(WITH ARBITRATION PROVISION)

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

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicl on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in thi contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge o a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
				[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
_____ %	$ _____	$ _____	$ _____	$ _____ is $ _____

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
		Monthly beginning

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 15 or 5 % of the part of the payment that is late, whichever is greater.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1 Cash Price

A Taxable Part of Cash Price

to Seller for Vehicle	$ _____
to Seller for Accessories and Installation Charges	$ _____
to Seller for Document Preparation Fee	$ _____
to _____ for _____	$ _____
to _____ for _____	$ _____
to _____ for _____	$ _____
to _____ for _____	$ _____
Total Taxable Part of Cash Price	$ _____
B To Government Agencies for Sales Tax	$ _____

C Non-Taxable Part of Cash Price

to _____ for _____	$ _____
to _____ for _____	$ _____
to _____ for _____	$ _____
to _____ for _____	$ _____
Total Non-Taxable Part of Cash Price	$ _____
Total Cash Price	$ _____ (1)

2 Total Downpayment =

Trade-in _____ (Year) (Make) (Model)

Gross Trade-In Allowance	$ _____
Less Pay Off Made By Seller	$ _____
Equals Net Trade In	$ _____
+ Cash	$ _____
+ Other _____	$ _____
(If total downpayment is negative, enter "0" and see 4H below)	$ _____ (2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ _____ (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
Life $	
Disability $	$ _____
B Other Optional Insurance Paid to Insurance Company or Companies	$ _____
C Optional Gap Contract	$ _____
D Official Fees Paid to Government Agencies	$ _____
E Government Taxes Not Included in Cash Price	$ _____
F Government License Fees and/or Registration Fees _____	$ _____
G Government Certificate of Title Fees	$ _____

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell insurance in Michigan. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ _____ Term _____

Credit Disability $ _____ Term _____

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

Other Optional Insurance

☐ _____ Type of Insurance _____ Term

Premium $ _____

Insurance Company Name _____

Home Office Address _____

☐ _____ Type of Insurance _____ Term

Premium $ _____

Insurance Company Name _____

Home Office Address _____

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X _____ Buyer Signature _____ Date

X _____ Co-Buyer Signature _____ Date

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. _____ Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicl on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in thi contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge o a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
				[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
_____ %	$ _____	$ _____	$ _____	$ _____ is $ _____

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
		Monthly beginning

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 15 or 5 % of the part of the payment that is late, whichever is greater.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1	Cash Price	
A	Taxable Part of Cash Price	
	to Seller for Vehicle	$
	to Seller for Accessories and Installation Charges	$
	to Seller for Document Preparation Fee	$
	to _____ for _____	$
	to _____ for _____	$
	to _____ for _____	$
	to _____ for _____	$
	Total Taxable Part of Cash Price	$
B	To Government Agencies for Sales Tax	$
C	Non-Taxable Part of Cash Price	
	to _____ for _____	$
	to _____ for _____	$
	to _____ for _____	$
	to _____ for _____	$
	Total Non-Taxable Part of Cash Price	$
	Total Cash Price	$ _____ (1)
2	Total Downpayment =	
	Trade-in _____ (Year) (Make) (Model)	
	Gross Trade-In Allowance	$
	Less Pay Off Made By Seller	$
	Equals Net Trade In	$
	+ Cash	$
	+ Other _____	$
	(If total downpayment is negative, enter "0" and see 4H below)	$ _____ (2)
3	Unpaid Balance of Cash Price (1 minus 2)	$ _____ (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
	Life $ _____	
	Disability $ _____	$
B	Other Optional Insurance Paid to Insurance Company or Companies	$
C	Optional Gap Contract	$
D	Official Fees Paid to Government Agencies	$
E	Government Taxes Not Included in Cash Price	$
F	Government License Fees and/or Registration Fees _____	$
G	Government Certificate of Title Fees	$

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell insurance in Michigan. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ _____ Term _____

Credit Disability $ _____ Term _____

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

Other Optional Insurance

☐ _____ Type of Insurance _____ Term

Premium $ _____

Insurance Company Name _____

Home Office Address _____

☐ _____ Type of Insurance _____ Term

Premium $ _____

Insurance Company Name _____

Home Office Address _____

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X _____ Buyer Signature _____ Date

X _____ Co-Buyer Signature _____ Date

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. _____ Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

Total Taxable Part of Cash Price $_____

B To Government Agencies for Sales Tax $_____

C Non-Taxable Part of Cash Price

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

Total Non-Taxable Part of Cash Price $_____

Total Cash Price $_____ (1)

2 Total Downpayment =

Trade-in _____
(Year) (Make) (Model)

Gross Trade-In Allowance $_____

Less Pay Off Made By Seller $_____

Equals Net Trade In $_____

+ Cash $_____

+ Other _____ $_____

(If total downpayment is negative, enter "0" and see 4H below) $_____ (2)

3 Unpaid Balance of Cash Price (1 minus 2) $_____ (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies

Life $_____

Disability $_____ $_____

B Other Optional Insurance Paid to Insurance Company or Companies $_____

C Optional Gap Contract $_____

D Official Fees Paid to Government Agencies $_____

E Government Taxes Not Included in Cash Price $_____

F Government License Fees and/or Registration Fees

_____ $_____

G Government Certificate of Title Fees $_____

H Prior Credit or Lease Balance Paid to _____

_____ $_____

I Other Charges (Seller must identify who is paid and describe purpose.)

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

to _____ for _____ $_____

Total Other Charges and Amounts Paid to Others on Your Behalf $_____ (4)

5 Amount Financed - Principal Balance (3 + 4) $_____ (5)

6 Finance Charge $_____ (6)

7 Total of Payments - Time Balance $_____ (7)

Payment Schedule: The payment schedule will be _____ installments of $_____ each, monthly beginning _____, or if scheduled payments are irregular or uneven, as follows _____.

_____

Home Office Address _____

_____

☐ _____ _____
Type of Insurance Term

Premium $ _____

Insurance Company Name _____

_____

Home Office Address _____

_____

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X _____ _____
Buyer Signature Date

X _____ _____
Co-Buyer Signature Date

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. _____
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.

If a payment is not received in full within _____ days after it is due, you will pay a late charge of $_____ or _____% of the part of the payment that is late, whichever is less.

If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X _____

Co-Buyer Signs X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the e[redacted] you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs X _____
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others, unless so indicated hereon.

Notice To Buyer: Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.

Buyer Signs X [redacted] Date _____ Co-Buyer Signs X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address [redacted]

Seller signs _____ Date _____ By X _____ Title _____

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration provision [redacted] you signed it.

ROBERT DeNOOYER CHEVROLET, Inc.

600 East 8th Street
HOLLAND, MI 49423
Phone: 616-396-2333
Email: service@denooyerchevy.com
Mechanical Repair Lic # F-100150
Fed Tax ID# 38-1424548

R/O	VIN			DATE IN
[redacted]	1GCGTBE38F1[redacted]	[redacted]		07/02/15
YR	MODEL	COLOR		TIME IN
2015	CHEVROLET COLORADO L	BLACK N		08:31
MILES IN / MILES OUT	FIRST USE	LISC.		CLOSED
6466 / 6466	02/26/15 / 02/26/15	MI	Holland MI [redacted]	09:58 07/27/15
SEE ALSO				WRITER
			H: [redacted] W: (616) -	4504 CARMEN\ 9

(1) C/S THE VEH HAS BEEN USING COOLANT HAS HAD TO ADD COOLANT ENGINE HAS OVER HEATED COOLANT A TOUCH LOW. P-TESTED COOLING SYSTEM FOR 30MIN FOUND PRESSUR E LOSS BUT NO VISABLE LEAKS. ADDED COOLANT DYE AND RAN. NO LEAKS. P TESTED 1HR NO VISABLE LEAKS. CALLED TAC . N O OTHER CASES. PTESTED OVER WEEKEND AND PRESS URE DROPPED 8 PSI AND COOLANT PUDDLE ON GROUN D. FOUND COOLANT COMING FROM BEHIND LEFT MOTORMO UNT, REMOVED MOUNT AND STARTER FOUND COOLANT LEAKING FROM BLOCK DUE TO POROSITY.NEXT LINE (85-1879 JASON-M238725) A	Labor	T85		
	89022219	(DYE)	1	
	12634318	(GASKET 01844)	1	
	12622550	(SEAL 01123)	1	
	12566429	(SEAL 01173)	1	
	12584040	(SEAL 01154)	1	
	11569873	(BOLT)	1	
	12646459	(GASKET KIT)	1	
	12652805	(ENGINE)	1	
	Taxable Part Core	(Memo Only)		300.00
	12664358	(SEAL)	1	
	20893953	(GASKET)	2	
	22971963	(GASKET)	2	
	19293000	(DEXOS1 5W30)	6	
	.....(Warranty).....			
(2) TRANSPORTATION COURTESY TRANSPORTATION/SHUTTLE 25 DAYS DRACS (85-1879 JASON-M238725) A	Labor	T85		
	DENOOYER R 84324			
	.....(Warranty).....			
(3) CONTINUE FROM LINE 1 CALLED TAC AND THEY SAD YES REPLACE ENG. INST ALLED GM ENG. HAD TO TRANSFER OIL PAN,FRT COV ER,OIL FILTER ADAPTER HOUSING. REASS CORE ENG . INSTALLED GM ENG WITH REQ GASKETS. PRELUBED ENG. FILLED FLUIDS AND RECHARGED AC. RAN. RELEARENED IDLE. TEST DROVE 10 MILES ALL OK (85-1879 JASON-M238725) A	Labor	T85		
	.....(Warranty).....			

W.C.	INT.	CUSTOMER	
		Labor	.00
		Parts	.00
		Sublet	.00
		Shop Supplie	.00
		Oil/Grease	.00
		Sub Total	.00
	.00	Tax	.00
		Total	.00

DISCLAIMER OF WARRANTIES

Any warranties on the product 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 of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X CUSTOMER SIGNATURE

 Job [redacted]

[redacted] Customer Copy

AUTOSOFT FORMS 1-877-427-4367

ROBERT DeNOOYER CHEVROLET, Inc.

600 East 8th Street
HOLLAND, MI 49423
Phone: 616-396-2333
Email: service@denooyerchevy.com
Mechanical Repair Lic # F-100150
Fed Tax ID# 38-1424548

R/O	VIN				DATE IN
[redacted]	1GCGTBE38F1[redacted]			[redacted]	07/31/15
		MODEL	COLOR		TIME IN
2015	CHEVROLET	COLORADO L	BLACK N		14:05
MILES IN	MILES OUT	FIRST USE	LISC.	Holland MI [redacted]	CLOSED 12:29
6897	6897	02/26/15	MI		08/06/15
SEE ALSO		02/26/15			WRITER 4504
				H: [redacted] W: (616)	CARMEN \9

(1) C/S THE VEH HAS SOMETHING SPURTING OUT LIKE A MIST FROM BOTH SIDES THE HOOD RELATED TO JOB 2.. PRESSURE SENSOR NOT CONNECTED CORRECTLY AND CAUSING FREON TO BLEED OFF. RECHARGED TO PROPER LEVEL AND RAN ALL OK.
(85-1879 JASON-M238725) A — Labor T85
.....(Warranty).....

(2) C/S THE ENGINE OIL PRESSURE IS ERRATIC ESP WITH THE A/C ON CONFIRMED OIL PRESSURE AT 20-30 PSI WHEN AC OFF AND 80 PSI WHEN AC COMMANDED ON. SWITCHED EOP SENSOR WITH KNOWN GOOD ONE, COMPARED TO LIKE VEH. CALLED TAC,8-1522757187 AND AFTER SPEAKING WITH JEREMY FOUND AC PRESSURE SENSOR ND EOP SENSOR PLUGS CROSSED. SWITCHED AND RAN ALL OK. NO DAMAGED HAPPENED. RAN VEH MULIPLE TIMES TO CONFIRM FIXED.
(85-1879 JASON-M238725) A — Labor T85
.....(Warranty).....

	W/C	INT		CUSTOMER
			Labor	.00
			Parts	.00
			Sublet	.00
			Shop Supplie	.00
			Oil/Grease	.00
			Sub Total	.00
		.00	Tax	.00
			Total	.00

DISCLAIMER OF WARRANTIES
Any warranties on the product 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 of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X CUSTOMER SIGNATURE

 Job [redacted]

[redacted] Customer Copy

AUTOSOFT FORMS 1-877-427-4367

Liliana Campuzano (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Thursday, October 08, 2015 6:17 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer-[redacted] v. General Motors

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: [redacted]
Subject: Offer-[redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up- [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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

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

--
Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

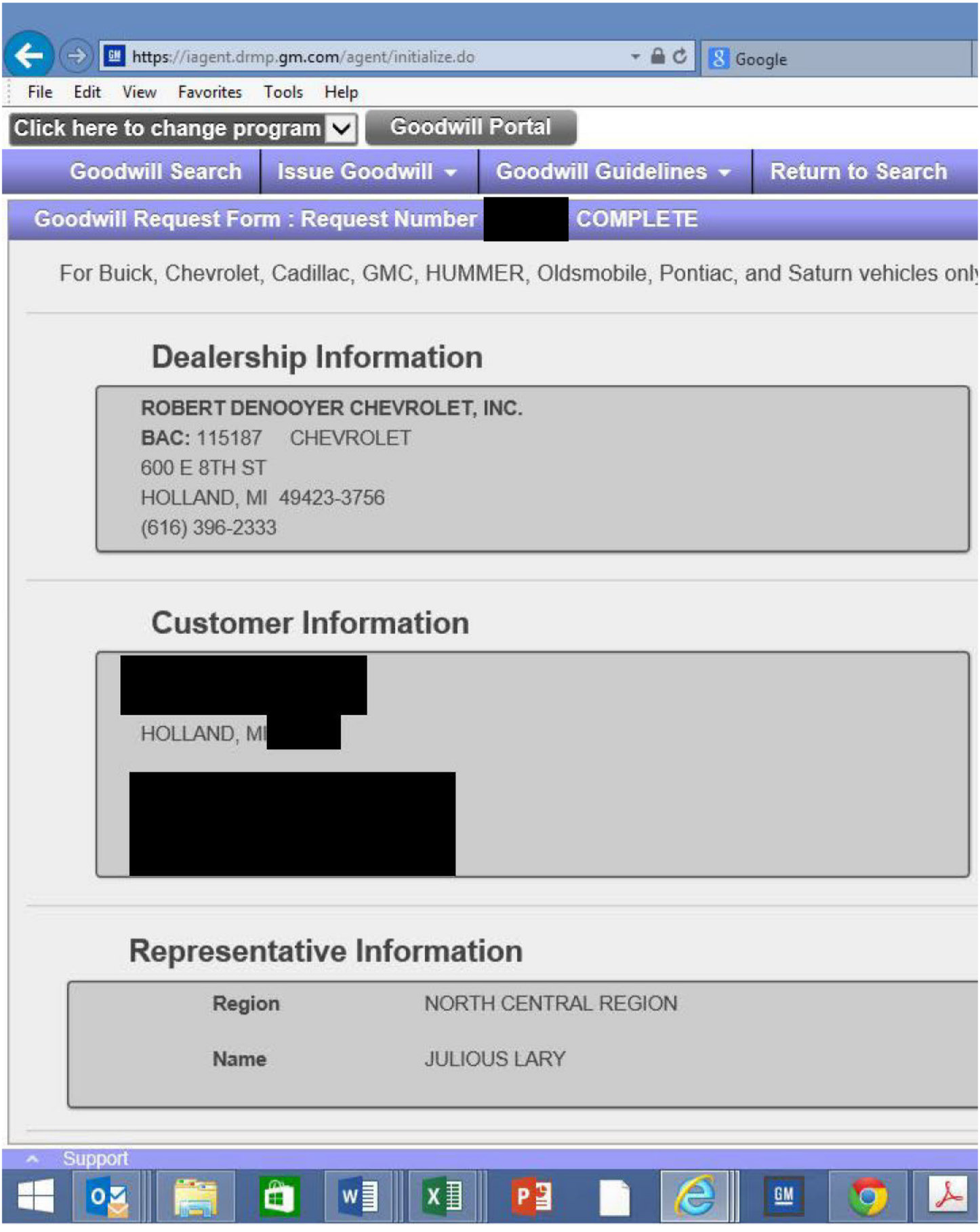


Liliana Campuzano (C)

From:	Julious S. Lary
Sent:	Tuesday, August 18, 2015 1:52 PM
To:	Liliana Campuzano (C)
Cc:	Kim Stevens (ROBERT DENOOYER CHEVROLET INC)
Subject:	RE: NISM with FRA Request- Cohen v. General Motors

A.

From my initial review I don't see where this vehicle is eligible for a repurchase based on time out of service or repair attempts. In addition, I had the Service Manager/CEM Manager contact the customer and offer a $1000 Accessories Certificate that the customer was ecstatic to accept. They made no mention at that time of a suit matter with GM. See below:


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] COMPLETE
For Buick, Chevrolet, Cadillac, GMC, HUMMER, Oldsmobile, Pontiac, and Saturn vehicles only
Dealership Information
ROBERT DENOOYER CHEVROLET, INC.
BAC: 115187 CHEVROLET
600 E 8TH ST
HOLLAND, MI 49423-3756
(616) 396-2333
Customer Information
[redacted]
HOLLAND, MI [redacted]
[redacted]
Representative Information
Region NORTH CENTRAL REGION
Name JULIOUS LARY
Support


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] COMPLETE
GM Accessories Certificate - Option Details
a. Good for a one-time use toward the purchase/installation of a GM Authorized Accessory.
b. Following installation, Dealer to submit through Global Warranty Management (GWM) for t
provided on the Authorization Letter.
c. This certificate is only valid for GM Accessory Part Numbers, both OEM and GM Part Num
Accessory Certificate Amount
$1,000
Business Reason
List of Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Custom
Customer vehicle was out of service for 22 days requiring a new eng
replacement vehicle. We denied that request. Offered a $1000 Certif
Goodwill Agent Comments
JULIOUS LARY [08/13/2015 11:33:52]: [AUTO] Form Created
JEANETTE BASCO [08/13/2015 11:55:42]: [AUTO] Updated to status: IN PROCESS
JEANETTE BASCO [08/13/2015 12:16:40]: 71-1511563771
TINA LUTKUS [08/13/2015 12:27:42]: [AUTO] Updated to status: COMPLETE
Status
Support

From: Liliana Campuzano (C)
Sent: Tuesday, August 18, 2015 10:54 AM
To: Julious S. Lary
Subject: NISM with FRA Request-[redacted] v. General Motors

RE: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F[redacted]
Involved Dealership: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St
Holland MI 49423
FRA Request Received: 8/18/2015
Mileage: 6,466

Dear Mr. Lary:

Hi, my name is Liliana. This email is to notify you of a new Not in Suit Mater regarding Service Request#: [redacted] for customer [redacted]. The customer's vehicle is a 2015 Chevrolet Colorado with 6,466 miles. The customer has been working with Robert Denooyer Chevrolet. Due to time constraints, your response to this e-mail is required within 48 hours.

The attorney has also requested a FRA, if you could notify the FSE to schedule a tentative date for the FRA and I will contact the attorney to see if their client is available.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within 48 hours.
Your written feedback will be documented and e-mail attached

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

Liliana Campuzano (C)

From: Julious S. Lary
Sent: Monday, October 19, 2015 12:45 PM
To: Liliana Campuzano (C)
Subject: RE: Support for a trade- [redacted] v. General Motors

Yes.

From: Liliana Campuzano (C)
Sent: Friday, October 16, 2015 3:30 PM
To: Julious S. Lary
Subject: RE: Support for a trade- [redacted] v. General Motors

Mr. Lary,

Do we have your support for a trade then?

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Julious S. Lary
Sent: Monday, October 12, 2015 1:22 PM
To: Liliana Campuzano (C)
Subject: RE: Support for a trade- [redacted] v. General Motors

I see.

From: Liliana Campuzano (C)
Sent: Monday, October 12, 2015 9:38 AM
To: Julious S. Lary
Subject: Support for a trade- [redacted] v. General Motors

Dear Mr. Lary,

Involved Dealership Contact: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St Holland, MI 49423
Dealership Contact: Kim Stevens
VIN: 1GCGTBE38F[redacted]
Vehicle: 2015 Chevrolet Colorado
Mileage: 8,649

Per prior communications in which you have stated to be informed of our case resolution, plaintiff's counsel is unwilling to accept a cash settlement. After reviewing the merits of the case; we believe an offer of a trade repurchase would be appropriate to settle this NISM in the Early Resolution program. The vehicle appears to meet presumption based on the excessive days out of service which totaled thirty-nine within the MI Lemon Law terms.

Please review our copy of the case assessment and advise accordingly.

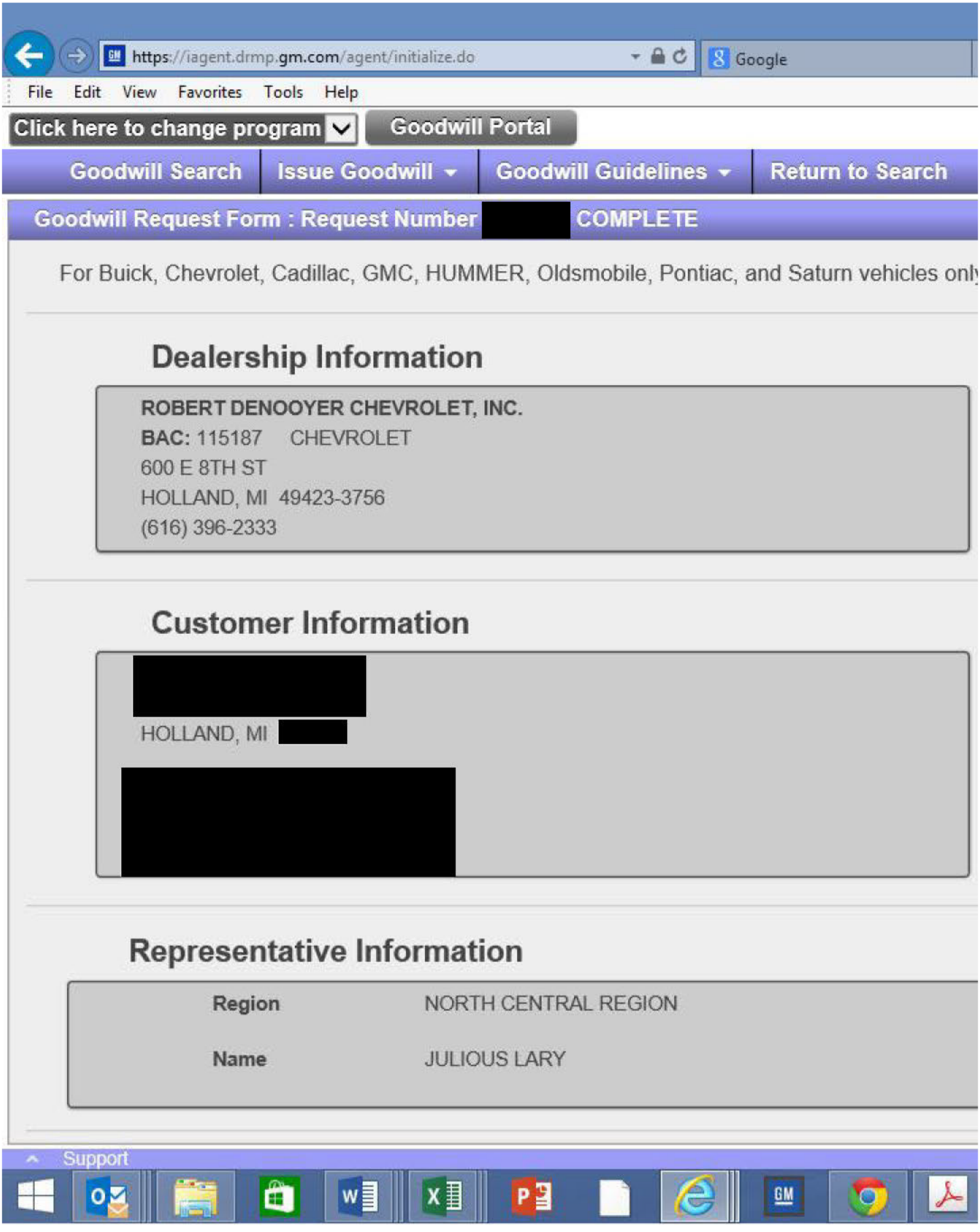
Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Julious S. Lary
Sent: Tuesday, August 18, 2015 1:52 PM
To: Liliana Campuzano (C)
Cc: Kim Stevens (ROBERT DENOOYER CHEVROLET INC)
Subject: RE: NISM with FRA Request- [redacted] v. General Motors

A.

From my initial review I don't see where this vehicle is eligible for a repurchase based on time out of service or repair attempts. In addition, I had the Service Manager/CEM Manager contact the customer and offer a $1000 Accessories Certificate that the customer was ecstatic to accept. They made no mention at that time of a suit matter with GM. See below:


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] COMPLETE
For Buick, Chevrolet, Cadillac, GMC, HUMMER, Oldsmobile, Pontiac, and Saturn vehicles only
Dealership Information
ROBERT DENOOYER CHEVROLET, INC.
BAC: 115187 CHEVROLET
600 E 8TH ST
HOLLAND, MI 49423-3756
(616) 396-2333
Customer Information
[redacted]
HOLLAND, MI [redacted]
[redacted]
Representative Information
Region NORTH CENTRAL REGION
Name JULIOUS LARY
Support


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] : COMPLETE
GM Accessories Certificate - Option Details
a. Good for a one-time use toward the purchase/installation of a GM Authorized Accessory.
b. Following installation, Dealer to submit through Global Warranty Management (GWM) for t
provided on the Authorization Letter.
c. This certificate is only valid for GM Accessory Part Numbers, both OEM and GM Part Num
Accessory Certificate Amount
$1,000
Business Reason
List of Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Custom
Customer vehicle was out of service for 22 days requiring a new eng
replacement vehicle. We denied that request. Offered a $1000 Certif
Goodwill Agent Comments
JULIOUS LARY [08/13/2015 11:33:52]: [AUTO] Form Created
JEANETTE BASCO [08/13/2015 11:55:42]: [AUTO] Updated to status: IN PROCESS
JEANETTE BASCO [08/13/2015 12:16:40]: 71-1511563771
TINA LUTKUS [08/13/2015 12:27:42]: [AUTO] Updated to status: COMPLETE
Status
Support

From: Liliana Campuzano (C)
Sent: Tuesday, August 18, 2015 10:54 AM
To: Julious S. Lary
Subject: NISM with FRA Request- [redacted] v. General Motors

RE: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Involved Dealership: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St
Holland MI 49423
FRA Request Received: 8/18/2015
Mileage: 6,466

Dear Mr. Lary:

Hi, my name is Liliana. This email is to notify you of a new Not in Suit Mater regarding Service Request#: [redacted] for customer [redacted]. The customer's vehicle is a 2015 Chevrolet Colorado with 6,466 miles. The customer has been working with Robert Denooyer Chevrolet. Due to time constraints, your response to this e-mail is required within 48 hours.

The attorney has also requested a FRA, if you could notify the FSE to schedule a tentative date for the FRA and I will contact the attorney to see if their client is available.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within 48 hours.
Your written feedback will be documented and e-mail attached

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

Liliana Campuzano (C)

From: Kim Stevens <kstevens@denooyerchevy.com>
Sent: Thursday, September 03, 2015 10:54 AM
To: Liliana Campuzano (C)
Subject: Re: FRA/[redacted]

Hello
No aftermarket parts to my knowledge have been installed or any accidental damage incurred. R/O [redacted] last date of work was 8/6/15, For all repair work done the customer was provided a new car as a loaner the entire time the vehicle was in service.

Kim Stevens
CSI ^ Experience Manager
Robert De Nooyer Chevrolet
616396-2333-x226

On Thu, Sep 3, 2015 at 9:29 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Perfect, please have this documented on the RO as well and have that copy sent to me. We need to verify a couple of things with you, are you aware of any after-market parts installed on this vehicle or accidental damage?

For Ro: [redacted] I need to verify the last day that the tech worked on the vehicle and if the customer was in a loaner at that time.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Kim Stevens [mailto:kstevens@denooyerchevy.com]
Sent: Thursday, September 03, 2015 9:19 AM
To: Liliana Campuzano (C)
Subject: Re: FRA/ [redacted]

I was just notified that the parts came in yesterday (9/2/15) and job is completed already this am (9/3/15). Thank you.

Kim Stevens

CSI ^ Experience Manager

Robert De Nooyer Chevrolet

616396-2333-x226

On Thu, Sep 3, 2015 at 9:07 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good morning Kim,

We appreciate you making us aware of the situation before we reached out to the attorney to reschedule; do you have any idea as to when the parts are expected to be available?

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Kim Stevens [mailto:kstevens@denooyerchevy.com]
Sent: Tuesday, September 01, 2015 9:58 AM
To: Liliana Campuzano (C)
Subject: Fwd: Scanned from Denooyer Chevrolet

Hello Liliana,

I apologize the Service Advisor did have the form on her desk for [redacted] and he was in. The attachment is below. The part is on backorder.

Kim Stevens

CSI ^ Experience Manager

Robert De Nooyer Chevrolet

616396-2333-x226

---------- Forwarded message ----------
From: <denooyercopier@gmail.com>
Date: Tue, Sep 1, 2015 at 9:22 AM
Subject: Scanned from Denooyer Chevrolet
To: "kstevens@denooyerchevy.com" <kstevens@denooyerchevy.com>

Please open the attached document.

Attachment File Type: pdf, Multi-Page

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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Liliana Campuzano (C)

From:	Aaron Todd <atodd@lemonlawgrouppartners.com>
Sent:	Friday, October 30, 2015 4:12 PM
To:	Liliana Campuzano (C)
Cc:	Maritza A
Subject:	Re: Offer [redacted] v. General Motors
Attachments:	[redacted] signed offer.pdf; ATT00001.htm; [redacted] signed release.pdf; ATT00002.htm; W-9.pdf; ATT00003.htm

Good afternoon, attached are the signed offer letter and release, a copy of the current registration was sent to you previously. Please send the settlement check directly to the address on the attached W-9.

Regards

May 23, 2024

Attention: Jason S Hegedus
4511 Thorncroft Ave
Royal Oak, MI 48073

Service request: [redacted]
VIN: 1GCGTBE38F1[redacted]
Customer Relationship Specialist: Liliana

Dear Mr. Hegedus:

Thank you for your recent correspondence dated August 6, 2015 regarding your client, [redacted], 2015 Chevrolet Colorado. We are sorry your client is dissatisfied with his or their Chevrolet. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your client's scheduled repair opportunity at Robert Denooyer Chevrolet, Inc. located in 600 E 8th St. Holland MI 49423. As per our conversation with Kim Stevens at Robert Denooyer Chevrolet this repair opportunity will take place on Friday August 28, 2015. Mr. [redacted] is to speak directly with Kim Stevens and explain as well as demonstrate any and all concern(s) that your client is having with the 2015 Chevrolet Colorado.

If your client is unable to keep this appointment, please contact me as soon as possible so that other arrangements can be made.

Should you have any questions, please contact me at 866-790-5600 x: 5911092 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

General Motors

Rogelio Guerra (C)

To: jhegedus@jhegeduslaw.com
Subject: [redacted] vs GM/[redacted]
Attachments: O.doc

Good Morning,

Please see attachment. Have a great weekend!

Thank You,

Rogelio Guerra – Team Lead
Business Resource Center Legal Department
Phone: (512)389-7014
Email:Rogelio.1.Guerra@gm.com

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Tuesday, August 25, 2015 4:05 PM
To: 'Maritza A'
Subject: FW: [redacted] - Appt confirmation
Attachments: FRA-Appointment confirmation 8.25.15.doc

Good Day,

The customer got in contact with the dealership yesterday to make an appointment for the power steering issues he is experiencing and was scheduled for Friday the 28th of August. This being the case Gm will take this visit as the FRA, please review the formal confirmation attached above.

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, August 24, 2015 1:08 PM
To: Liliana Campuzano (C)
Subject: Re: [redacted] - Appt confirmation

We are confirmed. The client's issue is now a power steering issue as well.

On Wed, Aug 19, 2015 at 3:08 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle Identification Number: 1GCGTBE38F[redacted]

Good Day,

Please review the attached confirmation for the FRA, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--
Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Friday, October 23, 2015 10:35 AM
To: 'Aaron Todd'
Cc: 'Maritza A'
Subject: RE: Offer-[redacted] v. General Motors

Good Day,

Thank you for the correspondence; the offer letter and release dated 10/20/2015 was drafted correctly. Please provide confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer at your earliest convenience.

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Aaron Todd [mailto:atodd@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 5:30 PM
To: Liliana Campuzano (C)
Cc: Maritza A
Subject: Re: Offer[redacted] v. General Motors

Please let me know if the offer letter and release we already have are good, or if you will need to revise either of them based on the registration.

Regards

Aaron Todd
Lemon Law Group Partners, PLC
Phone: (888) 415-0610 Ext. 102
Fax: (888) 809-7010
atodd@lemonlawgrouppartners.com

LEMON LAW GROUP PARTNERS PLC

On Oct 20, 2015, at 5:03 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

The client accepts. Please see attached registration.

On Tue, Oct 20, 2015 at 1:55 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F[redacted]

Good Day,

Responding to your counter demand dated 10/12/2015; GM would like to extend the following offer for consideration. Please review the attached offer letter and advise.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer[redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, October 12, 2015 10:04 AM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of 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.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer-[redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

<image001.jpg>

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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[redacted] registration.pdf>

October 20, 2015

Jason S Hegedus
Lemon Law Group Partners, PLC
4511 Thorncroft Ave
Royal Oak, MI 48073

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Customer Relationship Specialist: Liliana

Dear Mr. Hegedus:

We regret that your client is dissatisfied with his 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $ 5,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately

from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

September 28, 2015

Jason S Hegedus
Lemon Law Group Partners, PLC
4511 Thorncroft Ave
Royal Oak, MI 48073

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Customer Relationship Specialist: Liliana

Dear Mr. Hegedus:

We regret that your client is dissatisfied with his 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $ 4,500.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

Liliana Campuzano (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer-[redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, October 12, 2015 10:04 AM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer-[redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of 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.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer-[redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up- [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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Best regards,

Maritza Izquierdo

Paralegal

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



Liliana Campuzano (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Tuesday, August 25, 2015 4:38 PM
To: Liliana Campuzano (C)
Subject: Re: [redacted] - Appt confirmation

Yes that is fine.

On Tue, Aug 25, 2015 at 3:34 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

The customer got in contact with the dealership yesterday to make an appointment for the power steering issues he is experiencing and was scheduled for Friday the 28th of August. This being the case Gm will take this visit as the FRA, please review the formal confirmation attached above.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, August 24, 2015 1:08 PM
To: Liliana Campuzano (C)
Subject: Re: [redacted] Appt confirmation

We are confirmed. The client's issue is now a power steering issue as well.

On Wed, Aug 19, 2015 at 3:08 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE [redacted]

Service Request: [redacted]

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please review the attached confirmation for the FRA, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



Liliana Campuzano (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Tuesday, October 20, 2015 5:03 PM
To: Liliana Campuzano (C)
Cc: A Todd
Subject: Re: Offer [redacted] v. General Motors
Attachments: [redacted] registration.pdf

The client accepts. Please see attached registration.

On Tue, Oct 20, 2015 at 1:55 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Responding to your counter demand dated 10/12/2015; GM would like to extend the following offer for consideration. Please review the attached offer letter and advise.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer-[redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, October 12, 2015 10:04 AM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer[redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of 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.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer-[redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

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General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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Best regards,

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Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



RELEASE OF CLAIM

I, [redacted], (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $ 5,000.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasee") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor 2015 Chevrolet Colorado bearing Vehicle Identification Number 1GCGTBE38F1[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasee, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasee, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted].

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

RELEASE OF CLAIM

I, [redacted], (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $ 4,500.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasee") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor 2015 Chevrolet Colorado bearing Vehicle Identification Number 1GCGTBE38F1[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasee, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasee, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted].

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Monday, October 12, 2015 9:38 AM
To: Julious S. Lary
Subject: Support for a trade- [redacted] v. General Motors
Attachments: 1 Case Assessment.xls

Dear Mr. Lary,

Involved Dealership Contact: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St Holland, MI 49423
Dealership Contact: Kim Stevens
VIN: 1GCGTBE38F1[redacted]
Vehicle: 2015 Chevrolet Colorado
Mileage: 8,649

Per prior communications in which you have stated to be informed of our case resolution, plaintiff's counsel is unwilling to accept a cash settlement. After reviewing the merits of the case; we believe an offer of a trade repurchase would be appropriate to settle this NISM in the Early Resolution program. The vehicle appears to meet presumption based on the excessive days out of service which totaled thirty-nine within the MI Lemon Law terms.

Please review our copy of the case assessment and advise accordingly.

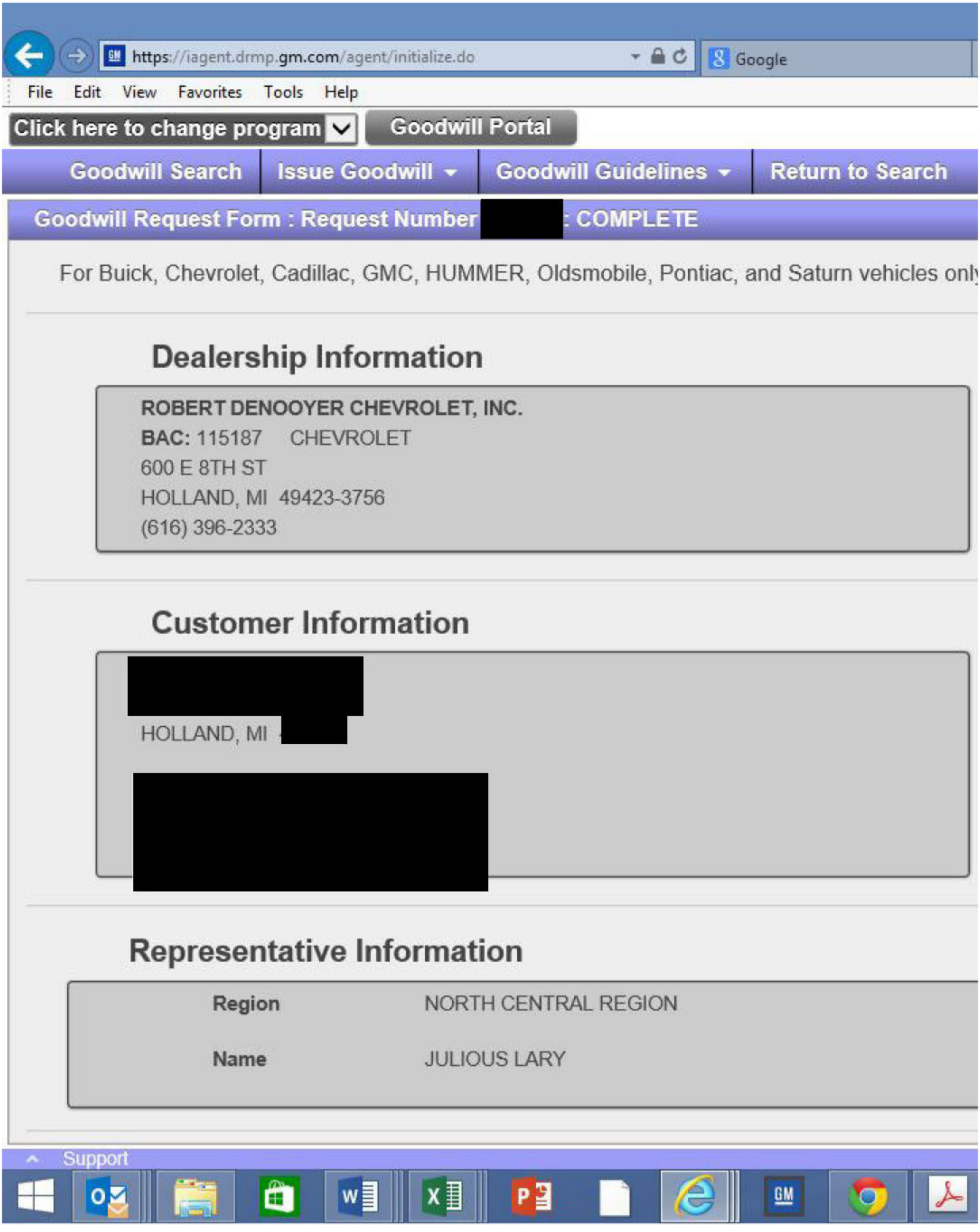
Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Julious S. Lary
Sent: Tuesday, August 18, 2015 1:52 PM
To: Liliana Campuzano (C)
Cc: Kim Stevens (ROBERT DENOOYER CHEVROLET INC)
Subject: RE: NISM with FRA Request- [redacted] v. General Motors

A.

From my initial review I don't see where this vehicle is eligible for a repurchase based on time out of service or repair attempts. In addition, I had the Service Manager/CEM Manager contact the customer and offer a $1000 Accessories Certificate that the customer was ecstatic to accept. They made no mention at that time of a suit matter with GM. See below:


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] : COMPLETE
For Buick, Chevrolet, Cadillac, GMC, HUMMER, Oldsmobile, Pontiac, and Saturn vehicles only
Dealership Information
ROBERT DENOOYER CHEVROLET, INC.
BAC: 115187 CHEVROLET
600 E 8TH ST
HOLLAND, MI 49423-3756
(616) 396-2333
Customer Information
[redacted]
HOLLAND, MI [redacted]
[redacted]
Representative Information
Region NORTH CENTRAL REGION
Name JULIOUS LARY
Support


https://iagent.drmp.gm.com/agent/initialize.do
Google
File Edit View Favorites Tools Help
Click here to change program
Goodwill Portal
Goodwill Search
Issue Goodwill
Goodwill Guidelines
Return to Search
Goodwill Request Form : Request Number [redacted] COMPLETE
GM Accessories Certificate - Option Details
a. Good for a one-time use toward the purchase/installation of a GM Authorized Accessory.
b. Following installation, Dealer to submit through Global Warranty Management (GWM) for t
provided on the Authorization Letter.
c. This certificate is only valid for GM Accessory Part Numbers, both OEM and GM Part Num
Accessory Certificate Amount $1,000
Business Reason
List of Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Custom
Customer vehicle was out of service for 22 days requiring a new eng
replacement vehicle. We denied that request. Offered a $1000 Certif
Goodwill Agent Comments
JULIOUS LARY [08/13/2015 11:33:52]: [AUTO] Form Created
JEANETTE BASCO [08/13/2015 11:55:42]: [AUTO] Updated to status: IN PROCESS
JEANETTE BASCO [08/13/2015 12:16:40]: 71-1511563771
TINA LUTKUS [08/13/2015 12:27:42]: [AUTO] Updated to status: COMPLETE
Status
Support

From: Liliana Campuzano (C)
Sent: Tuesday, August 18, 2015 10:54 AM
To: Julious S. Lary
Subject: NISM with FRA Request-[redacted] v. General Motors

RE: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Involved Dealership: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St
Holland MI 49423
FRA Request Received: 8/18/2015
Mileage: 6,466

Dear Mr. Lary:

Hi, my name is Liliana. This email is to notify you of a new Not in Suit Mater regarding Service Request#: [redacted] for customer [redacted]. The customer's vehicle is a 2015 Chevrolet Colorado with 6,466 miles. The customer has been working with Robert Denooyer Chevrolet. Due to time constraints, your response to this e-mail is required within 48 hours.

The attorney has also requested a FRA, if you could notify the FSE to schedule a tentative date for the FRA and I will contact the attorney to see if their client is available.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within 48 hours.
Your written feedback will be documented and e-mail attached

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Wednesday, November 04, 2015 9:32 AM
To: 'julious.s.lary@gm.com'
Subject: Resolution notification [redacted] vs GM

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: (115187) Robert Denooyer Chevrolet, Inc. 600 E 8th St Holland, MI 49423
Dealership Contact: Kim Stevens
VIN: 1GCGTBE38F1[redacted]
Vehicle: 2015 Chevrolet Colorado
Mileage: 11,640

Dear Mr. Lary,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $ 5,000.00 was accepted.

There is no need to reply to this email as it is being sent to you for notification purposes only.

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer [redacted] v. General Motors
Attachments: Release of Claim 9.28.15.pdf; Offer 9.28.15.pdf

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up- [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--
Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Tuesday, October 20, 2015 1:56 PM
To: 'Maritza A'
Subject: Offer [redacted] v. General Motors
Attachments: Offer 10.20.15.pdf; Release of Claim 10.20.15.pdf

RE: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Responding to your counter demand dated 10/12/2015; GM would like to extend the following offer for consideration. Please review the attached offer letter and advise.

Best regards,

Liliana Campuzano
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer [redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, October 12, 2015 10:04 AM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of 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.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer [redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase 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.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

Liliana Campuzano

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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Best regards,

Maritza Izquierdo

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maritza@lemonlawgrouppartners.com



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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com



PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Colorado 31XX / GMNA Truck
Subject: Terminal , Fuse Block F50D - Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 1 **Tasks:** **Attachments:** 4 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	09-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236
Issue Approver	09-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
09-JAN-2015		09-JAN-2015		10-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	10-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Submitted	09-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Originated	09-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Colorado 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Terminal
Part Location: Fuse Block F50D
Complaint: Loss of Steering Assist

Affected Vehicles

Model Year(s):	2015	Axles:	
Make:	Chevrolet	Transmission(s):	
Vehicle Line:	Colorado 31XX	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: 114906
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCHSAEAXF[redacted]	04-DEC-2014		43	Miles	

Problem Description

Symptoms/Complaints:

Condition: No power steering.
Cause: Found terminal loose on fuse block F50D. Never tightened and stud broke loose

Probable Cause:

Corrective Action:

Correction: Replace X50D fuse block battery

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.03-Power & Ground Distribution
4th Level (VPPS):

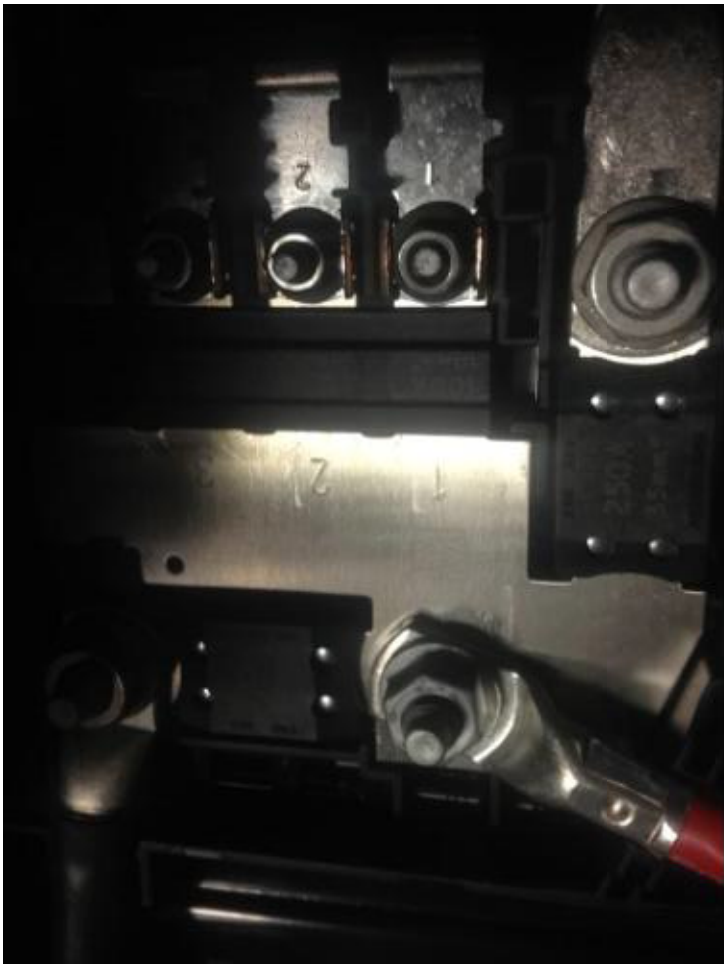
Parts

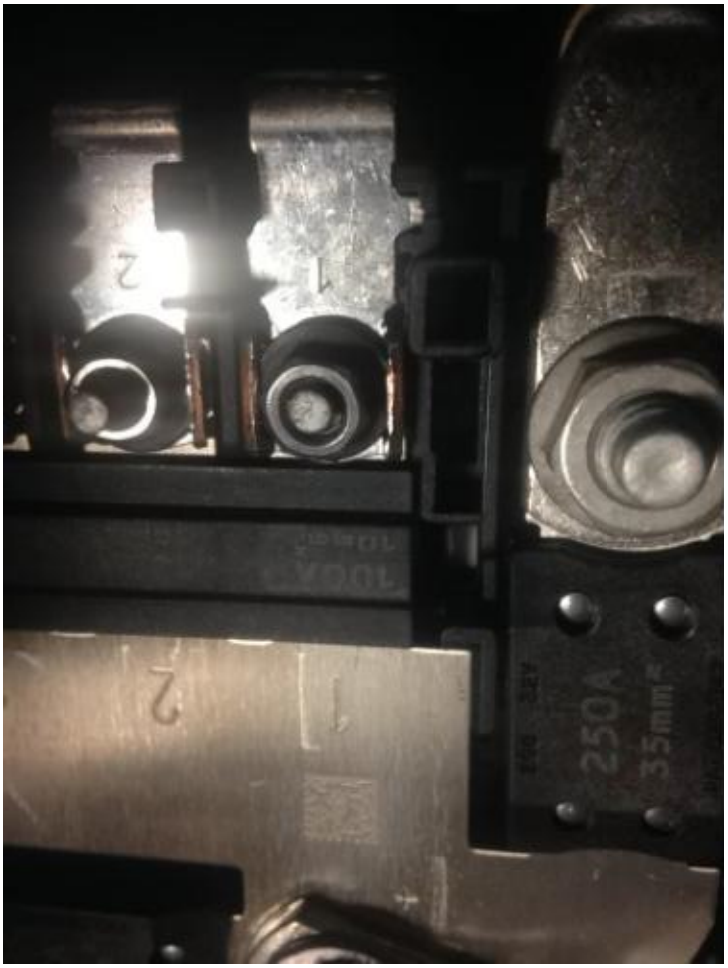
Part Name	Part Number

Suspect Parts Available?

Location of Parts:




2
1


2
1
100A
2
1
250A
35mm²



PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 209	**Issue Type:** (Aftersales) Product Report		**Issue Status:** Closed			
		Current Step: Solution Feedback		**Current Step Status:** Complete		**Current Step Target:** 16-SEP-2015	

Project: US-United States
Program: Colorado 31XX / GMNA Truck
Subject: Steering Gear , Steering - Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 2 **Tasks:** **Attachments:** **Memos:** 1

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	20-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
20-JAN-2015		20-JAN-2015		21-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	20-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	20-JAN-2015	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Colorado 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Steering Gear
Part Location: Steering
Complaint: Loss of Steering Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue: No

Affected Vehicles

Model Year(s): 2015
Other Potentially Affected Vehicle Lines: Canyon 31XX
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCHTAEA2F1[redacted]	13-NOV-2014		437	Miles	
	1GCGTAE34F1[redacted]	29-OCT-2014		1,341	Miles	
	1GCGTCE35F1[redacted]	03-NOV-2014		408	Miles	
	1GCGTBE3XF1[redacted]	23-SEP-2014		23	Miles	
	1GCHTBE31F1[redacted]	23-OCT-2014		68	Miles	
	1GTG6CE38F1[redacted]	15-AUG-2014		100	Kilometers	
	1GTG6BE33F1[redacted]	04-SEP-2014		1,987	Kilometers	
	1GTG6BE38F1[redacted]	10-OCT-2014		893	Kilometers	
	1GCGTBE3XF1[redacted]	06-JAN-2015		4,232	Miles	
	1GCGTCE3XF1[redacted]	09-JAN-2015		3,028	Miles	

Problem Description

Symptoms/Complaints:

Service Power Steering, loss of steering assist
PSCM has History DTC C056D-00 (PSCM ECU Hardware).

Steering Gear

Probable Cause:

Corrective Action:

7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement

Driving Conditions:
Environmental Condtions:
Road Surface:
Action Requested:
Success of Corrective Action:
Trouble Codes Affected:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.01-Steering
3rd Level (VPPS): 20.01.01-Front Steering
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	7421770

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Added three additional Canadian VINs 2/10/2015.
Per associated SWA 1721482, Denise Daenkert, "We are analyzing all the gears and reporting out to GM daily. We need more time to complete the analysis. New due date 3-16-15". Awaiting supplier Root Cause in associated issue.
associated to PRTS issue. PRTS 1740755 loss of assist at start up which has a software correction that has been published to the field in PIT5437 Field fix available along with root cause identified.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 26-JAN-2015 Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-JAN-2015	26-JAN-2015	21-JAN-2015		21-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Added three additional Canadian VINs 2/10/2015.

Per associated SWA 1721482, Denise Daenkert, "We are analyzing all the gears and reporting out to GM daily. We need more time to complete the analysis. New due date 3-16-15". Awaiting supplier Root Cause in associated issue.

associated to PRTS issue.
PRTS 1740755 loss of assist at start up which has a software correction that has been published to the field in PIT5437
Field fix available along with root cause identified.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 04-FEB-2015
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-JAN-2015	04-FEB-2015	22-JAN-2015		22-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	22-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: TAC

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Wentzville

Affected Vehicles

Model Year(s): 2015
Other Potentially Affected Vehicle Lines: Canyon 31XX
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1GCHTAEA2F1[redacted]	13-NOV-2014	437	Miles		
	1GCGTAE34F1[redacted]	29-OCT-2014	1,341	Miles		
	1GCGTCE35F1[redacted]	03-NOV-2014	408	Miles		
	1GCGTBE3XF1[redacted]	23-SEP-2014	23	Miles		
	1GCHTBE31F1[redacted]	23-OCT-2014	68	Miles		
	1GTG6CE38F1[redacted]	15-AUG-2014	100	Kilometers		
	1GTG6BE33F1[redacted]	04-SEP-2014	1,987	Kilometers		
	1GTG6BE38F1[redacted]	10-OCT-2014	893	Kilometers		
	1GCGTBE3XF1[redacted]	06-JAN-2015	4,232	Miles		

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-JAN-2015	04-FEB-2015	22-JAN-2015		22-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	22-JAN-2015	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: TAC

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Wentzville

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GCGTCE3XF1[redacted]	09-JAN-2015	3,028	Miles		

Problem Description

Symptoms/Complaints:

Service Power Steering, loss of steering assist
PSCM has History DTC C056D-00 (PSCM ECU Hardware).

Steering Gear

Probable Cause:

Corrective Action:

7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number: PIT5437
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.01-Steering
3rd Level (VPPS): 20.01.01-Front Steering
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	7421770

PRTS Dynamics - Complete Report

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

Trigger Question:	Trigger Answer:
Step when issue is flagged:	Date when issue was flagged:
Flagged by:	

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code
	7421770

Warranty Measure Information

PRTS Dynamics - Complete Report

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Added three additional Canadian VINs 2/10/2015.

Per associated SWA 1721482, Denise Daenkert, "We are analyzing all the gears and reporting out to GM daily. We need more time to complete the analysis. New due date 3-16-15". Awaiting supplier Root Cause in associated issue.

associated to PRTS issue.
PRTS 1740755 loss of assist at start up which has a software correction that has been published to the field in PIT5437
Field fix available along with root cause identified.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	22-JAN-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819

Next Step Target Dates

Next Step Target Submit Date: 12-APR-2015 Next Step Target Approve/Close Date: 18-AUG-2015

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	22-JAN-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
22-JAN-2015	12-APR-2015	13-AUG-2015	18-AUG-2015	17-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	17-AUG-2015	Eddie Simcox	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	
Submitted	13-AUG-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819	

24 Hour Information

24 Hour:
Source of Information: TAC

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Wentzville

Affected Vehicles

Model Year(s): 2015
Other Potentially Affected Vehicle Lines: Canyon 31XX
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCHTAEA2F1[redacted]	13-NOV-2014		437	Miles	
	1GCGTAE34F1[redacted]	29-OCT-2014		1,341	Miles	
	1GCGTCE35F1[redacted]	03-NOV-2014		408	Miles	
	1GCGTBE3XF1[redacted]	23-SEP-2014		23	Miles	
	1GCHTBE31F1[redacted]	23-OCT-2014		68	Miles	
	1GTG6CE38F1[redacted]	15-AUG-2014		100	Kilometers	

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	22-JAN-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
22-JAN-2015	12-APR-2015	13-AUG-2015	18-AUG-2015	17-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	17-AUG-2015	Eddie Simcox	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	
Submitted	13-AUG-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819	

24 Hour Information

24 Hour:
Source of Information: TAC

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Wentzville

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6BE33F1[redacted]	04-SEP-2014		1,987	Kilometers	
	1GTG6BE38F1[redacted]	10-OCT-2014		893	Kilometers	
	1GCGTBE3XF1[redacted]	06-JAN-2015		4,232	Miles	
	1GCGTCE3XF1[redacted]	09-JAN-2015		3,028	Miles	

Problem Description

Symptoms/Complaints:

Service Power Steering, loss of steering assist
PSCM has History DTC C056D-00 (PSCM ECU Hardware).

Steering Gear

Probable Cause:

Corrective Action:

7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number: PIT5437
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.01-Steering
3rd Level (VPPS): 20.01.01-Front Steering
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	7421770

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code
	7421770

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Added three additional Canadian VINs 2/10/2015.

Per associated SWA 1721482, Denise Daenkert, "We are analyzing all the gears and reporting out to GM daily. We need more time to complete the analysis. New due date 3-16-15". Awaiting supplier Root Cause in associated issue.

associated to PRTS issue.
PRTS 1740755 loss of assist at start up which has a software correction that has been published to the field in PIT5437
Field fix available along with root cause identified.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	04-MAR-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819

Next Step Target Dates

Next Step Target Submit Date: 27-AUG-2015 Next Step Target Approve/Close Date: 16-SEP-2015

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	04-MAR-2015	David Mac Gillis	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-947-8819

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-AUG-2015	27-AUG-2015	17-AUG-2015	16-SEP-2015	17-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	17-AUG-2015	Eddie Simcox	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number: PIT5437
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status
Added three additional Canadian VINs 2/10/2015.
Per associated SWA 1721482, Denise Daenkert, "We are analyzing all the gears and reporting out to GM daily. We need more time to complete the analysis. New due date 3-16-15". Awaiting supplier Root Cause in associated issue.
associated to PRTS issue. PRTS 1740755 loss of assist at start up which has a software correction that has been published to the field in PIT5437 Field fix available along with root cause identified.

PRTS Dynamics

03 Jun 2019

Issue Number: [redacted] Issue Age: 209 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 17-Aug-2015 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Colorado 31XX / GMNA Truck

Subject: Steering Gear , Steering - Loss of Steering Assist

Product Line: STmidtruck-Global Midsize Truck Project Number: MST31XX (USA)

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 2 Tasks: 0 Attachments: 0 Memos: 1

Issue Memos -> View User Memo

Close

From : **Charles Rouleau**

Sent To:

To **Calvin.H.Williams@gm.com,bernard.lackey@gm.com,chuck.rouleau@gm.com,charles.w.hensley@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,peter.joslyn@gm.com**
cc ... **lewis.barclay@gm.com,david.macgillis@gm.com,saundra.m.massingille@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com**

Memo:

Subject : **PRTS Dynamics - 1720929 - "S" Steering Gear , Steering - Loss of Steering Assist - Colorado - 1/30**

Text:

Product Report Case # [redacted]
"S" SeveritySupplier Analysis Will Be Created Today
Scheduled Supplier Analysis Target Date Is Friday, 1/30

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 22-Jan-2015

*indicates required field for this screen

Close

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PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 33	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed		
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 23-MAR-2017	

Project: US-United States
Program: Canyon 31XX / GMNA Truck
Subject: Steering Wheel Position Sensor , Steering - Intermittent Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 2 **Tasks:** **Attachments:** 1 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	19-JAN-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
19-JAN-2017		19-JAN-2017		23-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Approved	23-JAN-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Canyon 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Steering Wheel Position Sensor
Part Location: Steering
Complaint: Intermittent Loss of Steering Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6CE37F1[redacted]					

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:		Environmental Condtions:	
Road Surface:		Action Requested:	
Success of Corrective Action:			
Trouble Codes Affected:			

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 117391
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Special Project ID: [redacted]
Special Transaction: [redacted]
Approval Status: Approved
Parts Status: Special Parts Return Request
Business Unit: GM - US
BAC: 117391
VIN: 1GTG6CE37F1[redacted]
Job Card Number: [redacted]
Labour Op: 7421770
Related Project: 107197.001
Requested by Supplier:
Ship Id: GMWPC
Expedited Shipping:
Requestor Last Name: Minor, Kevin
Requestor Email: kevin.j.minor@gm.com
Requestor Phone: +1 586 533 6048
Approver Last Name: Minor, Kevin
Approver E-Mail: kevin.j.minor@gm.com
Approver Phone: +1 586 533 6048

SUFS submitted --- SUFS012617KJHIPD8.

Forwarded a note to Phonexay Vathanaphone to pick up the part or arrange shipment.

Business Unit - GM - US
BAC - 117391 - POAGE AUTO PLAZA, INC.
VIN - 1GTG6CE37F1[redacted]
Job Card No - [redacted]
Labor Op - 7421770
Electric Belt Drive Rack and Pinion Steering Gear Replacement Related Project - 107197.001 The following Special Part Request has been received at the WPC. Please contact the WPC to arrange part disposition; delivery or pickup Special return request project id - S182612.001 Account -

Hello Phonexay and John,

I just wanted to ensure we were all on the same page when it came to our PRTS issue # [redacted] - This was the 31XX that had the

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor (Not confirmed)
Correction: performed repair per 15595A replaced torque sensor cover

When speaking with Phonexay, the supplier reviewed the torque sensor cover and did not find any issues. In addition to this the loss of power steering was only at a specific wheel angle instead of continuous. It is believed that the since the I-shaft was replaced it was not done correctly. This out of balance caused the feeling of the loss of steering. When they replaced the cover they had to disconnect the I-shaft again and then must have installed it correctly after the repair.

Can we submit a SWA to the supplier? Phonexay can you also share your 1 pager?

Thank you

Andrew McKittrick
Brand Quality Manager
Phn: 810-772-0384
Email: andrew.mckittrick@gm.com

Associated to SWA # [redacted]
Attached 1 - pager provide by Phonexay Vathanaphone

Reviewed Service Information and saw procedure 3747216 (Lower I-shaft replacement) asks to remove a plastic insert from the Intermediate Shaft. If the plastic insert is not removed during the replacement of the lower I-shaft it can create a bind in the steering system. This is a possible, but not confirmed reason for the bind in the system. Emailed DRE about possible cause of bind.

Going to close this issue to SWA. They will investigate cover issue and try replacing steering components on vehicle at proving grounds.

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 33	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed		
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 23-MAR-2017	

Project: US-United States
Program: Canyon 31XX / GMNA Truck
Subject: Steering Wheel Position Sensor , Steering - Intermittent Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 2 **Tasks:** **Attachments:** 1 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	19-JAN-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
19-JAN-2017		19-JAN-2017		23-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Approved	23-JAN-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	19-JAN-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Canyon 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Steering Wheel Position Sensor
Part Location: Steering
Complaint: Intermittent Loss of Steering Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6CE37F[redacted]					

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:		Environmental Condtions:	
Road Surface:		Action Requested:	
Success of Corrective Action:			
Trouble Codes Affected:			

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 117391
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

Closing Information:
SWA 1881406 is in process to root cause the failure. I have been added as a collaborator to the SWA.

The part is quarantine at the supplier for failure analysis. There is no evidence that suggests current service parts are faulty and need to be quarantined.

There is no need for a PI or bulletin. The part the dealer replaced for a difficulty steering/loss of steering was subject of campaign # 15595A. The date of this vehicle was after the targeted campaign parts. This part is currently being analyzed to check if campaign needs further expansion but initial findings from SWA is that the part has no issues.

SI is sufficient to diagnose and repair this condition. SI Document 3957499 details how to diagnose hard steering condition in one or both direction.

I will monitor the SWA for updates.

Forwarding to People Leader Robert Wittmann for closing.

move to closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	23-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Next Step Target Dates

Next Step Target Submit Date: 28-JAN-2017 Next Step Target Approve/Close Date:

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	23-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
23-JAN-2017	28-JAN-2017	31-JAN-2017		31-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	31-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Special Project ID: [redacted]
Special Transaction: [redacted]
Approval Status: Approved
Parts Status: Special Parts Return Request
Business Unit: GM - US
BAC: 117391
VIN: 1GTG6CE37F1[redacted]
Job Card Number: [redacted]
Labour Op: 7421770
Related Project: 107197.001
Requested by Supplier:
Ship Id: GMWPC
Expedited Shipping:
Requestor Last Name: Minor, Kevin
Requestor Email: kevin.j.minor@gm.com
Requestor Phone: +1 586 533 6048
Approver Last Name: Minor, Kevin
Approver E-Mail: kevin.j.minor@gm.com
Approver Phone: +1 586 533 6048

SUFS submitted --- SUFS012617KJHIPD8.

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	23-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
23-JAN-2017	28-JAN-2017	31-JAN-2017		31-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	31-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Forwarded a note to Phonexay Vathanaphone to pick up the part or arrange shipment.

Business Unit - GM - US
BAC - 117391 - POAGE AUTO PLAZA, INC.
VIN - 1GTG6CE37F1[redacted]
Job Card No - [redacted]
Labor Op - 7421770
Electric Belt Drive Rack and Pinion Steering Gear Replacement Related Project - 107197.001 The following Special Part Request has been received at the WPC. Please contact the WPC to arrange part disposition; delivery or pickup Special return request project id - [redacted] Account -

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	23-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
23-JAN-2017	28-JAN-2017	31-JAN-2017		31-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	31-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Hello Phonexay and John,

I just wanted to ensure we were all on the same page when it came to our PRTS issue # 1877226 - This was the 31XX that had the

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor (Not confirmed)
Correction: performed repair per 15595A replaced torque sensor cover

When speaking with Phonexay, the supplier reviewed the torque sensor cover and did not find any issues. In addition to this the loss of power steering was only at a specific wheel angle instead of continuous. It is believed that the since the I-shaft was replaced it was not done correctly. This out of balance caused the feeling of the loss of steering. When they replaced the cover they had to disconnect the I-shaft again and then must have installed it correctly after the repair.

Can we submit a SWA to the supplier? Phonexay can you also share your 1 pager?

Thank you

Andrew McKittrick
Brand Quality Manager
Phn: 810-772-0384
Email: andrew.mckittrick@gm.com

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	23-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
23-JAN-2017	28-JAN-2017	31-JAN-2017		31-JAN-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	31-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Associated to SWA # 1881406.
Attached 1 - pager provide by Phonexay Vathanaphone

Reviewed Service Information and saw procedure 3747216 (Lower I-shaft replacement) asks to remove a plastic insert from the Intermediate Shaft. If the plastic insert is not removed during the replacement of the lower I-shaft it can create a bind in the steering system. This is a possible, but not confirmed reason for the bind in the system. Emailed DRE about possible cause of bind.

Going to close this issue to SWA. They will investigate cover issue and try replacing steering components on vehicle at proving grounds.

Closing Information:
SWA 1881406 is in process to root cause the failure. I have been added as a collaborator to the SWA.

The part is quarantine at the supplier for failure analysis. There is no evidence that suggests current service parts are faulty and need to be quarantined.

There is no need for a PI or bulletin. The part the dealer replaced for a difficulty steering/loss of steering was subject of campaign # 15595A. The date of this vehicle was after the targeted campaign parts. This part is currently being analyzed to check if campaign needs further expansion but initial findings from SWA is that the part has no issues.

SI is sufficient to diagnose and repair this condition. SI Document 3957499 details how to diagnose hard steering condition in one or both direction.

I will monitor the SWA for updates.

Forwarding to People Leader Robert Wittmann for closing.

move to closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	30-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Next Step Target Dates

Next Step Target Submit Date: 14-FEB-2017 Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	30-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
31-JAN-2017	14-FEB-2017	21-FEB-2017		21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GTG6CE37F1[redacted]					

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

PRTS Dynamics - Complete Report

Dealer and Field Contact Information

Dealer

Dealer Number: 117391
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

Trigger Question: | Trigger Answer:
Step when issue is flagged: | Date when issue was flagged:
Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Special Project ID: [redacted]
Special Transaction: [redacted]
Approval Status: Approved
Parts Status: Special Parts Return Request
Business Unit: GM - US
BAC: 117391
VIN: 1GTG6CE37F1[redacted]
Job Card Number: [redacted]
Labour Op: 7421770
Related Project: 107197.001
Requested by Supplier:
Ship Id: GMWPC
Expedited Shipping:
Requestor Last Name: Minor, Kevin
Requestor Email: kevin.j.minor@gm.com
Requestor Phone: +1 586 533 6048
Approver Last Name: Minor, Kevin
Approver E-Mail: kevin.j.minor@gm.com
Approver Phone: +1 586 533 6048

SUFS submitted --- SUFS012617KJHIPD8.

Forwarded a note to Phonexay Vathanaphone to pick up the part or arrange shipment.

Business Unit - GM - US
BAC - 117391 - POAGE AUTO PLAZA, INC.
VIN - 1GTG6CE37F1[redacted]
Job Card No - [redacted]
Labor Op - 7421770
Electric Belt Drive Rack and Pinion Steering Gear Replacement Related Project - 107197.001 The following Special Part Request has been received at the WPC. Please contact the WPC to arrange part disposition; delivery or pickup Special return request project id - S182612.001 Account -

Hello Phonexay and John,

I just wanted to ensure we were all on the same page when it came to our PRTS issue # 1877226 - This was the 31XX that had the

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor (Not confirmed)
Correction: performed repair per 15595A replaced torque sensor cover

When speaking with Phonexay, the supplier reviewed the torque sensor cover and did not find any issues. In addition to this the loss of power steering was only at a specific wheel angle instead of continuous. It is believed that the since the I-shaft was replaced it was not done correctly. This out of balance caused the feeling of the loss of steering. When they replaced the cover they had to disconnect the I-shaft again and then must have installed it correctly after the repair.

Can we submit a SWA to the supplier? Phonexay can you also share your 1 pager?

Thank you

Andrew McKittrick
Brand Quality Manager
Phn: 810-772-0384
Email: andrew.mckittrick@gm.com

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	30-JAN-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
31-JAN-2017	14-FEB-2017	21-FEB-2017		21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Other Potentially Affected Vehicle Lines:
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#:[redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 117391

Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:
Field Representative
Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

Trigger Question:
Trigger Answer:
Step when issue is flagged:
Date when issue was flagged:
Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Associated to SWA # 1881406.
Attached 1 - pager provide by Phonexay Vathanaphone

Reviewed Service Information and saw procedure 3747216 (Lower I-shaft replacement) asks to remove a plastic insert from the Intermediate Shaft. If the plastic insert is not removed during the replacement of the lower I-shaft it can create a bind in the steering system. This is a possible, but not confirmed reason for the bind in the system. Emailed DRE about possible cause of bind.

Going to close this issue to SWA. They will investigate cover issue and try replacing steering components on vehicle at proving grounds.

Closing Information:
SWA 1881406 is in process to root cause the failure. I have been added as a collaborator to the SWA.

The part is quarantine at the supplier for failure analysis. There is no evidence that suggests current service parts are faulty and need to be quarantined.

There is no need for a PI or bulletin. The part the dealer replaced for a difficulty steering/loss of steering was subject of campaign # 15595A. The date of this vehicle was after the targeted campaign parts. This part is currently being analyzed to check if campaign needs further expansion but initial findings from SWA is that the part has no issues.

SI is sufficient to diagnose and repair this condition. SI Document 3957499 details how to diagnose hard steering condition in one or both direction.

I will monitor the SWA for updates.

Forwarding to People Leader Robert Wittmann for closing.

move to closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Next Step Target Dates

Next Step Target Submit Date: 12-MAY-2017 Next Step Target Approve/Close Date: 26-FEB-2017

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-FEB-2017	12-MAY-2017	21-FEB-2017	26-FEB-2017	21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	
Submitted	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6CE37F1[redacted]					

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 117391
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

PRTS Dynamics - Complete Report

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Special Project ID: [redacted]
Special Transaction: [redacted]
Approval Status: Approved
Parts Status: Special Parts Return Request
Business Unit: GM - US
BAC: 117391
VIN: 1GTG6CE37F1[redacted]
Job Card Number: [redacted]
Labour Op: 7421770
Related Project: 107197.001
Requested by Supplier:
Ship Id: GMWPC
Expedited Shipping:
Requestor Last Name: Minor, Kevin
Requestor Email: kevin.j.minor@gm.com
Requestor Phone: +1 586 533 6048
Approver Last Name: Minor, Kevin
Approver E-Mail: kevin.j.minor@gm.com
Approver Phone: +1 586 533 6048

SUFS submitted --- SUFS012617KJHIPD8.

Forwarded a note to Phonexay Vathanaphone to pick up the part or arrange shipment.

Business Unit - GM - US
BAC - 117391 - POAGE AUTO PLAZA, INC.
VIN - 1GTG6CE37F1[redacted]
Job Card No - [redacted]
Labor Op - 7421770
Electric Belt Drive Rack and Pinion Steering Gear Replacement Related Project - 107197.001 The following Special Part Request has been received at the WPC. Please contact the WPC to arrange part disposition; delivery or pickup Special return request project id - S182612.001 Account -

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-FEB-2017	12-MAY-2017	21-FEB-2017	26-FEB-2017	21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	
Submitted	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Problem Description

Symptoms/Complaints:

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor
Correction: performed repair per 15595A replaced torque sensor cover

Comments: vehicle not included in campaign repaired with campaign procedure

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.05-Chassis Electronic
3rd Level (VPPS): 80.05.08-Vehicle Dynamics Sensor-Electronic
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

PRTS Dynamics - Complete Report

Dealer and Field Contact Information

Dealer

Dealer Number: 117391
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:
Trigger Answer:
Date when issue was flagged:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Hello Phonexay and John,

I just wanted to ensure we were all on the same page when it came to our PRTS issue # [redacted] - This was the 31XX that had the

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor (Not confirmed)
Correction: performed repair per 15595A replaced torque sensor cover

When speaking with Phonexay, the supplier reviewed the torque sensor cover and did not find any issues. In addition to this the loss of power steering was only at a specific wheel angle instead of continuous. It is believed that the since the I-shaft was replaced it was not done correctly. This out of balance caused the feeling of the loss of steering. When they replaced the cover they had to disconnect the I-shaft again and then must have installed it correctly after the repair.

Can we submit a SWA to the supplier? Phonexay can you also share your 1 pager?

Thank you

Andrew McKittrick
Brand Quality Manager
Phn: 810-772-0384
Email: andrew.mckittrick@gm.com

Associated to SWA # 1881406.
Attached 1 - pager provide by Phonexay Vathanaphone

Reviewed Service Information and saw procedure 3747216 (Lower I-shaft replacement) asks to remove a plastic insert from the Intermediate Shaft. If the plastic insert is not removed during the replacement of the lower I-shaft it can create a bind in the steering system. This is a possible, but not confirmed reason for the bind in the system. Emailed DRE about possible cause of bind.

Going to close this issue to SWA. They will investigate cover issue and try replacing steering components on vehicle at proving grounds.

Closing Information:
SWA 1881406 is in process to root cause the failure. I have been added as a collaborator to the SWA.

The part is quarantine at the supplier for failure analysis. There is no evidence that suggests current service parts are faulty and need to be quarantined.

There is no need for a PI or bulletin. The part the dealer replaced for a difficulty steering/loss of steering was subject of campaign # 15595A. The date of this vehicle was after the targeted campaign parts. This part is currently being analyzed to check if campaign needs further expansion but initial findings from SWA is that the part has no issues.

SI is sufficient to diagnose and repair this condition. SI Document 3957499 details how to diagnose hard steering condition in one or both direction.

I will monitor the SWA for updates.

Forwarding to People Leader Robert Wittmann for closing.

move to closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Next Step Target Dates

Next Step Target Submit Date: 03-MAR-2017 Next Step Target Approve/Close Date: 23-MAR-2017

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-FEB-2017	03-MAR-2017	21-FEB-2017	23-MAR-2017	21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status

Special Project ID: [redacted]
Special Transaction: [redacted]
Approval Status: Approved
Parts Status: Special Parts Return Request
Business Unit: GM - US
BAC: 117391
VIN: 1GTG6CE37F1[redacted]
Job Card Number: [redacted]
Labour Op: 7421770
Related Project: 107197.001
Requested by Supplier:
Ship Id: GMWPC
Expedited Shipping:
Requestor Last Name: Minor, Kevin
Requestor Email: kevin.j.minor@gm.com
Requestor Phone: +1 586 533 6048
Approver Last Name: Minor, Kevin
Approver E-Mail: kevin.j.minor@gm.com
Approver Phone: +1 586 533 6048

SUFS submitted --- SUFS012617KJHIPD8.

Forwarded a note to Phonexay Vathanaphone to pick up the part or arrange shipment.

Business Unit - GM - US
BAC - 117391 - POAGE AUTO PLAZA, INC.
VIN - 1GTG6CE37F[redacted]
Job Card No - [redacted]
Labor Op - 7421770
Electric Belt Drive Rack and Pinion Steering Gear Replacement Related Project - 107197.001 The following Special Part Request has been received at the WPC. Please contact the WPC to arrange part disposition; delivery or pickup Special return request project id - S182612.001 Account -

Hello Phonexay and John,

I just wanted to ensure we were all on the same page when it came to our PRTS issue # [redacted] - This was the 31XX that had the

Condition: loss of power steering assist at times
Cause: failed steering wheel position sensor (Not confirmed)
Correction: performed repair per 15595A replaced torque sensor cover

When speaking with Phonexay, the supplier reviewed the torque sensor cover and did not find any issues. In addition to this the loss of power steering was only at a specific wheel angle instead of continuous. It is believed that the since the I-shaft was replaced it was not done correctly. This out of balance caused the feeling of the loss of steering. When they replaced the cover they had to disconnect the I-shaft again and then must have installed it correctly after the repair.

Can we submit a SWA to the supplier? Phonexay can you also share your 1 pager?

Thank you

Andrew McKittrick
Brand Quality Manager
Phn: 810-772-0384
Email: andrew.mckittrick@gm.com

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Kevin Minor	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Fullsize Truck, Med Duty, Midsize Truck	+1 586-492-5002

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-FEB-2017	03-MAR-2017	21-FEB-2017	23-MAR-2017	21-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	21-FEB-2017	Robert Wittmann	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality	+1 586-854-1791	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status

Associated to SWA # 1881406.
Attached 1 - pager provide by Phonexay Vathanaphone

Reviewed Service Information and saw procedure 3747216 (Lower I-shaft replacement) asks to remove a plastic insert from the Intermediate Shaft. If the plastic insert is not removed during the replacement of the lower I-shaft it can create a bind in the steering system. This is a possible, but not confirmed reason for the bind in the system. Emailed DRE about possible cause of bind.

Going to close this issue to SWA. They will investigate cover issue and try replacing steering components on vehicle at proving grounds.

Closing Information:
SWA 1881406 is in process to root cause the failure. I have been added as a collaborator to the SWA.

The part is quarantine at the supplier for failure analysis. There is no evidence that suggests current service parts are faulty and need to be quarantined.

There is no need for a PI or bulletin. The part the dealer replaced for a difficulty steering/loss of steering was subject of campaign # 15595A. The date of this vehicle was after the targeted campaign parts. This part is currently being analyzed to check if campaign needs further expansion but initial findings from SWA is that the part has no issues.

SI is sufficient to diagnose and repair this condition. SI Document 3957499 details how to diagnose hard steering condition in one or both direction.

I will monitor the SWA for updates.

Forwarding to People Leader Robert Wittmann for closing.

move to closed.

Current Status PRTS 1877226 –Steering Wheel Position Sensor , Steering - Intermittent Loss of Steering Assist

Purpose: ☐ **Help Needed** ☐ **Decision Needed** ■ **Information** ☐ **Lesson Learned**

Background: VIN 1GTG6CE37F1[redacted]

- 09Jan17 24,943miles: Customer complaint of hard to turn (Left or Right) at low speed; NO DTC code Set
  No issues since repair was done.

- 22Jul16 19,754miles: Lower I-Shaft replace for clicking noise
- 20Jun16 17,823miles: Upper I-Shaft replace for noise in front of dash
- 12Dec15 11,795miles: Lower I-Shaft replace for noise in front of dash
- 13Nov15 11,167miles: EPS Reprogram

Current Status

Warranty Part VIN 1GTG6CE37F1[redacted]

1. Visual inspection of Torque Sensor Cover Assembly – DONE 30Jan17
2. Reinstall Torque Sensor Cover Assembly to Gear for Performance Check – DONE 31Jan17
3. Reinstall returned part on vehicle at Mando Novi – ECD 3Feb17
4. Similar complaint found on MY17 CFT truck 1GTG6DEN6H1[redacted](10k miles), with no DTC and high effort coming out of a turn at low speed. Lower I-shaft was replaced and will be installed on truck at MPG.

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Colorado 31XX / GMNA Truck
Subject: Circuit 6105 and 6106 , Power Steering Control Module - Intermittent Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 1 **Tasks:** **Attachments:** 1 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	20-DEC-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	20-DEC-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
20-DEC-2017		20-DEC-2017		21-DEC-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	21-DEC-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Submitted	20-DEC-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Originated	20-DEC-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Colorado 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Circuit 6105 and 6106
Part Location: Power Steering Control Module
Complaint: Intermittent Loss of Steering Assist

Affected Vehicles

Model Year(s):	2016	Axles:	
Make:	Chevrolet	Transmission(s):	
Vehicle Line:	Colorado 31XX	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: GM Internal
Dealer Number: 114348
Field Rep Number: 279984262

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCHSBEA1G1[redacted]	22-OCT-2016		21,829	Miles	

Problem Description

Symptoms/Complaints:

Condition: service stability light on
Cause: poor terminal tension at Power steering control module terminal 4 and 5. circuit 6105 and 6106
Correction: replacing power steering module harness jumper assy

Probable Cause:

Corrective Action:

Affected Parts

VPPS

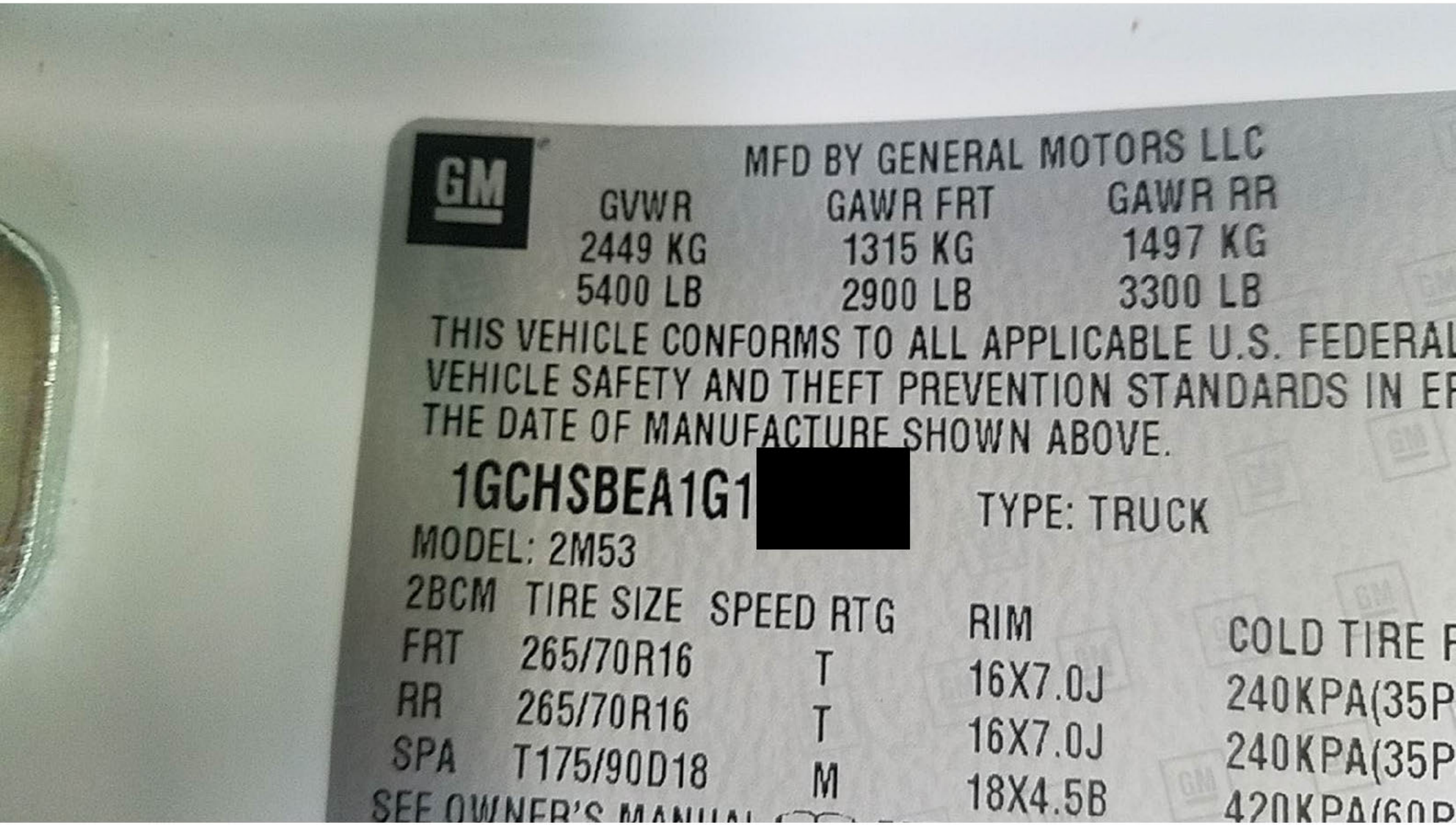
1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.02-Connector/Terminal
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:



MFD BY GENERAL MOTORS LLC

GVWR	GAWR FRT	GAWR RR
2449 KG	1315 KG	1497 KG
5400 LB	2900 LB	3300 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL
VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EF
THE DATE OF MANUFACTURE SHOWN ABOVE.

1GCHSBEA1G1 [redacted] TYPE: TRUCK

MODEL: 2M53

2BCM	TIRE SIZE	SPEED RTG	RIM	COLD TIRE P
FRT	265/70R16	T	16X7.0J	240KPA(35P
RR	265/70R16	T	16X7.0J	240KPA(35P
SPA	T175/90D18	M	18X4.5B	420KPA(60P

SEE OWNER'S MANUAL



PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Colorado 31XX / GMNA Truck
Subject: Steering Gear , Steering - Intermittent Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 1	**Tasks:**	**Attachments:**	**Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	27-JUN-2018	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236
Issue Approver	27-JUN-2018	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
27-JUN-2018		27-JUN-2018		28-JUN-2018

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	27-JUN-2018	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Closed	28-JUN-2018	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	27-JUN-2018	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Colorado 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Steering Gear
Part Location: Steering
Complaint: Intermittent Loss of Steering Assist

Affected Vehicles

Model Year(s):	2015	Axles:	
Make:	Chevrolet	Transmission(s):	
Vehicle Line:	Colorado 31XX	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: 293990
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GCHTBE34F1[redacted]	10-FEB-2015		34,272	Miles	

Problem Description

Symptoms/Complaints:

Condition: intermittent no power steering concern
Cause: code C0545, steering wheel torque sensor fault
Correction: replace steering gear

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.01-Steering
3rd Level (VPPS): 20.01.01-Front Steering
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:

Job Card#: [redacted]