



## Service Request Activities – UCC PAR

Report Date: Saturday, February 27, 2021

Page 1 of 91

Model	Sierra 1500	Model Year	2019	Status	Open	Opened		
Make	GMC	Warranty Start	10/30/2018 00:00:00	Sub Status	Dissatisfied	Closed		
Cust Concern	MA93A - BRC LEGAL Lawsuit NER (Closed < 90)							
Customer Description	BRC Legal case, removed to counsel. Please refer customer to their attorney"							
<b>Pre-Par</b>								
PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name		Height	DOB	Disabilities			
Insurance Agent Last Name	Insurance Agent First Name		Phone #	Insurance Agency				





# Service Request Activities – UCC PAR

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

## PAR Detail

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



# Service Request Activities – UCC PAR

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

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 26, 2021 9:43 AM	RZ1NLB	RZ1NLB	Ownership Changed		Done	02/26/2021 09:43:34	Service Request Ownership has changed FROM: XZ2FX8 TO: RZ1NLB
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 25, 2021 6:50 PM	RZ1NLB	XZ2FX8	Notify CRM		In Progress		See previous "Other" activity
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Stephanie/BRC/Legal/ATX/5924206							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



# Service Request Activities – UCC PAR

Feb 25, 2021 6:49 PM	RZ1NLB	RZ1NLB	Other	Done	02/25/2021 18:50:21	Added Address Associated VIN Added missing 360 RO's Added GWM Component Summary & Delivery Information Added Recalls Redid Removal Letter. Set to complete but no letter was attached to correspondence or to the BRC Attachments. Description
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA
Comments Stephanie/BRC/Legal/ATX/5924206						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Feb 25, 2021 6:48 PM	RZ1NLB	RZ1NLB	Correspon dence		Done	02/25/2021 18:48:46
Last Name Arens		First Name Mary Lynn		Account David J. Gorberg & Associates, P.C.		BAC Code PA
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Feb 25, 2021 6:45 PM	RZ1NLB	RZ1NLB	Correspon dence		Done	02/25/2021 18:45:16
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Feb 18, 2021 11:09 PM	XZ2FX8	XZ2FX8	BRC LEGAL	VIN Scan Completed	Done	02/18/2021 23:09:32
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA
Comments						



# Service Request Activities – UCC PAR

no new srs found

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 18, 2021 12:15 AM	SCHRISTIE123	XZ2FX8	Follow-Up		Done	02/18/2021 23:09:35	Dealer Update Case
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**  
Hello, I gave all the info to the GM he should have every thing, his name is David Mcavay

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 17, 2021 6:55 PM	XZ2FX8	XZ2FX8	Scheduled Outbound Email		Done	02/26/2021 17:28:15	Missing repair orders: 115317 6068122 6068168
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

escalate for sales docs

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2021 5:18 PM	XZ2FX8	XZ2FX8	Email - Outbound		Done	02/12/2021 17:19:29	RE: [EXTERNAL] Fw: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Mcavay		David		Mcgovern Buick GMC		304732	

**Comments**

Thank you.

[THREAD ID:9-2ZX6P07]



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

**From:** dmccavay@mcgovernauto.com  
**Sent:** 2/9/2021 02:25:52 PM  
**To:** "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
**Subject:** [EXTERNAL] Fw: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

**ATTENTION:** This email originated from outside of GM.

Hi,  
This is David the GM at McGovern Westboro. That is not one our sales here. We also do not have any files from Lance at this store. Our Mansfield store was sold to Station GMC, they would be the ones to contact.  
thanks  
David

David McAvay

General Manager ☐

McGovern Buick GMC

150 Turnpike Rd. Westborough, MA 01581

Office: (508)-366-8787  
Fax: (508)-329-6363

**From:** Steven Christie <schristie@mcgovernauto.com>  
**Sent:** Tuesday, February 9, 2021 2:02 PM  
**To:** David McAvay <dmccavay@mcgovernauto.com>  
**Subject:** Fw: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

**From:** GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
**Sent:** Tuesday, February 9, 2021 1:50 PM  
**To:** Steven Christie <schristie@mcgovernauto.com>; psullivan@mcgovernauto.com <psullivan@mcgovernauto.com>  
**Subject:** Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500



# Service Request Activities – UCC PAR

Good morning, Anthony,

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

We have rec...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 12, 2021 4:13 PM	XZ2FX8	RZ1NLB	Manager Review	Case Review	In Progress		Please review this case.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**  
Please review this case.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 10, 2021 4:33 PM	XZ2FX8	XZ2FX8	Correspondence		Done	02/10/2021 16:33:39	Fulfilled:BRCLEG_LG0037. SR#9-5995109846
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Arens		Mary Lynn		David J. Gorberg & Associates, P.C.		PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 2:26 PM		XZ2FX8	Email - Inbound		Done	02/12/2021 17:19:27	[EXTERNAL] Fw: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Mcavay		David		Mcgovern Buick GMC		304732	

**Comments**



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Hi,  
This is David the GM at McGovern Westboro. That is not one our sales here. We also do not have any files from Lance at this store. Our Mansfield store was sold to Station GMC, they would be the ones to contact.  
thanks  
David

David McAvay

General Manager

McGovern Buick GMC

150 Turnpike Rd. Westborough, MA 01581

Office: (508)-366-8787

Fax: (508)-329-6363

From: Steven Christie <schristie@mcgovernauto.com>

Sent: Tuesday, February 9, 2021 2:02 PM

To: David McAvay <dmcavay@mcgovernauto.com>

Subject: Fw: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

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

Sent: Tuesday, February 9, 2021 1:50 PM

To: Steven Christie <schristie@mcgovernauto.com>; psullivan@mcgovernauto.com <psullivan@mcgovernauto.com>

Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

Customer Name: William Dyer

SR#: 9-5995109846

VIN#: 1GTU9FEL5KZ151492

Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

1. All sales, Bill of Sale and finance agreements, including a conversion invoice (if applicable)



# Service Request Activities – UCC PAR

The incentives acknowledgement fo...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 1:50 PM	SADMIN	SADMIN	Email - Outbound		Done	02/09/2021 13:50:14	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
Last Name	First Name	Account	BAC Code				
Dyer	William	David J. Gorberg & Associates, P.C.	PA				

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

- 1. All sales, Bill of Sale 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  
 These sales documents may be from Lance Buick GMC.

- 3. 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.

Teaketa  
 Teleperformance on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5916563  
 Fax: (866) 215-6750

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



# Service Request Activities – UCC PAR

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 1:49 PM	XZ2FX8	SCHRISTIE123	Dealer Notification	Action Required	In Progress		Documents for legal.
<b>Last Name</b> Dyer		<b>First Name</b> William	<b>Account</b> David J. Gorberg & Associates, P.C.		<b>BAC Code</b> PA		

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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Teaketa  
 Teleperformance on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5916563  
 Fax: (866) 215-6750

**Confidential Comments**



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 1:01 PM	XZ2FX8	XZ2FX8	Scheduled Outbound Email		Done	02/10/2021 16:20:53	follow up with dealer
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							
<b>Confidential Comments</b>							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 1:00 PM	SADMIN	SADMIN	Email - Outbound		Done	02/09/2021 13:00:03	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							
Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500							
Good morning, Anthony,							
This is a request for documentation only. Please do not reach out to the customer at this time.							
We have received a Legal case that pertains to one of our mutual customers, Mr. Dyer. Please provide the following documentation:							
1. All sales, Bill of Sale 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 These sales documents may be from Lance Buick GMC.							
3. 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							



# Service Request Activities – UCC PAR

there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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Teaketa  
Teleperformance on behalf of General Motors  
Phone: (800) 231-1841 ext. 5916563  
Fax: (866) 215-6750

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2021 12:58 AM	XZ2FX8	BMALONEY8042	Dealer Notification	Action Required	New		Documents for legal.
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

1. All sales, Bill of Sale 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  
These sales documents may be from Lance Buick GMC.

3. 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



# Service Request Activities – UCC PAR

there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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Teaketa  
 Teleperformance on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5916563  
 Fax: (866) 215-6750

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2021 4:02 PM	XZ2FX8	XZ2FX8	Email - Outbound		Done	02/08/2021 16:02:45	RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Baravella	Eduardo	Prime Buick GMC		278138			

**Comments**  
Thank you

[THREAD ID:9-2ZPF0AV]

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

From: wmaloney@driveprime.com  
 Sent: 2/4/2021 03:53:56 PM  
 To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
 Subject: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

ATTENTION: This email originated from outside of GM.

You have contacted wrong person. This Prime Buick GMC

William Maloney



# Service Request Activities – UCC PAR

Service Director  
 Prime Buick GMC  
 Phone: (781) 826-8300 Ex:224101  
 1845 Washington Street | Hanover, MA 02339

-----Original Message-----  
 From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
 Sent: Thursday, February 4, 2021 3:51 PM  
 To: William Maloney <wmaloney@driveprime.com>  
 Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

1. All sales, Bill of Sale 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 These sales documents may be from Lance Buick GMC.
3. Please confirm if you are aware of any accidents or aftermarket modif...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2021 3:55 PM		XZ2FX8	Email - Inbound		Done	02/09/2021 12:55:30	[EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Baravella	Eduardo						

**Comments**  
 ATTENTION: This email originated from outside of GM.



# Service Request Activities – UCC PAR

Wrong person, Mr. Dyer did not purchase this vehicle here.

**William Maloney**  
Service Director  
Prime Buick GMC  
Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339

-----Original Message-----  
From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
Sent: Monday, February 8, 2021 3:49 PM  
To: William Maloney <wmaloney@driveprime.com>  
Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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- 3. 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 g...

**Confidential Comments**

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

Feb 8, 2021 3:50 PM	XZ2FX8	XZ2FX8	Scheduled Outbound Email		Done	02/09/2021 13:00:11	wit for sale docs
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Feb 8, 2021 3:49 PM	SADMIN	SADMIN	Email - Outbound		Done	02/08/2021 15:49:22	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							
Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500							
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3. 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.							
Teaketa							



# Service Request Activities – UCC PAR

Teleperformance  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5916563  
 Fax: (866) 215-6750

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2021 3:48 PM	XZ2FX8	APUTIGNANO1	Dealer Notification	Action Required	New		Documents required for legal
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Dyer	William	David J. Gorberg & Associates, P.C.		PA			

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

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# Service Request Activities – UCC PAR

Teaketa  
 Teleperformance  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5916563  
 Fax: (866) 215-6750

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2021 3:54 PM		XZ2FX8	Email - Inbound		Done	02/08/2021 16:02:42	[EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
Last Name	First Name	Account	BAC Code				
Baravella	Eduardo						

**Comments**

ATTENTION: This email originated from outside of GM.

You have contacted wrong person. This Prime Buick GMC

William Maloney  
 Service Director  
 Prime Buick GMC  
 Phone: (781) 826-8300 Ex:224101  
 1845 Washington Street | Hanover, MA 02339

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
 Sent: Thursday, February 4, 2021 3:51 PM  
 To: William Maloney <wmaloney@driveprime.com>  
 Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500



# Service Request Activities – UCC PAR

Good morning, Anthony,

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

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

1. All sales, Bill of Sale 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 These sales documents may be from Lance Buick GMC.

3. 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 gr...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2021 3:50 PM	SADMIN	SADMIN	Email - Outbound		Done	02/04/2021 15:50:34	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 24936
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

1. All sales, Bill of Sale 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  
These sales documents may be from Lance Buick GMC.



# Service Request Activities – UCC PAR

**3. 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.

Teaketa  
Teleperformance  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5916563  
Fax: (866) 215-6750

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2021 3:46 PM	XZ2FX8	BMALONEY8042	Dealer Notification	Action Required	New		Documents required for legal
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

- 1. All sales, Bill of Sale 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  
These sales documents may be from Lance Buick GMC.



# Service Request Activities – UCC PAR

### 3. 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.

Teaketa  
Teleperformance  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5916563  
Fax: (866) 215-6750

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2021 9:48 AM	FZZ9GQ	XZ2FX8	Notify CRM	Other.	Done	02/02/2021 11:52:03	Case has been reassigned
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 2, 2021 9:48 AM	FZZ9GQ	XZ2FX8	BRC LEGAL	Case Reassigned- IN	Done	02/02/2021 11:52:00	Case Reassigned- IN
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

#### Comments

#### Confidential Comments

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

Feb 2, 2021 9:48 AM	FZZ9GQ	XZ2FX8	Ownership Changed	Done	02/02/2021 09:48:19		
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Service Request Ownership has changed FROM: TZB06Q TO: XZ2FX8							
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 28, 2020 3:16 PM	XZSTH6	TZB06Q	Scheduled Outbound Email		Done	02/02/2021 09:49:14	Removal
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Review and request as needed							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2020 12:58 AM	BZSXG2	TZB06Q	Notify CRM	Other.	Done	12/28/2020 15:16:43	Non-ER Lawsuit has been assigned
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments As per SS7846 all documents and related files need to be transmitted to Local Counsel for handling. No BRC LEGAL > Acknowledgment activities or case assessment are required. In addition all available sales & service history (repair orders) from the involved dealerships needs to be requested and included in the removal packet. The removal will need to be completed within 10 business days of assignment, and both Local Counsel and the Legal Coordinator notified if unable to meet this timeframe. Thank you.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2020 12:58	BZSXG2	TZB06Q	BRC	Case	Done	12/28/2020 15:16:40	Case Reassigned- IN



# Service Request Activities – UCC PAR

<b>AM</b>			<b>LEGAL</b>	<b>Reassigned- IN</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Dyer	William	David J. Gorberg & Associates, P.C.		PA			
<b>Comments</b>							
Case Reassigned- IN							
Joshua/BRC LEGAL/WF/5911241							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Dec 15, 2020 12:58 AM	BZSXG2	TZB06Q	Ownership Changed		Done	12/15/2020 12:58:21	Service Request Ownership has changed FROM: BZSXG2 TO: TZB06Q
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Dyer	William	David J. Gorberg & Associates, P.C.		PA			
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Dec 15, 2020 12:54 AM	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	12/15/2020 12:58:11	VIN Scan Completed
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Dyer	William	David J. Gorberg & Associates, P.C.		PA			
<b>Comments</b>							
VIN Scan Completed. SR's found associated to this VIN:							
9-5648550051 SPAC							
9-5651166557 SPAC							
9-5950708371 CCC - CAC Tier 1							
9-5995109846 BRC LEGAL (Closed < 90)							
9-6010597906 TAC US							
9-6348644852 BRC LEGAL							
Joshua/BRC Legal/WF/5911241							
<b>Confidential Comments</b>							



# Service Request Activities – UCC PAR

Report Date: Saturday, February 27, 2021

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2020 12:54 AM	BZSXG2	TZB06Q	BRC LEGAL	Assigned Lawsuit NER	Done	12/28/2020 15:16:36	Assigned Lawsuit NER
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Assigned Lawsuit NER							
Joshua/BRC LEGAL/WF/5911241							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2020 3:06 PM	BZSXG2	BZSXG2	Ownership Changed		Done	12/14/2020 15:06:06	Service Request Ownership has changed FROM: GZHYBT TO: BZSXG2
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2020 3:05 PM	BZSXG2	GZHYBT	SR Opened		Done	12/14/2020 15:05:59	SR in Status of Closed has been Re-Opened by BZSXG2
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2020 12:13		TZB06Q	Email -		Done	12/28/2020 15:16:33	NEW SUIT - DYER WILLIAM -



# Service Request Activities – UCC PAR

AM	Inbound				
Last Name	First Name	Account	BAC Code		
					951377 MA [GM-imate. FID1977412]
<b>Comments</b>					
Hi Mary,					
Please see the attached new suit for your handling.					
Thank you,					
Bianca Corbins					
Conduent Legal & Compliance Solutions					
Discovery Support Representative					
100 Renaissance Level 2					
Bianca.corbins@gm.com					
313.665.7849					
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.					



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2020 8:06 PM	GZHYBT	GZHYBT	SR Closed - Dissatisfied		Done	12/04/2020 20:06:02	Service Request has been Closed Dissatisfied.
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 4, 2020 8:04 PM	GZHYBT	GZHYBT	Correspondence		Done	12/04/2020 20:04:35	Fulfilled:BRCLLEG_LG0044. SR#9-5995109846
Last Name GORBERG		First Name DAVID		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 10, 2020 10:39 AM	KZDCNP	GZHYBT	Notify CRM		Done	12/04/2020 20:04:42	Please close this file
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments work new file SR# 9-6348644852  Jeeny/BRCLegal/ATX/5917202							
Confidential Comments							



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 9, 2020 4:25 PM	NZ438K	GZHYBT	Notify CRM	Case Review Complete	Done	12/04/2020 20:04:44	Case Review Complete
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 9, 2020 2:30 PM	NZ438K	NZ438K	GM PreApproval		Done	11/09/2020 16:25:48	Case Review Complete
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Business Case Review							
Mary Livingston GM LS							
Confidential Comments							
GM LS supports closure of the claim.							
Client has retained new representation and claim will be negotiated under a new SR with Kimmel & Silverman.							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 4, 2020 1:58 PM		GZHYBT	Email - Inbound		Done	12/04/2020 20:04:45	RE: [EXTERNAL] RE: Brian Derosier [9-5808208320]
Last Name Gadzinski		First Name Daniel		Account		BAC Code	
Comments							
Hello,							



I will forward the release when I receive a copy of the current vehicle registration.

Thank you,

Daniel Gadzinski  
Business Resource Center, Negotiator  
Special Counsel on behalf of General Motors, LLC  
daniel.gadzinski@gm.com  
313-818-6241

From: Patricia Boyle <pboyle@lemonlaw.com>  
Sent: Tuesday, November 3, 2020 3:38 PM  
To: Daniel Gadzinski (C) <daniel.gadzinski@gm.com>  
Subject: [EXTERNAL] RE: Brian Derosier [9-5808208320]

ATTENTION: This email originated from outside of GM.

Can you please forward me the release in the above matter.

PATRICIA BOYLE  
Paralegal



# Service Request Activities – UCC PAR

Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002

Representing real people with real problems, since 1991 © 1991-2020. All Rights Reserved,

www.lemonlaw.com

1-800-LEMON LAW

215-540-8888 X 115

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**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 4, 2020 1:50 PM		GZHYBT	Email - Inbound		Done	12/04/2020 20:04:46	[EXTERNAL] Dyer, William v. GM
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Childs		Natasha		Kimmel & Silverman		MD	

**Comments**

ATTENTION: This email originated from outside of GM.

Good afternoon:

This email is to follow up on the attached pre-litigation letter sent back in September. Please advise on the status of this one.

Thank you.



Service Request Activities – UCC PAR

Natasha Childs  
Legal Secretary  
Kimmel & Silverman, P.C.

30 East Butler Pike  
Ambler, PA 19002  
Telephone  
267-468-7636 (direct)  
215-540-8888 (local) ext. 169  
800.LEMON.LAW (automobile claims, toll free) 800.NOT.FAIR (consumer credit, debt and employment, toll free)

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For more information about Kimmel & Silverman, please visit us at [www.LemonLaw.com](http://www.LemonLaw.com). For debt collection harassment visit [www.CreditLaw.com](http://www.CreditLaw.com); for employment discrimination visit [www.UnfairlyFired.com](http://www.UnfairlyFired.com)

NOTE: LemonLaw.com, CreditLaw.com, and UnFairlyFired.com (Kimmel & Silverman, P.C.) Disclaimer: Submitting an inquiry to these websites does not create an attorney-client relationship between you and our firm or any of its attorneys. Cases are individually evaluated prior to acceptance and representation terms are always set forth in writing first.

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 9, 2020 9:42 AM		GZHYBT	Email - Inbound		Done	12/04/2020 20:04:48	[EXTERNAL] Dyer, William v. GM
Last Name		First Name		Account		BAC Code	
Childs		Natasha		Kimmel & Silverman		MD	

Comments  
ATTENTION: This email originated from outside of GM.



**Service Request Activities – UCC PAR**

Good morning:

Attached please find a pre-litigation letter with supporting information. The registration and purchase document to follow upon receipt. Please confirm upon receipt.

Thank you.

Natasha Childs  
Legal Secretary  
Kimmel & Silverman, P.C.

30 East Butler Pike  
Ambler, PA 19002  
Telephone  
267-468-7636 (direct)  
215-540-8888 (local) ext. 169  
800.LEMON.LAW (automobile claims, toll free) 800.NOT.FAIR (consumer credit, debt and employment, toll free)

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For more information about Kimmel & Silverman, please visit us at [www.LemonLaw.com](http://www.LemonLaw.com). For debt collection harassment visit [www.CreditLaw.com](http://www.CreditLaw.com); for employment discrimination visit [www.UnfairlyFired.com](http://www.UnfairlyFired.com)

NOTE: LemonLaw.com, CreditLaw.com, and UnFairlyFired.com (Kimmel & Silverman, P.C.) Disclaimer: Submitting an inquiry to these websites does not create an attorney-client relationship between you and our firm or any of its attorneys. Cases are individually evaluated prior to acceptance and representation terms are always set forth in writing first.

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# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2020 5:20 PM		GZHYBT	Email - Inbound		Done	12/04/2020 20:04:49	RE: William Dyer 9-5995109846
Last Name	First Name	Account		BAC Code			
Gadzinski	Daniel						
Comments							
Customer Name: William Dyer							
SR#: 9-5995109846							
VIN#: 1GTU9FEL5KZ151492							
Y,M,M: 2019 GMC Sierra 1500							
Good afternoon,							
Please see attached.							
Regards,							
Daniel Gadzinski							
Business Resource Center, Negotiator							
Special Counsel on behalf of General Motors, LLC							
daniel.gadzinski@gm.com							
313-665-4566							
Renaissance Center   Tower 100   Floor 9   Detroit, MI 48265   US							



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2020 5:20 PM	GZHYBT	GZHYBT	BRC LEGAL	Initial Offer Out - Cash	Done	12/04/2020 20:04:50	Initial Cash offer out
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Daniel/Neg/Det							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2020 5:19 PM	GZHYBT	GZHYBT	Correspondence		Done	07/15/2020 17:19:01	Created:BRCLEG_LG0044. SR#9-5995109846
Last Name GORBERG		First Name DAVID		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2020 5:15 PM	GZHYBT	GZHYBT	BRC Case Review	Case Review Approved	Done	12/04/2020 20:04:52	Case Review Complete
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Daniel/Neg/Det							
Confidential Comments							



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2020 5:15 PM	GZHYBT	GZHYBT	BRC LEGAL	VIN Scan Completed	Done	12/04/2020 20:04:56	VIN Scan Complete
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Daniel/Neg/Det							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 10, 2020 10:28 AM	BMALONEY8 042	GZHYBT	Follow-Up		Done	12/04/2020 20:04:58	Dealer Update Case
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments ALL INFO SENT							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 2, 2020 10:52 AM	WZBRZL	GZHYBT	Notify CRM	Other.	Done	12/04/2020 20:05:01	Case has been reassigned; update extended description, complete VIN scan, and update any outstanding SOCCs.
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Simone/BRC Negotiator/DET							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 6:40 PM	FZ383M	FZ383M	Scheduled		Done	07/02/2020 10:52:35	Dyer - check on case



# Service Request Activities – UCC PAR

Last Name		First Name		Follow-up Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 10:40 AM	FZ383M	BRCNENEGOTIAT OR	Notify CRM		Done	07/02/2020 10:52:27	Case assessment submitted
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 10:38 AM	FZ383M	FZ383M	BRC LEGAL	VIN Scan Completed	Done	07/01/2020 10:39:09	VIN Scan completed
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
Comments							
VIN Scan completed.							
No other new cases.							
Janelle/BRC Legal/atx/5911190							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 10:36 AM	FZ383M	FZ383M	Email - Outbound		Done	07/01/2020 10:37:28	RE: [EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN
Last Name		First Name		Account		BAC Code	



# Service Request Activities – UCC PAR

Baravella	Eduardo	Prime Buick GMC	278138	1GTU9FEL5KZ151492, Mileage 18049
<b>Comments</b>				
<p>Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500</p> <p>Great! Thank you so much, William!</p> <p>Janelle Business Resource Center Alorica on behalf of General Motors Phone: (800) 231-1841 ext. 5911190</p> <p>[THREAD ID:9-2S56ZSJ]</p> <p>-----Original Message-----</p> <p>From: wmaloney@driveprime.com Sent: 6/30/2020 10:01:12 AM To: "GMLegalUpdate@gm.com" &lt;GMLegalUpdate@gm.com&gt; Subject: [EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049</p> <p>ATTENTION: This email originated from outside of GM.</p> <p>Vehicle was here entire time, completed and returned 6-19</p> <p>William Maloney Service Director Prime Buick GMC Phone: (781) 826-8300 Ex:224101 1845 Washington Street   Hanover, MA 02339</p> <p>-----Original Message-----</p>				



# Service Request Activities – UCC PAR

Report Date: Saturday, February 27, 2021

Page 37 of 91

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
 Sent: Tuesday, June 30, 2020 10:00 AM  
 To: William Maloney <wmaloney@driveprime.com>  
 Subject: RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Thank you, William.

The RO, 112317, shows open from 6/9/2019 until 6/19/2020. Was the vehicle there the entire time? On what date were the repairs completed?

Please advise. Thank you for your help!

Janelle  
 Business Resource Center  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2S56ZSJ]

~...

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 30, 2020 10:10 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	07/01/2020 10:38:11	Dyer - check for responses from the dealers and PC, follow up as needed, update case assessment, submit if able
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

### Comments

### Confidential Comments

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

Jun 30, 2020 10:02 AM	FZ383M	Type Email - Inbound	Done	07/01/2020 10:37:20	[EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
Last Name Baravella	First Name Eduardo	Account	BAC Code		
Comments ATTENTION: This email originated from outside of GM.  Vehicle was here entire time, completed and returned 6-19  William Maloney Service Director Prime Buick GMC Phone: (781) 826-8300 Ex:224101 1845 Washington Street   Hanover, MA 02339  -----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Tuesday, June 30, 2020 10:00 AM To: William Maloney <wmaloney@driveprime.com> Subject: RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049  Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500  Thank you, William.  The RO, 112317, shows open from 6/9/2019 until 6/19/2020. Was the vehicle there the entire time? On what date were the repairs completed?  Please advise. Thank you for your help!  Janelle Business Resource Center Alorica on behalf of General Motors					



# Service Request Activities – UCC PAR

Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2S56ZSJ]

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

From: wmaloney@driveprime.com  
 Sent: 6/29/2020 04:55:21 PM  
 To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
 Subject: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

ATTENTION: This email originated from outside of GM.

Here is most recent R.O., thank you

William Maloney  
 Service Director  
 Prime Buick GMC  
 Phone: (781) 826-8300 Ex:224101  
 1845 Washington Street | Hanover, MA 02339

...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 30, 2020 9:57 AM	FZ383M	FZ383M	Email - Outbound		Done	06/30/2020 10:00:11	RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Baravella		Eduardo		Prime Buick GMC		278138	
<b>Comments</b>							
Customer Name: William Dyer							



# Service Request Activities – UCC PAR

SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Thank you, William.

The RO, 112317, shows open from 6/9/2019 until 6/19/2020. Was the vehicle there the entire time? On what date were the repairs completed?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2S56ZSJ]

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

From: wmaloney@driveprime.com  
Sent: 6/29/2020 04:55:21 PM  
To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
Subject: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

ATTENTION: This email originated from outside of GM.

Here is most recent R.O., thank you

William Maloney  
Service Director  
Prime Buick GMC  
Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339

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



# Service Request Activities – UCC PAR

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
 Sent: Monday, June 29, 2020 1:59 PM  
 To: William Maloney <wmaloney@driveprime.com>  
 Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good afternoon, William,

If the vehicle has been returned to the customer from this most recent visit, could you please send me that RO, too?

Please advise. Thank you for your help!

Janelle  
 Business Resource Center  
 Alor...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 4:55 PM		FZ383M	Email - Inbound		Done	06/30/2020 10:00:03	[EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Baravella	Eduardo						

**Comments**

ATTENTION: This email originated from outside of GM.

Here is most recent R.O., thank you

William Maloney  
 Service Director  
 Prime Buick GMC



# Service Request Activities – UCC PAR

Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339

-----Original Message-----  
From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
Sent: Monday, June 29, 2020 1:59 PM  
To: William Maloney <wmaloney@driveprime.com>  
Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good afternoon, William,

If the vehicle has been returned to the customer from this most recent visit, could you please send me that RO, too?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fedealer\\_enu\\_gc&c=E,1,r8666sAVZaAK6-She5WVzGWhvYv4fCLnbQuCjDBfbLQXdnXzSIEM9muGSUvHI8FAGm4-h4kJa7ZGB4SrblogFO-Bwb5fiGYhIRpAuFGypvtCc-1LgR3ULDfM758,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fedealer_enu_gc&c=E,1,r8666sAVZaAK6-She5WVzGWhvYv4fCLnbQuCjDBfbLQXdnXzSIEM9muGSUvHI8FAGm4-h4kJa7ZGB4SrblogFO-Bwb5fiGYhIRpAuFGypvtCc-1LgR3ULDfM758,&typo=1)

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 2:10 PM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/30/2020 10:10:52	Dyer - check for responses from the dealers and PC, follow up as needed, update case assessment, need registration, finsih documenting FRA RO
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 2:09 PM	FZ383M	FZ383M	BRC LEGAL	Case Assessment Complete	Done	06/29/2020 14:10:11	Case assessment completed, pending final RO
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments Case assessment complete, pending final RO							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 2:08 PM	FZ383M	FZ383M	BRC LEGAL	VIN Scan Completed	Done	06/29/2020 14:09:32	VIN Scan completed
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments VIN Scan completed  Found TAC case 9-6010597906  Janelle/BRC Legal/atx/5911190							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 1:59 PM	FZ383M	FZ383M	Email - Outbound		Done	06/29/2020 14:00:42	Dyer v General Motors - [SR:9-5995109846]
Last Name GORBERG		First Name DAVID		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							



# Service Request Activities – UCC PAR

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good afternoon,

Could you please provide the current registration and sales documents for this case?

Thank you.

Janelle  
 Business Resource Center  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 1:58 PM	SADMIN	SADMIN	Email - Outbound		Done	06/29/2020 13:58:46	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good afternoon, William,

If the vehicle has been returned to the customer from this most recent visit, could you please send me that RO, too?

Please advise. Thank you for your help!

Janelle  
 Business Resource Center  
 Alorica on behalf of General Motors



# Service Request Activities – UCC PAR

Phone: (800) 231-1841 ext. 5911190

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 1:58 PM	FZ383M	BMALONEY8042	Dealer Notification	Action Required	Done	12/04/2020 20:05:06	Request for required information
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good afternoon, William,

If the vehicle has been returned to the customer from this most recent visit, could you please send me that RO, too?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 27, 2020 10:28 AM	FZ383M	FZ383M	Email - Outbound		Done	06/27/2020 10:30:08	RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Baravella		Eduardo					

**Comments**



**Service Request Activities – UCC PAR**

**Customer Name: William Dyer**  
**SR#: 9-5995109846**  
**VIN#: 1GTU9FEL5KZ151492**  
**Y,M,M: 2019 GMC Sierra 1500**

Thank you, William.

If the vehicle has been returned to the customer from this most recent visit, could you please send me that RO, too?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2S20VYY]

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

From: wmaloney@driveprime.com  
Sent: 6/26/2020 11:23:31 AM  
To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
Subject: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

ATTENTION: This email originated from outside of GM.

Scanned and attached R.O.'s through case management. Car was here entire time on R.O. 106695

William Maloney  
Service Director  
Prime Buick GMC  
Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339



# Service Request Activities – UCC PAR

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
Sent: Thursday, June 25, 2020 1:17 PM  
To: William Maloney <wmaloney@driveprime.com>  
Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good afternoon,

I have been able to review the documents that you sent in and I have a few questions, please.

1. I seem to be missing ROs 101063 and 108843. Could you please send me...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 27, 2020 10:27 AM	FZ383M	FZ383M	BRC LEGAL	VIN Scan Completed	Done	06/27/2020 10:28:07	VIN Scan completed
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

VIN Scan completed.  
  
Found closed TAC SR 9-6010597906  
  
Janelle/BRC Legal/atx/5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2020 11:24 AM		FZ383M	Email - Inbound		Done	06/27/2020 10:30:08	[EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Baravella		Eduardo					



Comments	18049
<p><b>ATTENTION:</b> This email originated from outside of GM.</p> <p>Scanned and attached R.O.'s through case management. Car was here entire time on R.O. 106695</p> <p><b>William Maloney</b> Service Director Prime Buick GMC Phone: (781) 826-8300 Ex:224101 1845 Washington Street   Hanover, MA 02339</p> <p>-----Original Message----- From: GMCACUpdate@gm.com &lt;GMCACUpdate@gm.com&gt; Sent: Thursday, June 25, 2020 1:17 PM To: William Maloney &lt;wmaloney@driveprime.com&gt; Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049</p> <p>Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500</p> <p>Good afternoon,</p> <p>I have been able to review the documents that you sent in and I have a few questions, please.</p> <ol style="list-style-type: none"><li>1. I seem to be missing ROs 101063 and 108843. Could you please send me the accounting copies of these ROs?</li><li>2. RO 106695 shows open from 11/12/2019 until 11/23/2019. Was the vehicle there the entire time? On what date were the repairs completed.</li><li>3. I appreciate you keeping me informed regarding the current repair visit. Could you please provide another update?</li></ol> <p>Please advise. Thank you for your help!</p> <p>Janelle Business Resource Center Alorica on behalf of General Motors</p>	



# Service Request Activities – UCC PAR

Phone: (800) 231-1841 ext. 5911190

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fedealer\\_enu\\_gc&c=E,1,SY1jG3t63DmKzFccQ1EepAk\\_iZNDAROGCaQgUq51I7L3zT3-Deh96ZmeN95I2YikuQiFCCxMDHytBbSv9Ap5H...](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fedealer_enu_gc&c=E,1,SY1jG3t63DmKzFccQ1EepAk_iZNDAROGCaQgUq51I7L3zT3-Deh96ZmeN95I2YikuQiFCCxMDHytBbSv9Ap5H...)

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2020 11:21 AM	BMALONEY8042	FZ383M	Notify CRM		Done	06/27/2020 09:34:13	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2020 11:03 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/29/2020 14:07:01	Dyer - review, check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2020 1:21 PM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/26/2020 11:03:23	Dyer - review, check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

**Comments**



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2020 1:17 PM	FZ383M	FZ383M	Email - Outbound		Done	06/25/2020 13:19:07	Dyer v General Motors - [SR:9-5995109846]
Last Name GORBERG		First Name DAVID		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
<b>Comments</b> Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500  Good afternoon,  Could you please provide the current registration and sales documents for this case?  Thank you.  Janelle Business Resource Center Alorica on behalf of General Motors Phone: (800) 231-1841 ext. 5911190							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2020 1:17 PM	SADMIN	SADMIN	Email - Outbound		Done	06/25/2020 13:17:09	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
<b>Comments</b> Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500							



# Service Request Activities – UCC PAR

Good afternoon,

I have been able to review the documents that you sent in and I have a few questions, please.

- 1. I seem to be missing ROs 101063 and 108843. Could you please send me the accounting copies of these ROs?
- 2. RO 106695 shows open from 11/12/2019 until 11/23/2019. Was the vehicle there the entire time? On what date were the repairs completed.
- 3. I appreciate you keeping me informed regarding the current repair visit. Could you please provide another update?

Please advise. Thank you for your help!

Janelle  
 Business Resource Center  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5911190

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2020 1:13 PM	FZ383M	BMALONEY8042	Dealer Notification	Action Required	Done	06/27/2020 09:33:18	Request for required information
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good afternoon,

I have been able to review the documents that you sent in and I have a few questions, please.

- 1. I seem to be missing ROs 101063 and 108843. Could you please send me the accounting copies of these ROs?
- 2. RO 106695 shows open from 11/12/2019 until 11/23/2019. Was the vehicle there the entire time? On what date were the repairs completed.



# Service Request Activities – UCC PAR

3. I appreciate you keeping me informed regarding the current repair visit. Could you please provide another update?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2020 3:22 PM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/25/2020 13:21:21	Dyer - review, check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2020 3:21 PM	FZ383M	FZ383M	Other		Done	06/24/2020 15:21:35	Worked on case assessment
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 23, 2020 3:00 PM	FZ383M	FZ383M	Scheduled Outbound Email		Done	06/24/2020 15:22:16	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name		First Name		Account		BAC Code	
Dyer		William		David J. Gorberg &		PA	



# Service Request Activities – UCC PAR

Associates, P.C.							
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 23, 2020 2:59 PM	FZ383M	FZ383M	Other		Done	06/23/2020 15:00:23	Worked on case assessment
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 22, 2020 3:26 PM	FZ383M	FZ383M	Scheduled Outbound Email		Done	06/23/2020 15:00:15	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2020 2:23 PM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/22/2020 15:27:25	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2020 2:22 PM	FZ383M	FZ383M	Other		Done	06/19/2020 14:23:08	Worked on case assessment
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2020 7:47 AM	BMALONEY8042	FZ383M	Follow-Up		Done	06/23/2020 15:01:07	Dealer Update Case
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments NECESSARY TO REPLACE CRANK BEARINGS ON 2 CYLINDERS FOR ENGINE NOISE AND REAPIR WATER LEAK AT REAR SPOILER							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2020 3:12 PM	FZ383M	FZ383M	Scheduled Outbound Email		Done	06/19/2020 14:24:03	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2020 2:05 PM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/18/2020 15:12:23	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name		First Name		Account		BAC Code	



# Service Request Activities – UCC PAR

Dyer		William		David J. Gorberg & Associates, P.C.		PA		
Comments								
Confidential Comments								
<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>	
Jun 17, 2020 2:04 PM	FZ383M	FZ383M	Other		Done	06/17/2020 14:05:12	Worked on case assessment	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>		
Dyer		William		David J. Gorberg & Associates, P.C.		PA		
Comments								
Confidential Comments								
<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>	
Jun 16, 2020 3:14 PM	FZ383M	FZ383M	Scheduled Outbound Email		Done	06/17/2020 14:05:18	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>		
Dyer		William		David J. Gorberg & Associates, P.C.		PA		
Comments								
Confidential Comments								
<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>	
Jun 15, 2020 3:14 PM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/16/2020 15:14:17	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>		
Dyer		William		David J. Gorberg & Associates, P.C.		PA		
Comments								
Confidential Comments								



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jun 12, 2020 1:08 PM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/15/2020 15:14:55	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration	
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA		
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jun 12, 2020 1:06 PM	FZ383M	FZ383M	Email - Outbound		Done	06/12/2020 13:07:36	RE: [EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049	
Last Name Baravella		First Name Eduardo		Account Prime Buick GMC		BAC Code 278138		
Comments								
<p>Customer Name: William Dyer  SR#: 9-5995109846  VIN#: 1GTU9FEL5KZ151492  Y,M,M: 2019 GMC Sierra 1500</p> <p>Thank you!</p> <p>Janelle  Business Resource Center  Alorica on behalf of General Motors  Phone: (800) 231-1841 ext. 5911190</p> <p>[THREAD ID:9-2RDWV4U]</p> <p>-----Original Message-----</p> <p>From: wmaloney@driveprime.com  Sent: 6/11/2020 09:25:31 AM  To: "GMLegalUpdate@gm.com" &lt;GMLegalUpdate@gm.com&gt;</p>								



**Subject: [EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049**

**ATTENTION: This email originated from outside of GM.**

We still have not found a waterleak in vehicle, does have engine noise and trying to confirm. Disassembly required, in process of getting authorization from customer.

**William Maloney**  
Service Director  
Prime Buick GMC  
Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339

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

**From:** GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
**Sent:** Thursday, June 11, 2020 9:14 AM  
**To:** William Maloney <wmaloney@driveprime.com>  
**Subject:** RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

**Customer Name:** William Dyer  
**SR#:** 9-5995109846  
**VIN#:** 1GTU9FEL5KZ151492  
**Y,M,M:** 2019 GMC Sierra 1500

Thank you for the update!

**Janelle**  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2RDWV4U]

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



# Service Request Activities – UCC PAR

From: wmaloney@driveprime.com  
Sent: 6/10/2020 08:53:10 AM  
To...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2020 9:25 AM		FZ383M	Email - Inbound		Done	06/12/2020 13:07:32	[EXTERNAL] RE: RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
Last Name	First Name	Account	BAC Code				
Baravella	Eduardo						

**Comments**

ATTENTION: This email originated from outside of GM.

We still have not found a waterleak in vehicle, does have engine noise and trying to confirm. Disassembly required, in process of getting authorization from customer.

William Maloney  
Service Director  
Prime Buick GMC  
Phone: (781) 826-8300 Ex:224101  
1845 Washington Street | Hanover, MA 02339

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

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
Sent: Thursday, June 11, 2020 9:14 AM  
To: William Maloney <wmaloney@driveprime.com>  
Subject: RE: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500



# Service Request Activities – UCC PAR

Thank you for the update!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2RDWV4U]

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

From: wmaloney@driveprime.com  
Sent: 6/10/2020 08:53:10 AM  
To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
Subject: [EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

ATTENTION: This email originated from outside of GM.

Vehicle is currently at dealership, unable to duplicate waterleak. Have water tested and no water coming in. interior is dry and only sign of possible leak is a streak along back window. Customer also has concern of engine nothing abnormal heard y...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2020 9:15 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/12/2020 13:08:17	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

**Comments**

**Confidential Comments**

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

1845 Washington Street | Hanover, MA 02339

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
Sent: Wednesday, June 10, 2020 8:43 AM  
To: William Maloney <wmaloney@driveprime.com>  
Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning

Is this vehicle currently at your dealership? If so, could you please provide the status of the diagnosis/repair?

Thank you for your help!

Janelle  
Business Resourc...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2020 8:53 AM		FZ383M	Email - Inbound		Done	06/11/2020 09:14:17	[EXTERNAL] RE: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Baravella	Eduardo						

**Comments**

ATTENTION: This email originated from outside of GM.

Vehicle is currently at dealership, unable to duplicate waterleak. Have water tested and no water coming in. interior is dry and only sign of possible leak is a streak along back window. Customer also has concern of engine nothing abnormal heard yet.



# Service Request Activities – UCC PAR

**William Maloney**  
 Service Director  
 Prime Buick GMC  
 Phone: (781) 826-8300 Ex:224101  
 1845 Washington Street | Hanover, MA 02339

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

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
 Sent: Wednesday, June 10, 2020 8:43 AM  
 To: William Maloney <wmaloney@driveprime.com>  
 Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good morning

Is this vehicle currently at your dealership? If so, could you please provide the status of the diagnosis/repair?

Thank you for your help!

Janelle  
 Business Resource Center  
 Alorica on behalf of General Motors  
 Phone: (800) 231-1841 ext. 5911190

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fdealer\\_enu\\_gc&c=E,1,68jZGwuWe2qnYtPSX9zKO7YmD1Z8dC6O7UdNSqyFfA\\_JHdAppqq5LeNqIRdgk9FAml\\_ZOYAjgVAIOuSCSrOiUDA9UdowNt2oaSSipd2dTLZt&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fgmnacontactcenter.autopartners.net%2fdealer_enu_gc&c=E,1,68jZGwuWe2qnYtPSX9zKO7YmD1Z8dC6O7UdNSqyFfA_JHdAppqq5LeNqIRdgk9FAml_ZOYAjgVAIOuSCSrOiUDA9UdowNt2oaSSipd2dTLZt&typo=1)

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2020 8:43 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/11/2020 09:15:24	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment, need registration
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>			<b>BAC Code</b>		



# Service Request Activities – UCC PAR

Dyer		William		David J. Gorberg & Associates, P.C.		PA		
<b>Comments</b>								
<b>Confidential Comments</b>								
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>	
Jun 10, 2020 8:42 AM	SADMIN	SADMIN	Email - Outbound		Done	06/10/2020 08:42:34	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage 18049	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>		
Dyer		William		David J. Gorberg & Associates, P.C.		PA		
<b>Comments</b>								
Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500								
Good morning								
Is this vehicle currently at your dealership? If so, could you please provide the status of the diagnosis/repair?								
Thank you for your help!								
Janelle Business Resource Center Alorica on behalf of General Motors Phone: (800) 231-1841 ext. 5911190								
<a href="https://gmnacontactcenter.autopartners.net/edealer_enu_gc">https://gmnacontactcenter.autopartners.net/edealer_enu_gc</a>								
[SR:9-5995109846]								
<b>Confidential Comments</b>								
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>	
Jun 10, 2020 8:41 AM	FZ383M	BMALONEY8042	Dealer Notification	Action Required	Done	06/27/2020 09:32:34	Request for status of vehicle	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>		
Dyer		William		David J. Gorberg &		PA		



# Service Request Activities – UCC PAR

Associates, P.C.

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning

Is this vehicle currently at your dealership? If so, could you please provide the status of the diagnosis/repair?

Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 9, 2020 3:25 PM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/10/2020 08:43:14	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment
<b>Last Name</b>		<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>		
Dyer		William	David J. Gorberg & Associates, P.C.		PA		

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2020 11:43 AM		FZ383M	Email - Inbound	Whitemail	Done	06/10/2020 08:42:54	Demand Letter (Duplicate) Dyer 1GTU9FEL5KZ151492
<b>Last Name</b>		<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>		

**Comments**

FirstName:=WILLIAM  
LastName:=DYER



# Service Request Activities – UCC PAR

<b>Service Request:=</b>							
<b>VIN:=</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Jun 8, 2020 9:35 AM	FZ383M	FZ383M	Email - Outbound		Done	06/08/2020 09:36:40	RE: [EXTERNAL] Re: Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>			
Putignano	Anthony	Mcgovern Buick GMC - Mansfield		309364			
<b>Comments</b>							
Customer Name: William Dyer							
SR#: 9-5995109846							
VIN#: 1GTU9FEL5KZ151492							
Y,M,M: 2019 GMC Sierra 1500							
Thank you for your help!							
Janelle Business Resource Center Alorica on behalf of General Motors Phone: (800) 231-1841 ext. 5911190							
[THREAD ID:9-2R81PF]							
-----Original Message-----							
From: APUTIGNANO@mcgovernauto.com							
Sent: 6/8/2020 09:22:19 AM							
To: "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com>							
Subject: [EXTERNAL] Re: Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage							
ATTENTION: This email originated from outside of GM.							
I do not have any of these files here.							
Anthony Putignano							
Service Manager							



# Service Request Activities – UCC PAR

McGovern Buick/GMC & Hyundai  
Ph: 508-339-3636

2 Chauncy St, Mansfield MA

On Jun 8, 2020, at 9:11 AM, "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com> wrote:

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

My apologies. I did not mean Lucas. I meant to type Lance Buick GMC.

Do you have access to sales or service docs from Lance? If so, could you please send them to me?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2R81PF]

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

From: APUTIGNANO@mcgovernauto.com  
Sent: 6/5/2020 12:49:15 PM  
To: "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com>  
Subject: [EXTERNAL] Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2020 9:22 AM		FZ383M	Email - Inbound		Done	06/08/2020 09:36:34	[EXTERNAL] Re: Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Putignano		Anthony		Mcgovern Buick GMC - Mansfield		309364	

**Comments**  
ATTENTION: This email originated from outside of GM.



I do not have any of these files here.

**Anthony Putignano**

**Service Manager**

**McGovern Buick/GMC & Hyundai  
Ph: 508-339-3636**

**2 Chauncy St, Mansfield MA**

On Jun 8, 2020, at 9:11 AM, "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com> wrote:

**Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500**

**My apologies. I did not mean Lucas. I meant to type Lance Buick GMC.**

**Do you have access to sales or service docs from Lance? If so, could you please send them to me?**

**Please advise. Thank you for your help!**

**Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190**

**[THREAD ID:9-2R811PF]**

**-----Original Message-----**

**From: APUTIGNANO@mcgovernauto.com  
Sent: 6/5/2020 12:49:15 PM  
To: "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com>  
Subject: [EXTERNAL] Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage**

**ATTENTION: This email originated from outside of GM.**

**I am not sure who Lucas is? It did not seem to be when it was here we didn't do much as she didn't have time when she came in as she came with her children.**

**Thank you,**



# Service Request Activities – UCC PAR

Anthony

From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
 Sent: Friday, June 5, 2020 12:45 PM  
 To: Anthony Putignano <APUTIGNANO@mcgovernauto.com>  
 Subject: RE: [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2020 9:17 AM	FZ383M	FZ383M	Scheduled Outbound Email	Rescheduled - Rep	Done	06/09/2020 15:26:42	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment
Last Name Dyer		First Name William		Account David J. Gorberg & Associates, P.C.		BAC Code PA	

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2020 9:08 AM	FZ383M	FZ383M	Email - Outbound		Done	06/08/2020 09:10:57	RE: [EXTERNAL] Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
Last Name Putignano		First Name Anthony		Account Mcgovern Buick GMC - Mansfield		BAC Code 309364	

**Comments**

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

My apologies. I did not mean Lucas. I meant to type Lance Buick GMC.  
 Do you have access to sales or service docs from Lance? If so, could you please send them to me?  
 Please advise. Thank you for your help!

Janelle



**Service Request Activities – UCC PAR**

**Business Resource Center**  
**Alorica on behalf of General Motors**  
**Phone: (800) 231-1841 ext. 5911190**

[THREAD ID:9-2R81PF]

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

**From:** APUTIGNANO@mcgovernauto.com  
**Sent:** 6/5/2020 12:49:15 PM  
**To:** "GMLegalUpdate@gm.com" <GMLegalUpdate@gm.com>  
**Subject:** [EXTERNAL] Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

**ATTENTION:** This email originated from outside of GM.

I am not sure who Lucas is? It did not seem to be when it was here we didn't do much as she didn't have time when she came in as she came with her children.

Thank you,  
Anthony

**From:** GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
**Sent:** Friday, June 5, 2020 12:45 PM  
**To:** Anthony Putignano <APUTIGNANO@mcgovernauto.com>  
**Subject:** RE: [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

**Customer Name:** William Dyer  
**SR#:** 9-5995109846  
**VIN#:** 1GTU9FEL5KZ151492  
**Y,M,M:** 2019 GMC Sierra 1500

Thank you, Anthony!

Do you have access to sales or service docs from Lucas? If so, could you please send them to me?

To your knowledge, has this vehicle been in an accident or had any aftermark...

**Confidential Comments**



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2020 8:43 AM	FZ383M	FZ383M	Inbound Call Dealer	Service Request Update	Done	06/08/2020 08:47:02	Veronica Player, DMA
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	
<b>Comments</b>							
DMA, Veronica Player called ML.							
DMA states the customer contacted the dealer and set up an appointment for a water leak.							
DMA seeks to know if they can repair the vehicle.							
ML we have an obligation to repair the vehicle per the terms of the warranty.							
DMA stated the dealer will likely ask if this will count towards repair attempts.							
ML advised an FRA was not requested, so we will follow normal guidelines. ML advised would follow up with the dealer after reairs.							
DMA thanked for assistance.							
Janelle/BRC Legal/atx/5911190							
<b>Confidential Comments</b>							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2020 12:49 AM		FZ383M	Email - Inbound		Done	06/08/2020 09:10:56	[EXTERNAL] Re: Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Putignano		Anthony		Mcgovern Buick GMC - Mansfield		309364	
<b>Comments</b>							
ATTENTION: This email originated from outside of GM.							
I am not sure who Lucas is? It did not seem to be when it was here we didn't do much as she didn't have time when she came in as she came with her children.							
Thank you, Anthony							



**Service Request Activities – UCC PAR**

**From:** GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>  
**Sent:** Friday, June 5, 2020 12:45 PM  
**To:** Anthony Putignano <APUTIGNANO@mcgovernauto.com>  
**Subject:** RE: [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

**Customer Name:** William Dyer  
**SR#:** 9-5995109846  
**VIN#:** 1GTU9FEL5KZ151492  
**Y,M,M:** 2019 GMC Sierra 1500

Thank you, Anthony!

Do you have access to sales or service docs from Lucas? If so, could you please send them to me?

To your knowledge, has this vehicle been in an accident or had any aftermarket modifications?

Please advise. Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

[THREAD ID:9-2R81PF]

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

**From:** APUTIGNANO@mcgovernauto.com  
**Sent:** 6/5/2020 12:26:47 PM  
**To:** "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
**Subject:** [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

**ATTENTION:** This email originated from outside of GM.

Hello,

I have attached all that we have which is one repair order as the vehicle was purchased from previous owner of the dealership only been here once since...

**Confidential Comments**



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2020 12:46 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/08/2020 09:17:55	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment
<b>Last Name</b> Dyer		<b>First Name</b> William		<b>Account</b> David J. Gorberg & Associates, P.C.		<b>BAC Code</b> PA	
<b>Comments</b>							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2020 12:43 AM	FZ383M	FZ383M	Email - Outbound		Done	06/05/2020 12:45:47	RE: [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b> Putignano		<b>First Name</b> Anthony		<b>Account</b> Mcgovern Buick GMC - Mansfield		<b>BAC Code</b> 309364	
<b>Comments</b>							
Customer Name: William Dyer SR#: 9-5995109846 VIN#: 1GTU9FEL5KZ151492 Y,M,M: 2019 GMC Sierra 1500							
Thank you, Anthony!							
Do you have access to sales or service docs from Lucas? If so, could you please send them to me?							
To your knowledge, has this vehicle been in an accident or had any aftermarket modifications?							
Please advise. Thank you for your help!							
Janelle Business Resource Center Alorica on behalf of General Motors Phone: (800) 231-1841 ext. 5911190							
[THREAD ID:9-2R81PF]							
-----Original Message-----							



# Service Request Activities – UCC PAR

From: APUTIGNANO@mcgovernauto.com  
 Sent: 6/5/2020 12:26:47 PM  
 To: "GMCACUpdate@gm.com" <GMCACUpdate@gm.com>  
 Subject: [EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

ATTENTION: This email originated from outside of GM.

Hello,

I have attached all that we have which is one repair order as the vehicle was purchased from previous owner of the dealership only been here once since McGovern took over.

Thank you,

Anthony Putignano

Service Manager

P:508-336-3636 F:508-339-7048

McGovern Buick GMC & Hyundai

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
 Sent: Thursday, June 4, 2020 8:16 AM  
 To: Anthony Putignano <APUTIGNANO@mcgovernauto.com>  
 Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

Customer Name: William Dyer  
 SR#: 9-5995109846  
 VIN#: 1GTU9FEL5KZ151492  
 Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

This is a request for documentation on...

**Confidential Comments**

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

Jun 5, 2020 12:37 AM	FZ383M	FZ383M	Email - Outbound	Done	06/05/2020 12:38:29	RE: RE: URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]
<b>Last Name</b> PLAYER-----	<b>First Name</b> VERONICA	<b>Account</b> Prime Buick GMC	<b>BAC Code</b> 278138			
<b>Comments</b>						
<p>Service Request: 9-5995109846  Customer Last Name: Dyer  Involved Dealership: Prime Buick GMC, 278138 Involved Dealership: McGovern Buick GMC-Mansfield, 309364  VIN: 1GTU9FEL5KZ151492  Vehicle: 2019 GMC Sierra 1500  Mileage: 18049</p> <p>Thank you, Veronica!</p> <p>Janelle  Business Resource Center  Alorica on behalf of General Motors  Phone: (800) 231-1841 ext. 5911190</p> <p>[THREAD ID:9-2R6EQXE]</p> <p>-----Original Message-----</p> <p>From: veronica.player@buickgmc.com  Sent: 6/4/2020 09:21:38 AM  To: GMLegalUpdate &lt;gmlegalupdate@gm.com&gt;  Subject: RE: URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]</p> <p>b</p> <p>Veronica Player  District Manager Aftersales  South Boston and Rhode Island  C – 586-441-9611  Email – veronica.player@buickgmc.com</p> <p>-----Original Message-----</p> <p>From: GMLegalUpdate@gm.com &lt;GMLegalUpdate@gm.com&gt;  Sent: Thursday, June 4, 2020 8:27 AM  To: Veronica Player &lt;veronica.player@buickgmc.com&gt;  Subject: URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]</p>						



# Service Request Activities – UCC PAR

Service Request: 9-5995109846  
 Customer Last Name: Dyer  
 Involved Dealership: Prime Buick GMC, 278138 Involved Dealership: McGovern Buick GMC-Mansfield, 309364  
 VIN: 1GTU9FEL5KZ151492  
 Vehicle: 2019 GMC Sierra 1500  
 Mileage: 18049

Dear Veronica,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hour...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2020 12:27 AM		FZ383M	Email - Inbound		Done	06/05/2020 12:45:41	[EXTERNAL] Re: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Putignano		Anthony		Mcgovern Buick GMC - Mansfield		309364	

**Comments**

ATTENTION: This email originated from outside of GM.

Hello,

I have attached all that we have which is one repair order as the vehicle was purchased from previous owner of the dealership only been here once since McGovern took over.

Thank you,

Anthony Putignano

Service Manager

P:508-336-3636 F:508-339-7048

McGovern Buick GMC & Hyundai

From: GMCACUpdate@gm.com <GMCACUpdate@gm.com>  
Sent: Thursday, June 4, 2020 8:16 AM



# Service Request Activities – UCC PAR

To: Anthony Putignano <APUTIGNANO@mcgovernauto.com>  
Subject: Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

- 1. All sales, Bill of Sale 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  
These sales documents may be from Lance Buick GMC
- 2. 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).
- 3. Please confirm if you are aware of any accidents or aftermarket modi...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 9:27 AM	BMALONEY8042	FZ383M	Follow-Up		Done	06/05/2020 12:40:18	Dealer Update Case
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**  
no aftermarket equipment or accidents that we are aware of

**Confidential Comments**

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

Jun 4, 2020 9:26 AM	BMALONEY8 042	FZ383M	Notify CRM		Done	06/05/2020 12:38:42	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> Dyer		<b>First Name</b> William		<b>Account</b> David J. Gorberg & Associates, P.C.		<b>BAC Code</b> PA	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Jun 4, 2020 9:25 AM	BMALONEY8 042	FZ383M	Notify CRM		Done	06/05/2020 12:38:38	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> Dyer		<b>First Name</b> William		<b>Account</b> David J. Gorberg & Associates, P.C.		<b>BAC Code</b> PA	
<b>Comments</b>							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Jun 4, 2020 9:21 AM		FZ383M	Email - Inbound		Done	06/05/2020 12:38:21	RE: URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]
<b>Last Name</b> PLAYER----- -----		<b>First Name</b> VERONICA		<b>Account</b>		<b>BAC Code</b>	
<b>Comments</b> b							
Veronica Player District Manager Aftersales South Boston and Rhode Island C – 586-441-9611 Email – veronica.player@buickgmc.com							
-----Original Message----- From: GMLegalUpdate@gm.com <GMLegalUpdate@gm.com> Sent: Thursday, June 4, 2020 8:27 AM To: Veronica Player <veronica.player@buickgmc.com> Subject: URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]							



# Service Request Activities – UCC PAR

Service Request: 9-5995109846  
 Customer Last Name: Dyer  
 Involved Dealership: Prime Buick GMC, 278138 Involved Dealership: McGovern Buick GMC-Mansfield, 309364  
 VIN: 1GTU9FEL5KZ151492  
 Vehicle: 2019 GMC Sierra 1500  
 Mileage: 18049

Dear Veronica,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not 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...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:35 AM	FZ383M	FZ383M	Scheduled Outbound Email	Cancelled - Completed Early	Done	06/05/2020 12:46:20	Dyer - check for responses from the dealers and PC, follow up as needed, work on case assessment
Last Name Dyer		First Name William	Account David J. Gorberg & Associates, P.C.		BAC Code PA		

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:27 AM	FZ383M	FZ383M	Email - Outbound		Done	06/04/2020 08:32:20	Case [SR:9-5995109846], Request for Information 2019 GMC Sierra 1500
Last Name GORBERG		First Name DAVID	Account David J. Gorberg & Associates, P.C.		BAC Code PA		



# Service Request Activities – UCC PAR

**Comments**

David J. Gorberg, Esq.  
David J. Gorberg & Associates, P.C.  
103 Sibley Avenue  
Ardmore, PA 19003

RE: Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Mr. Gorberg,

General Motors LLC is in receipt of your demand letter dated May 26, 2020. This file has been assigned to GM's Business Resource Center ("BRC"). The BRC will review and respond, but that response may be delayed due to the COVID-19 pandemic. GM personnel and authorized dealerships are following shelter-in-place orders and recommendations from the CDC. These orders and recommendations are affecting GM's ability to gather and review the type of information necessary to respond to demand letters, including your demand letter in this matter, as quickly as GM would under normal circumstances. We have your demand letter on file and will review and respond to it as quickly and efficiently as we can under these ever-evolving circumstances.

To complete a thorough review, GM will need you to complete and return the attached Release of Lien Information form within the next five days. If, because of COVID-19 related delays, you need additional time to complete and return the requested documentation, please let us know as soon as possible with the specific reason for the delay and the estimated amount of time necessary.

In addition, GM will need the items indicated below as soon as possible to evaluate your demand:

Copy of owner's curren...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:24 AM	FZ383M	FZ383M	Email - Outbound		Done	06/04/2020 08:26:51	URGENT! BRC-Legal NISM Notification for Prime Buick GMC, 278138 for Dyer 1GTU9FEL5KZ151492, [SR:9-5995109846]
<b>Last Name</b> Player	<b>First Name</b> Veronica	<b>Account</b> David J. Gorberg & Associates, P.C.	<b>BAC Code</b> PA				

**Comments**

Service Request: 9-5995109846  
Customer Last Name: Dyer  
Involved Dealership: Prime Buick GMC, 278138  
Involved Dealership: McGovern Buick GMC-Mansfield, 309364  
VIN: 1GTU9FEL5KZ151492



# Service Request Activities – UCC PAR

Vehicle: 2019 GMC Sierra 1500  
Mileage: 18049

Dear Veronica,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

- A) I have information on this case that may assist in your review (please provide in your reply).
- B) I am not aware of this vehicle or customer's concerns.

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

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

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:19 AM	SADMIN	SADMIN	Email - Outbound		Done	06/04/2020 08:19:51	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
Last Name Dyer		First Name William	Account David J. Gorberg & Associates, P.C.		BAC Code PA		

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning

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

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



# Service Request Activities – UCC PAR

1. 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).

2. 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.

Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:17 AM	FZ383M	BMALONEY8042	Dealer Notification	Action Required	Done	06/10/2020 08:42:27	Request for required information
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning

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

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

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



# Service Request Activities – UCC PAR

and back of the documents).

2. 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.

Thank you for your help!

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:16 AM	SADMIN	SADMIN	Email - Outbound		Done	06/04/2020 08:16:07	Legal Alert – Action Required: Case # GMC, 9-5995109846, VIN 1GTU9FEL5KZ151492, Mileage
Last Name Dyer	First Name William	Account David J. Gorberg & Associates, P.C.	BAC Code PA				

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

- 1. All sales, Bill of Sale 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  
These sales documents may be from Lance Buick GMC



# Service Request Activities – UCC PAR

2. 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).

3. 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.

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190  
Fax: (866) 215-6750

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

[SR:9-5995109846]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2020 8:13 AM	FZ383M	APUTIGNANO1	Dealer Notification	Action Required	Done	06/27/2020 09:31:58	Request for required documentation
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William		David J. Gorberg & Associates, P.C.		PA	

**Comments**

Customer Name: William Dyer  
SR#: 9-5995109846  
VIN#: 1GTU9FEL5KZ151492  
Y,M,M: 2019 GMC Sierra 1500

Good morning, Anthony,

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

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

- 1. All sales, Bill of Sale and finance agreements, including a conversion invoice (if applicable)  
The incentives acknowledgement form



# Service Request Activities – UCC PAR

Copy of the Title and Registration  
The Actual Cash Value statement of any trade  
These sales documents may be from Lance Buick GMC

2. 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).

3. 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.

Janelle  
Business Resource Center  
Alorica on behalf of General Motors  
Phone: (800) 231-1841 ext. 5911190  
Fax: (866) 215-6750

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	BRC LEGAL	Acknowledgement - Dealer	Done	06/04/2020 08:23:05	Acknowledgement - Dealer
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William					

**Comments**  
Servicing Dealer Name: Prime Buick GMC  
BAC: 278138  
P: 7881-826-8300  
A: 1845 Washington Street  
Hanover, MA 02339

CEM: Bill Maloney  
E: wmaloney@driveprime.com

BRC Use Only  
DMA: Veronica Player  
P: 586-441-9611  
E: veronica.player@gm.com



# Service Request Activities – UCC PAR

**Servicing Dealer Name: McGovern Buick GMC-Mansfield**  
**BAC: 309364**  
**P: 508-339-3636**  
**A: 2 Chauncy St. Rte 106**  
**Mansfield, MA 02048**

**CEM: Anthony Putignano**  
**E: aputignano@mcgovernauto.com**

**BRC Use Only**  
**DMA: Veronica Player**  
**P: 586-441-9611**  
**E: veronica.player@gm.com**

Ack sent via DCM.

Janelle/BRC Legal/atx/5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	BRC LEGAL	Acknowledgement - AVM	Done	06/04/2020 08:32:59	Acknowledgement - AVM
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Dyer	William						

**Comments**

**Servicing Dealer Name: Lance Buick GMC**  
**BAC: 167253 (Likely went through a buy/sell and is now**

**McGovern)**  
**P: 508-339-3636**  
**A: 2 Chauncey St Rte 106**  
**Mansfield, MA 02048-1902**

**CEM:**  
**E:**

**BRC Use Only**  
**DMA:**  
**P:**  
**E:**



# Service Request Activities – UCC PAR

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**Servicing Dealer Name: Prime Buick GMC**  
BAC: 278138  
P: 7881-826-8300  
A: 1845 Washington Street  
Hanover, MA 02339

CEM: Bill Maloney  
E: wmaloney@driveprime.com

BRC Use Only  
DMA: Veronica Player  
P: 586-441-9611  
E: veronica.player@gm.com

**Servicing Dealer Name: McGovern Buick GMC-Mansfield**  
BAC: 309364  
P: 508-339-3636  
A: 2 Chauncy St. Rte 106  
Mansfield, MA 02048

CEM: Anthony Putignano  
E: aputignano@mcgovernauto.com

BRC Use Only  
DMA: Veronica Player  
P: 586-441-9611  
E: veronica.player@gm.com

Ack sent via Siebel Email

Janelle/BRC Legal/atx/5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	BRC LEGAL	Acknowledgement - Atty/Cust	Done	06/04/2020 08:34:00	Acknowledgement - Atty/Cust
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William					
<b>Comments</b>							



# Service Request Activities – UCC PAR

Law Firm Info: David J. Gorberg & Associates, P.C.  
 PC: David J. Gorberg  
 P#: 215-665-7660  
 F#: 215-563-8738  
 E: david@mylemon.com  
 A: 103 Sibley Avenue  
 Ardmore, PA 19003

Date on Demand Letter: 5/26/2020  
 In-Service Date: 10/30/2018

Ack sent via Siebel email

Janelle/BRC Legal/atx/5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	BRC LEGAL	VIN Scan Completed	Done	06/04/2020 08:22:42	VIN Scan Completed
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Dyer		William					

**Comments**

Servicing Dealer Name: Lance Buick GMC  
 BAC: 167253 (Likely went through a buy/sell and is now

McGovern)  
 P: 508-339-3636  
 A: 2 Chauncey St Rte 106  
 Mansfield, MA 02048-1902

CEM:  
 E:

BRC Use Only  
 DMA:  
 P:  
 E:

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# Service Request Activities – UCC PAR

**Servicing Dealer Name: Prime Buick GMC**  
**BAC: 278138**  
**P: 7881-826-8300**  
**A: 1845 Washington Street**  
**Hanover, MA 02339**

**CEM: Bill Maloney**  
**E: wmaloney@driveprime.com**

**BRC Use Only**  
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**P: 586-441-9611**  
**E: veronica.player@gm.com**

**Servicing Dealer Name: McGovern Buick GMC-Mansfield**  
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**P: 508-339-3636**  
**A: 2 Chauncy St. Rte 106**  
**Mansfield, MA 02048**

**CEM: Anthony Putignano**  
**E: aputignano@mcgovernauto.com**

**BRC Use Only**  
**DMA: Veronica Player**  
**P: 586-441-9611**  
**E: veronica.player@gm.com**

Janelle/BRC Legal/atx/5911190

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	Notify CRM	Other.	Done	06/04/2020 08:10:26	ER NISM MA93A has been assigned
<b>Last Name</b>		<b>First Name</b>	<b>Account</b>		<b>BAC Code</b>		
Dyer		William					
<b>Comments</b>							
<b>Confidential Comments</b>							



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jun 3, 2020 5:58 PM	BZSXG2	FZ383M	Ownership Changed		Done	06/03/2020 17:58:17	Service Request Ownership has changed FROM: BZSXG2 TO: FZ383M	
Last Name Dyer		First Name William		Account		BAC Code		
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jun 3, 2020 5:57 PM	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	06/03/2020 17:58:07	VIN Scan Completed	
Last Name Dyer		First Name William		Account		BAC Code		
Comments VIN Scan Completed. SR's found associated to this VIN: 9-5648550051 SPAC 9-5651166557 SPAC 9-5950708371 CCC - CAC Tier 1  Joshua/BRC Legal/WF/5911241								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jun 3, 2020 5:57 PM	BZSXG2	FZ383M	BRC LEGAL	Assigned NISM ER	Done	06/04/2020 08:10:14	Assigned NISM ER	
Last Name Dyer		First Name William		Account		BAC Code		
Comments Assigned NISM ER  Joshua/BRC LEGAL/WF/5911241								
Confidential Comments								



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 2:10 PM	BZSXG2	FZ383M	BRC LEGAL	93A Letter Received	Done	06/04/2020 08:09:39	93A Letter Received
Last Name Dyer		First Name William		Account		BAC Code	
<b>Comments</b> 93A Letter Received  Sent 05/26/20 Received 06/01/20 30 Day 07/01/20  Joshua/BRC LEGAL/WF/5911241							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2020 2:10 PM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	06/03/2020 14:10:10	Ownership Escalated to BRC
Last Name Dyer		First Name William		Account		BAC Code	
<b>Comments</b> Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 1, 2020 5:41 PM		FZ383M	Email - Inbound	Whitemail	Done	06/04/2020 08:09:28	Demand Letter
Last Name		First Name		Account		BAC Code	
<b>Comments</b> FirstName:=WILLIAM LastName:=DYER							



# Service Request Activities – UCC PAR

Service Request:=  
VIN:=

Confidential Comments

## UCC Information

UCC Code	Description	Symptom
N34	Electrical Gauges - Instrument Cluster - Electronic / Digital	No Symptom Indicated
R16	Electrical - Ultrasonic Rear Parking Assist	No Symptom Indicated
R58	Electrical Radio - Navigation System	No Symptom Indicated
R11	Electrical - Trailer Wiring Harness	No Symptom Indicated
H72	Brakes - EBC Module / Harness / Connectors	No Symptom Indicated
J01	Engine - General	No Symptom Indicated
C28	Restraints - Seat Belt System / Buckles / Tether Anchor	No Symptom Indicated
Q02	Forward Collision Avoidance System	No Symptom Indicated
H70	Brakes - Antilock Brake System (ABS)	No Symptom Indicated
H01	Brakes - General	No Symptom Indicated
C50	Glass - General	Leaks Water

End of Report