



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

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

Service Request Detail

SR No.	[REDACTED]	Ref No.	[REDACTED]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account	Robison Lemon Law Group LLC	Site/BAC	PA	GW SubType		Business Unit	BRC
Address	[REDACTED]			Approval	Not Initiated	Area	Legal
City	Elmira	Zip	[REDACTED]	State	NY	UCC	Electrical - General
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Elm Chevrolet Company, Inc.	Sub-Area	Lawsuit
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Safety	
Serial/VIN #	[REDACTED]	Mileage	31935	Priority	Medium	License #	Updated
Model	Volt	Model Year	2017	Status	Open	Owner	03/23/2020 10:31:06
Make	Chevrolet	Warranty Start	08/22/2016 00:00:00	Sub Status	Dissatisfied	Opened	Dec 6, 2019 2:55 PM
Cust Concern	NY - BRC LEGAL LAWSUIT NER (Still Open)						
Customer Description	This is a BRC Legal case. Do Not Assume case. Forward any inquiries to DiJon at [REDACTED] If caller is a customer refer them to their attorney.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



Service Request Activities – UCC PAR

Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emergency Svc Names		Maint Loc	

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	



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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2020 10:31 AM	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/23/2020 10:38:03	BRC-Legal Removal of Lawsuit File to Local Counsel for [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group LLC		PA	
Comments							
Service Request: [REDACTED]							
Customer Last Name: [REDACTED]							
Involved Dealership: Elm Chevrolet Company, Inc., 115361							
VIN: [REDACTED]							
Vehicle: 2017 Chevrolet Volt							
Mileage: 31935							
Dear Jason,							
This email is to inform you of that a lawsuit has been filed on behalf of the above-referenced Customer. Our records indicate that you were contacted while the case was in the Early Resolution program. Our records indicate that the Customer has taken his vehicle to the following Dealerships for service:							
Elm Chevrolet Company, Inc. 115361							
Please notify the Dealership(s) listed above and any other Dealership in the vicinity of the Customer's address that this Customer has filed a lawsuit against General Motors. Please inform the Dealership(s) to ensure that any future repair work (if applicable) on this vehicle is thoroughly documented. The Field Representative(s)/Dealership(s) should direct any future communications and documentation related to this Customer's vehicle to the General Motor's Counsel listed below.							



Service Request Activities – UCC PAR

This file will not be handled by the Business Resource Center, and has been removed to General Motor's Local Counsel. The contact information is as follows:

General Motor's Counsel:

Local Counsel Law Firm: Erskine Law Group
LC Attorney's Name: Mary Arens
Phone #: [REDACTED]
GM Legal Coordinator: Mary Livingston
Legal Coordinator's Phone: [REDACTED]

Customer's Counsel:

Plaintiff Counsel Firm: The Robison Lemon Law Group LLC
PC Attorney's Name: Emma C. Robi...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2020 10:24 AM	MZ4GZ4	MZ4GZ4	Correspondence		Done	03/23/2020 10:24:11	Fulfilled:BRCLEG_LG0037. SR [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 19, 2020 6:18 PM	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/19/2020 18:19:49	RE: [EXTERNAL] RE: Action Required for Legal – [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	

Comments

Hello, Ms. Schiller,

Thank you for the documents.

Galina



Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

[THREAD ID [REDACTED]]

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

From: nschiller@elmchevrolet.com
Sent: 3/17/2020 01:37:09 PM
To: <GMLegalUpdate@gm.com>
Subject: [EXTERNAL] RE: Action Required for Legal – [REDACTED]

ATTENTION: This email originated from outside of GM.

ATTACHED RO'S

Nicole Schiller
Service Manager
Elm Chevrolet Co.
607-734-4141 ext 1320
607-378-1320 Direct Line
607-732-3877 Fax
nschiller@elmchevrolet.com

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

From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
Sent: Tuesday, March 17, 2020 12:33 PM
To: nschiller@elmchevrolet.com
Subject: Action Required for Legal – [REDACTED]

Customer Name: [REDACTED]
[SR: [REDACTED]]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Hello, Ms. Schiller,



Service Request Activities – UCC PAR

I left a voice message today and I am following up with an email. I need the following repair orders:

- RO# [REDACTED]

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to th...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2020 1:38 PM		MZ4GZ4	Email - Inbound		Done	03/19/2020 18:19:48	[EXTERNAL] RE: Action Required for Legal - [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

ATTENTION: This email originated from outside of GM.

ATTACHED RO'S

Nicole Schiller
 Service Manager
 Elm Chevrolet Co.
 607-734-4141 ext [REDACTED]
 [REDACTED] Line
 607-732-3877 Fax
 nschiller@elmchevrolet.com

-----Original Message-----
 From: GMLegalUpdate@gm.com [mailto:GMLegalUpdate@gm.com]
 Sent: Tuesday, March 17, 2020 12:33 PM
 To: nschiller@elmchevrolet.com
 Subject: Action Required for Legal - [REDACTED]

Customer Name: [REDACTED]
 [SR: [REDACTED]]



Service Request Activities – UCC PAR

VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Hello, Ms. Schiller,

I left a voice message today and I am following up with an email. I need the following repair orders:

- RO# [REDACTED]

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

[SR: [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2020 12:31 AM	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/17/2020 12:33:09	Action Required for Legal – [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Hello, Ms. Schiller,

I left a voice message today and I am following up with an email. I need the following repair orders:



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• RO# [REDACTED]

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2020 12:25 AM	MZ4GZ4	MZ4GZ4	Outbound Call Dealer	Left Message	Done	03/17/2020 12:30:25	Selling Dealer Name: ELM CHEVROLET COMPANY, INC. BAC: 115361 A: 301 E CHURCH ST ELMIRA, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments
I left a message to the service manager - Ms. Schiller. I told her the name of the customer I am calling about and that I have emailed her on March 12. I told her that in the email I have listed the repair orders that I still need. I left my phone number.

Galina/BRCLEG/ATX/5916567/L1

Service Manager: Nicole Schiller
P: 607-734-4141
E: nschiller@elmchevrolet.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2020 5:46 PM	MZ4GZ4	MZ4GZ4	BRC LEGAL	Clsd&Frwd to LC - Lawsuit NER	Done	03/13/2020 17:47:31	Closing
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	



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Comments							
Closing file, sent required documents to LC and GMLS							
Galina/BRCLEG/ATX/5916567/L1							
Confidential Comments							
Approval to Remove: Mary							
Reason for Removal: Per Process							
File sent to LC via Aspera. Aspera delivery confirmation email received and attached to file.							
Galina/BRCLEG/ATX/5916567/L1							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2020 5:45 PM	MZ4GZ4	MZ4GZ4	Scheduled Follow up		Scheduled Alarm		Submit the case to local counsel
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 13, 2020 3:02 PM	MZ4GZ4	MZ4GZ4	Outbound Call Dealer	Made Contact	Done	03/13/2020 15:06:29	Selling Dealer Name: ELM CHEVROLET COMPANY, INC. BAC: 115361 A: 301 E CHURCH ST ELMIRA, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
I called the dealership and selected service. I asked to speak with Ms. Schiller. I was told by Laura that she is not at the dealership today and that the advisor who is working on this case is not there today either. Laura stated that the vehicle is not currently at the dealership. She stated that the last repair order that they performed is RO# █ completed on January 20, 2020.							
Galina/BRCLEG/ATX/5916567/L1							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Service Manager: Nicole Schiller
P: 607-734-4141
E: nschiller@elmchevrolet.com



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Mar 12, 2020 5:04 PM	MZ4GZ4	MZ4GZ4	Email - Outbound	Done	03/12/2020 17:05:37	Action Required for Legal – [REDACTED]	
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Customer Name: [REDACTED]							
[SR:] [REDACTED]							
VIN#: [REDACTED]							
Y,M,M: 2017 Chevrolet Volt							
Hello, Ms. Schiller,							
Thank you for the documents and for the assistance with this case. I saw that you have attached 8 pages. I still need the following repair orders:							
• RO# [REDACTED]							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
Thank you,							
Galina Business Resource Center Alorica on behalf of General Motors, LLC Phone: 1-800-231-1841 Ext: [REDACTED] Fax: (866) 215-6750							
[SR] [REDACTED]							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2020 4:11 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:41:50	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	



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Comments							to the case. This will ensure we have forward movement on the concern.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2020 4:04 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:41:53	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	First Name	Account	BAC Code				
█	█	Robison Lemon Law Group, LLC	NY				
Comments							A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2020 4:04 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:41:55	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	First Name	Account	BAC Code				
█	█	Robison Lemon Law Group, LLC	NY				
Comments							A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2020 4:03 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:41:58	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	First Name	Account	BAC Code				
█	█	Robison Lemon Law Group, LLC	NY				
Comments							A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 12, 2020 4:03 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:42:00	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	First Name	Account	BAC Code				
█	█	Robison Lemon Law Group, LLC	NY				



Service Request Activities – UCC PAR

							LLC	
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Mar 12, 2020 4:03 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:42:02	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.	
Last Name	First Name		Account		BAC Code			
█	█		Robison Lemon Law Group, LLC		NY			
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Mar 12, 2020 4:02 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:42:04	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.	
Last Name	First Name		Account		BAC Code			
█	█		Robison Lemon Law Group, LLC		NY			
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Mar 12, 2020 4:02 PM	NSCHILLER1	MZ4GZ4	Notify CRM		Done	03/12/2020 16:42:06	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.	
Last Name	First Name		Account		BAC Code			
█	█		Robison Lemon Law Group, LLC		NY			
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	



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Mar 10, 2020 3:14 PM	MZ4GZ4	MZ4GZ4	Email - Outbound	Done	03/10/2020 15:17:20
Last Name		First Name		Account	BAC Code
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000

RE: RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]

Comments
Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Hello, Mr. Hawk,

Thank you for the assistance with this case. I called today as well and was told the service manager -Ms. Nicole Schiller, was out for the day sick. I was told she will be there tomorrow. I will call tomorrow as well.

Thank you,

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext [REDACTED]
Fax: (866) 215-6750

[THREAD ID:9 [REDACTED]

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

From: jason.hawk@gm.com
Sent: 3/9/2020 07:57:45 AM
To: GMLegalUpdate <gmlegalupdate@gm.com>; "Christopher F. Rose" <christopher.f.rose@gm.com>
Cc: "Jeralyn Vara (C)" <jeralyn.vara@gm.com>
Subject: RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]

Good morning Galina, I will reach out to Elm Chevrolet again today to see if we can get those documents sent in. I tried calling a few times on Friday but couldn't get through to their service manager.

Jason Hawk
District Manager of Aftersales - Remote
jason.hawk@gm.com
T [REDACTED]



Service Request Activities – UCC PAR

-----Original Message-----
From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
Sent: Friday, March 6, 2020 6:16 PM
To: Christopher F. Rose <christopher.f.rose@gm.com>
Cc: Jason Hawk (C) <jason.hawk@gm.com>; Jeralyn Vara (C) <jeralyn.vara@gm.com>
Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Num...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2020 3:10 PM	MZ4GZ4	MZ4GZ4	Scheduled Outbound Call Dir		Done	03/13/2020 17:45:21	Selling Dealer Name: ELM CHEVROLET COMPANY, INC. BAC: 115361 A: 301 E CHURCH ST ELMIRA, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	

Comments
 Call the dealership to ask about the service documents & verify last repair.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 10, 2020 2:53 PM	MZ4GZ4	MZ4GZ4	Outbound Call Dealer		Done	03/10/2020 15:08:20	Selling Dealer Name: ELM CHEVROLET COMPANY, INC. BAC: 115361 A: 301 E CHURCH ST ELMIRA, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	

Comments
 I called the dealership and spoke to Tim. He stated that Ms. Nicole Schiller is the only service manager and that she could be contacted for service documents. He said that she is out for the day sick. He stated that she will be there tomorrow. I said I will call tomorrow.

Galina/BRCLEG/ATX/5916567/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Mar 9, 2020 7:57 AM	MZ4GZ4	Email - Inbound	Done	03/10/2020 15:17:12	RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED], VIN [REDACTED]
Last Name	First Name	Account	BAC Code		
[REDACTED]	[REDACTED]	0- Dummy Dealer	000000		
Comments					
<p>Good morning Galina, I will reach out to Elm Chevrolet again today to see if we can get those documents sent in. I tried calling a few times on Friday but couldn't get through to their service manager.</p> <p>Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com [REDACTED]</p> <p>-----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Friday, March 6, 2020 6:16 PM To: Christopher F. Rose <christopher.f.rose@gm.com> Cc: Jason Hawk (C) <jason.hawk@gm.com>; Jeralyn Vara (C) <jeralyn.vara@gm.com> Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]</p> <p>Customer Name: [REDACTED] [SR:] [REDACTED] VIN#: [REDACTED] Y,M,M: 2017 Chevrolet Volt</p> <p>DMA's Contact: jason.hawk@gm.com Involved Dealership Contact: Elm Chevrolet Company, Inc., 115361, St Elmira, NY Dealership Contact: Nicole Schiller, 607-734-4141 Vehicle Information: 2017 Chevrolet Volt</p> <p>Dear Christopher,</p> <p>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:</p> <p>3/5/2020, 3/4/2020, 3/3/2020</p> <p>May I ask for your assistance in obtaining the following documen...</p>					
Confidential Comments					



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 6, 2020 6:17 PM	MZ4GZ4	MZ4GZ4	Scheduled Outbound Call Dir		Done	03/10/2020 15:08:32	Selling Dealer Name: ELM CHEVROLET COMPANY, INC. BAC: 115361 A: 301 E CHURCH ST ELMIRA, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments Call the dealership to ask about the service documents.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 6, 2020 6:13 PM	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/06/2020 18:15:49	Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case [REDACTED], VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments Customer Name: [REDACTED] [SR:] [REDACTED] VIN#: [REDACTED] Y,M,M: 2017 Chevrolet Volt DMA's Contact: jason.hawk@gm.com Involved Dealership Contact: Elm Chevrolet Company, Inc., 115361, St Elmira, NY Dealership Contact: Nicole Schiller, 607-734-4141 Vehicle Information: 2017 Chevrolet Volt Dear Christopher, 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: 3/5/2020, 3/4/2020, 3/3/2020 May I ask for your assistance in obtaining the following documentation:							



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• 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);

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.

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 5:57 PM	MZ4GZ4	MZ4GZ4	Scheduled Outbound Email		Done	03/06/2020 18:17:32	Follow up with MA for requested documentation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments
Since they don't have MA, I escalated to the CAM.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 10:17 AM		MZ4GZ4	Email - Inbound		Done	03/05/2020 11:53:19	RE: Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number 9-[REDACTED] VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	

Comments
Hi Nicole, GM Legal is requesting all ROs for this vehicle. These can either be sent in to the GM email address/to me or uploaded into the case. Thanks!

Jason Hawk



Service Request Activities – UCC PAR

District Manager of Aftersales - Remote
jason.hawk@gm.com
T [REDACTED]

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>
Sent: Thursday, March 5, 2020 9:20 AM
To: nschiller@elmchevrolet.com; mtheetge@elmchevrolet.com; Jason Hawk (C) <jason.hawk@gm.com>
Subject: Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED], VIN [REDACTED]

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through t...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 9:20 AM	SADMIN	SADMIN	Email - Outbound		Done	03/05/2020 09:20:12	Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number 9 [REDACTED] VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've



Service Request Activities – UCC PAR

requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
 Business Resource Center
 Alorica on behalf of General Motors, LLC
 Phone: 1-800-231-1841 Ext [REDACTED]
 Fax: (866) 215-6750

[REDACTED]

[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 5:06 AM	SADMIN	SADMIN	Email - Outbound		Done	03/05/2020 05:06:57	Legal Alert – 24 HR No Response: Chevrolet Case # 9-[REDACTED] VIN [REDACTED] Mileage 19369
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both



Service Request Activities – UCC PAR

front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 [REDACTED]
Fax: (866) 215-6750

[REDACTED]

[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 4:14 AM	SADMIN	NSCHILLER1	Dealer Notification	24 HR No Response	Done	03/23/2020 10:54:22	Case Escalation
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,



Service Request Activities – UCC PAR

Galina
 Business Resource Center
 Alorica on behalf of General Motors, LLC
 Phone: 1-800-231-1841 Ext: [REDACTED]
 Fax: (866) 215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 4:06 AM	SADMIN	MZ4GZ4	Notify CRM		Done	03/23/2020 10:54:10	Follow up with Customer
Last Name		First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 5, 2020 4:06 AM	SADMIN	NSCHILLER1	Dealer Notification	2 Days No Response	Done	03/23/2020 10:54:20	Case Escalation
Last Name		First Name		Account		BAC Code	

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
 Business Resource Center



Service Request Activities – UCC PAR

Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 4, 2020 4:42 PM	SADMIN	SADMIN	Email - Outbound		Done	03/04/2020 16:42:20	Legal Alert – 24 HR No Response: Chevrolet Case # 9-[REDACTED] VIN [REDACTED] Mileage 19369
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank you,

Galina
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-800-231-1841 Ext: [REDACTED]
Fax: (866) 215-6750

[REDACTED]

[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

Mar 4, 2020 4:42 PM	MZ4GZ4	MZ4GZ4	Scheduled Outbound Email		Done	03/05/2020 17:57:20	Follow up with DMA for requested documentation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 4, 2020 4:41 PM	MZ4GZ4	NSCHILLER1	Dealer Notification	24 HR No Response	Done	03/05/2020 04:06:55	Case Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received a Legal case that pertains to one of our mutual customers, [REDACTED] Please provide the following documentation:							
<ul style="list-style-type: none"> All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). 							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
Thank you,							
Galina Business Resource Center Alorica on behalf of General Motors, LLC Phone: 1-800-231-1841 Ext [REDACTED] Fax: (866) 215-6750							
Confidential Comments							
Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Mar 3, 2020 10:15 AM	SADMIN	SADMIN	Type Email - Outbound	Done	03/03/2020 10:15:00	Legal Alert – Action Required: Case # Chevrolet, 9- [REDACTED] VIN [REDACTED] Mileage 19369	
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received a Legal case that pertains to one of our mutual customers, [REDACTED] provide the following documentation:							
<ul style="list-style-type: none"> All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). 							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
Thank you,							
Galina Business Resource Center Alorica on behalf of General Motors, LLC Phone: 1-800-231-1841 Ext [REDACTED] Fax: (866) 215-6750							
[REDACTED]							
[REDACTED]							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2020 10:14 AM	MZ4GZ4	MZ4GZ4	Scheduled Outbound Email		Done	03/04/2020 16:42:12	Follow up with dealer for requested documentation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 3, 2020 10:13 AM	MZ4GZ4	NSCHILLER1	Dealer Notification	Action Required	Done	03/05/2020 04:14:29	Action Required for Legal
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
<p>Comments</p> <p>This is a request for documentation only. Please do not reach out to the customer at this time.</p> <p>We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:</p> <ul style="list-style-type: none"> All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). <p>Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.</p> <p>Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.</p> <p>Thank you,</p> <p>Galina Business Resource Center Alorica on behalf of General Motors, LLC Phone: 1-800-231-1841 Ext [REDACTED] Fax: (866) 215-6750</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 3:36 PM	GZRVMQ	MZ4GZ4	Notify CRM	Other.	Done	03/03/2020 09:58:56	Non-ER Lawsuit has been assigned
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
<p>Comments</p> <p>As per SS7846 all documents and related files need to be transmitted to Local Counsel for handling. No BRC LEGAL > Acknowledgment activities or case assessment are required. In addition all available sales & service history (repair orders) from the involved dealerships needs</p>							



Service Request Activities – UCC PAR

to be requested and included in the removal packet. The removal will need to be completed within 5 business days of assignment, and both Local Counsel and the Legal Coordinator notified if unable to meet this timeframe. Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 3:35 PM	GZRVMQ	MZ4GZ4	BRC LEGAL	Case Reassigned- IN	Done	03/03/2020 09:58:53	Case Reassigned- IN
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments
Case Reassigned- IN

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 3:34 PM	GZRVMQ	MZ4GZ4	Ownership Changed		Done	03/02/2020 15:34:53	Service Request Ownership has changed FROM: GZRVMQ TO: MZ4GZ4
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 3:33 PM	GZRVMQ	GZRVMQ	BRC LEGAL	VIN Scan Completed	Done	03/02/2020 15:34:05	VIN Scan Completed
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED] me		Robison Lemon Law Group, LLC		NY	

Comments
VIN Scan Completed. SR's found associated to this VIN:

[REDACTED]



Service Request Activities – UCC PAR

<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <p>Lisa/BRC /WF/5921377</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 3:33 PM	GZRVMQ	MZ4GZ4	BRC LEGAL	Assigned Lawsuit NER	Done	03/03/2020 09:58:47	Assigned Lawsuit NER
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Assigned Lawsuit NER							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 2, 2020 9:39 AM	GZRVMQ	GZRVMQ	Ownership Changed		Done	03/02/2020 09:39:01	Service Request Ownership has changed FROM: NZP3SC TO: GZRVMQ
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 28, 2020 2:51 PM		MZ4GZ4	Email - Inbound		Done	03/03/2020 10:12:53	NEW SUIT █ - █ - NY
Last Name		First Name		Account		BAC Code	
Comments							
Hi Mary, please see the attached new suit for your handling. Thank you.							



Service Request Activities – UCC PAR

Regards,

Bola Obiri
GM Legal Discovery Support Representative
Conduent Legal & Compliance Solutions, Inc.
Second Floor | Tower 100
100 Renaissance Center
Detroit, MI 48265
Office: [REDACTED]
bola.obiri@gm.com

The information contained in this message may be privileged, confidential, and protected from disclosure. If the reader of this message is not the intended recipient, or any employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2020 11:01 AM		NZP3SC	Email - Inbound		Done	03/23/2020 10:55:06	[EXTERNAL] RE: Receipt Of NISM [REDACTED]
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

[REDACTED]	[REDACTED]	The Robison Lemon Law Group LLC	MD	
Comments				
ATTENTION: This email originated from outside of GM.				
 Good morning – can you please advise as to the status of this case?				
 Thank you,				
 Emma				
 From: Emma Robison Sent: Thursday, January 23, 2020 10:17 AM To: GMLegalUpdate@gm.com Subject: RE: Receipt Of NISM [REDACTED]				
 Good morning – I am writing to follow up on the status of this case.				
 Thanks,				
 Emma				
 From: Emma Robison <emma@lemonlawcar.com> Sent: Monday, December 9, 2019 7:56 PM To: GMLegalUpdate@gm.com Subject: RE: Receipt Of NISM [REDACTED]				



Service Request Activities – UCC PAR

Please see attached.

Emma C. Robison, Esq.
The Robison Lemon Law Group, LLC
99 Aldan Ave., #529
Concordville, PA 19331
[REDACTED]
(f) 267-504-4776
www.lemonlawcar.com

From:GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
Sent: Monday, December 9, 2019 6:10:01 PM
To: Emma Robison <emma@lemonlawcar.com>
Subject: Receipt Of NISM [REDACTED]

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Dear Emma ,
Please see attachments.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

Jan 24, 2020 10:28 AM	NZP3SC	Email - Inbound	Done	03/23/2020 10:54:55	[EXTERNAL] RE: Receipt Of NISM [REDACTED]
Last Name	First Name	Account	BAC Code		
[REDACTED]	[REDACTED]	The Robison Lemon Law Group LLC	MD		
Comments					
ATTENTION: This email originated from outside of GM.					
An additional RO is attached hereto.					
<p>From: Emma Robison <emma@lemonlawcar.com> Sent: Monday, December 9, 2019 7:56 PM To: GMLegalUpdate@gm.com Subject: RE: Receipt Of NISM [REDACTED]</p>					
Please see attached.					
<p>Emma C. Robison, Esq. The Robison Lemon Law Group, LLC 99 Aldan Ave., #529 Concordville, PA 19331 [REDACTED] (f) 267-504-4776 www.lemonlawcar.com</p>					
From:GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>					



Service Request Activities – UCC PAR

Sent: Monday, December 9, 2019 6:10:01 PM
To: Emma Robison <emma@lemonlawcar.com>
Subject: Receipt Of NISM [REDACTED]

Customer Name: [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Dear Emma ,
Please see attachments.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 23, 2020 10:24 AM		NZP3SC	Email - Inbound		Done	03/10/2020 10:41:02	[EXTERNAL] RE: Receipt Of NISM [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		The Robison Lemon Law Group LLC		MD	

Comments
ATTENTION: This email originated from outside of GM.

Good morning – I am writing to follow up on the status of this case.

Thanks,

Emma

From: Emma Robison <emma@lemonlawcar.com>



Sent: Monday, December 9, 2019 7:56 PM
To: GMLegalUpdate@gm.com
Subject: RE: Receipt Of NISM [REDACTED]

Please see attached.

Emma C. Robison, Esq.
The Robison Lemon Law Group, LLC
99 Aldan Ave., #529
Concordville, PA 19331
[REDACTED]
(f) 267-504-4776
www.lemonlawcar.com

From:GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
Sent: Monday, December 9, 2019 6:10:01 PM
To: Emma Robison <emma@lemonlawcar.com>
Subject: Receipt Of NISM [REDACTED]

Customer Name: [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Dear Emma ,
Please see attachments.



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 13, 2020 9:32 AM	HZ6N7N	NZP3SC	Notify CRM	Other.	Done	03/23/2020 10:54:34	Case has been reassigned; update extended description, complete VIN scan, and update any outstanding SOCCs.
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments Abigail/BRC Negotiator/DET							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 13, 2020 9:32 AM	HZ6N7N	NZP3SC	Ownership Changed		Done	01/13/2020 09:32:34	Service Request Ownership has changed FROM: DZSH35 TO: NZP3SC
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 10, 2020 2:13 PM	DZSH35	DZSH35	Outbound Call Dealer	Made Contact	Done	01/10/2020 14:16:16	called Selling Dealer Name: Elm Chevrolet Comapny, INC BAC: 115361 A: 301 E Church ST Elmira, NY 14901-2703 P: 607-734-4141 To reconfirm vehicles location
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments Lcm sts: is vehicle currently there ? Dir sts: no vehicle is not here.							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 10, 2020 2:11 PM	DZSH35	BRCNEGOTIAT OR	Notify CRM		Done	01/13/2020 09:32:39	Case assessment complete
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 10, 2020 2:10 PM	DZSH35	DZSH35	BRC LEGAL	Case Assessment Complete	Done	01/10/2020 14:10:59	Case assessment complete
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 10, 2020 2:10 PM	DZSH35	DZSH35	BRC LEGAL	VIN Scan Completed	Done	01/10/2020 14:10:40	VIN Scan completed
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments No new SR's							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 8, 2020 8:13 AM		DZSH35	Email - Inbound		Done	01/09/2020 16:04:07	RE: RE: [REDACTED] 2017 Chevrolet Volt
Last Name		First Name		Account		BAC Code	



Service Request Activities – UCC PAR

[REDACTED]	[REDACTED]	0- Dummy Dealer	000000	
Comments				
Thank you, I will reach back out to the dealer and see if they can send those in today.				
Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com T [REDACTED]				
-----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Tuesday, January 7, 2020 6:24 PM To: Jason Hawk (C) <jason.hawk@gm.com> Subject: RE: RE: [REDACTED] [REDACTED] 2017 Chevrolet Volt				
Yes [REDACTED]] apologies.				
[THREAD ID:9-2MXMTEP]				
-----Original Message----- From: jason.hawk@gm.com Sent: 1/7/2020 01:21:24 PM To: GMLegalUpdate <gmlegalupdate@gm.com> Subject: RE: [REDACTED] 2017 Chevrolet Volt				
Hi DiJon, do you happen to have the case number?				
Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com T [REDACTED]				
-----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Tuesday, January 7, 2020 11:34 AM To: Jason Hawk (C) <jason.hawk@gm.com> Subject: [REDACTED] 2017 Chevrolet Volt				



Service Request Activities – UCC PAR

Good Morning Jaosn, Was hoping you could send those documents for the recent repairs to the vehicle. I know on the 23rd of last month, you said that you had attempted too email, but there was an error so you tried to attach the file. That seem's too have not worked if you could get thoe docs over too me before the end of the day that would be great, Thanks.

Best Regards,

DiJon Hopkins- Buisness Resource Center
Alorica on behalf of General Motors LLC
Phone: 1-800-231-1841 E...

Confidential Comments

Table with columns: Created, Created By, Assigned To, Activity Type, Sub-Type, Status, Actual Completion, Description. Row 1: Jan 7, 2020 6:22 PM, DZSH35, DZSH35, Email - Outbound, Done, 01/07/2020 18:23:39, RE: RE: [REDACTED] 2017 Chevrolet Volt. Row 2: Last Name, First Name, Account, BAC Code. Values: [REDACTED], [REDACTED], 0- Dummy Dealer, 000000.

Comments

Yes [REDACTED] apologies.

[REDACTED]

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

From: jason.hawk@gm.com
Sent: 1/7/2020 01:21:24 PM
To: GMLegalUpdate <gmlegalupdate@gm.com>
Subject: RE: [REDACTED] 8 2017 Chevrolet Volt

Hi DiJon, do you happen to have the case number?

Jason Hawk
District Manager of Aftersales - Remote
jason.hawk@gm.com
T [REDACTED]

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



Service Request Activities – UCC PAR

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
 Sent: Tuesday, January 7, 2020 11:34 AM
 To: Jason Hawk (C) <jason.hawk@gm.com>
 Subject: [REDACTED] 2017 Chevrolet Volt

Good Morning Jaosn, Was hoping you could send those documents for the recent repairs to the vehicle. I know on the 23rd of last month, you said that you had attempted too email, but there was an error so you tried to attach the file. That seem's too have not worked if you could get thoe docs over too me before the end of the day that would be great, Thanks.

Best Regards,

DiJon Hopkins- Buisness Resource Center
 Alorica on behalf of General Motors LLC
 Phone: 1-800-231-1841 E [REDACTED]
 Fax:866-215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 7, 2020 1:21 PM		DZSH35	Email - Inbound		Done	01/07/2020 18:23:39	RE: [REDACTED] 2017 Chevrolet Volt
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	

Comments

Hi DiJon, do you happen to have the case number?

Jason Hawk
 District Manager of Aftersales - Remote
 jason.hawk@gm.com
 T [REDACTED]

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

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
 Sent: Tuesday, January 7, 2020 11:34 AM
 To: Jason Hawk (C) <jason.hawk@gm.com>
 Subject: [REDACTED] 2017 Chevrolet Volt

Good Morning Jaosn, Was hoping you could send those documents for the recent repairs to the vehicle. I know on the 23rd of last month, you said that you had attempted too email, but there was an error so you tried to attach the file. That seem's too have not worked if you could get



Service Request Activities – UCC PAR

thoe docs over too me before the end of the day that would be great, Thanks.

Best Regards,

DiJon Hopkins- Buisness Resource Center
Alorica on behalf of General Motors LLC
Phone: 1-800-231-1841 E [REDACTED]
Fax:866-215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 7, 2020 11:33 AM	DZSH35	DZSH35	Scheduled Follow up		Done	01/10/2020 14:10:21	Follow up on email.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 7, 2020 11:30 AM	DZSH35	DZSH35	Email - Outbound		Done	01/07/2020 11:33:44	[REDACTED] 2017 Chevrolet Volt
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Good Morning Jaosn, Was hoping you could send those documents for the recent repairs to the vehicle. I know on the 23rd of last month, you said that you had attempted too email, but there was an error so you tried to attach the file. That seem's too have not worked if you could get thoe docs over too me before the end of the day that would be great, Thanks.

Best Regards,

DiJon Hopkins- Buisness Resource Center
Alorica on behalf of General Motors LLC
Phone: 1-800-231-1841 Ex [REDACTED]
Fax:866-215-6750



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

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Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 3, 2020 9:13 AM	TZPBK0	DZSH35	Scheduled Follow up		Done	01/07/2020 11:33:46	Follow up on Dealer notification
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 23, 2019 2:21 PM		DZSH35	Email - Inbound		Done	12/30/2019 13:30:11	RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case [REDACTED], VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	
Comments							
Disregard the two emails I just forwarded, attachments didn't work so I asked them to re-send as PDFs.							
<p>Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com [REDACTED]</p> <p>-----Original Message----- From: GMCACUpdate@gm.com <GMCACUpdate@gm.com> Sent: Monday, December 23, 2019 8:06 AM To: nschiller@elmchevrolet.com; mtheetge@elmchevrolet.com; Jason Hawk (C) <jason.hawk@gm.com>; Mark Dajnowicz <mark.dajnowicz@gm.com>; Jeralyn Vara (C) <jeralyn.vara@gm.com> Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]</p> <p>This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.</p> <p>Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've</p>							



Service Request Activities – UCC PAR

requested?

Here is the original note to the CEM:

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the T...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 23, 2019 2:12 PM		DZSH35	Email - Inbound		Done	12/30/2019 13:30:08	RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED], VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	

Comments

DiJon, Nicole at Elm is out of the office but is going to have the documentation emailed over to me. Once I get it, I will send it over.

Jason Hawk
District Manager of Aftersales - Remote
jason.hawk@gm.com
[REDACTED]

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>
Sent: Monday, December 23, 2019 8:06 AM
To: nschiller@elmchevrolet.com; mtheetge@elmchevrolet.com; Jason Hawk (C) <jason.hawk@gm.com>; Mark Dajnowicz <mark.dajnowicz@gm.com>; Jeralyn Vara (C) <jeralyn.vara@gm.com>
Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]

This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have



Service Request Activities – UCC PAR

escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 23, 2019 8:30 AM		DZSH35	Email - Inbound		Done	12/30/2019 13:30:04	RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED], VIN [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	

Comments

Good morning Nicole, customer assistance is requesting the following documentation regarding the customer below;

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

All sales, purchase and finance agreements, including a conversion invoice (if applicable) The incentives acknowledgement form Copy of the Title and Registration The Actual Cash Value statement of any trade All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). Please confirm if you are aware of any accidents or aftermarket modifications Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Jason Hawk



Service Request Activities – UCC PAR

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District Manager of Aftersales - Remote
jason.hawk@gm.com

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>

Sent: Monday, December 23, 2019 8:06 AM

To: nschiller@elmchevrolet.com; mtheetge@elmchevrolet.com; Jason Hawk (C) <jason.hawk@gm.com>; Mark Dajnowicz <mark.dajnowicz@gm.com>; Jeralyn Vara (C) <jeralyn.vara@gm.com>

Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case [REDACTED], VIN [REDACTED]

This is a customer case notification from GM Customer Assistance. I requeste...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 23, 2019 8:06 AM	SADMIN	SADMIN	Email - Outbound		Done	12/23/2019 08:06:10	Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED] VIN [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)



Service Request Activities – UCC PAR

The incentives acknowledgement form
 Copy of the Title and Registration
 The Actual Cash Value statement of any trade
 All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
 Please confirm if you are aware of any accidents or aftermarket modifications
 Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 23, 2019 4:12 AM	SADMIN	NSCHILLER1	Dealer Notification	3 Days No Response	Done	03/23/2020 10:55:18	Case Escalation
Last Name	First Name	Account	BAC Code				
█	█						

Comments

Customer Name: █
 [SR: █
 VIN#: █
 Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, █ Please provide the following documentation:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)
 The incentives acknowledgement form
 Copy of the Title and Registration
 The Actual Cash Value statement of any trade
 All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
 Please confirm if you are aware of any accidents or aftermarket modifications
 Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.
 DiJon Hopkins- Buisness Resource Center
 Alorica on behalf of General Motors LLC



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Report Date: Monday, March 23, 2020

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Phone: 1-800-231-1841 Ex [REDACTED]
Fax: 866-215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 20, 2019 9:21 AM	SADMIN	SADMIN	Email - Outbound		Done	12/20/2019 09:21:19	Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [REDACTED], VIN [REDACTED]
Last Name	First Name	Account			BAC Code		
[REDACTED]	[REDACTED]						

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

Customer Name: [REDACTED]
[SR: [REDACTED]]
VIN#: [REDACTED]
Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- Please confirm if you are aware of any accidents or aftermarket modifications
- Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.
DiJon Hopkins...



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 20, 2019 4:06 AM	SADMIN	DZSH35	Notify CRM		Done	01/06/2020 09:37:47	Follow up with Customer
Last Name	First Name		Account	BAC Code			
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 20, 2019 4:06 AM	SADMIN	NSCHILLER1	Dealer Notification	2 Days No Response	Done	12/23/2019 04:12:20	Case Escalation
Last Name	First Name		Account	BAC Code			
█	█						
Comments							
Customer Name: █							
[SR: █							
VIN#: █							
Y,M,M: 2017 Chevrolet Volt							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received a Legal case that pertains to one of our mutual customers, █ Please provide the following documentation:							
All sales, purchase and finance agreements, including a conversion invoice (if applicable)							
The incentives acknowledgement form							
Copy of the Title and Registration							
The Actual Cash Value statement of any trade							
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).							
Please confirm if you are aware of any accidents or aftermarket modifications							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
DiJon Hopkins- Buisness Resource Center							
Alorica on behalf of General Motors LLC							



Service Request Activities – UCC PAR

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Phone: 1-800-231-1841 Ex [REDACTED]
Fax: 866-215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 19, 2019 2:44 PM	SADMIN	SADMIN	Email - Outbound		Done	12/19/2019 14:44:27	Legal Alert – 24 HR No Response: Chevrolet Case # 9-[REDACTED], VIN [REDACTED] Mileage 19369
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments

Customer Name: [REDACTED]
[SR:] [REDACTED]
VIN# [REDACTED]
Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- Please confirm if you are aware of any accidents or aftermarket modifications
- Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.
DiJon Hopkins- Buisness Resource Center
Alorica on behalf of General Motors LLC
Phone: 1-800-231-1841 Ex [REDACTED]
Fax: 866-215-6750

[REDACTED]

[REDACTED]



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 19, 2019 2:43 PM	DZSH35	NSCHILLER1	Dealer Notification	24 HR No Response	Done	12/20/2019 04:06:43	Documents required for legal
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Customer [REDACTED]							
VIN#: [REDACTED]							
Y,M,M: 2017 Chevrolet Volt							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received a Legal case that pertains to one of our mutual customers, [REDACTED] Please provide the following documentation:							
All sales, purchase and finance agreements, including a conversion invoice (if applicable)							
The incentives acknowledgement form							
Copy of the Title and Registration							
The Actual Cash Value statement of any trade							
All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).							
Please confirm if you are aware of any accidents or aftermarket modifications							
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.							
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.							
DiJon Hopkins- Buisness Resource Center							
Alorica on behalf of General Motors LLC							
Phone: 1-800-231-1841 Ext [REDACTED]							
Fax:866-215-6750							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 19, 2019 9:14 AM	ZZR4ZR	DZSH35	Notify CRM		Done	12/19/2019 14:43:47	Gather documents from dealership then resubmit
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group,		NY	



Service Request Activities – UCC PAR

LLC							
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 19, 2019 9:13 AM	ZZR4ZR	ZZR4ZR	Manager Review	Case Review	Done	12/19/2019 09:14:13	Case Review Denied
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Brittney/BRCLegal/ATX 5930733							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2019 11:25 AM	DZSH35	DZSH35	Scheduled Follow up		Done	01/03/2020 09:13:24	Follow up on Dealer notification
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2019 11:23 AM	DZSH35	ZZR4ZR	Manager Review	Case Assessment	Done	12/19/2019 09:13:57	Please review my case assessment.
Last Name		First Name		Account		BAC Code	
█		█		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2019 11:23 AM	DZSH35	DZSH35	BRC LEGAL	Case Assessment Complete	Done	12/17/2019 11:23:23	Case assessment complete
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2019 11:22 AM	DZSH35	DZSH35	BRC LEGAL	VIN Scan Completed	Done	12/17/2019 11:22:59	VIN Scan completed no new SR's
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2019 11:12 AM	DZSH35	DZSH35	Outbound Call Dealer		Done	12/17/2019 11:18:54	Called Selling Dealer Name: Elm Chevrolet Comapny, INC BAC: 115361 A: 301 E Church ST Elmira, NY 14901-2703 P: 607-734-4141
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
lcm sts: is vehicle currently there ? RO close date [REDACTED] internal or customer pay ? RO completion date. Accidents or after market modifications ?							
Dlr sts: Yes vehicle is currently here, Part's came in yesterday going to repairs tomorrow. No accidents or after market modifications to report.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

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Dec 13, 2019 11:56 AM	DZSH35	DZSH35	Scheduled Follow up	Done	12/17/2019 11:22:34	Complete and submit CA
Last Name		First Name		Account		BAC Code
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Dec 10, 2019 9:04 AM		DZSH35	Email - Inbound		Done	12/10/2019 17:51:09
Last Name		First Name		Account		BAC Code
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000
Comments						
B) I am not aware of this vehicle or customer's concerns.						
<p>Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com [REDACTED]</p> <p>-----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Monday, December 9, 2019 5:48 PM To: Jason Hawk (C) <jason.hawk@gm.com> Subject: URGENT! BRC-Legal NISM Notification for Elm Chevrolet Company, Inc., 115361 for [REDACTED]</p> <p>Service Request: [REDACTED] Customer Last Name: [REDACTED] Involved Dealership: Elm Chevrolet Company, Inc., 115361 VIN: [REDACTED] Vehicle: 2017 Chevrolet Volt Mileage:</p> <p>Dear Jason ,</p> <p>This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved [REDACTED] Due to time constraints, a response to this e-mail is required within 48 hours.</p>						



Service Request Activities – UCC PAR

This is a Not in Suit Matter. 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).
- B) I am not aware of this vehicle or customer's concerns.

It is important tha...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 7:56 PM		DZSH35	Email - Inbound		Done	12/10/2019 17:50:49	[EXTERNAL] RE: Receipt Of NISM [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		The Robison Lemon Law Group LLC		MD	

Comments

ATTENTION: This email originated from outside of GM.

Please see attached.

Emma C. Robison, Esq.

The Robison Lemon Law Group, LLC

99 Aldan Ave., #529

Concordville, PA 19331

[REDACTED]

(f) 267-504-4776

www.lemonlawcar.com



Service Request Activities – UCC PAR

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>
 Sent: Monday, December 9, 2019 6:10:01 PM
 To: Emma Robison <emma@lemonlawcar.com>
 Subject: Receipt Of NISM [REDACTED]

Customer Name: [REDACTED]
 [SR:] [REDACTED]
 VIN#: [REDACTED]
 Y,M,M: 2017 Chevrolet Volt

Dear Emma ,
 Please see attachments.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 6:12 PM	DZSH35	DZSH35	Scheduled Outbound Call Dir		Done	12/13/2019 11:56:16	Call Elm Chevrolet
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments
 Lcm sts: Docs request if none sent in.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 6:08 PM	DZSH35	DZSH35	Email - Outbound		Done	12/09/2019 18:10:10	Receipt Of NISM [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	

Comments



Service Request Activities – UCC PAR

Customer Name: [REDACTED]
[SR:] [REDACTED]
Y,M,M: 2017 Chevrolet Volt

Dear Emma ,
Please see attachments.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 6:08 PM	DZSH35	DZSH35	Correspondence		Done	12/09/2019 18:08:11	Fulfilled:BRCLEG_LG0006. SR# [REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Robison Lemon Law Group, LLC	NY

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 6:03 PM	DZSH35	DZSH35	Correspondence		Done	12/09/2019 18:03:53	Created:BRCLEG_LG0006. SR# [REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Robison Lemon Law Group, LLC	NY

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 5:47 PM	SADMIN	SADMIN	Email - Outbound		Done	12/09/2019 17:47:13	Legal Assistance Alert – Documentation Request: Case [REDACTED], VIN [REDACTED] Mileage [REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Robison Lemon Law Group, LLC	NY

Comments

Customer Name: [REDACTED]
 [SR:] [REDACTED]
 VIN#: [REDACTED]
 Y,M,M: 2017 Chevrolet Volt

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- Please confirm if you are aware of any accidents or aftermarket modifications
- Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.
 DiJon Hopkins- Buisness Resource Center
 Alorica on behalf of General Motors LLC
 Phone: 1-800-231-1841 Ex [REDACTED]
 Fax: 866-215-6750

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR:9-[REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 5:46 PM	DZSH35	DZSH35	Email - Outbound		Done	12/09/2019 17:47:35	URGENT! BRC-Legal NISM Notification for Elm Chevrolet Company, Inc., 115361 [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
Comments							
Service Request: [REDACTED]							
Customer Last Name: [REDACTED]							



Service Request Activities – UCC PAR

Involved Dealership: Elm Chevrolet Company, Inc., 115361
VIN:
Vehicle: 2017 Chevrolet Volt
Mileage:

Dear Jason ,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved . Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. 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).
B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and the email will be attached to our case as an important step in our timely case resolution.

Thank you!

DiJon Hopki...

Confidential Comments

Table with 8 columns: Created, Created By, Assigned To, Activity Type, Sub-Type, Status, Actual Completion, Description. Row 1: Dec 9, 2019 5:45 PM, DZSH35, NSCHILLER1, Dealer Notification, Documentation Request, Done, 12/19/2019 09:08:35, Documents required for legal.

Comments
Customer Name:
[SR:]
VIN#: 1
Y,M,M: 2017 Chevrolet Volt



Service Request Activities – UCC PAR

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
- Please confirm if you are aware of any accidents or aftermarket modifications
- Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.
 DiJon Hopkins- Buisness Resource Center
 Alorica on behalf of General Motors LLC
 Phone: 1-800-231-1841 Ext [REDACTED]
 Fax:866-215-6750

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - Dealer	Done	12/09/2019 18:08:22	Acknowledgement - Dealer
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Selling Dealer Name: Elm Chevrolet Comapny, INC
 BAC: 115361
 A: 301 E Church ST Elmira, NY 14901-2703
 P: 607-734-4141

Service Manager: Nicole Schiller
 P: [REDACTED]
 E: nschiller@elmchevrolet.com

DMA: Jason Hawk
 P: [REDACTED]
 E: jason.hawk@gm.com



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

Page 58 of 62

MA: n/a
P: n/a
E: n/a

Dir ack sent via siebel

DiJon/BRC LEGAL/ATX/EXT [REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - AVM	Done	12/09/2019 18:08:19	Acknowledgement - AVM

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

Comments
** FOR BRC USE ONLY**

DMA: Jason Hawk
P: [REDACTED]
E: jason.hawk@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - Atty/Cust	Done	12/09/2019 18:08:24	Acknowledgement - Atty/Cust

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

Comments
Law Firm Info: Robison Lemon Law Group
PC: Emma C. Robison
P#: [REDACTED]
E: emma@lemonlawcar.com
A: 99 Alden Ave - #529 Concordville, PA 19331

PC ack sent via siebel



Service Request Activities – UCC PAR

DiJon/BRC LEGAL/ATX/EXT:5916565/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	BRC LEGAL	VIN Scan Completed	Done	12/09/2019 16:55:58	VIN Scan Completed
Last Name	First Name	Account	BAC Code				
█	█						

Comments

Comments: Previous SR's Found: 4

SR # █
 BU - CAC Tier 2
 Opened- 11-18-2019
 Closed- 12-4-2019
 Concern - Relay/Part delay
 Resolution - Case closed parts ordered

SR # █
 BU - CAC Tier 2
 Opened- 8-30-2019
 Closed- 9-5-2019
 Concern - Parts Delay
 Resolution - SR closed dissatisfied part on national back order

SR # █
 BU - SPAC
 Opened- 8-23-2019
 Closed- n/a
 Concern - n/a
 Resolution - n/a

SR # █
 BU - TAC US
 Opened- 8-23-2019
 Closed- 9-1-22019
 Concern - no start
 Resolution - n/a

Confidential Comments



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	Notify CRM	Other.	Done	12/09/2019 16:55:51	ER NISM has been assigned
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:10 PM	BZSXG2	DZSH35	Ownership Changed		Done	12/06/2019 18:10:04	Service Request Ownership has changed FROM: BZSXG2 TO: DZSH35
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:09 PM	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	12/06/2019 18:09:57	VIN Scan Completed
Last Name		First Name		Account		BAC Code	
█r		█					
Comments							
VIN Scan Completed. SR's found associated to this VIN:							
█							
Joshua/BRC Legal/WF/5911241							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 6:09 PM	BZSXG2	DZSH35	BRC LEGAL	Assigned NISM ER	Done	12/09/2019 16:55:49	Assigned NISM ER
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments Assigned NISM ER Joshua/BRC LEGAL/WF/5911241							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 2:55 PM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	12/06/2019 14:55:44	Ownership Escalated to BRC
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 6, 2019 10:38 AM		DZSH35	Email - Inbound	Whitemail	Done	12/09/2019 16:55:46	Demand Letter
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments FirstName: [REDACTED] [REDACTED] VIN:=							
Confidential Comments							



Service Request Activities – UCC PAR

UCC Information

UCC Code	Description	Symptom
N01	Electrical - General	Inoperative

End of Report

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