

Subj: Fw: Question from fellow dealer re: "in-store review"
Date: 10/10/2005 5:28:37 PM Pacific Daylight Time
From: [REDACTED]
To: DRSBC@Aol.com

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

From: <neil.stirling@gm.com>
To: [REDACTED]
Cc: <bob.hickman@gm.com>
Sent: Monday, October 10, 2005 7:13 AM
Subject: Re: Question from fellow dealer re: "instore review"

> Hi [REDACTED]
>
> I'm going to make a guess here, but I think we've given the dealership at
> least 6 months and a lot of data to correct his warranty issues. The next
> step will be to have one of our Warranty Specialists do a one week
> evaluation with the Area Service Manager. This would be like a
> consultation, and we would not be looking for any charge backs, unless
> there's fraud involved.
>
> We'd then ask the dealer for an action plan to fix the areas of concern
> and
> we'd monitor the progress. If the dealership corrects the concerns and
> the
> numbers fall in line then they go to a fixed status. If not, then I think
> we've provided ample opportunity and we'd schedule a 2 week audit and we
> would be in less than a consultative mood. We really want the dealer to
> fix the concerns before this action needs to take place.
>
> I hope this helps. I'd be happy to talk with the dealer directly if
> he/she
> would like and explain the process and any data we have. I'd suggest the
> dealer get with his Area Service Manger as well to find out details.
>
> Thanks and I'll see you next week.
>
> Neil
> 805-373-9510
>
>
>
>
> [REDACTED]
> [REDACTED] To:
> <neil.stirling@gm.com>
> [REDACTED]
> [REDACTED]
> Subject: Question from