

From: Adam Zolonz <adam@zolonzassociates.com>
Sent: Friday, September 20, 2019 12:30 PM
To: Jessica Retana
Cc: [REDACTED]
Subject: [EXTERNAL] Re: Re: Re: FW: Re: FW: Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Matt,

This was a deferred down payment. Please revise and resend.

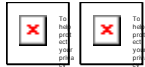
Az

On Fri, Sep 20, 2019 at 10:22 AM [REDACTED] > wrote:
See attached for faster access.

Best Regards,



[REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



1680 Vine Street Suite 912, Los Angeles, California 90028

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On Fri, Sep 20, 2019 at 10:20 AM Jessica Retana <jretana@zolonzassociates.com> wrote:
Good Morning,

I was going to email you because our client's \$3,000 payment was not included.

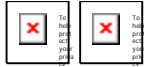
Best Regards,



Jessica Retana

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)

Paralegal



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On Fri, Sep 20, 2019 at 10:17 AM [REDACTED] > wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: 1 [REDACTED]

Y,M,M: 2019 GMC Sierra

Have you had an opportunity to review the attached settlement offer and release with your client yet? Please return the signed documents to me by email once available.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Adam Zolonz [mailto:adam@zolonzassociates.com]

Sent: Tuesday, September 17, 2019 3:31 PM

To: Matthew Mueller (C) <matthew.mueller@gm.com>

Cc: Jessica Retana <jretana@zolonzassociates.com>

Subject: [EXTERNAL] Re: Re: FW: Re: FW: Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Received. Thanks Matt!

On Tue, Sep 17, 2019 at 1:14 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Please see the revised settlement offer and release. Please send the signed documents back to me by email.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Jessica Retana [mailto:jretana@zolonzassociates.com]

Sent: Friday, September 13, 2019 6:06 PM

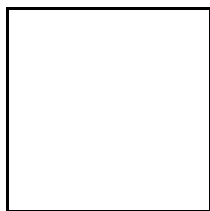
To: Matthew Mueller (C) <matthew.mueller@gm.com>

Cc: adam@zolonzassociates.com

Subject: [EXTERNAL] Re: FW: Re: FW: Re: Re: Re: Re: Re: Receipt of NISM, [REDACTED]

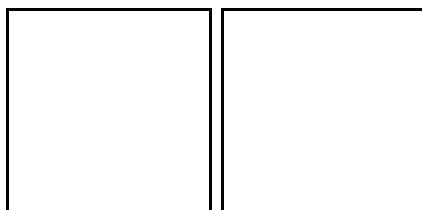
See attached.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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On Fri, Sep 13, 2019 at 12:38 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2018 Chevrolet Equinox

I apologize I have attached the correct lease agreement here.

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Matthew Mueller (C)
Sent: Friday, September 13, 2019 2:37 PM
To: 'Jessica Retana' <jretana@zolonzassociates.com>
Cc: adam@zolonzassociates.com
Subject: RE: [EXTERNAL] Re: FW: Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2018 Chevrolet Equinox

There is no down payment in a lease, the amount due at signing was indeed included. First monthly payment \$898.50 + license/registration fees \$150.00 + Doc Fee \$75 was included in our offer. Please provide documentation of the sales tax that was paid, the attached lease agreement does not show any taxes.

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Jessica Retana [mailto:jretana@zolonzassociates.com]

Sent: Friday, September 13, 2019 2:12 PM

To: Matthew Mueller (C) <matthew.mueller@gm.com>

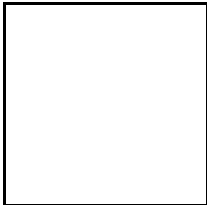
Cc: adam@zolonzassociates.com

Subject: [EXTERNAL] Re: FW: Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Good Afternoon,

Our client's down payment was not included in the reimbursement as well as the taxes paid. Do you need me to resend you a copy of the documents?

Best Regards,



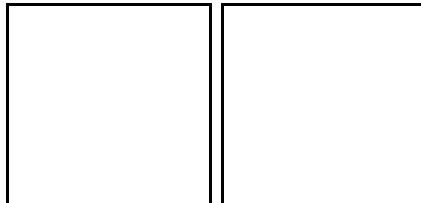
Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)

Fax: [310.888.1129](tel:310.888.1129)

Web: <http://www.lemonlawattorneyinla.com/>

Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited.

On Fri, Sep 13, 2019 at 12:03 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Have you had an opportunity to review the attached settlement offer and release with your client? Please return the executed documents to me by email.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Matthew Mueller (C)
Sent: Monday, September 09, 2019 8:46 AM
To: 'Jessica Retana' <jretana@zolonzassociates.com>

Cc: 'adam@zolonzassociates.com' <adam@zolonzassociates.com>

Subject: RE: [EXTERNAL] Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Please see attached settlement offer. If this offer is acceptable to your client(s) please return the executed documents to me by email.

Than you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Jessica Retana [<mailto:jretana@zolonzassociates.com>]

Sent: Friday, September 06, 2019 5:56 PM

To: Adam Zolonz <adam@zolonzassociates.com>

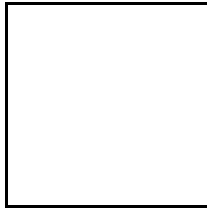
Cc: Matthew Mueller (C) <matthew.mueller@gm.com>

Subject: [EXTERNAL] Re: Re: Re: Re: Receipt of NISM, [REDACTED]

Good Afternoon,

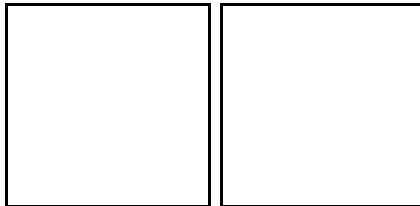
Do you have everything you need from our office?

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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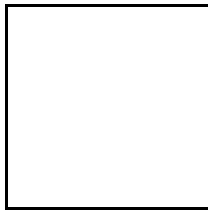
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On Tue, Sep 3, 2019 at 10:51 AM Jessica Retana <jretana@zolonzassociates.com> wrote:

Good morning,

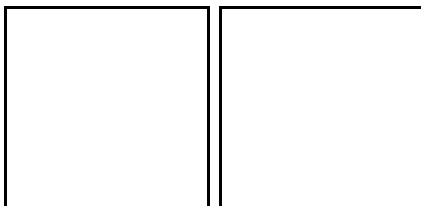
Please see attached payment history.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
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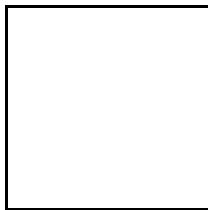
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On Fri, Aug 30, 2019 at 12:09 PM Jessica Retana <jretana@zolonzassociates.com> wrote:

Good afternoon,

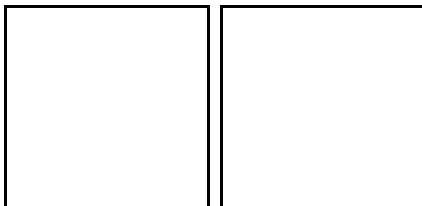
Please see attached payoff quote.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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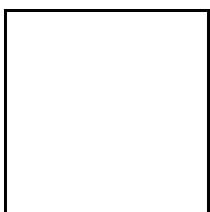
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On Thu, Aug 29, 2019 at 11:05 AM Jessica Retana <jretana@zolonzassociates.com> wrote:

Good morning,

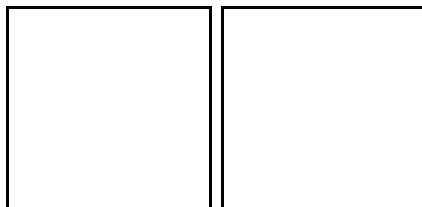
Please see attached executed offer letter. We are waiting for the finance company to send us the financials.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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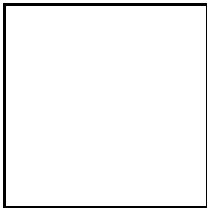
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On Thu, Aug 29, 2019 at 10:52 AM Jessica Retana <jretana@zolonzassociates.com> wrote:

Good morning,

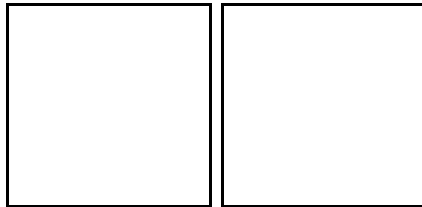
Please see attachments. We are waiting to receive the financials from the finance company.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
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On Tue, Aug 27, 2019 at 6:03 PM Adam Zolonz <adam@zolonzassociates.com> wrote:

Hi Matthew,

Thank you for GM's offer to repurchase our client's vehicle. We are in the process of obtaining the current financials and will send the same to your attention immediately upon receipt. Have a nice evening.

Sincerely,

Adam

On Tue, Aug 27, 2019 at 2:08 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

[REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Please see attachment. If your client is interested in the proposed offer please provide a copy of the payoff quote and payment history from the lien holder.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Adam Zolonz [mailto:adam@zolonzassociates.com]

Sent: Monday, August 26, 2019 9:51 AM

To: Matthew Mueller (C) <matthew.mueller@gm.com>

Cc: Jessica Retana <jretana@zolonzassociates.com>

Subject: [EXTERNAL] Re: Re: Re: Re: Receipt of NISM [REDACTED]

Here is the work order...

On Mon, Aug 26, 2019 at 7:49 AM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Yes, if you can provide some documentation that would be great so that we can include the additional visit. Please let me know which dealership they took the vehicle in to. I will also follow up with the dealership to request a copy of the completed repair order.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Adam Zolonz [mailto:adam@zolonzassociates.com]

Sent: Monday, August 26, 2019 9:48 AM

To: Matthew Mueller (C) <matthew.mueller@gm.com>

Cc: Jessica Retana <jretana@zolonzassociates.com>

Subject: [EXTERNAL] Re: Re: Re: Receipt of NISM, [REDACTED]

Hi Matthew,

The subject vehicle just went back in for yet again (5th time) further related repairs. Therefore, our client is seeking a repurchase. Please let us know if you would like us to send the most recent repair record to include in your evaluation.

Sincerely,

Adam

On Mon, Aug 26, 2019 at 7:41 AM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Have you had an opportunity to review the attached settlement offer with your client yet? If this offer is acceptable to your client(s) please return the executed documents to me by email.

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Jessica Retana [mailto:jretana@zolonzassociates.com]

Sent: Wednesday, August 21, 2019 3:36 PM

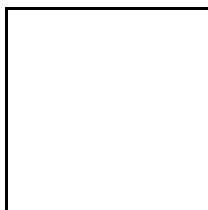
To: Matthew Mueller (C) <matthew.mueller@gm.com>

Cc: adam@zolonzassociates.com

Subject: [EXTERNAL] Re: Re: Receipt of NISM, [REDACTED]

Received. We will communicate the offer to our client.

Best Regards,



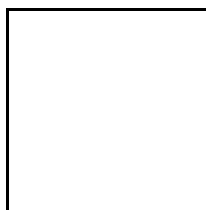
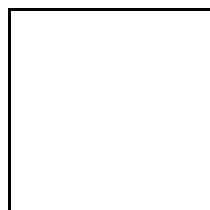
Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)

Fax: [310.888.1129](tel:310.888.1129)

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On Wed, Aug 21, 2019 at 12:27 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR# [REDACTED]

VIN# [REDACTED]

Y,M,M: 2019 GMC Sierra

Please see attached settlement offer. If this offer is acceptable to your client(s) please return the executed document to me by email

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

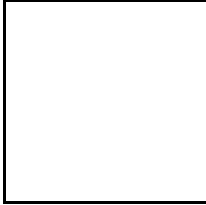
Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

From: Jessica Retana [mailto:jretana@zolonzassociates.com]
Sent: Monday, August 19, 2019 6:05 PM
To: Matthew Mueller (C) <matthew.mueller@gm.com>
Cc: Adam Zolonz <adam@zolonzassociates.com>
Subject: [EXTERNAL] Re: Receipt of NISM, [REDACTED]

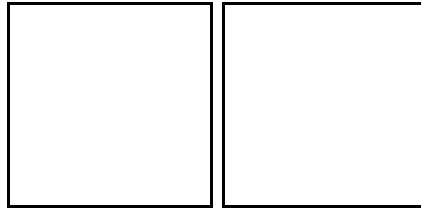
Received. Please see attached lease agreement.

Best Regards,



Jessica Retana
Paralegal

Mob: [310.740.4103](tel:310.740.4103)
Fax: [310.888.1129](tel:310.888.1129)
Web: <http://www.lemonlawattorneyinla.com/>
Yelp: [Lemon Law Attorneys Zolonz and Associates](#)



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On Mon, Aug 19, 2019 at 1:23 PM Matthew Mueller (C) <matthew.mueller@gm.com> wrote:

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2019 GMC Sierra

Please see attachment. Provide a copy of the sales contract if available

Thank you,

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt

Business Resource Center

Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757

Fax: (866) 215-6750

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--

Adam M. Zolonz, Esq.

Law Offices of Adam Zolonz, APC
1680 N. Vine Street, Suite 912
Los Angeles, CA 90028
310.247.8230 phone
310.888.1129 fax

www.lemonlawattorneyinla.com

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