

A Wrinkle in Time

You may have heard this story before, but here it is in writing. On the [Pod-cast page](#) of Calypso's Website you will note that John Riley and I went to the Long Beach Grand Prix and specifically the Corvette Corral. On Saturday during the lunch there were guest speakers. One of them "Tim", I had not seen before. He was introduced as the President of GM Quality. After lunch and before the race you got to mix socially with the speakers and I found myself motivated to approach Tim. I started off my conversation with, "Hi, I'm Pete Neild, and I have a quality issue; would you like to see it? It's just outside the door."

He said, "Sure!" and we proceeded out into the parking lot and we walked down to Calypso. When I got there I got in, pushed the button for accessory mode and rolled down the driver's side window, so he could see the issue. I then pointed to the top of the inside door panel and showed him "The Wrinkle in Time". Which he proceeded to feel once or twice, then he asked, "Can I take some pictures." To which I answered, again, "Sure".



We talked for a bit, while I explained that I had gone to my dealership about the issue and that I was going to have a difficult time convincing them that this was a fault. He then asked if he could take a picture of my VIN #. Again, I said "Sure". So he took a picture of the windshield VIN number and just so you know the pictures you see here are the three pictures he took. This last one cropped for placement and to show his reflection – It was indeed "Tim" that took these pictures.



As we walked away, I asked him for a business card, or something that had his email on so I could close the loop with him, such that he could let me know the cause of the Wrinkle in Time, as I called it. He told me that he does not do that, but that I would hear from him by saying, "Don't worry I have your VIN #, we know everything about you and this car. You will hear from us, as I have never seen this before." We parted and I was convinced that I had been successfully blown off, in a very polite way. John and I enjoyed the race.

On my 69th Birthday, I got a phone call from my Service Guy, Rafael at Courtesy Chevrolet. He said, “Do you want to tell me the story behind this email we just got?” I said, “What’s it about?” He replied, “Your door panel.” I started to laugh. When I stopped, I proceeded to tell him I would be down shortly, to visit him and tell him the story in person. Which I did.

When I got down to Courtesy Chevrolet, it seemed like everyone wanted to know how I knew “Tim”; my “Guy” Rafael, then his boss Scott the Manager of Customer Service, the Manager of the Dealership, and then even the owner of Courtesy Chevrolet, who had come down to meet me. He is the one that told me that they had never been contacted by anyone that far up in the GM organization. It turns out “Tim” was indeed a VP, and he was on Mary Barra’s staff; VP of International Quality. All of the retellings of the story encompassed the time they needed to get the part numbers of everything they needed to replace my door panel, which was done in a separate visit a week later. I was there all told about almost an hour.

The second visit was much less. It took about 20 minutes to remove my door panel and replace it with the new one perfectly matched to Calypso’s interior décor. I watched them slide the old door panel into a large FEDEX box, with the FEDEX driver waiting for it. And off it went – I assume to be sent to “Tim”.

Now then, I’m a happy camper, but I still don’t know what the issue was with the Wrinkle, but I am impressed with GM’s action on an issue of Quality. It’s nice to be a customer of such an organization.

Note that the email properly redacted to NOT reveal the chain of command, that was mentioned above, is associated with this “story”.