tinted Glass
Console/Storage

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
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
SEATS
Cloth Seats
Bucket Seats
Reclining/Lounge Seats
WHEELS
Aluminum/Alloy Wheels
PAINT
Clear Coat Paint

8/29/2017 1:27:30 PM [redacted]

08/29/2017 01:30PM [redacted] CITY AUTOBODY PAGE 01/02

Aaron 3P

TY TY

Preliminary Estimate

Customer [redacted] **Job Number:**

2013 CHEV Equinox LS FWD 4D UTV 4-2.4L Gasoline Direct Injection

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	FRONT BUMPER & GRILLE							
2		R&I	R&I bumper cover				1.6	
3	*	Rpr	Bumper cover				2.0	3.0
4			Add for Clear Coat					1.2
5		Repl	LT Side retainer	84059892	1	14.50	0.1	
6	FRONT LAMPS							
7		R&I	LT R&I headlamp assy				0.3	
8	FENDER							
9	*	Rpr	LT Fender				4.5	2.2
10			Add for Clear Coat					0.9
11		R&I	LT Fender liner 1st design				0.4	
12	FRONT DOOR							
13	*	Rpr	LT Door shell				1.0	2.1
14			Overlap Major Adj. Panel					0.4
15			Add for Clear Coat					0.3
16		R&I	LT Belt wstrip 2nd design				0.3	
17		R&I	LT Lower molding				0.2	
18		R&I	LT Mirror assy black				0.3	
19	#	Repl	Car covers		1	5.00 T	0.2	
20	#	Subl	Hazardous waste		1	3.00 T		
				SUBTOTALS		**22.50**	**10.9**	**9.3**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				14.50
Body Labor	10.9 hrs	@	$ 55.00 /hr	599.50
Paint Labor	9.3 hrs	@	$ 55.00 /hr	511.50
Paint Supplies	9.3 hrs	@	$ 28.00 /hr	260.40
Miscellaneous				8.00
Subtotal				1,393.90
Sales Tax	$ 1,393.90	@	8.6250 %	120.22
Grand Total				**1,514.12**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**1,514.12**

MyPriceLink Estimate ID: 331845356604104704

PAGE 02/02 CITY AUTOBODY [redacted] 08/29/2017 01:38PM

2017

Wanda Harden (C)

From: Ed Collura <ed@bicalchevy.com>
Sent: Wednesday, August 30, 2017 11:32 AM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: General Motors SR#8[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

yes

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, August 30, 2017 11:12 AM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Morning,

Are the parts available for the repair to the body and recall?

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

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Total estimate $1514.12 for the left front body work.. estimate attached

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Thanks

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All pics taken

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To: Ed Collura <ed@bicalchevy.com>
Subject: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Dear Ed Collura,

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Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Image of concern and affected area – Windshield Wiper Transmission

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 dealerships warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

Customer Name: [redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8-[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

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Subject: RE: General Motors SR#8-[redacted], [redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

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Close-up image of concern

Vehicle Certification Label with VIN visible

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Customer Name: [redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8-[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

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Wanda Harden (C)

From: Wanda Harden (C)
Sent: Thursday, August 31, 2017 11:19 AM
To: [redacted]'
Subject: General Motors, 8-[redacted]

Good Morning,

I have been unsuccessful in my attempts to reach you at the telephone numbers that we have on file. At your earliest convenience, please contact me so that we can discuss our decision regarding your 2013 Chevrolet Equinox.

Thank You,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

Wanda Harden (C)

From:	Wanda Harden (C)
Sent:	Thursday, August 31, 2017 12:10 PM
To:	'Ed Collura'
Subject:	RE: General Motors SR#8[redacted] [redacted]2GNALBEK1D6[redacted]PAC Case Preliminary Request

Hello Ed,

The repairs to the to the front end bumper damage as a result of the incident are approved. If the repair amount exceeds the estimated amount of $1,514.12, please contact me prior to completing the repairs.

Once the repairs have been completed, please send me the final RO, I will provide you with a preauthorization number for the body repairs. Please submit for payment for the recall through the normal process. The recall work, repairs for the body damage and inspection time (photos/DTCs/repair estimate) should all be included on the same RO.

Call me if you have questions or need additional information.

Thank You,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Wednesday, August 30, 2017 11:32 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

yes

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, August 30, 2017 11:12 AM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8[redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Morning,

Are the parts available for the repair to the body and recall?

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Tuesday, August 29, 2017 2:04 PM

To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Total estimate $1514.12 for the left front body work.. estimate attached

---

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 4:18 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Afternoon,

Can you provide us with a repair estimate for the damage to the front bumper caused by the incident?

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Thursday, August 24, 2017 10:11 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], [redacted] 2GNALBEK1D6[redacted] PAC Case Preliminary Request

ok

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 10:11 AM
To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Not yet.

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Thursday, August 24, 2017 10:09 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Don't complete the recall ?

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Thursday, August 24, 2017 10:04 AM

To: Ed Collura <ed@bicalchevy.com>
Subject: RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

Good Morning,

Please do not make any repairs to the vehicle. I will contact you once we have had the opportunity to review the photos.

Thanks

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Ed Collura [mailto:ed@bicalchevy.com]
Sent: Thursday, August 24, 2017 9:31 AM
To: Wanda Harden (C) <wanda.harden@gm.com>
Subject: [EXTERNAL] RE: General Motors SR#8-[redacted], 2GNALBEK1D6[redacted] PAC Case Preliminary Request

All pics taken

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Friday, August 18, 2017 4:02 PM
To: Ed Collura <ed@bicalchevy.com>
Subject: General Motors SR#8-[redacted], [redacted]2GNALBEK1D6[redacted] PAC Case Preliminary Request

Dear Ed Collura,

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, and required photo images 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

Image of concern and affected area – Windshield Wiper Transmission

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 dealerships warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

Customer Name: [redacted]

Vehicle YMM: 2013 Chevrolet Equinox

SR Number: 8-[redacted]

VIN: 2GNALBEK1D6[redacted]

Allegation: Customer alleges the windshield wipers stopped working causing the vehicle to hit a divider damaging the vehicle.

If you need anything from PAC, please contact me.

Thank you,

Wanda Harden
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

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Wanda Harden (C)

From: Ed Collura <ed@bicalchevy.com>
Sent: Thursday, September 14, 2017 9:43 AM
To: Wanda Harden (C)
Subject: [EXTERNAL] SR 8[redacted], [redacted], 2gnalbek1d6[redacted]
Attachments: [redacted]INVOICE PAGE 1 OF 2.jpg[redacted] INVOICE PAGE 2 OF 2.jpg

Hello Wanda—The repairs to wipers and the front end bumper body work are completed.. Attached is a copy of the invoice.. In the body repair line I also included the rental charges he incurred.. total claim $1822.75.. I need the pre-auth # so I can submit for payment and reimburse the customer for the rental..

Thanks,

Ed Collura

Bical Chevy

[redacted]

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Thursday, September 14, 2017 11:34 AM
To: 'ed@bicalchevy.com'
Subject: Pre-Repair Authorization ID for payment using labor op 0600006 - [redacted]

Good Afternoon Ed,

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 246[redacted]

Dealer Contact Ed Collura

Dealer Email ed@bicalchevy.com

Dealer Fax

Job Card number [redacted]

Job Card Date 9/14/2017

VIN 2GNALBEK1D6[redacted]

Odometer 59696

Labor Op 0600006

Labor Time (hrs) estimate n/a

Dealer's mechanical warranty rate per hour n/a

Total Labor Estimate n/a

Parts total n/a

Car Rental/Hire (if applicable) $308.63

Sublet (if applicable) $1,514.12

Claim total $1,822.75

Claim total before taxes:1,822.75

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:9/14/17

Entered By:Trisha Humphrey

PAC Advisor: Wanda Harden

If you need anything from PAC, please contact me.

Wanda Harden
General Motors Product Assistance Claims

Concentrix on behalf of General Motors
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

BICAL CHEVROLET
709 WEST MERRICK ROAD
VALLEYSTREAM, NY 11580
516-285-6500 FAX: 516-285-7433

[redacted]

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
2GNALBEK1D6[redacted]	59696	59696	08/18/17 10:52	09/14/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHEVROLET EQUINOX LS ()	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		135.0					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV	NO COMMENT
		[redacted]		BRADLEY ALEXANDER (183)	

BICAL CHEVROLET ENJOYS OUR DIRECT REPUTATION FOR YOUR SATISFACTION. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMMENTS WILL ITEM TO TO

ACHIEVE OUR GOAL, YOU MAY BE RECEIVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. BE FAIR, OK!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A *	9102504		A33	0.50	Warranty	$63.61	
Concern	CUSTOMER REQUES RECALL 25302-FRONT WIPER TRANSMISSION CORROSION FAILURE						
Cause	RECALL						
Correction	COMLETE						

Part Number	Description	Qty	Unit Price	Ext. Price	Cost
84241847	MODULE	1	$121.24	$121.24	$65.89
15259076	PLUG	1	$5.98	$5.98	$3.25
			Parts Total...	$127.22	$69.14
	Total Hours: 0.50		Line Total...	$190.83	$69.14

B *		A99	0.00	Internal		$0.00	
Concern	CUSTOMER STATES THAT THE WIPERS ARE INOP						
Correction	RELATED TO LINE A						
		Total Hours:	0.00		Line Total...	$0.00	$0.00
C *	DIA	A99	0.00	Internal		$0.00	
Concern	CUSTOMER AUTHORIZES $169.95 DIAGNOSTIC CHARGE TO START						
		Total Hours:	0.00		Line Total...	$0.00	$0.00
D *		A99	0.00	Warranty		$0.00	
Concern	Customer states GENERAL MOTORS HAS AGREED TO PAY FOR THE BODY DAMAGE AS A RESULT OF WIPERS BEING INOPERATIVE.						
Cause	APPROVED BY WANDA HARDEN 866-446-6963 EXT 5921510. FAX 586-920-0673EMAIL WANDA.HARDEN@GM.COM						
Correction	SENT TO CITY AUTO BODY FOR REPAIR.. REPAIRED FRONT END BUMPER DAMAGEASAPPROVED BY WANDA.. ALSO APPROVED BY WANDA IS THE REIMBURSEMENT OF THE RENTAL VEHICLE CUSTOMER HAD WHILE DOWN IN SHOP AND BODY SHOP.. RENTAL$308.63.. TOTAL CLAIM $ 1822.75						

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2GNALBEK1D6[redacted]	59696	59696	08/18/17 10:52	09/14/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHEVROLET EQUINOX LS ()	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		135.0					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV	RO COMMENT
		[redacted]		BRADLEY ALEXANDER (183)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
D +	Continued						

Sublet Code	Vendor Name	PO# / Description		Cost
NIS	CITY AUTO BODY	PO# 3150	$1,514.12	$1,514.12
NIR	REIMBURSEMENT	RENTAL	$308.63	$308.63
		Sublet Total...	$1,822.75	$1,822.75
		Total Hours: 0.00	Line Total... $1,822.75	$1,822.75

Non-Customer Totals

	Acct.	Amount	Cost
W - Labor	46200	$63.61	$16.25
W - Parts	46000	$127.22	$89.14
W - Sublets	46600	$308.63	$308.63
W - Sublets	46600	$1,514.12	$1,514.12
TOTAL WARRANTY	26300	$2,013.58	

Customer Totals

	Acct.	Amount	Cost
TOTAL CUSTOMER		No Charge	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

Customer

[redacted]

Vehicle

GMC Terrain 2014
2GKFLXEK1E6[redacted]
Mileage Now: 67965 mi
Warranty Start: 10/03/2014

Status of vehicle/concern

Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Completed SR Data Share

Robert Bartoski/CAC/WMI/T2/LVL0

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Robert Bartoski --> 1-866-790-5700 Ext # 5921768

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 213

VOID VOID VOID VOID VOID VOID VOID

DATE 09/07/17

586 DOLLARS 79 CENTS AMOUNT 586.79

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000070

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 09/07/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEKOD6 [redacted]	09/06/17	VM [redacted]	00.0000	586.79	.00	586.79

VOID VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	586.79	.00	586.79

I - 7[illegible]WW00[illegible]

Check Inquiry

Account [redacted]
Inquiry Type : Single
Status : Stop On File
Posted From :05/31/2017
Posted To :08/29/2017
Check/Serial Number : [redacted]
Amount :
Sequence Number :
Issue Date :

#	Check/ Serial#	Amount (USD)	Issue Date	Sequence Number	Additional Info	Effective Date	Status	Request Image	Select All
1.	[redacted]	586.79				08/29/2017	Stop on File		☐

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

Caller English

System [5:24:06 PM]:

Welcome to chat.

Carlo [5:24:12 PM]:

Thank you for contacting General Motors Customer Assistance Center. My name is Carlo and I am here to assist you. How can I help you today?

[redacted] [5:24:23 PM]:

Hello,

Carlo [5:25:16 PM]:

Hi There, [redacted] How can I help you today?

[redacted] [5:27:26 PM]:

My wiper transmission stop working on my 2011 GMC Terrain on Thursday, 31 August 2017. The cost associated with it was $367. One of the servicemen advised me to contact GMC, because the same problem was happening to other GMC with a different VIN number than my car, that was a recall, and it was repaired at no cost. Why wasn't my vehicle included in the recall? Thank you

[redacted] [5:28:17 PM]:

My VIN is 2CTALMEC1B6[redacted]

Carlo [5:28:20 PM]:

I am sorry to hear [redacted] that you are having an issue with the wiper transmission on your 2011 GMC Terrain. In order for me to better assist you, I will need some additional information.

Carlo [5:28:48 PM]:

Thank you, [redacted]. I appreciate the VIN. Let me further check your VIN. Please give me a moment.

Carlo [5:32:07 PM]:

Hi, [redacted] Thank you for patiently waiting. We are in agreement with your dealership's response since I did not find any recall or special coverage that we can use to cover the repair. Open recalls and special coverages are VIN specific, so not all same year, make and models are necessarily affected.

Carlo [5:32:35 PM]:

Since your dealershp advised you to contact us for further assistance, let me open a case for you [redacted]

Carlo [5:32:52 PM]:

I need some more information in order to better assist you.

[redacted] [5:33:08 PM]:

OK

Carlo [5:33:42 PM]:

Before we continue, [redacted] for verification and security purposes, can you please confirm that the name and phone that you entered in the pre-chat form is accurate? If so, can I use your contact information to document your concern? You may respond with a yes or no.

[redacted] [5:34:02 PM]:

YES

Carlo [5:35:23 PM]:

Thank you, [redacted] May I have the complete name and address of your dealership? When was your last visit to the dealership in regard to this matter? Was that August 31, 2017?

[redacted] [5:36:51 PM]:

Wyatt Johnson Buick-GMC-Hyundai-Subaru-Mazda

[redacted] [5:37:26 PM]:

[redacted]

[redacted] [5:37:57 PM]:

My last visit was 1 September 2017.

Carlo [5:38:27 PM]:

Thank you, [redacted] How about the current mileage of your vehicle?

[redacted] [5:39:57 PM]:

At the time of service it was 72595, currently it is 72645

Carlo [5:41:32 PM]:

Thank you, [redacted]. Did you pay for the diagnosis fee?

[redacted] [5:42:18 PM]:

I paid $366.32.

Carlo [5:43:55 PM]:

I just need to clarify [redacted] Have you already paid for the repair or was the $366.32 amount is for the diagnosis fee only?

[redacted] [5:45:22 PM]:

I already paid for the repair. I don't see a diagnosis fee on my receipt. He told me to keep the receipt, and contact GM.

Carlo [5:46:06 PM]:

I see. So what specific form of assistance do you need from GMC [redacted]?

[redacted] [5:48:00 PM]:

Since this is a recall for GMC vehicles, can I get a refund for paying for a recall. He told me the same exact thing is happening to other GMC vehicles.

[redacted] [5:48:52 PM]:

I almost got in a bad accident, because it was pouring down raining and my wipers went out while I was driving.

Carlo [5:51:48 PM]:

Thank you, [redacted]. GMC is always happy to review our customer's request for assistance, especially for out of warranty repairs; however this is done on a case to case basis. What I would like to do [redacted] is to endorse your concern and request to one of our GMC Senior Advisors, who will work closely with you and your dealership. They will call you within the next one to two business days to further discuss your request. I have created a Service Request Number for you of 8-[redacted]. If you did not hear anything form us within the said period of time, then you may get back to us and provide the Service Request Number to my co Advisor.

Carlo [5:51:55 PM]:

I need to know your best time to be contacted [redacted]

Carlo [5:54:48 PM]:

Thank you for chatting [redacted] I am still here to assist you.

[redacted] [5:54:59 PM]:

After 4 pm. I feel since, the service advisor told me to contact GM shows that it is a valid concern. He said that just because my VIN number was not on the recall does not mean it will not be considered for repair.

[redacted] [5:56:39 PM]:

I feel that being a good GMC customer, I should be refunded the amount that I paid for the repair. Thank you.

Carlo [5:57:23 PM]:

Please know that all the information you have provided me will be available to them as well for their review. I also need your e-mail address [redacted] please, if you have one.

[redacted] [5:58:33 PM]:

personal email is [redacted] and my work email is [redacted]

Carlo [5:58:56 PM]:

Ok, so which is your primary e-mail address?

[redacted] [6:00:39 PM]:

I would not have know that this was a recall unless the dealership told me. He was a very nice gentleman and told me to make sure I follow up. He probably saw that I was still upset for that experience.

Carlo [6:01:49 PM]:

I see. Once again [redacted] we will definitely review your concern. I have already endorsed your case to one of our GMC Senior Advisors.

Carlo [6:01:54 PM]:

Is there anything else that I can do for you today?

Carlo [6:04:31 PM]:

Thank you for chatting [redacted]. I am still here to assist you.

Carlo [6:05:44 PM]:

I am ending this chat session due to no response, [redacted]. Thank you for contacting GMC 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 P.M. to 9:00 A.M. and Saturday from 8:00 P.M. to 9:00 A.M. Eastern Standard Time.

Call Disconnected.

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

Caller English

System [11:45:09 AM]:

Welcome to chat.

Willie [11:45:21 AM]:

Good Morning.

Willie [11:45:26 AM]:

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

[redacted] [11:45:31 AM]:

hi willie

[redacted] [11:46:01 AM]:

I am leasing a 2015 chevy equinox lt..

Willie [11:46:08 AM]:

Hello, [redacted].

Willie [11:46:35 AM]:

How may I assist you today?

[redacted] [11:46:37 AM]:

the lease over at the end of this coming January

[redacted] [11:47:27 AM]:

Last nite I was coming home from a mall on an interstate in pouring rain, and the windshield wipers completely stopped.

[redacted] [11:48:08 AM]:

i pulled over and wait for the rain to slow down or stop. i was a about 10 miles from home

[redacted] [11:48:56 AM]:

anyway. today i brought my car into my dealer and he just got back to me and said it was the motor. and i have to pay aprox $200

Willie [11:50:13 AM]:

I'm so sorry for that inconvenience and I know unexpected costs can be frustrating.

[redacted] [11:50:17 AM]:

i said its under warrenty for 3 years. he said that my milliage is over 36,000 miles (around 38,000 and its not covered) i have the 15, 000 mile a year plan

Willie [11:50:34 AM]:

Let me see what I can do for you today.

[redacted] [11:50:43 AM]:

when i purchased it, they said i wouldn't have to touch anything for my lease

[redacted] [11:51:04 AM]:

Listen willie, i just need some to vent to

[redacted] [11:52:16 AM]:

i stopped buying GM cars in 1985 when my Pontiac's transmission went in 3 years but it was covered.

[redacted] [11:53:05 AM]:

since then, i have bought Honda accords and Toyota camrys. and have had ZERO PROBLEMS.

[redacted] [11:54:39 AM]:

I started to going back to GM, my fathers company leasing a chevy malabu which i loved and now the equinex which is great. but this is turning me off on getting another gm car.

[redacted] [11:55:21 AM]:

honestly willie isn't there an implied warrenty, these items shouldn't go in 2 and a half years.

[redacted] [11:56:06 AM]:

im calling J D power to express my dissatafication with GM and chevy...

[redacted] [11:56:52 AM]:

lots of my friends say just stay away from American cars especially GM i just cant believe it.

Willie [11:57:05 AM]:

I understand this can be frustrating that the wiper motor went out. Let me check on my resources and let see what I can do.

[redacted] [11:57:47 AM]:

thanks willie but its just not right. honestly, i recently retired and this is bad

Willie [11:58:48 AM]:

I'm sorry to hear that but we appreciate you doing business with us.

[redacted] [11:58:50 AM]:

my and my one golfing buddy are the only two with American cars any more and they will bust my you know what when i tell them this the next time we golf

[redacted] [12:00:27 PM]:

January when the lease is up, i was looking at a the new style equinox, malabu or buick envision. no way now unless i get help. CRV, rav, escape here i come

[redacted] [12:00:48 PM]:

sorry will but im soo bummed out

Willie [12:02:57 PM]:

Don't worry, Sir. I will check this one for you.

[redacted] [12:03:40 PM]:

i know a a lot of people being a high school basketball coach and retired teacher and advisor of the largest Future Businesss leaders of America Club in PA... i know that word of mouth advertising is the most powerful.

[redacted] [12:04:13 PM]:

Sorry again willie, i have dumping on you but that part should not go in 3 years. no way, inferior

Willie [12:04:30 PM]:

I understand, Sir. But, have you had a chance to take your vehicle to the dealership to have it diagnosed?

[redacted] [12:05:19 PM]:

The van is at Fairway Chevelet dealer in Hazleton, PA 18202 right now, i just got the call on how much. when they told me.

Willie [12:05:48 PM]:

It's perfectly understandable that you're very upset about what's happened.

[redacted] [12:06:27 PM]:

I'm very lucky i wasn't killed on interstate 81 when i was traveling 65 mph with cars around me

[redacted] 12:07:26 PM]:

in a very bad thurder storm, check last nites forcast from the weather channel. my golf course got 2 inches of rain yesterday,

Willie [12:08:14 PM]:

That's dangerous that the wiper quit working while you're driving the vehicle.

[redacted] [12:09:48 PM]:

no [redacted] willie, that's what i said. sorry again venting. Can GM at least pay for the part, ill take crumbs at this point. but $ 200 dollars, oh my god. on something that IVE NEVER SEEN GO in less than 3 years on any car

[redacted] [12:10:16 PM]:

They just don't go bad. and usually last the life of the car

[redacted] [12:10:24 PM]:

It just not right

Willie [12:11:39 PM]:

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

Willie [12:13:00 PM]:

Let me check this one.

Willie [12:13:25 PM]:

What is the VIN of the vehicle? To make it easier, all I need are the last 8 digits.

[redacted] [12:14:48 PM]:

here is my phone number willie.. [redacted] i have to go very soon to take my granddaughter to pre school. i might add in my wife [redacted] where i know the windshield wiper won't stop. whatever you can do, I'd appreciate it . if you cant don anything willie , i understand. here is my email also [redacted] and my cell number [redacted] 7. the van is in the GM Fairway Motors Garage getting it fixed, and the info is in the glove compartment

[redacted] [12:15:45 PM]:

could you type my name in [redacted], i get stuff from GM all the time and they check my car on on star

[redacted] [12:16:13 PM]:

[redacted]

Willie [12:16:44 PM]:

Yes, Sir. Let me check the information that you provided to me.

[redacted] [12:16:58 PM]:

i have to take my grand daughter to school. when here, ill be back in 10 minutes... please don't log out ok??

[redacted] [12:17:52 PM]:

please wait till i get back

Willie [12:17:57 PM]:

Yes, Sir.

[redacted] [12:18:02 PM]:

thanks willie

Willie [12:18:08 PM]:

You're welcome.

Willie [12:19:42 PM]:

Please keep this Service Request Number 8-[redacted] as your reference for this conversation.

Willie [12:30:41 PM]:

Hello, Sir. I just want to make sure that you are still there.

[redacted] [12:31:07 PM]:

here

Willie [12:31:16 PM]:

Based on the information that you have shared with me, I need to transfer your case to a 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] [12:31:35 PM]:

back from taking my grand daughter

[redacted] [12:31:59 PM]:

here is the vin number

Willie [12:32:33 PM]:

It's okay, Sir. I got your vin.

[redacted] 12:32:45 PM]:

the last 8 digits

[redacted] [12:33:04 PM]:

F1[redacted]

Willie [12:33:16 PM]:

Thank you.

[redacted] [12:33:54 PM]:

the whole vin number is 2GNALBEK8F1[redacted]

Willie [12:34:13 PM]:

Thank you for that information.

[redacted] [12:34:22 PM]:

yes willie

[redacted] [12:35:06 PM]:

i guess i just go pay it when its done today. Cant you call them? or have your manager call me now?

[redacted] [12:36:39 PM]:

whats the phone number and extention of the senior agent, its better to talk to him or her,

Willie [12:38:00 PM]:

I forwarded your concern to the Senior Advisor and that assigned representative will be the coordinating your concern to the dealership. The senior advisor does need time to receive and review your case and vehicle details.

[redacted] [12:39:41 PM]:

ok, thanks Willie. do you have all my information? and i just don't do anything except wait, for his call? and just pay when the van is done today?

Willie [12:42:19 PM]:

Yes, Sir. I have the information that I needed and kindly wait for the call from the Senior Advisor.

Willie [12:42:35 PM]:

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

[redacted] [12:43:50 PM]:

no, thank you willie for all your help

Willie [12:44:11 PM]:

You're welcome.

Willie [12:44:25 PM]:

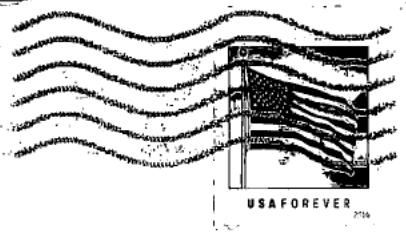
Thank you for chatting with the Chevrolet Customer Assistance! My name is Willie. Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern time.

Call Disconnected.

[redacted]

MANCHESTER NH 030

06 JUN 2017 PM 1 L



Reimbursment DePT.
Po Box 33170
DetRoit MI 48232-5170

RECEIVED JUN 09 2017

48232-517070

[redacted]

General Motors Product Field Action
Customer Reimbursement Request Form

[redacted]

This section to be completed by customer (please print)

Customer Name: [redacted]

Street Address or P. O. Box Number: [redacted]

City: [redacted] State [redacted] Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): same

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 3GTP2WE78DG[redacted]
(17 Characters)

Mileage at Time of Repair: 78153 Date of Repair: 8-23-16

Amount of Reimbursement Requested: $ 296 13/100

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- ✓ The name and address of the person who paid for the repair.
- ✓ The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- ✓ Description of problem, the repair performed, date of repair and who performed the repair.
- ✓ The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

AUTO MAINTENANCE
AND REPAIR
1 UPTACK AVENUE
GROVELAND, MA 01834
1-978-372-8085

[redacted]

Statement

DATE 8-22-16 TERMS

TO [redacted]

ORIGINAL

2013 GMC Milage 78153

IN ACCOUNT WITH

		Wipers Inoperative -			
		Diagnose, Disassemble and			
		replace motor / trans			
	1	OEM wiper motor		203	46
		[redacted]			
			Labor	80	—
			TAX	12	71

CURRENT	OVER 30 DAYS	OVER 60 DAYS	TOTAL AMOUNT	296	13

adams DC5812 01-11

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

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

Caller English

System [11:31:57 AM]:

Welcome to chat.

[redacted] [11:32:05 AM]:

Good afternoon

Carlo [11:32:43 AM]:

Hi [redacted] How can I help you today?

[redacted] [11:32:53 AM]:

Does the 2010-2017 Equinox extend to the US?

[redacted] [11:33:28 AM]:

The front wiper transmission is out and it is costing me $369.44.

[redacted] [11:34:08 AM]:

The wiper went out in the middle of a storm, while I was on the highway. We could have died.

Carlo [11:34:42 AM]:

I am sorry to hear that you are experiencing the front wiper concern on your vehicle. I know that unexpected cost can be frustrating. Have you taken your vehicle to the dealership for diagnosis? If so, what is the complete name and address of your dealership?

[redacted] [11:36:14 AM]:

I went to a tires plus near my home. The parts are coming from the dealer. The address of Tires Plus is [redacted]

Carlo [11:36:50 AM]:

I see.

Carlo [11:37:14 AM]:

Before we continue, for verification and security purposes, can you please confirm that the name, phone and e-mail address that you entered in the pre-chat form is accurate? If so, can I use your contact information to document your concern? You may simply respond with a yes or no for your convenience.

[redacted] [11:37:40 AM]:

Yes

Carlo [11:38:21 AM]:

Thank you, [redacted] Would you happen to have the vehicle identification number? I also need the current mileage please.

[redacted] [11:39:45 AM]:

Vin #2GNALPEK9C[redacted]

[redacted] [11:39:58 AM]:

I have to get the mileage

Carlo [11:40:11 AM]:

Thank you, [redacted]

[redacted] [11:40:53 AM]:

On second

[redacted] [11:41:34 AM]:

95561 miles

Carlo [11:42:04 AM]:

Thank you, [redacted] Please give me one moment to further review the VIN.

Carlo [11:43:39 AM]:

Thank you for patiently waiting, [redacted]

[redacted] [11:43:46 AM]:

NP

Carlo [11:44:28 AM]:

Chevrolet is always happy to review our customer's request for assistance. I would like to know, what specific form of assistance do you need from Chevrolet?

[redacted] [11:45:10 AM]:

Reimbursement for parts and labor.

Carlo [11:49:23 AM]:

Ok. I understand your request, [redacted]; however, we do not have the ability top work with information coming from an independent shop such as Tires Plus. Although they have already diagnosed your vehicle, I would recommend for you to have it checked at your preferred dealership, so that we can further review your request for assistance. But this is still done on a case to case basis when it comes to providing assistance. It will still depend on the outcome of our dealership's findings.

Carlo [11:49:42 AM]:

Do you have any dealership in mind that we can work with?

[redacted] [11:50:22 AM]:

Autonation chevy

Carlo [11:50:50 AM]:

Will this be the one in Pines Boulevard?

[redacted] [11:50:55 AM]:

8600 Pines Blvd Hollywood, FL 33024 United States

Carlo [11:53:41 AM]:

Thank you, [redacted]. You may also click this link, [redacted] so that you can set up an appointment online. Once a proper diagnosis has been established, then we can further review your request for assistance. I have opened up a case for you through service request number 8-[redacted]. If you need to contact us in the future, you may just provide this number to my co Advisor.

Carlo [11:53:58 AM]:

Is there anything else that I can do for you today?

[redacted] [11:54:30 AM]:

No, thank you very much!

Carlo [11:54:52 AM]:

Thank you too, [redacted] for contacting Chevrolet Customer Assistance. We appreciate your business, Please feel free to contact us if assistance is needed in the future. You may call our Chevrolet Customer Assistance Center at 1866-790-5600. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. You may also visit our recall website, [redacted] to check for open recalls on any of your General Motors vehicles.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID

DATE 09/28/17

432 DOLLARS 68 CENTS

AMOUNT 432.68

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

DUNS NO. BB 000000013

VENDOR NAME [redacted]

PAYMENT DATE 09/28/17

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLCEK7D6[redacted]	09/27/17	VM[redacted]	00.0000	432.68	.00	432.68

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	432.68	.00	432.68

※ SEE REVERSE SIDE FOR WARRANTY INFORMATION

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED — U-USED R-REBUILT C-RECONDITIONED Y-RECYCLED

CODE	COST	QUANT.	PART NO. OR DESCRIPTION	S WARRANTY IF CHECKED	SALE
JP		1	Wipe Transmission		164 78

TOTAL PARTS

SUBLET REPAIRS - TOWING

TOTAL SUBLET REPAIRS

Gals. Gas @

Qts. Oil @

Lbs. Grease @

TOTAL GAS, OIL & GREASE

TOTAL MATERIAL

DEALERS NAME

ADDRESS

CITY, STATE, ZIP

TELEPHONE

Zarates Auto Sales Inc.
355 27th Street
Caledonia, WI 53108
414-755-2854

NAME [redacted]

ADDRES [redacted]

CITY [redacted]

YEAR 2013 EQUINOX — [redacted] 2GNFLEEK2D6 — [redacted]

ODOMETER 52855 — MODEL EQUINOX — Black

ADDITIONAL WORK AUTHORIZED BY: _____ NAME

DATE _____ TIME _____ A.M. P.M. NO. CALLED _____ NEW TOTAL ESTIMATE _____

TIME	F.C.	OPER. NO.	TECH. NO.	LABOR INSTRUCTIONS	
		101		Disc No Wipes	N/C 95 00
		101		Replaced Wipe Transmission	47 50

PAID

No [redacted]

DATE OF ORDER 05/10/16 — DATE OFFERED BACK

TIME PROMISED — HOME PHONE NO.

IN SERVICE DATE — WORK PHONE NO.

ESTIMATED PRICE $		LABOR CHARGE
LUBRICATE	☐	
CHANGE OIL & FILTER	☐	
EPACK WHEEL BEARINGS	☐	
ERVICE AIR CLEANER	☐	
ROTATE TIRES	☐	
CHANGE TRANS. FLUID	☐	
ALIGN FRONT END	☐	
EMISSION CONTROL SERVICE	☐	

SEE REVERSE SIDE BEFORE SIGNING.
I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I understand that all charges are due [redacted]dge

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate. _____

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

Call when vehicle is ready ☐ Yes ☐ No

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

☐ This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

ESTIMATE CHARGE

INTERNAL SUMMARY ACCT.	CHARGE	COST	FACTORY CLAIMS CHARGE	COST	COST	DESCRIPTION	AMOUNT
						TOTAL LABOR	47 50
						TOTAL PARTS	164 78
						GAS, OIL & GREASE	
						PAINT & BODY MATERIALS	
						SUBLET & TOWING	
						SUPPLIES	4 00
						SUB TOTAL	216 28
						SALES TAX	11 03
						TOTAL	227 31

#8 Rev. 1/95 Copyright 2002 WI Auto & Truck Dealers Assoc.
WATDASI Forms www.watdasi.com 1-800-236-7672

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

Caller English

System [12:18:51 PM]:

Welcome to chat.

Nisa [12:19:00 PM]:

Thank you for contacting General Motors Customer Assistance. My name is Nisa. How may I assist you today?

[redacted] [12:19:56 PM]:

my windshield wipers stop working and I am trying to find the part I need and I came across a recall

[redacted] [12:20:22 PM]:

But when I enter in my vin number there is no recall for my vechile

Nisa [12:20:32 PM]:

I apologize about the concern you are having with your vehicle at this time, [redacted]. I am here to assist.

Nisa [12:20:47 PM]:

May I have the last 8 characters of your VIN and the current mileage of your vehicle?

[redacted] [12:21:45 PM]:

SO I was driving one and it was raining my wiper was working then they stopped. I thought it was my battery but I replaced my battery and my wipers still aren't working

[redacted] [12:21:58 PM]:

the problem is the linkage

[redacted] [12:22:15 PM]:

the motor is running for my wipers but they don't move

Nisa [12:23:49 PM]:

I am sorry about that, [redacted] I understand this is a safety concern. In order to better assist you, can you please provide me with the VIN and estimated mileage for your vehicle?

[redacted] [12:24:42 PM]:

2CTALMEC7B6[redacted] mile 73,000

Nisa [12:25:04 PM]:

Thank you, [redacted].

Nisa [12:25:31 PM]:

Have you had the vehicle diagnosed by your GMC dealer?

[redacted] [12:25:49 PM]:

No

[redacted] [12:26:32 PM]:

I know what the problem. i am not going to pay to get my vehicle diagnosed

Nisa [12:26:50 PM]:

I understand.

Nisa [12:27:01 PM]:

I will truly appreciate it if you could give me around 3-5 minutes to research on this.

[redacted] [12:27:32 PM]:

I just need to know the part number and if there is a replacement kit or does the entire needs to replaced

Nisa [12:28:28 PM]:

Alright. I'll be glad to check the information for you.

Nisa [12:28:45 PM]:

Please allow me 3-5 minutes.

Nisa [12:29:04 PM]:

By the way, is it okay for me to use the information that you have entered in the pre-chat form earlier?

[redacted] [12:30:20 PM]:

yes

Nisa [12:30:43 PM]:

Thank you.

Nisa [12:31:54 PM]:

Can you please provide your mailing address? I want to make sure that you'll be notified if there's recall on your vehicle.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [12:37:14 PM]:

Welcome to chat.

Kimberly [12:37:26 PM]:

Thanks for contacting GM Customer Assistance! Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Kimberly. How can I assist you with your recall inquiry?

Kimberly [12:38:26 PM]:

Thank you for chatting in with us. How can I assist you?

[redacted] [12:38:39 PM]:

I was talking to someone earlier

[redacted] [12:39:16 PM]:

I was driving my suv on Monday and wiper stoppped working

[redacted] [12:39:32 PM]:

I thought it was my Battery but come to find out it is my battery

[redacted] [12:39:50 PM]:

The wiper motor transmission stop working

Kimberly [12:39:55 PM]:

I'm sorry to hear you are having a concern with your windshield wiper.

[redacted] [12:40:03 PM]:

the motor running but the wipers don't move

[redacted] [12:40:30 PM]:

I saw there was a recall but I guess ot doesn't apply to my vehicile

Kimberly [12:40:56 PM]:

I will be glad to check for recall information or applicable warranties. Can you please provide me with your VIN and current mileage?

Kimberly [12:41:03 PM]:

We also have a great self-service tool on our website where you can check your vehicle for Recalls at:my.gm.com/recalls

[redacted] [12:41:07 PM]:

Do they have replacement part or do I have to buy the entire part

[redacted] [12:41:41 PM]:

I did check that is why I said that I guess it doesn't apply to my vehichile

[redacted] 12:42:26 PM]:

When I google the information trying to find a part the recall information came up

Kimberly [12:42:49 PM]:

It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

[redacted] [12:42:52 PM]:

It direct me me to the website and they said there is no recall on my vehichile

[redacted] [12:43:17 PM]:

which is odd because on the other site it said GMC Terrain 2010-2016 or 2017

[redacted] [12:43:57 PM]:

I know what is wrong with my SUV

Kimberly [12:44:57 PM]:

Can you please confirm the contact information you provided prior to our chat session is correct for documentation?

[redacted] [12:46:24 PM]:

yes it is correct

Kimberly [12:46:27 PM]:

Thank you.

[redacted] [12:46:42 PM]:

you tell me what is wrong with my wipers

[redacted] [12:47:00 PM]:

the motors run and the wipers don't move

[redacted] [12:47:31 PM]:

I was driving in the rain. It was actually a down pour and my wiper stopped

Kimberly [12:47:47 PM]:

There are no recalls on your vehicle or applicable warranties for this concern you are experiencing. Regretfully, I'm unable to diagnose your vehicle over web chat. To best assist you I would like to get you connected your GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle. Would you like me to locate a dealership near you for further assistance?

[redacted] [12:48:32 PM]:

If i got into a acident. I would have sued especially if I found that other GMC terrain had the same problem and that there is a recall

Kimberly [12:49:02 PM]:

I understand you are frustrated with your current situation. We appreciate you bringing your issue to our attention, as we certainly want to help resolve any vehicle concerns for our customers. I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverages associated to your VIN that relate to the issue you're experiencing.

[redacted] [12:49:07 PM]:

I need a part number so I can get the part and fix my vehichile

[redacted] [12:49:23 PM]:

I am not going to pay to get my suv diagnosed

Kimberly [12:49:49 PM]:

Okay. I have documented your concern with us. Your reference number is 8[redacted]

Kimberly [12:49:54 PM]:

Is there anything else I can assist you with today?

[redacted] [12:50:06 PM]:

I need a part number

[redacted] [12:50:18 PM]:

you are sure not helpful like the last person

[redacted] [12:51:14 PM]:

I need a part number for a 2011 GMC Terrain windshield wiper motor transmission

Kimberly [12:51:16 PM]:

I'm sorry that you feel you were not assisted. Your local GMC dealership will be in the best position to assist you with part information, as we do not have part numbers in our resources here.

[redacted] [12:51:53 PM]:

How was it that the other person was going to located the information for me

Kimberly [12:52:26 PM]:

I will be glad to locate a GMC dealership near you for further assistance, but you didn't provide me with your contact information. Can you please provide me with your zip code?

[redacted] [12:53:15 PM]:

no thank I can find it or my own unless you think googling that information is wrong also

Kimberly [12:53:36 PM]:

You're welcome! Thank you for contacting GM Customer Assistance. Please don't hesitate to come back and chat with us. We are here Monday through Friday from 8:00 a.m. to 9:00 p.m and Saturday 9:00 a.m to 9:00 p.m Eastern time.

Call Disconnected.

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

Caller English

System [7:43:07 PM]:

Welcome to chat.

Ashley [7:43:20 PM]:

Thank you for contacting GMC Customer Assistance, [redacted]. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley. I am sorry to see that you are experiencing a vehicle concern. How can I assist you with this today?

[redacted] [7:43:45 PM]:

Hello Ashley, I hope this note finds you well, i'm hoping you can lend me some help with my current GMC

[redacted] [7:44:38 PM]:

We purchased a GMC 2012 Terrain in April of 2015 and it has been nothing but a disappointment and a money pit since we got it

Ashley [7:45:14 PM]:

I do apologize for any inconvenience these concerns with your Terrain may have caused you, [redacted] I understand unexpected vehicle concerns may be frustrating.

[redacted] [7:45:20 PM]:

I'm talking constant service, issues, defects, and it has been more than upsetting since we drive our two young children in it

[redacted] [7:46:07 PM]:

most recently during a heavy rainstorm my wife was driving with our kids in the car when a windshield wipers went out while she was on the Highway.

[redacted] [7:47:27 PM]:

I feel like there is something seriously defective with this car, we pour thousands into this car each year and nothing gets better, we fix one thing and another thing goes "bad" on it

[redacted] [7:48:01 PM]:

Can you point me to who I can contact, about escalating this issue? We have had several serious defects and nothing is getting better

Ashley [7:48:39 PM]:

I do understand this may be a difficult situation for you, [redacted] and I am very sorry to hear of the concerns you have experienced. I would like to look into this further. Did you purchase this vehicle from a certified GMC dealer?

[redacted] [7:49:09 PM]:

We purchased the car from Dream Cars Austin in Austin TX

Ashley [7:49:40 PM]:

I appreciate you confirming that information, Eric. When was the last time you had your vehicle into a GMC dealer for these concerns?

[redacted] [7:50:03 PM]:

We had it into GMC for recall service in June

Ashley [7:50:11 PM]:

Thank you. Can you please provide me with your VIN and current mileage on the vehicle to look into this further?

[redacted] [7:51:18 PM]:

2GKALWEK0C6[redacted]

[redacted] [7:51:35 PM]:

The current milage is around 119K

Ashley [7:52:06 PM]:

Thank you. Can you also confirm your e-mail and current address for documentation purposes?

[redacted] [7:52:16 PM]:

[redacted]

[redacted] [7:52:30 PM]:

[redacted]

Ashley [7:52:53 PM]:

Are you able to hold for approximately 3-6 minutes while I gather some additional details on my end?

[redacted] [7:53:04 PM]:

Yes, thank you for looking into this

Ashley [7:57:52 PM]:

I appreciate your patience and thank you for holding, [redacted]. After looking into your specific vehicle further, there is nothing associated with your vehicle in regard to the concern you had with the windshield wipers. At this time, we would recommend that you have your vehicle concerns officially diagnosed by your local GMC dealer, as they are specially trained and are best equipped to diagnose your vehicle, assess the situation and determine an action plan for repair. However, your vehicle is no longer within any manufacture warranties and as you purchased this vehicle pre-owned from a third party, we have no way of determining how the previous owner took care of the vehicle. Any repair or service fees may be at your expense.

Ashley [7:59:35 PM]:

Are you aware of a GMC dealer near you? If not, I am happy to locate one for you.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [12:49:50 PM]:

Welcome to chat.

Brandon [12:50:00 PM]:

Thank you for contacting Chevrolet Customer Assistance Center, my name is Brandon. I see you have questions about product features! What product features may I assist you with today?

Brandon [12:51:06 PM]:

Thank you for chatting in. I am here to assist you.

[redacted] [12:51:23 PM]:

Why has there not been a recall on the sunroof design on the 2012 Equinox? Or the wipers?

[redacted] [12:53:24 PM]:

In heavy rain traffic today and the wipers quit in mid stream. Water from the sun roof leaked into my car. I never use my sunroof

Brandon [12:54:23 PM]:

I'm unable to answer the reason why a recall hasn't been placed on a vehicle. We do apologize that the wipers has stopped working and water has leaked within your sunroof. I would be more than happy to assist you in regards to your concerns. May you please provide me your phone number, email, mailing address, VIN and current mileage?

[redacted] [12:57:01 PM]:

Mileage is 55,204. Do not have the car at the moment. Sitting on the street. home phone is [redacted]. [redacted]. Lived in [redacted]

Brandon [12:57:21 PM]:

The VIN can be found on your vehicle's insurance papers, vehicle registration papers, vehicle's title, repair orders from your dealership, or on the vehicle itself (e.g. on top of the Instrument Panel (IP) / dash on the driver's side of the vehicle under the windshield, on a sticker that's on the inside of the driver's door, under the hood at the front of the engine block).

Brandon [12:57:38 PM]:

Is the vehicle sitting on the street?

[redacted] [12:58:15 PM]:

I do not have any of that in front on me at this time. I am on a lunch break.

Brandon [12:58:56 PM]:

Thank you for that information. Is the vehicle registered under someone else's name and when was the vehicle purchased?

[redacted] [12:59:44 PM]:

Yes, I could not drive the vehicle while it is raining. The wipers quit working [redacted] jr April 2012 I do believe

Brandon [1:00:46 PM]:

Thank you for that information and I have located the VIN.

Brandon [1:00:59 PM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at [redacted].

[redacted] [1:01:16 PM]:

Thank you

Brandon [1:01:27 PM]:

Currently, there are no recalls associated to this VIN.

Brandon [1:01:45 PM]:

I have created a case in regards to your concerns. Your case number is 8-[redacted]

Brandon [1:02:10 PM]:

What I can suggest is that we get your vehicle to the dealership so that we can determine the root cause of this concern,

Brandon [1:02:43 PM]:

The closest dealership within the area is Rick Hendrick Chevrolet.

[redacted] [1:03:08 PM]:

What about consumer complaints? I did some research online and my issues are common in the equinox brand

Brandon [1:03:46 PM]:

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

[redacted] [1:05:36 PM]:

I have taken my car to dealership. They popped the windshield wiper me him back in and let us know about the sunroof leaking

Brandon [1:06:35 PM]:

Did you state the windshield wiper was popped back in place or repaired?

[redacted] [1:06:51 PM]:

Yes

[redacted] [1:07:36 PM]:

I will call customer service when I have more time. Have a good day

Brandon [1:07:58 PM]:

Have a great week and thanks for contacting Chevrolet Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

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

Caller English

System [3:20:56 PM]:

Welcome to chat.

Trisha [3:21:20 PM]:

Thank you for contacting Chevrolet Customer Assistance! My name is Trisha. I see you have questions about your warranty! What warranty questions can I assist you with today?

Trisha [3:24:20 PM]:

Thank you for chatting in. I am here to assist you.

[redacted] [3:24:21 PM]:

Hello, the wiper motor/regulator has went out in my 2015 Chevy equinox and the delearship states that it is not covered under warranty and to fix this is a total of 434.70. This is a very large amount for a 53 dollar part. I have had nothin but Chevys since 2011 and this is my second vehicle with them. I do all my maintenance with them. Should this not be covered?

Trisha [3:25:21 PM]:

I am sorry to hear you are having this concern with your vehicle. Do you have the VIN and current mileage available so I can look further into this for you?

[redacted] [3:26:20 PM]:

2GNALAEK2F1[redacted]

[redacted] [3:26:34 PM]:

58932

Trisha [3:28:02 PM]:

Thank you. This type of repair is only covered under the Bumper to Bumper warranty. This warranty expired at 36,000 miles. Due to this, the repair would be out of pocket. I do apologize.

Caller[redacted] left the call.

Call Disconnected.

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

Caller English

System [1:15:11 PM]:

Welcome to chat.

Kimberly [1:15:25 PM]:

Thanks for contacting General Motors Customer Assistance! Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. My name is Kimberly. How can I assist you with your warranty inquiry today?

Kimberly [1:17:27 PM]:

Thank you for chatting in with us. I'm available to assist you.

[redacted] [1:19:15 PM]:

My 2012 Equinox which I bought new wind shield wiper don't work. I can hear the motor running and I can move the wipers by hand on the windows. Is there a recall or is this covered in any way ?

Kimberly [1:20:23 PM]:

I'm sorry to hear that your windshield wipers are not operating correctly. I will be glad to check for recalls or applicable warranties. We also have a great self-service tool on our website where you can check your vehicle for Recalls at:my.gm.com/recalls

Kimberly [1:20:34 PM]:

Can you please provide me with your VIN and mileage?

Kimberly [1:24:42 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [1:26:13 PM]:

VIN 2GNALFEK1C6[redacted], Mileage 90000

Kimberly [1:26:35 PM]:

Thank you! While I'm researching this for you, will you please provide your phone number, mailing address and e-mail for documentation purposes?

[redacted] [1:28:59 PM]:

Phone#[redacted]

Kimberly [1:29:14 PM]:

Thank you!

Kimberly [1:29:26 PM]:

Please allow me 3-5 minutes to research this for you.

Kimberly [1:33:13 PM]:

Thank you for your patience.

Kimberly [1:34:18 PM]:

There are no recalls or factory installed warranties on your vehicle for the concern you are experiencing with your windshield wipers. Typically, the windshield wiper motor would be covered under your bumper to bumper warranty based on the information found in your Warranty Manual on page 4. Your bumper to bumper warranty expired 09/19/2014 or 36,004 MI, whichever occurred first.

Kimberly [1:34:54 PM]:

To best assist you I would like to get you connected your GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle. Would you like me to locate a Chevrolet dealership near you for further assistance?

[redacted] [1:35:28 PM]:

Thank you very much. Have nice day.

Kimberly [1:35:47 PM]:

You're welcome. Thank you for contacting General Motors Customer Assistance today. Your reference number for today's chat is 8-[redacted]. Please don't hesitate to come back and chat with us. We are here Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturday 9:00 a.m to 9:00 p.m Eastern time. Have a great day!

Call Disconnected.

Chevrolet - Recall Question On Vehicle I Own-Additional Info:i have a 2012 chevy equinox 4 cylinder i was wondering if the front wiper blade motor has been recalled as mine has just died and i know other models have had theirs recalled

---

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

Caller English

System [6:54:22 PM]:

Welcome to chat.

Ashley [6:54:38 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley.

Ashley [6:55:07 PM]:

I do apologize for any inconvenience this concern with the wiper blade motor on your Equinox may have caused you, [redacted] I would like to look into this further. Can you please provide me with your VIN and current mileage on the vehicle to do so?

[redacted] [6:55:44 PM]:

yeah the VIN should be on my title right?

Ashley [6:55:58 PM]:

Yes, the VIN should be located on any registration or insurance papers as well.

Ashley [6:56:14 PM]:

I just need the last 8 characters beginning with C.

[redacted] [6:57:51 PM]:

ok

[redacted] [6:58:03 PM]:

c6[redacted]

[redacted] [6:58:11 PM]:

and milage is around 115k

Ashley [6:58:49 PM]:

Thank you very much. Can you please confirm the e-mail address you entered in the pre-chat form is accurate? Also, can you please confirm your home address for documentation purposes as well?

[redacted] [6:59:10 PM]:

[redacted]

[redacted] [7:00:09 PM]:

current home address is 1470 east wheeling street but at the time i purchased the vehicle it was 1200 south broad street both lancaster ohio 43130

Ashley [7:00:58 PM]:

I appreciate you confirming that, [redacted]. Can you please allow me 3-6 minutes to gather some additional information on my end?

[redacted] [7:01:12 PM]:

sure

Ashley [7:02:51 PM]:

I appreciate your patience and thank you for holding, [redacted]. After looking into this further, I was able to confirm there is currently no recall or additional coverage associated with your vehicle in regard to this component. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls. At this time, we would recommend that you have the vehicle officially diagnosed and repaired by your local Chevrolet dealer at your earliest convenience. Are you aware of one in your area? If not, I am happy to locate one for you.

[redacted] [7:03:32 PM]:

yes i am, alrighty thank you very much

Ashley [7:04:03 PM]:

You are very welcome, [redacted] The reference number from our chat is 8-[redacted]. Do you have any additional questions for me at this time?

Caller [redacted] left the call.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID

DATE 01/02/18

131 DOLLARS 82 CENTS AMOUNT 131.82

NOT VALID AFTER 180 DAYS FROM DATE

VOID VOID VOID VOID

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

VOID VOID

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR 1
DUNS NO BB 000000047
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 01/02/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLTEK6D6[redacted]	01/01/18	VM[redacted] 8-[redacted]	00.0000	131.82	.00	131.82

VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	131.82	.00	131.82

1-7SCXD0010017-1293312

-----Original Message-----
From: [redacted]
Sent: Thursday, January 04, 2018 6:34 PM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] 2012 Chevrolet Equinox Issues

Hi Mary

I am writing with a concern about my 2012 Chevrolet Equinox windshield wipers that stop working during a severe snow storm in Northern NJ today. I reached out to Chevrolet about this issue but there is no recall in the United States. I did research and found out that there are other car owners with the same problem. There was a recall in Canada for this same issue and there was no cost to the car owners. This issue is the same in the USA and could limit the drivers visibility under certain operating conditions which may increase the risk of a crash or causing injury or damage to property also. Why should we have to pay out of pocket for a issue that had a recall in Canada. I would appreciate if your company can take a look at this issue and also about the rusting of the interior paint in the car and trunk of the car. Canada also has a recall on that also no charge to the customer.

Thank you
[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID VOID VOID

DATE 01/17/18 | 241 DOLLARS | 43 CENTS | AMOUNT 241.43

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

VOID VOID VOID VOID VOID VOID VOID

[redacted]

VENDOR 1
DUNS NO BB 000000027
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 01/17/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK0D6 [redacted]	01/16/18	VM [redacted] B- [redacted]	00.0000	241.43	.00	241.43
			TOTAL	241.43	.00	241.43

VOID VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

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

Caller English

System [9:17:08 AM]:

Welcome to chat.

Christopher Brian [9:17:23 AM]:

Thank you for contacting Chevrolet Customer Assistance, my name is Christopher, how may I assist you today?

[redacted] [9:17:27 AM]:

I believe I was just disconnected from a chat

Christopher Brian [9:18:00 AM]:

Hello good morning, [redacted]

Christopher Brian [9:18:27 AM]:

I'm sad to hear that you got disconnected from your previous chat adviser.

Christopher Brian [9:18:34 AM]:

How can I help you?

[redacted] [9:21:40 AM]:

My mother has been a loyal customer ever since 2008 and she is currently having issues with her 2012 Chevy Equinox windshield wipers. She is [redacted] years old on a fixed income and it looks as if it is going to cost around 500.00 to repair them. I looked online and many people are having the same issues with there Chevy vehicals. Is there something that you can do to assist us?

Christopher Brian [9:21:42 AM]:

I'm still here to assist you.

Christopher Brian [9:22:52 AM]:

I'm sad to hear that your mother is currently having a difficult time with her vehicle's windshield wipers.

Christopher Brian [9:23:15 AM]:

I'll see what I can find out for you.

Christopher Brian [9:24:00 AM]:

I was able to pull up your mother's service request on file.

Christopher Brian [9:24:10 AM]:

The service request number is 8-[redacted].

[redacted] [9:24:11 AM]:

I was just speaking with a very rude CSR and I got no where with her.

[redacted] [9:24:38 AM]:

I asked for her supervisor to give me a call back.

Christopher Brian [9:25:10 AM]:

Which GM dealership did you take the vehicle over to and gave you a $500 service repair cost?

[redacted] [9:27:10 AM]:

Yes, she only allows the dealership to do repairs on the vehicle. On Christmas one of her wipers stopped working, now both of them are no longer working. Her car note is over half of her income so it is impossible to get it repaired. I saw that there was a recall on 2013 Chevys for the same issue

[redacted] [9:27:23 AM]:

I believe [redacted]

Christopher Brian [9:28:16 AM]:

Thank you.

Christopher Brian [9:28:51 AM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: [redacted]s

Christopher Brian [9:29:55 AM]:

This may take me 2-3 minutes.

[redacted] [9:30:51 AM]:

She actually called [redacted] back this morning and they told her there was no recalls on her vehicle. That is why I am contacting you. Is there a customer loyalty department?

Christopher Brian [9:33:39 AM]:

We do not have a loyalty department, I'm sorry.

[redacted] [9:33:47 AM]:

Okay

Christopher Brian [9:34:12 AM]:

It is just us, we are GM Corporate division.

Christopher Brian [9:34:20 AM]:

Web chat and phones.

Christopher Brian [9:35:24 AM]:

I was able to check your mother's vehicle and I found no open recalls for the wipers.

[redacted] [9:35:50 AM]:

So there is nothing that can be done?

Christopher Brian [9:35:57 AM]:

The warranty on the vehicle has already expired.

[redacted] [9:36:12 AM]:

Yes, I am aware of that

Christopher Brian [9:36:30 AM]:

I'm sad to say repairs will be at her expense.

[redacted] [9:36:59 AM]:

Thank you very much, that will be all

Christopher Brian [9:37:55 AM]:

I still encourage you to continue working with [redacted]

Christopher Brian [9:38:01 AM]:

The benefit of going to GM dealers is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs. GM bulletins assist dealers in fixing the problems efficiently and effectively.

Christopher Brian [9:38:22 AM]:

GM dealers also use genuine GM parts for repairs, many of which come with warranty. In the event a vehicle is difficult to diagnose, they have access to Technical Assistance Center and they can keep a complete set of all service related records.

[redacted] [9:38:37 AM]:

That is understandable. Thank you

Christopher Brian [9:38:55 AM]:

You're most welcome, [redacted]

Christopher Brian [9:39:32 AM]:

And also please hold on to the service invoices, for documentation purposes.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [10:09:00 AM]:

Welcome to chat.

Christopher Brian [10:09:13 AM]:

Thank you for contacting GM Customer Assistance, my name is Christopher, how may I assist you today?

[redacted] [10:09:36 AM]:

I need to know if there has been a recall on my 2013 Chevy Equinox LS

Christopher Brian [10:09:53 AM]:

Hello good morning, [redacted]

[redacted] [10:10:00 AM]:

Hello

Christopher Brian [10:10:16 AM]:

I'll be glad to check your 2013 CHevrolet Equinox for recalls.

Christopher Brian [10:10:50 AM]:

Are you having issues with your vehicle?

[redacted] [10:11:56 AM]:

Yes My windshield wiper and the dealership said there was a recall

[redacted] [10:12:15 AM]:

I havent received anu notice

Christopher Brian [10:12:22 AM]:

I understand.

Christopher Brian [10:12:46 AM]:

I'm sad to hear that you are currently having a difficult time with your vehicle's windshield wiper.

Christopher Brian [10:13:07 AM]:

To better assist you, may I have the VIN and the current mileage?

[redacted] [10:13:48 AM]:

2GNALBEK8D1[redacted]

[redacted] [10:13:53 AM]:

44000

Christopher Brian [10:14:22 AM]:

Thank you.

[redacted] [10:14:34 AM]:

Your welcome

Christopher Brian [10:15:15 AM]:

To ensure your information is updated, accurate and so that we can send recall letters to you, can you please provide mailing address?

[redacted] [10:15:57 AM]:

[redacted]

Christopher Brian [10:16:13 AM]:

Thank you.

[redacted] [10:16:24 AM]:

Your welcome

Christopher Brian [10:16:44 AM]:

I am looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at:[redacted]

[redacted] [10:17:10 AM]:

Ok

[redacted]10:18:17 AM]:

I saw on Consumer Reports there is a recall on some Equinox for the windshield wiper

Christopher Brian [10:18:39 AM]:

I'm still gathering the information, [redacted]

[redacted] [10:19:58 AM]:

Ok

Christopher Brian [10:20:23 AM]:

This may take me 2-3 minutes or more.

[redacted] [10:20:47 AM]:

Ok

Christopher Brian [10:24:05 AM]:

Thank you for patiently waiting, [redacted]

Christopher Brian [10:25:39 AM]:

I was able to check your vehicle and found the recall for the Front Wiper Transmission Corrosion Failure.

[redacted] [10:26:09 AM]:

How do i go about fixing this ASAP

[redacted] [10:26:42 AM]:

I was almost in an accident last night

Christopher Brian [10:28:16 AM]:

I understand. It is very dangerous to drive around especially if it is raining.

Christopher Brian [10:28:40 AM]:

The recall is already closed based on the vehicle's history.

Christopher Brian [10:29:41 AM]:

It was repaired last year [redacted]/2017.

[redacted] [10:29:58 AM]:

Seriously!!! I was never contacted!!! Last GM vehicle I will ever buy!!

[redacted] [10:31:09 AM]:

Where?

[redacted] [10:31:54 AM]:

That's my daughters birthday I was not at a dealership I assure you

Christopher Brian [10:32:06 AM]:

The dealership's name is BEN BISSETT CHEVROLET, INC. located at 595 PERRY HIGHWAY MERCER PA 16137.

Christopher Brian [10:33:46 AM]:

We also sent 2 recall letters to your address on 04/19/2017, and 09/15/2016. The release date of this recall was on 9/16/2016 and 3/30/2017.

[redacted] [10:34:22 AM]:

Thats where i had oil changes i never had recall work done there and I was NOT there on [redacted] 2017. Its my only child's birthday.

[redacted] [10:34:58 AM]:

I have NEVER received a recall notice.

Christopher Brian [10:37:43 AM]:

I'm not sure what happened, why you did not receive the two recall letters that we have sent. The best thing to do now is to continue working with your GM dealership.

Christopher Brian [10:37:52 AM]:

What is the name of your GM dealer?

[redacted] [10:39:25 AM]:

Sorry I have ZERO trust in GM at this moment. I seriously need to trade my car in for a Honda. They stand behind their vehicles.

[redacted] [10:40:02 AM]:

I bought from Baierl's in Wexford

Christopher Brian [10:40:40 AM]:

I understand what you mean.

[redacted] [10:40:41 AM]:

I got oil changes done at Ben Bissett

Christopher Brian [10:40:54 AM]:

It is quite frustrating to incur unexpected charges especially when you rely so heavily on your vehicle. The benefit of going to GM dealers is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs. GM bulletins assist dealers in fixing the problems efficiently and effectively.

Christopher Brian [10:41:40 AM]:

GM dealers also use genuine GM parts for repairs, many of which come with warranty. In the event a vehicle is difficult to diagnose, they have access to Technical Assistance Center and they can keep a complete set of all service related records.

Christopher Brian [10:43:33 AM]:

Let me provide you with your service request number, 8-[redacted].

[redacted] [10:43:37 AM]:

I understand that you have to go with the company line but I have ZERO trust in a GM DEALERSHIP AT THIS MOMENT. YOUR COMPANY IS CLAIMING WORK WAS PERFORMED ON MY VEHICLE WHEN IT WAS NOT!!!

Christopher Brian [10:44:27 AM]:

I made sure I documented your concern today on our data base.

[redacted] [10:44:30 AM]:

GM has LOST my business

[redacted] [10:45:26 AM]:

Yeah that and 75 cents will buy me a newspaper

Christopher Brian [10:45:54 AM]:

I would like to refer you to the Customer Experience Manager at Ben Bissett Chevrolet, his name is Ben Bissett IV, phone number: [redacted].

[redacted] [10:46:27 AM]:

Please mail me a copy of my service work order

Christopher Brian [10:47:17 AM]:

What we need is just an initial diagnosis. If you are not satisfied with the results please contact us back so that we can further assist you.

Christopher Brian [10:47:48 AM]:

I just have a repair order#: [redacted].

[redacted] [10:49:20 AM]:

Just so you know if I am hurt or injured on my way to have this vehicle repaired suing GM & Bissett's!

Christopher Brian [10:50:25 AM]:

We completely understand your situation. That is why we would like to examine the vehicle.

Caller[redacted] left the call.

Call Disconnected.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID

Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

2/12/2018

Ashley Izaguirre@gm.com
General Motors Corporation
PO Box 33170
Detroit MI 48232

Dear Ashley Izaguirre@gm.com:

The Better Business Bureau has received a complaint about your business. The complaint was submitted on 2/12/2018 and was assigned an ID of [redacted] The complaint was filed by Richard Kemplin . The consumer's complete contact information appears below.

Please review this information and respond within the next seven (7) calendar days. Our goal is to assist you in retaining the business of your customer by resolving this dispute.

If you received this complaint via email simply click on the "Respond to this Complaint", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please state your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response will be submitted directly to the customer.

Regards,

Better Business Bureau
Constance Stevens
Phone: 248-799-0327
Fax: 248-356-5156

COMPLAINT INFORMATION:

BBB Case # [redacted] - General Motors Corporation

Customer Information:

[redacted]

The details of this matter are as follows:

Complaint Involves:
Customer Services Issues

Customer's Statement of the Problem:

On December 17, 2016, while my 2013 Chevrolet Equinox was on recall for a defective windshield wiper module, the windshield wipers failed at night in a snowstorm in route from my home in Mercer, Wisconsin, to Columbus, Ohio. (The replacement for the recalled part was still not available at that time.) GM Roadside Assistance told me to check into the nearest motel and that a towing service would be sent out in the morning. I was towed to nearest open Chevrolet dealer

[redacted]

in Champaign, Illinois, which did not have the part and was told it would take four days to receive it. I rented a car to proceed to Columbus in order to attend a granddaughter's graduation from Ohio State University. Four days later I returned to Champaign and was asked to pay for replacing the windshield wiper module. GM Roadside Assistance assured me that I would be reimbursed for all of my expenses. Receipts for my expenses were sent to GM Roadside Assistance. Now, more than a year later and after numerous telephone calls and correspondence, I am yet to receive reimbursement for the following expenses: Sullivan-Parkhill Chevrolet, Champaign, IL $408.17 Joe's Towing, Bloomington, IL. 167.50 Holiday Inn, LeRoy, IL. 107.75 Car rental, Enterprise, Champaign, IL. 158.31 TOTAL $841.73
(VIN:2GNFLEEK3D6[redacted]

Complaint Background:
Product/Service: Chevrolet Equinox
Purchase Date: 12/17/2016
Model: Equinox
Account Number:
Order Number:
Talked to Company: 1/12/2017
Talked to Company (2nd): 7/28/2017
Talked to Company (3rd): 9/15/2017

Name of Salesperson:

Purchase Price: $0.00
Disputed Amount: $841.73

Desired Settlement:

Payment for expenses incurred.

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.

[redacted]

November 4, 2021

State WI
Better Business Bureau
26777 Central Park Blvd
Southfield, MI 48076-5156
Consumer Protection Division
Attention: Constance Stevens
Phone: 248-356-5156
Fax: 248-233-9400

Customer: [redacted]
Reference number [redacted]
Service request: 8-[redacted]
Customer Relationship Specialist [redacted]

Dear Constance Stevens:

Thank you for your recent correspondence regarding Mr. [redacted] We are sorry he is dissatisfied with his 2013 Chevrolet Equinox. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Mr. [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

November 4, 2021

State of WI
Better business Bureau
26777 Central Park Blvd.
Southfield, MI 48076-5156
Attention: Constance Stevens

Customer: [redacted]
Reference number: [redacted]
Service request: 8-[redacted]
Customer Relationship Specialist: [redacted]

Dear Constance Stevens:

Thank you for your recent correspondence regarding Mr. [redacted]. We are sorry he is dissatisfied with his experience with Joe's Towing and Sullivan-Parkhill Chevrolet. We have spoken with the dealership and the only Joe's Towing near the dealership, he states that a vehicle with your VIN# was not towed by his towing company. Goodwill cannot consider a reimbursement without that invoice. We have collected several names of towing companies in that area, however, our suggestion is to get the towing company information from your Credit Card Company, and there should be a number associated with the billing invoice, if you have not already done so.

If Mr. [redacted] is unable to reach a resolution with the dealership, Mr. [redacted] should not hesitate to contact our Chevrolet Customer Assistance Center, and we will reopen our file at that time. The Customer Assistance Center can be reached at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

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

Caller English

System [3:25:19 PM]:

Welcome to chat.

[redacted] [3:25:30 PM]:

Hello

Willie [3:25:38 PM]:

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

[redacted] [3:26:06 PM]:

Yes i have a 2015 equinox assembled in cananda and the wipers are not working

[redacted] [3:26:24 PM]:

I know canada models had a safety recall on them what can i do

[redacted] [3:26:29 PM]:

2GNALBEK8F6[redacted]

[redacted] [3:26:38 PM]:

That is the vin

Willie [3:27:00 PM]:

I apologize for that inconvenience and you're experiencing this issue with your vehicle.

Willie [3:27:06 PM]:

I will be more than happy to assist you.

Willie [3:27:29 PM]:

When did you start to notice this condition?

[redacted] [3:27:36 PM]:

Just now

Willie [3:27:36 PM]:

Did you take your vehicle to the dealership to have it check?

[redacted] [3:27:48 PM]:

My farher is going to take it now

[redacted] [3:27:55 PM]:

He is new jersey

Willie [3:28:15 PM]:

I'm so sorry that happened to you.

[redacted] [3:28:24 PM]:

The dealer he is going to is chevrolet of jersey city

Willie [3:28:47 PM]:

I understand.

Willie [3:28:59 PM]:

How many miles do you currently have on your vehicle?

[redacted] [3:29:23 PM]:

Can anything be done since is a safety recall and it has 84k

Willie [3:30:18 PM]:

. I'd like to look into this further for you.

[redacted] [3:30:30 PM]:

Ok thank u

Willie [3:31:16 PM]:

You're most welcome.

Willie [3:32:21 PM]:

I understand that you want the vehicle to be fixed.

[redacted] [3:32:31 PM]:

What can he do when he gets to the dealer

Willie [3:33:10 PM]:

It’s good to know that you'll be taking the vehicle to the dealership for diagnosis.

Willie [3:33:37 PM]:

Based on your VIN, there’s no open recall on your vehicle. Recalls are VIN specific because the vehicles are produced in batch and in different manufacturing plants. You can verify this information to our website, [redacted].

Willie [3:33:48 PM]:

Generally, this issue is covered under the 3 yrs and 36000 mi Bumper to Bumper Warranty. However, that said warranty was expired.

Willie [3:33:53 PM]:

As much as I would love to help you, my apologies, GM will not be able to cover the repair.

[redacted] [3:34:05 PM]:

Ok even though is a safety recall

[redacted] [3:34:25 PM]:

?

Willie [3:34:56 PM]:

GM is able to determine which vehicles were or were not built with the part being recalled and identifies that by the VIN and your vehicle is not included in the affected group.

Willie [3:35:23 PM]:

If you want to validate if your vehicle is indeed involved in a recall, you can go to [redacted]

[redacted] [3:35:35 PM]:

Ok thank you

Willie [3:35:51 PM]:

I am truly sorry we were unable to resolve your concerns to your satisfaction.

Willie [3:36:09 PM]:

I documented this chat and please keep this Service Request Number 8-[redacted] as your reference for this conversation.

Willie [3:36:37 PM]:

I would like to take this opportunity to update your profile. Can you please provide me your home address?

[redacted] [3:36:54 PM]:

[redacted]

Willie [3:37:08 PM]:

Thank you for providing that information.

Willie [3:37:28 PM]:

Do you have any other questions that I may assist you with today?

[redacted] [3:40:24 PM]:

No thank u

Willie [3:40:38 PM]:

You're most welcome.

Willie [3:40:50 PM]:

I want to thank you for taking the time to chat with me today and I appreciate your patience.

Willie [3:41:02 PM]:

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. We are here to chat Monday through Saturday from 8:00 a.m. to 9:00 p.m ET.

Call Disconnected.

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

Caller English

System [8:05:41 AM]:

Welcome to chat.

Andrew [8:06:00 AM]:

Thank you for contacting GMC Customer Assistance. Your safety is very important to us, so please refrain from using any hand held device whenever you're driving. My name is Andrew. I see you have a question in regard to a recall. I will be happy to check into any questions you may have.

Andrew [8:06:13 AM]:

May I start by gathering your VIN and mileage?

[redacted] [8:07:38 AM]:

The dealer has my Terrain now. Sorry I don't have the VIN information. Can you look my info up in your system? There is 80,000 on the car

Andrew [8:07:58 AM]:

I may be able to. Can you please confirm if the name, phone number, and email address you provided is accurate, and that it is your preferred contact information?

[redacted] [8:09:10 AM]:

Everything is correct, but I use [redacted] for my OnStar account.

[redacted] [8:10:12 AM]:

I could check my OnStar app to see if it has the VIN

Andrew [8:10:19 AM]:

Thank you very much. I was able to locate your VIN. Your vehicle is not part of any recall.

Andrew [8:10:34 AM]:

What type of issue is your vehicle having with the wipers?

[redacted]mbeski [8:11:23 AM]:

There is a Canadian recall for the same issue. Wipers have disconnected from the wiper motor.

Andrew [8:12:55 AM]:

I understand this issue with your wipers can be very inconvenient for you, but there are no recalls attached to your VIN. Are you having repairs performed at the dealership currently?

[redacted] [8:16:22 AM]:

Yes. Driving to work in the rain and the wipers stopped working. Investigated the issue and the wiper motor works, but the wipers don't. Obviously GM knows about the water intrusion issue so they issued a recall in Canada for the same issue. I live in Michigan with the same weather conditions as Ontario, which is part of the recall. I hoped GM would fix it as a goodwill gesture. I am a GM employee also.

Andrew [8:17:49 AM]:

I do understand what you are saying, but your vehicle is not part of the recall you are speaking about. Even if the vehicle was in Canada, this recall would not apply. I recognize your vehicle is the same make and model of those being recalled, but your vehicle doesn't contain the defective part. GM is able to determine which vehicles were or were not built with the part being recalled, and identify that by the VIN. Your vehicle is not included in the affected group.

[redacted] [8:19:11 AM]:

OK. I understand. That's fine. I guess bad luck on my part. Thanks for your time!

Andrew [8:19:49 AM]:

You are very welcome! May I have you confirm your home/mailing address?

[redacted] [8:20:43 AM]:

[redacted]

Andrew [8:21:07 AM]:

Thank you. What dealership are you currently working with?

[redacted] [8:21:45 AM]:

Todd Wenzel in Davison

Andrew [8:22:31 AM]:

Thank you again. Is there anything else I can do to assist you today?

[redacted] [8:22:48 AM]:

No, thanks

Andrew [8:23:18 AM]:

Thanks for contacting GMC Customer Assistance, [redacted] The reference number for the chat today is 8-[redacted]. If there is nothing more I can assist you with, please close the chat by pressing the "X" in the top-right corner of the chat box. You may save, print, or email the chat to yourself by using the appropriate icons next to the "X". If you think of any further questions, we are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m., and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600. Thank you for the opportunity to assist you today!

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [8:59:44 PM]:

Welcome to chat.

Carlo [9:00:12 PM]:

Thank you for getting back to us here at GMC Customer Assistance Center. My name is Carlo and I am here to assist you.

Carlo [9:00:21 PM]:

Hello, [redacted]

[redacted] [9:00:43 PM]:

hello

Carlo [9:01:03 PM]:

I am truly sorry since I have to end our chat sesion a while ago due to no response.

Carlo [9:01:32 PM]:

Do you have the VIN so we can check if there is a recall on the windshield wipers?

[redacted] [9:01:53 PM]:

i have my insurance card with my VIN on it so we should be OK this time.

[redacted] [9:02:18 PM]:

2gkflse56c6[redacted]

Carlo [9:02:31 PM]:

Thank you, [redacted] Whenever you are ready with the VIN.

[redacted] [9:02:43 PM]:

I just sent it

Carlo [9:02:49 PM]:

Thank you, [redacted] How about the current mileage please?

[redacted] [9:03:10 PM]:

2GKFLSE56C6[redacted]

[redacted] [9:03:39 PM]:

approximately 105,000

Carlo [9:04:08 PM]:

Thank you, [redacted]

Carlo [9:05:15 PM]:

Based on the VIN, this is pertaining to your 2012 GMC Terrain. I am sorry again about the windshield wipers issue on your vehicle.

[redacted] [9:05:44 PM]:

I was looking online and it appears that the 2013 Terrains had this same issue and had a recall for it. Did i miss the recall on the 2012?

Carlo [9:06:30 PM]:

Based on the VIN, there is no recall or special coverage in regard to this issue. The issue may be due to other factors. Have you brought your vehicle to the dealership for proper diagnosis?

Carlo [9:07:41 PM]:

I appreciate your research in regard to this matter; however, when it comes to recalls, recalls are VIN specific so not all same year, make and models are necessarily affected.

[redacted] [9:08:24 PM]:

This just happened about an hour ago, until then I have not had any problems with my wipers. If this is the same issue that was discovered and recalled on the 2013 why wouldn't they recall it on the 2012. This is a major safety issue.

[redacted] [9:08:58 PM]:

Who can I complain to? Me and my son could have been seriously harmed or worse killed.

Carlo [9:10:01 PM]:

I understand that this is a safety issue and please know that GMC is also concerned for you and for your family's safety.

Carlo [9:10:28 PM]:

It is being mandated by NHTSA (National Highway and Traffic Safety Administration). There are standards that NHTSA provides and if a certain vehicle did not pass to its standards, that’s the time

General Motors will distribute letters or notifications via mail to our valued customers after GM had a review where most of the vehicles with the same concern was manufactured.

[redacted] [9:11:13 PM]:

so I should complain to NHTSA?

Carlo [9:11:19 PM]:

Before we continue, can I use your last name, e-mail address and phone number that you have entered on the pre-chat form for my documentation?

[redacted] [9:12:05 PM]:

Yes. Are you ale to provide me with a copy of this transcript for my documentation?

Carlo [9:14:14 PM]:

Thank you, [redacted]. I have created a service request number for our chat today which is 8-[redacted]. Yes I can, if you would allow me to send it to you via e-mail. I realized that this is frustrating, [redacted] GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation. Any repairs or service will be at your cost, but we can get you connected with the dealer to evaluate the vehicle and better assist you.

Carlo [9:14:45 PM]:

I would recommend for you to have it diagnosed in order to determine as well if this is due to a defect.

[redacted] [9:14:56 PM]:

Please send me a copy of the transcript to my e-mail address: [redacted]

Carlo [9:15:03 PM]:

Do you have a dealership in mind that we can work with?

Carlo [9:15:13 PM]:

If you are not working with a dealership yet, you can locate one by visiting the [redacted] and clicking on “Dealer Locator”. You may search for your preferred dealer by zip code, city and state, or dealer name.

Carlo [9:16:27 PM]:

Ok. I will send you a copy of our chat today within this day. May I also have your mailing address please? This is to ensure that we can send you important notices in the future pertaining to your vehicle if needed.

[redacted] [9:16:32 PM]:

Per my online research there are plenty of people that have already done so. I think it is terrible that I have to incur the expense of having my vehicle diagnosed when there are multiple situation that other 2012 GMC owners have already had diagnosed

[redacted] [9:17:07 PM]:

My mailing address is [redacted]

[redacted] [9:17:20 PM]:

This GMC was my first domestic car, I now see why.

[redacted] [9:18:05 PM]:

I will definitely not be a repeat customer with GMC.

Carlo [9:18:44 PM]:

Thank you, [redacted] Again I am sorry since we will have to conduct a proper diagnosis in order to determine the main cause of this issue. We do understand your decision. We appreciate your feedback. Is there anythig else that I can help you with?

Carlo [9:19:27 PM]:

Thank you, [redacted]. Again I am sorry since we will have to conduct a proper diagnosis in order to determine the main cause of this issue. We do understand your decision. We appreciate your feedback. Is there anything else that I can help you with?

[redacted] [9:19:28 PM]:

Yes, you can pay for the diagnosis and the repair of the wiper piece.

Carlo [9:20:42 PM]:

I am sorry [redacted],as much as I want to, I won't be able to provide you with your request. This is the resolution of your concern at this point. Is there anything else before we end this chat?

[redacted] [9:20:46 PM]:

I could understand id the wiper was broken, but hen the wiper is off you can still the wiper motor running

[redacted] [9:21:38 PM]:

No thank you Carlo. Please forward the transcript to my e-mail as soon as possible. Have a good evening

Carlo [9:22:31 PM]:

We also understand you point of view. That is why your preferred dealership is in the best position to address your inquiries and concerns in a complete and timely manner. In order to prove your point we need to have it diagnosed.

Carlo [9:22:41 PM]:

You are most welcome, [redacted]

Carlo [9:22:51 PM]:

Thank you too for contacting GMC Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future. You may call our GMC Customer Assistance Center at 1866-790-5600. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. EST. You may also visit our recall website, [redacted] to check for open recalls on any of your General Motors vehicles.

Caller [redacted] left the call.

Call Disconnected.

GMC - Recall Question On A Vehicle I Own-Additional Info:don't have the VIN available just now but while driving on the turnpike (75mph) a super powerfull wind gust blew my wipers to where they parked off the left side of windshiels and were hung up on the side mirror...now they are not working but can be moved easily to any point on windshield .... they move in tandum ok .but don't seem to be connected to anything ...when I move the wiper control to 'wipe'the washer comes on but wipers don't move ...I have checked the fuses and they are ok...rear wiper is ok...

Connecting... An agent will be with you shortly.
Caller English
System [8:20:46 PM]:
Welcome to chat.
Armin Angel [8:21:03 PM]:
Thank you for contacting GMC Customer Assistance Center, my name is Min. Can you give me 2-3 minutes to review your concern?
[redacted] [8:21:18 PM]:
OK...
Armin Angel [8:21:45 PM]:
Thank you.
Armin Angel [8:22:51 PM]:
I'm sorry to hear that you are having this issue with the vehicle. I appreciate you taking the time to chat with us today.
Armin Angel [8:23:21 PM]:
Is this the first time that you encountered this issue?
[redacted] [8:24:48 PM]:
well...my wife and I both have heart problems and need to have transportation available ...so ... I have put ''rainx'' on the windows so I should be ok but still need to get wipers fixed.
Armin Angel [8:25:29 PM]:
I understand how frustrating this situation is for you. We wouldn't want any customer to experience what you've described.
Armin Angel [8:25:58 PM]:
Have you reached out to a dealership regarding this already?
[redacted] [8:27:02 PM]:
it certainly was startling and pretty scarry ..had to drive home in driving rain with the windows down to see the road lines ...made it OK though
Armin Angel [8:29:04 PM]:
I cannot imagine how horrifying this experience was. I am glad to know that you are safe.
[redacted] [8:29:57 PM]:
wife has heart valves replaced and also eye retina separation so she was really frightened ...but is ok now...
Armin Angel [8:30:16 PM]:
Since you do not have the VIN with you, can you give me the year, make, and model of this vehicle instead, please?
[redacted] [8:30:46 PM]:
..was really relieved to arrive home safe ...longest prayer time we've had for a while ...
Armin Angel [8:31:14 PM]:

I understand how inconvenient this must be for you. Thank you for bringing this concern to GMC's attention today.
[redacted] [8:31:58 PM]:
I had typed it in my beginning remarks but its a 2013 GMC Terrain
Armin Angel [8:33:36 PM]:
Thank you so much. I am trying to pull up your vehicle's information but it seems that I will need to use the VIN.
[redacted] [8:34:19 PM]:
I can get the VIN but will have to go outside to get it ...will take 5 minutes or so ,...
Armin Angel [8:34:42 PM]:
Sure. I will be here to assist you.
[redacted] [8:35:06 PM]:
will u wait the or 6 mins..?
Armin Angel [8:36:00 PM]:
You can check that information on your app as well.
[redacted] [8:36:31 PM]:
what app..?
Armin Angel [8:37:32 PM]:
It should show on your GMC App. Do you have access to that?
[redacted] [8:38:12 PM]:
I have no idea ...
Armin Angel [8:39:00 PM]:
That's okay. Were you able to get the VIN?
[redacted] [8:39:26 PM]:
not yet ...we keep our car outside...
Armin Angel [8:40:11 PM]:
I will wait for you to get the VIN. Thank you so much.
[redacted] [8:40:28 PM]:
b bak in 5 or 6 mins...
Armin Angel [8:42:17 PM]:
Okay. Thank you.
Armin Angel [8:44:30 PM]:
Thank you for chatting. I am still here to assist you.
Armin Angel [8:48:06 PM]:
I hope I didn't lose you! If I don't hear from you within two minutes, the chat will be automatically disconnected to protect your privacy.
[redacted] [8:50:33 PM]:
I'm back ...I have put a business card in front of the window to prevent the VIN from being read ...now need a special tool to retrieve the csrd bu the VIN is also on the door post and will go out and get that ...but will need a few more minutes ...OK..??
Armin Angel [8:51:25 PM]:
The VIN can be found on the insurance or registration papers of the vehicle as well.
[redacted] [8:52:01 PM]:
I'll go get them ...will take more than 2 mins ...
Armin Angel [8:53:57 PM]:
Sure. Thank you.
Armin Angel [8:56:58 PM]:
Thank you for chatting. I am still here to assist you.

Armin Angel [8:59:38 PM]:
I am ending this chat session due to no response. Here is your case number: 8-[redacted] Thank you for chatting with us today! Have a great day!
Call Disconnected.

System [9:55:29 AM]:

Welcome to chat.

Mon Jayson [9:56:01 AM]:

Thank you for chatting with GMC Customer Assistance! My name is Jayson.

Mon Jayson [9:56:20 AM]:

Hi[redacted]. Please allow me 1-3 minutes to review your pre-chat notes.

[redacted] [9:56:43 AM]:

good morning ... have you read my opening remarks ..?

[redacted] [9:56:58 AM]:

OK ...

Mon Jayson [9:59:04 AM]:

Thank you for waiting, [redacted]

[redacted] [9:59:23 AM]:

K

Mon Jayson [9:59:44 AM]:

I'm sorry to hear about the issue you are having with the wiper.

Mon Jayson [10:00:37 AM]:

I understand you are requesting for a manual about how you can connect the wipers.

[redacted] [10:02:07 AM]:

was indeed a scary ride trying to get off I44 ...drove for 20 miles (about) in a downpour b4 we could get off...

[redacted] [10:02:48 AM]:

and YES ... thats what I need'

Mon Jayson [10:04:27 AM]:

I’m sorry about the situation you are in right now becasue of this wiper issue.

Mon Jayson [10:04:34 AM]:

We do not have that kind of documents here in customer assistance. You can be best handled by our dealership.

Mon Jayson [10:05:26 AM]:

I can go ahead and look for the nearest dealership in your area for further assistance.

[redacted] [10:06:31 AM]:

I wont have a problem making the repair .. Ihave changed wiper motor in a denali..in a Honda accord and in all of the Boeing aircraft made b4 1980

[redacted] [10:08:10 AM]:

I worked for an airline for quite a few yeard and taught how to troubleshoot and repair avionic systems ...

[redacted] [10:08:54 AM]:

doesn't make me an expert ..but not a novice either

Mon Jayson [10:09:49 AM]:

I understand, Lowell and that is great.

Mon Jayson [10:11:31 AM]:

I do not have the manual to send it to you but I encourage you to get in touch with our dealership because they have the certified tools to better assist you.

Mon Jayson [10:11:39 AM]:

Can you give me your physical address?

[redacted] [10:14:04 AM]:

[redacted].. . . . BUT . . . last time I took my vehickle to the dealer they wanted to change all the tires ...all shock absorbers and jacked up the auto using a stearing arm for a jackpot ...not going there again for anything ...

[redacted] [10:14:41 AM]:

...not jackpot . . .JACKPOINT

[redacted] [10:15:55 AM]:

anyway .. had to get alignment owing to the jackpoint blunder

Mon Jayson [10:16:11 AM]:

I see. I also see here, [redacted] that the issue you have with might be related to a recall.

Mon Jayson [10:16:55 AM]:

We need to take it to the dealership so they can have this recall completed.

[redacted] [10:17:01 AM]:

yes ..it is a recall .. I knew that

Mon Jayson [10:17:13 AM]:

What is your zip code?

[redacted] [10:17:21 AM]:

[redacted]

Mon Jayson [10:17:58 AM]:

Do you have any dealership in mind right now, or would like me to check for the nearest dealership on your area?

[redacted] [10:19:32 AM]:

the nearest dealership is in Joplin Mo...thats where I was when the jackpoint happened ...

Mon Jayson [10:20:52 AM]:

I see. That is [redacted] and the phone number is [redacted]

[redacted] [10:21:37 AM]:

I have the phone number ... wont be calling them..

Mon Jayson [10:21:46 AM]:

I understand the hesitation about going to the dealer, but you can atleast go there for the recall.

[redacted] [10:22:33 AM]:

[redacted] just wanted me to go to Jay Honda dealership ...going there would be an excursive in futility..

Mon Jayson [10:23:09 AM]:

I see. Would like me to check for a different dealership on your area that can assist you?

Mon Jayson [10:23:55 AM]:

It's a product safety recall, it's important we get it done as soon as possible.

[redacted] [10:25:38 AM]:

NOT at the next nearest is around 165 miles away ... except for Tulsa and I would have to leave the car there for 2 weeks then return to get it ...that would be 700 miles or so of driving (2 round trips) ..

Mon Jayson [10:26:06 AM]:

We have one in Neosho, MO. The name of the dealership Griffith Motor.

Mon Jayson [10:27:44 AM]:

We also have one in Miami, OK, which is Miami Chevrolet.

[redacted] [10:28:06 AM]:

I have been there also ...I had them try to work on my Honda ,...left the car there for 3 days ...came to get the car and they had forgot that they had it and my car was parked out with the ""used - for sale"" cars ....no thanks

Mon Jayson [10:31:20 AM]:

I see. sorry for thos experiences. How about Superior Chevrolet in Siloam Springs, AR?

[redacted] [10:32:02 AM]:

I had my key ...drove it away ...I suspect they still don't know its gone ...this was a few years back ...

Mon Jayson [10:33:43 AM]:

For your reference regarding this issue, the service request number is 8-[redacted]

[redacted] [10:33:58 AM]:

I have been there also ... they always evaluate ...charge for the evaluation ...then have to order any parts ...they don't stock much there..only tires and batteries ..and not many of those

Mon Jayson [10:36:07 AM]:

For this recall, [redacted] you do not have to pay for anything. You just have to set up an appointment and if they do not have the parts they can order it and contact you once it is available.

Mon Jayson [10:36:39 AM]:

The phone number for Superior Chevrolet is [redacted]

Mon Jayson [10:37:36 AM]:

You can also go to there website to schedule an appointment. The website is [redacted]

Mon Jayson [10:38:34 AM]:

What is the mileage of the vehicle now?

[redacted] [10:38:51 AM]:

looks like you can't or wont help ... I'll do it myself ..just thought it would be helpful to have pictures ... I will do my own checking will just take a bit longer ...you have been no help...bye

Mon Jayson [10:39:50 AM]:

I'm sorry for the inconvenience, [redacted]

Mon Jayson [10:40:16 AM]:

Thank you for chatting with Chevrolet Customer Assistance! Have a great day!

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

Caller English

System [4:00:37 PM]:

Welcome to chat.

Lory Jean [4:00:47 PM]:

Thank you for contacting GMC Customer Assistance. My name is Lory. How may I assist you today?

[redacted] [4:00:56 PM]:

Hi

Lory Jean [4:01:03 PM]:

Hello, [redacted]

Lory Jean [4:01:08 PM]:

How are you doing today?

[redacted] [4:01:40 PM]:

I have a question do u know if there is a recall on wipers for 2015 Chevy equinox. I was driving on the highway at 70 mph and the wipers quit working

[redacted] [4:02:20 PM]:

I just took my car to the dealship that I bought it from and they fixed it but I had to pay out of pocket. I feel this is something that was faulty.

Lory Jean [4:02:26 PM]:

I'm sorry if you are having such issue with the wipers on your vehicle but I will see what I can do to help you and I will be more than happy to look into that information for you.

[redacted] [4:02:44 PM]:

Ok please do it was very dangerous

Lory Jean [4:03:36 PM]:

I understand that you're concern of your safety while driving your vehicle and your safety is also GM's outmost priority.

Lory Jean [4:03:55 PM]:

I will check if there is any recall on your vehicle.

[redacted] [4:03:59 PM]:

Ok

Lory Jean [4:04:35 PM]:

By the way, may I have the VIN?

[redacted] [4:05:19 PM]:

Sure

[redacted] [4:05:38 PM]:

Hang on

Lory Jean [4:06:07 PM]:

Alright, [redacted]

[redacted] [4:07:02 PM]:

2Fnfleek5f6[redacted]

Lory Jean [4:07:18 PM]:

Thank you.

[redacted] [4:08:14 PM]:

They charged me $368.86 to fix this

Lory Jean [4:09:07 PM]:

I know unexpected costs can be frustrating but if you don't mind me asking, may I know when was the last time you took the vehicle to the dealership for the same concern?

[redacted] [4:09:42 PM]:

This was the first time I took it there for this problem

Lory Jean [4:10:35 PM]:

I see. May I ask for the name of the dealership you're working with?

[redacted] [4:10:51 PM]:

I am [redacted] years old and almost wrecked my car because the wipers stopped working

[redacted] [4:11:18 PM]:

Anthony Chevrolet 1229 country club road Fairmont WV 26554

[redacted] [4:11:28 PM]:

[redacted]

Lory Jean [4:11:36 PM]:

I understand how frustrating this situation is for you, [redacted] but I will do everything that I can to help you.

[redacted] [4:12:29 PM]:

I was concerned for our safety. It was raining heavily here and the wipers stopped working my daughter and I were in the car and the vehicle speed was 70 mph on a highway. It was scary

[redacted] [4:12:46 PM]:

I do have a copy of my receipt

[redacted] [4:13:12 PM]:

I do see where gmc has recalled thousands of wipers for Chevy equinox and terrains

[redacted] [4:13:30 PM]:

They r faulty and stop working

[redacted] [4:13:42 PM]:

I only buy GMC vehicles though

Lory Jean [4:14:29 PM]:

I understand where you're coming from, [redacted] and GMC has the highest regard for its customers' safety.

Lory Jean [4:14:53 PM]:

By the way, may I know how much mileage you have on the vehicle?

[redacted] [4:15:00 PM]:

This could have been a very dangerous situation

[redacted] [4:15:14 PM]:

52850

Lory Jean [4:15:41 PM]:

Thank you, [redacted].

Lory Jean [4:16:29 PM]:

I appreciate your time bringing this issue to our attention but let me go ahead and review your concern.

[redacted] [4:16:37 PM]:

Ok

Lory Jean [4:16:56 PM]:

While I'm pulling up my resources, can you also provide me your mailing address for verification purposes?

[redacted] 4:17:32 PM]:

[redacted]

Lory Jean [4:18:20 PM]:

Thank you for verifying your information.

Lory Jean [4:18:48 PM]:

May I ask for at least 3-5 minutes to review your concern?

[redacted] [4:18:57 PM]:

Sure no problem

Lory Jean [4:19:29 PM]:

I appreciate your patience, [redacted]

Lory Jean [4:24:15 PM]:

Hi, [redacted] Thank you for waiting.

[redacted] [4:24:18 PM]:

Hi

Lory Jean [4:24:36 PM]:

I was able to check the VIN and I did not see any recall associated with your vehicle. In fact, you can check our recall website at my.gm.com/recalls.

Lory Jean [4:24:48 PM]:

Now, I understand your frustrations and I know it is quite frustrating to incur unexpected charges especially when you rely so heavily on your vehicle but here's what I will do, I will be escalating your case to a Senior Advisor that specializes in this area.

[redacted] [4:25:07 PM]:

Ok sounds good

[redacted] [4:25:27 PM]:

Yes this is a defective part on the car that should be covered under recall

Lory Jean [4:25:34 PM]:

Our Senior Advisor is in best position that will continue to work directly with you and our Customer Experience Manager at the dealership to resolve the issue with the vehicle.

[redacted] [4:26:01 PM]:

Ok sounds good

Lory Jean [4:26:20 PM]:

But before I forget, may I know when did you take the vehicle to the dealership?

[redacted] [4:26:29 PM]:

Today just now

Lory Jean [4:26:33 PM]:

I see.

Lory Jean [4:26:43 PM]:

Thank you, [redacted]

Lory Jean [4:27:38 PM]:

By the way, one of my senior advisors will contact you within 2 business days. They will call you regarding the resolution on this matter.

[redacted] [4:28:00 PM]:

Ok do they have yet correct phone number [redacted]

Lory Jean [4:28:12 PM]:

May I ask for your most convenient time where they can call you?

[redacted] [4:28:21 PM]:

Anytime

[redacted] [4:28:27 PM]:

The sooner the better

Lory Jean [4:28:34 PM]:

I'll take note of that, Lisa.

[redacted] [4:28:41 PM]:

Thanks u for all your help

Lory Jean [4:28:59 PM]:

By the way, I did create a service request number or a case number in reference to our conversation and that is 8[redacted]

[redacted] [4:29:00 PM]:

Where else can I report this to make sure that they know that this is an issue

[redacted] [4:29:25 PM]:

Ok is there a phone number I can call?

Lory Jean [4:29:59 PM]:

Yes, if you would like to make a follow up; you may call us at 866-790-5700.

[redacted] [4:30:12 PM]:

Ok sounds good

Lory Jean [4:30:33 PM]:

Would there be anything else that I can assist you with today?

[redacted] [4:30:53 PM]:

No I'll wait to hear back from u all

[redacted] [4:31:02 PM]:

Thank u for everything

Lory Jean [4:31:39 PM]:

It's my pleasure, [redacted] I'm glad that I was able to help you.

[redacted] [4:31:52 PM]:

Thank u! Bye!

Lory Jean [4:32:08 PM]:

Thank you for contacting Chevrolet Customer Assistance Center! Have a great day! 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 9:00 p.m. Eastern time.

Call Disconnected.

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

Caller English

System [9:59:17 AM]:

Welcome to chat.

Celine [9:59:24 AM]:

Welcome to Chevrolet Customer Assistance, my name is Celine. I will be more than happy to assist you today!

Celine [10:00:21 AM]:

Thank you for chatting. I am here to assist you.

[redacted] [10:01:03 AM]:

Hi Celine, are you able to view the message of my concern above?

Celine [10:01:10 AM]:

Yes, Joy.

Celine [10:01:14 AM]:

In order to best assist you, I need to gather some information from you.

Celine [10:01:21 AM]:

Is it okay for me to use the information that you have entered in the pre-chat form earlier?

[redacted] [10:01:35 AM]:

Of course please do

Celine [10:02:06 AM]:

Thank you.

Celine [10:02:14 AM]:

Have you been to any GM dealer for initial diagnosis?

[redacted] [10:04:43 AM]:

Yes I think it was the week before Christmas I took it there first(Cappiello Chevrolet in Boston, NY). I was quoted close to $400 dollars and on Christmas week declined that cost. My husband replaced the motor we purchased at a local Auto part shop for $150. They replaced the motor once but just Sunday I had to purchase it again for again $150.

Celine [10:05:10 AM]:

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

Celine [10:05:30 AM]:

Please use this case number for future reference, 8[redacted]

Celine [10:05:48 AM]:

What is the approximate mileage on your vehicle?

[redacted] [10:06:31 AM]:

75,000

Celine [10:06:55 AM]:

Thank you!

Celine [10:07:05 AM]:

We need to have the vehicle inspected first at our GM dealer to determine the root cause of the concern.

Celine [10:07:26 AM]:

I understand that this has been an on-going issue on your vehicle, Joy.

[redacted] [10:07:49 AM]:

OK, yes third time since December 2017

Celine [10:08:07 AM]:

Since the last dealer visit was way back in December, we need to get the current diagnosis to determine the assistance that we can offer.

[redacted] [10:09:05 AM]:

Sure, it is due for annual NYS inspection and I can contact Cappellino regarding both.

Celine [10:09:07 AM]:

For future reference you can visit our official recall website for checking the recall/s on your VIN. Please [redacted].

Celine [10:09:33 AM]:

I understand that your family's safety is very important.

Celine [10:09:48 AM]:

We are not saying that we will not help you, Joy.

Celine [10:10:10 AM]:

We just need to know first what needs to be fixed on your vehicle.

Celine [10:10:29 AM]:

Let us know if you need further assistance after your appointment.

Celine [10:10:43 AM]:

Let me make sure that we have your updated address.

Celine [10:10:52 AM]:

May I have your mailing address?

[redacted] [10:11:13 AM]:

Currently we have replaced the motor and it is functioning. I at the moment do not need it replaced nor do I know of any repair needs.

[redacted] [10:11:27 AM]:

[redacted]

Celine [10:11:31 AM]:

That is good to know, Joy.

Celine [10:12:06 AM]:

Thank you for informing us about this concern.

Celine [10:12:18 AM]:

We will definitely look into this for you.

Celine [10:12:22 AM]:

Is there anything else I can help you with today?

[redacted] [10:13:39 AM]:

No, thank you for handling my complaint. I will contact Cappellino for an appointment and provide a copy of our correspondence. Thank you have a nice day.

Celine [10:14:11 AM]:

Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business and please feel free to contact us if assistance is needed in the future.

Call Disconnected.

February 21, 2018

General Motors Corporation
World Headquarters
ATTN: Mr. Dan Ammann
President, General Motors Company
300 Renaissance Center
Detroit, MI 48265

Dear Presiden[redacted]

General Motors Corporation has yet again answered the promise to your customers. Those affected by inconveniences have realized the service your Company provides so well in a time of need.

The special service operation to address my request would not have run so well had it not been for GMC Wiesner of Huntsville, Texas and people like Tramaine Ashley, Service Advisor; and the entire GMC Wiesner of Huntsville service department. I very much appreciate the service and assistance in the concern associated with being away from home, and the required immediate service of my Chevrolet Equinox. GMC Wiesner is truly "FOUNDATION OF EXPERIENCE" through a difficult time.

My full appreciation is expressed to Mr. [redacted] for his professional courtesy and dedication toward Exceptional Customer Service.

Thank you WIESNER CHEVROLET BUICK GMC CADILLAC for taking the time to alleviate my dilemma.

[redacted]

cc: Mr. Don Wiesner, Owner
GMC Wiesner of Huntsville

Howell, Rosa (NHTSA)

From: TaNeal Green (C)
Sent: Tuesday, March 6, 2018 4:02 PM
To: 'perry_hall@wiesnerauto.com'; 'clint_mclaren@wiesnerauto.com'
Cc: Sean P. Garrison
Subject: Subject Line: ACTION REQUIRED BY 3:32pm, 3/6/18 / Exec CAC Case, Wiesner,Inc , VIN#: 2GNALBEK2D61 [redacted] Thank you letter
Attachments: 8[redacted].pdf

To: Perry Hall & Clint Mclaren

Cc: Sean Garrison

Perry Hall & Clint Mclaren,

The customer has indicated to us that they have previously contacted your dealership for a vehicle repair. The customer expressed his satisfaction in the form of a thank you letter for the dealership and the service agents involved with the repair. As the Customer Experience Manager, you are in the best position to implement an appropriate return call to the customer, acknowledging the thank you letter.
In order to complete this task, please contact the customer within 24/48 hours regarding the thank you letter. We request the following information:

- Acknowledgement that you received the customer's thank you letter.
- Verification that you successfully contacted the customer.

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information;

- Vehicle Info: 2013, Chevrolet,Equinox
- Mileage: 66,829
- VIN: 2GNALBEK2D6[redacted]
- SR Number: 8-[redacted]
- Customer Last Name:[redacted]
- Customer Preferred Contact Method: [redacted]
- Customer Daytime Phone: [redacted]
- Customer Evening Phone:[redacted]
- Customer Cell Phone:[redacted]
- Customer Email: n/a

Summary of Concern: The customer sent a thank you letter for the repair and dealership. Enclosed as a attachment is the thank you letter.

Thank you for your crucial role in resolving customer issues and creating long-term satisfaction and loyalty.

I may be reached by calling 1-855-880-1500, extension 5911543 .

TaNeal Green
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855)880-1400 Ext.5911543, Fax (586) 920-xxxx

February 21, 2018

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World Headquarters
ATTN: Mr. Dan Ammann
President, General Motors Company
300 Renaissance Center
Detroit, MI 48265

Dear President [redacted]

General Motors Corporation has yet again answered the promise to your customers. Those affected by inconveniences have realized the service your Company provides so well in a time of need.

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My full appreciation is expressed to Mr. [redacted] for his professional courtesy and dedication toward Exceptional Customer Service.

Thank you WIESNER CHEVROLET BUICK GMC CADILLAC for taking the time to alleviate my dilemma.

Sincerely,

[redacted]

cc: Mr. Don Wiesner, Owner
GMC Wiesner of Huntsville

[redacted]

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.68⁰
0000862079 MAR 01 2018
MAILED FROM ZIP CODE 19103

[redacted]

48232$5170 8051

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
1600 Arch Street, Ste. 300
Philadelphia, Pennsylvania 19103
215-560-2414
March 1, 2018

General Motors
P.O. Box 33170
Detroit, MI 48232

Re: [redacted]
BCP-[redacted]

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within twenty-one (21) days from the above date.

Very truly yours,

[redacted]

Consumer Protection Agent

[redacted]

pfb
Enclosure
21

Whitfield, Devant BCP-[redacted] VLZ

135 2045 215-5 215-75

From: noreply@attorneygeneral.gov
Sent: Thursday, February 8, 2018 2:18 PM
To: Complaint Forms PPD BCP Admin
Subject: Online Complaint Form Details

Your Consumer Complaint Form has been submitted to Pennsylvania Office of Attorney General.
Here are the details you have submitted.

Please Note: As part of the complaint handling process, the Bureau may send a copy of this form to the individual or company against whom your complaint is filed. Failure to supply your complete and accurate contact information may result in delayed processing of your complaint.

Supporting Documentations: If you have digital versions of supporting documentations such as contracts, letters, advertisements, sales slips, proof of payment or warranties, we ask that you email them to [redacted] after you submit your complaint.

- Please include in the subject line your last name, last 4 digits of your home phone number, and the name of who the complaint is against . **EXAMPLE: SMITH2345 JOHN DOE AUTO REPAIR**
- Acceptable file types are images and PDFs.
- Max file size is 4MB and max total upload size is 10MB.

If you have documentation that you cannot email, you must fill out the PDF version of the Consumer Complaint Form and mail to BCP. Make sure to send copies and not the originals of your documentations.

RECEIVED
FEB 09 2018
Office of Attorney General
BCP - Phila.

***indicates required field**

Age Group 18 - 34

Are you a Veteran? Not selected

Are you on active duty? Not selected

Your Information

Title Mrs

Your Name* [redacted]

Address*

City*

State*

County*	[redacted]
Zip Code*	
Daytime Phone Number*	
Home Phone Number*	
Email	

Are you filling out this form on behalf of someone else? Not selected

Age Group	Not Selected
Are they a Veteran?	Not selected
Are they on active duty?	Not selected
Title	Not selected
Their Name*	Not provided
Address*	Not provided
City*	Not provided
State*	PA
County	NONE SPECIFIED
Zip Code*	Not provided
Daytime Phone Number	Not provided
Home Phone Number	Not provided
Email	Not provided

Who is the complaint against?

Business Name*	GM/Chevrolet

What would you like the business to do to settle your complaint?

I would like this to somehow go through the process to see that gm is at fault to recall this part and to reimburse all the people who have had this problem. And fix everyone else's before someone gets hurt(if someone has not already).

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection, provides a mediation service to consumers where an attempt may be made to mediate your individual consumer complaint if it falls within the jurisdiction of the office. Please be advised that the information you provide will be shared with the party against which you have filed a complaint. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

Your complaint will also be kept on file with our office and the information contained therein may be used to establish violations of Pennsylvania Law. Attached to this complaint form is an informational sheet which will help you in completion of the complaint form and also will explain in greater detail the mediation process.

By completing and submitting this complaint form, I am adopting this as my online signature and I authorize the Bureau of Consumer Protection to contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau of Consumer Protection. I verify that I have read and understand the informational sheet about this process; and, that the information provided is true and correct to the best of my knowledge, information and belief.

This message has been scanned for malware by Websense [redacted]

Click here to report this email as spam.

Cust Name: [redacted]
SR#8[redacted]
VIN#:2GNALAEK3E6[redacted]
Y,M,M:2014 Chevrolet Equinox (New)
AG #: BCP[redacted]
****
PC:Commonwealth of pennsylvania Office of the Attonrey General
[redacted]
P[redacted]

Date on Demand: 3/5/18
In-Service Date:3/12/14
****
VIN Scan

Previous SR's Found: Yes

8-[redacted]
Opened-4/7/17-4/7/17
Concern- wiper transmission issue Customer not included in Recall 25302Front Wiper Transmission Corrosion Failure Safety Recall Bulletin Summary
Resolution - Denied Assitance

8-[redacted]
Opened-2/7/18-2/14/18
Concern- : Windshield wiper has broken for 2nd time. The first time a non GM mechanic did the repair.
Resolution - ehicle was repaired. Customer wanted refund Of 382.41, and to complain. informed her if it's recalled, she will get a letter. As of now it's no recall, special coverage, service bulletin, which is why should had to pay.

Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No
********** Dealer Name:Gordon Chevrolet
BAC:278[redacted]
A:6301 E Roosevelt Blvd, Philadelphia, PA 19149
P:(215) 537-2377

Ser Manager: Louise Cerkvenik
E:lcerkvenik@gordonchevroletpa.com

DMA:Don Gaskins, Jr.
P215-266-0591
E:donald.gaskins@gm.com

****

Ashley Lugo (C)

From: Ashley Lugo (C)
Sent: Thursday, March 22, 2018 5:42 PM
To: 'vzeoli@attorneygeneral.gov'
Subject: FW: Ronan-Edwards v Gm 8-[redacted]
Attachments: UTC letter.pdf; LC ack letter.pdf

Importance: High

Good afternoon,

Please see attached .

Please see attached letter . Also Please do not give customer my email address for security purposes . Thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, March 07, 2018 5:33 PM
To: 'vzeoli@attorneygeneral.com'
Subject: [redacted] v Gm 8-[redacted]
Importance: High

Cust Name: [redacted]
SR#8[redacted]
VIN#:2GNALAEK3E6[redacted]
Y,M,M:2014 Chevrolet Equinox
AG #: BCP-[redacted]

Please see attached letter . Also Please do not give customer my email address for security purposes . Thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

March 7, 2018

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Victoria Zeoli

Customer: [redacted]
Reference number: BCP-[redacted]
Service request: 8-[redacted]
Customer Relationship Specialist: [redacted]

Dear Victoria Zeoli:

Thank you for your recent correspondence regarding [redacted]. We are sorry he is dissatisfied with her 2014 Chevrolet Equinox. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

March 22, 2018

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Victoria Zeoli

Customer: [redacted]
Reference number: BCP[redacted]
Service request: 8-[redacted]
Customer Relationship Specialist: [redacted]

Dear Victoria Zeoli:

Thank you for your recent correspondence regarding [redacted] and concerns with his 2014 Chevrolet Equinox.

We are concerned to learn when a customer is dissatisfied with any phase of their experience with our product. For this reason, we would like a chance to review [redacted] concerns. Unfortunately, our attempts to contact [redacted] have been unsuccessful to discuss his vehicle's concerns. We have tried to contact him on the following dates March 6,9,12, & 22. Unti[redacted] contacts us, we will be unable to provide assistance and we will proceed to close our file at this time.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

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

Caller English

System [4:24:50 PM]:

Welcome to chat.

Willie [4:25:01 PM]:

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

Willie [4:25:50 PM]:

Thank you for chatting. I am here to assist you.

[redacted] [4:25:53 PM]:

I have a 2012 gmc terrain and the wipers have stopped working

Willie [4:26:09 PM]:

I'm so sorry that happened to you.

Willie [4:26:16 PM]:

Did you take your vehicle to the dealership to have it check?

[redacted] [4:26:19 PM]:

I was told by the gm dealer that it's the transmission

Willie [4:27:09 PM]:

When did the dealer diagnose your vehicle?

[redacted] [4:27:13 PM]:

The cost to replace it is 350 and I have read bulletins about recalls in Canada about a recall

[redacted] [4:27:17 PM]:

Yesterday

Willie [4:27:36 PM]:

I know unexpected costs can be frustrating.

Willie [4:27:58 PM]:

Let me check your VIN so I can find out if there are any information we can use for your concern. May I please have your VIN?

[redacted] [4:28:16 PM]:

I am in the US and have also read online issues with the exact same thing from 112 people with 2012 terrains

[redacted] [4:28:46 PM]:

Yes just a moment and I will get it

Willie [4:28:53 PM]:

We appreciate the efforts you made in trying to research your vehicle's issues. Please understand though that anyone can post online and it will be unfair for us to assume the same for your vehicle when every customer has a different way of caring for their vehicle, even if it's the same year and model. We want to ensure we are able to address your vehicle's specific issue through a GM dealer diagnosis.

[redacted] [4:30:02 PM]:

2GKFLVEK9C6[redacted]

Willie [4:30:30 PM]:

How many miles do you currently have on your vehicle?

[redacted] [4:30:39 PM]:

99,000

Willie [4:32:01 PM]:

Thank you for providing that information.

Willie [4:32:07 PM]:

How can I make things better for you?

[redacted] [4:32:19 PM]:

I have also had it in for am oil consumption test because it's burning a ton of oil. Apparently burning a half a quart in 1000 miles is acceptable.

[redacted] [4:33:03 PM]:

Well, how it could be better is to have it fixed. I have a. Extended warranty but they don't cover it either

Willie [4:34:30 PM]:

What is the name of the dealership that you worked with?

[redacted] [4:35:05 PM]:

Saint J Auto

Willie [4:35:55 PM]:

Do you know the zip code of that dealership?

[redacted] [4:36:17 PM]:

05819

Willie [4:36:49 PM]:

Thank you.

Willie [4:38:36 PM]:

By the way, I would like to take this opportunity to update your profile. Can you please provide me your home address?

[redacted] [4:38:51 PM]:

[redacted]

[redacted] [4:39:02 PM]:

[redacted]

Willie [4:39:34 PM]:

Thank you.

Willie [4:39:41 PM]:

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

[redacted] [4:39:58 PM]:

Thank you

Willie [4:40:33 PM]:

You're welcome.

Willie [4:45:45 PM]:

Thank you for waiting.

Willie [4:45:59 PM]:

I documented this chat and please keep this Service Request Number 8-[redacted] as your reference for this conversation.

Willie [4:46:09 PM]:

I understand that you're seeking for GM's assistance.

Willie [4:46:27 PM]:

Generally, the wipers are covered under the 3 years and 36000 mi Bumper to Bumper Warranty. However, that said warranty has expired.

Willie [4:46:32 PM]:

As much as I would love to help you but GM will not be able to cover the repair.

[redacted] [4:47:44 PM]:

Yes I understand but wanted to contact since I saw a recall on Canadian provinces for exact issue. I also live in a high corrosive state with lots of snow and salty roads in winter

Willie [4:49:10 PM]:

We appreciate that you do your own research about this issue. GM is able to determine which vehicles were or were not built with the part being recalled and identifies that by the VIN and your vehicle is not included in the affected group. If you want to validate if your vehicle is indeed involved in a recall, you can go to my.gm.com/recalls.

[redacted] [4:49:37 PM]:

Thank you for your assistance

Willie [4:49:44 PM]:

I understand.

Willie [4:49:51 PM]:

Do you have any other questions that I may assist you with today?

[redacted] [4:50:03 PM]:

No that was all

Willie [4:50:07 PM]:

I want to thank you for taking the time to speak with me today.

[redacted] [4:50:18 PM]:

Have a good night

Willie [4:50:19 PM]:

Thank you for chatting with the GMC Customer Assistance! My name is Willie. Have a great day! 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 9:00 P.M ET and Saturday from 9:00 A.M. to 9:00 P.M. ET.

Willie [4:50:34 PM]:

You too, [redacted]

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

DATE 04/05/18

321 DOLLARS 53 CENTS

AMOUNT 321.53

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR
DUNS NO BB 000000028
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 04/05/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLNEK3D6[redacted]	04/04/18	VM [redacted] 8[redacted]	00.0000	321.53	.00	321.53
			TOTAL	321.53	.00	321.53

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

GMC - Recall Question On A Vehicle I Own-Additional Info:VIN:D6[redacted]

I have a recall notice for my 2013 GMC Terrain. Recall #25302. My wipers went out roughly 5 months ago and I am just now seeing my recall. Can i get reimbursed for the amount I spent getting it fixed?

If so, what documentation do you need?

Thank you,

[redacted]

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

Caller English

System [1:41:52 PM]:

Welcome to chat.

Tyler [1:42:17 PM]:

Thank you for contacting GMC Customer Assistance,[redacted] My name is Tyler! I would be happy to assist you any questions or concerns about recalls.

Tyler [1:42:19 PM]:

I see that you have put some information in the pre chat form. Please allow me two to three minutes to review this information.

Tyler [1:43:45 PM]:

I apologize for the wait; the vehicle does have an open recall for the front wiper transmission corrosion failure.

Tyler [1:44:46 PM]:

You would need to take your receipts to a GMC Dealership and they would determine if the repair was similar and determine if reimbursement is an option.

Tyler [1:45:11 PM]:

We also have a great self-service tool on our website where you can check your vehicle for Recalls at: [redacted]

[redacted] [1:46:11 PM]:

I just spoke to the dealership on my recall and they said to contact GMC. If you can give me someone directly to speak to that would be great.

Tyler [1:47:06 PM]:

Did you show the dealership your repair records for this?

[redacted] [1:49:10 PM]:

No, I spoke to them on the phone. They directed me to you. Like everyone, I am very busy and I would like to not spend a lot of time on this. I've already had to deal with my wipers going out on the highway and waiting 3 hours for a tow truck. Thank you for your help.

Tyler [1:53:17 PM]:

A faster approach would be showing the dealership your repair records to see if the repair is similar. You can send your information to CustomerAssistance@gmc.com, but this would take some time. Please keep mind that for this recall the dealership is to inspect the vehicle before performing a repair. Parts that can be used and are limited to a plug and module assembly.

Tyler [1:53:36 PM]:

If the repair you had didn't require these then you wouldn't be reimbursed, [redacted]

Tyler [1:53:47 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?

Tyler [1:54:45 PM]:

Also the service request number for today's concern is 8-[redacted]

[redacted] [1:58:05 PM]:

My contact information is correct. Do I need to contact the dealership on my recall notice or can you direct me to a closer location to my residence. [redacted]

Tyler [1:59:54 PM]:

I was able to locate CLASSIC BUICK, GMC OF CARROLLTON, LLC 2700 N I 35 E CARROLLTON, TX 75007-4402 (972) 242-4000.

Tyler [2:00:03 PM]:

Can you verify your full home mailing address?

[redacted] [2:02:13 PM]:

[redacted]

Tyler [2:02:44 PM]:

Thanks for this information; is there anything else I can assist you with at this time?

[redacted] [2:03:01 PM]:

Thanks Tyler, have a great weekend!

Tyler [2:03:10 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with GMC Customer Assistance. We are here to chat from Monday – Friday 8:00 am – 9:00 pm and Saturday 9:00 am – 9:00 pm EST. Have a great day!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 03/21/18
-NOT VALID AFTER 180 DAYS FROM DATE

328 DOLLARS 58 CENTS AMOUNT 328.58

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO BB 000000034
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 03/21/18

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK8D1 [redacted]	03/20/18 8 [redacted]	VM [redacted]	00.0000	328.58	00	328.58
TOTAL				328.58	00	328.58

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID

[redacted]

MANCHESTER NH 030

10 MAY 2017 PM 1 L

Reimbursement Dept.
Po Box 33170.
Detroit, MI 48232-5170

RECEIVED MAY 22 2017

48232-517070

General Motors Product Field Action
Customer Reimbursement Request Form

[redacted]

Customer Name (please print) [redacted]

Street Address or P. O. Box Number: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Daytime Telephone Number (include Area Code) [redacted]

Evening Telephone Number (include Area Code) [redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: 3/03/16

Vehicle Identification Number of Involved Vehicle: 2G1FLVEK3D [redacted]
(17 Characters)

Mileage at Time of Repair: 73,991 Date of Repair: 3/3/16

Amount of Reimbursement Requested: $ 361.84

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that a[redacted] are genuine and I request reimbursement for the expense I incurred fo[redacted] this letter.

Customer's Signature: [redacted]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

Bill Deluca Family of Dealerships

www.billdeluca.com

Chrysler - Jeep - Dodge
108 Bank Road
(978) 373-9500

Chevrolet - Buick - GMC
112 Bank Road
(978) 373-7700

One Location
Rte. 495 Exit 49 • Haverhill, MA 01832

Service Hours: Mon - Sat 7:30 am - 5:30 pm • Body Shop Hours: Mon - Fri 7:30 am - 5:30 pm • Free Estimates

CELL: [redacted]

CUSTOMER NO. [redacted]	ARM RONALD MASSEY 49868	HAT # [redacted]	INVOICE DATE 03/03/16	IN [redacted]
[redacted]	LABOR RATE	PLATE #	CURRENT MILEAGE 73,991	EXTERIOR COLOR IRIDIUM MET	STOCK # [redacted]
	VEHICLE DESCRIPTION 13/GMC/TERRAIN/4DR AWD		DELIVERY DATE 03/09/13	DELIVERY MILES 12
	VIN # 2GKFLVEK3D6[redacted]		OUR MFG. # 32223	PRODUCTION DATE
	F.T.E #	P.O. #	W.O. DATE 03/02/16	
	NOTES			MO: [redacted]

JOB# 1 07CVZ *ELECTRICAL TECH(S): 66738 172.43

WIPER INOP-FIRST THEY WENT OF THE EDGE OF THE WINDSHIELD.
THEN STOPPED
FOUND WIPER TRANSMISSION PIVOT BROKEN.REPLACED WIPER
TRANSMISSION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		25948436	TRANSMISS 10.159	164.78	164.78
				JOB # 1 TOTAL PARTS		164.78
				JOB # 1 TOTAL LABOR & PARTS		337.21

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CF	COMPLIANCE FEES		5.17
JOB # A	SS	SHOP SUPPLIES		8.62
			TOTAL - MISC	13.79

COMMENTS
DROP WEDS-EMERGENCY

TOTALS

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED
PLEASE CONTACT BRETT WILLIAMS
AT 978-373-7700 AND HE WILL ADDRESS YOUR CONCERNS.
THANK YOU FOR YOUR BUSINESS

I ACKNOWLEDGE THE RETURN OF THIS VEHICLE TO MY CUSTODY.
ALL DETAILS OF THIS INVOICE HAVE BEEN EXPLAINED TO MY
COMPLETE SATISFACTION.
SIGNATURE

TOTAL LABOR....	172.43
TOTAL PARTS....	164.78
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.79
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.84
TOTAL INVOICE $	**361.84**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

ORIGINAL

PREFERRED PRODUCTS, INC. - 207-465-7189

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID VOID VOID

DATE
03/22/18

361 *DOLLARS* 84 *CENTS* AMOUNT 361.84

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR
DUNS NO BB 000000017
VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 03/22/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLVEK3D6[redacted]	03/21/18	VM[redacted]	00.0000	361.84	.00	361.84
			TOTAL	361.84	.00	361.84

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

[redacted]

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

Caller English

System [9:45:23 AM]:

Welcome to chat.

Gabrielle [9:45:45 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Gabrielle. I see you have a question regarding your vehicle. Please allow me 1-2 minutes to review your question.

Gabrielle [9:47:54 AM]:

Are you having a concern with your wipers?

[redacted] [9:47:56 AM]:

wiper transmission went out and I need to be paid for repair of it.

Gabrielle [9:48:15 AM]:

Can you tell me how many miles are on your vehicle?

[redacted] [9:49:17 AM]:

76690

[redacted] [9:49:54 AM]:

75690

Gabrielle [9:51:01 AM]:

I apologize for the concern you had with your vehicle. Has the vehicle been repaired or are you seeking to have it repaired?

[redacted] [9:52:08 AM]:

It has at Heafner ‘s motors

Gabrielle [9:54:00 AM]:

Thank you for the information. The concern you had could have potentially been covered by the Bumper to Bumper Warranty, if defective and if the warranty was applicable. You are outside of the warranty by over 30,000 miles, we are unable to reimburse you for the repair.

Gabrielle [9:54:33 AM]:

I would like to document the concern you had. Is the information in the pre chat form such as your name, phone number and email address accurate?

[redacted] [9:57:04 AM]:

They are correct: Heafner's Motor # is [redacted]

Gabrielle [9:57:38 AM]:

Can you also provide me with your physical mailing address?

[redacted] [9:59:00 AM]:

[redacted]

Gabrielle [9:59:18 AM]:

Thank you, at this time is there anything else I can assist you with?

[redacted] [9:59:48 AM]:

No thanks

Gabrielle [9:59:52 AM]:

Thank you for contacting GMC Customer Assistance.I appreciate you taking the time to chat in with us today and allowing me the opportunity to answer your vehicle questions. If you have any further questions or concerns, please do not hesitate to chat back in with us. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm, Eastern Standard Time. Have a great day!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

VOID VOID VOID VOID VOID

DATE 04/13/18 | 184 DOLLARS | 67 CENTS | AMOUNT 184.67

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO BB 000000034

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 04/13/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKALSEK4D6[redacted]	04/12/18	VM[redacted] 8-[redacted]	00.0000	184.67	.00	184.67

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	184.67	.00	184.67

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 04/13/18 | 624 DOLLARS | 52 CENTS | AMOUNT 624.52

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000054

VENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 04/13/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALFEK4D6[redacted]	04/12/18	VM[redacted]	00.0000	624.52	.00	624.52

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	624.52	.00	624.52

GMC - Recall Question On A Vehicle I Own-Additional Info:The ball joint on my windshield wiper transmission has just worn down and corroded this making my wipers completely immobile, this seems extremely dangerous and not a result of normal wear and tear on a vehicle with only 76,000 miles. I noticed there is a recall in Canada on this same issue, I'm wonder why this is not recalled here? What should I do about this issue? Vin B6[redacted]

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

Caller English

System [8:57:21 AM]:

Welcome to chat.

Ashley [8:57:37 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley.

[redacted] [8:57:45 AM]:

Hi I got disconnected

[redacted] [8:58:01 AM]:

I was dealing with Vincent before

Ashley [8:58:40 AM]:

I do apologize for any inconvenience this concern with your Terrain may have caused you, [redacted]. I also am sorry to hear that you were disconnected. However, I am happy to check into this for you here. Have you had this concern diagnosed and addressed by your local GMC dealer at this time?

[redacted] [8:59:56 AM]:

I called them and they said there were no current recalls for my vehicle, but I was checking with you to see what should be done about this issue. It seems like a faulty problem for this vehicle that should be addressed on a more professional level.

Ashley [9:00:17 AM]:

I understand. Can you please confirm the phone number and e-mail address you provided in the pre-chat form is correct, along with your home address?

[redacted] [9:00:33 AM]:

[redacted]

[redacted] [9:00:45 AM]:

[redacted]

[redacted] [9:00:59 AM]:

[redacted]

Ashley [9:02:02 AM]:

Thank you, [redacted] After looking into your specific vehicle further, I was able to confirm there is currently no recall or additional coverage associated with your vehicle in regard to this concern. Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. General Motors has the highest regards to its customer's safety and follows the same guidelines that the National Highway Traffic Safety Administration (NHTSA) uses to identify vehicles that should be involved in specific recalls. At this point, we would recommend that you have this concern diagnosed and addressed by your preferred GMC dealer. However, as there is no recall and your vehicle is outside of the applicable Bumper to Bumper Limited Warranty, any service or repair fees will be at your expense. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for Recalls at: [redacted].

Ashley [9:02:24 AM]:

May I ask which GMC dealer is your preferred for documentation purposes?

[redacted] [9:03:23 AM]:

I don't have a preferred one

[redacted] [9:03:36 AM]:

The Closest

Ashley [9:04:17 AM]:

I am showing the closest dealer to the zip code you provided is Jones Buick GMC located at 1335 Manheim Pike in Lancaster. Is that an area you are familiar with?

Ashley [9:07:23 AM]:

Are you still there, [redacted]

[redacted] [9:07:35 AM]:

Yes

Ashley [9:08:11 AM]:

Okay, great! You can schedule a service appointment with Jones Buick GMC via phone at (717) 394-0711 or by visiting their website [redacted] Do you have any additional questions for me at this time?

Ashley [9:11:26 AM]:

I am still available; I just want to make sure you are still there.

Ashley [9:13:03 AM]:

I am ending this chat session due to no response. The reference number from our chat is 8-[redacted] Thank you for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8 a.m. to 9 p.m. and Saturday from 9 a.m. to 9 p.m. Eastern Time.

Call Disconnected.

GMC - Recall Question On A Vehicle I Own-Additional Info:The ball joint on my windshield wiper transmission has just worn down and corroded this making my wipers completely immobile, this seems extremely dangerous and not a result of normal wear and tear on a vehicle with only 76,000 miles. I noticed there is a recall in Canada on this same issue, I'm wonder why this is not recalled here? What should I do about this issue? Vin B6[redacted]

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

Caller English

System [8:43:00 AM]:

Welcome to chat.

Vincent [8:43:25 AM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GMC Customer Service, [redacted] My name is Vince. I see you are having a vehicle concern, I am sorry to hear that! How may I be able to assist you with that today?

Vincent [8:43:32 AM]:

I can check for a recall or coverage.*

Vincent [8:43:40 AM]:

To better assist you, may I please also have your mileage?

Vincent [8:43:52 AM]:

You may also check for open recalls here on any GM Vehicle, anytime [redacted]

[redacted] [8:44:07 AM]:

76,044

Vincent [8:45:47 AM]:

Thank you. I will check over this for you today for coverages. It is possible that other vehicles of the same year and model to not have the same coverages and recalls. If the information in the prechat form is correct; for documentation while I check this over, can you please also provide your street address for me?

[redacted] [8:47:10 AM]:

[redacted]

Vincent [8:48:16 AM]:

Thank you, [redacted]

[redacted] [8:48:19 AM]:

I also have a photo of the corroded ball joint

Vincent [8:49:59 AM]:

Thank you for your patience also. Unfortunately, we are not able to receive pictures. I would need to refer you to the dealership to diagnose the vehicle. We work in partnership with them and they are in the best position to look at your vehicle for these types of concerns. Checking this over though, unfortunately there is no coverages specific to this or recalls for it on your vehicle. If you have repairs performed, I do suggest saving receipts so that if a coverage is released in the future, you may be able to submit for reimbursement at that time. However, at this time any costs would be out of pocket for this concerns diagnostics and repairs.

Vincent [8:50:18 AM]:

I will still document these concerns today and for your documentation, your Service Request Number is 8-[redacted].

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [9:14:55 AM]:

Welcome to chat.

Marie [9:15:02 AM]:

Welcome to GMC Customer Assistance. My name is Mary.

Marie [9:15:04 AM]:

Please give me 2-3 minutes of your time to review your concern.

Marie [9:16:00 AM]:

Thank you for waiting.

[redacted] [9:16:05 AM]:

Sorry I keep getting disconnected.

Marie [9:16:27 AM]:

We apologize for any inconvenience, [redacted]

Marie [9:16:56 AM]:

I'm sorry to hear that you are having windshield wiper issue on the vehicle. Let's figure out how we can resolve this.

Marie [9:17:38 AM]:

Before anything else, where are you currently located?

[redacted] [9:17:53 AM]:

[redacted]

Marie [9:18:30 AM]:

Thank you. Where is the vehicle right now?

[redacted] [9:18:45 AM]:

In my garage

Marie [9:19:21 AM]:

Okay. To ensure that you will receive all mails and notifications from GM, may I have your mailing address?

[redacted] [9:19:54 AM]:

[redacted],

Marie [9:20:37 AM]:

Thank you. What is the city and zipcode?

[redacted] [9:20:57 AM]:

[redacted]

Marie [9:21:27 AM]:

Have you taken your vehicle to a certified GM Dealer for diagnosis?

[redacted] [9:21:42 AM]:

No

[redacted] [9:22:03 AM]:

I looked under the hood and was able to identify it myself

Marie [9:22:15 AM]:

Thank you for that information.

Marie [9:22:34 AM]:

I know how important that your vehicle is in good condition. Thank you for sharing this information so we can determine the course of action.

Marie [9:22:40 AM]:

Please give me 2-3 minutes of your time to check this information.

Marie [9:24:19 AM]:

Thank you for waiting.

Marie [9:24:50 AM]:

I can see that there's an existing case report for this concern. Here's your case number, 8-[redacted]

[redacted] [9:25:04 AM]:

It is currently raining in Lancaster pa and i feel that this issue makes my vehicle very unsafe to drive, luckily I was able to get my child to his preschool, but this issue is something that shouldn't go unnoticed

Marie [9:25:36 AM]:

Your safety is important to us. We'll do our best to help.

[redacted] [9:25:55 AM]:

In my opinion this is a manufacturing issue and has nothing to do with normal wear and tear.

Marie [9:25:59 AM]:

I have checked your VIN and see here that there are no open recalls on your vehicle at this time. Although you may have seen a vehicle similar or exactly like yours has a Recall, not all vehicles may have been involved in the recall. Each vehicle is differently designed.

Marie [9:26:11 AM]:

You can also visit [redacted] for recall update & information.

[redacted] [9:26:18 AM]:

Thank you for that

Marie [9:26:23 AM]:

I recommend having the vehicle checked by our certified GM Dealer. They are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost, but I hope you consider working with our dealership. They are in the best position to evaluate the situation further and check the best option that we have.

Marie [9:26:43 AM]:

Do you have a preferred dealership or would you like me to locate the nearest one for you?

[redacted] [9:26:55 AM]:

They're probably the most expensive too

[redacted] [9:27:17 AM]:

Look, I just want you to be aware of this situation I'm in

[redacted] [9:28:04 AM]:

I will get it fixed, but this is a problem, there are many more issues out there because of a manufacturing defect, and it's very unsafe

Marie [9:28:22 AM]:

I know that unexpected cost can be frustrating. I hope you consider working with our certified GM Dealer. They have the complete resources and best options in having the vehicle fixed.

Marie [9:28:52 AM]:

I will make sure that everything is well documented.

Marie [9:29:25 AM]:

Please don't hesitate to chat with us just incase you need further assistance, all right?

[redacted] [9:30:12 AM]:

thank you, the ball joint of the wiper transmission should not get corroded because of water leaking under it

Marie [9:30:28 AM]:

I understand. I hope everything goes well.

Marie [9:30:33 AM]:

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

[redacted] [9:30:56 AM]:

Nope

Marie [9:31:08 AM]:

Thank you for contacting GMC Customer Assistance. Have a great day!

Call Disconnected.

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

Caller English

System [11:48:22 AM]:

Welcome to chat.

Willie [11:48:56 AM]:

Thank you for contacting GM Customer Assistance. My name is Willie. Please allow me two to three minutes to research your question.

[redacted] [11:49:33 AM]:

I was disconnected, here is my vin # 2GKLXE57C6[redacted]

Willie [11:50:12 AM]:

Thank you for waiting.

Willie [11:50:15 AM]:

That’s scary. We wouldn't want any customer to experience what you've described.

Willie [11:50:29 AM]:

I'm sorry about what happened earlier.

Willie [11:50:34 AM]:

I will be more than happy to assist you.

[redacted] [11:50:49 AM]:

I never complain about anything but this was not a good situation with this issue with the wilers

[redacted] [11:51:38 AM]:

The motor was fine it was the connection on the wiper arm.

Willie [11:52:40 AM]:

I understand. How much did you pay for the repair?

[redacted] [11:52:57 AM]:

[redacted]

[redacted] [11:53:58 AM]:

The deal ship we found stated it motor and transmission came as a kit. He thought it was a recall but found out it was not on the vehicle I jave

Willie [11:54:54 AM]:

I understand this can be frustrating.

Willie [11:55:30 AM]:

My apologies, I wasn't able to pull the vehicle information. Kindly verify if you have the correct VIN.

[redacted] [11:55:59 AM]:

I love the vehicle and have not had any issues with it. The wilers literally flung to the driver side and were hanging on the side of he car

[redacted] [11:56:47 AM]:

2GKFLXE57C6[redacted]

Willie [11:57:21 AM]:

What is the current mileage of the vehicle?

[redacted] [11:57:45 AM]:

Hold on

Willie [11:57:54 AM]:

Okay.

[redacted] [11:59:16 AM]:

When the incident occurred I had 147924 on it. Currently i have 150977

Willie [11:59:49 AM]:

Thank you for providing that information.

Willie [12:00:09 PM]:

I'd like to look into this further for you.

Willie [12:00:33 PM]:

By the way, I would like to take this opportunity to update your profile. Can you please provide me your home address?

[redacted] [12:02:03 PM]:

[redacted]

Willie [12:02:25 PM]:

When was the repair performed and what is the name of the dealership that you worked with?

[redacted] [12:05:48 PM]:

Feb 10,[redacted]

Willie [12:06:59 PM]:

Thank you for providing that information.

[redacted] [12:07:12 PM]:

Absolutely

[redacted] [12:07:49 PM]:

I just feel this is a safety issue

Willie [12:09:07 PM]:

I documented this chat and please keep this Service Request Number 8-[redacted] as your reference for this conversation.

Willie [12:09:35 PM]:

I understand that you're seeking for reimbursement and you're concerned with the safety of your family.

Willie [12:09:58 PM]:

Based on your VIN, there's no open recall on your vehicle for the wiper arm.

[redacted] [12:09:59 PM]:

Yes that is correct

Willie [12:10:25 PM]:

Recalls are VIN specific because the vehicles are produced in batch and in different manufacturing plants. You can verify this information to our website, [redacted]

Willie [12:10:38 PM]:

As much as I would love to help you but GM will not be able to process your claim.

[redacted] [12:10:50 PM]:

It was the barring by the motor

[redacted] [12:12:58 PM]:

Wow this disappointing as it was a huge safety issue to my daughters and my self. I really feel this vehicle excellent but with an issue such as this I cannot support this GMC product.

Willie [12:13:39 PM]:

I am truly sorry we were unable to resolve your concerns to your satisfaction.

[redacted] [12:14:40 PM]:

I most definitely will not be recommending this vehicle to family and friends as well as the service. Very unfortunate. Thank you for your help.

Willie [12:14:57 PM]:

I understand.

Willie [12:14:58 PM]:

I want to thank you for taking the time to chat with me today.

Willie [12:15:05 PM]:

Thank you for chatting with GMC Customer Assistance! My name is Willie. Have a great day! 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 9:00 P.M ET and Saturday from 9:00 A.M. to 9:00 P.M. ET.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 / 213

VOID VOID VOID

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE 04/16/18 | 280 DOLLARS | 32 CENTS | AMOUNT 280.32

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000029
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 04/16/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GKFLTEK2D6[redacted]	04/13/18	VI[redacted]	00.0000	280.32	.00	280.32
			TOTAL	280.32	.00	280.32

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID VOID

DATE 04/20/18

319 DOLLARS 95 CENTS AMOUNT 319.95

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]

DUNS NO BB 000000013

VENDOR NAME [redacted]

PAYMENT DATE 04/20/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEKXD1 [redacted]	04/[redacted]/18	VM[redacted]	00.0000	319.95	.00	319.95

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	319.95	.00	319.95

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

Caller English

System [4:20:38 PM]:

Welcome to chat.

Lorena [4:20:59 PM]:

Welcome to Chevrolet Customer Assistance Center. My name is Lorie.

Lorena [4:21:07 PM]:

Hi, [redacted].

[redacted] [4:21:27 PM]:

HI Lorie

Lorena [4:21:53 PM]:

Please allow me 2 -3 minutes to review your concern, and check what I can do for you.

[redacted] [4:22:04 PM]:

OK

Lorena [4:23:43 PM]:

I understand that you are seeking reimbursement for the repair of the wiper transmission, am I correct?

Lorena [4:24:01 PM]:

Have you tried working with the dealership about this?

Lorena [4:24:53 PM]:

For reimbursement process, the certified dealer is in the best position to provide recommendation for the reimbursement.

[redacted] [4:24:59 PM]:

That is correct. The dealership is in Markham, Ontario. I live in [redacted]. This would appear to be a GM issue not a dealership issue.

[redacted] [4:26:15 PM]:

I am 4 1/2 hours away from the dealership. Who can I contact to submit a complaint? It is a safety issue.

Lorena [4:26:29 PM]:

I was able to pull up your VIN. There is no recall in it. Recalls are VIN specific and not all same year, make and model have the same recalls.

[redacted] [4:27:25 PM]:

There should be a recall on it. There is a recall in Canada thru 2017. The same vehicle!

[redacted] [4:28:26 PM]:

Extremely dangerous situation and we were lucky it didn't break down on the road.

Lorena [4:29:02 PM]:

Are you originally from Canada?

Lorena [4:29:25 PM]:

May I ask for the approximate mileage?

[redacted] [4:29:47 PM]:

No, a lifetime Michigan resident and a retiree from General Motors (after 35 years).

[redacted] [4:30:25 PM]:

The mileage is around 66,000.

Lorena [4:30:47 PM]:

Let me check, [redacted] I need to do some research.

[redacted] [4:30:56 PM]:

Ok

Lorena [4:34:54 PM]:

Thank you for patiently waiting.

Lorena [4:34:59 PM]:

I was able to verify that your VIN does not have any open recall, as I have mentioned, recalls are VIN specific. The wiper transmission is covered under Bumper to Bumper which the vehicle is out of parameters. We apologize but we cannot grant the reimbursement.

Lorena [4:35:25 PM]:

Thisis also the reason why the dealer asked you to pay for the repair.

[redacted] [4:35:40 PM]:

I would like to pursue this further as it is an extreme safety issue. What is my recourse?

Lorena [4:36:42 PM]:

What I can do for you now is to document this issue, and forward this to GM.

[redacted] [4:36:42 PM]:

I had to pay the repair because the US recall is for 2013 only. The recall in Canada goes thru 2017. It doesn't make any sense.

Lorena [4:37:03 PM]:

I completely understand the dissatisfaction unfortunately, due to vehicle being out of applicable warranty parameters, the cost of repair is typically customer's responsibility.

Lorena [4:37:29 PM]:

Even the US recall that you are mentioning is not applicable in your vehicle.

Lorena [4:37:35 PM]:

For recall updates and information specifically about your vehicle, please visit our website at [redacted]

[redacted] [4:37:44 PM]:

I understand that but I believe this should be a recall and not subject to warranty parameters.

Lorena [4:37:47 PM]:

Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls.

[redacted] [4:38:24 PM]:

The repair made was exactly the repair associated with the recalled vehicles.

Lorena [4:39:05 PM]:

I will document this and forward to GM, but your vehicle is not involved in any recalls.

Lorena [4:40:17 PM]:

Kindly check the recall website, you need to enter the VIN and the vehicle's information will be provided to you.

[redacted] [4:41:19 PM]:

Yes, I know but it should be. Please forward to GM. I am extremely dissatisfied but I realize that it is out of your hands. That is why I want to this issue to be forwarded to the appropriate people so that it can be rectified.

Lorena [4:42:13 PM]:

Yes, [redacted] I will definitely document this properly and let me provide you the case number.

[redacted] [4:42:35 PM]:

Thank you.

Lorena [4:42:57 PM]:

This is the case number, 8-[redacted].

Lorena [4:43:46 PM]:

Once a bulettin or recall will be issued, we can easily pull your case and notify you.

Lorena [4:44:29 PM]:

Can you also provide me your mailing address in order for you to receive correspondence from GM?

[redacted] [4:45:01 PM]:

Yes, it is[redacted]

Lorena [4:45:38 PM]:

Thank you so much for forwarding this to our attention.

[redacted] [4:45:45 PM]:

That zip code should be [redacted]

[redacted] [4:46:26 PM]:

typing too fast

Lorena [4:46:58 PM]:

Is there anything else that I can assist you for today, [redacted]

[redacted] [4:47:19 PM]:

No, that is it. Thank you

Lorena [4:47:39 PM]:

You're welcome.

Lorena [4:47:56 PM]:

Thank you for chatting Chevrolet Customer Assistance Center. You have a wonderful evening!

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE
04/27/18

519 DOLLARS 69 CENTS AMOUNT 519.69

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000032
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 04/27/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALDEK5D6 [redacted]	04/26/18	VM [redacted]	00.0000	519.69	.00	519.69
			TOTAL	519.69	.00	519.69

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

DATE
05/23/18

332 DOLLARS 44 CENTS AMOUNT 332.44

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000019
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 05/23/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK7D[redacted]	05/22/18	VM [redacted]	00.0000	332.44	00	332.44
			TOTAL	332.44	.00	332.44

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

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

Caller English

System [2:43:42 PM]:

Welcome to chat.

Frenz Ann [2:43:53 PM]:

Thank you for contacting General Motors Customer Assistance, my name is Frenz Ann. How can I assist you?

Frenz Ann [2:44:55 PM]:

Thank you for chatting. I am here to assist you.

[redacted] [2:45:40 PM]:

Hello. I am contacting you because I am very disappointed that the windshield wipers stopped working in my 2015 equinox and this is a common problem. There has been a recall in canada but not the US! I dont have the money to get my wipers fixed and my car has 52k miles on it!

Frenz Ann [2:46:59 PM]:

I am certainly sorry to hear about this issue with your windshield wipers. I would like to look into this further. Can I have your VIN please?

[redacted] [2:47:04 PM]:

I just turned in a lease on a 2015 cadillac srx and i did not lease again because of quality issues from day 1!

Frenz Ann [2:48:06 PM]:

Let’s see what we can do for you. Can you please provide me with your VIN to do so?

[redacted] [2:49:03 PM]:

Yes im trying to look in my email for it

Frenz Ann [2:49:13 PM]:

Thank you.

[redacted] [2:51:28 PM]:

2GNALAEK9F6[redacted]

Frenz Ann [2:51:52 PM]:

Thank you. How long have you been having this concern?

[redacted] [2:52:49 PM]:

My wipers went out last week when i was driving home from work. They just stopped working while i was driving in the rain

Frenz Ann [2:53:33 PM]:

Did you receive a chance to get the vehicle physically inspected by a GM Dealer?

[redacted] [2:54:10 PM]:

No because i have pay to take it in and i dont have the money to pay for diagnostics

Frenz Ann [2:55:07 PM]:

I understand. While I look into this, may I have your home address?

[redacted] [2:55:33 PM]:

[redacted]

[redacted] [2:55:46 PM]:

[redacted]

Frenz Ann [2:56:02 PM]:

Thank you.

Frenz Ann [2:57:53 PM]:

This vehicle does not have any bulletins. All bulletins are VIN-specific. Bulletins go by VIN, not year, make and model. We understand that you have found information online of other customers who are experiencing the same symptoms with their vehicles. Many symptoms have the possibility of being caused by different sources.

Frenz Ann [2:58:43 PM]:

This is why we recommend to have vehicles diagnosed by a GM dealership, as our Certified and factory trained technicians are in the best position to assist with diagnosing your vehicle and determining the cause of this problem.

[redacted] [3:00:18 PM]:

Yes and there was a recall in Canada for the same issue. I could have died or been seriously injured with the windshield wipers stopping during my drive home when its dark outside. It was a very scary experience

[redacted] [3:01:04 PM]:

Do you offer any vouchers or something to help me get my car fixed?

Frenz Ann [3:02:01 PM]:

Once you get the vehicle diagnosed, we can look into assistance but the diagnosis will be an out of pocket expense.

[redacted] [3:02:58 PM]:

Ok who should i contact to get assistance once the vehicle is diagnosed?

Frenz Ann [3:04:02 PM]:

If you give me the name of your local dealer, I can give you the name of the Customer Experience Manager (CEM) at the dealership. The CEM's can offer cost consideration.

[redacted] [3:05:14 PM]:

Michael Bates Chevrolet in Woodhaven, MI

[redacted] [3:05:28 PM]:

Taylor Chevrolet in Taylor, MI

[redacted] [3:06:18 PM]:

I purchased from Taylor Chevrolet

Frenz Ann [3:07:09 PM]:

I see. Are you planning to take it to Michael Bates Chevrolet?

[redacted] [3:07:57 PM]:

I can take it to whos going to be able to help me because i cant drive in the rain

Frenz Ann [3:10:06 PM]:

I'll give you the CEM's information for both dealers.

[redacted] [3:10:46 PM]:

Thank you very much! Hopefully they can help me because im really strapped for cash

Frenz Ann [3:11:44 PM]:

For Michael Bates Chevrolet, you can contact Sandra Zonca or Angela Osborne at (734) 287-2600.

Frenz Ann [3:12:19 PM]:

For Taylor Chevrolet, you can contact Alysia Schuler at (734) 287-2600.

[redacted] [3:12:43 PM]:

Thank you very much! Have a great day!!

Frenz Ann [3:12:50 PM]:

It would be best to work with your selling dealership.

Frenz Ann [3:12:59 PM]:

You're most welcome.

[redacted] [3:13:11 PM]:

Thanks for the advice!!

Frenz Ann [3:13:42 PM]:

You're welcome. Here is your reference number for your chat today, 8[redacted]

Frenz Ann [3:13:58 PM]:

Is there any other question I can assist you with?

[redacted] [3:14:00 PM]:

Thanks

Frenz Ann [3:14:16 PM]:

You're welcome.

[redacted] [3:14:30 PM]:

No thanks! Bye!

Frenz Ann [3:14:48 PM]:

Thank you for contacting Chevrolet. If you have additional questions, please feel free to contact us again. We are here to chat from Monday through Friday from 8:00 AM to 9:00 PM, Saturday from 9:00 AM to 9:00 PM Eastern Standard Time. Or you may call in at 1-866-790.3600. Thanks for visiting us. Have a great day!

Call Disconnected.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/30/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: [redacted] State: [redacted] Zip code: [redacted]

Day phone [redacted] Evening phone [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Equinox Year: 2010 Current mileage: 91000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Taylor Kia, Youngstown, OH

Primary Servicing dealer/city/state: Taylor Kia,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 03/06/18 Mileage at purchase/lease:

First repair attempt date: 04/30/18 First repair attempt mileage: 91000

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would either like a newe warranty issued that will cover repairs
or return me to my original vehicle and return the money that has been spent.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Windshield Wipers		2		yes
Oil		1		yes
Volume on Radion continues to go down for no reaso		1		yes
Front wheel alignment				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

May 9, 2018

[redacted]

Dear [redacted]

At GMC, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2013 GMC Terrain.

This offer is valid towards one service visit on VIN 2GKALWEK3D6[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption. If you have future questions, please don't hesitate to contact our GMC Customer Service at 800 462 8782. Please refer to your service request number listed below and we will be happy to assist you.

Sincerely,

GMC Customer Service
Service Request 8-[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937 / 213

DATE 05/09/18

274 DOLLARS 74 CENTS

AMOUNT 274.74

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000018
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 05/09/18

REGISTER NO / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
2GNALDEK1D[redacted]	05/08/18	VN [redacted]	00.0000	274.74	.00	274.74

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	274.74	.00	274.74

System [9:22:53 AM]:

Welcome to chat.

Mon Jayson [9:23:02 AM]:

Thank you for chatting with Chevrolet Customer Assistance, my name is Jayson.

Mon Jayson [9:24:25 AM]:

Hi, [redacted] I'm sorry to hear about the wiper issue. Let me go ahead and check for the warranty. What is the approximate mileage of the vehicle?

[redacted] 9:25:14 AM]:

Morning Jayson. The mileage is just about 58,000

Mon Jayson [9:26:04 AM]:

Thank you. Kindly give me 1-3 minutes to check this.

[redacted] [9:26:15 AM]:

No problem. Thank you

Mon Jayson [9:29:01 AM]:

Thank you for waiting, [redacted]

Mon Jayson [9:29:53 AM]:

The windshield wiper is under Bumper to bumper warranty which is already out for this vehicle.

Mon Jayson [9:30:12 AM]:

But have you've been to the dealership about this?

[redacted] [9:31:01 AM]:

No, it just occurred yesterday and I started looking into it today

[redacted] [9:31:37 AM]:

We've had the vehicle for 13 months

Mon Jayson [9:32:50 AM]:

I understand. I recommend that you take it to the dealership for a diagnosis. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first.

Mon Jayson [9:33:45 AM]:

Would you like me to like for the nearest dealership on your area?

[redacted] [9:34:35 AM]:

No, thank you though. I'll call the Chevrolet dealership we bought it from and talk to them about getting it in to be looked at

[redacted] [9:34:52 AM]:

Thank you for your help this morning

Mon Jayson [9:35:20 AM]:

You are welcome!

Mon Jayson [9:35:40 AM]:

Is there anything else that you might want to check?

[redacted] [9:35:52 AM]:

Not at the moment, thank you

Mon Jayson [9:36:03 AM]:

If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and on Saturday from 9:00 a.m. to 9:00 p.m. Eastern time. Thank you again for visiting Chevrolet and have a good day.

[redacted] [9:36:15 AM]:

You as well

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

Caller English

System [1:13:46 PM]:

Welcome to chat.

Lory Jean [1:14:02 PM]:

Thank you for contacting GMC Customer Assistance. My name is Lory.

Lory Jean [1:14:09 PM]:

Good afternoon, [redacted]

Lory Jean [1:14:38 PM]:

Give me at least 2 minutes to read your concern. Thank you.

[redacted] [1:14:50 PM]:

Hi Lory, I am a new customer to the GMC family, and had the above issue yesterday with my Terrain.

Lory Jean [1:16:43 PM]:

I was reading your concern about your vehicle, and let's see what we have to do next.

Lory Jean [1:17:11 PM]:

By the way, I may need to ask questions regarding the issue you had with the vehicle in order for me to know what assistance we can provide.

[redacted] [1:17:57 PM]:

Sure. I have been very happy with the vehicle thus far, but unfortunately I found myself in a very scary situation yesterday.

Lory Jean [1:19:45 PM]:

I understand that you're just concern about your safety while driving the vehicle, but I will see what I can do to help you with your concern.

Lory Jean [1:20:37 PM]:

May I ask where did you take the vehicle for service?

[redacted] [1:21:54 PM]:

RPA Auto Repair

[redacted] [1:22:15 PM]:

[redacted]

Lory Jean [1:22:47 PM]:

Is that an independent shop?

[redacted] 1:23:28 PM]:

I believe so. It was the closest one, during the storm.

Lory Jean [1:24:53 PM]:

I understand, [redacted] I appreciate that you chatted us here, because we always document in a service request every concern that our customers are bringing to our attention.

Lory Jean [1:25:35 PM]:

May I know the current mileage of the vehicle?

[redacted] [1:26:58 PM]:

I believe it was around 39,000.

Lory Jean [1:27:27 PM]:

Thank you for that information.

[redacted] [1:27:32 PM]:

38,800 something?

Lory Jean [1:27:59 PM]:

Thank you, [redacted]

Lory Jean [1:28:28 PM]:

While I'm pulling up my resources, can you also provide me your your mailing address for verification purposes?

[redacted] [1:28:39 PM]:

[redacted]

[redacted] [1:28:45 PM]:

[redacted]

Lory Jean [1:29:11 PM]:

Thank you for verifying your address.

Lory Jean [1:29:16 PM]:

May I ask for 3-5 minutes to check my resources?

[redacted] [1:29:35 PM]:

Ofcourse

Lory Jean [1:29:48 PM]:

I appreciate that. One moment, please.

Lory Jean [1:33:35 PM]:

Hi, [redacted]! Thank you for patiently waiting.

Lory Jean [1:34:47 PM]:

I will need to ask few more minutes of your time to further review the vehicle warranty information and your situation.

Lory Jean [1:34:53 PM]:

Is that okay with you?

[redacted] [1:34:56 PM]:

okay

Lory Jean [1:35:18 PM]:

I appreciate your patience, [redacted]. Thank you very much.

Lory Jean [1:39:49 PM]:

Hello, [redacted] Thank you for patiently waiting.

[redacted] [1:39:58 PM]:

Hello

Lory Jean [1:40:11 PM]:

Looking at your warranty information, I did see that you are still under the Certified Pre-Owned warranty.

[redacted] [1:40:32 PM]:

Great, that's what I was told as well.

Lory Jean [1:40:35 PM]:

And in order for us to identify if this is something that GM can cover, I would recommend having the vehicle diagnosed first by one of our GMC dealership.

[redacted] [1:40:43 PM]:

So how do I get reimbursed

Lory Jean [1:40:49 PM]:

A diagnosis is an important part in determining the cause of the failure and nature of the concern.

Lory Jean [1:41:00 PM]:

It also helps to determine the estimated cost of repairs. Once a proper diagnosis has been conducted by a GM dealership, we can further review your request for assistance.

[redacted] [1:41:15 PM]:

First? I told you in the initial concern that it was repaired.

[redacted] 1:41:30 PM]:

It was $250 without tax

Lory Jean [1:41:59 PM]:

Our GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply.

Lory Jean [1:42:17 PM]:

I understand that, [redacted]

Lory Jean [1:43:25 PM]:

I can locate a nearest GMC dealership for you, [redacted]

[redacted] [1:44:06 PM]:

Wait. You are saying to go to a dealership to have them look at a repaired wiper linkage?

Lory Jean [1:44:20 PM]:

No, [redacted]

Lory Jean [1:44:30 PM]:

That is for a proper diagnosis.

Lory Jean [1:45:41 PM]:

In order for us to identify if the part that has been installed to your vehicle the correct component.

[redacted] [1:45:47 PM]:

Okay, going forward, I will. I know where the nearest GMC dealer is. But what about this issue? When I was driving on the highway in torrential down pour, and my wipers froze in place, I needed to pull over and get it to a garage.

Lory Jean [1:46:16 PM]:

I can locate a GMC dealership for you.

[redacted] [1:46:31 PM]:

Well, if the wipers work, I assume it was correct, right?

[redacted] [1:46:46 PM]:

You don't need to. I know where the GMC dealer are.

Lory Jean [1:46:52 PM]:

Would you like me to call them for setting up an appointment?

[redacted] [1:47:16 PM]:

But isn't your point moot? The part that was broken no longer lives on my vehicle. It's fixed.

Lory Jean [1:48:26 PM]:

I understand that, [redacted]. But for us to process a reimbursement, we will need a diagnosis from our GM dealership.

[redacted] [1:49:01 PM]:

ok so I can go to a dealer today, and show them the new part? Then they decide if it is the correct part?

[redacted] [1:49:34 PM]:

The part I don't understand is, how can a diagnosis be made if there is nothing broken?

[redacted] [1:49:40 PM]:

(anymore)

[redacted] [1:49:59 PM]:

Why isn't the invoice enough?

Lory Jean [1:50:33 PM]:

The benefit of going to GM dealers, is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs.

[redacted] [1:51:02 PM]:

ok. So I go, tell them what happened, they decide if it was fixed properly, then what?

Lory Jean [1:52:14 PM]:

Then after the diagnosis, we can further review your request for reimbursement.

Lory Jean [1:52:28 PM]:

By the way, I created a case number in reference to our conversation and that is 8[redacted]

[redacted] [1:53:45 PM]:

So I have to call you again, or the GMC dealer handles the reimbursement?

Lory Jean [1:55:04 PM]:

You can contact us back and refer to the service request number I gave you.

[redacted] [1:55:14 PM]:

ok

Lory Jean [1:55:49 PM]:

Okay,[redacted] Would there be anything else that I can assist you with?

[redacted] 1:55:58 PM]:

no thanks

Lory Jean [1:56:35 PM]:

Thank you for contacting GMC Customer Assistance Center! Have a great day! 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 9:00 p.m. Eastern time.

Call Disconnected.

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

Caller English

System [7:39:07 PM]:

Welcome to chat.

Bien [7:39:16 PM]:

Welcome to GM Customer Assistance. My name is Bien. How may I assist you today?

Bien [7:40:50 PM]:

Thank you for chatting. I am here to assist you.

[redacted] [7:41:21 PM]:

Hello. I had a rather frightening experience last night I was driving in the rain and my windshield wipers stopped working. I did some research and found that this is a common problem in the Chevy Equinox. I have a 2014. I took the car to Smedley's in Vandalia Ohio to have it repaired and they told me there was a recall on this issue but when they told me the car was repaired, my car didn't fit the criteria of the recall.

[redacted] [7:42:04 PM]:

I learned from the dealership that as soon as I dropped my car off another 2014 Equinox owner dropped their car off with the same issue

[redacted] [7:42:47 PM]:

I wanted to see if there is anyway I can get my car in with this recall and get re embursed for the $354 I paid today to get my car fixed

Bien [7:44:02 PM]:

I'm sorry to hear that the windshield wipers stopped working while driving in the rain.

Bien [7:44:13 PM]:

Chevrolet has the highest regard for its customers' safety.

Bien [7:44:25 PM]:

Let us see what we can do to assist you.

Bien [7:44:38 PM]:

May I have the last 8 characters of the VIN?

[redacted] [7:44:53 PM]:

sure give me a minute to go look

Bien [7:45:25 PM]:

Thank you. I also need the current mileage of the vehicle, please.

[redacted] [7:46:08 PM]:

the last 8 on the vin is E6[redacted] and the mileage is 76,000

Bien [7:46:50 PM]:

Thank you.

Bien [7:47:15 PM]:

While pulling up the VIN, may you please provide me your current mileage in case we send an important notice?

[redacted] [7:49:01 PM]:

Sure it's 78,327

Bien [7:49:42 PM]:

How about your current mailing address?

[redacted] [7:49:58 PM]:

[redacted]

[redacted] [7:50:05 PM]:

[redacted]

Bien [7:50:24 PM]:

Thank you.

Bien [7:50:29 PM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at:[redacted].

Bien [7:51:22 PM]:

Upon checking, there are no records of recalls on your vehicle.

[redacted] [7:53:37 PM]:

I know but it is the same repair that was done on the Equinox that are involved in the recall and apparently mine is not the only one since another 2014 Equinox was brought into the dealership right after I dropped mine off. This is a very dangerous issue. I was going about 50 MPH in pouring rain and the wipers went off the side of my windshield, blocking my view

[redacted] [7:53:59 PM]:

the 2014 needs to be included in this recall issue

Bien [7:54:10 PM]:

Recalls are VIN-specific and is based on specific manufacturing and assembly defaults that we have pre-determined and not by the issues that you encounter. If there will be any or similar campaigns about this issue, it will surely be communicated to you. Rest assured, this concern will be documented for further research.

Bien [7:54:50 PM]:

You can file a reimbursement for this issue once you receive a recall.

[redacted] [7:55:10 PM]:

So does someone have to die before this gets a recall?!

[redacted] [7:55:23 PM]:

I almost did. This car is only 4 yrs old

Bien [7:56:07 PM]:

Although you may have seen or heard a vehicle similar or exactly like yours has a Recall, not all vehicles may have been involved in the recall. Recalls are vehicle specific by vehicle identification number, plant built and model. A recall may be due to the part being used and who manufactured the part. As a result not all vehicles of the same make, model and year are always equally affected by a recall. Vehicles can be recalled for a many reasons and may include, but not limited to, where the vehicle was built or the supplier of the part or component.

[redacted] [7:58:31 PM]:

I am very unhappy with this car and a lot of people I have talked to feel the same way. I have had nothing but problems with this car since it rolled off the lot. This issue does nothing to restore my confidence in the car or Chevy brand. I don't think I will be buying another Chevy

Bien [7:58:54 PM]:

I understand how frustrating this situation is for you. I've documented your concern in our system. Your case number is 8[redacted].

Bien [7:59:01 PM]:

Is there anything else that I may assist you with?

[redacted] [7:59:22 PM]:

No I guess not

Bien [7:59:30 PM]:

Thank you for using Chevrolet Webchat. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat from Monday to Friday at 8:00 a.m. to 9:00 p.m. Eastern Time, and Saturday 9:00 a.m. to 9:00 p.m. You may also call us at 866-790-5600. Thank you for visiting us.

Call Disconnected.

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

Caller English

System [9:27:13 AM]:

Welcome to chat.

Alyssa [9:27:30 AM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Alyssa. I see that you are chatting in regarding information about a recall. I would be happy to answer any questions you may have regarding recalls. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: [redacted] Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[redacted] [9:29:40 AM]:

Over the weekend my windshield wipers stopped working. The motor seems fine I can hear it trying to swipe the blades, but the blades won't move. They stopped to the left of my windshield in the upward direction. I googled to find out info and came across a lot of people have had this problem and in Canada all Equinox vehicles from 2010-2017 have been recalled and fixed but not in the USA. Who do I need to contact to get this resolved?

Alyssa [9:30:41 AM]:

I apologize that you are having a concern with the windshield wipers. I would like to look into this further for you. In order to better assist you, may I please have the VIN and mileage?

[redacted] [9:31:08 AM]:

88,500 miles

[redacted] [9:31:13 AM]:

looking up vin

Alyssa [9:31:29 AM]:

Thank you.

[redacted] [9:32:36 AM]:

2GNALDEK1C1[redacted]

Alyssa [9:33:33 AM]:

Thank you, [redacted]. Can you please confirm your contact information entered in the pre-chat is correct, along with your home mailing address for documentation purposes?

[redacted] [9:33:48 AM]:

[redacted]

[redacted] [9:33:52 AM]:

[redacted]

[redacted] [9:34:17 AM]:

[redacted],

[redacted] [9:34:44 AM]:

[redacted]

Alyssa [9:35:55 AM]:

Thank you, Terri. After looking into this for you, there are no recalls on your vehicle at this time.

Alyssa [9:36:02 AM]:

Recalls are issued by VIN and are VIN specific. Not every year, make, and model will be affected. I can assure you that your vehicle does not have this recall and was not made with the defective parts in question.

[redacted] [9:36:52 AM]:

Ok. But why were they in Canada and not here. I would like to talk to someone who has authority to make this right. The repair cost is 200-475.00

Alyssa [9:40:20 AM]:

Any vehicle that has a recall associated to it, no matter what country they are in, are VIN specific.

[redacted] [9:41:30 AM]:

Well this has happened to a lot of people here in the USA and it seems that it is a defective part. I will contact the Attorney Generals Office and see if they can look into. Thank you for your time.

Alyssa [9:41:51 AM]:

Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. General Motors has the highest regards to

its customer's safety and follows the same guidelines that the National Highway Traffic Safety Administration (NHTSA) uses to identify vehicles that should be involved in specific recalls.

[redacted] [9:42:56 AM]:

For the amount of people this has affected you think GM would take care of it.

Alyssa [9:42:58 AM]:

You're welcome. I have created a case for you today. Your case number is 8-[redacted].

Alyssa [9:44:33 AM]:

I understand your concern with this situation and can certainly understand how unexpected repairs can be costly. Just because your vehicle may be experiencing a concern that sounds similar to a recall, does not mean they are the same.

Alyssa [9:47:02 AM]:

Are you still there? I am still here to assist you.

Alyssa [9:48:19 AM]:

If you'd like more information, you may go to the BBB Autoline website per instructions contained within your Owner's Manual. There you'll see state-specific lemon law guidelines and instructions for submitting a claim. That website address is[redacted]

Alyssa [9:49:10 AM]:

I am ending this chat session due to no response. 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 9:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern time. You may also call in at 1-866-790-5600. Thanks for contacting GM Customer Assistance. Have a good day!

Call Disconnected.

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Regina Henry
New Author: Regina Henry

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 306[redacted]

Service Agent: MOTOR CITY CHEVROLET BUICK GMC

Contact Name: Dwayne Johnston

Phone Number: 3098534436

Fax Number: 309) 853-4436

Contact Email Address: dwaynej@ddvehicles.com

Job Card*: [redacted]

Job Card Date: 06/12/2018

Reference Number: 8[redacted]

VIN: 2CNFLNEC5B6[redacted] Investigate Vehicle History

Odometer: 95462

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 0.5 Supp Time: 0 OLH Time: 0

Labour Rate: 91.21 Common GM Division - Mechanica

Labour Total: 45.6

Parts Total: 100.25

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 145.85

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Regina Henry	Wed Jun 27 15:33:19 EDT 2018	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

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2CNFLNEC5B6[redacted]	[redacted]	2018-06-27

CANCEL SAVE

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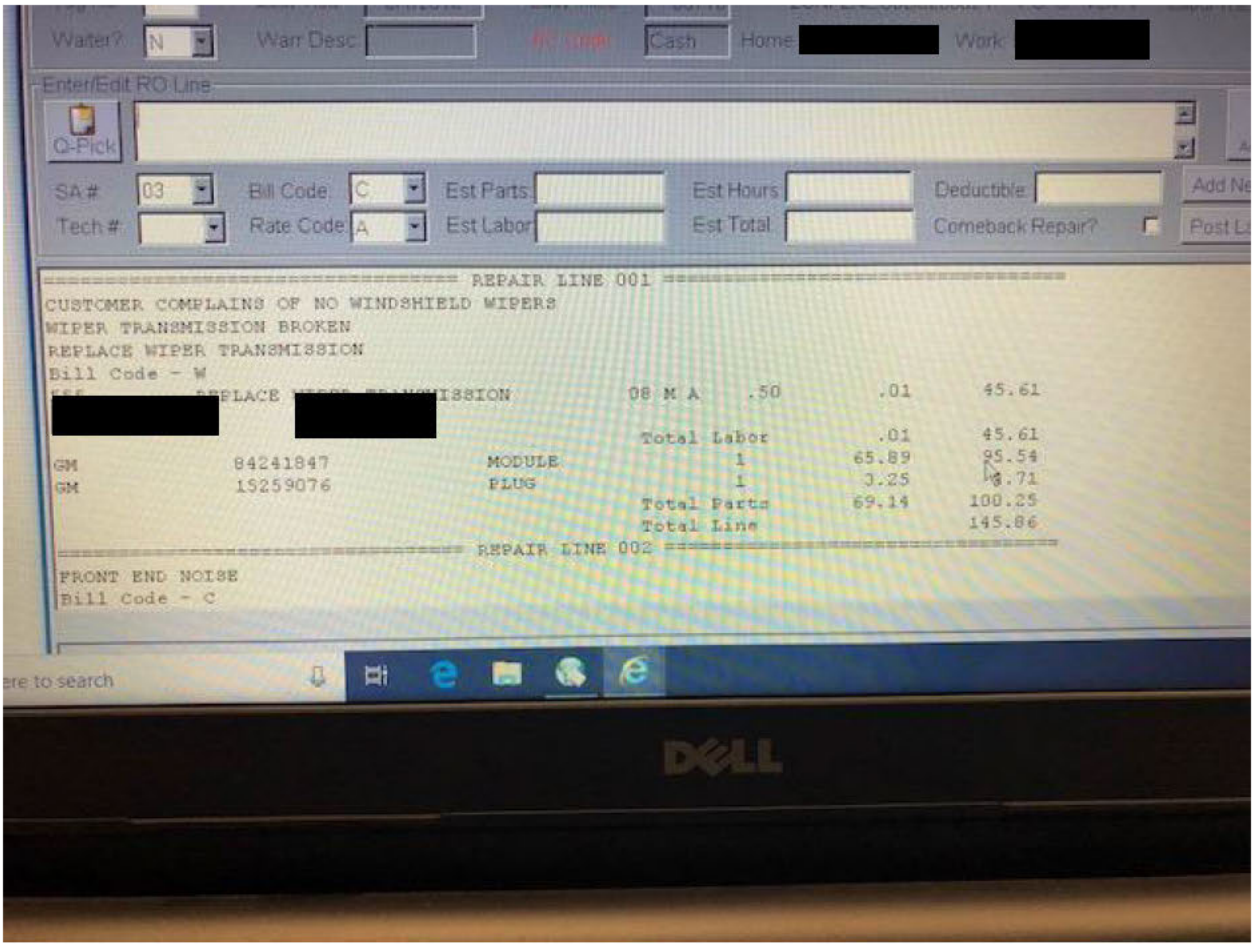
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Warr Desc
Cash
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Work [redacted]
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Q-Pick
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Bill Code C
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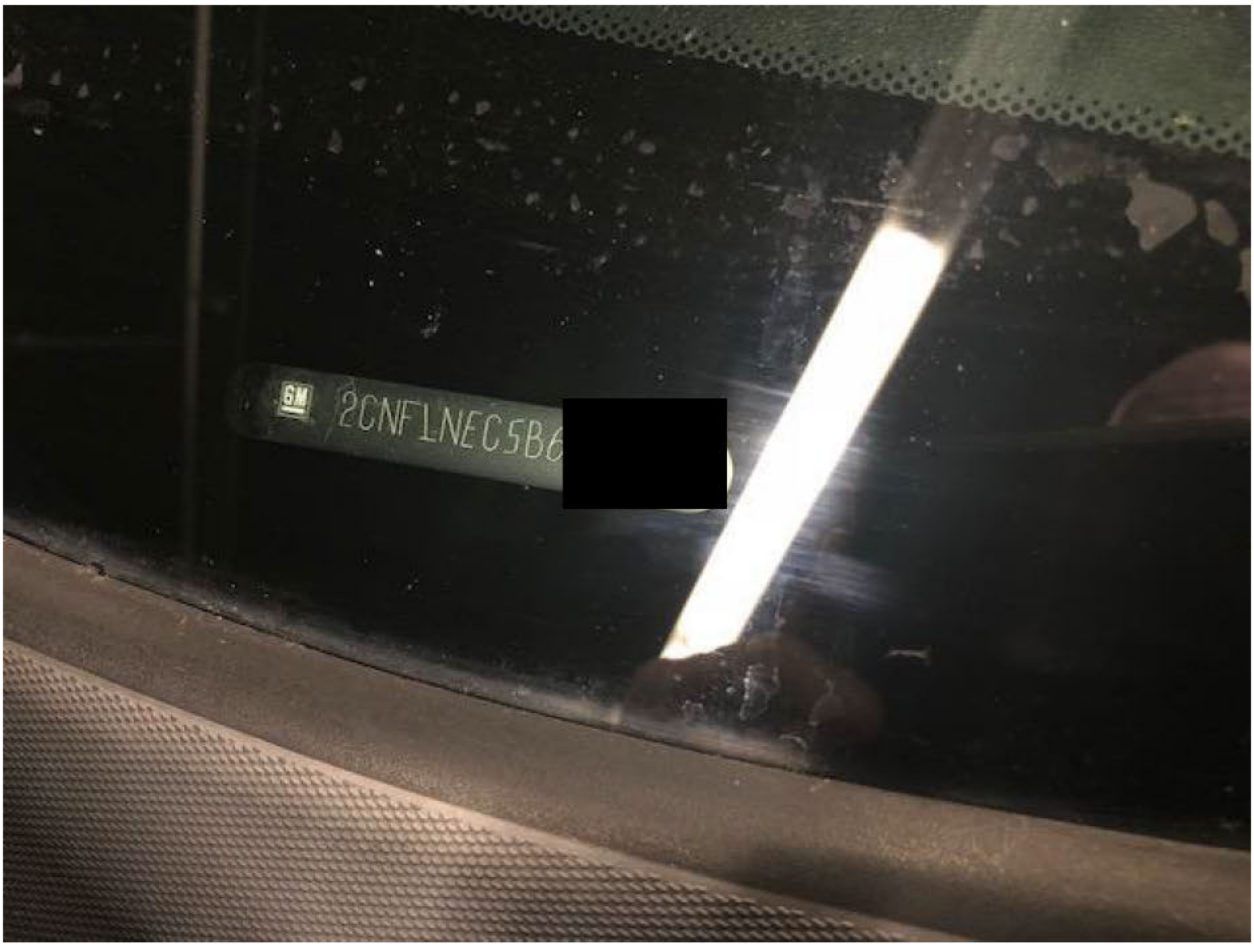
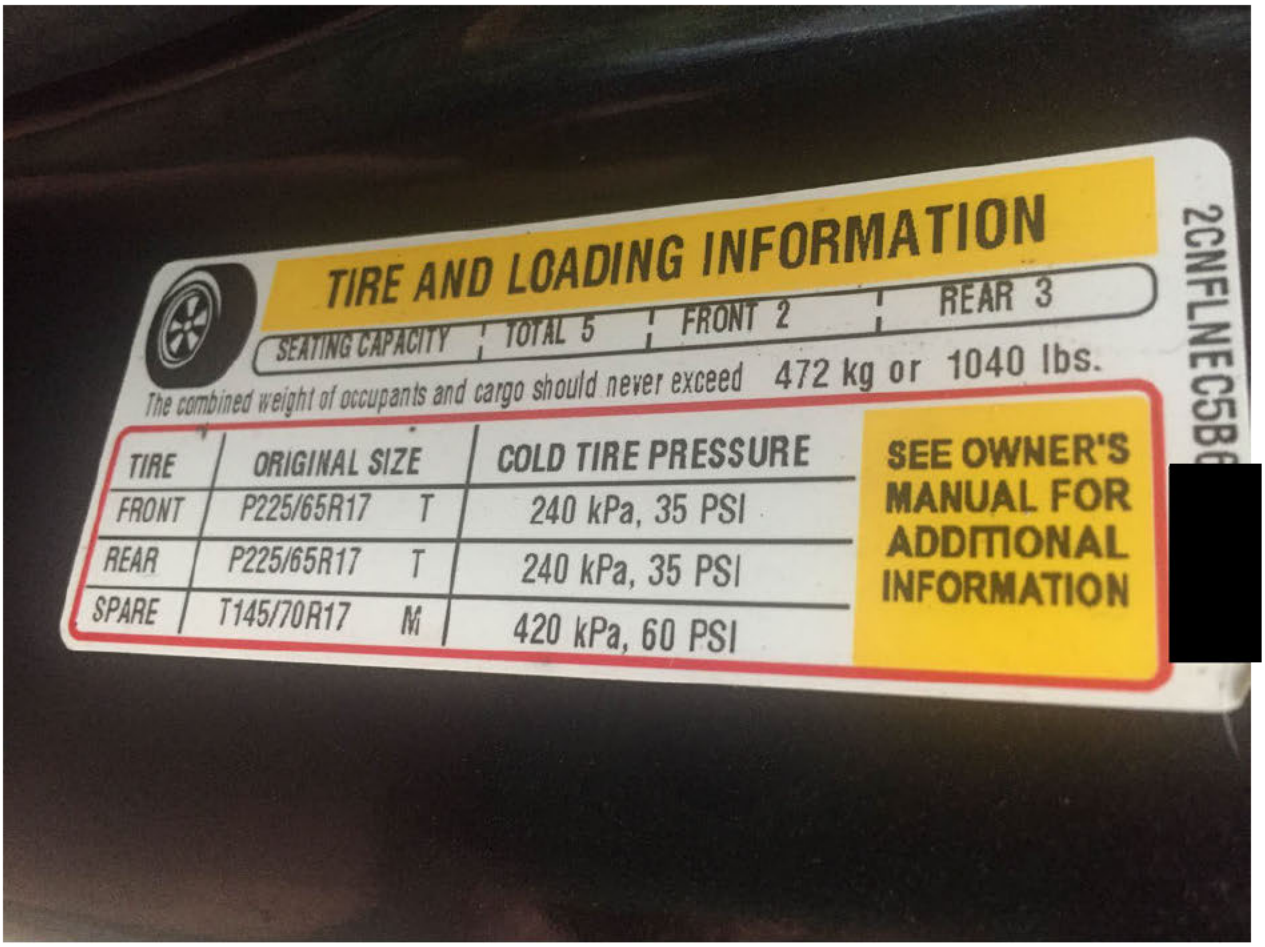
Est Hours
Deductible
Tech #
Rate Code A
Est Labor
Est Total
Comeback Repair?
Add Ne
Post Li
REPAIR LINE 001
CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION
Bill Code - W
[redacted] REPLACE WIPER TRANSMISSION 08 M A .50 .01 45.61
[redacted]
Total Labor .01 45.61
GM 84241847 MODULE 1 65.89 95.54
GM 15259076 PLUG 1 3.25 4.71
Total Parts 69.14 100.25
Total Line 145.86
REPAIR LINE 002
FRONT END NOISE
Bill Code - C
ere to search
DELL


2CNFLNEC5B6


TIRE AND LOADING INFORMATION
SEATING CAPACITY
TOTAL 5
FRONT 2
REAR 3
The combined weight of occupants and cargo should never exceed 472 kg or 1040 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT
P225/65R17 T
240 kPa, 35 PSI
REAR
P225/65R17 T
240 kPa, 35 PSI
SPARE
T145/70R17 M
420 kPa, 60 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
2CNFLNEC5B

[redacted]

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BUICK GMC
1511 RAILROAD AVE.
KEWANEE, IL 61443
PHONE (309) 853-4436
FAX (309) 856-5500
www.ddcbg.com

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
06/12/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	95462	95462	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	06/14/18	03	00:00			01	06/20/18

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	[redacted]	WHITE 2

========== REPAIR LINE 001 ==========

CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS Complete
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION
Bill Code - W

555	REPLACE WIPER TRANSMISSION		08 M A	.50	
[redacted]					
			Total Labor		45.61
GM	84241847	MODULE		1	
GM	15259076	PLUG		1	
			Total Parts		100.25
			Total Line		145.86

========== REPAIR LINE 002 ==========

FRONT END NOISE
REPLACE FRONT SWAY BAR LINKS
Bill Code - C

555	LABOR		08 M A	.80	50.00
[redacted]					
			Total Labor		50.00
YY	K750188	LINK		1	49.50
YY	K750189	LINK		1	49.50
			Total Parts		99.00
			Total Line		149.00

========== REPAIR LINE 003 ==========

MODE ACTUATOR MAKES CLICK SOUND
REPLACE MODE ACTUATOR
Bill Code - C

555	LABOR		08 M A	1.00	70.00
[redacted]					
			Total Labor		70.00
GM	25952814	ACTUATOR		1	54.14
			Total Parts		54.14
			Total Line		124.14

Payment Type - 01 CASH 285.01

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY
DATE TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

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I hereby authorize the repair work herein set for to to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein [redacted]ere for the purpose of testing and/or inspection. An express [redacted]bove vehicle to secure the amount of repairs thereto.

[redacted]

LABOR AMOUNT	120.00
PARTS AMOUNT	153.14
MISC. SALES	
MATERIALS	
TOTAL CHARGE	273.14
DEDUCTIBLE	
SALES TAX	11.87
OTHER PAY	
CUSTOMER PAY	285.01

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Advertisement

2011 Chevrolet Equinox Pricing Report

Style: LT Sport Utility 4D
Mileage: 99,000

Sell To Private Party

Private Party Range
$7,148 - $8,923
Private Party Value
$8,036

Valid for ZIP Code 65775 through 05/24/2018

Vehicle Highlights

Fuel Economy:
City 22/Hwy 32/Comb 26 MPG

Max Seating: 5

Doors: 4

Engine: 4-Cyl, 2.4 Liter

Drivetrain: FWD

Transmission: Automatic, 6-Spd w/Overdrive

EPA Class: Sport Utility Vehicles

Body Style: Sport Utility

Country of Origin: United States

Country of Assembly: Canada

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

4-Cyl, 2.4 Liter

Transmission

Automatic, 6-Spd w/Overdrive

Drivetrain

FWD

Braking and Traction

Hill Start Assist
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience

Anti-Theft System
Keyless Entry
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering

Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo
CD/MP3 (Single Disc)
Premium Sound
XM Satellite
Bluetooth Wireless
OnStar

Safety and Security

Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats

Power Seat

Roof and Glass

Privacy Glass

Lighting

Daytime Running Lights

Cargo and Towing

Roof Rack

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Black

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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[redacted]

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www.ddcbg.com

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
06/12/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	95462		

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
		03	00:00			00	

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #
[redacted]		[redacted]	[redacted]	WHITE	2

========== REPAIR LINE 001 ==========

CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION
Bill Code - C

CASH ☐

CHARGE ☐

INTERNAL ☐

"I hereby authorize the repair work herein set forth to be done (including parts and materials) and agree to make payment therefore in CASH, unless it is otherwise agreed and so set forth in this order. I understand that as a matter of Iowa law you may retain possession of the vehicle until such cash payment is made. You are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control."

THE SELLING DEALER MAKE NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

X _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

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[redacted]

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DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/01/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	80402	80402	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/14/17	01	00:00			03	02/15/17

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]	1	[redacted]	[redacted]	WHITE 3

========== REPAIR LINE 002 ==========

CUSTOMER STATES THAT FEELS LIKE VEHICLE CUTS OUT WHEN ACCELERATING - WHEN VEHICLE DOWNSHIFTS IT SEEMS TO HOLD THE LOWER GEAR TOO LONG WITHOUT UPSHIFTING AUTH 172240251 ($3140 TOTAL $2000 FOR PARTS, $1140 LABOR)
FLUID DARK METAL IN FLUID REMOVED PAN METAL IN BOTTOM OF PAN
REPLACE WITH GM REMAN TRANS
Bill Code - C

555[redacted]	R&R TRANS		10 M A	12.00	1140.00
				Total Labor	1140.00
GM	19331877	R-TRANSAX	1		2000.00
GM	88900401	LUBRICANT	2		57.76
YY	897492	COOLANT	4		30.00
				Total Parts	2087.76
				Total Line	3227.76

========== REPAIR LINE 003 ==========

CUSTOMER STATES HIGH PITCHED NOISE IN ENGINE
ENGINE NOT MAKING ANY UNUSUAL SOUNDS. RESONATOR LEAKING
REPLACE RESONATOR
Bill Code - C
SUBLET:
RESONATOR REPLACEMENT

Bill Code - C PO Number -			M		275.00
				Total Sublet	275.00
				Total Line	275.00

========== REPAIR LINE 004 ==========

CUSTOMER STATES WHEN TURNING HEARS RUBBING NOISE UNDER CAR WARRANTY AUTH FOR CALIPERS 17223751 ($349.16 REIMB)
BOTH FRONT CALIPERS STUCK
REPLACE BOTH FRONT CALIPERS AND FRONT PADS AND ROTORS
Bill Code - C

555[redacted]	R&R FRONT PADS AND ROTORS		10 M A	1.20	114.00
556	REPLACE CALIPERS		08 M A	.60	57.00

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY
DATE
TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

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I hereby authorize the repair work herein set for to to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X_____

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/01/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6 [redacted]	[redacted]	80402	80402	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/14/17	01	00:00			03	02/15/17

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]	1	[redacted]	[redacted]	WHITE 3

[redacted]

			Total Labor	171.00
YY	72006DG	ROTOR	2	91.26
YY	DG924	PADS	1	44.75
GM	13279639	CALIPER	1	146.08
GM	13279638	CALIPER	1	146.08
			Total Parts	428.17
			Total Line	599.17

========== REPAIR LINE 006 ==========

RENTAL REIMBURSEMENT AUTHORIZATION 172246152
Bill Code - C
MISCELLANEOUS:
RENTAL
Bill Code - C PO Number -

	150.00
Total Misc	150.00
Total Line	150.00

Payment Type - 03 MC/VSA/DIS 4301.93

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS O.K.'D BY
DATE TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
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X_____

LABOR AMOUNT	1311.00
PARTS AMOUNT	2515.93
MISC. SALES	425.00
MATERIALS	50.00
TOTAL CHARGE	4301.93
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	4301.93

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DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/14/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	80102	80102	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/14/17	01	00:00			00	02/14/17

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		WHITE 1

========== REPAIR LINE 001 ==========
CHECK ENGINE LIGHT
DIAG CHECK ENGINE LIGHT - P0420 CAT LOW EFFICENCY CODE PRESENT CHECKED WIRING CLEARED
CODE DROVE VEHICLE CODE P0420 CODE RETURNED
REPLACE CATALYTIC CONVERTOR PER BULLITIN 15810
Bill Code - W
Transaction Type: ZREG Regular Vehicle Transaction
Transaction Cat: SPOL Special Coverage
Transaction No.: [redacted]
Transaction Ver:
Cause Code: 6021 Module/Component - Damaged/Cracked
Complaint Code: 0321 Engine/Fuel/Exhaust - "Check Engine" Light
9900311 REPLACE CAT PER BULLITIN 15810 08 M A 1.60
[redacted]
Labor Type: BASE

			Total Labor	142.38
GM	23406152	CONVERTER	1	
Failed Part:	23406152			
GM	15709703	NUT	5	
GM	24505057	GASKET	1	
GM	22741672	GASKET	1	
		Total Parts		863.63
		Total Line		1006.01

========== REPAIR LINE 002 ==========
REPLACE FUEL PUMP FOR RECALL 43180
PUMP RECALL
REPLACE PUMP AND PIPE PER BULLITIN 43180
Bill Code - W
Transaction Type: ZFAT Field Action Recall
Transaction No.: 001322608680
Transaction Ver: 0002
9102226 REPLACE HIGH PRESSURE PUMP 08 M A .80
[redacted]
Labor Type: BASE

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY
DATE TIME

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

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X_____

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IL 61265

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DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/14/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	80102	80102	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/14/17	01	00:00			00	02/14/17

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		WHITE 1

			Total Labor	71.19
GM	12608374	PIPE	1	
GM	12641847	*PUMP	1	
GM	12605566	FILTER	1	
GM	19293003	DEXOS OIL	1	
			Total Parts	264.12
			Total Line	335.31

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS

☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____

☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS O.K'D BY

DATE TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

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X_____

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/26/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	90718	90718	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/26/18	03	00:00			03	02/27/18

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		WHITE 2

========== REPAIR LINE 001 ==========

REPLACE CAT CON
CAT LOW EFF CODE
REPLACE CAT MANIFOLD O2 SENSOR
Bill Code - W
Transaction Type: ZREG Regular Vehicle Transaction
Transaction Cat: SPOL Special Coverage
Transaction No.: 001359311061
Transaction Ver: 0006
Cause Code: 6017 Module/Component - Broken
Complaint Code: 0321 Engine/Fuel/Exhaust - "Check Engine" Light
9900311 REPLACE CAT 08 M A 2.20
[redacted]
Labor Type: BASE

		Total Labor		200.66
GM	23406152	CONVERTER	1	
Failed Part:	23406152			
GM	22741672	GASKET	1	
GM	24505057	GASKET	1	
GM	12622668	GASKET	1	
		Total Parts		862.40
		Total Line		1063.06

========== REPAIR LINE 002 ==========

O2 SENSOR TIP WAS DEFORMED EXHAUST MANIFOLD WAS CRACKED
Bill Code - C

GM	12609823	MANIFOLD	1	123.42
GM	12606671	SENSOR	1	68.92
		Total Parts		192.34
		Total Line		192.34

Payment Type - 03 MC/VSA/DIS 207.25

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY
DATE TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

DISCLAIMER OF WARRANTIES

The seller, D&D OF KEWANEE, INC., herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

I hereby authorize the repair work herein set for to to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X_____

LABOR AMOUNT	
PARTS AMOUNT	192.34
MISC. SALES	
MATERIALS	
TOTAL CHARGE	192.34
DEDUCTIBLE	
SALES TAX	14.91
OTHER PAY	
CUSTOMER PAY	207.25

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[redacted]

D&D CHEVROLET BUICK • GMC KEWANEE, ILLINOIS
BUICK GMC
1511 RAILROAD AVE.
KEWANEE, IL 61443
PHONE (309) 853-4436
FAX (309) 856-5500
www.ddcbg.com

*** REPRINT *** CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6[redacted]	[redacted]	90718	90718	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	05/04/18	03	00:00			03	05/04/18

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	[redacted]	WHITE 1

========== REPAIR LINE 001 ==========

NEED NEW KEY AND FOB
Bill Code - C

GM	20835404	KEY	1	79.74
			Total Parts	79.74
			Total Line	79.74

Payment Type - 03 MC/VSA/DIS 85.92

☐ I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
☐ PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $_____
☐ I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY
DATE
TIME

☐ CASH
☐ DISCOVER
☐ VISA
☐ M/C
☐ AMERX

DISCLAIMER OF WARRANTIES

The seller, D&D OF KEWANEE, INC., herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

I hereby authorize the repair work herein set for to to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X_____

LABOR AMOUNT	
PARTS AMOUNT	79.74
MISC. SALES	
MATERIALS	
TOTAL CHARGE	79.74
DEDUCTIBLE	
SALES TAX	6.18
OTHER PAY	
CUSTOMER PAY	85.92

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

System [12:02:38 PM]: Welcome to chat. **Honey Lyn [12:02:47 PM]:** Thank you for contacting GMC Customer Assistance, my name is Honey.

Honey Lyn [12:03:07 PM]: I've read your concern in the pre-chat form and I apologize for the inconvenience. I know this is really unfortunate but now that you have me on the line I will be more than happy to assist you today. [redacted]

[redacted] **[12:03:56 PM]:** I would like to file a complaint over my experience so this equipment failure is documented **Honey Lyn [12:04:05 PM]:** Have you been to your dealership? **Honey Lyn [12:04:27 PM]:** Yes, I will definitely assist you today. [redacted] **[12:04:49 PM]:** I contacted them and was told there were no recalls yet for this production year. **Honey Lyn [12:05:51 PM]:** Let me check the VIN. Did they fix the windshield? [redacted]

[12:06:57 PM]: I am not the original owner. I have no idea. **Honey Lyn [12:08:16 PM]:** I mean, after what you've experienced did you take it for service at the dealership? [redacted] **[12:08:38 PM]:** No I cannot get an appointment until next week. **Honey Lyn [12:09:01 PM]:** I see. Thank you. **Honey Lyn [12:09:37 PM]:** I will assure you that I will create a case file about the issue so that GM will be aware. [redacted] **[12:09:53 PM]:**

OK. I would like the case"\ [redacted] **[12:10:01 PM]:** case number please **Honey Lyn** **[12:10:18 PM]:** Sure. Let me create that for you. **Honey Lyn** **[12:10:43 PM]:** While I am looking into this, may I have your home address? This is to ensure our records are up to date and accurate for recall purposes. [redacted] **[12:11:00 PM]:** [redacted] **[12:11:15 PM]:** [redacted] **Honey Lyn**

[12:11:32 PM]: Thank you.
Honey Lyn [12:12:06 PM]: I have checked your VIN and I see here that there are no open recalls on your vehicle at this time. **Honey Lyn [12:12:14 PM]:** You can visit our website anytime to check your vehicle a [redacted] **[12:12:21 PM]:** This car cannot be driven if there is a threat of rain!! BIG PROBLEM. **Honey Lyn [12:13:29 PM]:** I understand where you are coming from,

[redacted]In order for us to better understand that current condition of your vehicle, we do need an official dealer diagnosis. Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the failure, complete nature of the concern, and estimated cost of repairs. **Honey Lyn [12:13:42 PM]:** May I know which dealership are you taking it to?

[redacted] **[12:16:24 PM]:** I have tried several trying to get service. Fiehrer Hamilton OHIO Joseph Chevrolet.....Cincinnati Hollman Motors.....Cincinnati Mclusky Chevrolet.....Kings Automall Do you have any recommendations **Honey Lyn [12:17:02 PM]:** Sure. I will check the nearest dealership. **Honey Lyn [12:17:32 PM]:** By the way, the case number is [redacted] **Honey Lyn [12:18:07 PM]:** And I will refer

you to contact Fiehrer Motors in Hamilton. [redacted]
[12:18:29 PM]: OK ....I will call them back**Honey Lyn**
[12:18:30 PM]: I have their phone number and website. Which do you prefer? [redacted] **[12:18:40 PM]:** phone
Honey Lyn [12:18:53 PM]: Sure. How many mileage do you have today?**Honey Lyn**
[12:19:08 PM]: They can be contacted at (513) 863-8111. [redacted] **[12:19:14 PM]:** I think 157k**Honey Lyn**

[12:19:22 PM]: Thank you.
Honey Lyn [12:19:46 PM]: If you need further assistance, please don't hesitate to contact us back. **Honey Lyn [12:19:52 PM]:** Is there anything else aside from this? [redacted]
[12:20:08 PM]: No. Thank You. **Honey Lyn [12:20:22 PM]:** Thank you for chatting with GMC today! Have a great day! 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 9:00 p.m. Eastern. Call Disconnected.

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

Caller English

System [6:42:20 PM]:

Welcome to chat.

Nisa [6:42:30 PM]:

Thank you for contacting GMC Customer Assistance. My name is Nisa. Please give me a couple minutes to read your concern.

Nisa [6:43:09 PM]:

Hi, [redacted] I am sorry to hear that you're having a concern with your windshield wipers.

Nisa [6:43:18 PM]:

I'll be glad to check the warranty information for you.

Nisa [6:43:23 PM]:

How many miles do you have on your vehicle?

[redacted] [6:43:35 PM]:

Let me check

Nisa [6:43:50 PM]:

Thank you.

[redacted] [6:44:12 PM]:

100783

Nisa [6:44:34 PM]:

Thank you!

Nisa [6:44:45 PM]:

While I am looking into this, may I have your home address? This is to ensure our records are up to date and accurate for recall purposes.

[redacted] [6:45:17 PM]:

[redacted]

[redacted] [6:45:27 PM]:

[redacted]

Nisa [6:46:45 PM]:

Thank you! I see here that no warranty has left on your vehicle.

[redacted] [6:47:49 PM]:

Sad!

[redacted] [6:48:15 PM]:

I was hoping to get that repair

Nisa [6:49:14 PM]:

As for the current vehicle concern that you have, we feel it is best to refer you to one of our GMC dealerships so that they can check and repair your vehicle. They will be in the best position to diagnose and determine the recommended fix on this issue.

Nisa [6:49:51 PM]:

To set your expectation, repairs will be an out of pocket expense.

[redacted] [6:49:59 PM]:

Dealer will cost me like 200 out of pocket

[redacted] [6:50:06 PM]:

I have call

Nisa [6:50:17 PM]:

I see that Hennessy GMC is the closest dealer in your area.

Nisa [6:50:28 PM]:

Are you familiar with this dealership?

[redacted] [6:51:06 PM]:

I have call a few places (gmc) and thats there prices

[redacted] [6:51:47 PM]:

Thank you never thought I have to play so soon for repairs

Nisa [6:52:32 PM]:

Hold on. Did you purchase an extended warranty?

[redacted] [6:53:43 PM]:

I have a coverage level powertrain

Nisa [6:54:14 PM]:

It looks like you have a GMPP Major Guard Warranty.

[redacted] [6:54:50 PM]:

What is that

Nisa [6:55:49 PM]:

GMPP stands for GM Protection Plan. It is service contract offered by Ally.

Nisa [6:56:13 PM]:

I would advise that you contact Ally to determine the coverage of the warranty.

Nisa [6:56:22 PM]:

Their phone number is 800-200-4622.

[redacted] [6:56:49 PM]:

What do I ask

[redacted] [6:57:05 PM]:

And if they ask me any other info

[redacted] [6:57:14 PM]:

What do I tell them

Nisa [6:57:57 PM]:

You can just provide your VIN and ask if windshield wipers are covered under the warranty.

Nisa [6:58:09 PM]:

I created a claim for your concern and please take note of this service request number for your reference, 8[redacted]

[redacted] [6:59:32 PM]:

Just them them my reference #

Nisa [7:00:22 PM]:

I am unsure if they need that information. Basically, you may use the reference number when you work with our GM dealer.

[redacted] [7:00:45 PM]:

Ok I will try to call thank you

[redacted] [7:00:51 PM]:

Have a good day

Nisa [7:01:27 PM]:

Do you need a dealer's phone number? May I address any further questions or concerns for you at this time?

[redacted] [7:01:37 PM]:

Yes please

Nisa [7:02:37 PM]:

You may call Hennessy GMC at (770) 968-6800. You may also visit this link to set up an appointment online:

Nisa [7:02:42 PM]:

[redacted]

Nisa [7:03:17 PM]:

Would there be anything else?

[redacted] [7:03:30 PM]:

No thank you

Nisa [7:03:42 PM]:

You're welcome! If any other questions arise, please feel free to contact us at any time. Thank you for contacting GMC Customer Assistance. Have a nice day,[redacted]

Call Disconnected.

Connecting... An agent will be with you shortly. Caller English
System [2:18:36 PM]: Welcome to chat. **Lorena [2:18:47 PM]:** Welcome to General Motors Customer Assistance Center, my name is Lorie. **Lorena [2:18:48 PM]:** How may I assist you? [redacted] **[2:19:28 PM]:** Hello. I'm having an issue w my car, and I've already spoken w a representative about the problem. [redacted] **[2:19:34 PM]:** I have a case number.

Lorena [2:20:03 PM]: Hi, [redacted]. May I have the case number, please? [redacted]
[2:20:21 PM]: 8-[redacted]
Lorena [2:21:20 PM]: How may I assist you with your concern? [redacted] **[2:21:35 PM]:** my car is at a GM dealership right now, and I've spoken with the service department there as well as a representative. If I can't get things resolved my next step is to go to the GM corporate office since I live in [redacted]

[redacted] **[2:22:12 PM]:** my car is a 2012 chevy equinox, and it falls outside of the US recalls. there is a recall in Canada for exactly the issue I'm having now.[redacted] **[2:22:30 PM]:**
25300-03: Safety Recall – Front Wiper Transmission Corrosion Failure (Canada Only) – 2010-2017 Chevrolet Equinox & GMC Terrain[redacted]
[2:23:27 PM]: the wiper transmission arm corroded and broke off, so my wipers don't

work at all, and this happened driving home in a storm, and I almost got in a accident because I couldn't see and had to pull off the road. **Lorena [2:24:04 PM]:** I understand, recalls are VIN specific. We can only perform the recall if your vehicle is included in it. **Lorena [2:24:08 PM]:** I understand that the vehicle is at the dealership, what was their recommendation. [redacted] **[2:24:40 PM]:** the transmission arm is corroded and completely

broken, so it needs to be replaced. **Lorena [2:25:20 PM]:** Transmission issue is under Powertrain Limited Warranty. [redacted] **[2:25:26 PM]:** I spoke w a representative who told me that if the issue is a manufacturers defect, which it is, that it would be covered since there isn't a recall for my car year. [redacted] **[2:25:36 PM]:** transmission arm for the wiper **Lorena [2:27:24 PM]:** If you are referring to manufacturer's

defect, GM has that warranty for 3 years and 36,196 miles whichever comes first. This is covered by Bumper to Bumper Warranty. The vehicle's Bumper to Bumper Warranty has expired on 08/10/2015. [redacted] **[2:27:47 PM]:** it should not have corroded and broken off, the GM service at the dealership have it and know this shouldn't be happening, there's an open recall in Canada for EXACTLY what happened to my car. the dealership event

confirmed that the Canada recall is the same issue I'm having with my car. **Lorena [2:27:59 PM]:** We appreciate you bringing your issue to our attention. We certainly want to help resolve any vehicle concerns for our customers. I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverage associated to your VIN that relate to the issue

you're experiencing. **Lorena [2:28:20 PM]:** I completely understand the dissatisfaction unfortunately, due to vehicle being out of applicable warranty parameters, the cost of repair is typically customer's responsibility. [redacted] **[2:28:38 PM]:** yes, I know, it's only in Canada. this is a manufacturing issue, and GM in Canada acknowledges that **Lorena [2:28:52 PM]:** Components are not lifetime; essentially, all warranties have

certain age and mileage parameters. Your vehicle's warranty expired back in 08/10/2015. **Lorena [2:29:25 PM]:** But your vehicle is in US, we need to comply with US standards. [redacted] **[2:29:36 PM]:** this is not a warranty issue, this is something that has been recalled on other equinox models from 2010 and on **Lorena [2:30:20 PM]:** GM constantly reviews warranties and repair data to determine if

additional action is needed in the form of recall or other considerations. For now, I can verify that your vehicle does not have recall. **Lorena [2:30:30 PM]:** For recall updates and information specifically about your vehicle, please visit our website below. **Lorena [2:30:32 PM]:** [redacted] **[2:31:12 PM]:** I have the recall in front of me for this same US recall, it only has 2013 and on for the year,

and my car is a 2012 [redacted] [redacted] **[2:31:25 PM]:** this is a known issue, the recall went out for it last year **Lorena [2:32:13 PM]:** Recall does not have parameters, it will only be closed once this was performed. [redacted] **[2:32:39 PM]:** Product Safety Recall
25302 Front Wiper Transmission Corrosion Failure (USA Only) [redacted] **[2:33:10 PM]:** yes they do, they designate which year the model of car the recall covers **Lorena**

[2:33:15 PM]: I understand your concern here, your vehicle is not included in that recall.
Lorena [2:33:26 PM]: Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. [redacted] **[2:33:57 PM]:** yes, I know that, which is

why I already spoke with someone who said that it was not included in the recall, but it is the same problem, so that GM would cover it**Lorena [2:34:25 PM]:** I can assure you that GM treats customer's issue on a case by case basis. What seems to be the same problem on the surface may be something completely unrelated once diagnosis is completed. [redacted] **[2:34:53 PM]:** the diagnosis from the dealership, which they have

now, is the exact issue from this recall**Lorena [2:35:03 PM]:** As mentioned, recallas are VIN specific and your vehicle is not included in any recall. [redacted] **[2:35:09 PM]:** they already told me and customer service that [redacted] **[2:35:47 PM]:** the dealership confirmed with them that the diagnosis of the problem with my vehicle matches this recall **Lorena [2:35:52 PM]:** Did the dealer mention that you need to pay an out of pocket expense

for the repair? [redacted]
[2:35:58 PM]: yes [redacted]
[2:36:57 PM]: which is why I filed a case w GM so that if the diagnosis came back as the same issue as the recall it could be covered, as the representative told me, based on a case by case basis, if it was a recall issue GM would cover it
Lorena [2:38:44 PM]: The dealership charged you because the vehicle does not have a recall. The dealership have access to bulletins and recalls,

they will inform you that it will be covered if there is certain coverage. The dealership is our eyes and ears, if they advised that you need to pay for the repair, the reason is that the vehicle does not have bulletins or recall. [redacted] **[2:39:16 PM]:** they didn't say I needed to pay for the issue **Lorena [2:39:18 PM]:** I apologize, but what I can do for now is to document your concern and forward this to GM. [redacted] **[2:39:41 PM]:** they

spoke with the GM supervisor and told them this was a manufacturers defect[redacted] [redacted] **[2:39:56 PM]:** they don't know why GM is refusing to pay for this**Lorena [2:40:15 PM]:** Manufacturer's defect warranty is way out of coverage.[redacted] **[2:40:21 PM]:** it's not the same year as the recall, but it is the same issue, so in my case it should be covered**Lorena [2:40:35 PM]:** The vehicle does not have recall.[redacted]

[2:40:36 PM]: this is a known issue**Lorena [2:40:57 PM]:** I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverage associated to your VIN that relate to the issue you're experiencing. [redacted] **[2:41:03 PM]:** the problem w my car is covered in the recall, the recall just does not include my car year [redacted] **[2:41:17 PM]:** that does

not mean it is not the same issue because it is [redacted]
[2:41:22 PM]: I haven't paid the dealership [redacted]
[2:41:46 PM]: they're waiting for GM to take care of it because it should never have corroded and broke off in the first place**Lorena [2:41:53 PM]:** The means your vehicle has not been diagnosed. [redacted] **[2:41:54 PM]:** they told the representative and myself that [redacted] **[2:42:04 PM]:** it has been diagnosed

[redacted] **[2:42:14 PM]:** by a certified GM dealership [redacted] [redacted] **[2:42:33 PM]:** the problem matches the recall on the 2013 equinoxes [redacted] [redacted] **[2:42:48 PM]:** they have the car right now [redacted] **[2:42:57 PM]:** they already spoke w a representative [redacted] [redacted] **[2:42:59 PM]:** today [redacted] **[2:43:09 PM]:** they told them the diagnosis [redacted] **[2:43:26 PM]:** "the transmission arm is completely corroded and broke

off"**Lorena [2:44:11 PM]:** I saw that you have spoken to the representative today, and he also told you that there is no coverage for the issue that you are having right now. [redacted] **[2:45:19 PM]:** yes, because my car is a 2012 and not a 2013, which is why I opened a case so my car could be fixed since GM repairs on a case by case basis and I'm experiencing the problems outlined in the recall**Lorena [2:45:41 PM]:** I will document

your concern and forward this to GM. For now, the vehicle does not have bulletin or recall; the repair will be an out of pocket expense. [redacted] **[2:45:43 PM]:** I was told this would be taken care of by GM already [redacted] **[2:46:11 PM]:** my vehicle does have a recall, it just doesn't include 2012 [redacted] **[2:46:22 PM]:** that doesn't mean it doesn't have a defect **Lorena [2:46:56 PM]:** Your vehicle does not have a recall. [redacted]

[redacted] **[2:47:02 PM]:** the car is not safe to drive, and I could have been killed when the arm broke off driving in the rain on the expressway [redacted] **[2:47:27 PM]:** my vehicle does have a recall, the year of my vehicle is not included in the recall **Lorena [2:47:33 PM]:** I am trying to explain that recalls are VIN specific and your vehicle does not have any recall. [redacted] **[2:47:51 PM]:** my family works for GM as engineers [redacted]

[2:47:56 PM]: I understand how the recalls work**Lorena [2:49:33 PM]:** I apologize; we cannot provide cost assistance for this. Kindly work with the Customer Experience Manager or CEM of the dealership, they might consider giving you a discount. [redacted] **[2:50:07 PM]:** I will drive over to the GM headquarters next week and have them take care of this. **Lorena [2:51:01 PM]:** The best person to provide assistance for you now is the dealership.

[redacted] **[2:51:27 PM]:** the dealership did not put shotty parts on my vehicle when I bought it, GM did**Lorena [2:51:29 PM]:** Here is what I am going to do, I will create a service request or a case number for you. I will endorse this case to one of our senior advisors. The senior advisor will provide further assistance in order to address the issue. They will also work hand in hand with the dealership involved. The senior advisor

will get in touch with you within 2 business days. [redacted] [redacted] **[2:51:42 PM]:** ok **Lorena [2:52:53 PM]:** Is there anything else that I can assist you with? [redacted] **[2:53:16 PM]:** just the case number or service request number you created [redacted] [redacted] **[2:53:25 PM]:** for reference **Lorena [2:54:57 PM]:** Yes, it is the same as the case number you have, 8- [redacted]. I will just forward this to one of our Senior

Advisors who wil start working on your case.[redacted]
[2:55:07 PM]: ok, thank you
Lorena [2:55:24 PM]: You're welcome.**Lorena [2:57:53 PM]:** Thank you for chatting Chevrolet Customer Assistance Center. You have a great weekend,[redacted] Call Disconnected.

CUSTOMER #: [redacted]

[redacted]

Marty Feldman Chevrolet

42355 Grand River
Novi, MI. 48375
Phone: (248) 348-7000
www.feldmanautomotive.com

SERVICE ADVISOR: 4170 CUNNINGHAM,KEITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	12	CHEVROLET EQUINOX	2GNALBEK1C6[redacted]		117894/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10AUG12 DD		10AUG2015	17:00 20JUN18		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
20JUN2018 14:41		ENG:2.4_Liter_SIDI_DOHC

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S160		IS	IN REFERENCE TO RO# [redacted] CUSTOMER CAME WITH INOP WIPERS , AFTER INSPECTION FOUND THAT THE WIPER TRANS BALL JOINT SEPERATED DUE TO CORROSION, THIS IS THE SAME ISSUE WITH THE 2013 EQUINOXS THAT HAVE THE RECALL # 25302 WIPER TRANSMISSION CORROSION REPLACEMENT
				SHOP SUPPLIES ARE 15% NOT TO EXCEED $40.00 FACILITY # F121810

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I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter, I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X_____
CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $_____

SHOP SUPPLIES: 15% OF THE TOTAL LABOR COST IS INCLUDED (NOT TO EXCEED $40.00) FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.

Storage will be charged 48 hours after repairs are complete. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other caused beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

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TECHNICIAN COPY

General Motors - Policy Evaluation Tool

Date: 06/06/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 2CNFLGEY7A6[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 04/20/2013
Job Card Date: 05/11/2018
Days out of Warranty: 1,847

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 109,182
Miles out of Warranty: 73,173

Repair

Total Repair Cost At Warranty Rates: $321.46
Repair Group: Safety and Security
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $321.46

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

Chevrolet - Warranty Question On Vehicle I Own-Additional Info:Where do I find out whether my faulty wiper blade relay is covered under my warranty?

F6[redacted]

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

Caller English

System [5:16:52 PM]:

Welcome to chat.

Serena [5:17:22 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]. Please allow me a moment to read over your question.

Serena [5:17:34 PM]:

To clarify, are you referring to the blade, or the wiper arm?

[redacted] [5:18:27 PM]:

The wiper arm - the wipers stopped working during a storm yesterday. My mechanic replaced the motor assembly. Is that a covered repair?

Serena [5:18:50 PM]:

I can look into that for you if I may have your vehicle's VIN and current mileage.

[redacted] [5:20:04 PM]:

2GNFLFEK8F6[redacted] Mileage - 56,537

Serena [5:21:05 PM]:

Thank you. While I'm looking into that, so that I can make sure your inquiry is properly documented and our records are up to date, can you please confirm if the contact information that you provided in the pre-chat form is correct? Also, would you mind providing your home mailing address?

[redacted] [5:21:29 PM]:

It's all correct.

[redacted] [5:21:54 PM]:

[redacted]

Serena [5:22:50 PM]:

Thank you. Your vehicle's bumper to bumper warranty expired at 36,009 miles, so no, it would not be covered.

[redacted] [5:23:51 PM]:

Do you offer an extended warranty.

Serena [5:24:59 PM]:

We do offer extended protection plans. You can find information about them on the following page on Chevrolet.com. Speak with your local Chevrolet dealership for pricing.

Serena [5:25:02 PM]:

[redacted]

Serena [5:25:28 PM]:

I've documented a record of this vehicle concern. Your reference number is 8-[redacted]

[redacted] [5:25:34 PM]:

Thanks.

Serena [5:27:08 PM]:

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

[redacted] [5:27:21 PM]:

No thanks.

Serena [5:27:28 PM]:

You're welcome. If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and on Saturday from 9:00 a.m. to 9:00 p.m. Eastern time. Thank you again for visiting Chevrolet and have a good day.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

VOID VOID VOID VOID VOID VOID

DATE 07/18/18

361 DOLLARS 57 CENTS AMOUNT 361.57

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB 000000031

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 07/18/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNALBEK2D1 [redacted]	07/17/18	VM [redacted]	00.0000	361.57	.00	361.57

VOID VOID VOID VOID VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	361.57	.00	361.57

1 - MMV[redacted]

GM REPAIR ORDER DETAIL

Repair Order Information

VIN: 2GNALBEK2D1 [redacted]
Dealer BAC: 279 [redacted]
Repair Order Number: [redacted]
Repair Order Type: --
Service Order Open Date: Jul 2, 2015
Service Order Closed Date: Jul 2, 2015

Customer Information

First Nan [redacted]
Last Nan
Accou
Customer Numb
Home Phone: [redacted]
Work Phone:
Cell Phone:
Email Address:
Address: [redacted]
City:
State:
Zip Code:

Service Contact

Advisor ID: 7222
Advisor Full Name: JENNIFER CHRISTY

Vehicle Information

Year: 2013
Make: Chevrolet
Model: Equinox
Merchandise Model Code: --
Odometer: 42386
Delivery Date: --

Payment Information

Customer Pay Amount Subtotal: 406.78
Warranty Amount Subtotal: 0.0
Internal Amount Subtotal: 0.0
Repair Order Amount Subtotal: 406.78
DMS Reported Customer Pay Subtotal: 406.78
DMS Reported Warranty Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
DMS Reported Repair Order Amount Total: 406.78

Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

6/21/2018

Ashley Izaguirre@gm.com
General Motors Corporation
PO Box 33170
Detroit MI 48232

Dear Ashley Izaguirre@gm.com:

The Better Business Bureau has received a complaint about your business. The complaint was submitted on 6/20/2018 and was assigned an ID of [redacted]. The complaint was filed by [redacted]. The consumer's complete contact information appears below.

Please review this information and respond within the next seven (7) calendar days. Our goal is to assist you in retaining the business of your customer by resolving this dispute.

If you received this complaint via email simply click on the "Respond to this Complaint", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please state your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response will be submitted directly to the customer.

Regards,

Better Business Bureau
Candice Rugenstein
Trade Practices Consultant
Phone: 248-799-0339
Fax: 248-356-5156
Email: crugenstein@easternmichiganbbb.org
COMPLAINT INFORMATION:

BBB Case # [redacted] - General Motors Corporation

Customer Information:
[redacted]

The details of this matter are as follows:

Complaint Involves:
Product Issues

Customer's Statement of the Problem:

I am writing to you today to ask if your office can help me. I have a 2012 GMC Terrain. Over the last year I have had to replace the motor to my windshield wiper. I consider the wipers a safety item. However according to GMC it is not their issue. Any how I can be driving along and it starts to rain and all of a sudden my wipers stop mid stream. So not only is
[redacted]

this dangerous when you are driving 65 on a highway and it is turning rain out there. Now your view is obstructed. Not only by the rain but I also have a wipe blade obstructing my view. I have to try and pull over safely without endangering my life, my passengers lives and all other motorists on the road. So I tried to contact GMC by calling their 1 800 number. I either get passed from one person to the next and or get put on hold til someone either forgets about me or disconnected me.

Desired Settlement:

I also wrote to them basically they tell me my wipers issues is not their problem and unless it becomes a recall they are refusing to fix it. Is this legal

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111158

Service Agent: O'NEILL'S CHEVROLET & BUICK INC

Contact Name: Brian

Phone Number: 8606771666

Fax Number: (860) 674-8043

Contact Email Address: service@oneillschevybuick.com

Job Card*: [redacted]

Job Card Date: 08/09/2018

Reference Number: 8[redacted]

VIN: 2CNFLEEC2B6[redacted] Investigate Vehicle History

Odometer: 76463

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 1 Supp Time: 0 OLH Time: 0

Labour Rate: 113.14 Common GM Division - Mechanical

Labour Total: 113.14

Parts Total: 142.43

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 255.57

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Thu Aug 16 08:24:10 EDT 2018	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

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111158

Service Agent: O'NEILL'S CHEVROLET & BUICK INC

Contact Name: Brian

Phone Number: 8606771666

Fax Number: (860) 674-8043

Contact Email Address: service@oneillschevybuick.com

Job Card*: [redacted]

Job Card Date: 08/09/2018

Reference Number: 8[redacted]

VIN: 2CNFLEEC2B6[redacted] Investigate Vehicle History

Odometer: 76463

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

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

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Sublet	3,366.86	+	-
<Make Selection>		+	-

Net Item Total: 3,366.86

Tax: 0

Deductible: 0

Total Before Taxes: 3,366.86

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Thu Aug 16 08:30:26 EDT 2018	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

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111158

Service Agent: O'NEILL'S CHEVROLET & BUICK INC

Contact Name: Brian

Phone Number: 8606771666

Fax Number: (860) 674-8043

Contact Email Address: service@oneillschevybuick.com

Job Card*: [redacted]

Job Card Date: 08/09/2018

Reference Number: 8[redacted]

VIN: 2CNFLEEC2B6[redacted] Investigate Vehicle History

Odometer: 76463

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600146

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

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	1,140	+	-
<Make Selection>		+	-

Net Item Total: 1,140.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,140.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Thu Aug 16 08:37:24 EDT 2018	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

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16
2CNFLEEC2B6[redacted]	[redacted]	2018-08-16

CANCEL SAVE

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O'NEILL'S CHEVROLET & BUICK

SERVING THE FARMINGTON VALLEY & BEYOND
SINCE 1920
P.O BOX A, 19 SANDSCREEN RD, AVON, CT 06001
Phone: (860) 675-8765

Workfile ID: [redacted]
Federal ID: [redacted]
Resale Number:
State EPA: 004-0010-GPAR
License Number: [redacted]

Preliminary Estimate Body Estimate

Customer: [redacted]

Job Number:

Written By: Tim Sullivan, 1002651

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner: [redacted]

Inspection Location:
O'NEILL'S CHEVROLET & BUICK
P.O BOX A
19 SANDSCREEN RD
AVON, CT 06001
Repair Facility
(860) 675-8765 Day

Insurance Company:

VEHICLE

2011 CHEV Equinox LT1 AWD 4D UTV 4-2.4L Gasoline SIDI

VIN: 2CNFLEEC2B6[redacted]
License:
State:

Interior Color:
Exterior Color:
Production Date:

Mileage In:
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

Console/Storage

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel

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

ROOF
Luggage/Roof Rack

SEATS
Cloth Seats
Bucket Seats
Reclining/Lounge Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

Get live updates at [redacted]

Preliminary Estimate

Customer: [redacted]

Job Number:

2011 CHEV Equinox LT1 AWD 4D UTV 4-2.4L Gasoline SIDI

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FRONT BUMPER & GRILLE**							
2			O/H front bumper				3.1	
3	*	Repl	Bumper cover	20983230	1	541.04	Incl.	3.0
4			Add for Clear Coat					1.2
5		R&I	Lower cover w/o chrome pkg				Incl.	
6		R&I	License bracket				0.2	
7		R&I	RT Hole cover w/o fog lamps				Incl.	
8		R&I	LT Hole cover w/o fog lamps				Incl.	
9	*	Repl	RT Side retainer	84059893	1	24.62	Incl.	
10	**FRONT LAMPS**							
11		R&I	RT R&I headlamp assy				0.3	
12	**HOOD**							
13		Blnd	Hood					1.4
14	**FENDER**							
15	*	Repl	RT Fender	22846918	1	323.63	1.7	2.2
16			Add for Clear Coat					0.9
17			Add for Edging					0.5
18		R&I	RT Fender liner				Incl.	
19	*	Repl	RT Fender liner retainer	11612035	6	31.62		
20		R&I	RT Lower molding				Incl.	
21	**FRONT DOOR**							
22		Blnd	RT Outer panel					1.1
23		R&I	RT Belt w'strip 1st design				0.3	
24		R&I	RT Lower molding				0.2	
25	#	Repl	Retape rt body side mldg		1	7.60	0.3	
26		R&I	RT Mirror assy black				0.3	
27	*	R&I	RT Run channel				0.3	
28		R&I	RT Handle, outside primed				0.3	
29		R&I	RT R&I trim panel				0.4	
30	#		Color Tint		1			0.5
31	#		Cover Vehicle For Overspray Protection		1	5.00 T	0.3	
32	#		Hazardous Waste Removal		1	3.00 T		
33	#		Body Repair Materials		1	318.60 T		
34	#		Flex Additive		1	18.00 T		
35	#		Corrosion Protection		1	20.00 T	0.3	
36	#		Color Sand Buff		1			1.0
				SUBTOTALS		**1,293.11**	**8.0**	**11.8**

Preliminary Estimate

Customer [redacted]

Job Number:

2011 CHEV Equinox LT1 AWD 4D UTV 4-2.4L Gasoline SIDI

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				928.51
Body Labor	8.0 hrs	@	$ 113.14 /hr	905.12
Paint Labor	11.8 hrs	@	$ 113.14 /hr	1,335.05
Miscellaneous				364.60
Subtotal				3,533.28
Grand Total				**3,533.28**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**3,533.28**

MyPriceLink Estimate ID: 440839756792741888

NOTICE: YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.

Customer: [redacted]

Job Number:

2011 CHEV Equinox LT1 AWD 4D UTV 4-2.4L Gasoline SIDI

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 DR1GV10, CCC Data Date 7/2/2018, 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.

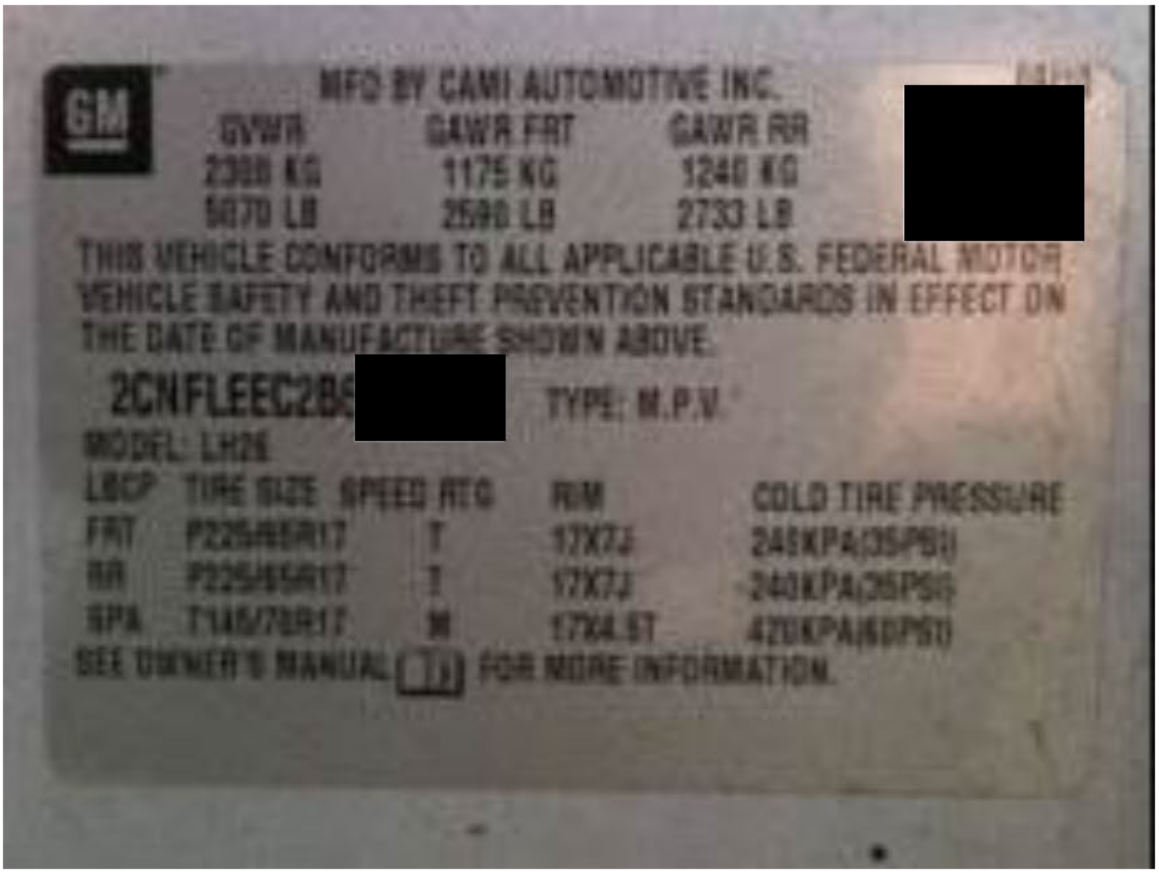
SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

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.

8-[redacted]–[redacted] – 2011 Chevrolet Equinox



MFD BY CAMI AUTOMOTIVE INC.

GVWR	GAWR FRT	GAWR RR
2388 KG	1175 KG	1240 KG
5070 LB	2590 LB	2733 LB

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

2CNFLEEC2B[redacted] TYPE: M.P.V

MODEL: LH2E

LBCP	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P225/65R17	T	17X7J	240KPA(35PSI)
RR	P225/65R17	T	17X7J	240KPA(35PSI)
SPA	T145/70R17	M	17X4.5T	420KPA(60PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

Advertisement

2011 Chevrolet Equinox Pricing Report

Style: LT Sport Utility 4D
Mileage: 76,449

Sell To Private Party

Private Party Range
$7,596 - $9,427
Private Party Value
$8,512

Valid for ZIP Code 44403 through 07/05/2018

Vehicle Highlights

Fuel Economy: City 22/Hwy 32/Comb 26 MPG	Max Seating: 5
Doors: 4	Engine: 4-Cyl, 2.4 Liter
Drivetrain: FWD	Transmission: Automatic, 6-Spd w/Overdrive
EPA Class: Sport Utility Vehicles	Body Style: Sport Utility
Country of Origin: United States	Country of Assembly: Canada

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
4-Cyl, 2.4 Liter

Transmission
Automatic, 6-Spd w/Overdrive

Drivetrain
FWD

Braking and Traction
Hill Start Assist
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM Stereo
CD/MP3 (Single Disc)
Premium Sound
XM Satellite
Bluetooth Wireless
OnStar

Safety and Security
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats
Power Seat

Roof and Glass
Privacy Glass

Lighting
Daytime Running Lights

Cargo and Towing
Roof Rack

Wheels and Tires
Alloy Wheels

Exterior Color
✓ Silver

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

© 2018 Kelley Blue Book Co , Inc All rights reserved 6/29/2018-7/5/2018 Edition for Ohio 44403 The specific information required to determine the value for this particular vehicle was supplied by the person generating this report Vehicle valuations are opinions and may vary from vehicle to vehicle Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party Kelley Blue Book assumes no responsibility for errors or omissions (v 18070)

Mechanical

Service Estimate

Sullivan's O'Neill's Chevrolet & Buick Inc.
5 West Main Street P.O.Box A
Avon, CT 06001
Phone: 860-677-1666
Fax: 860-674-8043

[redacted]

[redacted]

Home [redacted] **Work:** [redacted]
Other Phone:
Email: [redacted]
VIN: 2CNFLEEC2B6 [redacted]
Desc: 11 CHEVROLET EQUINOX LT

76,449 Miles

LN	Opcode	Description	Hours		Amount
A	2070380	waranty quote for broken wiper transmission for GMPAC case #8-4335069284	0.50	Labor	$56.57

Parts	Description	Quantity	Unit Price	Ext. Price
84241847	MODULE	1	$135.73	$135.73

Parts	$135.73
Line Total	$192.30

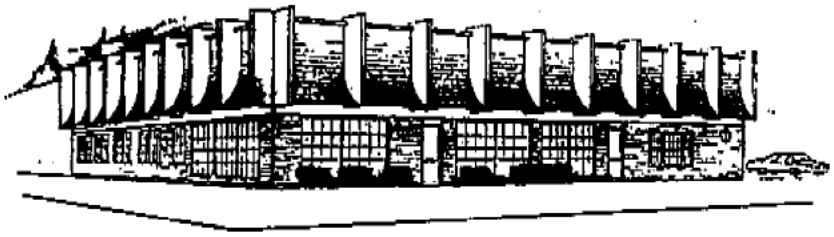
Estimate Total Summary

Total Hours	0.50
Total Labor	$56.57
Total Parts	$135.73
Total Misc	$0.00
SHOP SUPPLIES	$0.00
Grand Total	$192.30

X _____

Estimate

* Waranty labor rate is $113.14 / FRH



Sullivan's
O'Neill's Chevrolet and Buick, Inc.
5 WEST MAIN ST. • PO BOX A • AVON, CT 06001-0301
860-677-1666 Fax: 860-674-8043

Chevy Dealer Code: [redacted]
Buick Dealer Code: [redacted]

To: [redacted] **From:** Bryan Collins

Fax: _____ **Date:** 8/9/18

Phone: _____ **Pages:** 3

Re: _____ **CC:** _____

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

Comments Case # 8- [redacted]

Sullivan's
O'Neill's Chevrolet and Buick Inc.
5 West Main Street
Avon, CT 06001
Phone (860) 677-1666
Fax (860) 674-8043
CHEVROLET BUICK
CAR BIZ Auto Body
TOWING & RECOVERY

Mechanical

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2CNFLEEC2B[redacted]	76449	76463	06/25/18 10:47	08/09/18	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2011 CHEVROLET EQUINOX LT (SILVER ICE)	[redacted]	PARTIAL-COMPLETE-P

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				11/16/10	02/13/16	39643	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENG/TRANS
[redacted]			[redacted]	JOSE SANTIAGO (411)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	41		A10	0.00	Customer	
Concern	VEHICLE INSPECTION					
Correction	Completed					
B *	2070380		A10	1.00	Warranty	$113.14
Concern	GEN GLASS+ATTCH PRTS wipers dont work at all					
Cause	Verified and diagnosed failure at wiper transmission.					
Correction	Replace wiper transmission . PRODUCT ASSISTANCE CASE #[redacted].5 FOR REPLACEMENT AND .5 FOR PICTURES TAKEN AND EMAILED					

Part Number	Description	Qty.	Unit Price	Ext. Price
15259076	PLUG	1	$6.70	$6.70
84241847	MODULE	1	$135.73	$135.73
			Parts Total...	$142.43
	Total Hours:	1.00	Line Total...	$255.57

C *	41BATCHK		A79	0.00	Customer	
Concern	COMPLIMENTARY BATTERY TEST					
D *	021		A10	0.00	Customer	
Concern	GENERAL DIAGNOSIS smells like gasoline after the car is started.					
Cause	Verified and diagnosed cracked exhaust manifold.					
Correction	Needs exhaust manifold. $508.00 +tax. Declined.					
E *	021		A10	1.50	Customer	
Concern	GENERAL DIAGNOSIS car vibrates when going fast.					
Cause	Verified brake pulsation from front brakes on road test. VErified worn brakes and warped rotors.					
Correction	replaced front brakes and rotors.					

Non-Customer Totals

Acct.	Amount

Customer Totals

	Acct.	Amount
Labor	460	$115.20
Parts	467	$292.48
SHOP SUPPLIES	469	$7.26
SalesTax	324	$26.35
Total Amount Due		$441.29

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5 West Main Street
Avon, CT 06001
Phone (860) 677-1666
Fax (860) 674-8043
CHEVROLET BUICK
CAR BIZ Auto Body
TOWING & RECOVERY

Body repair

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2CNFLEEC2B6[redacted]	76451	76463	07/11/18 15:25	08/09/18	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2011 CHEVROLET EQUINOX LT (SILVER ICE)		PARTIAL-COMPLETE-P

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				11/16/10	02/13/16	39643	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENG/TRANS
[redacted]			[redacted]	TIMOTHY SULLIVAN (TS)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	391		B22	7.70	Warranty	$2,240.17
			B20	4.10		
			B46	8.00		

Concern right front body damage as a result of the windshield wipers failing.
Cause Product ASSISTANCE CASE #[redacted]
Correction REPLACE FRONT BUMPER, RIGHT FENDER AND BLEND RIGHT FRONT DOOR

Part Number	Description	Qty.	Unit Price	Ext. Price
84059893	GUIDE	1	$24.62	$24.62
22846918	PANEL	1	$323.63	$323.63
11612035	RETAINER	10	$5.27	$52.70
20983230	FASCIA	1	$541.04	$541.04
			Parts Total...	$941.99

Sublet Code	Vendor Name	PO# / Description	
NIC	ENTERPRISE CAR RENTA	PO#[redacted]	$1,140.00
		Sublet Total...	$1,140.00

Misc. Code	Description	Qty.	Unit Price	Ext. Price
NIP	LIQUID PAINT-BODY SHOP	1.0	$184.70	$184.70
		Misc Total...		$184.70
	Total Hours: 19.80	Line Total...		$4,506.86

C +	391	B46	12.90	Customer	

Concern body shop customer pay repair left quarter panel as needed

D +	391	B22	3.34	Customer
+		B20	1.56	

Concern BODY SHOP customer pay refinish left quarter panel

Non-Customer Totals

Acct.	Amount

Customer Totals

	Acct.	Amount
Labor	470	$940.20
SalesTax	324	$59.70

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

Caller English

System [6:11:01 PM]:

Welcome to chat.

Frenz Ann [6:11:12 PM]:

Thank you for contacting GMC Customer Assistance, my name is Frenz Ann.

Frenz Ann [6:12:09 PM]:

I am sorry to hear you are experiencing this concern with the windshield wipers. I would certainly like to look into this further. Can you please provide me with your current mileage?

[redacted] **[6:13:02 PM]:**

Hello my 2015 Terrain's windshield wipers stopped in the middle of a rain storm on the highway. Is this a known problem?

[redacted] **[6:13:10 PM]:**

89k

Frenz Ann [6:14:10 PM]:

How long have you been having this concern?

[redacted] **[6:14:48 PM]:**

This is the first occurrence and they continue not to work

Frenz Ann [6:15:15 PM]:

Have you been to a GM dealer to have the vehicle checked?

[redacted] **[6:16:09 PM]:**

No I did some research and saw this was an issue with the 2013 Terrain and wanted to see if there had been a recall on the 2015

Frenz Ann [6:16:37 PM]:

Okay. While I look into this, may I have your mailing address for documentation purposes?

[redacted] **[6:17:15 PM]:**

[redacted]

Frenz Ann [6:17:24 PM]:

Thank you.

Frenz Ann [6:19:08 PM]:

I have checked our system and your vehicle has no open recalls at this time. You can visit our website anytime to check your vehicle at [redacted]

[redacted] **[6:20:07 PM]:**

Ok. How do I register my complaint so if this becomes an issue with other owners I will be notified?

Frenz Ann [6:21:05 PM]:

I have started a case for this concern. The case number is 8[redacted]

[redacted] **[6:21:21 PM]:**

Ok

[redacted] **[6:21:37 PM]:**

As your vehicle has not yet been assessed by one of our specialists, this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

Frenz Ann [6:23:16 PM]:

Would you need help in locating a dealership?

[redacted] **[6:23:16 PM]:**

Ok.

[redacted] **[6:23:27 PM]:**

No thanks

Caller [redacted] **left the call.**

Call Disconnected.

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

Caller English

System [8:21:01 AM]:

Welcome to chat.

Gabrielle [8:21:17 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Gabrielle. I see that you have a concern with your vehicle. Please allow me 1-2 minutes to review your concern.

Gabrielle [8:22:22 AM]:

I apologize for the concern you are having with your vehicle, [redacted] I would like to take a look into your vehicle's information. Can you provide me with your VIN and current mileage?

[redacted] [8:22:34 AM]:

the Vin # is 2CNALFEW5A6[redacted]

[redacted] [8:23:51 AM]:

mileage is 171508

Gabrielle [8:25:31 AM]:

Thank you for your vehicle's information. Please allow me 3-5 minutes to look into this for you. While I am doing that, if the information you entered into the pre chat form is accurate,can you also provide your home mailing address? I just want to make sure your concern is accurately documented in the system.

[redacted] [8:25:56 AM]:

[redacted]

Gabrielle [8:30:50 AM]:

Thank you for that information and for your patience, [redacted] I would again like to apologize for the past concerns and current concern you are experiencing with your vehicle. I do understand that vehicle concerns can be frustrating. However, the concern you are having could have potentially been covered by the Bumper to Bumper Limited Warranty, if defective and if the warranty was applicable. At this time you are outside of that specific warranty by 5 years and over 135,000 miles. We recommend that you have the concern diagnosed and repaired at your local Chevrolet Dealership. This is to ensure that the

proper repair is done and you would also receive a one year part's warranty. However, due to the age and mileage, the repair would be at the owner's expense.

Gabrielle [8:31:52 AM]:

I have created a case regarding your concern. For your records the case number is 8-[redacted].

Gabrielle [8:32:13 AM]:

Would you like me to locate a dealership for you?

[redacted] [8:34:51 AM]:

no I have a dealership i use thanks

Gabrielle [8:35:19 AM]:

You are welcome. At this time is there anything else I can assist you with?

Caller[redacted] left the call.

Call Disconnected.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 07/20/18

477 DOLLARS 14 CENTS AMOUNT 477.14

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR 1
DUNS NO BB 000000040
VENDOR NAME [redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 07/20/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLNE33D6[redacted]	07/19/18	VM[redacted]	00.0000	477.14	.00	477.14

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL	477.14	.00	477.14

GM REPAIR ORDER DETAIL

Repair Order Information

VIN: 2GKFLZE3XD[redacted]
Dealer BAC: 278[redacted]
Repair Order Number: [redacted]
Repair Order Type: --
Service Order Open Date: Mar 19, 2016
Service Order Closed Date: Mar 19, 2016

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]
Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]

Service Contact

Advisor ID: 6487
Advisor Full Name: ANIBAL MENDES

Vehicle Information

Year: 2013
Make: GMC
Model: Terrain
Merchandise Model Code: --
Odometer: 68864
Delivery Date: Jan 1, 2013

Payment Information

Customer Pay Amount Subtotal: 367.56
DMS Reported Customer Pay Subtotal: 367.56
Warranty Amount Subtotal: 0.0
DMS Reported Warranty Amount Subtotal: 0.0
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 367.56
DMS Reported Repair Order Amount Total: 367.56

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	ELEC	ELECTRICAL SYSTEM CONCERN	3600	165.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	25948436	(S)TRANSMISSION	82.39	189.5	1

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

Caller English

System [10:02:32 AM]:

Welcome to chat.

Gerald [10:03:16 AM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Thank you for contacting Chevrolet Customer Assistance. My name is Gerald. I understand that you have a concern on a vehicle that you own. How can I assist you today, [redacted]

[redacted] [10:03:19 AM]:

Is there anything you can do to help me

Gerald [10:03:24 AM]:

I apologize that you're experiencing these concerns, [redacted].

Gerald [10:03:32 AM]:

I would like to look into this further.

Gerald [10:03:45 AM]:

Would you mind verifying your mileage and home mailing address for me, please?

[redacted] [10:04:16 AM]:

36600 miles and [redacted]

Gerald [10:06:30 AM]:

Thank you, [redacted]

Gerald [10:07:33 AM]:

Just to clarify, would this be in regards to a 2015 Chevrolet Colorado?

[redacted] [10:08:00 AM]:

No an equinox lt

Gerald [10:08:28 AM]:

Thank you,[redacted]

Gerald [10:09:07 AM]:

I am showing that your Bumper to Bumper Limited Warranty expired by 05/18/2018 or 36,018 miles, whichever came first.

Gerald [10:09:19 AM]:

Based on our dealer franchise agreement, Chevrolet (or any brand) relies on the dealerships to address any vehicle concerns. Chevrolet recommends that you contact the Service Department to have any concerns diagnosed. Dealerships have factory trained technicians who work with the vehicles each and every day what is a concern that requires a repair vs what is a normal characteristic. They have been established as a comprehensive resource for all technical information.

[redacted] [10:11:05 AM]:

I called my dealer and short of nearly a $500 repair plus a rental because he didn't know when they could get to it expense to me

Gerald [10:12:09 AM]:

Regrettably, the cost would be out of pocket. The dealer can determine what the cause is, whether or not this would fall within the parameters for any applicable coverage and how best to handle the repairs. You would get to decide whether or not you would like to authorize the repairs. Calling the dealer and getting an estimate wouldn't constitute a diagnostic, regrettably. The dealer can also explore all options available to you in the form of any potential cost assistance they would be willing to offer for your concerns and certified services[redacted].

Gerald [10:12:24 AM]:

What is the name of your dealer?

[redacted] [10:14:31 AM]:

Valenti in wallingford. My major concert is also that my previous vehicle a 2010 Malibu which i no longer own did the same thing, of course i had more miles on it but it's this an inherent problem with chevrolet's

Gerald [10:15:31 AM]:

Please keep in mind that we treat each customer's situation on an individual basis. It’s also worth noting that sometimes what seems to be a common symptom can be the result of very different root causes.

Gerald [10:15:46 AM]:

Is 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] [10:16:05 AM]:

Both of them now is the motor on the wiper assembly

Gerald [10:16:21 AM]:

They can have similar or even same concerns with a different root cause though.

[redacted] [10:16:51 AM]:

Yes it is accurate. Can you send this chat to me please

Gerald [10:17:15 AM]:

I will walk you through the process of saving, printing or emailing this chat to yourself with my closing statement, [redacted]

Gerald [10:17:26 AM]:

Thank you very much for verifying that information.

Gerald [10:17:50 AM]:

I truly appreciate your patience and cooperation. I understand that these circumstances can certainly become overwhelming and difficult to deal with at times.

Gerald [10:18:04 AM]:

I wanted to apologize that you have had to and continue to experience these concerns with your wipers.

[redacted] [10:18:17 AM]:

You have no idea

[redacted] [10:19:01 AM]:

Pray for no rain in the next 2 months because it will probably be that long before i can get it fixed

Gerald [10:19:47 AM]:

You can schedule an appointment to address these concerns in a timely more efficient manner, [redacted]

[redacted] [10:20:11 AM]:

Ok well thank you anyway

[redacted] [10:23:40 AM]:

Can you send me the save link so i can return to work

Gerald [10:25:42 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] The reference number for the chat today is 8-[redacted] If there is nothing more I can assist you with, please close the chat by pressing the "X" in the top-right corner of the chat box. You may save, print, or email the chat to yourself by using the appropriate icons next to the "X". If you think of any further questions, we are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m., and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600. Thank you for the opportunity to assist you today!

Caller[redacted] left the call.

Call Disconnected.

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

Caller English

System [6:44:06 PM]:

Welcome to chat.

Nisa [6:44:19 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Nisa. Please give me a couple minutes to read your concern.

[redacted] [6:44:28 PM]:

Okay.

[redacted] [6:44:42 PM]:

Let me explain what has happened first.

Nisa [6:45:19 PM]:

Hello, [redacted]. That is a good question.

Nisa [6:45:22 PM]:

Sure.

[redacted] [6:46:33 PM]:

I was driving to a families house during fourth of July week. It was raining very hard so I had the windshield wipers turned all the way up, and all of a sudden they stop working. Ive seen multiple questions and concerns online about these types/models of vehicle who have had the same issues. I went to my local Chevy dealership to see if there is a warranty/recall on the part and they tell me no open recalls nor warranties. Im quite disappointed to be honest when I just bought the vehicle and the car only has 82,XXX miles on it.

[redacted] [6:47:12 PM]:

This problem literally almost made me crash on a highway road and I had to pull over for over 30 minutes to ensure my families safety and almost had to have my car towed.

[redacted] [6:48:31 PM]:

I have a warranty through the bank with a $50 deducible on anything wrong with the vehicle but this seems to be an occurring issue with this vehicle and I feel I shouldn't be liable for the issue.

Nisa [6:49:13 PM]:

I am sorry ot hear that you're windshield wipers stopped working. I understand that it's a safety concern. Let's see what we can do to sort this out.

Nisa [6:49:39 PM]:

Is the vehicle still at the dealership?

[redacted] [6:50:06 PM]:

You can easily look online and see all the types of Equinox's between 2010+ have the same issue, and no I purchased it about a month ago and have had to deal with not having wipers for the past couple weeks...

[redacted] [6:51:07 PM]:

I went to my local dealership to see no recalls or warranties on this part which seems odd to me knowing multiple occasions people have had the same issue which is a huge safety concern for people around the globe that purchase this type of vehicle.

Nisa [6:52:15 PM]:

We treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples.

Nisa [6:52:36 PM]:

Did the dealer diagnose the vehicle?

[redacted] [6:52:59 PM]:

The wipers don't work theres not much to diagnose this?

[redacted] [6:53:49 PM]:

Its a 6 year old vehicle with 82,XXX miles. I've noticed I can still hear the motor for the wipers run, but I didn't want to mess with it. (didn't want to make it worse)

Nisa [6:54:32 PM]:

Yes. They are in the best position to determine what causes the problem.

Nisa [6:54:48 PM]:

May I know the name of your dealership?

[redacted] [6:54:56 PM]:

One moment.

[redacted] [6:55:27 PM]:

[redacted]

Nisa [6:55:57 PM]:

Thank you!

[redacted]56:02 PM]:

I just didn't want them to look into it then I have to deal with paying for something when it has nothing to do with me...

Nisa [6:56:13 PM]:

While I am looking into this, may I have your home address, please? This is to ensure our records are up to date and accurate for recall purposes.

[redacted] [6:56:24 PM]:

[redacted]

[redacted] [6:56:26 PM]:

[redacted]

Nisa [6:56:36 PM]:

I understand how you feel about the situation.

Nisa [6:58:06 PM]:

I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverages associated to your VIN that relate to the issue you're experiencing.

[redacted]6:58:21 PM]:

So there's nothing you can do?

Nisa [6:58:26 PM]:

Recalls are VIN-specific and is based on specific manufacturing and assembly defaults that we have pre-determined and not by the issues that you encounter. If there will be any or similar campaigns about this issue, it will surely be communicated to you.

Nisa [6:58:33 PM]:

I created a claim for your concern and please take note of this service request number for your reference, 8-[redacted]

Nisa [6:59:40 PM]:

I would highly recommend taking the vehicle to your Chevrolet dealers for proper inspection. Since the vehicle warranty has run out, diagnosis and repairs will be an out of pocket expense.

Nisa [7:00:05 PM]:

After diagnosis, you may work with the Customer Experience Manager of the dealership who is Scott Brenengen.

[redacted] [7:00:38 PM]:

I'd rather not pay over $200 for the part and the labor alone for something I didn't do. Thanks anyways...I guess.

Nisa [7:01:12 PM]:

He was assigned by GM to review our customer's cases. You can provide him your service request number to further review your vehicle concern and details.

[redacted] [7:01:53 PM]:

Yeah, and then he tries to make me buy this buy that and pay for this and pay for that. Obviously my families safety has nothing to do with this and you guys made me realize I made the wrong decision on the type of vehicle I bought.

Nisa [7:02:45 PM]:

We are so sorry you feel that way based on your current situation.

[redacted] [7:02:54 PM]:

Because now im stuck with either way having to figure out how to pay for this when I didn't do anything to make these wipers stop working. Its obviously an issue with the part and the type of vehicle that you guys should probably look into and compensate your customers the right way.

Nisa [7:03:34 PM]:

This vehicle component have a tendency to fail regardless of the time and mileage, it’s a matter of how the vehicle was maintained, and that is the reason why we have our warranties to protect owners from premature failure.

[redacted] [7:03:38 PM]:

[redacted]. What if I crashed my vehicle with my family in it because these wipers didn't work and someone got hurt?

Nisa [7:04:03 PM]:

Our responsibility as the manufacturer is to ensure we are able to fix our vehicles correctly for our customers when they encounter issues with their vehicle. It doesn’t always mean that we will cover the repairs.

[redacted] [7:04:10 PM]:

Now you're trying to say the vehicle isn't well maintained. You're making no sense.

[redacted] [7:05:49 PM]:

So wipers are just going to keep failing in these types of vehicles and one day somebody might actually get severely hurt and or worse then what? You just say well the vehicle might not be maintained well enough. Unbelievable don't worry this will be the last Chevy that I own and im truly disappointed in the service your company provides.

Nisa [7:07:02 PM]:

We regret to learn of the circumstances that led to your decision to purchase a different brand of vehicle. Although this situation had caused you to lose confidence in Chevrolet, we appreciate your efforts in letting us know about this and hope that we can still regain your trust in the future.

Nisa [7:07:22 PM]:

I'm sorry I haven't addressed all of your concerns to your satisfaction. But please know that in case you need further assistance n the future, you may always chat us back.

[redacted] [7:07:34 PM]:

[redacted].

Nisa [7:07:39 PM]:

For your future reference, we have a great self-service tool on our website where you can check your vehicle for recalls at [redacted]. Thank you for contacting Chevrolet Customer Assistance. Have a nice day!

Call Disconnected.

GMC - Concern On a Vehicle I Own-Additional Info: My front windshield wipers keep breaking. We just bought a new bushing less than a month ago and it broke again in the middle of a huge rainstorm and I had my 8 month old and 7 month old in my car. I know there is a recall on the windshield wipers in Canada but not in the united states? I need this issue fixed. It simply is not safe that I now have to drive around without windshield wipers now because I am a single mom and cannot afford to have the issue looked into at a dealership. Please help me.

Last 8 of vin: C6[redacted]

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

Caller English

System [9:18:56 AM]:

Welcome to chat.

Anjelica [9:19:15 AM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Hello, [redacted] Thank you for contacting us on your concern with your vehicle. My name is Anjelica, thank you for contacting GMC Customer Assistance. Please allow me 2-4 minutes to review your comments.

[redacted] [9:19:42 AM]:

Sorry I meant to say my [redacted] year old and [redacted] old

Anjelica [9:22:09 AM]:

I do apologize for the frustration the windshield wipers have caused with your vehicle. Was the bushings repair performed at a GM dealership?

[redacted] [9:22:40 AM]:

No I cannot afford dealership prices they are insane

[redacted] [9:23:03 AM]:

I'm a single mom in the army and I only survive on just my income

Anjelica [9:23:57 AM]:

I understand. What is the mileage on your vehicle?

[redacted] [9:25:09 AM]:

102090

Anjelica [9:25:51 AM]:

Thank you.

Anjelica [9:25:55 AM]:

While I am doing that, can you please verify your email address, and/or phone number you provided in the pre chat form is correct, and may I please have your home address for documentation?

Anjelica [9:26:08 AM]:

While I am looking into that*

[redacted] [9:26:54 AM]:

[redacted]

[redacted] [9:27:02 AM]:

[redacted]

[redacted] [9:27:17 AM]:

[redacted]

[redacted] [9:27:30 AM]:

[redacted]

Anjelica [9:30:22 AM]:

Thank you.

Anjelica [9:32:22 AM]:

I do apologize, [redacted] In looking into your vehicle and this concern there is nothing we can do to assist you. The warranty that would have covered this repair as there is no recall would have expired over 4 years and 65,000 miles ago.

Anjelica [9:32:32 AM]:

I have documented this in our system, your case number is: 8-[redacted]

[redacted] [9:35:10 AM]:

Okay. Thanks.

Caller [redacted] left the call.

Call Disconnected.

Chevrolet - Recall Question On Vehicle I Own-Additional Info:VIN E6[redacted] - Recall #16V582000 talks about Visibility: Windshield Wiper/Washer issues. Yesterday during a severe rain storm my wiper stopped working because the wiper transmission linkage broke due to corrosion causing a severe safety issue for me because of the rain and no wipers. The issue I experienced relates to the recall earlier mentioned and the information on my vehicle shows my Equinox was manufactured 12/13 but sold as a 2014 model. How can I get reimbursed as I had to immediately get the wiper problem repaired at a local tire shop.

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

Caller English

System [12:26:28 PM]:

Welcome to chat.

Brandon [12:27:00 PM]:

Thanks for contacting Chevrolet Customer Assistance,[redacted]. My name is Brandon. I apologize to see you are experiencing a vehicle concern.

[redacted] [12:27:25 PM]:

Can you help with my requested reimbursement for the charges I incurred?

Brandon [12:27:43 PM]:

I would be more than happy to assist you further. May you please provide me your mailing address and current mileage?

[redacted] [12:28:58 PM]:

[redacted]; mileage is approx. 125,000 - my request for reimbursement is centered around recall 16V582000 as the description of the recall is exactly what I experienced yesterday with my wipers.

Brandon [12:29:44 PM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for recalls at: [redacted]

Brandon [12:30:07 PM]:

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

Brandon [12:30:25 PM]:

There are no field actions associated to your VIN.

[redacted] [12:30:35 PM]:

I understand ... the recall notice refers to 2013 models, but mine is labeled as a 2014 model, but it was manufactured 12/13.

Brandon [12:32:04 PM]:

[redacted], I have checked your VIN and see here that there are no Open Recalls on your Vehicle at this time. Although you may have seen a vehicle similar or exactly like yours has a Recall, not all vehicles may have been involved in the recall. Recalls are vehicle specific by vehicle identification number, plant built and model. A recall may be due to the part being used and who manufactured the part. As a result not all vehicles of the same make, model and year are always equally affected by a recall. Vehicles can be recalled for a many reasons and may include, but not limited to, where the vehicle was built or the supplier of the part or component. GM is obligated by law to notify you if there is a Safety Recall on your vehicle. Notifications are required to be sent by postal mail. The notice will include why the recall is being conducted and the steps you need to take to have the recall repair completed on your vehicle. I have checked our system and your vehicle has no Open recalls at this time. You can visit our website anytime to check your vehicle at: [redacted]

Brandon [12:33:31 PM]:

Your safety is extremely important to us. I have created a case in regards to your request. Your case number is 8-[redacted]

[redacted] [12:34:57 PM]:

So, how can I pursue this further; once again, my safety was without a doubt at risk yesterday because I had no wipers for about 2 miles until I reached my destination while in heavy rain and the wiper issue I experienced is exactly what is described under recall 16V582000

Brandon [12:35:59 PM]:

What was replaced by the tire center?

[redacted] [12:36:26 PM]:

Wiper transmission which cost me $136.00

Brandon [12:37:27 PM]:

What is the part number used?

[redacted] [12:37:47 PM]:

one moment...I need to check

[redacted] [12:39:08 PM]:

one moment, I need to make a quick call

Brandon [12:39:18 PM]:

Sure. I will still be here.

[redacted] [12:39:54 PM]:

one moment

[redacted] [12:40:27 PM]:

Napa part #81920971

Brandon [12:41:23 PM]:

Thank you for that information.

Brandon [12:42:22 PM]:

I'm sorry that your windshield wiper transmission has broken. This recall is for some 2013 year vehicles. We are unable to fulfill your request for reimbursement.

Brandon [12:43:11 PM]:

The part number for this repair is 84241847 and it's for the wiper motor.

[redacted] [12:43:27 PM]:

I am not happy with your position; I will find a way to escalate this matter. Thank you.

Brandon [12:43:41 PM]:

National Highway Traffic Safety Administration. A government agency of the U.S. Department of Transportation (DOT). They are responsible for the enforcement of all safety related recall notices that involve manufacturer defects affecting consumer vehicles. You may report a complaint by visiting their website: https://www.nhtsa.gov/. You may contact them as well at 888-327-4236.

[redacted] [12:44:57 PM]:

You talk about the wiper motor, but the recall mentioned wiper transmission as well, which is what was replaced

Brandon [12:45:50 PM]:

The condition within our resources states: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 MY Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.

[redacted] [12:46:49 PM]:

Exactly

Brandon [12:48:08 PM]:

However, the recall listed is for 2013 vehicles built in 2012 -8/12/2013.

Brandon [12:48:36 PM]:

Your vehicle was built 12/20/2013.

Brandon [12:49:33 PM]:

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

Brandon [12:52:13 PM]:

I am ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm. Eastern Standard Time. Thanks for visiting us.

Call Disconnected.

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 08/23/18 | U.S FUNDS 356 DOLLARS 10 CENTS | AMOUNT $ 356.10

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JP Morgan Chase Bank N.A.
Syracuse NEW YORK 13201

AUDIT

SIGNATURE [redacted]

[redacted]

VENDOR 1
DUNS NO BB00000002
VENDOR NAME [redacted]

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 08/23/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5300202105	08/22/18	[redacted]	0.000	356.10	0.00	356.10
P/N: CARS	2GNFLEEK7D6[redacted]	QTY: 0 UOM: EA		U/P: 356.10	EXT:	356.10
			TOTAL	356.10	0.00	356.10

VOID VOID VOID VOID VOID

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-8116

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 07/25/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address

City: [redacted] State: [redacted] Zip code: [redacted]

Day phone: [redacted] Evening phone [redacted] Cell phone:

Fax: E-mail address [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Equinox Year: 2013 Current mileage: 94000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Quirk Chevrolet, Braintree, MA

Primary Servicing dealer/city/state: Cerrone,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 06/01/13 Mileage at purchase/lease:

First repair attempt date: 03/05/18 First repair attempt mileage: 0

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

In march i was driving home from work in a blizzard when my windshield wiper motor failed. i had to drive home with my windows down. I had it repaired the next day at a local shop. The next week i received a letter saying the motor had been recalled. I asked for a refund of my repair and gm won't

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
windshield wiper motor fail		2		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

massDOT Massachusetts Department of Transportation Registry of Motor Vehicles

CERTIFICATE OF REGISTRATION

M.G.L. Chapter 90 Section 24B makes it a crime to alter this Certificate

RMV Division

PLATE TYPE	REGISTRATION TYPE	EFFECTIVE DATE	EXPIRES LAST DAY OF MONTH	YEAR	TRANSACTION NUMBER
[redacted]	PASSENGER	11/14/2016	09	18	[redacted]

MFRS MODEL YEAR	MAKE	MODEL	BODY STYLE/TYPE	COLOR
2013	CHEV	EQUINO	UTIL	BLACK

Not valid without official signature of Registrar

IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

TOTAL REGISTERED WEIGHT FOR A COMMERCIAL VEHICLE OR TRAILER.

VEHICLE IDENTIFICATION NUMBER: 2GNFLEEK7D6[redacted]

INSURANCE COMPANY: GOVT EMPLOYEE INS

TITLE NUMBER:

REGISTRAR: [redacted]

RESIDENTIAL ADDRESS (IF DIFFERENT)

NAME(S) OF OWNER(S) AND MAILING ADDRESS

[redacted]

FEES

REGISTRATION	57.50
TITLE	75.00
SPECIAL PLATES	0.00
SALES TAX	1,267.73
	1,400.23

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION
REGISTRY OF MOTOR VEHICLES DIVISION
The records of the RMV database constitute the official status of the vehicle registration.

OPERATOR / VEHICLE

SPECIAL MESSAGE
IF THIS VEHICLE IS NEWLY ACQUIRED,
IT MUST BE INSPECTED WITHIN
SEVEN(7) DAYS OF REGISTRATION.

CHANGE OF ADDRESS

STREET ADDRESS

CITY, STATE, ZIP CODE

Important Information for Vehicle Owners

- **Every person operating a motor vehicle shall have the Certificate of Registration for the motor vehicle and for the trailer, if any, and his/her license to operate, upon his/her person or in the vehicle, in some easily accessible place.**
- **By law, you must report any change of address to the RMV within 30 days in writing. Address changes can be made on the RMV website: www.massrmv.com or by mail to: RMV, P.O. Box 55889, Boston, MA 02205-5889. Once you have reported the address change to the RMV, please write corrected address in box provided above.**

- Return the registration plates to the RMV immediately if:
  - The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle. Keep a copy of the ***Bill of Sale, Title,*** and completed ***Reassignment of Title*** for your records to document the transfer.
  - You move to another state and you register the vehicle in that state.
  - The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

Transferring Your Plates: Massachusetts law (G.L. Chapter 90, Section 2) allows you to transfer **valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer** while you obtain insurance and a new registration. **All** the following must be met: **1.**You are at least 18 years of age and you own the motor vehicle or trailer identified on this *Registration Certificate;* **2.** You transfer ownership of this vehicle to another person or permanently lose possession of it (such as through repossession, etc.); **3.** The newly acquired vehicle is of the **same vehicle type** (passenger vehicle to passenger vehicle, trailer to trailer, etc.); the **same registration type** (passenger to passenger, commercial to commercial); and has the **same number of wheels**; and, **4.** The **seller and buyer** properly complete the Assignment of the Certificate of Title (for the newly acquired "used" vehicle) or Certificate of Origin (if a "new" vehicle). If **all** of the above are met, you may operate the newly acquired vehicle with the **transferred plates up to 5:00 pm of the 7th** calendar day following the date of transfer (or loss of possession). The day of transfer or loss is day #1. During those 7 days, you must carry the *Bill of Sale* (or the dealer's *Purchase Contract*) for the newly acquired vehicle and this *Registration Certificate* when operating the vehicle. See ***FAQs About the Seven-Day Registration Transfer Law*** on the RMV's website at **www.massrmv.com**.

No Insurance Card Required: Massachusetts's law does **not** require an insurance card. The law, M.G.L. Chapter 90, Section 34A and Chapter 175, Section 113A requires the vehicle's owner to maintain a compulsory motor vehicle insurance policy or bond for bodily injury coverage and property damage insurance. If an insurer is identified on the face of this *Registration Certificate*, it is required by law to electronically notify the RMV (Registry of Motor Vehicles) if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked. Bonds are filed with the State Treasurer's Office.

Be first in line by going online at www.massrmv.com

Schedule a Road Test	Request a Duplicate Title
Renew Your Driver's License	Request a Duplicate Registration
Renew Your Registration	Change Your Address
Pay Citations/Court Hearing Fee	Cancel My Plate/Registration
Replace Your Driver's License	Order a Special Plate

VISIT OUR WEBSITE FOR A FULL LIST OF AVAILABLE TRANSACTIONS

[redacted]

CERRONE CHEVROLET-BUICK-GMC
PO BOX 3357 (103 WASHINGTON ST)
SOUTH ATTLEBORO, MA 02703
(508)399-6655
WWW.CERRONEGM.COM

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2GNFLEEK7D6[redacted]	91256	91256	06/07/18 08:59	06/07/18	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHEVROLET EQUINOX LT (BLACK)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		104.9	06/25/16	06/13/13		55296	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]			[redacted]	RALPH PETRACA (367)	

YOU WILL BE RECEIVING A SURVEY IN THE MAIL SOON GRADING US ON HOW WELL WE SERVICE YOUR VEHICLE **IF** YOU CAN'T GRADE US 100% SATISFIED, PLEASE CALL

SERVICE HOURS MON-TUE-WED-THURS 7:00-7:00
FRIDAY 7:00-6:00
SATURDAY 7:00-5:00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	MULTIOP		A50		Warranty	

Concern c/s had wiper transmission replaced - please check - has recall seeking reimbursment

Correction 25302: ZPSR - Product Safety Recall - Front Wiper Transmission corrosion Failure - (08/16/2016)

B *	MULTIOP		A50		Warranty	

Concern 25302: ZPSR - Product Safety Recall - Front Wiper Transmission corrosion Failure - (08/16/2016)

Correction 25302: ZPSR - Product Safety Recall - Front Wiper Transmission corrosion Failure - (08/16/2016)

Part Number	Description	Qty.
84241847	MODULE	1

C *	0108		A50		Customer	$0.00

Concern FREE MULTI-POINT VEHICLE INSPECTION

Line Total... $0.00

Totals

	Amount
Total Amount Due	$0.00
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notifi- cation at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

ROUTE 1 AUTOMOTIVE & TIRE
71 Washington Street
Plainville, MA. 02762
Phone: 508-695-9833 Fax: 508-809-3174
The Best Route to Take

INVOICE
[redacted]
Org. Est. # 034632

Invoice from History

Work Completed : 03/08/2018 **Date: 07/31/2018**

[redacted]

2013 Chevrolet - Equinox LT - 2.4L, In-Line4 (145Cl) VIN(K)
Lic # [redacted] Odometer In : 85715

VIN # : 2GNFLEEK7 D[redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
W/Wiper Linkage Assembly *602-211 OR*	1.00	189.80	189.80	Check wipers Remove and replace w/wiper linkage assembly. Confirm repair.	146.25
Shop Supplies			3.80	Hazardous Materials	4.39

Org. Estimate 356.10 Revisions 0.00 Current Estimate 356.10

Labor:	**146.25**
Parts:	**193.60**
HazMat:	**4.39**
SubTotal:	**344.24**
Tax:	**11.86**
Total:	**356.10**
Bal Due:	**$0.00**

[Payments - Visa - $356.10]

WWW.RTONEAUTO.COM

Customer Number : 2587

Vehicle Received: 3/8/2018

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web : www.rtoneauto.com

Our Email Address: ***paul@rtoneauto.com***

Copyright (c) 2016 Mitchell Repair Information Company, LLC Invhrs 8.15.17d

Print This Page Close Printer Friendly

Account History

Account History:

x4789 - Hero & Champion Checking (Available $4,614.69)

Show: All 30 Days 60 Days 90 Days 120 Days Other

Date Range: 03/01/2018 - 08/01/2018

Show Only:

Any type of transaction

Description:

Check Number:

Amount: 300 To: 400

Search

Date	Type	Description	Withdrawals	Deposits	Current Balance
07/31/2018	External Withdrawal	BANK OF AMERICA ONLINE PMT	$355.00		$6,132.96
07/10/2018	ATM Deposit	(ELT) FIRST CITIZENS FCU 289 WINTHROP STREET TAUNTON MA(5697)		$340.00	$1,102.45
07/09/2018	POS Withdrawal	POS Withdrawal (ELN) PAYPAL *NORTHHOCKEY PAYPAL *NORTHHOCKEY 402-935-7733 MA(5697)	$315.00		$625.33
06/22/2018	External Withdrawal	BANK OF AMERICA ONLINE PMT	$355.00		$1,474.20
06/19/2018	Check	Check 317	$300.00		$1,203.68
06/14/2018	Deposit	Deposit		$900.00	$2,182.43
06/05/2018	POS Withdrawal	POS Withdrawal (ELN) PAYPAL *NORTHHOCKEY PAYPAL *NORTHHOCKEY 402-935-7733 MA(5697)	$315.00		$835.02
05/21/2018	External Withdrawal	BANK OF AMERICA ONLINE PMT	$355.00		$2,704.21
05/08/2018	POS Withdrawal	POS Withdrawal (ELN) PAYPAL *NORTHHOCKEY PAYPAL *NORTHHOCKEY 402-935-7733 MA(5364)	$315.00		$1,796.43
05/02/2018	Deposit	Deposit		$400.00	$982.98
04/27/2018	External Withdrawal	BANK OF AMERICA ONLINE PMT	$355.00		$2,259.81
04/16/2018	ATM Withdrawal	(NYC) SHARON CREDIT UNION 73 NORTH WASHINGTON ST N ATTLEBORO MA(2189)	$400.00		$1,429.06
03/27/2018	External Withdrawal	BANK OF AMERICA ONLINE PMT	$355.00		$2,036.24
* 03/09/2018	POS Withdrawal	POS Withdrawal (ELN) ROUTE 1 AUTO + TIRE ROUTE 1 AUTO + TIRE PLAINVILLE MA(8323)	$366.10		$2,478.45

case # 8- [redacted]

attn: [redacted]

[redacted] 8/10/2018

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK No. [redacted] 50-937/213

VOID VOID VOID VOID VOID VOID

DATE	U.S FUNDS	AMOUNT
08/20/18	329 DOLLARS 27 CENTS	$ 329.27

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JP Morgan Chase Bank N.A.
Syracuse NEW YORK 13201

AUDIT

SIGNATURE [redacted]

[redacted]

VENDOR DUNS NO BB00000004
VENDOR NAME [redacted]

1

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 08/20/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5300185617	08/17/18	[redacted]	0.000	329.27	0.00	329.27
P/N: CARS	2GNFLDE33D6[redacted]8	QTY: 0	UOM: EA	U/P: 329.27	EXT:	329.27
			TOTAL	329.27	0.00	329.27

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-8115

General Motors Policy Evaluation Tool

Date: 08/06/2018

Customer Information

First Name: [redacted]
[redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 2GKALREK8F[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 05/29/2018
Job Card Date: 08/01/2018
Days out of Warranty: 64

Mileage

Component's Warranty End Mileage (Miles): 36,098
Current Mileage: 35,202
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $400.00
Repair Group Electrical
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $400.00

*** GM Participation in thi repair out ide of warranty i not recommended If there are unu ual circum tance which require factory involvement contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amount , contact your DMA u ing the DMA Pre Approval form

IMPORTANT Enter the agreed upon amount in the Cu tomer / Dealer Participation field in the claim tran action Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

GMC - Recall Question On A Vehicle I Own-Additional Info:yesterday in a heavy rain, the wipers quit working on my 2011 terrain. I checked on line and found multiple wiper complaints. this is a dangerous situation. why hasnt there been a recall on this item. there has been one in Canada.

Vin# last eight #s B6[redacted]

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

Caller English

System [2:57:11 PM]:

Welcome to chat.

Santana [2:57:22 PM]:

Thank you for contacting GMC Customer Assistance Center, Terrianne. Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. Would you please provide me 1-2 minutes to review the information you have provided?

Santana [2:58:34 PM]:

Thank you for your patience, [redacted] I do apologize to hear that your windshield wipers stopped working in heavy rain! I do understand how this situation can be upsetting and I would be happy to look into this further. Please know that we take our customer's safety very seriously. How many miles are on the vehicle?

[redacted] [3:00:23 PM]:

112,303

Santana [3:00:57 PM]:

Thank you. Have you had this concern diagnosed by a GM dealership to determine the cause of the concern and what repairs are needed?

[redacted] [3:01:49 PM]:

No, not yet/ Checked fuses and they are ok. Rear windshield wiper and sprayer works.

Santana [3:02:04 PM]:

Thank you. While I look into this, I would like to confirm some of your information to document that you chatted in today. Is your name, email address and phone number accurate so that I may use it for documentation? Also, would you please confirm your mailing address for documentation and to ensure that you receive any future recalls or bulletins regarding your vehicle?

[redacted] [3:03:56 PM]:

home phone is [redacted] cell [redacted], [redacted]

[redacted] [3:04:12 PM]:

email:[redacted]

Santana [3:04:41 PM]:

Thank you for your patience and that information, [redacted]. I have confirmed that there are no bulletins regarding the concern you have described related to your VIN. I do understand you wanted to know why there was no recall for this concern in the United States. Recalls are released when there is an unreasonable risk to safety, or the vehicle does not meet mandated standards or regulations. At this time, there may not be enough evidence to show that the vehicle does not meet government standards to constitute the releasing of a recall. If further repairs and complaints indicate the need for further investigation or eventual issue of a recall for the concern, you should save any repair receipts to be eligible for possible reimbursement consideration. For further assistance, you may find https://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues#What%20Is%20a%20Safety-Related%20Defect, helpful. However, please keep in mind that General Motors neither endorses nor maintains this site and will not be responsible for any of its content. Our next steps would be to have the vehicle diagnosed by a GM dealership to determine what repairs are needed. I do apologize, due to the age and mileage of the vehicle, this repair would be at your expense. What dealership would you like to work with? If you do not have one, I can locate one.

[redacted] 3:06:08 PM]:

[redacted]

Santana [3:06:38 PM]:

Thank you. I am locating a dealership now.

Santana [3:07:53 PM]:

Thank you for your patience. I do see that Mossy of Picayune is located at 241 Frontage Rd, Picayune, MS 39466. They can be reached by phone at 601-798-7575. You can make a diagnostic appointment at the number provided or online at [redacted].

[redacted] [3:08:27 PM]:

thank you.

Santana [3:08:36 PM]:

You're welcome. For your reference, your case number is 8-[redacted] We are very thankful for your business with GMC. Do you have any other questions, or can I help you in any other way today?

[redacted] [3:09:04 PM]:

No, thank you.

Santana [3:09:23 PM]:

You're welcome. Thank you. Thank you for contacting GMC. For your reference, your case number for today's call is 8[redacted]. If you have any more questions, please do not hesitate to chat with us again! We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600 Monday through Saturday from 8 a.m. to 9:00 p.m. Eastern Standard Time.

Call Disconnected.

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

Caller English

System [8:31:20 AM]:

Welcome to chat.

Frenz Ann [8:31:34 AM]:

Thank you for contacting GMC Customer Assistance, my name is Frenz Ann.

Frenz Ann [8:32:16 AM]:

I am sorry to hear you are experiencing this concern with the windshield wiper transmission. I would like to look into this further. Can I have your VIN and mileage please?

[redacted] [8:33:10 AM]:

I don't have that information with me .

Frenz Ann [8:34:02 AM]:

I understand. Let me try to locate your VIN here.

Frenz Ann [8:35:21 AM]:

This is for a 2015 Terrain SLT FWD, correct?

[redacted] [8:35:39 AM]:

yes

Frenz Ann [8:36:18 AM]:

Okay. What's the name and location of the GM dealership that you're working with?

[redacted] [8:38:07 AM]:

Rick Hendrick buick GMC in Duluth Georgia

Frenz Ann [8:38:14 AM]:

Thank you.

Frenz Ann [8:40:06 AM]:

I am showing that the wiper is a wear and tear item that is not covered under any manufacture warranty based on the information located in your Warranty Manual on page 12.

[redacted] [8:41:46 AM]:

I understand that, but why would a windshield wiper transmission go out on a car that is three year old.

Frenz Ann [8:43:29 AM]:

I will be thoroughly documented your dissatisfaction with this. Regretfully, as this is a maintenance item, we are unable to assist with the cost, [redacted]

[redacted] [8:43:53 AM]:

To me, this isn't your normal wear and tear. I don't use windshield wiper daily. It not fair, and that's why I requested an email address for the general manager so I can let them know.

Frenz Ann [8:45:47 AM]:

Unfortunately, we don't have the email address for the general manager. If you want to send an email, you may send it to our Customer Assistance Center.

Frenz Ann [8:45:53 AM]:

cac@gmc.com

Frenz Ann [8:46:37 AM]:

Would you please allow me to collect some information to document that you chatted in today? I would just need your phone number and mailing address.

[redacted] [8:47:43 AM]:

Thanks for your help. I will keep searching until I find a way to reach the general manager.

Frenz Ann [8:48:20 AM]:

You're welcome, [redacted] I apologize that I was unable to assist you further.

Call Disconnected.

Connecting... An agent will be with you shortly. Caller English
System [2:08:47 PM]: Welcome to chat. **Honey Lyn [2:09:03 PM]:** Thank you for contacting Chevrolet Customer Assistance, my name is Honey. [redacted] **[2:09:24 PM]:** Hello honey I'm basil **Honey Lyn [2:09:42 PM]:** I've read your concern in the pre-chat form and I apologize for the inconvenience. I know this is really unfortunate but now that you have me on the line I will

be more than happy to assist you today. **Honey Lyn [2:10:58 PM]:** Have you contacted your dealership? Caller [redacted] left the call. Call Disconnected.

Chevrolet - Concern On A Vehicle I Own-Additional Info:Today 8-3-18 at approximately 1:30 pm EST I was driving from target in Rennselear going back to Albany. As I was driving to get on the 787 thruway my windshield wipers just stopped working and to add insult to injury it was in the middle of a rain storm Emergency Flood warnings and all. As a consumer I am extremely disappointed and dissatisfied with Chevy for having me and my girlfriend go through this experience. I am currently waiting for a tow to a local Firestone Station and through the help of GEICO. Hopefully we will be safe.

[redacted]

2015 Chevy equinox

F6[redacted]

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

Caller English

System [2:41:25 PM]:

Welcome to chat.

Serena [2:41:40 PM]:

Thank you for contacting Chevrolet Customer Assistance, Basil. Please allow me a moment to read over your question.

Serena [2:41:46 PM]:

So that I can make sure your inquiry is properly documented and our records are up to date, can you please confirm if the contact information that you provided in the pre-chat form is correct? Also, would you mind providing your home mailing address?

[redacted] [2:42:18 PM]:

I'm actually at Depaula Chevy now

[redacted] [2:42:54 PM]:

All the info is correct my mailing address is

[redacted] [2:43:01 PM]:

[redacted]

[redacted] [2:43:14 PM]:

[redacted]

[redacted] [2:43:22 PM]:

[redacted]

Serena [2:44:02 PM]:

I'm sorry to hear that you're experiencing this concern with your wipers, Basil. I see that you've chatted in about this concern previously, and that your concern has been documented within our system. Your reference number is 8-[redacted]. Did you have additional concerns or information that you're wanting to share?

Serena [2:46:24 PM]:

I hope I did not lose you. I am still here to assist you.

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [8:10:02 PM]:

Welcome to chat.

Gerald [8:10:19 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance. My name is Gerald. I understand that you have a concern on a vehicle that you own, [redacted]

Gerald [8:10:56 PM]:

I apologize that you're experiencing concerns with your vehicle, [redacted]

Gerald [8:11:21 PM]:

Please keep in mind that we treat each customer's situation on an individual basis. It's also worth noting that sometimes what seems to be a common symptom can be the result of very different root causes. This is important when reading online forum posts as every vehicle owner may not know the exact symptom, root cause and/or subsequent repairs that were completed. Reading through a thread may not necessarily be comparing apples to apples. This is why we handle every situation on a case by case basis.

Gerald [8:11:37 PM]:

I would like to look into this further. Would you mind providing your mileage and home mailing address for me, please?

Gerald [8:12:19 PM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [8:13:00 PM]:

Mileage is 150,000 +

[redacted] [8:13:13 PM]:

My address is [redacted]

[redacted] [8:13:20 PM]:

[redacted]

Gerald [8:14:14 PM]:

Thank you, [redacted] Would this be in regards to a 2011 Chevrolet Silverado 1500?

[redacted] [8:15:10 PM]:

Oh my bad. I gave the VIN for our other vehicle. Let me get the info on this 2010 Chevy Eqinox.....

Gerald [8:15:39 PM]:

Thank you.

[redacted] [8:18:32 PM]:

165,000 miles VIN A6[redacted]

Gerald [8:20:21 PM]:

Thank you.

Gerald [8:20:48 PM]:

Is 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] [8:21:03 PM]:

yes

Gerald [8:21:34 PM]:

Thank you, [redacted]

Gerald [8:25:19 PM]:

The first step to address these concern properly the first step would be to reach out to your local preferred Chevrolet certified dealership and schedule an appointment. The dealer will determine the cause, and offer a resolution. Due to the age and mileage of the vehicle, the cost would be out of pocket. There is no form of cost assistance that would be offered regarding these concerns, regrettably.

Gerald [8:25:36 PM]:

I can also assist with locating a dealer in your area. Would you like assistance with locating a dealer in your area today, [redacted]

Gerald [8:30:13 PM]:

I hope I did not lose you. I am still here to assist you.

Gerald [8:31:10 PM]:

I have also created a case for you today, [redacted]. I have documented our chat thoroughly to ensure your concerns are noted. I have also updated your vehicle and contact information within our system. Your case reference number for today will be, 8[redacted].

[redacted] 8:32:04 PM]:

I believe the dealer in our area is Husker Auto. They have serviced this vehicle before - even replaced the engine! This car has been a money pit but we have sucked it up. But this incident was so dangerous and could have ended badly. Hard to believe that a company as large as yours cannot compensate me for my piece of mind that you care about safety.

Gerald [8:33:52 PM]:

The warranty on your vehicle is very competitive and is there because GM stands behind its products, but GM cannot warranty vehicles indefinitely. We value you as our customer, and although all costs will be at your expense, we want to see you get those repairs performed by GM certified and trained technicians. We certainly care about your safety [redacted] this would be why we would recommend addressing this as fast as possible to ensure you are being properly taken care of. At some point it does become the customer's responsibility for the costs of repairs, regrettably. If you do feel the vehicle is unsafe to drive, we recommend having the vehicle towed to your local dealer.

Gerald [8:34:07 PM]:

I apologize that you feel that way based upon your current situation.

Gerald [8:35:29 PM]:

Your vehicle is 8 years old with 165,000 + miles, which puts you 131,000 miles outside of your applicable warranty for this type of concern or 5 years, whichever came first, regrettably.

Gerald [8:35:48 PM]:

I understand that these circumstances can become frustrating to deal with, [redacted] I apologize for any inconvenience.

Gerald [8:36:21 PM]:

I can provide a number for Chevrolet Roadside Assistance as well if you would like, [redacted] Regrettably, the cost would most likely be an out of pocket expense. Would you like their number?

[redacted]s [8:38:55 PM]:

I am not talking about warranty. I am talking about a situation that was so very hazardous. The fixes for this did not work. it is deeper than that. Again - I am very saddened that your corporation can not help

me. I don't need it towed. It is home now. But when I begin my 50 mile commute on Monday, I will be praying it does not rain

Gerald [8:41:16 PM]:

The warranty was being used as a frame of reference regarding your cost assistance request, [redacted]. The "very hazardous" concern you have been discussing with me can certainly be resolved as you were informed, the cost would simply be out of pocket. You never stated you had "fixes" provided for these concerns just that you would like GMC to be responsible for the cost and that you checked the fuse. I certainly am sorry that we are unable to offer any form of cost assistance for your concerns, [redacted] If you believe the vehicle is not safe to drive, we would recommend a tow so that way you may stay safe.

Gerald [8:42:52 PM]:

I understand this information is not what you wanted to hear and I apologize for that, [redacted]. I am trying to simply relay this information as factual to you and accurately as possible so that we set realistic expectations for you.

Gerald [8:44:18 PM]:

Would you have any other questions or concerns that you would like to have addressed at this time, [redacted]

[redacted] [8:44:56 PM]:

No, I will follow other avenues to get my concerns heard.

Gerald [8:45:24 PM]:

[redacted], [redacted] Please try to enjoy the rest of your day and week and remain safe out there!

[redacted] [8:45:45 PM]:

[redacted].

Gerald [8:45:54 PM]:

I apologize, what was rude?

Gerald [8:46:24 PM]:

Would you mind clarifying that for me, please? I certainly did not mean to offend you in any way if I have, [redacted]

[redacted] [8:47:07 PM]:

[redacted] Be safe out there. Yes, that is funny when you will not make any amends so that I can get it fixed.

Gerald [8:47:32 PM]:

[redacted] I certainly do wish you to remain safe out there and hope that you can enjoy the rest of your day and week.

Gerald [8:48:24 PM]:

I have already informed you that you certainly can have your concerns looked into and resolved by our factory trained technicians at your local preferred Chevrolet certified dealer. The cost would be out of pocket is all.

Gerald [8:48:42 PM]:

I apologize for any confusion.

Gerald [8:49:04 PM]:

Thank you for contacting GMC Customer Assistance, [redacted] The reference number for the chat today is 8-[redacted]. If there is nothing more I can assist you with, please close the chat by pressing the "X" in the top-right corner of the chat box. You may save, print, or email the chat to yourself by using the appropriate icons next to the "X". If you think of any further questions, we are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m., and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600. Thank you for the opportunity to assist you today!

Call Disconnected.

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

DATE	U.S FUNDS		AMOUNT
10/09/18	395 DOLLARS	16 CENTS	$ 395.16

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JP Morgan Chase Bank N.A.
Syracuse NEW YORK 13201

AUDIT

SIGNATURE [redacted]

[redacted]

VENDOR DUNS NO. BB0D000C03
VENDOR NAME [redacted]

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 10/09/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
E3007D9936	10/08/18	[redacted]	0.000	395.16	0.00	395.16
P/N: CARS	2GNFLEEK3D6	QTY: 0 UOM: EA		U/P: 395.16	EXT	395.16
			TOTAL	395.16	0.00	395.16

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115

1-90XE500100247-E93342

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

Caller English

System [6:10:09 PM]:

Welcome to chat.

Nisa [6:10:23 PM]:

Thank you for contacting GMC Customer Assistance. My name is Nisa. Please give me a couple minutes to read your concern.

Nisa [6:11:50 PM]:

Hello, [redacted] I am sorry to hear that your windshield wipers stopped working. I understand that it's a safety concern. Let's see what we can do to sort this out.

Nisa [6:12:12 PM]:

May I know how many miles do you have on your vehicle?

Nisa [6:12:59 PM]:

Thank you for chatting. I am here to assist you.

[redacted] [6:13:26 PM]:

109333

Nisa [6:14:18 PM]:

Thank you. Is this the first time that it happened?

[redacted] 6:14:43 PM]:

Yes this is the fist time

Nisa [6:15:30 PM]:

While I am looking into this, may I have your home address, please? This is to ensure our records are up to date and accurate for recall and documentation purposes.

[redacted] [6:16:13 PM]:

[redacted]

Nisa [6:17:42 PM]:

Thank you so much!

Nisa [6:18:01 PM]:

As for the current vehicle concern that you have, we feel it is best to refer you to one of our GM dealerships so that they can check and repair your vehicle. GM dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Our technicians also use genuine GM parts for repairs, many of which come with warranty.

Nisa [6:19:48 PM]:

I have verified that there's no recall associated with the VIN that is related to this concern. Also, the Bumper to Bumper Warranty has expired on 08/31/2015.

Nisa [6:20:18 PM]:

I created a claim for your concern and please take note of this service request number for your reference, 8-[redacted]

Nisa [6:21:18 PM]:

Thank you for chatting. I am still here to assist you.

[redacted] [6:21:26 PM]:

Thank you

Nisa [6:21:56 PM]:

I see here that the closest dealer in your area is Courtesy GMC.

Nisa [6:22:06 PM]:

Are you familiar with this dealership?

[redacted] [6:22:40 PM]:

Reviews shoe upwards of $600+ for repairs!

[redacted] [6:23:48 PM]:

Considering the seriousness of this problem, why arent there recalls or modifications to parts?

Nisa [6:24:41 PM]:

That is a good question. Vehicles are being built in different manufacturing plants around the country with different part suppliers and in different timeframe. Not all vehicles came from one plant that’s why we use VIN for identification of which vehicles should be recalled in case the part that was installed is a faulty one.

Nisa [6:25:00 PM]:

If there will be any or similar campaigns about this issue, it will surely be communicated to you. Rest assured, this concern will be documented for further research.

Nisa [6:26:43 PM]:

Thank you for chatting. I am still here to assist you.

Nisa [6:27:45 PM]:

I am ending this chat session due to no response. Thank you for chatting GMC Customer Assistance. If you have additional question, 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. Have a nice day!

Call Disconnected.

Chevrolet - Concern On A Vehicle I Own-Additional Info:I just had to pay $500 for a windshield wiper motor repair at the dealer. My son and I could have been killed when the wipers stopped working in a bad storm. When I googled the issue - many other people had the same issue. I believe this should be a recall and not a $500 repair. [redacted]

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

Caller English

System [10:54:02 AM]:

Welcome to chat.

Anjelica [10:54:22 AM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. Hello[redacted] Thank you for contacting us on your concern with your vehicle. My name is Anjelica, thank you for contacting Chevrolet Customer Assistance. Please allow me 2-4 minutes to review your comments.

[redacted] [10:54:41 AM]:

of course

Anjelica [10:56:24 AM]:

Thank you. I do apologize for the frustration this has caused! I understand your frustration and can look further into this for you. While I am doing that, can you please verify your email address, and/or phone number you provided in the pre chat form is correct, and may I please have your home address for documentation?

[redacted] [10:56:44 AM]:

[redacted]

[redacted] 10:56:50 AM]:

[redacted]

[redacted] [10:56:57 AM]:

[redacted]

[redacted] [10:57:02 AM]:

[redacted]

[redacted] [10:58:08 AM]:

I have the full VIN number too if that is needed

Anjelica [10:59:33 AM]:

I was able to locate the vehicle with the last 8 digits provided. Did you have this repaired at a GM dealership?

[redacted] [10:59:48 AM]:

Yes -- Chevy Dealer in Princeton NJ

[redacted] [11:00:03 AM]:

Ciocca Chevrolet of Princeton

Anjelica [11:01:00 AM]:

Thank you.

Anjelica [11:02:07 AM]:

I have created a case for you. Your service request number also called a case number is: 8-[redacted].

Anjelica [11:02:19 AM]:

What is your current mileage?

[redacted] [11:02:56 AM]:

141463

[redacted] 11:03:49 AM]:

when I googled the issue, many others had the same issue -- very unsafe

Anjelica [11:05:46 AM]:

I understand. I do apologize for this frustration. I am not able to locate any information on coverage or recalls for this concern. At this time as there is no coverage there is no assistance we can offer. The warranty that would have covered this, is expired by both time and mileage. If a recall is issued at a later date for this concern you will be notified to submit a reimbursement.

[redacted] [11:06:25 AM]:

I think one should be so people are not in danger as my son and i were

Anjelica [11:07:18 AM]:

I understand and I will be adding this to your case an GM does look into every concern internally to determine coverage and improvement.

Anjelica [11:09:01 AM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [11:10:00 AM]:

no - I was just trying to paste in the link of others who have had the same dangerous issue. I'm not able to but I think you should look it up to avoid a law suit in the future

Anjelica [11:11:29 AM]:

I understand, GM gathers most of the information on concerns for recalls and coverages from dealership service repairs, and customer contact. As you have contacted us on this they will look further into this. I do apologize for the frustration this has caused.

[redacted] [11:11:40 AM]:

ok

[redacted] [11:12:00 AM]:

is $150 normal for diagnostics?

[redacted] [11:12:12 AM]:

to plug a devise into my car???

Anjelica [11:12:59 AM]:

Diagnostic costs are determined by dealership. They do vary by dealership. I can say I have had to pay around this much at a dealership for a diagnosis fee.

[redacted] [11:13:39 AM]:

i guess that's why I normally don't do repairs at the dealer and this will be my last chevy.

Anjelica [11:14:06 AM]:

That's a difficult statement to respond to... Chevrolet takes comments like this very seriously. We value you as a customer, and we don't want to see you go. I am truly sorry we were unable to resolve your concerns to your satisfaction. Please know that we're here for you if you ever need assistance. Thank you for allowing me to assist you today.

Anjelica [11:14:15 AM]:

Please feel free to contact us if assistance is needed in the future. We are here to chat Monday through Friday from 8:00 a.m. - 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. EST. Thanks for visiting us.

Call Disconnected.

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

Caller English

System [9:50:00 AM]:

Welcome to chat.

Marie [9:50:09 AM]:

Welcome to GMC Customer Assistance, my name is Mary.

[redacted] [9:50:20 AM]:

Hello

Marie [9:50:25 AM]:

Please give me 2-3 minutes to review your concern.

[redacted] [9:50:28 AM]:

ok

Marie [9:50:56 AM]:

Thank you for waiting, [redacted]

Marie [9:51:02 AM]:

It's nice to meet you.

[redacted] [9:51:13 AM]:

likewise

Marie [9:52:11 AM]:

I'm sorry to hear that you're having a wiper motor issue on the vehicle.

Marie [9:52:21 AM]:

Thank you for bringing this matter to our attention. Let's figure out how we can resolve this.

Marie [9:52:34 AM]:

I need to ask some questions before we proceed.

Marie [9:52:45 AM]:

Do you know the approximate mileage of the vehicle?

[redacted] [9:53:01 AM]:

60k

Marie [9:53:08 AM]:

Okay.

Marie [9:53:11 AM]:

To ensure that you will receive all mails and notifications from GM, may I have your mailing or home address?

[redacted] [9:54:11 AM]:

[redacted]

Marie [9:54:31 AM]:

All right. Please give me 2-3 minutes to check this information.

[redacted] [9:54:49 AM]:

I have seen recalls for this issue on previous model years..

Marie [9:55:05 AM]:

Let me check this matter for you.

[redacted] [9:55:22 AM]:

So I was concerned that it my affect my model year as well

[redacted] [9:55:41 AM]:

ok

Marie [9:56:14 AM]:

Thank you for waiting.

Marie [9:56:38 AM]:

I've created a case report regarding this matter. Your case number is 8-[redacted]

[redacted] [9:57:04 AM]:

Thanks. What does this do for me exactly?

[redacted] [9:57:23 AM]:

Will the dealer take care if this at no cost?

Marie [9:57:30 AM]:

This serves as your reference. This is where everything is well documented.

[redacted] [9:57:40 AM]:

ok great

Marie [9:57:45 AM]:

I have checked your VIN and see here that there are no open recalls on your vehicle at this time.

Marie [9:58:03 AM]:

Please visit [redacted] for recall update & information.

Marie [9:58:16 AM]:

It doesn't mean that we don't take this concern seriously.

Marie [9:58:36 AM]:

We recommend having the vehicle checked by our certified GM Dealer.

Marie [9:58:54 AM]:

Your safety is our first concern and we would like to repair your vehicle as quickly as possible.

[redacted] [9:59:14 AM]:

Ok. So will there be a charge for the repair, if they find a bad/faulty part?

Marie [9:59:16 AM]:

While we understand it is not convenient to have your vehicle in the shop, our dealer is most likely to have the skills and parts to repair your vehicle quickly, allowing the inconvenience to be kept to a minimum.

Marie [10:00:09 AM]:

Upon checking, it shows that the Bumper to Bumper Warranty on the vehicle is valid on 04/03/2018 until 36,044 miles, whichever comes first.

Marie [10:00:30 AM]:

It shows that the warranty coverage is no longer active.

Marie [10:00:41 AM]:

Any repairs or service may be at your cost, but I hope you consider working with our dealership. They are in the best position to evaluate the situation further and check the best option that we have.

Marie [10:00:45 AM]:

Do you have a preferred dealership or would you like me to locate the nearest one for you?

[redacted] [10:00:46 AM]:

ok. looks like I am on my own then, since I am at 60k. I will take to a mechanic. ths

[redacted] [10:00:47 AM]:

thx

[redacted] [10:01:03 AM]:

very dissapointed with my 2015 Terrain

Marie [10:01:36 AM]:

I'm sorry to hear that. We hope you can give us this opportunity to identify the nature of the concern by working with our dealership.

[redacted] [10:01:51 AM]:

Thx . Goodbye

Marie [10:02:12 AM]:

I can get the Service Manager's name at the dealership for you, would that help?

[redacted] 10:02:54 AM]:

sure. Monument Chevy in Deer Park pls

Marie [10:03:09 AM]:

Okay. Please stay on the chat line with me.

Marie [10:04:32 AM]:

I'm still checking this information for you.

[redacted] [10:05:09 AM]:

ok. just leave here and I will get info when i return-I have to leave to an appt. thank you for your help

Marie [10:05:54 AM]:

I really appreciate your patience.

Marie [10:06:58 AM]:

Upon checking, it shows that Monument Chevrolet is our certified GM Dealer. The dealer's telephone number is 713-473-7601.

[redacted] [10:07:12 AM]:

ok ty

Marie [10:07:35 AM]:

The Service Manager's name is Michelle Seymour.

Marie [10:07:55 AM]:

Kindly coordinate with her directly. We work directly with them.

Marie [10:08:14 AM]:

I hope everything will go well.

Marie [10:08:18 AM]:

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

Marie [10:09:17 AM]:

Thank you for chatting. I am still here to assist you. I can give you two minutes and then I'll have to disconnect the chat.

Marie [10:11:07 AM]:

I am ending this chat session due to no response. Thank you for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 9am to 10pm Eastern Standard Time.

Call Disconnected.

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

Caller English

System [4:38:59 PM]:

Welcome to chat.

Serena [4:39:17 PM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Serena. What recall information can I get for you today?

[redacted] [4:40:01 PM]:

Hi, I have a 2015 Chevy equinox. The wipers went out on it and I was told it qouod be $450 to fix. I wanted to know if there is a recall for that part

Serena [4:41:08 PM]:

I'm sorry to hear that you're experiencing this concern with your Equinox. I can certainly look into this for you. May I please have your vehicle's VIN?

[redacted] [4:42:17 PM]:

I have to find the title, the car Is in the shop

Serena [4:42:34 PM]:

Thank you, I can wait.

Serena [4:49:05 PM]:

Were you able to find it?

[redacted] [4:49:26 PM]:

Still looking sry

Caller[redacted] left the call.

Call Disconnected.

GMC - Concern On a Vehicle I Own-Additional Info:I am not happy. I a 2012 gmc terrain and the wipers stopped working during a downpour. there is not a recall for 2012, but is for 2013. that is ridiculous. there has been so many complaints with different years.

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

Caller English

System [11:17:46 AM]:

Welcome to chat.

Tyler [11:18:02 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Tyler! I would be happy to assist you with your vehicle concern.

Tyler [11:18:31 AM]:

We are sorry to hear that you're having this experience with the vehicle. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

Tyler [11:19:08 AM]:

Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. General Motors has the highest regards to its customer's safety and follows the same guidelines that the National Highway Traffic Safety Administration (NHTSA) uses to identify vehicles that should be involved in specific recalls. I would be happy to see what information we have on your vehicle. To better assist you may I have your VIN and estimated mileage?

[redacted] [11:19:32 AM]:

I am unhappy with all of the problems that people are having with these gmc terrains and their wiper problems. I had a maintenance shop look my vin # up. it didn't show recall for year 2012. that is ridiculous that the 2013 did, but not 2012.

[redacted] [11:20:42 AM]:

vin # is 2gkalmek2c6[redacted]. approx. 83,000 miles

Tyler [11:20:49 AM]:

Any component on a vehicle has the ability to fail; the timeline or life expectancy of each component is dependent upon its use, and the options equipped on your vehicle. The amount of usage depends on many factors, including the driveability of the vehicle, the geographic area in which the vehicle is driven,

and often the required maintenance needed for the related components in use on the vehicle. Our warranty parameters are set to cover manufacturing defects, and parameters are set to expire when those components become subject to normal wear and tear. There are many factors that can attribute to wiper concerns that are outside of the manufactures control.

Tyler [11:21:35 AM]:

Has a GMC Dealership diagnosed the vehicle?

[redacted] [11:22:19 AM]:

not til next week, however the wipers stuck in vertical position, and I can still hear the motor running, but wipers will not move

Tyler [11:22:59 AM]:

If the pre-chat information you provided when initiating this chat is correct, can you please provide me with your full home mailing address?

[redacted] [11:23:20 AM]:

[redacted]

[redacted][11:23:37 AM]:

[redacted]

Tyler [11:26:32 AM]:

Thanks for this information; the service request number for today is 8-[redacted]. I understand this isn't what you wanted to hear, but at this age and mileage the repairs would be an out-of-pocket expense. Although the repairs are at your expense we would still recommend having the vehicle serviced by your local GMC Dealership. After the repair they would provide you with a limited parts warranty.

Tyler [11:27:27 AM]:

I have also thoroughly documented our conversation. If further repairs and complaints indicate the need for further investigation or eventual issue of a recall for the concern, you should save any repair receipts to be eligible for possible reimbursement consideration.

Tyler [11:30:03 AM]:

I hope I did not lose you. I am still here to assist you.

Caller[redacted] left the call.

Call Disconnected.

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

Caller English

System [8:11:21 PM]:

Welcome to chat.

Jeron [8:11:27 PM]:

Thank you for contacting Chevrolet Customer Assistance, my name is Jeron. Please allow me two to three minutes to review your concern.

Jeron [8:12:15 PM]:

Hello, [redacted]

[redacted] [8:12:33 PM]:

Good evening

Jeron [8:12:41 PM]:

This is for your 2014 Chevrolet Equinox, correct?

Jeron [8:13:45 PM]:

Upon checking, you have contacted us about a reimbursement claim. When did you send the documents?

[redacted] [8:13:58 PM]:

Yes, but it was manufactured 11/2013 and the recall for the wipers is my problem. I am being told I am not covered, yet my problem is the exact one as the recall.

[redacted] [8:14:44 PM]:

I sent the documents the same night.

Jeron [8:15:37 PM]:

This may take 4-6 weeks for us to receive it. A reimbursement advisor would contact you with a new case number once we got your documents.

[redacted] [8:17:18 PM]:

You got copies of the documents from Red Lion Chevrolet in Pennsylvania. The Repair order number is RO[redacted] and the repair was done 8/3/2018

Jeron [8:17:46 PM]:

I have checked your VIN and there is no recall for a wiper on your vehicle.

Jeron [8:18:00 PM]:

Where did you get the information?

[redacted] [8:19:01 PM]:

Hey Jeron read what I said. I had the exact problem as the recall and although my vin is not included it should be because the part is the same part they replaced on the recall.

Jeron [8:19:18 PM]:

Recalls are VIN-specific and is based on specific manufacturing and assembly defaults that we have pre-determined and not by the issues that owners are encountering. If there will be any or similar campaigns about this issue, it will surely be communicated to you.

[redacted] 8:20:49 PM]:

I get that, but suppose they made a mistake with the vin # and since my vehicle was manufactured in 2013 my part is the same part as the replacement of the recall. Look it up.

Jeron [8:20:58 PM]:

I totally understand where you coming from. I do not want you to wait for nothing for this reimbursement request. Although you may have seen or heard a vehicle similar or exactly like yours has a Recall, not all vehicles may have been involved in the recall. Recalls are vehicle specific by vehicle identification number, plant built and model. A recall may be due to the part being used and who manufactured the part. As a result not all vehicles of the same make, model and year are always equally affected by a recall. Vehicles can be recalled for a many reasons and may include, but not limited to, where the vehicle was built or the supplier of the part or component.

Jeron [8:22:20 PM]:

May I know how many miles your vehicle has when you had the repair?

[redacted] [8:23:34 PM]:

Then why is it that the exact part in the recall was replaced in my vehicle and there could have been a part that slipped by in the plant and was used on my vehicle. GM does make mistakes we all know they are not perfect and my mileage was 80,000

Jeron [8:26:04 PM]:

Thank you for bringing this up to our attention. We used this reported documentation for investigation if we need to release a recall. But it may take years for us to determine if your vehicle should be

included on a recall based on the involved part, the plant where the vehicle was manufactured, the production batch or the part's supplier. I rather tell you the truth than give you false hope, Ralph. As of this time, we have no basis for your reimbursement request.

Jeron [8:27:00 PM]:

We cannot depend on the recalls you saw online as your vehicle was not determined to be included on it. You may have the same symptoms but your vehicle may come from different batch than those vehicles that have the recall.

[redacted] [8:27:34 PM]:

[redacted] Don't you think it is kind of funny that my vehicle manufactured in 2013 has the recall problem?

Jeron [8:28:11 PM]:

I understand your concern. What did your dealer told you about it?

[redacted] [8:29:20 PM]:

[redacted]. I would like to know how many of these have been replace on the 2013 and 2014 models.

Jeron [8:30:03 PM]:

That's because we stand behind the truth, [redacted]. Do you mean anytime a part will fail, you would always look for a recall online and would think that it will cover your repair?

[redacted] [8:31:40 PM]:

In this case I think I would. My dealer told me this is the exact part and problem as the recall, but because I don't have the right vin they couldn't do anything. They said it was up to me to contact Chevy which is what I did. That is the truth

Jeron [8:32:12 PM]:

As of this time, we cannot based our assistance on a recall. If we still do not have a recall related to the repair once we received your documents, reimbursement would be unlikely.

Jeron [8:32:36 PM]:

Please, do keep your receipts if in case we release a recall that includes your vehicle in the future.

[redacted] [8:33:48 PM]:

So do me a favor and send this conversation a little higher up the food chain it is obvious a customer service rep can't help me. You give your standard answers by the book.

Jeron [8:34:33 PM]:

I have documented your concern in a new case to let GM know about this. Your case number is 8-[redacted]

Jeron [8:35:06 PM]:

As of now, I have told you everything you deserve to know. It will now be up to our reimbursement team to further review your request.

Jeron [8:35:14 PM]:

Is there anything else I might help you with today?

[redacted] [8:37:08 PM]:

Yes please learn to write correctly. It is clear you are not American and have not had enough experience in responding to customers

Jeron [8:37:43 PM]:

I appreciate the feedback. Thank you for chatting with Chevrolet today. Have a nice day,[redacted]

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

Caller English

System [2:08:25 PM]:

Welcome to chat.

Tyler [2:08:43 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Tyler! I would be happy to assist you with your factory warranty questions.

[redacted] [2:09:12 PM]:

I had two repairs that I paid for not know that I had a warranty coverage on my vehicle how can I see if I'm owed a refund for my out of pocket expenses?

Tyler [2:10:15 PM]:

I would be happy to look into this for you. What repairs did you have and may I have your mileage at the time of the repairs and current?

[redacted] [2:13:12 PM]:

Well I will have to pull the receipts but briefly - one repair was replacing the windshield wiper motor that controls the front windshield wipers.

[redacted] [2:14:05 PM]:

Let me see if I can pull the ticket for the second repair it was done at Jimmy Gray in Southaven MS

Tyler [2:15:46 PM]:

Please take your time.

[redacted] [2:15:59 PM]:

Ok one moment

[redacted] [2:18:19 PM]:

all most there

Tyler [2:18:31 PM]:

Okay.

[redacted] [2:21:02 PM]:

Well my Odometer was at 110, 697 Service was on 7/28 but it doesn't tell me what was replaced I'll need to reach out to them and get back to you.

Tyler [2:22:55 PM]:

All the warranties on your vehicle ended at 100,000 miles. The applicable warranty for the wiper motor ended at 36,000 miles.

[redacted] [2:23:13 PM]:

Ok thank you.

[redacted] [2:23:34 PM]:

Can you tell me if I'm eligible to refinance my car and how would I go about doing that?

Tyler [2:24:02 PM]:

You would need to speak with a financial institution for that, [redacted]

Tyler [2:24:46 PM]:

If the pre-chat information you provided when initiating this chat is correct, can you please provide me with your full home mailing address?

[redacted] [2:24:55 PM]:

Thank you.

[redacted] [2:25:11 PM]:

[redacted]

Tyler [2:25:50 PM]:

You're welcome! The service request number for today is 8-[redacted]. Is there anything else I can assist you with at this time?

Caller [redacted] left the call.

Call Disconnected.

Chevrolet - Concern On A Vehicle I Own-Additional Info:I own a 2015 Chevy Equinox (F6[redacted]) and the windshield wiper transmission broke while driving in heavy rain. We did not crash, but it was very dangerous.

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

Caller English

System [7:34:34 PM]:

Welcome to chat.

Santana [7:34:58 PM]:

Thank you for contacting Chevrolet Customer Assistance Center, [redacted]. Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. Would you please provide me 1-2 minutes to review the information you have provided?

[redacted] 7:35:59 PM]:

Hello, Santana. My main goal is to let GM know about the broken wiper transmission.

Santana [7:36:08 PM]:

Thank you for your patience, [redacted] I do apologize to hear that you had this concern with your windshield wiper transmission during heavy rain! I do understand how that could be upsetting and I am very glad to hear that you are okay. I would be happy to look into this further. How many miles are on the vehicle?

[redacted] [7:36:33 PM]:

94,000 miles

Santana [7:37:22 PM]:

Thank you. Have you had this concern diagnosed by a GM dealership to determine what repairs are needed?

[redacted] [7:39:14 PM]:

I was able to diagnose the problem. The plastic bushing that connects the wiper motor to the wiper transmission broke. I've removed the old wiper transmission and replaced it with a brand new wiper transmission. It works very well.

Santana [7:40:20 PM]:

I am glad to hear that you were able to repair the vehicle, [redacted] I would like to confirm some of your information to formally document your concern. Is your name, email address and phone number

accurate so that I may use it for documentation? Also, would you please confirm your address for documentation and to ensure that you receive any future recalls or bulletins regarding your vehicle?

[redacted] [7:42:52 PM]:

Yes. [redacted]
Thank you for documenting my concern about the broken wiper transmission

Santana [7:43:58 PM]:

Thank you, [redacted] I have formally documented your concern in case number 8[redacted] We appreciate you bringing this concern to our attention. We are very thankful for your business with Chevrolet. Do you have any other questions, or can I help you in any other way today?

[redacted] [7:45:40 PM]:

This was wonderful and exactly what I was looking for. Thank you for listening and caring Will I receive an email to document our conversation?

Santana [7:46:18 PM]:

You have the option to print or email a copy of our conversation at the top of your screen. I would also be happy to email you, just in case.

[redacted] [7:47:22 PM]:

I found the link above, I got it from here. Thank you.

Santana [7:47:36 PM]:

My pleasure, [redacted]. I hope you have a good night. Thank you for contacting Chevrolet. If you have any more questions, please do not hesitate to chat with us again! We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturdays 9:00 a.m. – 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600 Monday through Saturday from 8 a.m. to 9:00 p.m. Eastern Standard Time.

Call Disconnected.

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

System [4:38:32 PM]: Welcome to chat. **Honey Lyn [4:38:51 PM]:** Thank you for contacting GMC Customer Assistance, my name is Honey.

Honey Lyn [4:39:09 PM]: I've read your concern in the pre-chat form and I apologize for the inconvenience. I will be more than happy to assist you today. [redacted] **[4:39:16 PM]:** Thank you **Honey Lyn [4:40:37 PM]:** I will check the

vehicle if there are recalls about this. **Honey Lyn [4:41:02 PM]:** By the way, have you been to your dealership? [redacted] **[4:41:13 PM]:** For this issue or ever? **Honey Lyn [4:42:30 PM]:** With this issue. [redacted] **[4:42:33 PM]:** No **Honey Lyn [4:44:21 PM]:** I see. **Honey Lyn [4:44:43 PM]:** I understand how frustrating this situation is for you. **Honey Lyn [4:45:12 PM]:** I have checked your VIN and I see here that there are no open

recalls on your vehicle at this time. **Honey Lyn [4:45:32 PM]:** Although you may have seen or heard a vehicle similar or exactly like yours has a recall, not all vehicles may have been involved in the recall. **Honey Lyn [4:46:03 PM]:** But, here's what I will do, I will take note of this so that this will be available to our Engineering Department. If they find out that this is a common issue among owners, we either release a recall or extend the warranty.

And if there will be recall or special coverage for that issue. All reasonable and customary cost should be considered for possible reimbursement.[redacted] [redacted] **[4:47:04 PM]:** I'm assuming this is also not covered under the power train warranty **Honey Lyn [4:47:57 PM]:** How many mileage do this vehicle has? [redacted] [redacted] **[4:48:11 PM]:** Around 88k **Honey Lyn [4:48:19 PM]:** I see. **Honey Lyn [4:49:05 PM]:** Depending

on item of concern, your vehicle may still be under warranty. However, we are not able to diagnose this over the phone and the GM Dealer is the place to have this diagnosed. **Honey Lyn [4:49:39 PM]:** We are not sure if this issue will be covered under the Powertrain. But I suggest to take the vehicle to the dealership and they can find it out. **Honey Lyn [4:50:22 PM]:** As far as I know, this can be covered under the Bumper to Bumper for 3 years or 36,000

miles whichever comes first.
Honey Lyn [4:50:43 PM]: I have created a case file. The case number is 8-[redacted]
Honey Lyn [4:51:03 PM]: You can visit our website anytime to check your vehicle at www.my.gm.com/recalls. For recall inquiry.**Honey Lyn [4:51:22 PM]:** To which dealership are you going to take it for service?[redacted]
[4:52:13 PM]: GMC in Lebanon TN. However I don't plan on taking it there if it is

going to not be covered. **Honey Lyn [4:52:58 PM]:** I understand where you are coming from but that is the only way to determining the issue of the vehicle. [redacted] **[4:53:27 PM]:** I know the issue with the vehicle. It's a plastic bushing that keeps coming disconnected on the wiper transmission. **Honey Lyn [4:54:00 PM]:** We will respect your decision but if you're decided to visit a dealership, please contact us back so we

can locate one for you. **Honey Lyn [4:55:48 PM]:** We will take note of this for possible recall but I can't guarantee when it will be released. If there are recalls or bulletins, GM will let you know immediately. **Honey Lyn [4:56:11 PM]:** By the way, may I have your home address? This is to ensure that our records are up to date and accurate for recall purposes.

[redacted] **[4:56:25 PM]:** [redacted]

Honey Lyn [4:56:35

PM]: Thank you. **Honey Lyn [4:56:46 PM]:** Is there anything else aside from this? [redacted] **[4:56:57 PM]:** It is clearly a common issue a couple minutes on the internet and you can see that many people are having this issue **Honey Lyn [4:57:13 PM]:** These vehicle components have a tendency to fail regardless of the time and mileage, it's a matter of how the vehicle was maintained, and that is the reason why we have our

warranties to protect owners from premature failure. **Honey Lyn [4:58:21 PM]:** In order for us to better understand that current condition of your vehicle, we do need a diagnosis performed at the dealership. Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the failure, complete nature of the concern, and estimated cost of

repairs. **Honey Lyn [5:00:59 PM]:** I hope I didn't lose you! If I don't hear from you within two minutes, the chat will be automatically disconnected to protect your privacy. **Honey Lyn [5:01:28 PM]:** Thank you for chatting. I am here to assist you. **Honey Lyn [5:02:29 PM]:** I apologize but I have not heard back from you after a few attempts now and the chat will disconnect shortly. If you still have additional questions, please feel free to chat back in

another time. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern. Thank you again for your interest in GMC and have a great day! Call Disconnected.

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

System [1:56:36 PM]: Welcome to chat. **Honey Lyn [1:56:55 PM]:** Thank you for contacting GMC Customer Assistance, my name is Honey. [redacted] **[1:57:00 PM]:** Hello. [redacted] **[1:57:08 PM]:** I purchased a used 2011 GMC Terrain, VIN 2CTFLREC3B6[redacted] a few years ago. The vehicle has caused nothing but problems for my wife and I.

I had to have a solenoid replaced in the exhaust system after the vehicle STALLED IN THE MIDDLE OF THE HIGHWAY and almost got me, my wife, and our daughter killed.
After that, the pistons and rings had to be replaced.
After that, the catalytic convertor had to be replaced as result of the faulty pistons and rings.
NOW, the windshield wipers stopped working. They stopped

working as my wife was driving home with my daughter in the car in the middle of the rain. So for the SECOND time, this absolute garbage vehicle almost killed the two people I care about more than anything in the world. I took the vehicle to AAMCO and was told there was TSB for the issue and that it would be covered free of charge by GM. They took the vehicle to my local GMC dealer, who is now telling me that the issue is NOT covered

since only a certain range of VINs are covered for this issue and mi**Honey Lyn [1:57:25 PM]:** Please allow me 3-5 minutes to review your concern showing in the pre-chat form. [redacted] **[1:57:26 PM]:** mine isn't one of them?!?! That makes absolutely no sense. I need to know how you determine which VINS will be covered and which won't.
I am demanding the following:
1. That this wiper issue be covered by you at no cost to me.

I am insisting you contact Geoff Penske GMC in Shillington PA and tell them that they are to repair my windshield wipers at no cost to me.

2. I believe that I am entitled to some sort of compensation for the absolute hell this vehicle has put me through, whether that be financial compensation or an unbeatable deal on a replacement GM vehicle. [redacted] [redacted] **[1:59:31 PM]:** Sure, take your time. **Honey Lyn**

[2:04:14 PM]: I've read your concern in the pre-chat form and I apologize for the inconvenience. I will be more than happy to assist you today.
Honey Lyn [2:05:02 PM]: When was the last time you spoke with your dealership?
[redacted] **[2:05:33 PM]:** This morning**Honey Lyn [2:06:41 PM]:** I see. [redacted] **[2:06:49 PM]:** AAMCO took the vehicle to them over the weekend after finding a TSB for the wiper

issue. The dealership called this morning to tell me that only a certain range of VINs are covered and that I will have to pay $300 to have this fix. I refuse. This vehicle has been a lemon from the start, and I believe that your company should absolutely be paying to fix this DANGEROUS issue on ALL affected vehicles, not just an arbitrary range of VINs.

Honey Lyn [2:08:16 PM]: I understand how frustrating this situation is for you, [redacted]. I'm

sorry you feel this way. **Honey Lyn [2:08:25 PM]:** Let me check what we can do here. **Honey Lyn [2:08:33 PM]:** How many mileage do you have by the way? [redacted] **[2:08:43 PM]:** Roughly 86,000 I believe [redacted] **[2:08:58 PM]:** So you can see how frustrating this is to have this many issues at such a low mileage. **Honey Lyn [2:12:30 PM]:** Let me make sure I understand you correctly, the issue of the vehicle now is the

wiper and not the windshield. Is that correct? [redacted]
[2:13:02 PM]: Yes. The wipers stopped working. It's an issue with the windshield wiper transmission. **Honey Lyn [2:15:59 PM]:** I got you there. **Honey Lyn [2:16:59 PM]:** I understand where you are coming from, [redacted] I'm a customer also in some way. I know how you feel. However, there are some instances where we need to understand why this is happening to us. **Honey Lyn**

[2:17:58 PM]: I understand that you want to know how GM determine a recall. **Honey Lyn**
[2:18:23 PM]: Vehicles can be recalled for a many reasons and may include, but not limited to, where the vehicle was built or the supplier of the part or component. **Honey Lyn**
[2:18:40 PM]: GM is obligated by law to notify you if there is a safety recall on your vehicle. Notifications are required to be sent by postal mail. The notice will include why the recall is

being conducted and the steps you need to take to have the recall repair completed on your vehicle. [redacted]
[2:19:55 PM]: I believe that given the incredibly horrific track record my vehicle has had and all the problems I've had with it, a company that cares about its customers at all should be more than willing to cover the cost of this repair. My demand is still that GM pays for this repair and notifies the dealership immediately that

they are to complete the repairs and not charge me. If you cannot make that happen, I need you to tell me how to contact someone with the authority to make it happen. **Honey Lyn [2:21:08 PM]:** We understand, there is no recall or special coverage yet that is related to the wiper. But I will take note of this so that this will be available to our Engineering Department. If they find out that this is a common issue among owners, we either release a

recall or extend the warranty. And if there will be recall or special coverage for that issue. All reasonable and customary cost should be considered for possible reimbursement. [redacted] **[2:22:10 PM]:** So in other words, you can't help me. How do I get in contact with someone with more authority, someone higher up? I will not rest until I am properly taken care of. I've been patient with this horrible vehicle but I've had enough now. **Honey Lyn**

[2:23:17 PM]: I will recommend you to speak with our Customer Experience Manager who works at the dealership. **Honey Lyn [2:24:07 PM]:** They served as our eyes and ears to check if there's anything at this point GM can assist you. [redacted] **[2:24:31 PM]:** I'm prepared to take this to court. Is the company really willing to go to court over a $300 repair? **Honey Lyn [2:25:49 PM]:** I'm creating a case file now to make

sure everything is documented properly. We will respect any of your decision, [redacted]. You may advise your legal Attorney to contact us with regard to your concern. **Honey Lyn [2:25:56 PM]:** Our responsibility as the manufacturer is to ensure we are able to fix our vehicles correctly for our customers should they encounter issues with their vehicle. It doesn't always mean that we will cover the repairs, however. We put in extensive warranties on our

vehicles to protect our customers from potential defects from the factory. Once these warranties expire, and the vehicle puts in more wear due to regular use, the responsibility of the repair costs shifts to the customer. This is why we are no longer able to cover repairs. [redacted] **[2:26:41 PM]:** Absolute bullshit. This vehicle has been problem after problem since day one. Caller [redacted] left the call. Call Disconnected.

Chevrolet - Recall Question On Vehicle I Own-Additional Info:E6[redacted]... yesterday driving in a storm, my windshield wipers got stuck in the upright position. I almost wrecked my car. I see there was a recall on the 2013 for this but not 2014. I want to know if there is anyway to get this replaced under the recall or help getting it covered. I am a single mom and when I spoke to someone about it I was told that it would be almost $300 to fix.

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

Caller English

System [1:32:24 PM]:

Welcome to chat.

Brandon [1:32:57 PM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted] My name is Brandon. I apologize to see you are experiencing a vehicle concern and I see you have a question in regards to recalls.

Brandon [1:33:33 PM]:

I apologize that your vehicle was almost involved in an accident and I would be more than happy to assist you further. May you please provide me your mailing address and current mileage?

[redacted] [1:34:03 PM]:

[redacted]

[redacted] [1:34:17 PM]:

69,000 approximately

Brandon [1:34:52 PM]:

Thank you for that information and I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for recalls at: my.gm.com/recalls.

Brandon [1:35:37 PM]:

Your safety is extremely important to us here at Chevrolet. There are no recalls associated to the vehicle. Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls.

[redacted] [1:35:50 PM]:

The guy at our local dealership said the only thing he saw was something in regards to power steering

Brandon [1:36:22 PM]:

I have created a case in regards to your concerns. Your case number is 8-[redacted]

[redacted] [1:36:38 PM]:

Okay. Is there anyway to get it covered? Or get help getting it fixed since it is the same issues as others have had

Brandon [1:36:54 PM]:

What is the name of the dealership that is assisting you?

[redacted] [1:37:02 PM]:

Carlen Chevrolet

[redacted] [1:37:43 PM]:

I purchased it in Lebanon, TN. I don't mind to take it there if that's better. I just need help getting it fixed.

Brandon [1:39:40 PM]:

I'm sorry to hear you're experiencing wiper issues with the vehicle; however, Chevrolet is unable provide you with cost assistance. Your Bumper to Bumper Limited Warranty was for 3 years/36,000 miles, whichever came first. Your vehicle is now beyond that warranty period by 1 year/32,787 miles. I understand this isn't what you wanted to hear. At this time, given the age and mileage of your vehicle, and the terms of your warranty, Chevrolet considers these repair costs to be your responsibility. The dealership does offer financing options and you are able to apply for a GM Credit Card. If approved they can charge the repairs and you are able to pay it off like a normal credit card. An additional bonus you are able to earn credit to use towards a future purchase: https://www.buypowercard.com/. You may also contact your financial institution as well. I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

[redacted] [1:40:33 PM]:

No

Caller [redacted] left the call.

Call Disconnected.

General Motors Policy Evaluation Tool

Date: 10/02/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 2GKALMEK4F6[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 06/01/2018
Job Card Date: 10/02/2018
Days out of Warranty: 123

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 25,967
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $350.00
Job Card / Repair Order : TIER2
Repair Group Body Hardware and Trim

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $175.00
Cust/Dlr Participation Amount: $175.00 / 50%
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.
Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

General Motors Policy Evaluation Tool

Date: 10/17/2018

Customer Information

First Name [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 2GNALBEK3F [redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 08/06/2018
Job Card Date: 09/21/2018
Days out of Warranty: 46

Mileage

Component's Warranty End Mileage (Miles): 36,006
Current Mileage: 68,638
Miles out of Warranty: 32,632

Repair

Total Repair Cost At Warranty Rates: $267.89
Job Card / Repair Order : TIER2
Repair Group Body Sy tem

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $147.34 - $200.92
Cust/Dlr Participation Amount: $66.97 - $120.55
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.
Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

Chevrolet - Recall Question On Vehicle I Own-Additional Info:2GNALBEK0F6[redacted]

I just had my wipers quit working in a rain storm. It appears this is a known problem. How come Chevy isn't dong a recall to fix this junk part?

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

Caller English

System [8:57:39 AM]:

Welcome to chat.

Ashley [8:57:55 AM]:

Thank you for contacting Chevrolet Customer Assistance, Larry. Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley.

Ashley [8:58:16 AM]:

I do apologize for any inconvenience this may have caused you, [redacted]. I understand that must of been a very difficult situation.

Ashley [8:58:23 AM]:

I would certainly like to look into this further.

Ashley [8:58:40 AM]:

How many miles are currently on your Equinox?

[redacted] [8:58:59 AM]:

84000 apox.

Ashley [8:59:30 AM]:

Thank you, [redacted] Can you also confirm the name, phone number and e-mail address you provided in the pre-chat form is correct, along with your home mailing address for documentation purposes?

[redacted] [8:59:42 AM]:

[redacted]

[redacted] [9:00:21 AM]:

[redacted]

Ashley [9:01:22 AM]:

I appreciate you confirming that, [redacted] After looking into this further, I was able to confirm there is currently no recall or additional coverage associated with your vehicle regarding this. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for [redacted]. General Motors has the highest regards to its customer's safety and follows the same guidelines that the National Highway Traffic Safety Administration (NHTSA) uses to identify vehicles that should be involved in recalls. However, this concern will be thoroughly documented within our system and reviewed by the necessary departments within Chevrolet.

Ashley [9:02:13 AM]:

We will need to get your vehicle into your local Chevrolet dealership, as Chevrolet dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and determine an action plan for repair. Do you have a preferred dealer in your area? If not, I can certainly locate one for you.

[redacted] [9:02:48 AM]:

It is a bit disappointing that I have to pay to have this fixed. Hopefully Chevrolet will do the right thing for everyone that is having this problem

Ashley [9:04:24 AM]:

I apologize, I was unable to provide you with the information you were hoping to hear. However, as there is no additional coverage and your vehicle is well outside of the applicable Bumper to Bumper Limited Warranty, the service and repair fees will be at your expense.

[redacted] [9:04:51 AM]:

Ok thank you for doumenting the issue

Ashley [9:05:22 AM]:

You are very welcome, [redacted] The reference number from our chat is 8-[redacted]. We sincerely appreciate your taking your time and making us aware of this concern.

Ashley [9:05:27 AM]:

Do you have any additional questions for me at this time?

[redacted] [9:05:45 AM]:

No that is all Thank You

Ashley [9:06:08 AM]:

Thank you for chatting in with us here at Chevrolet Customer Assistance. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 9 p.m. and Saturdays 9 a.m. to 9 p.m. EST. I hope the rest of your day goes well!

Caller [redacted] left the call.

Call Disconnected.

Chevrolet - Recall Question On Vehicle I Own-Additional Info:I would like to know why our wipers have not been recalled but Canada did...I have a 2014 equinox that the wipers quit working during a rain storm...all the research done this is an ongoing issue

E6[redacted]

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

Caller English

System [4:26:07 PM]:

Welcome to chat.

Serena [4:26:31 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Please allow me a moment to read over your question.

Serena [4:26:33 PM]:

So that I can make sure your inquiry is properly documented and our records are up to date, can you please confirm if the contact information that you provided in the pre-chat form is correct? Also, would you mind providing your home mailing address?

[redacted] [4:27:01 PM]:

Yes it is

[redacted] [4:27:26 PM]:

[redacted]

Serena [4:29:04 PM]:

Thank you. Recalls are VIN specific. They are issued to specific VINs that were identified to have the potential for a concern due to having been manufactured with as specific batch of parts, at a certain time, or at a certain location. If you'd like more information on recalls and how they are created, you can visit the following website.

Serena [4:29:07 PM]:

[redacted]

Serena [4:29:23 PM]:

a specific*

[redacted] [4:31:14 PM]:

So even though this is an ongoing issue with not only my year but others...I'm not covered under it....so I have to spend $250 of money I don't have to fix an issue Chevy has

Serena [4:32:18 PM]:

I'm sorry to hear that you're experiencing a concern with the wipers on your vehicle. May I ask what the current mileage on your vehicle is?

Serena [4:34:20 PM]:

I hope I did not lose you. I am still here to assist you.

[redacted] [4:34:50 PM]:

Why would mileage matter if it is an ongoing issue in many years including the 2013 & 2015...mine is a 2014...what is different...I have read many comments on the 2014 and Canada recalled theirs for 2014

Serena [4:35:28 PM]:

I do apologize for any confusion, [redacted] I am trying to gather the relevant facts of the situation so that I can look into what assistance I can offer you with your vehicle concern.

Serena [4:36:14 PM]:

If you do not want assistance with your concern, that is fine, you do not need to provide this information.

[redacted] [4:38:08 PM]:

I have 102,000

Serena [4:39:09 PM]:

Thank you. Please allow me 2-3 minutes to look into this for you.

Serena [4:42:21 PM]:

Thank you. Sadly, due to the mileage of your vehicle there is no cost assistance that we can currently offer toward this repair. Thank you for allowing me the opportunity to look into this for you. I have documented a record of your complaint. Should you need to contact us regarding this concern in the future, your reference number is 8-[redacted]

Caller [redacted] left the call.

Call Disconnected.

Chat ended: 1:28pmDuration: 23m

11 Oct. 2018

Thank you for choosing to chat with us. An advisor will be with you shortly.1:05pm

You are now chatting with Chevrolet.1:05pm

Chevrolet1:05pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 1:05pm

[redacted]

Chevrolet1:05pm

How may we help you? Scroll down to select a topic.

OnStar/Connected Services Account Maintenance

OnStar/Connected Services Billing

OnStar/Connected Services General Question

Vehicle feature or order status

WiFi/myChevrolet App/Owner Center

Phone Pairing/Navigation/Radio

Vehicle Service or Warranty

Vehicle Recall

Shopping for OnStar/Connected Services

Shopping for Accessories

Shopping for a New Electric Vehicle

Shopping for a New Vehicle

How may we help you? Scroll up to select a topic.

[redacted]:05pm

Vehicle Recall

Chevrolet1:05pm

Just a moment...

Please wait while your chat is transferred to the appropriate group.1:05pm

Chevrolet1:05pmPrivate

US_CS_Recall

You are now chatting with Rain.1:05pm

[redacted]:05pm

Hello Rain

Rain1:05pm

Thank you for contacting Chevrolet Customer Assistance Center, (Customer Name). My name is $!{operator.nickname}. How may I assist you today?

[redacted]:06pm

Yesterday our 2010 Equinox was taken in for a broken wiper arm on the wiper transmission. We were told we just missed a recall on this because of mileage.

1:07pm

A broken arem on the wiper transmission should not be a mileage item.

Rain1:07pm

Let me check on that.

May I have the VIN?

[redacted]1:08pm

The VIN # is: 2CNALDEW4A6[redacted]

Rain1:08pm

Thank you.

Let me pull up the VIN first.

[redacted] 1:09pm

The parts person at Diver Chevrolet in Wilmington said that there was a recall that went to 150,000 miles. We were never notified of a recall.

Rain1:10pm

How many miles does the vehicle have?

[redacted] 1:11pm

168,257

Rain1:13pm

Thank you.

I am pulling up the VIN here.

1:14pm

There are no recalls or special coverage that is related to the wiper.

Which recall are you referring to?

[redacted] 1:15pm

As I said, the Parts person at Diver Chevrolet in Wilmington, DE said there was a recall on the linkage that connects the wiper arm to the wiper transmission.

Rain1:16pm

What is his name?

I would like to set your expectation that based on the VIN, 2CNALDEW4A6[redacted], the vehicle does not have any recall for the wiper.

[redacted] 1:17pm

I'll send his name shortly

Rain1:17pm

Recalls are VIN specific.

[redacted] 1:17pm

It is the wiper module

1:18pm

And there was a recall on it for this car. His name is [redacted]

I just called there again and was given the same information

Rain1:20pm

I would suggest that you speak with our Customer Experience Manager Richard Diver at the Service Department of the dealer to evaluate the vehicle and better assist you.

1:21pm

I would just like to make sure that we are on the same page, there are no recalls related to the wiper based on the VIN, 2CNALDEW4A6[redacted].

Any repairs or service will be at your cost, but you can work with our Customer Experience Manager at the dealer to evaluate the vehicle and better assist you.

For your reference, you may check the recalls or any upcoming recalls on your vehicle at:
[redacted]

1:22pm

I will still take note of this so that this will be available to our Engineering Department. If they find out that this is a common issue among owners, we either release a recall or extend the warranty.

1:23pm

I would also like to update your file in case we might need to send you notification in the future especially about recall. What should be your home address and phone number?

[redacted] 1:24pm

So there was a recall on this but not for this vehicle? We have already been advised by a service technician at Thomas Chevrolet in Media, PA not to buy another Equionox.

Rain1:25pm

As I mentioned, we determine the recalls based on the parts that were used when the vehicles were manufactured. As per the VIN of your vehicle, it does not have any recalls for the wiper.

[redacted] 1:26pm

[redacted]

[redacted]

Rain1:27pm

You may also use the website of the NHTSA to check for any recalls on your vehicle:
[redacted]

Thank you for that information.

[redacted] 1:27pm

Thank you

Rain1:28pm

For your future reference, the case number for our conversation is 8-[redacted]

Is there anything else I may help you with today?

[redacted] :28pm

No, thank you

info [Automated], 13 Oct. 2018, 9:23am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 13 Oct. 2018, 9:23am

You are now chatting with GMC.

GMC, 13 Oct. 2018, 9:23am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 13 Oct. 2018, 9:23am

[redacted]

GMC, 13 Oct. 2018, 9:23am

[Rich Content]

GMC, 13 Oct. 2018, 9:23am

How may we help you? Scroll up to select a topic.

[redacted], 13 Oct. 2018, 9:23am

Vehicle Recall

GMC, 13 Oct. 2018, 9:23am

Just a moment...

info [Automated], 13 Oct. 2018, 9:23am

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 13 Oct. 2018, 9:23am

US_CS_Recall

info [Automated], 13 Oct. 2018, 9:23am

You are now chatting with Mary.

Mary, 13 Oct. 2018, 9:24am

Welcome to GMC Customer Assistance, my name is Mary.

Mary, 13 Oct. 2018, 9:24am

I can see that you're concerned about the recall information, is that correct?

[redacted], 13 Oct. 2018, 9:25am

I already know that there is no recall for my issue on my vehicle and i dont understand why

Mary, 13 Oct. 2018, 9:26am

Hi,[redacted]. We know how important this is to you. Let me check your vehicle information to verify the recall information.

Mary, 13 Oct. 2018, 9:26am

Before anything else, are you having issues on the vehicle right now?

[redacted] 13 Oct. 2018, 9:27am

My windshield wipers stopped working in the upright postion

Mary, 13 Oct. 2018, 9:27am

I'm sorry to hear that you're having this issue.

Mary, 13 Oct. 2018, 9:27am

Thank you for bringing this matter to our attention. Let's figure out how we can resolve this.

Mary, 13 Oct. 2018, 9:27am

I need to ask some questions before we proceed.

Mary, 13 Oct. 2018, 9:28am

May I have your telephone number?

[redacted] 13 Oct. 2018, 9:29am

What good is my number going to do when I already know there is no recall for my vehicle? There should be.

Mary, 13 Oct. 2018, 9:29am

I'm sorry if I have to ask several questions to ensure that your contact details are updated.

Mary, 13 Oct. 2018, 9:29am

May I have the VIN?

[redacted], 13 Oct. 2018, 9:30am

2CTALMECXB6[redacted]

Mary, 13 Oct. 2018, 9:30am

Thank you.

Mary, 13 Oct. 2018, 9:30am

Do you know the approximate mileage of the vehicle?

[redacted] 13 Oct. 2018, 9:31am

121,500

Mary, 13 Oct. 2018, 9:31am

Okay.

Mary, 13 Oct. 2018, 9:31am

Lastly, to ensure that you will receive all mails and notifications from GM, may I have your mailing or home address?

[redacted] 13 Oct. 2018, 9:32am

For what reason?

Mary, 13 Oct. 2018, 9:33am

To ensure that you will receive all vehicle updates like recall information.

Mary, 13 Oct. 2018, 9:35am

I'm checking your vehicle information.

Mary, 13 Oct. 2018, 9:35am

Please give me 2-3 minutes to check this information.

[redacted], 13 Oct. 2018, 9:35am

I already have all that set up. I want to know why there isnt a recall on my vehicle due to the safety reasons of the windshield wipers that stop working in the upright postion. My family could have been injured in an accident

Mary, 13 Oct. 2018, 9:36am

We understand your position on this matter. Your safety is important to us.

Mary, 13 Oct. 2018, 9:36am

Let me verify this matter for you.

[redacted], 13 Oct. 2018, 9:37am

Then with numerous complaints from other owners why hasnt this matter been taken care of?

Mary, 13 Oct. 2018, 9:37am

Thank you for waiting.

Mary, 13 Oct. 2018, 9:38am

I created a case report regarding this matter. Your reference number is 8-[redacted]

Mary, 13 Oct. 2018, 9:38am

I have checked your VIN and see here that there are no open recalls on your vehicle at this time. Although you may have seen a vehicle similar or exactly like yours has a recall, not all vehicles may have been involved in the recall. Each vehicle is differently designed.

Mary, 13 Oct. 2018, 9:38am

It doesn't mean that we don't take this concern seriously.

[redacted] 13 Oct. 2018, 9:39am

Other vehicles have the same set up as my wipers do

Mary, 13 Oct. 2018, 9:39am

Please visit www.my.gm.com/recalls for recall update & information.

Mary, 13 Oct. 2018, 9:40am

I understand. Like I said, each vehicle is differently designed. I will make sure that this issue will be reported.

Mary, 13 Oct. 2018, 9:40am

Everything is well documented on the case report that I have created for you.

Mary, 13 Oct. 2018, 9:40am

We recommend having the vehicle checked by our certified GM Dealer.

Mary, 13 Oct. 2018, 9:40am

Your safety is our first concern and we would like to repair your vehicle as quickly as possible.

Mary, 13 Oct. 2018, 9:41am

Any repairs or service will be at your cost, but I hope you consider working with our dealership. They are in the best position to evaluate the situation further and check the best option that we have.

[redacted] 13 Oct. 2018, 9:41am

What exactly is the purpose of case reporting? What good is the reference number? None of this should come out of my pocket

Mary, 13 Oct. 2018, 9:42am

We know that unexpected cost can be frustrating.

Mary, 13 Oct. 2018, 9:42am

If I were in your situation I will also feel the same way.

[redacted] 13 Oct. 2018, 9:42am

This is a SAFETY MATTER on GMs part. Not mine

Mary, 13 Oct. 2018, 9:42am

However, if there's no recall on the vehicle and the warranty is no longer active, any repairs or service will be an out of pocket expense.

Mary, 13 Oct. 2018, 9:43am

We appreciate that you were able to share how you feel about the situation.

Mary, 13 Oct. 2018, 9:43am

The best thing we can do is to locate the nearest dealership in your area and direct you to the Customer Experience Manager.

[redacted] 13 Oct. 2018, 9:43am

This is a safety matter due to faulty parts that GM created NOT ME

Mary, 13 Oct. 2018, 9:44am

He is in the best position to evaluate the situation further and provide you the best options that we have.

Mary, 13 Oct. 2018, 9:44am

Do you have a preferred dealership or would you like me to locate the nearest one for you?

[redacted] 13 Oct. 2018, 9:44am

I have already been on the phone with a dealership near me

Mary, 13 Oct. 2018, 9:44am

May I know the name of the dealership?

[redacted] 13 Oct. 2018, 9:45am

Gmc of perrysburg

Mary, 13 Oct. 2018, 9:45am

I'll be more than happy to speak with the Customer Experience Manager at the dealership to check for other options.

Mary, 13 Oct. 2018, 9:45am

Okay.

[redacted] 13 Oct. 2018, 9:46am

They talked to my fiance [redacted]

Mary, 13 Oct. 2018, 9:46am

Thank you.

[redacted] 13 Oct. 2018, 9:46am

Im so sick of getting the run around and GM not wanting to take responsibility

Mary, 13 Oct. 2018, 9:46am

May I have the address of the dealership?

[redacted], 13 Oct. 2018, 9:47am

Im not sure of their address. I just know it was Gmc of Perrysburg in Perrysburg Ohio

Mary, 13 Oct. 2018, 9:48am

Okay. May I have your zipcode? This is to check the dealer's information.

[redacted] 13 Oct. 2018, 9:49am

43616

Mary, 13 Oct. 2018, 9:49am

Thank you.

Mary, 13 Oct. 2018, 9:50am

Is the dealer located at [redacted]

[redacted] Oct. 2018, 9:50am

Sounds right

Mary, 13 Oct. 2018, 9:51am

All right. I have the right dealer's information.

Mary, 13 Oct. 2018, 9:51am

I will call the Customer Experience Manager at the dealership for you.

Mary, 13 Oct. 2018, 9:51am

I can't promise you anything yet at this time.

Mary, 13 Oct. 2018, 9:51am

Let's hope for positive results.

Mary, 13 Oct. 2018, 9:51am

We hope everything will be okay.

[redacted] 13 Oct. 2018, 9:52am

My fiance done called them this morning and they said to contact GM only thing they could do was to inspect the vehicle

Mary, 13 Oct. 2018, 9:52am

Can I call you on Monday at 2pm Eastern Standard Time for an update?

Mary, 13 Oct. 2018, 9:52am

Okay.

[redacted] 13 Oct. 2018, 9:53am

So am i not supposed to drive my vehicle? Or just drive it when its nice and sunny out?

[redacted]13 Oct. 2018, 9:53am

I have kids and responsibilities

Mary, 13 Oct. 2018, 9:53am

I understand.

Mary, 13 Oct. 2018, 9:54am

That's the best thing we can do at this time.

[redacted], 13 Oct. 2018, 9:54am

Unlike GM i tend to take care of mine

Mary, 13 Oct. 2018, 9:54am

I have to speak with the Customer Experience Manager at the dealership before we can take further action.

Mary, 13 Oct. 2018, 9:54am

I have son as well. Of course, their safety is important to us.

Mary, 13 Oct. 2018, 9:55am

As much as I would like to, that's my best recommendation.

[redacted] 13 Oct. 2018, 9:56am

Ok, I guess I have no choice then to wait around

Mary, 13 Oct. 2018, 9:56am

Thank you for your understanding.

Mary, 13 Oct. 2018, 9:56am

Would you like to add anything before I let you go?

[redacted], 13 Oct. 2018, 9:57am

Dont you need a phone number ?

Mary, 13 Oct. 2018, 9:57am

Yes, please.

[redacted]13 Oct. 2018, 9:57am

[redacted]

Mary, 13 Oct. 2018, 9:58am

Thank you.

Mary, 13 Oct. 2018, 9:58am

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

[redacted], 13 Oct. 2018, 9:58am

No, that will be it

Mary, 13 Oct. 2018, 9:59am

Thank you for contacting GMC Customer Assistance. Have a great day!

info [Automated], 13 Oct. 2018, 9:59am

Thank you for chatting with us. Please chat back in with us if you still need assistance.

[redacted] 2015 GMC Terrain - 10/23/2018 9:00AM

Customer Vehicles

CDK Line

Selected Vehicle

2015 GMC Terrain SLE | Add New Vehicle

Vehicle Information

DMS #

Currently Owned: Registered Owner

Display Ownership

☑ Use CDK

VIN: 2GKFLWEK6F6[redacted]

Year: 2015

Make: CHEVROLET

Model: EQUINOX

Plate:

Color:

Mileage: 90969

Show More Vehicle Information

Vehicle History:

Search | Clear | Print History

Date	Mileage
04/07/2017	71,229

[redacted]

Opened: 04/07/2017
Closed: 04/07/2017
Mileage: 71,229

Line Code A

Complaint: C/S: CUSTOMER STATES VEHICLE SHUTS OFF WHILE DRIVING PLEASE CHECK

Correction: 71234 FOUND CODE P0010 FOR THE INTAKE CAMSHAFT ACTUATOR SOLENOID. THE SOLENOID OHMED OUT TO 35 THOUSAND. THE SPEC IS 12 OHMS. REPLACED THE SOLENOID AND CLEARED THE CODES AND TEST DROVE. NO FURTHER CODES RESET AND EVERYTHING IS GOOD TO GO NOW.

Op Code: 4020140 Tech: Brad Lindsey Type: W

Line Code B

Complaint: *NO INTERVAL DUE *VEHICLE HISTORY INDICATESNO MAINTENANCE INTERVAL DUE

Op Code: NIDB Tech: Brad Lindsey Type: IPS

Line Code C

Complaint: *PERFORM MULTI-POINT INSPECTION

Op Code: IGM Tech: Brad Lindsey Type: IPS

Declined Total:
$0.00

Invoice Total:
$110.50

*No shop charges and taxes included

Customer Information

* First Name:		Home Phone:		* Address:	
* Last Name:		Work Phone - Ext:	-	* City:	
Account:		Email Address:		* State:	
VIN:	2GKFLWEK6F6[redacted]			* Zip Code:	

SEARCH

2 matched records.

Customers that matched

Filter Results:

Last Name	First Name	Suffix	Account	Address	City	State	Zip Code	Home Phone	Work Phone - Ext	Email Address
[redacted]		---								
		---	---							

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/07/2017	[redacted]	ZREG----Regular Vehicle Transaction		4020140 - Camshaft Position Actuator Solenoid Valve Replacement	71,229 MI
03/29/2016		ZREG----Regular Vehicle Transaction		6450950 - Airbag Front Passenger Presence Sensor Replacement	21,421 MI
03/29/2016		ZREG----Regular Vehicle Transaction	Add Credit	3421200 - Radio Speaker Amplifier Replacement	21,421 MI
03/29/2016		ZREG----Regular Vehicle Transaction	Full Debit - Reversal	3421200 - Radio Speaker Amplifier Replacement	21,421 MI
03/29/2016		ZREG----Regular Vehicle Transaction		3421200 - Radio Speaker Amplifier Replacement	21,421 MI
02/15/2016		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	19,917 MI
09/29/2015		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	13,873 MI
05/21/2015		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	6,505 MI
11/28/2014		ZPDI----Pre-Delivery Inspection		0590052 - PDI Related Fluid Adds	5 MI
11/28/2014		ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
11/20/2014		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

info [Automated], 23 Oct. 2018, 3:20pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 23 Oct. 2018, 3:20pm

You are now chatting with GMC.

GMC, 23 Oct. 2018, 3:20pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted], 23 Oct. 2018, 3:20pm

[redacted]

GMC, 23 Oct. 2018, 3:20pm

[Rich Content]

GMC, 23 Oct. 2018, 3:20pm

How may we help you? Scroll up to select a topic.

[redacted] 23 Oct. 2018, 3:21pm

Vehicle Recall

GMC, 23 Oct. 2018, 3:21pm

Just a moment...

info [Automated], 23 Oct. 2018, 3:21pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 23 Oct. 2018, 3:21pm

US_CS_Recall

info [Automated], 23 Oct. 2018, 3:21pm

You are now chatting with Santana.

Santana, 23 Oct. 2018, 3:21pm

Thank you for contacting GMC Customer Assistance Center, [redacted]. My name is Santana. How may I assist you today?

[redacted] 23 Oct. 2018, 3:22pm

I am driving down the highway and my windshield wipers stopped. It is storming and I am on side of road. I was told there might be a recall on 2012 GMC terrains for windshield wipers

Santana, 23 Oct. 2018, 3:23pm

Oh my! I am so sorry to hear that you've had this experience! I do understand how the windshield wipers not working during a storm can be upsetting. I would be happy to check for any recalls. To do so, would you please provide me with the last 8 digits of the VIN, starting with a C, and your mileage?

[redacted], 23 Oct. 2018, 3:24pm

C6[redacted]

Santana, 23 Oct. 2018, 3:25pm

Thank you. How many miles are on the vehicle?

[redacted] 23 Oct. 2018, 3:25pm

106167

Santana, 23 Oct. 2018, 3:25pm

Thank you. I am checking for recalls now. For future reference, you can check for recalls at [redacted]. While I look into this, I would like to collect some information to document that you chatted in today and to ensure that our system is

updated with your most current information. To do so, would you please provide me with your phone number and home mailing address? Your mailing address is also requested to ensure that you receive any future recall or bulletins regarding current or future vehicles.

[redacted], 23 Oct. 2018, 3:27pm

[redacted]

Santana, 23 Oct. 2018, 3:28pm

Thank you for your patience and that information, [redacted] I do apologize, at this time there are no recalls or bulletins regarding the concern you have described related to your VIN. In addition, due to the age and mileage of vehicle, all warranties are expired. This does mean that you would be responsible for any related cost. We would recommend that your next steps are to have the vehicle diagnosed by a GM dealership. The highly qualified technicians at our GM dealerships are certified and trained to work on your vehicle. In addition, they have many contacts, such as an internal General Motors Technical Team, and resources to assist them in resolving any vehicle concerns you may have. What dealership would you like to work with? I would be happy to locate a dealership if you need.

[redacted] 23 Oct. 2018, 3:30pm

I have one

Santana, 23 Oct. 2018, 3:31pm

Great! If you would please provide me with their name, I can provide you with their phone number and a link to make diagnostic appointments online.

info [Automated], 05 Nov. 2018, 9:26am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 05 Nov. 2018, 9:26am

You are now chatting with GMC.

GMC, 05 Nov. 2018, 9:26am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted], 05 Nov. 2018, 9:27am

[redacted]

GMC, 05 Nov. 2018, 9:27am

[Rich Content]

GMC, 05 Nov. 2018, 9:27am

How may we help you? Scroll up to select a topic.

[redacted] 05 Nov. 2018, 9:27am

Vehicle Service or Warranty

GMC, 05 Nov. 2018, 9:27am

Just a moment...

info [Automated], 05 Nov. 2018, 9:27am

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 05 Nov. 2018, 9:27am

US_CS_Services

info [Automated], 05 Nov. 2018, 9:27am

You are now chatting with Gabrielle.

Gabrielle, 05 Nov. 2018, 9:27am

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Gabrielle. How may I assist you today?

[redacted] 05 Nov. 2018, 9:29am

Hi Gabrielle I have a 2015 GMC Terrain we have put around 13,000 on it since we've had it about to hit our 1 year with it the other day while it was raining hard my windshield wipers went out and my rear brakes sound terrible anything I could do about this with the bumper to bumper warranty

Gabrielle, 05 Nov. 2018, 9:31am

I apologize for the concern you are having with your vehicle, [redacted] I would like to take a look into your vehicle's information. Can you provide your VIN?

[redacted] 05 Nov. 2018, 9:32am

2gkflwek8f6[redacted]

Gabrielle, 05 Nov. 2018, 9:32am

Thank you. How many miles are on your vehicle?

[redacted] 05 Nov. 2018, 9:34am

75,702

Gabrielle, 05 Nov. 2018, 9:35am

Thank you for the information. Again I apologize for the concerns you are having, we recommend that you address the concerns with your local dealership, but due to the mileage on the vehicle, the repairs would be at the owner's expense.

Gabrielle, 05 Nov. 2018, 9:35am

Can you provide your home mailing address and phone number for documentation?

Gabrielle, 05 Nov. 2018, 9:38am

I have not heard from you for some time. Do you wish to continue to chat?

Gabrielle, 05 Nov. 2018, 9:39am

Since we have not heard from you for some time, we will now end this chat. Please contact us again if we can be of further assistance.

info [Automated], 05 Nov. 2018, 9:39am

Thank you for chatting with us. Please chat back in with us if you still need assistance.

info [Automated], 06 Nov. 2018, 11:47am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 06 Nov. 2018, 11:47am

You are now chatting with GMC.

GMC, 06 Nov. 2018, 11:48am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 06 Nov. 2018, 11:48am

[redacted]

GMC, 06 Nov. 2018, 11:48am

[Rich Content]

GMC, 06 Nov. 2018, 11:48am

How may we help you? Scroll up to select a topic.

[redacted] 06 Nov. 2018, 11:48am

Vehicle Service or Warranty

GMC, 06 Nov. 2018, 11:48am

Just a moment...

info [Automated], 06 Nov. 2018, 11:48am

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 06 Nov. 2018, 11:48am

US_CS_Services

info [Automated], 06 Nov. 2018, 11:48am

You are now chatting with Gabrielle.

Gabrielle, 06 Nov. 2018, 11:48am

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Gabrielle. How may I assist you today?

[redacted], 06 Nov. 2018, 11:49am

I have a 2011 Terrain. I bought it new. Sunday I was driving in a rain storm on a major interstate and the wipers QUIT working.

[redacted] 06 Nov. 2018, 11:49am

I have contacted the dealer and they referred me to you

[redacted] 06 Nov. 2018, 11:49am

There is no number to actually talk to a person!

[redacted] 06 Nov. 2018, 11:50am

I have researched this issue and it has happened to many other people

[redacted] 06 Nov. 2018, 11:50am

I was almost seriously injured

[redacted] 06 Nov. 2018, 11:50am

the dealer tells me there is no recall for this issue. But a bulletin # 25300-04

[redacted] 06 Nov. 2018, 11:51am

So apparently GM is aware there is a problem too. I need a resolution

Gabrielle, 06 Nov. 2018, 11:51am

I apologize for the concern you are having. If you would like to speak with an adviser via phone you can call 800-222-1020.

Gabrielle, 06 Nov. 2018, 11:51am

If you would like to continue via chat can you provide your VIN and current mileage?

[redacted], 06 Nov. 2018, 11:52am

vin 2ctflxec9b6[redacted]

[redacted] 06 Nov. 2018, 11:52am

mileage 152,253

Gabrielle, 06 Nov. 2018, 11:54am

Thank you. Again I apologize for the concern you are having with your vehicle. Bulletins are only guides the dealerships use to diagnose and repair concerns. We recommend that you have the concern diagnosed and repaired at your local GMC Dealership. Due to the age and mileage, the vehicle is well out of warranty so the repair would be at the owner's expense.

[redacted], 06 Nov. 2018, 11:55am

So you are aware of the problem. But it is my problem and expense to repair it.

[redacted] 06 Nov. 2018, 11:56am

from other reviews of this problem it is a known fact this is an issue.

[redacted] 06 Nov. 2018, 11:56am

So apparently someone has to die first

[redacted], 06 Nov. 2018, 11:57am

It is unfortunate that GM does not want my return business. I LOVE my Terrain. But will not buy GM again because of this. Very unhappy

[redacted] 06 Nov. 2018, 11:58am

But GM pretty much says. Oh well

Gabrielle, 06 Nov. 2018, 11:58am

I understand that you may have seen similar complaints, it does not neccasrily mean they are caused by the same reason. We place our warranties on our vehicle's to cover defects for a certain period of time. Due to the vehicle being outside of the warranty by over 149,000 miles, the repair will be at the owner's expense.

[redacted] 06 Nov. 2018, 11:59am

I do intend to share my experience and service with others. Not you personally. You are only doing your job. But I take very good care of my car. It is a cop out on your companies end.

[redacted] 06 Nov. 2018, 11:59am

good day

info [Automated], 06 Nov. 2018, 2:17pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 06 Nov. 2018, 2:17pm

You are now chatting with GMC.

GMC, 06 Nov. 2018, 2:17pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 06 Nov. 2018, 2:20pm

[redacted] while it was raining the windshield wipers on my 2012 GMC terrain stopped working while driving on the highway. The situation was very dangerous and my wife was lucky to move her way over to the side of the road without incident. I understand that this has been an issue with these vehicles. How do I get this fixed? Does GMC have a process for making these repairs through a recall?

GMC, 06 Nov. 2018, 2:20pm

[Rich Content]

GMC, 06 Nov. 2018, 2:20pm

How may we help you? Scroll up to select a topic.

[redacted] 06 Nov. 2018, 2:20pm

Vehicle Recall

GMC, 06 Nov. 2018, 2:20pm

Just a moment...

info [Automated], 06 Nov. 2018, 2:20pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 06 Nov. 2018, 2:20pm

US_CS_Recall

info [Automated], 06 Nov. 2018, 2:20pm

You are now chatting with Brandon.

Brandon, 06 Nov. 2018, 2:21pm

Thank you for contacting GMC Customer Assistance, [redacted] My name is Brandon. Please allow me two to three minutes to review your question.

Brandon, 06 Nov. 2018, 2:22pm

Thank you for your patience. I am sorry to see that you are having windshield wiper issues with your 2012 GMC Terrain. I certainly understand how frustrating this must be for you! I would be more than happy to assist you further. Can you provide me with your VIN, mailing address, and current mileage?

Brandon, 06 Nov. 2018, 2:23pm

Thank you for chatting. I am still here to assist you.

[redacted], 06 Nov. 2018, 2:24pm

Hold on please

[redacted] 06 Nov. 2018, 2:25pm

2gkalmek9c6[redacted]

[redacted] 06 Nov. 2018, 2:25pm

Mailing address is [redacted]

[redacted]06 Nov. 2018, 2:25pm

Mileage is about 70k

Brandon, 06 Nov. 2018, 2:26pm

Thank you for that information.

Brandon, 06 Nov. 2018, 2:27pm

Have you received a chance to have the vehicle visually inspected and diagnosed by your local GMC dealership?

Brandon, 06 Nov. 2018, 2:27pm

I am looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for recalls at [redacted]

[redacted] 06 Nov. 2018, 2:28pm

I don't need a link to your recall page. This incident occurred yesterday and it hasn't stopped raining so the car is unsafe to drive.

Brandon, 06 Nov. 2018, 2:28pm

There are no recalls associated to the VIN in regards to the windshield wipers.

[redacted] 06 Nov. 2018, 2:29pm

Does GM have a program to have this issue addressed for their customers free of charge considering the significant safety issue this is?

info [Automated], 16 Nov. 2018, 11:33am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 16 Nov. 2018, 11:33am

You are now chatting with Chevrolet.

Chevrolet, 16 Nov. 2018, 11:33am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 16 Nov. 2018, 11:33am

[redacted]

Chevrolet, 16 Nov. 2018, 11:33am

[Rich Content]

Chevrolet, 16 Nov. 2018, 11:33am

How may we help you? Scroll up to select a topic.

[redacted], 16 Nov. 2018, 11:34am

why is there a recall in Canada for windshield wipers and not the U.S.A.:

Chevrolet, 16 Nov. 2018, 11:34am

Please select one of the options above.

[redacted] 16 Nov. 2018, 11:35am

Vehicle Recall

Chevrolet, 16 Nov. 2018, 11:35am

Just a moment...

info [Automated], 16 Nov. 2018, 11:35am

Please wait while your chat is transferred to the appropriate group.

Chevrolet [Private], 16 Nov. 2018, 11:35am

US_CS_Recall

info [Automated], 16 Nov. 2018, 11:35am

You are now chatting with Nisa.

Nisa, 16 Nov. 2018, 11:35am

Thank you for contacting Chevrolet Customer Assistance Center, [redacted] . My name is Nisa. Please allow me two to three minutes to research your question.

[redacted] 16 Nov. 2018, 11:36am

My wipers went out last night in that horrible snow storm! :/

Nisa, 16 Nov. 2018, 11:36am

Hello, [redacted] I understand that you have an inquiry about the windshield wipers recall.

Nisa, 16 Nov. 2018, 11:37am

I understand that you're having a concern with your wipers. I know how inconvenient it is to incur unexpected issue with the vehicle. Let’s see what we can do to sort this out.

Nisa, 16 Nov. 2018, 11:37am

May I have the last 8 characters of your VIN and the current mileage of your vehicle?

[redacted] 16 Nov. 2018, 11:37am

I don't have it because my car is stuck I n a lot

Nisa, 16 Nov. 2018, 11:38am

Let's see if we would be able to pull up your VIN using your contact information.

Nisa, 16 Nov. 2018, 11:38am

May I have your home address and e-mail address, please?

[redacted] 16 Nov. 2018, 11:38am

wait I found the info!

[redacted], 16 Nov. 2018, 11:38am

7C1[redacted]

Nisa, 16 Nov. 2018, 11:39am

Thank you. Your vehicle is a 2012 Equinox, right?

[redacted] 16 Nov. 2018, 11:40am

yes

Nisa, 16 Nov. 2018, 11:40am

How many miles do you have on your vehicle?

[redacted] 16 Nov. 2018, 11:40am

70,000

Nisa, 16 Nov. 2018, 11:41am

Thank you!

Nisa, 16 Nov. 2018, 11:42am

Have you had the vehicle diagnosed by your Chevrolet dealer?

[redacted], 16 Nov. 2018, 11:42am

no

[redacted], 16 Nov. 2018, 11:43am

but the wipes are not working, I do not have to be a mechanic to figure out there is a problem with the wipers

Nisa, 16 Nov. 2018, 11:43am

I understand. Let me look into your vehicle information.

[redacted] 16 Nov. 2018, 11:44am

k

Nisa, 16 Nov. 2018, 11:44am

To ensure that you will receive all mails and notifications from GM regarding the vehicle, may I have your home address and email address?

[redacted] 16 Nov. 2018, 11:44am

look in Canada

[redacted], 16 Nov. 2018, 11:44am

61 Harvey Rd, Clifton, NJ

Nisa, 16 Nov. 2018, 11:45am

Vehicles are being built in different manufacturing plants around the country with different part suppliers and in different timeframe. Not all vehicles came from one plant that's why we use VIN for identification of which vehicles should be recalled in case the part that was installed is a faulty one.

Nisa, 16 Nov. 2018, 11:46am

Would you like to add your e-mail address on file?

[redacted] 16 Nov. 2018, 11:46am

[redacted]

Nisa, 16 Nov. 2018, 11:48am

Thank you.

[redacted] 16 Nov. 2018, 11:48am

your welcome

Nisa, 16 Nov. 2018, 11:50am

I understand the frustration of not having the recall on your vehicle . Recalls are VIN-specific and is based on specific manufacturing and assembly defaults that we have pre-determined and not by the issues that you encounter.

Nisa, 16 Nov. 2018, 11:50am

As for the current vehicle concerns that you have, we feel it best to refer you to one of our GM dealerships so that they can check and repair your vehicle. GM dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

[redacted], 16 Nov. 2018, 11:51am

Why is it recalled in Canada and not in the USA

[redacted], 16 Nov. 2018, 11:52am

I feel as though it should be recalled in AMERICA also.

Nisa, 16 Nov. 2018, 11:53am

There's also a recall for that in America. It is just that your vehicle is not involved. Again, not all vehicles came from one plant that's why we use VIN for identification of which vehicles should be recalled in case the part that was installed is a faulty one.

Nisa, 16 Nov. 2018, 11:54am

I created a claim for your concern and please take note of this service request number for your reference, 8[redacted].

[redacted] 16 Nov. 2018, 11:54am

it's not on the recall list, I had someone look it up only in Canada

[redacted], 16 Nov. 2018, 11:54am

I had an authorized dealer look up the information

[redacted] 16 Nov. 2018, 11:55am

this is ridiculous, next time I am buying foreign I have nothing but problems with this machine, and still the problems go on

Nisa, 16 Nov. 2018, 11:56am

Any moving component on a vehicle has the ability to fail; the timeline or life expectancy of each component is dependent upon its use, and the options equipped on your vehicle .

[redacted]16 Nov. 2018, 11:57am

Understood, but had problems from jump

Nisa, 16 Nov. 2018, 11:57am

Working with the dealership is the best option as they would need to have the issue diagnosed before a repair can be made.

Nisa, 16 Nov. 2018, 11:58am

I see here that Schumacher Chevrolet Of Clifton is the closest dealer in your area.

Nisa, 16 Nov. 2018, 11:59am

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

[redacted]16 Nov. 2018, 12:00pm

phone is good

Nisa, 16 Nov. 2018, 12:01pm

There phone number is [redacted]

info [Automated], 16 Nov. 2018, 2:26pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 16 Nov. 2018, 2:26pm

You are now chatting with GMC.

GMC, 16 Nov. 2018, 2:26pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 16 Nov. 2018, 2:27pm

[redacted] [redacted]

GMC, 16 Nov. 2018, 2:27pm

[Rich Content]

GMC, 16 Nov. 2018, 2:27pm

How may we help you? Scroll up to select a topic.

[redacted], 16 Nov. 2018, 2:27pm

Vehicle Recall

GMC, 16 Nov. 2018, 2:27pm

Just a moment...

info [Automated], 16 Nov. 2018, 2:27pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 16 Nov. 2018, 2:27pm

US_CS_Recall

info [Automated], 16 Nov. 2018, 2:27pm

You are now chatting with Serena.

Serena, 16 Nov. 2018, 2:27pm

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Serena. How may I assist you today?

[redacted], 16 Nov. 2018, 2:28pm

I love my 2015 Terrain! However, during heavy rains & while driving the interstate, my wipers quit. The dealership replaced them for $266! This car only has 40,000 miles on it. I am just curious if I missed a recall.

[redacted], 16 Nov. 2018, 2:29pm

The wiper module shorted...

Serena, 16 Nov. 2018, 2:30pm

I'm sorry to hear that you had this concern with your vehicle. If the wipers were replaced by a dealership, it is unlikely that there is a recall as the dealer would have mentioned it. However, if I may have your vehicle's VIN, I can check for you.

[redacted] 16 Nov. 2018, 2:32pm

2GKALTEK6F6[redacted]

Serena, 16 Nov. 2018, 2:32pm

Thank you.

Serena, 16 Nov. 2018, 2:33pm

There are no recalls for your vehicle. You can also check your vehicle for recalls by entering the VIN on [redacted]

[redacted], 16 Nov. 2018, 2:34pm

What happens if I pay for this service & a recall happens. will I be reimbursed?

Serena, 16 Nov. 2018, 2:35pm

Yes, you would be. To clarify, have you, or have you not paid for this repair? Early you stated the dealership had already replaced them for $266.

Serena, 16 Nov. 2018, 2:35pm

Earlier*

[redacted] 16 Nov. 2018, 2:36pm

It has been repaired, I have not paid the bill. I feel like GMC should stand behind it. From my research, I

[redacted]16 Nov. 2018, 2:37pm

have found that the 2013 Terrains had the same issue.

Serena, 16 Nov. 2018, 2:38pm

I certainly do apologize for any confusion, [redacted] We do stand behind our vehicle's 100%. This is why we provide one of the best warranties on the market with every vehicle purchase. To clarify, the reason you are being asked to pay for this repair, is because the applicable warranty coverage on your vehicle for this concern expired over a year and 4,000 miles ago.

[redacted] 16 Nov. 2018, 2:40pm

Clarified! thank you

Serena, 16 Nov. 2018, 2:41pm

You're welcome. Should you need to contact us about this concern again, I have documented a record in our system. Your reference number is 8-[redacted] . Was there anything else that I can do for you today?

[redacted], 16 Nov. 2018, 2:41pm

no, thank you

[redacted]

CHEVROLET

Friday, June 11, 2010

[redacted]

Trade Settlement Letter

Subject: Repurchase of 2010 Chevrolet Equinox
VIN: 2CN[redacted]
Ref SR:7[redacted]165624

Dea[redacted]

We regret that you are dissatisfied with your 2010 Chevrolet Equinox, VIN **2CNALDEW3A6**[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into a **2010** Chevrolet Equinox, VIN **2CNALFEW0A6**[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Lien Payoff	$ 17,179.62
Upgrade	$ 5,480.00
Total Customer Responsibility	$22,659.62

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 Ext1226 if you have any questions or concerns.

[redacted] 6-11-10 [redacted] 6-11-10
Date

[redacted] 6-11-10 [redacted] 6-11-10
Customer's and Co-Customer's Printed Name(s)

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*

[redacted]

[redacted]

CHEVROLET

Friday, June 11, 2010

[redacted]

Trade Settlement Letter

Subject: Repurchase of 2010 Chevrolet Equinox
VIN: 2CN[redacted]
Ref SR:7[redacted]165624

Dea[redacted]

We regret that you are dissatisfied with your 2010 Chevrolet Equinox, VIN **2CNALDEW3A6**[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into a **2010** Chevrolet Equinox, VIN **2CNALFEW0A6**[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Lien Payoff	$ 17,179.62
Upgrade	$ 5,480.00
Total Customer Responsibility	$22,659.62

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 Ext1226 if you have any questions or concerns.

[redacted] 6-11-10 [redacted] 6-11-10

Date

[redacted] 6-11-10 [redacted] 6-11-10

Customer's and Co-Customer's Printed Name(s)

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*

[redacted]

WISE CHEVROLET, INC.

1572 STATE ROUTE 44 • P.O. BOX 246
RANDOLPH, OHIO 44265
PHONE (330) 325-9991 • AKRON (330) 434-7776
FAX (330) 325-0175

866-802-6668

PURCHASER'S NAME [redacted] SOC. SEC. NO. [redacted] DATE 6-10-10

PURCHASER'S ADDRESS [redacted] D/O/B 7-11-34 RESID. PHONE [redacted]

CITY, STATE & ZIP [redacted] LIC. NO. BUSIN. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☑ NEW ☐ USED ☐ DEMO ☑ CAR ☐ TRUCK — STOCK NO. 5211

YEAR 2010 MAKE Chev. MILEAGE

MODEL OR SERIES Equinox BODY TYPE LTZ

COLOR Cardinal Red TRIM Black

M.V.I. OR SER. NO. 2CNALFEW0A6 [redacted] ENG. TYPE 2.4

TO BE DELIVERED ON OR ABOUT SALESMAN

IF A NEW VEHICLE SALE . . .
The only warranties applying to this vehicle are those offered by the manufacturer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

☐ **AS IS:** this Vehicle is sold "as is" by us. This motor vehicle is sold as is without any warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the Vehicle.

OR

☐ The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a part of this order form.

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

YEAR 2010 MAKE OF TRADE-IN Chev. MILEAGE

MODEL OR SERIES Equinox BODY TYPE LT

COLOR Red TRIM

M.V.I. OR SER. NO. 2CNALDEW3A6 [redacted] ENG. TYPE 2.4

Balance Owed To: GM AC

Address:

Used Trade-In Allowance	$ 22115	65
Balance Owed on Trade-In	17179	62
Net Allowance on Used Trade-In	$ 4936	03
Deposit or Credit Balance	-	
Cash With Order	$ 394	90
TOTAL CREDIT (Transfer to Right Column)	$ 5330	93

MEMO:

CASH DELIVERED PRICE OF VEHICLE	$	
Sunroof	27595	65
ADDITIONAL EQUIPMENT (Options)	$	
Cash Price of Vehicle & Accessories	$ 27595	65
STATE AND LOCAL TAXES (If any)	369	90
Documentary Fee	25	
License, License Transfer, Title, Registration Fee		
TOTAL PRICE OF UNIT	$ 27990	55
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 5330	93
UNPAID CASH BALANCE DUE ON DELIVERY	$ 22659	62

Purchaser agrees that his Order on the face and reverse side hereof and any attachments hereto includes all the terms and conditions, that this Order cancels and supersedes any prior agreements and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. IF A DOCUMENTARY FEE OR PREPARATION CHARGE IS MADE, YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC SERVICE PERFORMED. Dealers may not charge customers for services which are paid for by the manufacturer.

Accepted By: _____ Date _____ Dealer or His Authorized Representative _____ Date _____ Purchaser's Signature

"THANK YOU . . . WE APPRECIATE YOUR BUSINESS"

REV. 10/1/86

Contract Regist

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) | AGREEMENT PURCHASE DATE

OHIO CERTIFICATE OF TITLE

ISSUING CNTY PORTAGE
RESIDENT CNTY PORTAGE

STATE OF OHIO No. [redacted]

ORIGINAL

07/23/2009

IDENTIFICATION NUMBER
2CNALDEW3A[redacted]

YEAR 2010 | MAKE CHEV | MAKE DESCRIPTION CHEVROLET

COMMENTS

PURCHASE PRICE $24,00[redacted]

BODY TYPE UC | MODEL EQU | MODEL DESCRIPTION

T/S $1,260.02

MILEAGE 32

EVIDENCE OH[redacted] IN STATE

CONVERSION

MFG BRAND ACTUAL

BRAND(S)

[redacted]

[redacted]

RAVENNA, OH[redacted]

PREVIOUS OWNER
[redacted]

[redacted]

51037771 ND000869

[redacted]

07/23/2009

[redacted]

P O BOX 81[redacted]
[redacted]

LIEN DISCHARGE

Lienholder

by:

Authorized signature

date

CLERK OF COURTS LIEN CANCELLATION

by:

Deputy Clerk

date

WITNESS MY HAND AND OFFICIAL SEAL THIS 23rd DAY OF JULY 2009

[redacted]

5 9 1 4 *

LINDA K. FANKHAUSER
CLERK OF COURTS

[redacted]

VOID IF ALTERED

VOID IF ALTERED

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 5/04

7-23-09

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
71-[redacted]	[redacted]	Josh Wegener
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
2CNALDEW3A6[redacted]	**2CNALFEW0A6[redacted]**	**June 8 2010**

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$27,595.65	G		
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$369.90	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$25.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$0.00	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$257.85	R	Difference in H/B & Adv	
Transportation Fees	$0.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$28,248.40**			
State Sales Tax	$0.00			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$0.00	M		
Damage	$0.00	E		
MSRP Upgrade	$5,480.00	R	30010.00 - 24530.00	
MSRP Downgrade (deducted)	$0.00			
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$5,480.00**			
Trade Repurchase Amount	**$22,768.40**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$22,768.40**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$17,179.62			
23-Jun				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$5,588.78**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$22,768.40**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$27,595.65
State Sales Tax	$369.90
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$25.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$27,990.55
Trade-In Allowance	$22,115.65
Loan Payoff	$17,179.62
Net Allowance	$4,936.03
Cash on Delivery (Paid by GM)	$394.90
Total Balance Due	$22,659.62
Amount to Dealer for additional Fees	$257.85
New Vehicle [redacted]	
2CNALFEW0A6	
Form Rev 11/11/2005	

November 4, 2021

[redacted]

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2010 Chevrolet Equinox, Vehicle Identification Number 2CNALDEW4A6[redacted]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

OrderWORKBENCH

Report Vehicle GMPP: Summary

Current as of: 07/08/2011 - 10:28 AM EDT

Transaction Mode:	Online
User ID:	1w5bhn
User Role:	Central Office Administrator
Timestamp Date:	2011-07-08 10:28:29.841
Status	Pending

Vehicle Identifier

Vehicle Category:	GM, Used
VIN:	2CNALDEW4A6[redacted]

Customer Information

Plan Customer:	Individual
Customer Type:	Owner
[redacted]	
[redacted]	

Sales Information

Dealer Code:	[redacted]
[redacted]	
Action:	Add Protection Plan
Odometer:	28006
Delivery Date:	07/05/2011
Reference number:	

Evening Phone:	
Daytime Phone:	
Ext:	
Primary Language:	English
Secondary Language:	

Plan Lienholder

Lienholder Type:	Other
	Chevrolet
	PO Box 33170
	Detroit, Michigan 48232

Protection Plans

Plan Purchase Date:	07/05/2011
In Service Date:	07/05/2011
Schedule Type	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	12
Mileage Limit:	12000
Deductible:	0

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Rental Type:	None
Plan Price:	$0.00
Tax:	$0.00
Total:	$0.00

© 2008 General Motors. All Rights Reserved.

November 4, 2021

[redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2010 Chevrolet Equinox.

This offer is valid towards one service visit on VIN 2CNFLGEY7A6[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

November 4, 2021

[redacted]

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2010 Chevrolet Equinox, Vehicle Identification Number 2CNFLGEW8A6[redacted] The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Report Vehicle GMPP: Summary

Current as of: 09/24/2012 - 12:46 PM EDT

Transaction Mode:	Online
User ID:	1w5x8n
User Role:	Central Office Administrator
Timestamp Date:	2012-09-24 12:46:47.73
Status	Pending

Vehicle Identifier

Vehicle Category:	GM, Used
VIN:	2CNFLGEW8A6[redacted]

Customer Information

Plan Customer:	Individual
Customer Type:	Owner
[redacted]	
[redacted]	

Sales Information

Dealer Code:	[redacted]
Action:	Add Protection Plan
Odometer:	69000
Delivery Date:	09/20/2012
Reference number:	

[redacted] , United States

[redacted]

Evening Phone:

Daytime Phone:

Ext:

Primary Language: English

Secondary Language:

Plan Lienholder

Lienholder Type: Other

Chevrolet

P.O. Box 33170

Detroit, Michigan 48232

Protection Plans

Plan Purchase Date:	09/20/2012
In Service Date:	09/20/2012
Schedule Type	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	24
Mileage Limit:	24000
Deductible:	0

© 2008 General Motors. All Rights Reserved.

Rental Type:	None
Plan Price:	$0.00
Tax:	$0.00
Total:	$0.00

© 2008 General Motors. All Rights Reserved.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 02/05/13
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]		
Mailing address:		
City: [redacted]	State: [redacted]	Zip code: [redacted]
Day phone: [redacted]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2010	Current mileage: 64000
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Ridgeway Chev Inc, Lansing, IL			
Primary Servicing dealer/city/state: RIDGEWAY CHEV INC,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 01/02/11		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to replace the vehicle with one that functions properly.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Stabilitrac failed / repaired		1		no
Electrical problems		1		no
Windshield wiper motor went out , replaced		1		no
Engine problem - oil leaking		1		no
Check engine soon light came on -engine replaced		2		yes

Total days out of service for all problems: _____

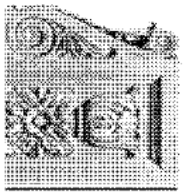
Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700



Latreese Mccradic/Austin/GM1

03/23/2013 05:05 PM

To john.daly@gm.com

cc

bcc

Subject Chevrolet - Notification to escalation to BRC - Early Response

Customer Relationship Specialist: Redd McCradic

Telephone: 866-790-5700 Ext: 21013

Fax: (866)234-3033

Dear John Daly,

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER). This is a courtesy communication. No further contact is required. A case has already been created.

Service Request: 71[redacted]

Customer Last Name: [redacted]

Involved Dealership: Lasorsa Buick-Pontiac-Chevrolet, Inc. >< BAC: 117[redacted]>< Bronx, NY

Dealership Contact: Svc Mgr - John Zara

VIN: 2CNALDEW3A6[redacted]

Vehicle: 2010 Chevrolet Equinox

Vehicle History Overview: Customer has recurring windshield wiper motor failures, a check engine light and their TPMS keeps failing. The customer is very dissatisfied with their vehicle and are requesting that if the dealerships cannot fix it he will want a VRR granted. I will gather all the info I need to see if his concern will be able to be rectified or is we can look into a repurchase or trade of some sort.

If you would like more information or have additional information to provide please respond to this email within 24 hours.

Redd McCradic

GM Early Response

Telephone: (866) 790-5700, Ext: 21013

Fax: (866)234-3033

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 06/13/13
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: [redacted]	State: [redacted]	Zip code: [redacted]	
Day phone: [redacted]	Evening phone: [redacted]	Cell phone:	
Fax:	E-mail address [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2011	Current mileage: 34424
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Mentor Nissan, Mentor, OH			
Primary Servicing dealer/city/state: Chippewa Auto Repair,			
Acquired as ☐ new ☒ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 06/04/12	Mileage at purchase/lease:		
First repair attempt date: 06/06/13	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The problem occurred while he was driving in a thunderstorm so he had to take it to the closest shop for repair (windshield wiper transmission). GM is refusing to refund his money and he feels he should be reimbursed because the vehicle is still under warranty and it was an unsafe situation. Ohio state law will not allow him to drive the vehicle without functioning wipers.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
front windshield wipers were not working		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Fax Cover Letter

From: [redacted]
Fax Number: [redacted]
Phone Numbe[redacted]

To: Deb
Fax Number: 866-480-3636
Phone Number: 866-590-5700 Ext. 41070

Total pages: 6

6/14/2013

Chevrolet Inc.
Customer Service Rep
Phone: 866-790-5700 Ext. 41070
Fax: 866-480-3636

Case # 71-[redacted]

Deb,

I appreciate you taking the time to listen to my situation and starting the process to refund the $247.20 for the repair of the windshield wiper transmission on my 2011 Chevy Equinox LT. As you are aware, I was in the middle of traveling to work when the windshield wipers ceased to work in the middle of a Thunderstorm. Ohio law states that in order to operate a vehicle legally, the vehicle must have some way of cleaning the windshield from water and other debris that could impair the sight of the operator. Because I was in the middle of a thunderstorm and I was very close to a repair shop, I took my vehicle to a non-sanctioned Chevy Dealership/Repair Shop (the nearest dealership was many miles from where I was at). That repair shop, Chippewa Auto Repair is located at 24 N Portage St Doylestown, Ohio 44230. They were able to repair my vehicle for a total costs of $247.20. I paid out of pocket for the repair even though the vehicle is still under the 3 year/36,000 bumper to bumper Chevy warranty (total vehicle miles at the time of the repair were 34,424 and the 3 year period ends in December 2014).

I have enclosed all the materials you requested, and will be anticipating a refund for the amount of $247.20 which includes all costs for the repair. As you indicated on the phone, I should receive the refund in 3 to 4 weeks from this date.

Again, thank you for taking the time to address my concerns, and I hope you have a wonderful day.

Sincerely,

[redacted]

OHIO BMV REGISTRATION CARD APPLICATION NO. [redacted]

LICENSE NO.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	WEIGHT	REG CODE (1) CLASS	REG CODE (1) TYPE
[redacted]	9980	10/19/2012	08/24/2014	000000	PC	R

VEH. SERIAL NO.	VEH. YEAR	MAKE	VEH. TYPE	ODOMETER	CODE (2)	CODE (3)
2CNFLNECXB6[redacted]	2011	CHEV	SW		PC	

TITLE	DATE PURCHASED	SPECIAL PLATE	SEATING CAP.
[redacted]	04/14/2012		

OWNER NAME	SPECIAL FEE	PLATE FEE	REG. FEE
[redacted]	0.00	0.00	67.62

ADDITIONAL NAME	TAXING DISTRICT	LOCAL TAX	TOTAL FEE
	8568	40.00	107.62

OWNER ADDRESS	COUNTY	LEASE / TAX I.D. NO.
[redacted]	WA85	

CITY / TOWNSHIP	POST OFFICE	STATE	ZIP	CONTROL NO.
CHIPPEWA	DOYLESTOWN	OH	44230-9710	[redacted]

OLD APPLICATION	OLD PLATE
[redacted]	[redacted]

[redacted]

00380 **

CUT HERE

OHIO BMV REGISTRATION CARD APPLICATION NO. [redacted]

LICENSE NO.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	WEIGHT	REG CODE (1) CLASS
[redacted]	9980	10/19/2012	08/24/2014	000000	PC

VEH. SERIAL NO.	VEH. YEAR	MAKE	VEH. TYPE	ODOMETER	CODE
2CNFLNECXB6[redacted]	2011	CHEV	SW		PC

TITLE	DATE PURCHASED	SPECIAL PLATE
4302375930	04/14/2012	

OWNER NAME	SPECIAL FEE	PLATE FEE
[redacted]	0.00	0.00

ADDITIONAL NAME	LOCAL TAX	TOTAL FEE
	40.00	107.62

LEASE / TAX I.D. NO.	CONTROL NO.	OLD APPLICATION	OLD PLATE
	[redacted]	[redacted]	[redacted]

Place sticker on clean, dry surface. If plate has a previous sticker attached, place new sticker to cover old sticker.
NOTE: Do not moisten sticker or apply at temperatures less than 0 F

INSTRUCTIONS:
1) Remove decal by bending paper
2) Lift edge of decal and slowly pee
3) See back side for instructions.

Form OHCURR - BMV 4621 06/11 8767 - 380

06-14-13;01:34PM; ;330-762-0854 # 3/ 5

CHIPPEWA AUTO REPAIR
24 N. PORTAGE ST.
DOYLESTOWN, OHIO. 44230
Phone - 330-658-2886 Fax - 330-658-1294

WHERE CUSTOMERS ARE FRIENDS

INVOICE
[redacted]
Org. Est. # [redacted]0086

Print Date : 06/06/2013

)N
D DR
44230
307

2011 Chevrolet - Equinox LT
Lic # : - OH
Unit # :
Vin # :
Hat # :
Odometer In : 34424
Ref # :

	Qty	Sale	Extended	Labor Description	Extended
SSION	1.00	157.00	157.00	WIPERS QUIT WORKING, HE CAN HEAR THE MOTOR RUN	
				WIPER TRANSMISSION - Remove & Replace - All Applicable Models	69.98
		3.93	3.93	Hazardous Materials	1.75

e Select, Technician]

47.20 Revisions: $ 0.00 Current Estimate $ 247.20

Labor:	$71.73
Parts:	$160.93
Sublet:	$0.00
Sub:	$232.66
Tax:	$14.54
Total:	$247.20
Bal Due:	$0.00

247.20]

the above repair work to be done along with the necessary material and hereby grant you and/or your employees rate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An 's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor ,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of

..... Date..... Time.....

 Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

CHIPPEWA AUTO REPAIR
24 N PORTAGE ST
DOYLESTOWN, OH 44230

06/06/2013 10:34:09
MID: 000000002712983
TID: 04046947
498227116882

CREDIT CARD
VISA SALE

CARD: XXXXXXXXXXXX1041
INVOICE 0002
Batch #: 000241
APP Code: 006689
Entry Mode: Swiped
Mode: Online

SALE AMT $247.20

CUSTOMER COPY

Deborah Lozano/Austin/GM1
06/14/2013 02:06 PM

To David.W.Brei@gm.com
cc
bcc
Subject BBB case

Dear David,
This customer is currently not working with any dealer, however he had to have an emergency repair done at a 3rd party. I will be reimbursing him for the
repair. However customer mentioned he also owns a 2011 Traverse. I wonder if we could offer him a free oil change from the Dealer (Laria Chevrolet) which
is closest to him in order to facilitate dealer/customer relationship? He is still in warranty.

Advised calling about a BBB case filed under Cooper Clinton.

BBB #: [redacted]
SR #: 71-[redacted]
Vehicle is: 2011 Chevrolet Equinox
W/ Approximately: 34424
Last 8 of the VIN: B[redacted]
In Service Date: 12/11/2010
Involved Dealer: NA

Cust Issue: windshield wiper motor broke

Cust Sks: reimbursement of $247.19 took to 3rd party during a rainstorm, no visibility.

Dealer Std: NA

CRM Adv: will refund expense due to emergency repair done.

Deb.Lozano.BRC.ML.ATX 41070

If you have further questions, please contact Customer Relationship Specialist Deb at 1-866-790-5700 41070, or by fax at 1-866-480-3636. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

November 4, 2021

[redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2011 Chevrolet Equinox, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $247.20. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

Deborah Lozano/Austin/GM1
06/19/2013 01:27 PM

To David.W.Brei@gm.com
cc
bcc
Subject BBB case

RE: Customer Last Name: [redacted]
Service Request: 71-[redacted]
2011 Chevrolet Equinox
Vehicle Identification Number: 2CNFLNECXB6[redacted]

Dear David,
This email is to let you know I will be closing this case. I reimbursed customer for repairs of $247.20.

If you have further questions, please contact Customer Relationship Specialist Deb at 1-866-790-5700 41070, or by fax at 1-866-480-3636. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted]

30-937
213

VOID VOID VOID

November 4, 2021

[redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2010 Chevrolet Equinox.

This offer is valid towards one service visit on VIN 2CNALDEWXA6[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Service Satisfaction Survey

Dissatisfied Customer

Original Name: [redacted]

Revised Name: [redacted]

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☐	☐	☒	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☒	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☐	☒	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☒	☐	☐	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☐	☐	☒	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☒	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☒	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☒

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☒	☐	☐
10. Overall, how satisfied were you with your Service Consultant	☐	☐	☒	☐	☐

2GNALBEC5B1[redacted]02245 20140320
021413012366 000001111242

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	☐	☐	☒	☐	☐
- The ease of getting your vehicle?.....	☐	☐	☒	☐	☐
- The condition in which it was returned?.....	☐	☐	☒	☐	☐

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☐	☒

IF NO, why not?(check all that apply)

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☒ I declined repair
- ☐ Other
- ☐ Don't Know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	☐	☐	☒	☐	☐

	Yes	No
14. Were you given a copy of the completed repair order/invoice?..	☒	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?....	☐	☒	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Multi Chevrolet?.....	☐	☐	☒	☐	☐

	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	☐	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2011 EQUINOX?.....	☐	☐	☐	☐	☒

19.Are you... ☐ Male ☒ Female

20.Your age... ☐ Under 25 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

	Yes	No
21.May we include your name when providing this information to your dealership ?	☒	☐

22. Do you have any other comments/recommendations about Multi Chevrolet?

I thank multichevrolet for accommodating me, however my dissatisfaction of the performance and parts of my 2011 equinox is totally unsatisfied and I will never buy another Chevrolet again

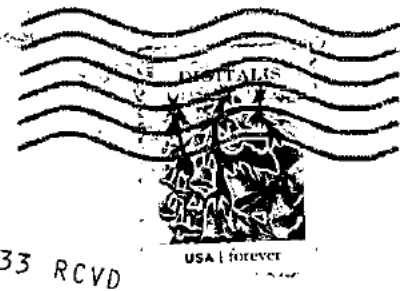
0399

2GNALBEC5B1[redacted]02245 20140320
021413012366 00000111242

[redacted]

METROPLEX MI 480

15 MAY 2014 PM 16 L



20-05-14A09:33 RCVD

GM Chevrolet Division
P.O. Box 33176
Detroit, MI 48232

48232517676

[redacted]

[redacted]

May 14, 2014

GM Chevrolet Division

PO Box 33176

Detroit, MI 48232

I write to you today as an extremely disgruntled GM owner. I have been loyal to the brand for over 25 years as my deceased Father was a GM Tool and Die Maker for many years. My loyalty will now END! We have three GM cars in our household currently, a 2009 Chevrolet Impala, a 2000 Buick Century, and my car, a 2010 Chevrolet Equinox. The newest car, the Equinox has been the source of much frustration as stated below:

- Just over 35,000 miles on the odometer, traveling south on I-75 just south of Bowling Green, Ohio in a torrential downpour with 18 Wheeled trucks on each side of me, my windshield wipers STOP! I had the wherewithal to pull over to the side of the road. My car was towed back to Bowling Green to a dealership there. At this point, I was forced to cancel my scheduled appointments with customers in the greater Cincinnati area. After numerous hours of waiting, it was determined that there were no transmissions to be had for the wiper system as this was a widespread problem. NO RECALL, but a widespread problem. I was given a car to drive until the part arrived and was installed. I believe it was just slightly under a week they had my car. I had to drive back down to Bowling Green on my day Saturday off to retrieve my car.
- Around 105,000 miles, the timing chain was replaced by GM on my car due to what was termed another "documented problem". Again, NO RECALL, but a common, known problem.
- Around 113,000 miles, the entire engine was replaced as it was fried. They thought replacing the timing chain would cure the oil leakage issues, but it did not.

- Monday, May 12 I drove to pick up my son from school. Again, a torrential downpour. I was just leaving the parking lot of the school when the entire wiper system stopped again. I had to leave the car at the school until I could retrieve it later that night when there was a break in the rain. Tuesday AM I took the car to the Marty Feldman dealership in Novi, MI. They called yesterday afternoon [redacted] o tell me that the wiper transmission needed to be replaced AGAIN and that the cost with a 15% discount was $344.

My question to GM is why are the consumers that purchase your cars paying the price of your company neglectfully purchasing inferior parts? The windshield wiper system issue, while it did not prove as dangerous (to my knowledge at least) as your issue with the ignition switches; still is a very frightful problem. I do not feel that I should have paid anything to replace the wiper transmission YET A SECOND TIME!

Goodbye General Motors. Shame on you for putting the American public at risk, and thus jeopardizing the longevity not only of your corporation, but also the employment longevity of the thousands if not millions of folks that work for you. I hope that you "get your [redacted] together" in time to salvage the company, but you'll be doing that without my support!

[redacted]

I love th
U.S.A

[redacted]

TRENTON NJ 855

29 AUG 2014 PM 4 L

FOREVER

[redacted]

09-02-14 A10:23 IN

CEO
GENERAL MOTORS COMPANY
PO BOX 33170
DETROIT, MI 48232-5170

48232517070

A Special Note... 8/29/2014

DEAR [redacted]

THE ATTACHED SERVICE INVOICE FROM LESTER GLENN AUTO GROUP IS THE REASON MY WIFE & I WILL NO LONGER BE BUYING GM CARS. WE HAVE BEEN GM LOYAL OUR ENTIRE LIVES & WE ARE BOTH IN OUR 60'S. IN A POTENTIAL DOWNPOUR, THE WINDSHIELD WIPER MOTOR ON MY 2011 CHEVY EQUINOX FAILED & LUCKILY I'M STILL HERE TO TELL THIS STORY. ALL OF THE GM VEHICLES WE HAVE OWNED NEVER HAD THIS PROBLEM. MY LAST CAR, A 2002 CHEVY TRAILBLAZER HAD 157K MILES ON IT BUT THE WIPERS STILL WORKED. WHEN I TRADED IT IN FOR THE EQUINOX IN 2011 THIS DID NOT LAST 3 YEARS.

A Special Note...

WHEN THE DEALERSHIP TOLD ME IT WASN'T UNDER WARRANTY, I "OK'D" THE REPAIR. YOU NEED WINDSHIELD WIPERS AS I FOUND OUT THE NIGHT BEFORE. I CALLED GM CUSTOMER SERVICE & THEY SAID THEY WOULD HAVE THE DEALERSHIP'S CUSTOMER RELATIONS PERSON CALL ME. HE DID & COMPARED PARTS FAILURE IN HIS NEW REFRIGERATOR TO THE ISSUE WITH MY CAR. LET'S SEE $1000 REFRIGERATOR VS A $25K CAR. GREAT COMPARISON!! IF YOUR QC IS THIS BAD I DEFINATELY HAVE TO FIND A NEW CAR COMPANY.

A VISIT TODAY TO THE SAME DEALERSHIP FOR ANOTHER ISSUE & BEING TOLD IT WOULD COST $109 JUST FOR THEM TO LOOK AT MY CAR BECAUSE IT IS OUT OF WARRANTY, HAS ME

A Special Note...

LOOKING FOR A NEW DEALERSHIP GROUP
ALSO. CAR COMPANIES + CAR
DEALERSHIP LOOK FOR LOYALTY
FROM THEIR CUSTOMERS.
MY WIFE & I HAVE GIVEN YOU THIS
46 YEARS TO GM
35 YEARS TO THE DEALERSHIP.
WHAT RECENTLY HAVE WE BEEN
GIVEN IN RETURN?

THANK YOU FOR YOUR TIME.., IF
YOU ACTUALLY EVEN READ THIS.

[redacted]

LESTER GLENN
AUTO GROUP

LESTER GLENN CHEVROLET
398 Route 37 East • Toms River, NJ 08753
732-349-4200
www.lesterglenn.com

COPY

INVOICE NUMBER	[redacted]
CUSTOMER NUMBER	
ADVISOR: MICHAEL HOGREBE 2105	TAG NO.: 713
LABOR RATE	LICENSE NO. / MILEAGE: 77,455
YEAR / MAKE / MODEL: 11/CHEVROLET TRUCK/EQUINOX/AWD 4DR L	
VEHICLE ID NO.: 2 C N F L E E C 1 B 6 [redacted]	
F.T.E. NO.	P.O. NO.
COLOR: BLK/JET BLK	STOCK NO.: [redacted]
COMMENTS	
DELIVERY MILES: 55	SELLING DEALER NO.
R.O. DATE: 07/15/14	INVOICE DATE: 07/15/14
REPRINT NUMBER	DELIVERY DATE: 10/22/11
MO: [redacted]	PRODUCTION DATE

JOB# 1 CHARGES

LABOR

J# 1 51CVZ12	WIPER/WASHER	HOURS:	TECH(S):2211	218.00

CUSTOMER STATES THE WIPERS STOPPED WORKING CHECK AND ADVISE
WIPER TRANSMISSION ARM BROKE
REPLACED WINDSHIELD WIPER MOTOR AND TRANSMISSION

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	25948436	TRANSMISSION Y	146.12	146.12
1	25942547	MOTOR Y	71.90	71.90
		TOTAL - PARTS		218.02

MISC

CODE	DESCRIPTION	CONTROL NO	
15LP	15% LABOR DISCOUNT		-32.70
15PD	15% PARTS DISCOUNT		-32.71
	TOTAL - MISC		-65.41

JOB# 1 TOTALS

LABOR	218.00
PARTS	218.02
MISC	-65.41

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 370.61

JOB# 2 CHARGES

LABOR

J# 2 00CVZ9401	FREELO FREE FOR LIFE	HOURS:	TECH(S):2211	INTERNAL

FREE FOR LIFE OIL CHANGE EVERY 6 MONTHS OR 7,500 MILES
WHICHEVER COMES FIRST
COMPLETED FREE FOR LIFE OIL CHANGE

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	19168267	FILTER		INTERNAL
8	19293002	OIL		INTERNAL
2	W/F W1051515	WASHER FLUID		INTERNAL
		TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00CVZ9402	TIRE TIRE ROTATION	HOURS:	TECH(S):2211	24.95

TIRE ROTATION
TIRE ROTATION
COMPLETED TIRE ROTATION.SET TIRE PRESSURES AND RELEARNED
NEW TIRE POSITIONS

MISC

CODE	DESCRIPTION	CONTROL NO	
15LP	15% LABOR DISCOUNT		-3.74
	TOTAL - MISC		-3.74

The Reynolds and Reynolds Company (8/13)

[CONTINUED ON NEXT PAGE]

SERVICE INVOICE

LESTER GLENN
AUTO GROUP

LESTER GLENN CHEVROLET
398 Route 37 East • Toms River, NJ 08753
732-349-4200
www.lesterglenn.com

COPY

INVOICE NUMBER	[redacted]
CUSTOMER NUMBER	[redacted]
SALESPERSON	MICHAEL HOGREBE 2105
TAG NO.	713
LABOR RATE	
LICENSE NO.	
MILEAGE	77,455
YEAR / MAKE / MODEL	11/CHEVROLET TRUCK/EQUINOX/AWD 4DR L
VEHICLE ID NO.	2 C N F L E E C 1 B 6 [redacted]
F. T. E. NO.	
P. O. NO.	
COLOR	BLK/JET BLK
STOCK NO.	[redacted]
COMMENTS	
DELIVERY MILES	55
SELLING DEALER NO.	
R. O. DATE	07/15/14
INVOICE DATE	07/15/14
REPRINT NUMBER	
DELIVERY DATE	10/22/11
MO:	[redacted]
PRODUCTION DATE	

JOB# 3 TOTALS

LABOR	24.95
MISC	-3.74
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	21.21

JOB# 4 CHARGES

LABOR

J# 4 00CVZVEHINSPECT VEHICLE INSPECTION HOURS: TECH(S):2211 INTERNAL
27 POINT VEHICLE INSPECTION. SAFETY RECALL INSPECTION.
CHECK & FILL FLUIDS (BRAKE FLUID EXCLUDED). INSPECT LIGHTING
SYSTEM, BELTS, HOSES, TIRE CONDITIONS & ADJUST PRESSURES (IF
NEEDED). ROAD TEST VEHICLE. SUPPLY RESULTS OF INSPECTION
INSPECTION COMPLETE.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 00CVCONCERN NO OTHER CONCERNS HOURS: 0.00 TECH(S):52980 INTERNAL
CUSTOMER HAS NO OTHER CONCERNS
CUSTOMER HAS NO OTHER CONCERNS
CUSTOMER HAS NO OTHER CONCERNS

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS

15% OFF PARTS AND LABOR APPLIED TO PRICE--CALLED GM

TOTALS

```
***IMPORTANT**********************************************
*YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY*
*REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL   *
*QUESTIONS, "PLEASE" CALL OUR SERVICE DEPARTMENT AS SOON  *
*AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. THANK  *
*YOU.                                                     *
**********************************************************
```

TOTAL LABOR....	242.95
TOTAL PARTS....	218.02
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-69.15
TOTAL TAX.....	32.27
TOTAL INVOICE $	**424.09**

CUSTOMER SIGNATURE [redacted]

The Reynolds and Reynolds Company (Form) 9221(1002.0 (10/13)

END OF INVOICE

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 08/13/14
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: [redacted]	State: [redacted]	Zip code: [redacted]	
Day ph[redacted]	Evening phone [redacted]	Cell phone:	
Fax:	E-mail address: [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Equinox	Year: 2010	Current mileage: 96000
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Chevrolet, Temple Hills, MD			
Primary Servicing dealer/city/state: Chevrolet,			
Acquired as ☐ new ☐ used ☐ demo ☒ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 11/01/11	Mileage at purchase/lease:		
First repair attempt date: 12/01/11	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like to have this vehicle fixed by GMChevy at no cost to me because I feel like it was a lemon and if not I would like to have it traded in for another vehicle. At this point I think I need legal representation. I have had problems since I purchased it. It was a bad deal. Please callemail.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Windshield wiper Motor Out		1		yes
Speedometer not working				yes
Gas meter not working				yes
Mileage gage not working				yes
Rattling noise and not sure from where		4		yes
Car hesitates when in drive on initial pull off		3		yes
Engine replaced still messed up		2		yes
Alarm System not working properly		2		yes
Key pad buttons missing both keys				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Case Number [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Jerks when turning or up hil		3		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

November 4, 2021

[redacted]

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2010 Chevrolet Equinox, Vehicle Identification Number 2CNALDEW4A6[redacted]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-[redacted]

Report Vehicle GMPP: Summary

Current as of: 09/18/2014 - 11:57 AM EDT

Transaction Mode:	Online
User ID:	1w8dk3
User Role:	Central Office Administrator
Timestamp Date:	2014-09-18 11:56:24.683496
Status	Rejected

Vehicle Identifier

Vehicle Category:	GM, New
VIN:	2CNALDEW4A6[redacted]

Customer Information

Plan Customer:	Individual
Customer Type:	Owner
[redacted]	
[redacted]	

Sales Information

Dealer Code:	[redacted]
[redacted]	
Action:	Add Protection Plan
Odometer:	65938
Delivery Date:	09/02/2014
Reference number:	

Evening Phone:	
Daytime Phone:	
Ext:	
Primary Language:	English
Secondary Language:	

Plan Lienholder

Lienholder Type:	Other
	Chevrolet
	P.O. Box 33170
	Detroit, Michigan 48232

Protection Plans

Plan Purchase Date:	09/02/2014
In Service Date:	09/02/2014
Schedule Type	GMPP Retail
Promotion Code:	

Plan Type:	SMART CARE 3
Term:	12
Mileage Limit:	12000
Deductible:	0

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Rental Type:	None
Plan Price:	$0.00
Tax:	$0.00
Total:	$0.00

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Report Vehicle GMPP: Summary

Current as of: 01/19/2015 - 4:39 PM EST

Transaction Mode:	Online
User ID:	1w8dk3
User Role:	Central Office Administrator
Timestamp Date:	2015-01-19 16:39:03.909
Status	Pending

Vehicle Identifier

Vehicle Category:	GM, Used
VIN:	2CNALDEW4A6[redacted]

Customer Information

Plan Customer:	Individual
Customer Type:	Owner
[redacted]	
[redacted]	

Sales Information

Dealer Code:	[redacted]
[redacted]	
Action:	Add Protection Plan
Odometer:	65938
Delivery Date:	09/02/2014
Reference number:	

Evening Phone:	
Daytime Phone:	
Ext:	
Primary Language:	English
Secondary Language:	

Plan Lienholder

Lienholder Type:	Other
	Chevrolet
	P.O. Box 33170
	Detroit, Michigan 48232

Protection Plans

Plan Purchase Date:	09/02/2014
In Service Date:	09/02/2014
Schedule Type	GMPP Retail
Promotion Code:	

Plan Type:	SMART CARE 3
Term:	12
Mileage Limit:	12000
Deductible:	0

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Rental Type:	None
Plan Price:	$0.00
Tax:	$0.00
Total:	$0.00

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☐ 10:30 AM Delivery Required (additional fee, where available*)
*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT)

PHONE ( )

Customer Service
Chevrolet Div.
P.O. Box 33170
Detroit, Michigan
48232

ZIP + 4® (U.S. ADDRESSES ONLY)

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☒ 1-Day ☐ 2-Day ☐ Military ☐ DPO

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13456	12/23	$

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12/22	☐ 10:30 AM ☐ 3:00 PM ☒ 12 NOON	$	$

Time Accepted	10:30 AM Delivery Fee	Return Receipt Fee	Live Animal Transportation Fee
12:00 ☐ AM ☒ PM	$	$	$

Weight	☐ Flat Rate	Sunday/Holiday Premium Fee	Total Postage & Fees
lbs. 3 oz. 8		$	$ 19.99

Acceptance Employee Initials: DMT

DELIVERY (POSTAL SERVICE USE ONLY)

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Delivery Attempt (MM/DD/YY)	Time ☐ AM ☐ PM	Employee Signature

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[redacted]

Customer Complaint
AT: Chevrolet Div.
P.O. Box 33170
Detroit.
Michigan
48232

[redacted]

To: Whom
at Chevrolet Div.
P.O. Box 33170
Detroit Mich.
48232

My name is [redacted] I am retired Mechanic, I was born and raised on a farm in Claysville, New York, We had all fords on the farm Cars, trucks, and tractors. I have had fords from 30s to 60s in 1968 I bought a 1957 Chevy Belair, I had chevy's pretty much since then, Many over the years.

In May of 2009 I purchased a 2010 Chevy SUV Equinox took delivery of it June 8th 2010. I wasn't happy then and I am not now either,

I ordered this car and paid cash for it. I ordered Silver color and got Black Granite. Should have rejected it then. I also ordered Heavy duty trailer hitch with tow package. Black interior all leather, seat heaters 4 wheel drive V-6 motor, PS. Air, in dash rear view camera, Power everything, Sun Roof, seats, the latest radio, Clock. Navistar, Blue tooth, stero, telephone, Cruis Control, 4 wheel Disc Brakes, not a cheap cars Oh and I got a toy Trailer Hitch, Which they forgot to order.

Mostly I got lip from their salesman on when and how I was going to pay for it. He wanted to finance it for. Credit Before memorial weekend for his sales History.

I told him, I was writing a check when everything was right, And not before.

Then he bent over backwards to make me happy. He took it upon, himself to have the car undercoated at the dealership. I was wild, I told him, now I don't want it for sure, You Know it plugs all door drains panel drains, And Blotch across bottom panel, causing it to fall off. and rust out even faster. Now I felt like, I should Have brought a European junk at half the Price. Pissed: I was.

But felt loyal to Al Carbone, for I worked for him, in late sixty early seventy. And Knew the family, Brother Don, And Dad Joseph Carbone.

God bless him for now, he has passed on. Old Joe was quite the man, He fired me because I would not let him borrow my brand new drill. I had bought that day. from the Snap on Tool man, Cost me $70.00 and have not used it yet. for you see. he borrowed my 24 inche pipe wrench 2 months early. Ran it over with his Bull dozener, Bent the handle And didn't bring it back to me, Until later, And said Nothing, about the handle being bent. Again Pissed

He pulled my time card from the rack and put this Son, "Al" a note telling him to fire me, He had No use for me, Ally said Tommie I am awfully Sorry, But Dad signs my check also, I moved on, I still have that Bent wrench, I Knew it was not Al's fault, Thats why I stayed loyal to Al Carbone then Carbone Pontica, Yorkville N.Y. After all of that, My late wife told me to just accept the car So I did, But not with a good taste in—

My mouth. After awhile time healed all wounds,
I had a new car, that I could trust, for my late wife needed medical help in Buffalo, New York City, Pa, I needed to take her, I also ordered Michlen tires, figured trouble free for 60,000 miles I got 28,000 and they were worn out, Yes I rotated every 6,000 miles, changed my own oil & filter every 3000 miles, took Best of care for that car. that I didn't like, All new brakes And tires at 30,000 Now I have around 42,000, At 40,000 my wipers failed.
I was going to Utica one night to my grandson induction, for National Honor Society. First in My family: it was raining very hard had wipers on high speed, it was dark and I was on the 4 lane highway Route north to Utica, Wipers Stopped Straight up, in heavy traffic, I Had my older sister with me, all she did was screamed, Cant see Cant see, I had to pull over. Opened the hood, got wet Nothing I could do. Called my daughter told her we were not going to make it, stuck in the middle of nowhere Route 8 north 5 miles from home.
I took the car around the ben, then crossed over the 4 laner, head back home at 2 mph on the side of the road, put it in the garage. the Next day. I pulled it apart, the arm came off motor Crank arm, I called Carbone for the parts

I was surprised to learn that I had to buy the whole transmission assembly, when I just needed one link arm, about 5 bucks worth, 10 tops, Well 176^{00} dollars and change later. And I had to get a friend to take me there. to get it, for it was still Rainning. And I had put all my other cars and trucks away for the winter months. I have five Vehicle all told. My 1949 Ford F-1 pickup all orginal from the farm Soldie but a goodie. My 1923 model T roadster hot rod, all Chevy Running gear. My 1990 C-20 Chevy Van Gladiator built custom body. Brought new still in the family from Dey Chevrolet in Clinton New York. Also my pride 1951 Ford Victoria 2door coupe all orginal, For you see I know how to take care of things.

So I go and get the wiper transmission, Pay the price. I needed it. Come home put it all together, accept wiper arms and Blades, turn it on, they work, Put wipers arms And Blades on, back it out of the shop, try them again in the rain Nothing.

Couldn't believe it, pulled back in, took the Blades off: tryed again links seemed ok, put the driver side wiper on still ok, put the pass-side wiper on. Nothing, took Pass side back off. tryed again ok, work, So I mark trunnion head on pass-side, turned it on and watched the passenger side tryed to wipe the engine compartment. the Tranmission was made wrong. Right side was 180° out of time to glass.

I called Carbones Parts Dept.

I explained to the gentleman, what was happening. I asked him to send another transmission to me. He Replied No.

I needed to do a part warranty. I need serial numbers the old part, your invoice, the carton, I told him that I had no way to get there, cause it was still raining, with no wipers, that we needed to make a exception to the Rule, He says no way. And that was Brian in parts I asked to speak to Al Carbone, He told me Al was not in, I told him today was his lucky day. And hung up the phone.

I took it all back apart, popped the link off, the right side of transmission, turned it 180° And Reinstalled the unit again. Put all that plastic Pieces back on. And sorry to say I don't trust the wipers on this car, at all again, I know it will let loose again someday.

With the wipers on high speed setting still not moving the car. the car shakes from side to side with the thrust from wiper Blades motion, all helded together with a cheap plastic socket joint at motor Crank arm going Round and Round building heat and wear, at least on transmission pivots just go back and forth, No heat no wear, very poor design from your engineers, they should be ashamed to put their bow tie on the front of this car. And that's only one thing I have found so far. in 40,000 miles 4½ years.

I shouldn't say that, cause not only wiper trouble But tires And Brakes wore out too early the clock in Radio never Reads Right, the Rear door window on

the driver side make a swap and clunk when going down, all other are quiet when going up and down this noise was there when I took delivery of car at new just refused to bring it back. I dont use this window anyways. But it is not working properly.

I do know what I am talking about, when I left Carbone Pontica early 70s I working for Waterville Chevrolet 4 years. they went under, I. when to N.J. Curri olds in Marcy New York. they sold Oldsmobiles, Caddys And SAABS, I was also Nick Curri Service Manager for 5 years, Ran service dept and Body shop with 12 mechanics, with no assitant.

thats why I was surprised. When Brian at Carbone's told me no - no way: When I asked him, who his DSM was he didn't even know what a DSM was. Used to be your - DSM was. District Service Manger.

He ripped a number off the top of his head. I asked whats that. He replys customer complaint Phone number, I said boy you must give that out alot as he repeated it again.

So I took it and call, it talk to a Eric in Ohio some place he was nice a told me I needed to write a letter and sent it to this address.

Chev. Division, P.O. Box 33170, Detroit Mich 48232

So here is your letter And my Wish is that someone consitors my complaint, Reviews it understands it And does

Something about it,

I know it has toking me awhile to get this letter written, and to follow through. I had more sickness and death in the family, My wiper trouble was back in Oct of 2014, and talked to Eric in Ohio on 10-20-14 for your address.

I feel there should have been a recall in wiper link at the motor end, where it connects to crank arm, it is a very weak for the size of arms and wiper blades on this car:

2010 Chev. Equinox my car serial number is as follows 2CNFLNEY0A [redacted]

I know the tires and brakes are ware items, But the plastic sockets on wiper links and the poor dealer help is not good for business, After I got out of automotive Business. I ran a lawn and garden Equipment Shop And Store for over 20 years, And then was a truck mechanic for PS ~~US~~ fleet maintance for 12½ more years also working on GMC package Car, trucks with Box van bodies; Deuman - Alsons with 4.3 Chev's 4speed trans And Dana Rear ends I had 47 trucks in one barn that ran every day.

Waiting to heard from you my cellphone is [redacted]

P.S.
I also sent copies of invoice And my findings th[redacted]

Page Nine

CARBONE BUICK CADILLAC
GMC TRUCK CHEVROLET

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TELEPHONE: (315) 736-0811
www.carbonecars.com
NYS REGISTERED SHOP # R-4330163

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THANK YOU FOR CHOOSING THE GM CAR CAPITAL
FROM:RANDY,JOHN;KEVIN;JOSH;BRIAN;MARC
WE CAN PRICE MATCH YOUR COLLISION PARTS !!!
ASK US ABOUT COMPETITIVE TIRE PRICING
ALL RETURNS SUBJECT TO A 20% RESTOCK FEE

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
2000				PENDING	BRIAN YERO	10/18/14	[redacted]

PNR

BILL TO
[redacted]
CASH SALES RETAIL
5700 HORATIO ST
UTICA, NY 13502

SHIP

I would like Reimbursement of my cost of Part plus 4½ hours Labor. I know what your dealers Shop Rate is. Plus I figured out the problem and saved you the cost of the Second Transmission How w[redacted]

QUANTITY SHIP	QUANTITY B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	25948436 TRANSMISSION 10.159	217B	162.36	162.36	162.36

NO RETURNS WITHOUT THIS INVOICE
NO RETURNS AFTER 30 DAYS
NO REFUNDS OR EXCHANGES ON ELECTRICAL PARTS OR SPECIAL ORDERED PARTS

PARTS RETURNED MUST BE UNMARKED, CLEAN AND IN ORIGINAL CARTONS!

CUSTOMER SIGNATURE
X

SUBTOTAL	162.36
TAX	14.21
FREIGHT	0.00
PAY THIS AMOUNT	176.57

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS

The Reynolds and Reynolds Company, Dayton, Ohio

November 4, 2021

[redacted]

Service Request: 71[redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2011 Chevrolet Equinox, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $168.84. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** [redacted]

50-937
213

DATE 11/18/14

168 DOLLARS 84 CENTS

AMOUNT 168.84

PAY TO THE ORDER OF [redacted]

[redacted]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000049 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 11/18/14

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2CNALDEC6B[redacted]	11/[redacted]	[redacted]	00.0000	168.84	.00	168.84

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL	168.84	.00	168.84

Sarah Marcoux (C)

From: Aaron Charbonneau
Sent: Thursday, November 06, 2014 10:45 AM
To: Arnaldo Magnotta; Sarah Marcoux (C)
Cc: Aubrey Parrott
Subject: RE: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71[redacted]

Sarah,

Let's go ahead with the reimbursement per the calculator.

Aaron Charbonneau
Business Process Leader, Executive Customer Assistance GMNA Customer Experience Customer and Relationship Services (CARS) aaron.charbonneau@gm.com C 248-214-2404

-----Original Message-----
From: Arnaldo Magnotta
Sent: Thursday, November 06, 2014 10:39 AM
To: Aaron Charbonneau; Sarah Marcoux (C)
Cc: Aubrey Parrott
Subject: RE: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71[redacted]

Hi,

I do think it is fair. We would at most do 50/50 here which would be approximately $200. So very similar result

-----Original Message-----
From: Aaron Charbonneau
Sent: Thursday, November 06, 2014 10:25 AM
To: Sarah Marcoux (C); Arnaldo Magnotta
Cc: Aubrey Parrott
Subject: RE: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71[redacted]

Thanks, Sarah.

Arnie, what do you think about offer the reimbursement below ($168.84)?

Aaron Charbonneau
Business Process Leader, Executive Customer Assistance GMNA Customer Experience Customer and Relationship Services (CARS) aaron.charbonneau@gm.com C 248-214-2404

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

From: Sarah Marcoux (C)
Sent: Thursday, November 06, 2014 10:06 AM
To: Aaron Charbonneau; Arnaldo Magnotta
Cc: Aubrey Parrott
Subject: RE: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71-[redacted]

Aaron,

I just used the calculator and converted it from $419.63 Canadian dollars to $368.84 US dollars, and it shows that the maximum GM assistance would be $168.84 towards the $368.84 repair, and the customer would pay $200.

Thanks,

Sarah
General Motors
Executive Liaison
855-880-1400 extension 11707
Sarah.Marcoux@gm.com

-----Original Message-----
From: Aaron Charbonneau
Sent: Thursday, November 06, 2014 9:37 AM
To: Sarah Marcoux (C); Arnaldo Magnotta
Cc: Aubrey Parrott
Subject: RE: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71[redacted]

Sarah,

If the dealer used the calculator, what would the recommended assistance have been?

Aaron Charbonneau
Business Process Leader, Executive Customer Assistance GMNA Customer Experience Customer and Relationship Services (CARS) aaron.charbonneau@gm.com C 248-214-2404

-----Original Message-----
From: ExecReferral@gm.com [mailto:ExecReferral@gm.com]
Sent: Thursday, November 06, 2014 9:25 AM
To: Arnaldo Magnotta; Aaron Charbonneau
Cc: Aubrey Parrott
Subject: Final Feedback/Otto/Equinox/Wiper Blade Motor/SR # 71-[redacted]

-- ID# FB05EXEC (Do not delete or change this line in any way) –

Dear Executives,

This email is sent to share the final outcome of this customer's situation.

Service Request: 71-[redacted]
Executive Advisor: Sarah
Customer Last Name: [redacted]
Involved Dealership: Outten Chevrolet, Inc., 113[redacted]
VIN: 2CNALDEC6B6[redacted]
Automobile: 2011, Chevrolet, Equinox
Mileage: 110,128 KM or 68,430 miles at the time of repair

Mr. [redacted] was seeking reimbursement for a repair that was done at a dealership in Canada. He thought he was still covered under his Certified Pre-Owned American warranty.

After reviewing the Repair Order the customer faxed us, and after contacting the dealership, we were able to see that there were 110,128 KM on the vehicle at the time of the repair, and the CPO Warranty expired at 76,821 KM. I have confirmed with the dealership that this repair would not have been covered under any applicable warranties. We converted to miles as well, his CPO warranty expired at 47,734 miles, and at the time of repair the vehicle had 68,430 miles on it.

I offered Mr [redacted] $100 Maintenance Letter which he declined. He is dissatisfied with the resolution.

Please feel free to contact me with any future questions or concerns. The Executive Assistance team is available Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Sarah
General Motors Executive Liaison
Phone: 855-880-1400 extension 11707
Email: execreferral@gm.com
Service Request: 71-[redacted]

Sarah Marcoux (C)

From:	Sarah Marcoux (C)
Sent:	Friday, October 31, 2014 12:37 PM
To:	'brooke.fatzinger@outtencars.com'
Cc:	'rick.diaz@outtencars.com'
Subject:	RE: Executive Assistance, 71[redacted], 2CNALDEC6B6[redacted], [redacted]

Brooke and Rick,

I was wondering if you had time to please read the below email and advise?

From: Sarah Marcoux (C)
Sent: Wednesday, October 29, 2014 8:40 AM
To: 'brooke.fatzinger@outtencars.com'
Cc: 'rick.diaz@outtencars.com'
Subject: Executive Assistance, 71-[redacted], 2CNALDEC6B6[redacted], [redacted]

Brooke and Rick,

I am contacting you in regards to a customer's request for reimbursement that I have received through a GM Executive. [redacted] purchased his 2011 Chevrolet Equinox CPO from your dealership in April 2013. He is from the US but is currently working and living in Canada. I've attached the RO he's seeking reimbursement for, he had to get a repair done at a GM dealership in Canada and had to pay $419 for the windshield wiper trans knuckle that was broken. Please advise if this would have been covered under any of his American warranties on his vehicle. If it would have been covered under any applicable warranty I have direction for us to please reimburse him. Thank you!

VIN: 2CNALDEC6B6[redacted]
[redacted]

Thanks,

Sarah
General Motors
Executive Liaison
855-880-1400 extension 11707
Sarah.Marcoux@gm.com

From [redacted]

To MRS Sarah ATG M

Exemtion 11707

Fax # 866 249.2318

10/28/2014 17:55 [redacted]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 28 2015 VALID: 2/21/2014

PLATE: [redacted]
TITLE: 69256846702 PT
VIN: 2GNALDEC6B[redacted]
YR/MAKE: 2011 CHEVROLET
TYPE: SW
WID: 14052 3427 013981-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY:NORTHAMPTON

[redacted]

[redacted]

[redacted]

I hereby acknowledge this day that I have received ...ions of Section 3705 of the Vehicle

[redacted]

EMERALD

[redacted] 4520 0500 0693 2709

STATEMENT DATE: October 07, 2014 1 OF 3

PREVIOUS STATEMENT: September 08, 2014

TRANSACTION DATE	POSTING DATE	ACTIVITY DESCRIPTION	AMOUNT(S)
		PREVIOUS STATEMENT BALANCE	**$324.48**
SEP 11	SEP 12	SUNOCO 0363984601 BATH FOREIGN CURRENCY 46.00 USD @ EXCHANGE RATE 1.13150	$52.04
SEP 12	SEP 15	WAL-MART #2252 EASTON FOREIGN CURRENCY 80.70 USD @ EXCHANGE RATE 1.13779	$91.82
SEP 12	SEP 15	SUNOCO 0363984601 BATH FOREIGN CURRENCY 19.77 USD @ EXCHANGE RATE 1.13758	$22.49
SEP 13	SEP 15	LOBLAWS #1066 ETOBICOKE	$33.02
SEP 13	SEP 15	PILOT 00003228 BATH FOREIGN CURRENCY 20.82 USD @ EXCHANGE RATE 1.13784	$23.69
SEP 23	SEP 24	LEGGAT CHEVROLET CADILLAC BURLINGTON	$419.63
SEP 30	OCT 1	PAYMENT - THANK YOU	-$200.00
OCT 1	OCT 2	BUDDS' CHEVROLET CADILAC OAKVILLE	$59.49
OCT 1	OCT 3	WESTJET CALGARY	$860.52
OCT 1	OCT 6	20/20 OPTOMETRY MISSISSAUGA	$35.00
OCT 7	OCT 7	RETAIL INTEREST	$5.74

Continued

CONTACT INFORMATION

Customer Service/Lost & Stolen	1-800-983-8472
TTY Inquiries (with hearing loss)	1-866-704-3194

PAYMENT INFORMATION

Minimum Payment	**$16.00**
Payment Due Date	**Nov. 03, 2014**
Credit Limit	$6,000
Available Credit	**$4,272**
Annual Interest Rate: Purchases	15.75%
Cash Advances	15.75%

Estimated Time to Pay

The estimated time to pay your New Balance in full if you pay only the Minimum Payment each month is: 13 year(s) and 9 month(s).

CALCULATING YOUR BALANCE

Previous Balance	**$324.48**
Payments & Credits	$200.00
Purchases & Other Charges	$1,597.70
Cash Advances	$0.00
Interest	$5.74
Fees	$0.00
NEW BALANCE	**$1,727.92**

LEGGAT

LEGGAT.CA

[redacted]
Tel: [redacted]
Fax [redacted]
Em [redacted]
[redacted]

Leggat Chevrolet Cadillac Buick GMC Ltd.
2207 Fairview Street, P.O. Box 369, Burlington, ON L7R 3Y3

INDEBTEDNESS IS HEREBY ACKNOWLEDGED IN THE SUM OF $ [redacted] BEING ALL OR THE BALANCE OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER.

ALL ITEMS ARE SUBJECT TO H.S.T. DATE _____ SIGNATURE _____

CUSTOMER NO. [redacted]	ADVISOR LAURIE A. GILL 9849	TAG NO. [redacted]		INVOICE DATE 09/23/14	[redacted]
[redacted]	LABOUR RATE 108.00	LICENSE NO. [redacted]	KILOMETRES 110,128	COLOUR BRONZE/	STOCK NO.
	YEAR/MAKE/MODEL 11/CHEVROLET TRUCK/EQUINOX/FWD 4DR 2			DELIVERY DATE	DELIVERY KMS.
	VEHICLE ID. NO. 2 C N A L D E C 6 B 6 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 09/23/14	IN SERVICE DATE
	COMMENTS				

TOTALS

PAYMENT METHODS ACCEPTED - CASH - DEBIT - VISA - M/C - AMEX
****

WE GREATLY APPRECIATE YOUR BUSINESS AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.

YOU MAY RECEIVE A CUSTOMER SERVICE (C.S.I.) SURVEY EITHER BY PHONE CALL OR THROUGH AN E-MAIL. A "COMPLETELY SATISFIED" SCORE GIVES US A PASSING GRADE ** see example on reverse **

IF YOU HAVE ANY SERVICE RELATED CONCERNS, PLEASE DO NOT HESITATE TO CONTACT YOUR SERVICE CONSULTANT TO REVIEW THESE CONCERNS.

THANKS AGAIN FROM THE STAFF @ LEGGAT CHEV/BUICK/CADILLAC/GMC

_____
CUSTOMER SIGNATURE

TOTAL LABOR....	170.80
TOTAL PARTS....	200.55
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	48.28
TOTAL INVOICE $	**419.63**

HOURS OF OPERATION
MONDAY TO FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

LEGGAT COLLISION CENTRE & PAINT REPAIR
629 Brant Street, Burlington, ON L7R 2H1
Direct Line: (905) 333-9896 If busy: (905) 333-3700

BUSINESS HOURS
BODY SHOP
Monday - Friday
7:30 a.m. - 5:30 p.m.

SHUTTLE BUS AVAILABLE

LEGGAT AUTO GROUP
LAG.CA

LEGGAT NATIONAL LEASING
ALL MAKES & MODELS
905-333-3700
www.leggatleasing.ca

NOTES
DUE TO ENVIRONMENTAL REGULATIONS THERE IS A NOMINAL FEE FOR THE COLLECTION AND DISPOSAL OF HAZARDOUS MATERIALS, eg.:
OIL FILTERS, ENGINE OIL, GLYCOL, TRANSMISSION FLUID, ETC.

Jarrett Printing Ltd. (416) 918-8553

LEGGAT

LEGGAT.CA

GMC

CORVETTE

[redacted]

Leggat Chevrolet Cadillac Buick GMC Ltd.

2207 Fairview Street, P.O. Box 369, Burlington, ON L7R 3Y3

INDEBTEDNESS IS HEREBY ACKNOWLEDGED IN THE SUM OF $ [redacted], BEING ALL OR THE BALANCE OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER.

DATE _____ SIGNATURE _____

G.S.T. VENDOR NO. 103034864 RT0001 ALL ITEMS ARE SUBJECT TO H.S.T.

CUSTOMER NO. [redacted]

[redacted]

ADVISOR: LAURIE A. GILL 9849 | TAG NO. [redacted] | INVOICE DATE: 09/23/14 | [redacted]

LABOUR RATE: 108.00 | LICENSE NO. [redacted] | KILOMETRES: 110,128 | COLOUR: BRONZE/

YEAR/MAKE/MODEL: 11/CHEVROLET TRUCK/EQUINOX/FWD 4DR 2 | DELIVERY DATE | DELIVERY KMS.

VEHICLE ID. NO.: 2CNALDEC6B6[redacted] | SELLING DEALER NO. | PRODUCTION DATE

F.T.E. NO. | P.O. NO. | R.O. DATE: 09/23/14 | IN SERVICE DATE

COMMENTS

LABOR & PARTS

# 1 25SNZ02	WIPER INOPERATIVE	HOURS: 1.40	TECH(S): 7264		170.80
COMPLAINT:	INSPECT CAUSE OF WIPERS INOPERATIVECUSTOMER CAN HEAR MOTOR R UNNING FOR THE WIPERS BUT WIPERS DO NOT WORK				
CAUSE:	WIPER TRANS KNUCKLE BROKEN.				
CORRECTION:	INSPECT WIPER OPERATION,CHECK SWITCH AND MOTOR.INSPECT RELATED WIRING.REMOVE WIPER COWL.REMOVE WIPER TRANS ASSEMBLY AND REPLACE.TRANSFER OLD MOTOR.				

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25948436	TRANS-WSW 101590	200.55	200.55
			JOB # 1 TOTAL PARTS		200.55
			JOB # 1 TOTAL LABOR & PARTS		371.35

# 2 09SNZWASH	VEHICLE WASH	HOURS: 0.00	TECH(S): 1520		INTERNAL
COMPLAINT:	COMPLIMENTARY VEHICLE WASH				
CORRECTION:	WASH COMPLETED - N/C TO CUSTOMER WE APPRECIATE YOUR BUSINESS				

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

# 3 09SNZRECALL	NO RECALLS	HOURS:	TECH(S): 7000		INTERNAL
COMPLAINT:	NO OUTSTANDING RECALLS AT THIS TIME				
CORRECTION:	CHECK FOR ANY OUTSTANDING RECALLS -- NONE AT THIS TIME				

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS

DROP OFF // 9874 //
AG

TAX SUMMARY

HST 48.28 R-103034864

HOURS OF OPERATION

MONDAY TO FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

LEGGAT COLLISION CENTRE & PAINT REPAIR
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NOTES

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OIL FILTERS, ENGINE OIL, GLYCOL, TRANSMISSION FLUID, ETC.

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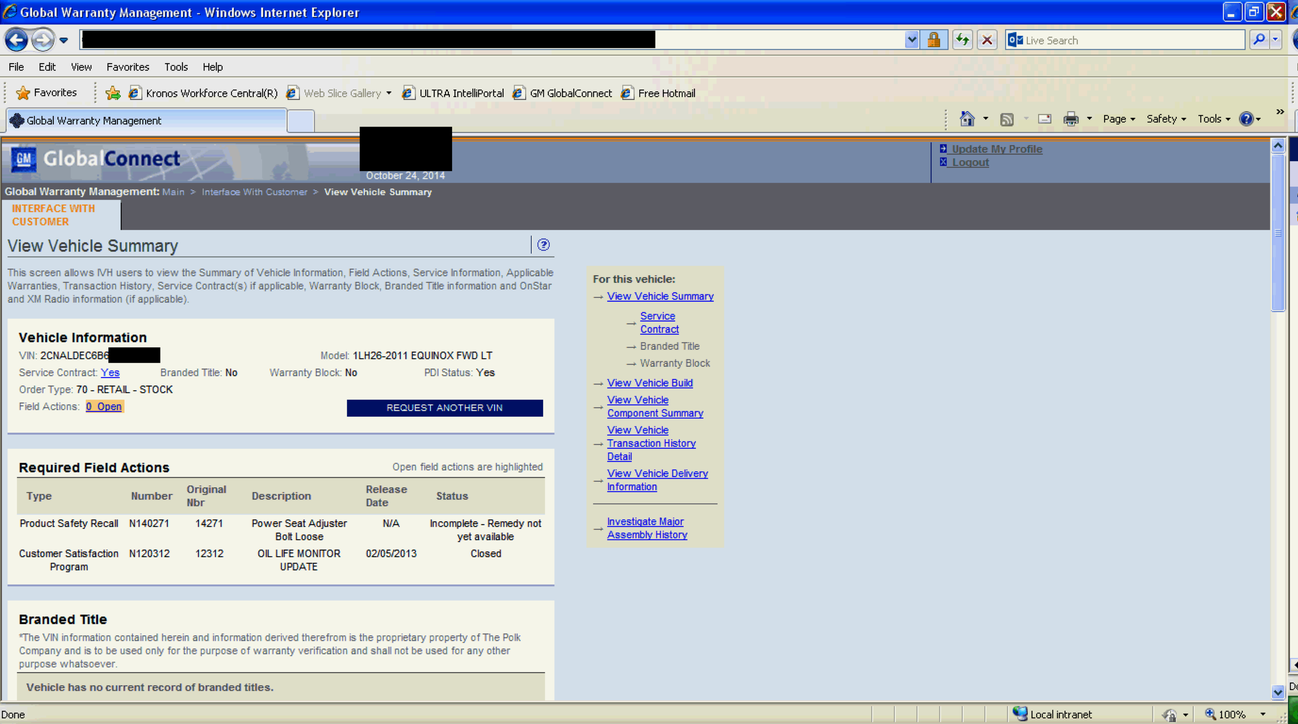
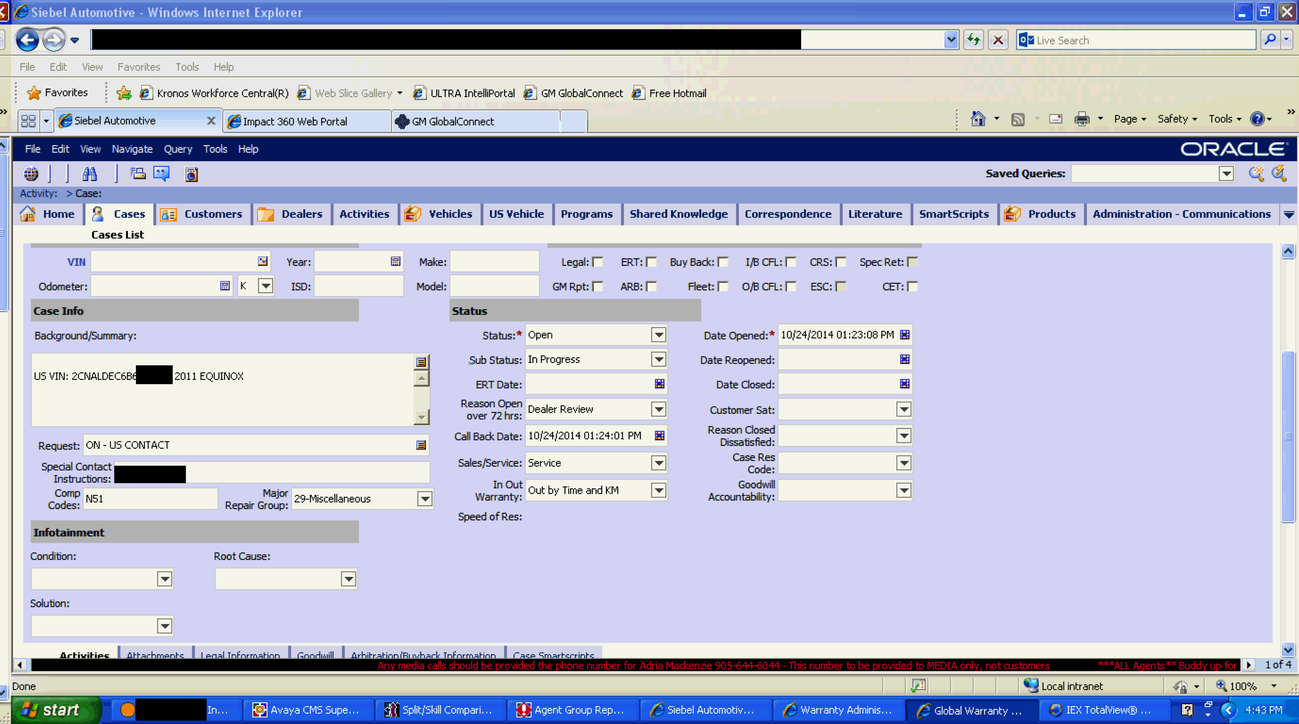

Global Warranty Management - Windows Internet Explorer
File Edit View Favorites Tools Help
Favorites
Kronos Workforce Central(R)
Web Slice Gallery
ULTRA IntelliPortal
GM GlobalConnect
Free Hotmail
Global Warranty Management
Page Safety Tools
GlobalConnect
October 24, 2014
Update My Profile
Logout
Global Warranty Management: Main > Interface With Customer > View Vehicle Summary
INTERFACE WITH CUSTOMER
View Vehicle Summary
This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).
Vehicle Information
VIN: 2CNALDEC6B6
Model: 1LH26-2011 EQUINOX FWD LT
Service Contract: Yes
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open
REQUEST ANOTHER VIN
Required Field Actions
Open field actions are highlighted
Type
Number
Original Nbr
Description
Release Date
Status
Product Safety Recall
N140271
14271
Power Seat Adjuster Bolt Loose
N/A
Incomplete - Remedy not yet available
Customer Satisfaction Program
N120312
12312
OIL LIFE MONITOR UPDATE
02/05/2013
Closed
Branded Title
*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.
Vehicle has no current record of branded titles.
For this vehicle:
View Vehicle Summary
Service Contract
Branded Title
Warranty Block
View Vehicle Build
View Vehicle Component Summary
View Vehicle Transaction History Detail
View Vehicle Delivery Information
Investigate Major Assembly History
Done
Local intranet
100%


Siebel Automotive - Windows Internet Explorer
File Edit View Favorites Tools Help
Favorites
Kronos Workforce Central(R)
Web Slice Gallery
ULTRA IntelliPortal
GM GlobalConnect
Free Hotmail
Siebel Automotive
Impact 360 Web Portal
GM GlobalConnect
Page Safety Tools
File Edit View Navigate Query Tools Help
ORACLE
Saved Queries:
Activity: > Case:
Home
Cases
Customers
Dealers
Activities
Vehicles
US Vehicle
Programs
Shared Knowledge
Correspondence
Literature
SmartScripts
Products
Administration - Communications
Cases List
VIN
Year:
Make:
Legal:
ERT:
Buy Back:
I/B CFL:
CRS:
Spec Ret:
Odometer:
K
ISD:
Model:
GM Rpt:
ARB:
Fleet:
O/B CFL:
ESC:
CET:
Case Info
Background/Summary:
US VIN: 2CNALDEC6B6 2011 EQUINOX
Request: ON - US CONTACT
Special Contact Instructions:
Comp Codes: N51
Major Repair Group: 29-Miscellaneous
Infotainment
Condition:
Root Cause:
Solution:
Status
Status:* Open
Sub Status: In Progress
ERT Date:
Reason Open over 72 hrs: Dealer Review
Call Back Date: 10/24/2014 01:24:01 PM
Sales/Service: Service
In Out Warranty: Out by Time and KM
Speed of Res:
Date Opened:* 10/24/2014 01:23:08 PM
Date Reopened:
Date Closed:
Customer Sat:
Reason Closed Dissatisfied:
Case Res Code:
Goodwill Accountability:
Activities
Attachments
Legal Information
Goodwill
Arbitration/Buyback Information
Case Smartscripts
Any media calls should be provided the phone number for Adria Mackenzie 905-644-6044 - This number to be provided to MEDIA only, not customers
***ALL Agents** Buddy up for
1 of 4
Done
Local intranet
100%
start
In...
Avaya CMS Supe...
Split/Skill Compari...
Agent Group Rep...
Siebel Automotiv...
Warranty Adminis...
Global Warranty ...
IEX TotalView® ...
4:43 PM

Please assign to a liaison with feedback to Arnaldo Magnotta (email below) and I.

If customer had cpo warranty we should reimburse the repair costs.

Sent from my Android phone using TouchDown (www.nitrodesk.com)

-----Original Message-----
From: Arnaldo Magnotta [arnaldo.magnotta@gm.com]
Received: Friday, 24 Oct 2014, 5:59PM
To: Aaron Charbonneau [aaron.charbonneau@gm.com]
CC: jessica.thom@cc.gm.ca [jessica.thom@cc.gm.ca]
Subject: FW: CBG Certified Pre-Owned Limited Warranty

Hi Aaron,

Another one came to me today. US customer who works in Canada. He purchased Certified Pre Owned, but program doesn't exist in Canada. Dealer had customer pay and now customer is looking for reimbursement.

Customer was referred to US by US CAC. Do you have a way to reimburse customer for expenses. Do not want to keep passing this customer back and forth.

Jessica is the team leader working on the case.

Let us know your thoughts,

Thanks,
Arnie

From: Routhier, Alain [mailto:alain.routhier@ally.com]
Sent: Friday, October 24, 2014 5:40 PM
To: Arnaldo Magnotta; Ester Bucci
Cc: Rick Little; jessica.thom@cc.gm.ca
Subject: RE: CBG Certified Pre-Owned Limited Warranty

Hi Arnie,

No, this program doesn't exist in Canada, this is an offering that is included as part of the U.S. Chevrolet, Buick GMC Certified Pre-Owned program (excludes Cadillac) where they offer 24 months/24,000 miles of no charge maintenance (maximum 4 Lube, Oil Filters). The program provides coverage for the Lube, Oil & Filter, plus the Tire Rotation and MPVI - HOWEVER only the LOF is covered by GM Certified Pre-Owned program. The dealers absorb the cost of the Tire Rotation and MPVI if memory serves me right,

as the service visit does provide the dealer with increased retention and an opportunity to sell other products/services that may be required on the vehicle.

I really couldn't say if this should be honored or not in Canada, however, it is handled internally through U.S. GM warranty department.

Alain

From: Arnaldo Magnotta [mailto:arnaldo.magnotta@gm.com]
Sent: Friday, October 24, 2014 4:58 PM
To: Ester Bucci; Routhier, Alain
Cc: Rick Little; jessica.thom@cc.gm.ca<mailto:jessica.thom@cc.gm.ca>
Subject: FW: CBG Certified Pre-Owned Limited Warranty

Ester/Alain,

Not sure if your teams can help with this?

We have a US customer being directed to US who works in Canada. He purchased a used vehicle in the US with a Certified PO Maintanence and Warranty Plan. Looking for reimbursement from Leggat in Canada?

Do we have this program here?

Please let me know,

Thanks,
Arnie

[cid:image001.png@[redacted]

From: Jessica.Thom@cc.gm.ca<mailto:Jessica.Thom@cc.gm.ca> [mailto:Jessica.Thom@cc.gm.ca]
Sent: Friday, October 24, 2014 4:48 PM
To: Arnaldo Magnotta
Subject: CBG Certified Pre-Owned Limited Warranty

Hi Arnie.

As per our discussion can you please look into this for me and advise whether this warranty is to be honoured here in Canada or is only valid in the US.

[cid:image002.gif@[redacted]
Thanks,

Jessica

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

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

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Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
OnStar Status: Inactive
XM Equipped: Y
XM Radio ID: 7H31B24L
XM Status: Active
OnStar Vehicle Diagnostics: N
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 12313	02/25/2011	21 KM	02/25/2021	193,021 KM
	Emission Select Component Ltd Wty	02/25/2011	21 KM	02/25/2019	130,021 KM
	Emission Select State Component Ltd Wty	02/25/2011	21 KM	02/25/2018	112,021 KM
	Bumper to Bumper Limited Warranty	02/25/2011	21 KM	02/25/2014	60,021 KM
	Powertrain Limited Warranty	02/25/2011	21 KM	02/25/2016	160,021 KM
	Corrosion Limited Warranty	02/25/2011	21 KM	02/25/2017	160,021 KM
	Standard CBG CPO Maintenance Plan	04/30/2013	29,402 KM	04/30/2015	77,402 KM
	CBG Certified Pre-Owned Limited Warranty	02/25/2011	21 KM	02/25/2015	76,821 KM
	Emission Limited Warranty	02/25/2011	21 KM	02/25/2014	80,021 KM

Service Contract

Policy Number: [redacted]
Owner: KUHNS

Description: GMPP Smart Care
Deductible Amount: 0.00
Effective Date: 10/01/2012
Expiration Date: 10/01/2013
Effective Odometer: 22021 KM
Expiration Odometer: 37021 KM
Daily Rental Limit: 0.00

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/28/2013	[redacted]	ZP50 Regular		0600262 Roadside	51,000 KM

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2GNFLNEK6D6[redacted]	Repairs are all complete
	Mileage now: 70000 mi	Vehicle is currently operable & can be driven

Key Points

[redacted] Cust Sts is inquiring about a recall on his vehicle because his windshield wiper totally quit working. Customer is seeking repair reimbursement. Customer went to the dealership to fix the vehicle issue. He spoke with Mr. Croteau the PCEM and handed off the customer for further assistance about the vehicle issue. Customer states the vehicles windshield wipers has been repaired. Customer states the bill is $228.00.

His daughter was driving her infant to Childrens hospital at the time the wipers stopped functioning during a heavy rain. The stated troopers assisted her.

Customer seeks reimbursement.

CRS Adv The Customer Experience Manager will call you in 24-48 hours. They will be your main point of contact. They will deliver the final resolution. I will be working with them behind the scenes. You are in great hands with Don and Dave.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2013 Chevrolet Equinox, 1996 Oldsmobile Achieva

Reference

CAC SR#: 71[redacted]

CAC advisor: Lachele--> (866) 790-5600 , Ext # 31540

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2GNALBEK3D6[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 48600 mi	Vehicle is currently operable & can be driven

Key Points

Customer states vehicle is currently at the dealership, windshield wipers went out on him in the middle of a storm. Just purchased vehicle should not have to pay $658 for a repair so soon. Advised by Service Advisor that it's due to a broken Linkage. Purchased vehicle at Hawks Chevrolet, moved and decided to go to Bill Jacobs. The service advisor listened to my concerns but acted as if he didn't really want to. Was even thinking about purchasing a Malibu but due to the treatment decided against it. Kind of screwed because I'm going out of town in a few days for work and I need my vehicle. Customer seeks cost assistance, CRS advised I will have to send case over to the CEM at dealership for further review. After review CEM will reach out to you within 24-48 business hours with resolution. Will let CEM know how urgent this is for you.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 1 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2013 Chevrolet Equinox, 1992 Chevrolet C/K Pickup

Reference

CAC SR#: 71-[redacted]

CAC advisor: Hattie--> (866) 790-5700, Ext # 31537

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

November 4, 2021

[redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2012 Chevrolet Equinox.

This offer is valid towards one service visit on VIN 2GNFLGEK8C6[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Customer

[redacted]

Vehicle

2013 Chevrolet Equinox
2GNALDEK5D[redacted]
Mileage now: 42000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are all complete
Vehicle is currently operable & can be driven

Key Points

CST sts: That the windshield transmission is out and they had it repaired. Cost was $360.

CST sks: Cost assistance.

CSR adv: That I will reach out to the dealership and start the process and the CEM Ron Miller will be the main point of contact during this process and he will be contacting you within 24-48 business hours.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 9 GM vehicles purchased (verified) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2013 Equinox, 2013 Equinox, 2011 Silverado, 2007 Silverado HD Classic, 2005 Trailblazer, 1998 Blazer

Reference

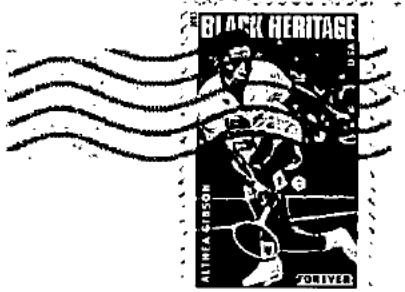
CAC SR#: 71[redacted]
CAC advisor: Marcus McMillan--> (866) 790-5600 , Ext # 31549

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

[redacted]

CHARLESTON WV 25

30 JAN 2015 PM 4 L



Chevrolet Customer Assistance Center
P.O. Box 33136
Detroit, MI
48232-5136

RECEIVED FEB 04 2015

48232513636

January 28,2015

GM Motor Company

300 Renaissance Center

Detroit, Michigan 48265

Dear Sirs,

I am writing to you after an exhausting two days of dealing with your complaint department. I called the first day to discuss the issue I had with my 2013 Equinox .

File # 71-[redacted]

I did speak with them and was told that someone would call me back in 24hrs, that did not happen. I phoned again and finally reached someone , and the response was , your car is over the warranty time frame. I knew that before I called.

My windshield wipers would not work at all. They had been perfectly fine the last time I had used them, there were no warnings such as a fuse that blew or anything. The next time I tried to use them they did not work.

My husband took the car to the Chevrolet dealer close to our home as he was afraid to drive very far in case it would begin to rain. They stated that it was the transmission in the wiper assembly that was bad. He was charged $ 360.00 to repair. My concern was and is how a part that would be used only intermittently would have to be replaced at 42,000 miles. I understand normal wear and tear

but I am still not comfortable with the answer from your department that it could be expected to be replaced. If you have no confidence in your vehicle that something so out of the box such as this happens, then what else should I be expected to think may need repaired. I understand I am over my miles for

warranty but again I stress this is not a part that you would think was from wear and tear. I am very disappointed in the response which sounded like a script being read. What I heard was "Sorry , you just got a lemon."

I know to you this is just a minor issue, but I am a nurse and in my world there are no minor issues. I would hope in your world customer satisfaction is a major issue. I feel some compensation would be appreciated. The person I talked to made it clear there would be no re imbursement . I was not asked , but I felt a compromise such as ,you cover the part and me the labor, or oil changes for a year, some good faith compensation extended would help. I have had many GM products over the years and have had very good service. The only time I have reached out is this and I would appreciate some attention to this matter. Every time I have purchased a car , they have always ask me , "We want you to be happy, is everything good". Is that only when you purchase a vehicle or anytime?

[redacted]

Phone work: [redacted]

[4:38:16 PM] Connecting…A live chat agent is now entering the chat.

[4:38:16 PM] Caller English

System:

[4:38:16 PM] Welcome to chat.

James:

[4:38:22 PM] Thank you for contacting GM customer assistance, my name is James. To better assist you may I please have your full name, vehicle VIN, and vehicle mileage?

[redacted]:

[4:39:12 PM] Hi, I have an issue with my Equinox. My name is [redacted] the vin is 2cnfleec8b6[redacted]

James:

[4:40:24 PM] Thanks for chatting in today[redacted]. I'm sorry to hear your having an issue with your vehicle. Have you already taken it in to a Chevy dealer to have this issue diagnosed?

[redacted]

[4:40:50 PM] No it just happened and it sunday, their not open today

[redacted]:

[4:41:11 PM] This is the second time for a similar issue

James:

[4:41:42 PM] I'm sorry to hear that, however, this chat does not have the ability to diagnose or repair vehicles. How may I assist you with this issue?

James:

[4:44:04 PM] I hope I did not lose you. If I do not hear back from you within the next 2 minutes, this chat will be automatically disconnected to protect your privacy.

[redacted]

[4:44:23 PM] First in august I was driving home from the beach with my family in the car in a rain storm and the wipers broke. I argued with GM to cover it, which the dealer eventually did. The transmission on the wiper needed replaced. Now today, 6 months later I am driving again with my kids in the car and the wipers broke. The one on the driver side extended off the windshield.

[redacted]

[4:45:05 PM] I'm very frustrated, with this car. I feel this should be warranted from the previous fix.

James:

[4:46:09 PM] You will need to have this diagnosed by your local dealership. Unfortunately, there is nothing this chat can assist you with until after you have been to the dealership and had this diagnosed.

[redacted]

[4:48:08 PM] I called the closed dealership, hopefully they will call be back tomorrow. I feel because its the same issue for a 2nd time (almost lemon law) it should be warrantied.

James:

[4:49:40 PM] I'm sorry you feel that way [redacted] I strongly encourage you to visit the dealership as soon as they are open so you can get this matter resolved.

[redacted]:

[4:49:46 PM] Last time I had to file with the BBB, I don't want to go through all that again. I just want my car fixed to be safe.

James:

[4:51:05 PM] I understand.

James:

[4:51:19 PM] Is there anything else I can assist you with today?

[redacted]:

[4:52:02 PM] I feel I shouldn't be responsible to pay for a diagnosis.

James:

[4:53:50 PM] I'm sorry you feel that way but that is something you will need to speak with the dealership about, because they are independently owned and operated. I also want to let you know you have a recall on your vehicle. It is: 14271 POWER HEIGHT ADJUSTABLE DRIVER AND PASSENGER FRONT SEATS. When you take your vehicle into be looked at you can speak with them about repairing this recall.

[redacted]

[4:55:32 PM] I know the recall, last time GM set up the diagnosis and waved or paid the fee. I wont pay, this is the second with the wipers, I had kids in the car both times.

[redacted]

[4:56:06 PM] Did GM wave the fee last time because the BBB was involved?

James:

[4:57:03 PM] I understand that but this chat can not wave a second fee for you. Typically the dealership will roll the diagnoses fee into the cost of the repair for you.

[redacted]

[4:58:38 PM] I'm not paying for a repair either. This is not a typical thing to happen, let alone happen twice. I guess I got to file a BBB claim.

James:

[5:00:38 PM] I'm very sorry you feel that way, but I understand if you need to take this in that direction. Is there anything else I can assist you with today.

[redacted]

[5:02:04 PM] Obviously you can not do anything for me, this just solidifies that I will never by a GM again.

James:

[5:05:01 PM] Please remember [redacted] as I explained earlier in this chat you need to start by getting the vehicle diagnosed before we can assist you with anything.I am also sorry you feel that way based on your current situation. General Motors takes comments like this very seriously, and I have documented your concern along with your comments in the case file. General Motors relies heavily on loyal customers and I hope one day we may be given the opportunity to earn your business again.

[redacted]

[5:06:01 PM] Earning my business would include fixing my car.

James:

[5:08:12 PM] Unfortunately, I am not able or equipped to diagnose or repair your vehicle through this chat. In this situation we like to partner customers with our dealerships who are our eyes and ears and in the best position to assist you with this.

[redacted]

[5:08:54 PM] I called the same dealership that fixed this problem 6 months ao.

James:

[5:10:07 PM] Do you need assistance getting that or another dealership contact information to have this issue repaired?

[redacted]

[5:10:37 PM] I left a message at [redacted].

James:

[5:11:37 PM] Fantastic! They should get back with you tomorrow. Is there anything else I can assist you with today [redacted]?

[redacted]

[5:13:10 PM] I called the dealership, contacted you and filed a BBB/lemon law complaint. I refuse to pay, this is a safety issue I have kids that were in the car with me twice now when this happened. All I want is a SAFE and RELIABLE car!

James:

[5:15:50 PM] I'm glad I could assist you today in providing you with the proper steps in which to get this safety issue resolved as soon as possible. Because you have no other questions for me today I will be ending this chat. Have a wonderful evening.

[5:16:01 PM] You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2011 Chevrolet Equinox	A GM Dealer has diagnosed the current concern
[redacted]	2CNFLEEC4B6[redacted]	Repairs are in-progress (vehicle is in shop now)
Call anytime	Mileage now: 72000 mi	Vehicle is currently operable & can be driven

Key Points

Customer states she took her vehicle to the dealership for service diagnosed to replace the windshield wiper transmitter at $238.76.
Customer seeks cost assistance on the repair.
I advised the customer that the CE Manager will be your primary point of contact. The CE Manager will deliver the resolution within 24 to 48 business hours.
Randy/CAC/WMI/T2

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

Additional key points

This customer has purchased these GM vehicles (verified): 2CNFLEEC4B6[redacted] 2011 CHEVROLET EQUINOX

Reference

CAC SR#: 71[redacted]
CAC advisor: Randy--> (866) 790-5700, Ext # 41608

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [8:28:15 AM]:

Welcome to chat.

Julia [8:28:25 AM]:

Thank you for contacting Chevrolet. My name is Julia, how may I assist you today?

Julia [8:31:06 AM]:

Is anyone there?

[redacted] [8:32:11 AM]:

Good morning, I just want to tell you about what happened to me yesterday in my 2011 Equinox. I was traveling on an interstate in a very hard rainstorm. I was in the passing lane with heavy traffic early in the morning. All of a sudden my windshield wipers stopped working. This situation could have caused a 20 car pileup as I had to drive blind to get onto the berm of the road. I did not stop shaking due to the horror of what might have happened. I had to wait until the rain stopped to continue on and go to the local dealer in Wexford Pa where they fixed my car immediately without an appointment. While I was waiting I found this is a common problem on Google

Julia [8:33:57 AM]:

I'm so sorry to hear about that Debra. I'm glad to hear the dealership was able to promptly work on your vehicle concern, I would be able to document your concern with the vehicle. May I please have the VIN and estimated mileage?

[redacted] [8:34:08 AM]:

Is there anyone there??

Julia [8:34:23 AM]:

I'm so sorry to hear about that [redacted]. I'm glad to hear the dealership was able to promptly work on your vehicle concern, I would be able to document your concern with the vehicle. May I please have the VIN and estimated mileage?

[redacted] 8:34:52 AM]:

I will be there in just a moment. I need to get that info.

Julia [8:35:53 AM]:

Take your time ma'am.

[redacted] [8:36:41 AM]:

2CNFLGE55B6[redacted] MILAGE 76715

Julia [8:37:43 AM]:

Thank you, I have documented your concern and your case number from our conversation today is 71-[redacted]

[redacted] [8:38:06 AM]:

This required a Windshield wiper transmission assembly

Julia [8:39:33 AM]:

I would be able to note that in your case as well. I do apologize about the cost of an unexpected repair.

[redacted]:41:01 AM]:

Thanks for your response. I like my car but I feel this situation could have ended up being a very bad situation. The cost is not the issue. The dealer was wonderful at getting this fixed in a timely situation. This was Baierl Chevrolet in Wexford Pa and they were great for helping me out.

Julia [8:42:44 AM]:

My pleasure ma'am. Once again, I do apologize that this experience happened to you.

Caller [redacted] left the call.

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

[redacted]
Call Before 9:30 am-After 6:00pm

Vehicle
2013 Chevrolet Equinox
2GNFLEEK7D6[redacted]
Mileage now: 44846 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

Customer states that he is experiencing a popping noise from his amplifier and has replaced it twice. Took to the dealership and had to pay for the diagnosis $106. Customer then noticed the popping sound again and took the vehicle back to the dealership and was told that the 07 amplifier should have been replaced with an 09 verison. Customer is seeking a reimbursement of the diagnosis and the 09 amplifier to be put into his vehicle.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 1 time(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2013 Chevrolet Equinox

Reference

CAC SR#: 71[redacted]
CAC advisor: Brendalyn Washington--> (866) 790-5600 , Ext # 31569

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Howell, Rosa (NHTSA)

From: Sarah Demery (C)
Sent: Monday, April 20, 2015 4:53 PM
To: 'dthompson@lakecountrychevy.com'
Subject: Customer [redacted] , 2CNALDEC5B6[redacted] 2011 Equinox

Hi David:

Just want to let you know that the attached customer is coming in tomorrow to have her windshield wipers looked at. Her windshield wipers do not work, although she is able to use her windshield wiper fluid.

I am authorizing one hour of diagnostic fee waived. The code is 0600108. She has a 2011 Equinox with about 50,000 miles on it.

I will follow up with you Wednesday regarding the customer.

Thanks,

Sarah Demery
General Motors
Executive Assistant
Ph: 855-880-1500 ext 21577
Email: sarah.demery@gm.com

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2013 GMC Terrain	A GM Dealer has diagnosed the current concern
[redacted]	2GKALSEK5D6[redacted]	Repairs are all complete
Call ASAP	Mileage now: 56000 mi	Vehicle is currently operable & can be driven

Key Points

Customer stated: Wife's windshield wiper blades stopped working. Vehicle out of warranty. Wiper transmission retainer was broken. Dealer repaired; customer paid. Customer does not believe that this repair should have been necessary with the age of vehicle. He believes that the failure was due to poor quality. Customer seeks reimbursement or goodwill.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): Terrain

Reference

CAC SR#: 71-[redacted]

CAC advisor: Dawn McCloud--> (866) 790-5600 , Ext # 31533

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

-----Original Message-----
From: [redacted]
Sent: Tuesday, May 26, 2015 4:34 PM
To: Mary T. Barra
Subject: Faulty windshield wiper motor

Hello
I have been on the phone with customer service in regards to my 2013 Gm terrain. I was driving down the street and all of a sudden my windshield wipers stopped and I swerved and almost was in an accident with my [redacted] year old son in the car. The dealership told me I was responsible for the cost because of my mileage. I understand I am over my miles but this is not a wear and tear issue this is a electrical problem. Also a few months ago I was driving on the freeway and my car simply cut off. I take it to the dealership they fixed the engine problem and stated we apologize because this issue should have been rectified before. Nonetheless here I am again same dealership different problem and can't get help. I am at my end with this vehicle and can't get assistance. The only thing Gm has told me they would credit me 100 dollars for a 500 dollar repair. My truck was brand new when I got it and I have had several issues with it. I am a single parent and trying to just have a safe vehicle for my son and I to get back and forth to school and work. I feel as if Gm has let me down as a company. This issue of it had been my wiper blades or some of that I would take full responsibility because it is wear and tear but a wiper motor just because of my mileage does not mean the wipers was on every second I was in the car and every mile driven. I have been in dangerous situations in the this car two times and feel as though Gm needs to take responsibility for this. I have had other Gm cars and nothing like this and I have had in excess of 100,000 miles. Gm doesn't want to take responsibility of this but I honestly feel as though I have purchased a lemon. Any feedback on this situation is appreciated.
Thanks in advance.
[redacted]
[redacted]

[redacted]

[redacted]
ATTORNEY GENERAL

[redacted]

Office of The Attorney General
State of Connecticut

[redacted]

May 19, 2015

[redacted]

RE: Complaint by [redacted] against your client, General Motors
PI # [redacted]

Dear Attorney [redacted]

The Consumer Protection Department of the Office of the Attorney General received a consumer complaint involving your client, General Motors. We would appreciate your review and response to the complaint, as well as any suggestions for a potential amicable resolution. Kindly respond to the complaint within ten (10) business days of receipt of this letter; please be sure to provide a copy of your response to the complainant.

Please include copies of any substantiating documents which relate to this complaint with your response to this office and to the complainant. If the matter has been resolved, please provide us with written confirmation. All communications must be in writing. We look forward to receiving your response, and take this opportunity to thank you for your time and attention to this matter.

Very truly yours,

[redacted]
Assistant Attorney General

[redacted]

Enclosure

[redacted]

April 29, 2015

General Motors Company
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Copy

Cc [redacted]
Cc: Attorney [redacted]

Re: 2011 Chevrolet Equinox
VIN#: 2CNFLNE52B[redacted]

To Whom It May Concern:

I am writing this letter to convey the unacceptable amount of repairs I have endured on the above mentioned vehicle, one of which nearly killed me on April 20th, 2015. This could have been a much worse letter.

My most recent incident has me really concerned for the quality of this car and my safety. This occurred on April 20, 2015 when I was nearly killed and could have killed other people.

I was driving home from work in a very bad rain storm on Route 9 in Newington CT going southbound (please check the weather for that day around 5:10pm). This is a highway where cars were travelling probably between 50 – 60 miles per hour during rush hour traffic, when the windshield wipers just stopped working. I was driving blind down a major highway in poor weather conditions. I was lucky enough to barely find the breakdown lane while falling off the road periodically as I could not see where the roadside was. I slowly worked my way on to the exit 29 ramp so I could sit until help arrived.

This is not acceptable. I have bought many new cars and I have never had windshield wipers stop working like that. Jackson Chevrolet in Middletown, CT had to replace the motor. This motor should not have had to be replaced on a car that is 4 years old with 81,000 miles on it. Something was defective.

Over the course of 4 months I have replaced the heating mechanism that controls the direction of the heater (12/15/14), the throttle body (1/29/15), and most recently my windshield wiper motor (4/20/15). I have attached copies of the invoices from Jackson Chevrolet who have made the repairs.

The first incident with the heating was discovered during a cold winter morning as I was driving to work and the car's defroster was not providing any heat to clear the window. I had to continue to wipe the inside of the window to even be able to see and drive with the windows open in sub degree weather.

The second incident occurred also while I was driving to work on Route 66 in East Hampton, CT when the car just started hesitating and not driving properly. I immediately had to find a safe place to pull off so as not to cause an accident and called On-Star. They performed a diagnostic test and said there was definitely something wrong and to proceed to the closest Chevrolet dealer immediately. It was determined by Jackson Chevrolet they had to replace the throttle body. I don't understand how something like that can break in only 4 years of owning the car and it was a real safety concern.

I am requesting that GM replace this car and reimburse me for the repairs I have endured, which total $1,539.51. I am very scared to keep driving this car and it is very stressful, especially since this latest episode with the wipers almost killed me. I feel this car is poorly built and is experiencing unusual repairs that are putting me in harm's way.

Please respond immediately as to how we will proceed with this request. I can be reached at [redacted].

Sincerely,

[redacted]

Jackson CHEVROLET
www.jacksonchevrolet.com

660 S. Main Street
Middletown, CT 06457
(860) 346-9655
Fax: (860) 346-2894

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Mon, Tues, Wed & Fri
7:00 a.m. to 7:00 p.m. Thur
8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
12/15/14	[redacted]
R/O Close Date	**Status**
12/17/14	Reprint
Mileage In	**Mileage Out**
75576	75576
Service Advisor / Tag #	
PETER R/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		2CNFLNE52B6[redacted]
	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 51C: BODY ELECTRICAL	
CUSTOMER STATE HEATER NOT CHANGING MODES	
Work performed by 104(104) 3.00hrs @ 105.00	315.00
Installed 25952814 :SL-N-ACTUATOR (09280-CT) 1@40.44	40.44
Sub Total: Labor: 315.00 Parts: 40.44 Total: 355.44	
CHECKED FOR HVAC DIAGNOSTIC TROUBLE CODES(NONE)	
CHECKED FOR BULLITINS(NONE) UPDATED DATED HVAC	
CONTROL SOFTWARE(STILL NO MODE CHANGE) CHECKED	
AND FOUND CONTROL COMAND GOOD AND ACTUAL DATA	
GOOD BUT NO ACTUATOR MOVEMENT. REMOVED CONTROL	
AND CHECKED CIRCUITS 2275,598,119 AND 2273(OK)	
REMOVED LOWER DASH PANEL, VCIM AND BRACKET.	
REPLACED ACTUATOR AND TESTED(MODE CHANGE NOW)	
REASSEMBLED ALL TRIM AND MODULES	
#2 - MR 70CVZ06: JACKSON CHEVROLET COURTESY TRANSPORTATION	
Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	315.00
PARTS	40.44
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.21
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	22.73
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	379.38
Visa/MC Service	379.30

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DEALERTRACK SYSTEMS INC. - DEALERTRACK Service Group (800)615-1979

Jackson CHEVROLET
www.jacksonchevrolet.com

660 S. Main Street
Middletown, CT 06457
(860) 346-9655
Fax: (860) 346-2894

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Mon, Tues, Wed & Fri
7:00 a.m. to 7:00 p.m. Thur
8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
1/29/15	
R/O Close Date	Status
1/31/15	Reprint
Mileage In	Mileage Out
77427	77439
Service Advisor / Tag #	
TOM B/	

	Work Phone	Vehicle Identification Number
		2CNFLNE52B6
	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 10C: DRIVEABILITY	
CUSTOMER STATES SES LIGHT ON RUNS ROUGH	
Caused by	
CHECK ENGINE LIGHT IS ON,P2135 HAS SET FOR	
TPS SENSOR,INSTALL NEW TBI,RELEARN IDLE,	
ROAD TEST 9 MILES,OK.	
Work performed by 186(186) 1.70hrs @ 105.00	178.50
Installed 12616994 :SL-N-BODY (03335-BCKT) 1@285.90	285.90
Installed 12634371 :SL-N-GASKET (03336-BCKT) 1@8.36	8.36
Sub Total: Labor: 178.50 Parts: 294.26 Total: 472.76	
#2 - MR 00DEXOS: PERFORM DEXOS LUBE OIL FILTER SERVICE SET TIRE	
Caused by	
LOF REQUEST.	
Work performed by 186(186) 0.40hrs	10.57
Kit: DX63: DEXOS 6 QT OIL & FILTER	32.93
Installed 19293000 :DEXOS1 OIL	
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	
Sub Total: Labor: 10.57 Parts: 32.93 Total: 43.50	
LOF,CHECK ALL FLUID LEVELS,CHECK ALL LIGHTS,	
SET TIRES TO 35 PSI,AIR FILTER AND BELT LOOK	
GOOD,RESET OIL LIFE MONITOR,PERFORM MULTI	
POINT INSPECTION.	
#3 - MR 14271: POWER SEAT HEIGHT ADJUSTER BOLT REPLACEMENT	
Caused by	
RECALL 14271.	
Corrected by 9100787: (0090) (90	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Jackson CHEVROLET
www.jacksonchevrolet.com

660 S. Main Street
Middletown, CT 06457
(860) 346-9655
Fax: (860) 346-2894

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Mon, Tues, Wed & Fri
7:00 a.m. to 7:00 p.m. Thur
8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
1/29/15	[redacted]
R/O Close Date	Status
1/31/15	Reprint
Mileage In	Mileage Out
77427	77439
Service Advisor / Tag #	
TOM B/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	2CNFLNE52B6[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Work performed by 186(186)	0.40hrs	Warranty
Installed 23278155 :N-ATTACHMENT KIT (11561-BCKT)	Qty: 1	Warranty
INSTALL BOLT ,WASHER AND NUT IN DRIVERS SEAT		
TORQUE TO SPEC.		
#4 * MR 02FAI: PERFORM FUEL AND AIR INDUCTION CLEANING WITH		
Caused by		
P0300 HAS SET.		
Work performed by 186(186)	1.50hrs	130.95
Installed K28 :AIT INDUCTION SERVICE	1@63.02	63.02
RUN TOP ENGINE CLEANER THROW INTAKE,SET ONE		
HOUR,ROAD TEST 3 MILES,OK. ADD 44K TO TANK.		

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LABOR	320.02
PARTS	390.21
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	45.28
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	756.50
Visa/MC Service	756.38

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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7:00 a.m. to 7:00 p.m. Thur
8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
12/15/14	[redacted]
R/O Close Date	Status
12/17/14	Reprint
Mileage In	Mileage Out
75576	75576
Service Advisor / Tag #	
PETER R/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	2CNFLNE52B6[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 51C: BODY ELECTRICAL	
CUSTOMER STATE HEATER NOT CHANGING MODES	
Work performed by 104(104) 3.00hrs @ 105.00	315.00
Installed 25952814 :SL-N-ACTUATOR (09280-CT) 1@40.44	40.44
Sub Total: Labor: 315.00 Parts: 40.44 Total: 355.44	
CHECKED FOR HVAC DIAGNOSTIC TROUBLE CODES(NONE)	
CHECKED FOR BULLITINS(NONE) UPDATED DATED HVAC	
CONTROL SOFTWARE(STILL NO MODE CHANGE) CHECKED	
AND FOUND CONTROL COMAND GOOD AND ACTUAL DATA	
GOOD BUT NO ACTUATOR MOVEMENT. REMOVED CONTROL	
AND CHECKED CIRCUITS 2275,598,119 AND 2273(OK)	
REMOVED LOWER DASH PANEL, VCIM AND BRACKET.	
REPLACED ACTUATOR AND TESTED(MODE CHANGE NOW)	
REASSEMBLED ALL TRIM AND MODULES	
#2 - MR 70CVZ06: JACKSON CHEVROLET COURTESY TRANSPORTATION	
Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	315.00
PARTS	40.44
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.21
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	22.73
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	379.38
Visa/MC Service	379.30

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CERTIFIED MAIL™

1000

48232

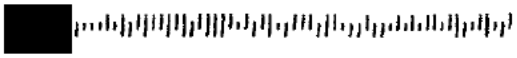
U.S. POSTAGE
PAID
WEST HARTFORD, CT
06117
APR 29, 15
AMOUNT
$6.70
R2304E106718-21

RETURN RECEIPT
REQUESTED

General Motors Company
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED MAY 05 2015

48232$5170



[redacted]

April 29, 2015

General Motors Company
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Cc: [redacted]
Cc:

Re: 2011 Chevrolet Equinox
VIN#: 2CNFLNE52B6[redacted]

To Whom It May Concern:

I am writing this letter to convey the unacceptable amount of repairs I have endured on the above mentioned vehicle, one of which nearly killed me on April 20th, 2015. This could have been a much worse letter.

My most recent incident has me really concerned for the quality of this car and my safety. This occurred on April 20, 2015 when I was nearly killed and could have killed other people.

I was driving home from work in a very bad rain storm on Route 9 in Newington CT going southbound (please check the weather for that day around 5:10pm). This is a highway where cars were travelling probably between 50 – 60 miles per hour during rush hour traffic, when the windshield wipers just stopped working. I was driving blind down a major highway in poor weather conditions. I was lucky enough to barely find the breakdown lane while falling off the road periodically as I could not see where the roadside was. I slowly worked my way on to the exit 29 ramp so I could sit until help arrived.

This is not acceptable. I have bought many new cars and I have never had windshield wipers stop working like that. Jackson Chevrolet in Middletown, CT had to replace the motor. This motor should not have had to be replaced on a car that is 4 years old with 81,000 miles on it. Something was defective.

Over the course of 4 months I have replaced the heating mechanism that controls the direction of the heater (12/15/14), the throttle body (1/29/15), and most recently my windshield wiper motor (4/20/15). I have attached copies of the invoices from Jackson Chevrolet who have made the repairs.

The first incident with the heating was discovered during a cold winter morning as I was driving to work and the car's defroster was not providing any heat to clear the window. I had to continue to wipe the inside of the window to even be able to see and drive with the windows open in sub degree weather.

The second incident occurred also while I was driving to work on Route 66 in East Hampton, CT when the car just started hesitating and not driving properly. I immediately had to find a safe place to pull off so as not to cause an accident and called On-Star. They performed a diagnostic test and said there was definitely something wrong and to proceed to the closest Chevrolet dealer immediately. It was determined by Jackson Chevrolet they had to replace the throttle body. I don't understand how something like that can break in only 4 years of owning the car and it was a real safety concern.

I am requesting that GM replace this car and reimburse me for the repairs I have endured, which total $1,539.51. I am very scared to keep driving this car and it is very stressful, especially since this latest episode with the wipers almost killed me. I feel this car is poorly built and is experiencing unusual repairs that are putting me in harm's way.

Please respond immediately as to how we will proceed with this request. I can be reached at [redacted]

[redacted]

Jackson CHEVROLET

www.jacksonchevrolet.com

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Middletown, CT 06457
(860) 346-9655
Fax: (860) 346-2894

SERVICE DEPARTMENT HOURS
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8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
12/15/14	[redacted]
R/O Close Date	Status
12/17/14	Reprint
Mileage In	Mileage Out
75576	75576
Service Advisor / Tag #	
PETER R/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		2CNFLNE52B6[redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 51C: BODY ELECTRICAL	
CUSTOMER STATE HEATER NOT CHANGING MODES	
Work performed by 104(104) 3.00hrs @ 105.00	315.00
Installed 25952814 :SL-N-ACTUATOR (09280-CT) 1@40.44	40.44
Sub Total: Labor: 315.00 Parts: 40.44 Total: 355.44	
CHECKED FOR HVAC DIAGNOSTIC TROUBLE CODES(NONE)	
CHECKED FOR BULLITINS(NONE) UPDATED DATED HVAC	
CONTROL SOFTWARE(STILL NO MODE CHANGE) CHECKED	
AND FOUND CONTROL COMAND GOOD AND ACTUAL DATA	
GOOD BUT NO ACTUATOR MOVEMENT. REMOVED CONTROL	
AND CHECKED CIRCUITS 2275,598,119 AND 2273(OK)	
REMOVED LOWER DASH PANEL, VCIM AND BRACKET.	
REPLACED ACTUATOR AND TESTED(MODE CHANGE NOW)	
REASSEMBLED ALL TRIM AND MODULES	
#2 - MR 70CVZ06: JACKSON CHEVROLET COURTESY TRANSPORTATION	
Sub Total: Labor: .00 Parts: .00 Total: .00	

COPY

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LABOR	315.00
PARTS	40.44
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.21
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	22.73
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	379.38
Visa/MC Service	379.30

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
1/29/15	[redacted]
R/O Close Date	
1/31/15	Reprint
Mileage In	**Mileage Out**
77427	77439
Service Advisor / Tag #	
TOM B/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	2CNFLNE52B6[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 10C: DRIVEABILITY	
CUSTOMER STATES SES LIGHT ON RUNS ROUGH	
Caused by	
CHECK ENGINE LIGHT IS ON,P2135 HAS SET FOR TPS SENSOR,INSTALL NEW TBI,RELEARN IDLE, ROAD TEST 9 MILES,OK.	
Work performed by 186(186) 1.70hrs @ 105.00	178.50
Installed 12616994 :SL-N-BODY (03335-BCKT) 1@285.90	285.90
Installed 12634371 :SL-N-GASKET (03336-BCKT) 1@8.36	8.36
Sub Total: Labor: 178.50 Parts: 294.26 Total: 472.76	
#2 - MR 00DEXOS: PERFORM DEXOS LUBE OIL FILTER SERVICE SET TIRE	
Caused by	
LOF REQUEST.	
Work performed by 186(186) 0.40hrs	10.57
Kit: DX63: DEXOS 6 QT OIL & FILTER	32.93
Installed 19293000 :DEXOS1 OIL	
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	
Sub Total: Labor: 10.57 Parts: 32.93 Total: 43.50	
LOF,CHECK ALL FLUID LEVELS,CHECK ALL LIGHTS, SET TIRES TO 35 PSI,AIR FILTER AND BELT LOOK GOOD,RESET OIL LIFE MONITOR,PERFORM MULTI POINT INSPECTION.	
#3 - MR 14271: POWER SEAT HEIGHT ADJUSTER BOLT REPLACEMENT	
Caused by	
RECALL 14271.	
Corrected by 9100787: (0090) (90	

COPY

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
1/29/15	[redacted]
R/O Close Date	**Status**
1/31/15	Reprint
Mileage In	**Mileage Out**
77427	77439
Service Advisor / Tag #	
TOM B/ [redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		2CNFLNE52B6[redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by 186(186) 0.40hrs	Warranty
Installed 23278155 :N-ATTACHMENT KIT (11561-BCKT) Qty: 1	Warranty
INSTALL BOLT ,WASHER AND NUT IN DRIVERS SEAT	
TORQUE TO SPEC.	
#4 * MR 02FAI: PERFORM FUEL AND AIR INDUCTION CLEANING WITH	
Caused by	
P0300 HAS SET.	
Work performed by 186(186) 1.50hrs	130.95
Installed K28 :AIT INDUCTION SERVICE 1@63.02	63.02
RUN TOP ENGINE CLEANER THROW INTAKE,SET ONE	
HOUR,ROAD TEST 3 MILES,OK. ADD 44K TO TANK.	

COPY

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LABOR	320.02
PARTS	390.21
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	45.28
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	756.50
Visa/MC Service	756.38

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Mon, Tues, Wed & Fri
7:00 a.m. to 7:00 p.m. Thur
8:00 a.m. to 1:30 p.m. Sat

R/O Open Date	R/O Number
4/21/15	[redacted]
R/O Close Date	Status
4/22/15	Pre-Invoice
Mileage In	Mileage Out
81256	81257
Service Advisor / Tag #	
WAYNE B/[redacted]	

	Work Phone	Vehicle Identification Number
[redacted]		2CNFLNE52B6[redacted]
	Home Phone	Delivery Date / In-Service Date
[redacted]		

Year	Make	Model	Body	Color	License Number
2011	CHEVROLET	EQUINOX	AWD 4DR LT W/2LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 52C: TRIM ELECTRICAL	
CUSTOMER STATES WIPERS STOPPED WORKING, CHECK AND ADVISE	
Caused by	
CHECKED OUT WIPERS OPERSTION FOUND INOP.PULLED CO	
WL FOUND A BAD WIPER TRANS	
Work performed by 45(45) 2.00hrs @ 105.00	210.00
Installed 25948436 :SL-N-TRANSMISSION (10159-CT) 1@164.78	164.78
REPLACED WIPER TRANS,SWAPED OVER MOTOR,REINSTALLED	
RECHECKED, OK	
Sub Total: 374.78	

COPY

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LABOR	210.00
PARTS	164.78
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	4.94
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	24.11
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	403.83

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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June 2, 2015

State of Connecticut
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer: [redacted]
Reference number: PI# [redacted]
Service request: 71[redacted]
Customer Relationship Specialist [redacted]

Dear [redacted]

Thank you for your recent correspondence regarding M[redacted] We are sorry she is dissatisfied with her 2011 Chevrolet Equinox. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Ms[redacted]oncerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

cc: FILE

LC0001_GM
V08102010

June 2, 2015

State of Connecticut
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer: [redacted]
Reference number: PI# [redacted]
Service request: 71[redacted]
Customer Relationship Specialist [redacted]

Dear [redacted]

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After we review Ms[redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

cc: FILE

LC0001_GM
V08102010

Fax

Subject: 71-[redacted]

Date: June 2, 2015

To: [redacted]
Phone Number:
Fax Number:

From: [redacted]
Phone Number:

Comments:

Per your request, attached is my current registration and proof of payment for the repairs to my 2011 Chevrolet Equinox

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
P.O. BOX 150444 HARTFORD, CT 06115

F1307A REV. 04/11

RENEWAL APPLICATION AND REGISTRATION

SAFETY SECURITY SERVICE DMV ct.gov/dmv

IMPORTANT NOTICE TO YOU:
1) VERIFY THAT DMV HAS RECEIVED YOUR PAYMENT AT CT.GOV/DMV/VERIFYREG;
2) MAKE SURE YOU PAY ALL LOCAL PROPERTY TAXES DUE AND FULFILL ANY REQUIREMENTS LISTED BELOW.
3) TEAR OFF REGISTRATION CERTIFICATE BELOW AND PUT IN VEHICLE OR YOU MAY BE FINED IF STOPPED BY POLICE.

Your current registration expires on 02/19/15. Follow instructions on the other side of this form.

You may renew your registration on the Internet using a VISA or MasterCard. Please visit the DMV website at: https://www.dmvregren.ct.gov
PIN: [redacted] PLATE NUMBER: [redacted] CLASS CODE: 01
If you have any changes on this form please see instructions on the reverse side for mailing.
For Internet renewal questions, call 860-263-5700 (Greater Hartford area) or 1-800-842-8222 elsewhere in CT.
Your registration will not be renewed unless this vehicle is emissions compliant.
Your vehicle must be tested by 02/19/15.

KEEP IN VEHICLE KEEP IN VEHICLE KEEP IN VEHICLE

VALID ONLY AFTER RESOLVING ALL COMPLIANCE ISSUES ABOVE

CONNECTICUT REGISTRATION CERTIFICATE

KEEP THIS PORTION IN YOUR VEHICLE - DO NOT MAIL

NO REGISTRATION STICKER REQUIRED

INSURANCE SHALL BE MAINTAINED AS REQUIRED BY CT LAW

VALID ONLY AFTER PAYMENT RECEIVED BY DMV

CLASS CODE	PLATE NUMBER	EXP. DATE	VEHICLE IDENTIFICATION NUMBER	YR	MAKE	MODEL	BODY STYLE	COLOR	GROSS WEIGHT	STAND CAP.
01	[redacted]	02/19/17	2CNFLNE52B6[redacted]	11	CHEV	EQUINOX	ST WAG	BLACK		

CLASS CODE DESCRIPTION	SUB CODE	SUB CODE DESCRIPTION	TOWN	CURRENT TAX TOWN	AXLES	LIGHT WEIGHT	SEAT. CAP.
PASSENGER			042	EAST HAMPTON	2		

TITLE	EMISSIONS TEST DUE DATE	PRINT DATE	PRINT TIME	TERM ID	CLOCK	TOTAL FEE
Y	02/19/2015	12/19/14				$90.00

[redacted]

[redacted]

[redacted]

TEAR OFF AND RETURN WITH PAYMENT TEAR OFF AND RETURN WITH PAYMENT

TEAR OFF THIS STUB AND MAIL WITH PAYMENT

REGISTRATION RENEWAL APPLICATION

[redacted] EXP. DATE 02/19/17 CURRENT TAX TOWN EAST HAMPTON

CHEV MODEL EQUINOX YR 11 BODY STYLE ST WAG

VEHICLE IDENTIFICATION NUMBER 2CNFLNE52B6[redacted] COLOR BLACK

GROSS WEIGHT | LIGHT WEIGHT | AXLES 2 | STAND CAP. | SEAT CAP.

☐ Check this box if corrections are required. Enter corrections in the spaces provided.

NAME or ADDRESS CHANGE/CORRECTIONS

REGISTRATION FEE: $80.00
FED CLEAN AIR ACT FEE: $10.00

12/19/14 DATE PRINTED:

$90.00 FEE PAYABLE

PASSENGER
CLASS CODE 01

VEHICLE or REGISTRATION CHANGE/CORRECTIONS

[redacted]

[redacted]

If your Connecticut resident address is different from the mailing address above, your Connecticut resident address (or Connecticut home-of-record) must be listed below

[redacted]

GM Card

[redacted]

GM Card World Elite MasterCard Account Statement

From January 30, 2015 to February 27, 2015

Previous Balance		$680.20
Payments	-	$2,215.88
Other Credits	-	$0.00
Purchases/Debits	+	$1,730.53
Balance Transfers	+	$0.00
Cash Advances	+	$0.00
Past Due Amount		$0.00
Fees Charged	+	**$0.00**
Interest Charged	+	**$0.00**
New Balance		$194.85
Revolving Credit Limit		$16,800.00
Revolving Credit Available		$16,605.15
Cash Advance Limit†		$4,200.00
Cash Advance Available		$4,200.00
Statement Closing Date		February 27, 2015
Days in Billing Cycle		28

†Cash Advance Limit is a portion of Total Credit Limit.

New Balance	$194.85
Minimum Payment Due	$25.00
Payment Due Date	March 24, 2015

Late Payment Warning : If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your APRs may be increased to the Penalty APR of 29.40%.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum Payment	9 Months	$205

If you would like information about credit counseling services call 1-888-569-2227.

Questions?

24-Hour Automated Account Information	1-888-763-5655
Español	1-888-763-5655
Lost or Stolen Card	1-877-213-0779
Outside USA Collect	1-702-243-1567
TDD/Hearing Impaired	1-800-280-5352

Payment Address: Capital One Card Services, PO Box 71107, Charlotte, NC 28272-1107
Billing Inquiries: Customer Center, P.O. Box 30256, Salt Lake City, UT 84130-0256
Manage Your account online at www.gmcard.com

[redacted]

You can pay your bill online or over the phone. It's free!

We noticed you've been enjoying our easy, mail-free payment options, so we will no longer be including return envelopes. If you haven't already, you can make things even easier by selecting the paperless statement option on your account online.

[redacted]

Trans Date	Post Date	Description of Transaction or Credit	Reference Number	Amount
[redacted]				

Trans Date	Post Date	Description of Transaction or Credit	Purchase Type	Reference Number	Amount
[redacted]					
01/30/15	02/02/15	JACKSON CHEVROLET COMP MIDDLETOWN CT		MT1503022BD00010301748	$756.38
[redacted]					

Detach and return bottom portion with your payment. 100310 6 01 0000000201 STMT01 D 8 GMFRWZXXXXXXXXXXXXXX 7588 GWA1 See reverse side for important information.

Capital One

Account Number: [redacted]
New Balance $194.85
Minimum Payment Due $25.00
Payment Due Date 03/24/2015

Include account number on check to Capital One Card Services. Do not send cash. Please send your payment 7 to 10 days prior to the payment due date to ensure timely delivery.

100 AMOUNT ENCLOSED $ [redacted]

CAPITAL ONE CARD SERVICES
PO BOX 71107
CHARLOTTE NC 28272-1107

[redacted]

[redacted]

GM Card

[redacted]

GM Card World Elite MasterCard Account [redacted]

From January 30, 2015 to February 27, 2015

02/01/15	02/02/15	[redacted]	[redacted]
02/02/15	02/03/15		
02/02/15	02/04/15		
02/03/15	02/04/15		
02/03/15	02/04/15		
02/03/15	02/04/15		
02/03/15	02/05/15		
02/04/15	02/05/15		
02/05/15	02/05/15		
02/04/15	02/06/15		
02/04/15	02/08/15		
02/05/15	02/06/15		
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02/08/15	02/10/15		
02/08/15	02/10/15		
02/09/15	02/10/15		
02/10/15	02/11/15		
02/11/15	02/11/15		
02/10/15	02/12/15		
02/12/15	02/13/15		
02/12/15	02/13/15		
02/12/15	02/13/15		

GM Card

[redacted]

GM Card World Elite MasterCard Account Statement [redacted]

From January 30, 2015 to February 27, 2015

02/15/15	02/16/15	[redacted]	[redacted]	$17.03
02/17/15	02/18/15			$101.76
02/20/15	02/21/15			$31.80
02/21/15	02/23/15			$19.36
02/22/15	02/23/15			$4.95
02/22/15	02/23/15			$4.95
02/23/15	02/24/15			$2.00
				$1,730.53

Trans Date	Post Date	Description of Fees	Reference Number	Amount
		Total Fees For This Period		$0.00

Description of Interest Charge	Amount
INTEREST CHARGE ON CASH ADVANCES	$0.00
INTEREST CHARGE ON PURCHASES	$0.00
INTEREST CHARGE ON BALANCE TRANSFERS	$0.00
Total Interest For This Period	$0.00

Total fees charged in 2015	$0.00
Total interest charged in 2015	$0.00

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
PURCHASES 00001	12.99% (V)	$0.00	$0.00
CASH ADVANCES 80001	24.90% (V)	$0.00	$0.00
BALANCE TRANSFER 71111	12.99% (V)	$0.00	$0.00

V=Variable Rate

GM Card

[redacted]

GM Card World Elite MasterCard Account Statement [redacted]

From January 30, 2015 to February 27, 2015

[redacted]

Remember when you make a purchase with your GM Card, you'll earn 5% in Earnings, with an annual Earnings maximum of $500 that can be accumulated for 7 years. Your Earnings can be combined with most GM national offers for an even better deal.

[redacted]

Take advantage of Certified Service Everyday Value Pricing and current offers on our most popular vehicle services, including oil changes, brake services, tires and more–only available at participating Chevrolet, Buick, GMC and Cadillac dealers. Call 855-505-5050 or visit mycertifiedservice.com to view all offers and to locate a dealer.

GM Card

[redacted]

GM Card World Elite MasterCard Account Statement [redacted]

From March 30, 2015 to April 29, 2015

Previous Balance	[redacted]
Payments	
Other Credits	
Purchases/Debits	
Balance Transfers	
Cash Advances	
Past Due Amount	
Fees Charged	
Interest Charged	
New Balance	
Revolving Credit Limit	
Revolving Credit Available	
Cash Advance Limit†	
Cash Advance Available	
Statement Closing Date	
Days in Billing Cycle	

†Cash Advance Limit is a portion of Total Credit Limit.

New Balance	$534.71
Minimum Payment Due	$25.00
Payment Due Date	May 24, 2015

Late Payment Warning : If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your APRs may be increased to the Penalty APR of 29.40%.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum Payment	2 Years	$611

If you would like information about credit counseling services call 1-866-569-2227.

Questions?

24-Hour Automated Account Information	1-888-763-5855
Español	1-888-763-5655
Lost or Stolen Card	1-877-213-0779
Outside USA Collect	1-702-243-1567
TDD/Hearing Impaired	1-800-280-5352

Payment Address: Capital One Card Services, PO Box 71107, Charlotte, NC 28272-1107
Billing Inquiries: Customer Center, P.O. Box 30286, Salt Lake City, UT 84130-0286
Manage Your account online at www.gmcard.com

You can pay your bill online or over the phone. It's free!

We noticed you've been enjoying our easy, mail-free payment options, so we will no longer be including return envelopes. If you haven't already, you can make things even easier by selecting the paperless statement option on your account online.

Trans Date	Post Date	Description of Transaction or Credit	Reference Number	Amount
04/24/15	04/24/15	PAYMENT - THANK YOU	[redacted]	[redacted]
		Total Payment For This Period		

Trans Date	Post Date	Description of Transaction or Credit	Purchase Type	Reference Number	Amount
03/30/15	04/01/15	[redacted]	[redacted]	[redacted]	$41.88
04/02/15	04/03/15				$10.09
04/03/15	04/04/15				$3.91
04/07/15	04/08/15				$32.00
04/14/15	04/15/15				$1.30
04/21/15	04/22/15				$31.80
04/22/15	04/23/15				$4.95

Detach and return bottom portion with your payment. 100810 E 01 0000000201 STMT91 D 8 GMPRW2XXXXXXXXXXXXX3671 GWA1 See reverse side for important information

Capital One

Account Number:	[redacted]
New Balance	**$534.71**
Minimum Payment Due	**$25.00**
Payment Due Date	**05/24/2015**

Include account number on check to Capital One Card Services. Do not send cash. Please send your payment 7 to 10 days prior to the payment due date to ensure timely delivery.

100 AMOUNT ENCLOSED $ [redacted]

[redacted]

CAPITAL ONE CARD SERVICES
PO BOX 71107
CHARLOTTE NC 28272-1107

[redacted]

GM Card

[redacted]

GM Card World Elite MasterCard Account Statement

[redacted]

From March 30, 2015 to April 29, 2015

04/22/15	04/23/15	[redacted]	[redacted]	$4.95
04/22/15	04/24/15			$403.83

Total Purchases For This Period $534.71

Trans Date	Post Date	Description of Fees	Reference Number	Amount
		Total Fees For This Period		$0.00

Description of Interest Charge	Amount
INTEREST CHARGE ON CASH ADVANCES	$0.00
INTEREST CHARGE ON PURCHASES	$0.00
INTEREST CHARGE ON BALANCE TRANSFERS	$0.00
Total Interest For This Period	$0.00

Total fees charged in 2015	$0.00
Total interest charged in 2015	$0.00

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
PURCHASES 00001	12.99% (v)	$0.00	$0.00
CASH ADVANCES 80001	24.90% (v)	$0.00	$0.00
BALANCE TRANSFER 71111	12.99% (v)	$0.00	$0.00

v=Variable Rate

[redacted]

Remember when you make a purchase with your GM Card, you'll earn 5% in Earnings, with an annual Earnings maximum of $500 that can be accumulated for 7 years. Your Earnings can be combined with most GM national offers for an even better deal.

Get a $100 mail-in rebate debit card from Certified Service on a set of four select brand-name tires. See a participating dealer for eligible tire brands and details. Call 855-505-5050 or visit mycertifiedservice.com for details and to find a participating U.S. dealer. Offer ends 5/31/15.

L.L.Bean Visa Card

Issued by Barclaycard

Payment Due Date	January 16, 2015
Minimum Payment Due	$25.00
Previous Balance	$0.00
Statement Balance	$379.30

Visa® Card Statement

Primary Account Number Ending in: 0560
Statement Billing Period: 11/20/14 - 12/19/14

Questions? Call 1-866-484-2614
llbeanvisa.com

Account Summary

Minimum Payment Due	[redacted]
Payment Due Date	
Statement End Date	
Credit Line	
Credit Available	
Cash Credit Line	
Cash Credit Available	
Past Due Amount	
Overlimit Amount	

Activity Summary

Previous Balance	[redacted]
- Payments	
+ Purchases	
- Other Credits	
+ Balance Transfers	
+ Cash Advances	
+ Fees Charged	
+ Interest Charged	
Statement Balance	

Customer News

PAYMENT INSTRUCTIONS
By mail, please make checks payable to "Card Services". Online, please visit llbeanvisa.com. By phone, please call 1-866-484-2614. For complete details please see reverse side of this statement.

REWARD YOURSELF, TWICE
Use your L.L.Bean Visa Card to treat yourself to something special while shopping for everyone else. Remember, you'll automatically earn Coupon Dollars with every purchase you make.

STAY CONNECTED
Visit llbeanvisa.com to view up-to-date account activity, download transactions, make payments and transfer balances. You have 24/7 access!

Payment Information

Statement Balance [redacted]
Minimum Payment Due
Payment Due Date

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $37.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

[redacted]

If you would like information about credit counseling services, please call 800-570-1392.

* Repayment information is based on your account activity and the APRs on your account as of the closing date of this statement. Account activity after the closing date is not reflected. To view your most recent transaction activity online, go to llbeanvisa.com.

Detach here. Please make checks payable to "Card Services" and include this payment coupon in the enclosed envelope. Please allow 7-10 days for U.S. Postal Service delivery.

Payment Coupon

Make payments online at llbeanvisa.com

☐ Check for address change. Complete form on the back.

Amount Enclosed: $

Account Number	[redacted]
Minimum Payment Due	
Statement Balance	
Payment Due Date	January 16, 2015

L.L.Bean Visa Card [redacted]

More Ways to Pay
BarclaycardUS.com
Barclaycard Mobile App
866-484-2614

[redacted]

L.L.Bean Visa Card

Issued by Barclaycard

L.L.Bean® Coupon Dollars Summary

Coupon Dollars beginning balance from previous month	[redacted]
Coupon Dollars earned on L.L.Bean purchases	
Coupon Dollars earned on all other purchases	
Bonus or promotional Coupon Dollars earned	
Barclaycard Rewards Boost	
Adjustments	
Coupon Dollars available now and included with this statement	
Coupon Dollars ending balance to carry over to next month	

Activity for JOEL E OGUSCHEWITZ - card ending in [redacted]

Purchases

Trans Date	Posting Date	Transaction Description	Amount
12/16	12/18	JACKSON CHEVROLETCOMPANYMIDDLETOWN CT	$379.30
		Total Purchase Activity	**$379.30**

Summary of Fees and Interest

Fees Charged

Trans Date	Posting Date	Transaction Description	Amount
		Total Fees for this Period	**$0.00**

Interest Charged

Trans Date	Posting Date	Transaction Description	Amount
		Total Interest for this Period	**$0.00**

Year-to-Date Summary of Fees and Interest Charged*

[redacted]

The Year-to-Date Summary reflects the Fees and Interest charged on billing statements with closing dates in 2014. The Summary does not reflect any fees or interest adjustments and/or credits that have been made.

Interest Charge Calculation - 30 Days in Billing Cycle

	Promotional Rate End Date	Balance Subject to Interest Rate	ANNUAL PERCENTAGE RATE (APR)	Interest Charge
Purchases				
Current Purchases	--	$0.00	9.99%(v)	$0.00
Balance Transfers				
Current Balance Transfers/Checks	--	$0.00	9.99%(v)	$0.00
Cash Advances				
Current Cash Advance	--	$0.00	21.99%(v)	$0.00
Total				**$0.00**

Your Annual Percentage Rate (APR) is the annual interest rate on your account. (v)=Variable Rate

0121493204

Important Information

Lost or Stolen Card: Your credit card is issued by Barclays Bank Delaware. If your card is lost or stolen, please contact us immediately at 1-866-484-2614 at any time.

Payment Information: Each billing cycle, you must pay at least the Minimum Payment Due shown on your monthly statement by its Payment Due Date. Both the Minimum Payment Due and Payment Due Date are noted on your statement and on the Accounts page when you login to llbeanvisa.com. At any time you may pay more than the Minimum Payment Due up to the full amount you owe us, however you cannot "pay ahead". This means that if you pay more than the required Minimum Payment Due in any billing cycle or if you make more than one payment in a billing cycle, you will still need to pay the next month's required Minimum Payment Due by your next Payment Due Date. Remember to make all checks payable to Card Services. **Please allow 7 days for the U.S. Postal Service to deliver your payment to us. Upon our receipt, your available credit may not be increased by the payment amount for up to 7 days to ensure the funds from the bank on which your payment is drawn are collected and not returned.** When you provide a check as payment on this Account, you authorize us to either use the information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. For inquiries, please call 1-866-484-2614.

Mailed Payments: A conforming payment received by us by 5 p.m. ET will be credited to your account the day of receipt. A "conforming payment" is a payment that: 1) is mailed using the enclosed envelope and payment coupon included with this statement or mailed with a payment coupon printed from llbeanvisa.com to Card Services, P.O. Box 13337 Philadelphia, PA 19101-3337; and 2) is in the form of a single, non-folded check or money order made payable in U.S. dollars from a U.S. based institution. Any payment that does not meet these requirements, or any payment with multiple checks or money orders, additional correspondence, staples, paperclips, etc. will be considered a "non-conforming payment" which may delay the crediting of the payment for up to 5 days.

Other Payment Options:

Online: Visit llbeanvisa.com to sign up for Pay Credit Card to pay your account online. Payments made on our website by 7:00 P.M. ET will be credited to your account that same day.
Pay by phone: To make a payment by phone please call 1-866-484-2614. Payments made by phone by 7:00 P.M. ET will be credited to your account that same day.
Overnight Payments: Send overnight courier service or U.S.P.S. Priority Mail payments to REMITCO, Card Services, Lock Box 913337, 2080 Cabot Boulevard West, Langhorne, PA 19047. A payment received at this address by 5:00 P.M. E.T. that otherwise meets the requirements of a conforming payment will be credited to your account that same day.

How We Will Calculate Interest.
We use a method called "daily balance (including new purchases)." We calculate interest separately for each "Balance Subject to Interest Rate." These include for example, Purchases at the current rate, Balance Transfers at the current rate, Cash Advances at the current rate, and different promotional balances. Your monthly billing statement shows each "Balance Subject to Interest Rate."

To calculate interest, we first calculate a daily balance for each Balance Subject to Interest Rate. We start with the balance, for that Balance Subject to Interest Rate, as of the end of the previous day. We add any interest calculated on the previous day's balance. (This means interest is compounded daily). We add any new Purchases, Balance Transfers or Cash Advances to the appropriate balance, subtract any new payments or credits from the appropriate balance, and make other adjustments. A credit balance is treated as a balance of zero. We then multiply each daily balance by the applicable daily periodic rate. We do this for each day in the billing period. That gives us the daily interest. We add up all the daily interest for all of the daily balances to get the total interest for the billing period.

Accrual of Interest and How to Avoid Paying Interest on Purchases.
Your due date is at least 23 days after the close of each billing cycle. On Purchases, interest begins to accrue as of the transaction date. However, you can avoid paying interest on Purchases in any given billing cycle if you pay your Statement Balance in full by the Payment Due Date. You may also avoid paying interest on

Continued on Page 4

012149 3K

Make changes to your contact information below.

Name

Address

City State Zip

Home Phone Work Phone

E-mail Address

Important Information

Purchases If either Paragraph A or Paragraph B of this section applies to your account.

A. If you have Purchase balances with a 0% promotional APR, you can avoid paying interest on those Purchase balances during the promotional period, and the following Paragraph B will not apply to your account. (However, to avoid a late fee, pay at least your Minimum Payment Due.)

B. If you have Purchase balances with an APR that is greater than 0%, and you also have other types of promotional balances on your account, you still may be able to avoid paying interest on those balances without paying your Statement Balance in full. If this applies to your Account, you will see a Paragraph titled "Avoiding Interest on Purchases (Grace Period)" appearing directly below the Interest Charge Calculation section on the front of this Statement. This will show the amount you can pay by the Payment Due Date and still avoid interest charges on your Purchase balances. This amount may differ from your Statement Balance. It may differ because you currently have certain promotional APR balances, and the nonpayment of these balances will not affect your grace period on Purchases, provided you pay all other balances on your account. (However, to avoid a late fee, pay at least your Minimum Payment Due.)

For Balance Transfers, interest will accrue from the transaction date which generally will be the day the payee accepts the Check. For Cash Advances, interest will accrue from the transaction date which generally will be the day you take the Cash Advance. Please note that purchases of Cash Equivalents, which include money orders, travelers checks, foreign currency, lottery tickets, gambling chips and wire transfers, are treated as Cash Advances and do not have a grace period. See your Cardmember Agreement for more information.

Minimum Interest Charge: This fee, if imposed, appears in the Summary of Fees as a "Minimum Interest Charge" or "Minimum Charge."

Credit Bureau Disputes: If you believe that an entry we have made on your credit bureau report is inaccurate or incomplete, please contact the reporting agency directly or contact us at Card Services, P.O. Box 8803 Wilmington, DE 19899-8801. Please include your name; your account number; the credit reporting agency where you received the bureau report; a description of the error; and why you believe it is an error. We will promptly investigate, notify you of our findings, and send an update to the credit bureaus if warranted within 30 days.

What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, write to us at:

Card Services
P.O. Box 8802
Wilmington, DE 19899-8802.

In your letter, give us the following information:

- **Account information:** Your name and account number.
- **Dollar amount:** The dollar amount of the suspected error.
- **Description of problem:** If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us within 60 days after the error appeared on your statement.

You must notify us of any potential errors ***in writing.*** You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

While we investigate whether or not there has been an error, the following are true:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than $50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us ***in writing*** at:

Card Services
P.O. Box 8802
Wilmington, DE 19899-8802.

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

Please refer to your Cardmember Agreement for additional information about the terms of your Account.

©2014 Barclays Bank Delaware, member FDIC

012149444

November 4, 2021

[redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2011 Chevrolet Equinox, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $750.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-[redacted]

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937/213

VOID VOID VOID VOID VOID

DATE 06/15/15 | 750 DOLLARS | 00 CENTS | AMOUNT 750.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

General Motors LLC [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

/ENDOR
)UNS NO BB 000000030
/ENDOR NAME [redacted]

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 06/15/15

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2CNFLNE52B6	6/12/15	VM [redacted]	00.0000	750.00	.00	750.00

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	750.00	.00	750.00

June 16, 2015

State of Connecticut
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer [redacted]
Reference number: PI[redacted]
Service request: 71[redacted]
Customer Relationship Specialist: [redacted]

Dear [redacted]

Thank you for your recent correspondence regarding [redacted] and concerns with her 2011 Chevrolet Equinox.

We have reviewed [redacted] situation. As a customer relations measure t[redacted] General Motors has offered and she has accepted reimbursement of out-of-pocket expenses for repairs in the amount of $750.00. Accordingly, GM will close its file on this matter.

We apologize for any inconvenience [redacted] may have experienced.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE

LC0003_GM
V08102010

November 4, 2021

State of Connecticut
Office of the Attorney General
Consumer Protection Division
Attention: [redacted]

Customer [redacted]
Reference number: PI# [redacted]
Service request: 71[redacted]
Customer Relationship Specialist: [redacted]

Dear [redacted]

Thank you for your recent correspondence regarding [redacted] and concerns with her 2011 Chevrolet Equinox.

We have reviewed Ms. [redacted] situation. As a customer relations measure to [redacted] General Motors has offered and she has accepted reimbursement of out-of-pocket expenses for repairs in the amount of $750.00. Accordingly, GM will close its file on this matter.

We apologize for any inconvenience [redacted] may have experienced.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE

LC0003_GM
V08102010

[redacted]
Call Anytime

Vehicle
2013 Chevrolet Equinox
2GNALDEK4D6[redacted]
Mileage now: 33000 mi

Status of vehicle/concern
A GM Dealer has NOT diagnosed current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently operable & can be driven

Key Points

Cust STS: Vehicle has been in the shop this morning. I left there after 11am. He told me he would call me after 1. I've been calling & no one picking up. I see they aren't open anymore for the day. If he didn't get the chance to look at it that's fine, he could have told me that. He told he was going to call GM & let them know. He didn't give me a call. I'm so upset with this service. He didn't call me & let me know. I'm upset.

Cust SKS: Complaint & rental

SA STS: I understand. I do apologize no one has gotten in contact with you. When it comes to rentals/loaners, the dealership is in charge of that program. I'm not sure which one they have. Can I try to reach out to the DLR at this time to try & assist?

SA STS: Ms.[redacted] thank you for holding. The dealership is closed so I wasn't able to get a hold of anyone else. What I can do is reach out to the DLR & address this in the AM so I can try to help. Without knowing a diag. I can't move forward at this

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

Additional key points

This customer has purchased these GM vehicles (verified): 1. 2013 Chevrolet Equinox

Reference

CAC SR#: 71-[redacted]
CAC advisor: Gerri --> (866) 790-5700, Ext # 41602

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

[redacted]

Vehicle
2013 Chevrolet Equinox
2GNALDEKXD6[redacted]
Mileage now: 48000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is currently operable & can be driven

Key Points

The customer states as she was traveling on yesterday when she attempted to use her wipers they would not work and it was a down pour rain. She states that for her that is a safety hazard. She states she took the vehicle to Wigder and she was adv the the trasmission was broken. The customer states that this must be a defect because she has never know the wipers to stop working. She states she did have an incident to occur where damage was caused to her vehicle from a tire flying up and damaging her vehicle. The customer states the wiper repair would cost about $400.00. The customer is questioning if this is a manufactures defect, because she has never had this to happen to her before.

The customer is seeking the repair to be covered by GM.

SA adv the customer that I will contact the dealership about her concern. Adv I understand she has an appt scheduled for Monday. Adv that I will inquire to know if the dealership has any information on why he think this may have happened. Ask did she think her issue could have been caused by the tire incident.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2013 CHEVROLET EQUINOX 2002 SATURN VUE

Reference

CAC SR#: 71-[redacted]
CAC advisor: Jennifer Davis--> (866) 790-5700, Ext # 41542

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Customer
[redacted]
Call Any

Vehicle
2013 Chevrolet Equinox
2GNALDEK4D6[redacted]
Mileage now: 55000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points
Seeking cost assistance on windshield wiper transmission and visor repairs. Customer states vehicle is diagnosed and estimate has been provided. CAC advised we will review the case with the CEM to determine appropriate assistance

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

Additional key points

Reference
CAC SR#: 71[redacted]
CAC advisor: Joe--> (866) 790-5700, Ext # 41570

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [5:15:22 PM]:

Welcome to chat.

Yvonne [5:15:34 PM]:

Welcome! Thank you for chatting with Chevrolet today, [redacted] My name is Yvonne. How may I assist you today?

[redacted] 5:17:42 PM]:

My windshield wipers "broke" during a thunderstorm a few weeks ago. Luckily, I was able to get over to the side of a three lane road. A small shop diagnosed the probelmlem (i wasn't close to my dealer) and the windshield wiper transmission was replaced. Is this a common problem with 2013 Equinoxes?

Yvonne [5:19:27 PM]:

I am sorry to hear that you have had this experience with your vehicle. I would be glad to research this information for you. In order to better assist you, can you please verify your phone number,VIN and current mileage?

[redacted] [5:20:52 PM]:

[redacted], Vin 2GNFLCEK206[redacted] about 52000 miles on it.

Yvonne [5:22:18 PM]:

Thank you for this information,[redacted]. unfortunately, the VIN that you have provided does not provide any information in regards to a Chevrolet vehicle. if I may have you verify this number for me again please?

[redacted] [5:23:14 PM]:

2GNFLCEK206[redacted]

Yvonne [5:24:58 PM]:

Thank you for this information, as well as your patience, [redacted] According to our records, I am not showing any known issues in regards to the windshield wiper motor on your vehicle.

[redacted] [5:27:23 PM]:

It was not the motor, but the arms and attachments to the arms that broke. I would just appreciate Chevy knowing such things do break on this model, this is the first time that has happened on a vehicle I owned (and I have had several, much older cars/trucks).

Yvonne [5:29:21 PM]:

I certainly understand your concern. All of the information that you have provided here today has been documented and will be reviewed by Chevrolet. We appreciate you contacting us with this information so that we are aware.

[redacted] [5:29:40 PM]:

Thank you for your attention.

Yvonne [5:29:56 PM]:

You're welcome. It was my pleasure assisting you today! Your case number for this chat today is 71-[redacted] Have a wonderful day and thank you for contacting Chevrolet Customer Assistance.

Caller [redacted] left the call.

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

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

Caller English

System [9:16:14 AM]:

Welcome to chat.

Angela [9:16:20 AM]:

Thank you for contacting Chevrolet customer assistance! My name is Angela! How can I assist you today?

[redacted] [9:16:37 AM]:

Hi, I have a question about the warranty for my 2011 Chevrolet Equinox

Angela [9:17:19 AM]:

What type of question do you have about the warranty[redacted]

[redacted] [9:17:57 AM]:

The bushings that connect the windshield wiper rods to the windshield wiper motor broke this weekend

[redacted] [9:18:39 AM]:

Unfortunately, Chevrolet does not sell just the plastic bushings (size of a dime) and instead of a simple fix, the only way to get my windshield wipers to work again is to get the entire windshield wiper transmission replaced

[redacted] [9:19:54 AM]:

Is this something I can get fixed under warranty (if applicable)? It seems ridiculous to have me need to replace an entire transmission just because there are plastic pieces, that you'd think will wear out after time, that need to be replaced

Angela [9:20:37 AM]:

That would be covered under the bumper to bumper warranty, however that is a 3 year warranty on the vehicle. It would be expired at this time, so that would be at the customer's expense. I do apologize [redacted]

[redacted] [9:21:51 AM]:

Can I get some sort of credit? It is asinine that Chevrolet doesn't produce a small plastic part and instead requires their customer to get a $300+ replacement

Angela [9:22:11 AM]:

Do you have your VIN available [redacted]

[redacted] [9:22:17 AM]:

Yes

[redacted] [9:22:32 AM]:

2GNALBECOB1[redacted]

[redacted] [9:23:08 AM]:

the O might be a 0, I cannot tell on the card

Angela [9:23:09 AM]:

Have you had the vehicle diagnosed at the dealership about this concern?

[redacted] [9:23:31 AM]:

The dealership said they don't sell the part, only the system

Angela [9:24:15 AM]:

Did you just call the dealership, or did they diagnose the part and provide you the price of the repair?

[redacted] [9:24:19 AM]:

That's why I'm coming to the Chevrolet Customer Service

[redacted] [9:24:44 AM]:

I called the dealership and had my car diagnosed at a repair shop

Angela [9:27:15 AM]:

Unfortunately, We do need the vehicle diagnosed at the dealership because we do need the price of the repair. Whatever you pay for the diagnostic will go towards the cost of the repair however. We can not guarantee any type of cost assistance for this repair.

[redacted] [9:28:15 AM]:

What would you say the odds of me getting any cost assistance is?

Angela [9:29:06 AM]:

We do not have that information until the vehicle is diagnosed, and the repair price is provided.

[redacted] [9:29:13 AM]:

ok

Angela [9:29:27 AM]:

Is there anything else that I can assist you with today[redacted]

[redacted] [9:30:18 AM]:

no

Angela [9:30:24 AM]:

Thank you again for contacting GM customer assistance. If you have any further questions, feel free to contact us back via chat, or by phone at 800-222-1020. I hope you have a wonderful day!

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

[redacted]
Call anytime

Vehicle
2013 GMC Terrain
2GKALMEK0D6[redacted]
Mileage now: 68000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are all complete
Vehicle is currently operable & can be driven

Key Points

Customer states she took her vehicle to the dealership for service had the wiper transmission replaced on the vehicle at 355.08. The customer feels this part should have not failed on this vehicle so soon.
Customer seeks to be reimbursed for the wiper transmission repair because she just had her 60,000 mile service on the vehicle and this part should have been lubricated so the part wouldn't fail.
I advised the customer that the CE Manager will be your primary point of contact. The CE Manager will deliver the resolution within 24 to 48 business hours.
Randy/CAC/WMI/T2

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle was inop/down due to this concern: 1 day(s) Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2GKALMEK0D6[redacted] 2013 GMC TERRAIN

Reference

CAC SR#: 71-[redacted]
CAC advisor: Randy--> (866) 790-5700, Ext # 41608

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

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

Caller English

System [10:06:11 PM]:

Welcome to chat.

[redacted] [10:06:30 PM]:

Hello Mark!

Mark [10:06:33 PM]:

Hello and thank you for chatting in today with the Chevrolet Customer Assistance team! My name is Mark. How may I assist you today[redacted]

[redacted] [10:08:28 PM]:

I am wondering if you could help me- I have a Certified 2013 Equinox LT and I was just driving in a severe storm - pouring rain and my windshield wipers stopped working. They won't move at all. Is this something that would be covered under my warranty? I am on vacation in the outer banks so I do not have my papers w me.

Mark [10:09:03 PM]:

I apologize for any frustration you've experienced. Thank you for giving me the opportunity to assist you with your concern[redacted].

Mark [10:09:15 PM]:

May I please have your VIN to better assist you.

[redacted] [10:09:35 PM]:

Hold on and I will walk out to get it.

Mark [10:11:02 PM]:

Ok I will wait[redacted]

[redacted] [10:12:03 PM]:

2GNFLNEK8D6[redacted]

Mark [10:13:55 PM]:

Thank you for that Info, one moment while I check into this matter for you[redacted]. By chance you wouldn't happen to know the vehicle's current mileage ?

[redacted] [10:14:31 PM]:

A little over 55k

[redacted] [10:14:48 PM]:

I bought an extended warranty to 60k

Mark [10:15:29 PM]:

Thank you for that Info.

Mark [10:18:47 PM]:

Unfortunately [redacted] the extend plan that you purchase would not cover the issue that you are having.

[redacted] [10:19:24 PM]:

[redacted]. Do you know the cost to relplace it?

Mark [10:21:53 PM]:

I am sorry I would not have the pricing for the repair work. Please allow me to assistance you further with this issue I am starting up a case for you to see if Chevrolet can provide some type of cost assistance for you.

Mark [10:23:03 PM]:

I will provide you with a case number along with my direct line .

Caller [redacted] left the call.

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

November 4, 2021

[redacted]

Dear [redacted]

At GMC, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2011 GMC Terrain.

This offer is valid towards one service visit on VIN 2CTALSEC7B6[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 71-[redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Customer
[redacted]
Call N/A

Vehicle
2011 GMC Terrain
2CTALSEC7B6[redacted]
Mileage now: 70659 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently inoperable/down

Key Points
Cst Sts: A/C and windshield concerns with veh:
Veh is at dealership:
$800 to $1,000 cost on repairs:
Cst Sks: Cost Assistance:
Original owner/bought new:
just changed dealership:
SC 14232 Power steering Increased Friction
SC 14710 Illumination of Airgbag
SC 12313 Engine Balance Chain and Fuel Pump:

Customer has three Special Coverages on vehicle:

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) Vehicle was inop/down due to this concern: 1 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2011 GMC Terrain
2009 Pontiac G6

Reference
CAC SR#: 71[redacted]
CAC advisor: Karen--> (866) 790-5600 , Ext # 11371

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Lauren Allen (C)

From:	Lauren Allen (C)
Sent:	Monday, July 20, 2015 9:13 AM
To:	'darryl.turner@gm.com'
Subject:	FYI ONLY NO ACTION REQUIRED / Exec CAC Case, MAC Mulkin Chevrolet Cadillac, 2GNFLEEK6C6[redacted], [redacted] Trade Assistance

Darryl,

Exec CAC will be working with the CEM at Mac Mulkin Chevrolet Cadillac to address the concerns of the above-referenced customer. It is not necessary that you become personally involved in the resolution at this time unless you feel it is necessary.

Here are the key data points for the case.

- Vehicle Info: 2012 Chevrolet Equinox
- Mileage: 55,800
- VIN: 2GNFLEEK6C6[redacted]
- SR Number: 71-[redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customer stated the vehicle almost killed her family last Thursday. The windshield wipers stopped working. Customer stated that she was offered a $2500.00 OLC to get out of the vehicle but that is not good enough. She advised that she owes $8000 left and believes that she deserves compensation for the experiences she has had with the vehicle. She stated that the transmission motor needs replacement in the amount of $311.00. Customer is seeking additional assistance with getting out of the vehicle.

**Is it possible to offer some trade assistance to help the customer get out of the vehicle. Customer advised that her and her family does not feel safe in the vehicle.

Should you have questions or concerns, I may be reached by calling 855-880-1500, extension 21859 or by fax at 866-234-3033.

Sincerely,

Lauren Allen
General Motors

Executive Assistant
Tel: 855.880.1500 ext 21859
Fax: 866.234-3033
lauren.allen@gm.com

Customer
[redacted]
Call Anytime

Vehicle
2011 Chevrolet Equinox
2GNALBECXB1[redacted]
Mileage now: 80000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs are in-progress (vehicle is in shop now)
Vehicle is currently operable & can be driven

Key Points

Cust STS: I worked with Patrick. $379.00 is the price. I'm not sure if that is the price for the whole repair. He told me he would have order a new windshield tranmitter. The vehicle will be at the dealership tomorrow to get it fixed. I did authorize the repairs because I have nothing else to drive & I'm using rain-x on the windshield. I had to borrow money to get this done.

Cust SKS: Cost Assistance

SA STS: I understand. I'm more than happy to partner with the CEM at the DLR regarding your request. I will let them know the vehicle is being brought in tomorrow for the repair. The DLR will become your main point of contact from this point regarding your concern. They will make you aware on if your request for cost assistance can be provided.

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

Additional key points

This customer has purchased these GM vehicles (verified): 1. 2011 Chevrolet Equinox

Reference

CAC SR#: 71-[redacted]
CAC advisor: Gerri--> (866) 790-5700, Ext # 5921602

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

CHECK NO. [redacted] 50-937 213

DATE 08/25/15

160 DOLLARS 12 CENTS AMOUNT 160.12

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR 1
DUNS NO BB 000000100
VENDOR NAME DEBRA MOLLOY

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/25/15

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GNFLCEK7C6[redacted]	08/24/15	VM[redacted]	00.0000	160.12	.00	160.12

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	160.12	.00	160.12