

Subject: FW: Support for Courtesy Chevrolet with 2014 Corvette Owner - E5132438

XXXX, Can you please reach out to this customer and policy a driver door panel and center console arm rest cover 100% on parts and have customer pay labor. Then return the parts to:

Thanks, XXXX

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XXXX, Will reach out to Courtesy. Thanks, XXXX

Subject: Support for Courtesy Chevrolet with 2014 Corvette Owner

XXXX,

I am looking for your support for a 2014 Corvette customer who met the Corvette program quality manager at a Corvette event. Would it be possible to offer goodwill to this customer to cover the parts cost for a replacement driver door panel and a new center console arm rest cover? I would like the door trim panel sent back to me so our supplier can see they the wrinkling occurred. The center arm rest cover we made change how the adhesive is applied to the leather. The parts in CCA inventory have the latest design.

Please let me know if you have any questions.

Thank you,

Hi XXXX, Courtesy Chevrolet is the preferred dealer.

Thanks!
Tim

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

Tim,

I will need your help finding out which of the two dealers does the customer want to visit?

BOB STALL CHEVROLET
7601 ALVARADO RD
LA MESA CA 91942-8211

COURTESY CHEVROLET CENTER
750 CAMINO DEL RIO N
SAN DIEGO CA 92108-3296

Once I know which dealer, I will call the dealer's district service manager to see if we can goodwill the door panel and center console parts cost.

Glad to help,

XXXXX

Hi [REDACTED], let me know if you need any more info on this car. I'm hoping that the VIN can lead to the dealer which can lead to the customer, but I can try to approach the other way if necessary.

Thanks again for your help on this! Will go a long ways in goodwill.

Have a great Easter.

Hey [REDACTED] and [REDACTED],

This is the second vehicle that was peculiar.

Top of door trim panel, driver side only, where you would place your arm with the window down. I've seen lots of issues on the console (this car had it), and also on the steering wheel (this car had it), but I've not seen it on a door trim panel.

2014, one owner, and he realizes that the way he drives causes the steering wheel and console issues, and he is OK with purchasing parts for that. The door trim panel he feels like he may need some help with. Just looking for your opinion.

Thanks!