

Customer Name: [REDACTED]
[REDACTED]

Y,M,M: 2017 Chevrolet Volt

Law Firm Info: Robison Lemon Law Group
PC: Emma C. Robison
P#: 833-422-7529
E: emma@lemonlawcar.com
A: 99 Alden Ave - #529 Concordville, PA 19331

Date on Demand/Complaint Letter: December 2nd
In-Service Date:

CAM: Robert Kropp
P: [REDACTED]
E: robert.m.kropp@gm.com

GMLS: Rocky Farias
P: [REDACTED]
E: Rocky.farias@gm.com

BRM: Steve Franklin
P: [REDACTED]
E: steve.franklin@gm.com
cc: [REDACTED]
P: [REDACTED]

VIN Scan

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

Open Recalls- Y/N
Branded Title/ Warranty Block – No

Previous Goodwill-No

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

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

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

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

DiJon/BRC LEGAL/ATX/EXT: [REDACTED]

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

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.

[REDACTED]