



### Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

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#### 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

<b>Incident Loc</b>		<b>Incident Desc</b>	
<b>Component</b>		<b>Damage Desc</b>	
<b>Vehicle Loc</b>		<b>Add'l Info</b>	
<b>Emergency Svc Names</b>		<b>Maint Loc</b>	

## PAR Detail

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



# Service Request Activities – UCC PAR

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

### Comments

[REDACTED]

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: [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Arens		Mary		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]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[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]

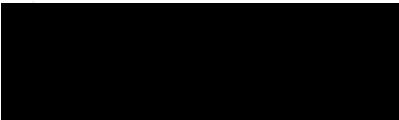
ATTENTION: This email originated from outside of GM.

ATTACHED RO'S

Nicole Schiller  
Service Manager  
Elm Chevrolet Co.  
607-734-4141 ex [REDACTED]  
[REDACTED]  
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]



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:

- [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

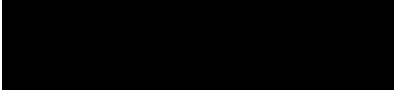
Nicole Schiller  
 Service Manager  
 Elm Chevrolet Co.  
 [REDACTED] Line  
 607-732-3877 Fax  
 nschiller@elmchevrolet.com

-----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]





# Service Request Activities – UCC PAR



Hello, Ms. Schiller,

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

- 

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,

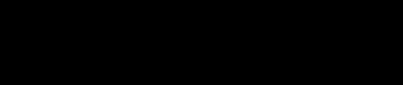
Galina  
 Business Resource Center  
 Alorica on behalf of General Motors, LLC  
 Phone: 1-800-231-1841 Ext   
 Fax: (866) 215-6750



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

Comments



Hello, Ms. Schiller,

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



# Service Request Activities – UCC PAR

[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

[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/[Redacted]

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	



# Service Request Activities – UCC PAR

<b>Comments</b>							
Closing file, sent required documents to LC and GMLS							
Galina/BRCLEG/ATX/██████████ 1							
<b>Confidential Comments</b>							
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/██████████							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Mar 13, 2020 5:45 PM	MZ4GZ4	MZ4GZ4	Scheduled Follow up		Scheduled Alarm		Submit the case to local counsel
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
██████		██████		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
██████		██████		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
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/██████████/L1							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>

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 –	
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		
[REDACTED]							
<p>Hello, Ms. Schiller,</p> <p>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:</p> <ul style="list-style-type: none"> <li>• [REDACTED]</li> </ul> <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 [REDACTED] Fax: (866) 215-6750</p> <p>[REDACTED]</p>							
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		



# Service Request Activities – UCC PAR

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	
<b>Comments</b>								
<b>Confidential Comments</b>								
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			
<b>Comments</b>								
<b>Confidential Comments</b>								
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			
<b>Comments</b>								
<b>Confidential Comments</b>								
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			
<b>Comments</b>								
<b>Confidential Comments</b>								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	



Service Request Activities – UCC PAR

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

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



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: [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]

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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
█		█		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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
█		█		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 █

**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 [REDACTED]
Last Name Hawk	First Name Jason	Account 0- Dummy Dealer	BAC Code 000000		
<b>Comments</b>					
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]					
-----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]					
[REDACTED]					
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 documen...					
<b>Confidential Comments</b>					



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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)
Last Name		[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	[REDACTED]
[REDACTED]							
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:							



# Service Request Activities – UCC PAR

• 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

[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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[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., [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Hawk		Jason		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]

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, Mr. Kjar. 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
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[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] 7  
 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
Last Name		First Name		Account		BAC Code	
[REDACTED]		[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 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 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	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[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: 5916567  
 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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
█		█		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Mar 4, 2020 4:41 PM	MZ4GZ4	NSCHILLER1	Dealer Notification	24 HR No Response	Done	03/05/2020 04:06:55	Case Escalation
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
█		█		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
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:							
<ul style="list-style-type: none"> <li>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).</li> </ul>							
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: █ Fax: (866) 215-6750							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>



# Service Request Activities – UCC PAR

Mar 3, 2020 10:15 AM	SADMIN	SADMIN	Type Email - Outbound	Done	03/03/2020 10:15:00		
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
█	█	Robison Lemon Law Group, LLC	NY				
<b>Comments</b>							
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:							
<ul style="list-style-type: none"> <li>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).</li> </ul>							
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 █ Fax: (866) 215-6750							
█							
█							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
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
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
█	█	Robison Lemon Law Group, LLC	NY				
<b>Comments</b>							



# 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><b>Comments</b></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"> <li>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).</li> </ul> <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 [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><b>Comments</b></p> <p>As per [REDACTED] all documents and related files need to be transmitted to Local Counsel for handling. No BRC LEGAL &gt; Acknowledgment activities or case assessment are required. In addition all available sales &amp; 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]		Robison Lemon Law Group, LLC		NY	

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





# Service Request Activities – UCC PAR

[REDACTED]							
[REDACTED]							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Mar 2, 2020 3:33 PM	GZRVMQ	MZ4GZ4	BRC LEGAL	Assigned Lawsuit NER	Done	03/03/2020 09:58:47	Assigned Lawsuit NER
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
Assigned Lawsuit NER							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Feb 28, 2020 2:51 PM		MZ4GZ4	Email - Inbound		Done	03/03/2020 10:12:53	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
<b>Comments</b>							
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 [REDACTED]
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				



# Service Request Activities – UCC PAR

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

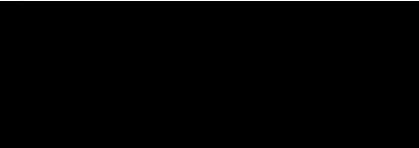


# Service Request Activities – UCC PAR

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 [Redacted]



Dear Emma ,  
Please see attachments.

**Confidential Comments**

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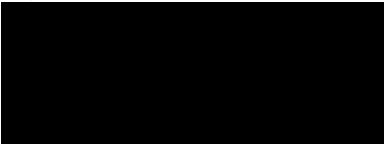
# Service Request Activities – UCC PAR

Jan 24, 2020 10:28 AM	NZP3SC	Email - Inbound	Done	03/23/2020 10:54:55	[EXTERNAL] RE: Receipt [REDACTED]
<b>Last Name</b> Robison	<b>First Name</b> Emma	<b>Account</b> The Robison Lemon Law Group LLC	<b>BAC Code</b> MD		
<b>Comments</b>					
ATTENTION: This email originated from outside of GM.					
An additional RO is attached hereto.					
<p>From: Emma Robison &lt;emma@lemonlawcar.com&gt;          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]



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 [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Robison		Emma		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]

[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	
█		█		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	
█		█		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	
█		█		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: █ █
Last Name		First Name		Account		BAC Code	



# Service Request Activities – UCC PAR

Hawk	Jason	0- Dummy Dealer	000000
<b>Comments</b>			
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 [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: [REDACTED] 2017 Chevrolet Volt			
Yes [REDACTED] apologies.			
[THREAD ID [REDACTED]]			
-----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 [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 7, 2020 6:22 PM	DZSH35	DZSH35	Email - Outbound		Done	01/07/2020 18:23:39	RE: RE: [REDACTED]
Last Name		First Name		Account		BAC Code	
Hawk		Jason		0- Dummy Dealer		000000	

Comments

[REDACTED] ] apologies.

[THREAD ID [REDACTED]

-----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  
[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 Ext [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]
Last Name		First Name		Account		BAC Code	
Hawk		Jason		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  
[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 Ex [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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Hawk		Jason		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 E [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
Last Name		First Name		Account		BAC Code	
Hawk		Jason		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  T [REDACTED]</p> <p>-----Original Message-----  From: GMCACUpdate@gm.com &lt;GMCACUpdate@gm.com&gt;  Sent: Monday, December 23, 2019 8:06 AM  To: nschiller@elmchevrolet.com; mtheetge@elmchevrolet.com; Jason Hawk (C) &lt;jason.hawk@gm.com&gt;; Mark Dajnowicz &lt;mark.dajnowicz@gm.com&gt;; Jeralyn Vara (C) &lt;jeralyn.vara@gm.com&gt;  Subject: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number [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>							

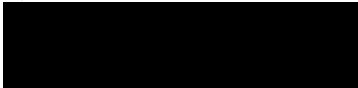




# Service Request Activities – UCC PAR

requested?

Here is the original note to the CEM:



Y,M,M: 2017 Chevrolet Volt

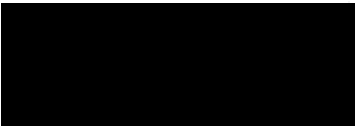
This is a request for documentation only. Please do not reach out to the customer at this time.

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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Hawk		Jason		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



-----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 requested information from CEM 3 business days ago, and have



# Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

Page 42 of 62

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]

[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 [REDACTED]
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Hawk	Jason	0- Dummy Dealer	000000				

### Comments

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

[REDACTED]

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

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 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 [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:

[Redacted]

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				
█	█						



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 █. 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

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

**Confidential Comments**

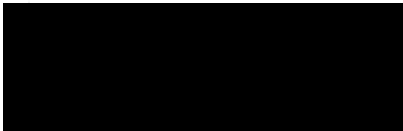
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 20, 2019 9:21 AM	SADMIN	SADMIN	Email - Outbound		Done	12/20/2019 09:21:19	Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

**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:



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	
[REDACTED]		[REDACTED]					
<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 [REDACTED]. Please provide the following documentation:</p> <ul style="list-style-type: none"> <li>All sales, purchase and finance agreements, including a conversion invoice (if applicable)</li> <li>The incentives acknowledgement form</li> <li>Copy of the Title and Registration</li> <li>The Actual Cash Value statement of any trade</li> <li>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).</li> <li>Please confirm if you are aware of any accidents or aftermarket modifications</li> <li>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.</li> </ul> <p>Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.</p> <p>DiJon Hopkins- Buisness Resource Center Alorica on behalf of General Motors LLC</p>							



# Service Request Activities – UCC PAR

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

[REDACTED]

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	
<p>[REDACTED]</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"> <li>All sales, purchase and finance agreements, including a conversion invoice (if applicable)</li> <li>The incentives acknowledgement form</li> <li>Copy of the Title and Registration</li> <li>The Actual Cash Value statement of any trade</li> <li>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).</li> <li>Please confirm if you are aware of any accidents or aftermarket modifications</li> <li>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.</li> </ul> <p>Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.</p> <p>DiJon Hopkins- Buisness Resource Center  Alorica on behalf of General Motors LLC  Phone: 1-800-231-1841 Ex [REDACTED]  Fax:866-215-6750</p>							
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, █							
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		[REDACTED]		[REDACTED]		[REDACTED]	
[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							
Icm sts: is vehicle currently there ? RO close date [REDACTED] or customer pay ? RO completion date. Accidents or after market modifications ?							
Dir 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

Report Date: Monday, March 23, 2020

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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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC		NY
<b>Comments</b>						
<b>Confidential Comments</b>						
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>
Dec 10, 2019 9:04 AM		DZSH35	Email - Inbound		Done	12/10/2019 17:51:09
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>
Hawk		Jason		0- Dummy Dealer		000000
<b>Comments</b>						
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 &lt;GMLegalUpdate@gm.com&gt;  Sent: Monday, December 9, 2019 5:48 PM  To: Jason Hawk (C) &lt;jason.hawk@gm.com&gt;  Subject: URGENT! BRC-Legal NISM Notification for Elm Chevrolet Company, Inc., [REDACTED]</p> <p>[REDACTED]</p>						
<b>Mileage:</b>						
Dear Jason ,						
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.						



# 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 [REDACTED]
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Robison	Emma	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]

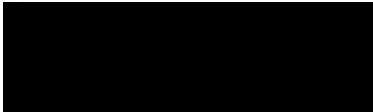
(f) 267-504-4776

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]



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

**Comments**  
 Lcm sts: Docs request if none sent in.

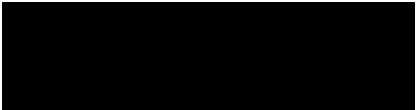
**Confidential Comments**

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]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Robison		Emma		Robison Lemon Law Group, LLC		NY	

**Comments**



# Service Request Activities – UCC PAR



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: [Redacted]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Robison		Emma		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 [Redacted]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Robison		Emma		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	[Redacted]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[Redacted]		[Redacted]		Robison Lemon Law Group, LLC		NY	



# 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 Ex [REDACTED]  
 Fax:866-215-6750

[REDACTED]gc

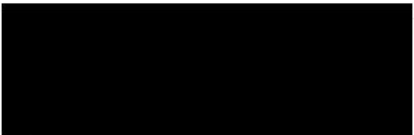


Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 5:46 PM	DZSH35	DZSH35	Email - Outbound		Done	12/09/2019 17:47:35	URGENT! BRC-Legal NISM Notification for Elm Chevrolet Company, Inc., [REDACTED]
Last Name		First Name		Account		BAC Code	
Hawk		Jason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

Comments  
 [REDACTED]



Service Request Activities – UCC PAR



ompany, Inc., 115361

Dear Jason ,

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.

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.

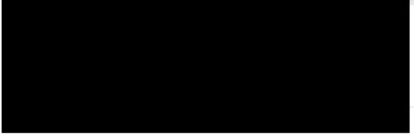
Thank you!

DiJon Hopki...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2019 5:45 PM	DZSH35	NSCHILLER1	Dealer Notification	Documentation Request	Done	12/19/2019 09:08:35	Documents required for legal.
Last Name		First Name		Account		BAC Code	
[redacted]		[redacted]		Robison Lemon Law Group, LLC		NY	

Comments





# 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 Ex [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	Acknowledgemen t - 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: 607-734-4141  
 E: nschiller@elmchevrolet.com

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



# Service Request Activities – UCC PAR

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

Dir ack sent via siebel

DiJon/BRC LEGAL/ATX [REDACTED] 1

**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  
[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 [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	VIN Scan Completed	Done	12/09/2019 16:55:58	VIN Scan Completed
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
Comments: Previous SR's Found: 4							
SR # [REDACTED]							
BU - CAC Tier 2							
Opened- 11-18-2019							
Closed- 12-4-2019							
Concern - Relay/Part delay							
Resolution - Case closed parts ordered							
SR # [REDACTED]							
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 # [REDACTED]							
BU - SPAC							
Opened- 8-23-2019							
Closed- n/a							
Concern - n/a							
Resolution - n/a							
SR # [REDACTED] 83651							
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	
█		█					
Comments							
<div style="background-color: black; width: 100%; height: 100px; display: flex; align-items: center; justify-content: center;"> <span>Associated to this VIN:</span> </div>							
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]					
<b>Comments</b>							
Assigned NISM ER							
Joshua/BRC LEGAL/WF [REDACTED]							
<b>Confidential Comments</b>							
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]					
<b>Comments</b>							
<b>Confidential Comments</b>							
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]					
<b>Comments</b>							
FirstName: [REDACTED]							
[REDACTED]							
VIN:=							
<b>Confidential Comments</b>							



# Service Request Activities – UCC PAR

UCC Information		
UCC Code	Description	Symptom
N01	Electrical - General	Inoperative

End of Report