



### Service Request Activity (All)

Report Date: Monday, March 23, 2020  
Page 1 of 45

<b>SR No.</b>	[REDACTED]	<b>Ref No.</b>	[REDACTED]	<b>BRC Type</b>	Legal	<b>Business Unit</b>	BRC
<b>Account</b>	Robison Lemon Law Group LLC	<b>Site/BAC</b>	PA	<b>Cost Ast.</b>	No Goodwill Offered	<b>Area</b>	Legal
<b>Last Name</b>	[REDACTED]	<b>First Name</b>	[REDACTED]	<b>GW SubType</b>		<b>Sub-Area</b>	Lawsuit
<b>Daytime #</b>	[REDACTED]	<b>Evening #</b>	[REDACTED]	<b>Approval</b>	Not Initiated	<b>Safety</b>	
<b>Involved Dlr</b>	Elm Chevrolet Company, Inc.	<b>Contact Acctn.</b>		<b>UCC</b>	Electrical - General	<b>Updated</b>	Mar 23, 2020 10:31 AM
<b>Serial/VIN #</b>	[REDACTED]	<b>Source</b>	Phone	<b>Priority</b>	Medium	<b>Owner</b>	MZ4GZ4
<b>Model</b>	Volt	<b>License #</b>		<b>Status</b>	Open	<b>Opened</b>	Dec 6, 2019 2:55 PM
<b>Make</b>	Chevrolet	<b>Warranty Start</b>	Aug 22, 2016 12:00 AM	<b>Sub Status</b>	Dissatisfied	<b>Closed</b>	
<b>Year</b>	2017	<b>Mileage</b>	31935	<b>Cust Concern</b>	NY - BRC LEGAL LAWSUIT NER (Still Open)		
<b>Customer Description</b>	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.						

#### Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2020 10:31:54	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/23/2020 10:38:03	BRC-Legal Removal of Lawsuit File to Local Counsel for [REDACTED]
<b>Last Name</b>	Rose	<b>First Name</b>	Chris	<b>Account</b>	Robison Lemon Law Group LLC	<b>BAC Code</b>	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.

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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/23/2020 10:24:11	MZ4GZ4	MZ4GZ4	Correspondence		Done	03/23/2020 10:24:11	[REDACTED]
<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>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/19/2020 18:18:42	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/19/2020 18:19:49	RE: [EXTERNAL] RE: Action Required for [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
<b>Comments</b>							

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 [REDACTED]  
[REDACTED] 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]  
[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:

- [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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2020 13:38:00		MZ4GZ4	Email - Inbound		Done	03/19/2020 18:19:48	[EXTERNAL] RE: Action Required for [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		

ATTENTION: This email originated from outside of GM.

ATTACHED RO'S

Nicole Schiller  
Service Manager  
Elm Chevrolet Co.

607-734-4141 ext 1 [REDACTED]  
[REDACTED] 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]  
[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:

- [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: 5916567  
Fax: (866) 215-6750

[REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2020 12:31:28	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/17/2020 12:33:09	[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**

Customer Name: [REDACTED]  
[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:

- [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 [REDACTED]  
Fax: (866) 215-6750

[REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2020 12:25:59	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: [REDACTED]
<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>							
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] 1							
Service Manager: Nicole Schiller P: [REDACTED] E: nschiller@elmchevrolet.com							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/13/2020 17:46:12	MZ4GZ4	MZ4GZ4	BRC LEGAL	Clsd&Frwd to LC - Lawsuit NER	Done	03/13/2020 17:47:31	Closing
<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>							
Closing file, sent required documents to LC and GMLS							
Galina/BRCLEG/ATX [REDACTED]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/13/2020 17:45:25	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>		
[REDACTED]		[REDACTED]					

[REDACTED]	[REDACTED]	Robison Lemon Law Group, LLC	NY
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**Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/13/2020 15:02:14	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				
[REDACTED]	[REDACTED]	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# [REDACTED] completed on January 20, 2020.

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

Galina/BRCLEG/ATX [REDACTED] /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 17:04:27	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 [REDACTED]  
VIN#: 1 [REDACTED] 8  
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:

- [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 [REDACTED]  
Fax: (866) 215-6750

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:11:28	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 to the case. This will ensure we have forward movement on the concern.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:04:21	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:04:10	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:03:59	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:03:46	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:03:11	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:02:59	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/12/2020 16:02:46	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.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/10/2020 15:14:03	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/10/2020 15:17:20	RE: RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number 9-█
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		0- Dummy Dealer	000000		
<b>Comments</b>							
Customer Name: █							
VIN#: █							
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 █							

Fax: (866) 215-6750

[THREAD ID ██████████]

-----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 ██████████ VIN ██████████

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  
 ██████████

-----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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/10/2020 15:10:18	MZ4GZ4	MZ4GZ4	Scheduled Outbound Call Dlr		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: ██████████ 1
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
██████████		██████████		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							
Call the dealership to ask about the service documents & verify last repair.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/10/2020 14:53:42	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 ██████████ 1
<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 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 [REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/09/2020 07:57:59		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 9-[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		

**Comments**

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 [REDACTED], VIN [REDACTED]

Customer Name: [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 documen...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/06/2020 18:17:37	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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		

**Comments**

Call the dealership to ask about the service documents.

P: 607-734-4141

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/06/2020 18:13:01	MZ4GZ4	MZ4GZ4	Email - Outbound		Done	03/06/2020 18:15:49	Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet Company, Inc., Case Number 9-
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		[REDACTED]

**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:

- 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 17:57:45	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]		[REDACTED]	[REDACTED]		

[REDACTED]	[REDACTED]	Robison Lemon Law Group, LLC	NY
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**Comments**  
Since they don't have MA, I escalated to the CAM.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 10:17:28		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]
				Account	BAC Code		
				0- Dummy Dealer	000000		

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 09:20:12	SADMIN	SADMIN	Email - Outbound		Done	03/05/2020 09:20:12	Legal Escalation to DMA/DMC (2 days): Chevrolet 115361, Elm Chevrolet
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[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 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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 05:06:57	SADMIN	SADMIN	Email - Outbound		Done	03/05/2020 05:06:57	Legal Alert – 24 HR No Response: [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[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 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]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 04:14:29	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]	[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,

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 04:06:54	SADMIN	MZ4GZ4	Notify CRM		Done	03/23/2020 10:54:10	Follow up with Customer

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

**Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/05/2020 04:06:54	SADMIN	NSCHILLER1	Dealer Notification	2 Days No Response	Done	03/23/2020 10:54:20	Case Escalation

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/04/2020 16:42:20	SADMIN	SADMIN	Email - Outbound		Done	03/04/2020 16:42:20	Legal Alert – 24 HR No Response: [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: [REDACTED]67  
Fax: (866) 215-6750

[REDACTED]

[REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/04/2020 16:42:15	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>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/04/2020 16:41:25	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>		
[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 [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/03/2020 10:15:00	SADMIN	SADMIN	Email - Outbound		Done	03/03/2020 10:15:00	Legal Alert – Action Required: Case # [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: [REDACTED]  
Fax: (866) 215-6750

[https://gmnacontactcenter.autopartners.net/edealer\\_enu\\_gc](https://gmnacontactcenter.autopartners.net/edealer_enu_gc)

[SR:9-5687592277]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/03/2020 10:14:52	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>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/03/2020 10:13:34	MZ4GZ4	NSCHILLER1	Dealer Notification	Action Required	Done	03/05/2020 04:14:29	Action Required for Legal
<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>							

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 [REDACTED]  
Fax: (866) 215-6750

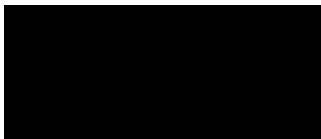
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 15:36:00	GZRVMQ	MZ4GZ4	Notify CRM	Other.	Done	03/03/2020 09:58:56	Non-ER Lawsuit has been assigned
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							
As per [REDACTED] 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 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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 15:35:52	GZRVMQ	MZ4GZ4	BRC LEGAL	Case Reassigned- IN	Done	03/03/2020 09:58:53	Case Reassigned- IN
<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>							
Case Reassigned- IN							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 15:34:53	GZRVMQ	MZ4GZ4	Ownership Changed		Done	03/02/2020 15:34:53	Service Request Ownership has changed FROM: GZRVMQ TO: MZ4GZ4
<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>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 15:33:17	GZRVMQ	GZRVMQ	BRC LEGAL	VIN Scan Completed	Done	03/02/2020 15:34:05	VIN Scan Completed
<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>							

ound associated to this VIN:





Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 15:33:09	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/02/2020 09:39:01	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>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/28/2020 14:51:53		MZ4GZ4	Email - Inbound		Done	03/03/2020 10:12:53	NEW SUIT [REDACTED] - NY
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]					
<b>Comments</b>							
Hi Mary, please see the attached new suit for your handling. Thank you.							

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.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
02/04/2020 11:01:31		NZP3SC	Email - Inbound		Done	03/23/2020 10:55:06
Last Name	First Name	Account	BAC Code			
		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,

From [Redacted]  
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,

[REDACTED]

From: [REDACTED]  
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]

[www.lemonlawcar.com](http://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]

[REDACTED]

Dear Emma ,

Please see attachments.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
01/24/2020 10:28:55		NZP3SC	Email - Inbound		Done	03/23/2020 10:54:55
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.

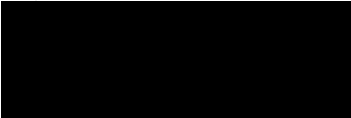
From: Emma Robison <emma@lemonlawcar.com>  
Sent: Monday, December 9, 2019 7:56 PM  
To: GMLegalUpdate@gm.com  
Subject: RE: Receipt Of [REDACTED]

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

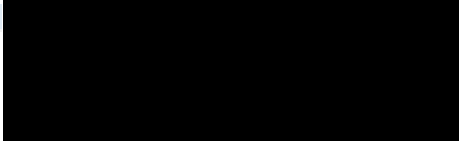
From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
Sent: Monday, December 9, 2019 6:10:01 PM  
To: Emma Robison <emma@lemonlawcar.com>  
Subject: Receipt Of NISM [REDACTED]

Customer [REDACTED]



Dear Emma ,  
Please see attachments.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
01/23/2020 10:24:38		NZP3SC	Email - Inbound		Done	03/10/2020 10:41:02
Last Name	First Name	Account	BAC Code			
		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

(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]

Dear Emma ,

Please see attachments.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/13/2020 09:32:43	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.
<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>							
Abigail/BRC Negotiator/DET							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/13/2020 09:32:34	HZ6N7N	NZP3SC	Ownership Changed		Done	01/13/2020 09:32:34	Service Request Ownership has changed FROM: DZSH35 TO: NZP3SC
<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>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/10/2020 14:13:58	DZSH35	DZSH35	Outbound Call Dealer	Made Contact	Done	01/10/2020 14:16:16	called Selling Dealer Name: Elm Chevrolet Comapny, INC
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]			BAC: 115361		

█	█	Robison Lemon Law Group, LLC	NY	A: 301 E Church ST Elmira, NY 14901-2703 P: 607-734-4141
<b>Comments</b>				To reconfirm vehicles location
Lcm sts: is vehicle currently there ?				
Dlr sts: no vehicle is not here.				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/10/2020 14:11:01	DZSH35	BRCNEGOTIATOR	Notify CRM		Done	01/13/2020 09:32:39	Case assessment complete
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/10/2020 14:10:42	DZSH35	DZSH35	BRC LEGAL	Case Assessment Complete	Done	01/10/2020 14:10:59	Case assessment complete
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/10/2020 14:10:22	DZSH35	DZSH35	BRC LEGAL	VIN Scan Completed	Done	01/10/2020 14:10:40	VIN Scan completed
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							
No new SR's							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/08/2020 08:13:16		DZSH35	Email - Inbound		Done	01/09/2020 16:04:07	█
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		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 1 █							

-----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] Chevrolet Volt

[REDACTED]

[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] 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

Good Morning [REDACTED] 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 to email, but there was an error so you tried to attach the file. That seem's too have not worked if you could get those docs over to me before the end of the day that would be great, Thanks.

Best Regards,

DiJon Hopkins- Business Resource Center  
Alorica on behalf of General Motors LLC  
Phone: [REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
01/07/2020 18:22:57	DZSH35	DZSH35	Email - Outbound		Done	01/07/2020 18:23:39
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>	
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000	
<b>Comments</b>						
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] 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

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 [REDACTED]  
Fax:866-215-6750

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
01/07/2020 13:21:51		DZSH35	Email - Inbound		Done	01/07/2020 18:23:39

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/07/2020 11:33:47	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		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/07/2020 11:30:03	DZSH35	DZSH35	Email - Outbound		Done	01/07/2020 11:33:44	[REDACTED] Volt
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
Hawk		Jason		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

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] 5  
Fax:866-215-6750

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/03/2020 09:13:27	TZPBK0	DZSH35	Scheduled Follow up		Done	01/07/2020 11:33:46	Follow up on Dealer notification

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

**Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/23/2019 14:21:09		DZSH35	Email - Inbound		Done	12/30/2019 13:30:11	█

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.

Jason Hawk  
District Manager of Aftersales - Remote  
jason.hawk@gm.com  
T █ 7

-----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 █, VIN █

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:

█  
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 T...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/23/2019 14:12:25		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 █

Last Name	First Name	Account	BAC Code
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  
T [REDACTED]

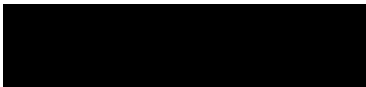
-----Original Message-----

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 [REDACTED], VIN [REDACTED]

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:



Y,M,M: 2017 Chevrolet Volt

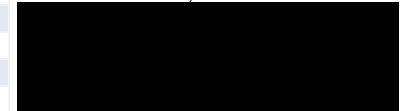
This is a request for documentation only. Please do not reach out to the customer at this time.

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

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/23/2019 08:30:51		DZSH35	Email - Inbound		Done	12/30/2019 13:30:04	RE: Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet

Last Name	First Name	Account	BAC Code
Hawk	Jason	0- Dummy Dealer	000000



**Comments**

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



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

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/23/2019 08:06:10	SADMIN	SADMIN	Email - Outbound		Done	12/23/2019 08:06:10	Legal Escalation to MA (3 days): Chevrolet 115361, Elm Chevrolet

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

[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 ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/23/2019 04:12:20	SADMIN	NSCHILLER1	Dealer Notification	3 Days No Response	Done	03/23/2020 10:55:18	Case Escalation
Last Name		First Name	Account	BAC Code			
[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 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.

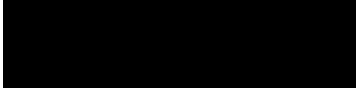
Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.  
DiJon Hopkins- Buisness Resource Center  
Alorica on behalf of General Motors LLC  
Phone: 1-800-231-1841 [REDACTED]  
Fax:866-215-6750

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/20/2019 09:21:19	SADMIN	SADMIN	Email - Outbound		Done	12/20/2019 09:21:19	Legal Escalation to DMA/DMC (2 days): Chevrolet 115361. Elm Chevrolet
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:



Y,M,M: 2017 Chevrolet Volt

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

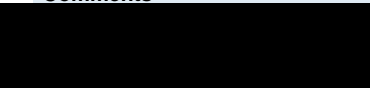
We have received a Legal case that pertains to one of our mutual customers [REDACTED] Please provide the following documentation:

- 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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/20/2019 04:06:42	SADMIN	DZSH35	Notify CRM		Done	01/06/2020 09:37:47	Follow up with Customer
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/20/2019 04:06:42	SADMIN	NSCHILLER1	Dealer Notification	2 Days No Response	Done	12/23/2019 04:12:20	Case Escalation
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
<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, [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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/19/2019 14:44:27	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 [REDACTED]  
Fax:866-215-6750

[REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/19/2019 14:43:	DZSH35	NSCHILLER1	Dealer Notification	24 HR No Response	Done	12/20/2019 04:06:43	Documents required for legal

48							
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
█	█	Robison Lemon Law Group, LLC	NY				
<div style="background-color: black; width: 100%; height: 40px; margin-bottom: 5px;"></div> 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 █. 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 █ Fax: 866-215-6750							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/19/2019 09:14:14	ZZR4ZR	DZSH35	Notify CRM		Done	12/19/2019 14:43:47	Gather documents from dealership then resubmit
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
█	█	Robison Lemon Law Group, LLC	NY				
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/19/2019 09:13:58	ZZR4ZR	ZZR4ZR	Manager Review	Case Review	Done	12/19/2019 09:14:13	Case Review Denied
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
█	█	Robison Lemon Law Group, LLC	NY				
<b>Comments</b>							
Brittney/BRCLegal/ATX █							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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12/17/2019 11:25:39	DZSH35	DZSH35	Scheduled Follow up		Done	01/03/2020 09:13:24	Follow up on Dealer notification
<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>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>
12/17/2019 11:23:25	DZSH35	ZZR4ZR	Manager Review	Case Assessment	Done	12/19/2019 09:13:57	Please review my case assessment.
<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>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>
12/17/2019 11:23:01	DZSH35	DZSH35	BRC LEGAL	Case Assessment Complete	Done	12/17/2019 11:23:23	Case assessment complete
<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>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>
12/17/2019 11:22:35	DZSH35	DZSH35	BRC LEGAL	VIN Scan Completed	Done	12/17/2019 11:22:59	VIN Scan completed no new SR's
<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>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>
12/17/2019 11:12:38	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
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
█		█		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							
lcm sts: is vehicle currently there ? RO close █ 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.							

<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>
12/13/2019 11:56:17	DZSH35	DZSH35	Scheduled Follow up		Done	12/17/2019 11:22:34	Complete and submit CA

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

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/10/2019 09:04:50		DZSH35	Email - Inbound		Done	12/10/2019 17:51:09	RE: URGENT! BRC-Legal NISM Notification for Elm █

Last Name	First Name	Account	BAC Code
Hawk	Jason	0- Dummy Dealer	000000

Comments

B) I am not aware of this vehicle or customer's concerns.

Jason Hawk  
District Manager of Aftersales - Remote  
jason.hawk@gm.com  
T █

-----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 █

Service Request: █  
Customer Last Name █  
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 tha...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 19:56:		DZSH35	Email - Inbound		Done	12/10/2019 17:50:49	[EXTERNAL] RE: Receipt Of NISM █

31							
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]	The Robison Lemon Law Group LLC	MD				
<b>Comments</b>							
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							
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]							
[REDACTED]							
Y,M,M: 2017 Chevrolet Volt							
Dear Emma ,							
Please see attachments.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 18:12:27	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
<b>Comments</b>			
Lcm sts: Docs request if none sent in.			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 18:08:36	DZSH35	DZSH35	Email - Outbound		Done	12/09/2019 18:10:10	[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]							
Y,M,M: 2017 Chevrolet Volt							
Dear Emma ,							
Please see attachments.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 18:08:11	DZSH35	DZSH35	Correspondence		Done	12/09/2019 18:08:11	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
Robison		Emma		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 18:03:53	DZSH35	DZSH35	Correspondence		Done	12/09/2019 18:03:53	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
Robison		Emma		Robison Lemon Law Group, LLC	NY		
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 17:47:13	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		
<b>Comments</b>							
[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]r. 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

[REDACTED]  
[REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 17:46:05	DZSH35	DZSH35	Email - Outbound		Done	12/09/2019 17:47:35	URGENT! BRC-Legal NISM Notification
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		

**Comments**

[REDACTED]  
 Involved Dealership: Elm Chevrolet Company, Inc., 115361  
 [REDACTED]

Mileage:

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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2019 17:45:40	DZSH35	NSCHILLER1	Dealer Notification	Documentation Request	Done	12/19/2019 09:08:35	Documents required for legal.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]		Robison Lemon Law Group, LLC	NY		

**Comments**

[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 [REDACTED]  
Fax:866-215-6750

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:24	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - Dealer	Done	12/09/2019 18:08:22	Acknowledgement - Dealer
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		

**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

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

Dlr ack sent via siebel

DiJon/BRC LEGAL/ATX/EXT [REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:21	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - AVM	Done	12/09/2019 18:08:19	Acknowledgement - AVM
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]					

**Comments**

\*\* FOR BRC USE ONLY\*\*

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:18	BZSXG2	DZSH35	BRC LEGAL	Acknowledgement - Atty/Cust	Done	12/09/2019 18:08:24	Acknowledgement - Atty/Cust
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[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  
DiJon/BRC LEGAL/ATX/EXT [REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:17	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  
 [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 disatisfied part on national back order

SR # [REDACTED]  
 BU - SPAC  
 Opened- 8-23-2019  
 Closed- n/a  
 Concern - n/a  
 Resolution - n/a

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:06	BZSXG2	DZSH35	Notify CRM	Other.	Done	12/09/2019 16:55:51	ER NISM has been assigned

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

**Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/06/2019 18:10:	BZSXG2	DZSH35	Ownership		Done	12/06/2019 18:10:04	Service Request Ownership has changed

04			Changed					FROM: BZSXG2 TO: DZSH35
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>			
█		█						
<b>Comments</b>								

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
12/06/2019 18:09:49	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	12/06/2019 18:09:57	VIN Scan Completed	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>			
█		█						
<b>Comments</b>								
associated to this VIN: <div style="background-color: black; width: 100%; height: 50px; margin-top: 5px;"></div> Joshua/BRC Legal/WF/█								

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
12/06/2019 18:09:27	BZSXG2	DZSH35	BRC LEGAL	Assigned NISM ER	Done	12/09/2019 16:55:49	Assigned NISM ER	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>			
█		█						
<b>Comments</b>								
Assigned NISM ER								
Joshua/BRC LEGAL/WF/█								

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
12/06/2019 14:55:44	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	12/06/2019 14:55:44	Ownership Escalated to BRC	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>			
█		█						
<b>Comments</b>								

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
12/06/2019 10:38:27		DZSH35	Email - Inbound	Whitemail	Done	12/09/2019 16:55:46	Demand Letter	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>	<b>BAC Code</b>			
█		█						
<b>Comments</b>								
FirstName: █ █ VIN:=								

End of Report