

Jessica Silguero (C)

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From: Jessica Silguero (C)  
Sent: Thursday, March 09, 2017 12:41 PM  
To: 'deshone.valley@gm.com'  
Subject: BRC-Legal Field Escalation for Assistance with Dealership <DEALERSHIP NAME AND BAC> for <CUSTOMER LAST NAME>, <Last 8 digits of VIN>

Involved Dealership Contact: Columbiana Cadillac, BAC #118176, Columbiana , OH

Dealership Contact: Linda Stroup, (330) 482-3331

Vehicle Information: 2015 Cadillac ATS Coupe

Dear Deshone,

I am contacting you because I have not received a response after several attempts from the subject dealership regarding this Customer and case. I am very concerned that the Customer's case is not receiving the appropriate attention. The dealership was notified of the Customer's vehicle repair/service concern, and assistance with documentation was requested on several occasions:

3/8/2017 12:34:12 PM

May I ask for your assistance in obtaining the following documentation: (Read below and delete documents not requested)

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade;
- Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);
- Any receipts for aftermarket or dealer add-on's.

Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached at the phone number provided below.

Jessica| Business Resource Center  
Mediation Liaison  
Desk: 866-790-5700 ext 5914555  
Fax: 586-920-0862