

This dealer stole \$1,000 from me.

Priority Chevrolet
1495 S Military Hwy
Chesapeake, VA 23320
(757) 424-1811

Summary

I attempted to purchase a 2018 Chevrolet Camaro ZL1 1LE from Priority Chevrolet in Chesapeake VA. The car had been previously ordered for dealer stock, but had not yet arrived to the dealership. I gave a \$1,000 as a good faith deposit for the car, but I wasn't asked to sign any agreements. I was led to believe the car was "overdue" for delivery, and should be arriving soon. Prior to the deposit I expressed concerns about aluminum oxidation on the car. My concerns continued to increase as time elapsed while waiting for the car to be delivered, and I was very open about those concerns.

Once the car finally arrived, there was no mention of any potential issues with the car. The dealership is located about 8 hours away (~6.5 if not pulling a car trailer) from my home, and I made this drive while towing my 2017 ZL1 I intended to trade. Immediately after seeing the car it was obvious the time it had been exposed to Michigan winter had taken its toll. I politely asked for my deposit to be returned. The dealership not only refused to return my deposit, they immediately became rude and refused to acknowledge any condition issues with the car. They quickly told me that if I wasn't going to buy the car I needed to leave the property. I tried several times to reason with the manager, but he just kept repeating "we're keeping the deposit" and "you need to leave the property". So, I started my 8-hour journey back home.

Key Points

- I repeatedly explained that aluminum oxidation was a concern, and that I would not be buying the car if oxidation was an issue.
 - Supporting information is highlighted in yellow.
- I was repeatedly led to believe the car would be arriving soon, but it took nearly a month and a half for the car to arrive.
 - Supporting information is highlighted in green.
- I was subjected to surprise fees after I had agreed to place a deposit on the car.
 - Supporting information and other sleazeball dealer tactics are highlighted in magenta.
- At no point prior to the car's arrival was I informed that deposits are non-refundable
 - With that said, I completely understand the point of a deposit.
 - In the event the dealership delivers a car with quality issues, the deposit should be refunded.
- I didn't sign anything
- In the state of Virginia, purchase agreements in excess of \$500 are required to be written and signed.
 - There are exceptions, but none apply to this case.
- I recorded all phone conversations starting November 7th.
 - All calls were recorded lawfully.
 - Both West Virginia and Virginia are single-party states with regard to recording conversations.

November 2, 2017

- Contacted Priority Chevrolet via <http://www.prioritychevrolet.com> about the 2018 Camaro ZL1 1LE (1G1FJ1R62J0130795) listed for sale.
- 4:22 PM – Received call from Mickey Yerigan (Mickey), Sales Manager
 - Discussed an interest in trading my 2017 ZL1 for the 2018 ZL1 1LE listed on the website
- 4:30 PM – Received email from Mickey with his contact #

From: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Sent: Thursday, November 2, 2017 4:30 PM
To: travis_lambert@hotmail.com

Subject: ZL1 CAMARO

Mickey Yerigan
[REDACTED Phone #]

- 4:39 PM – Sent general details email on trade to Mickey

From: Travis Lambert [mailto:travis_lambert@hotmail.com]
Sent: Thursday, November 2, 2017 4:39 PM
To: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>

Subject: Re: ZL1 CAMARO

The VIN is 1G1FJ1R62H0193230.

I'm at work and don't have the exact mileage at the moment, but I believe it's around 4,000 miles. Of course if I drive the car to VA, it'll pick up some more miles along the way.

I'll send the exact mileage to you sometime this evening.

Travis Lambert
26 Peachtree Dr
Fairmont, WV 26554
[REDACTED Phone #]

- 4:59 PM – Received trade offer via email from Mickey

From: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Sent: Thursday, November 2, 2017 4:59 PM
To: Travis Lambert
Subject: RE: ZL1 CAMARO

Travis,

My Camaro 2018 ZL1 Vin number J0130795 RETAIL PRICE \$73090

YOUR PRICE \$70,590 WITH LOYALTY

\$55,000 For your 2017 Camaro vin number H0193230 with 4000 miles approx.

And of course above average condition and you are responsible for taxes

And license fees

Regards

Mickey

- 4:39 PM – Sent trade details via email to Mickey

From: Travis Lambert
Sent: Thursday, November 2, 6:07 PM
Subject: Re: ZL1 CAMARO
To: GC-Mickey Yerigan

Thanks Mickey!

My mileage was 4,693. It was a little higher than I remembered. They sure add up quick. I'm sorry. I certainly wasn't trying to mislead you with my earlier estimate.

Do you know approximately what the lowest rates are for a 60 month loan? When I bought the '17 ZL1 my credit score was 808, so I'm thinking I should still qualify for the best rate available. I suppose if the rates are significantly lower than what I currently have, that'd be worth something.

I feel your offer fair considering there is only one applicable incentive. To be honest though, I was hoping for some better incentives from GM this month. Maybe I'm looking to buy at the wrong time. I'm also a little worried that once all of the track guys who can afford the ZL1 1LE buy one, the price is going to drop dramatically like it did with the 5th Gen Z/28. My local dealership had one for almost 2 years and had to mark it ~20K off MSRP before it finally sold.

I'll have to think about this. Let me know about the loan rates. If by some chance there was 0% or something, that'd make the decision easy.

Please keep in touch if any new incentives are made available while you still have the car.

Thanks again,

Travis Lambert
[REDACTED Phone #]

November 3, 2017

- 2:00 PM Sent question about supplier pricing via email to Mickey

From: Travis Lambert [mailto:travis_lambert@hotmail.com]
Sent: Friday, November 3, 2017 2:00 PM
To: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Subject: Re: ZL1 CAMARO

If I could get a supplier discount code, would you guys be able to honor that?

I see that these can be shared, so I can probably find somebody on the Camaro forum who is eligible to share their discount with me.

<https://www.gmsupplierdiscount.com/promote/>

-Travis

- 2:05 PM Received confirmation of supplier pricing via email from Mickey

From: GC-Mickey Yerigan
Sent: Friday, November 3, 2:05 PM
Subject: RE: ZL1 CAMARO
To: Travis Lambert

With valid code we would honor pricing, answer to yesterday questions rates

Start at 2.49 up to 72 months

- 2:10 PM Sent response via email to Mickey

From: Travis Lambert <travis_lambert@hotmail.com>
Sent: Friday, November 3, 2017 2:10 PM
To: GC-Mickey Yerigan
Subject: RE: ZL1 CAMARO

Awesome!

I'm trying my best to make something work. Hopefully I'll be back in touch soon.

Thanks,

Travis

November 4, 2017

- 4:52 PM – Sent current pictures.
 - Asked for updated price quote considering discount, updated mileage, etc.
 - Asked about aluminum oxidation on car
 - Specifically asked for quote to include “all applicable fees”

From: Travis Lambert [mailto:travis_lambert@hotmail.com]
Sent: Saturday, November 4, 2017 4:52 PM
To: GC-Mickey Yerigan mickey.yerigan@priorityauto.com
Subject: Re: ZL1 CAMARO

I'm now a Corvette Museum member, so I should be able to get a supplier discount code on Monday. I also have a Camaro6 forum member who's willing to share his friends and family supplier discount if needed.

I've also uploaded current pictures of my car to google drive (just took them today).
<https://drive.google.com/open?id=0B011OTiYngd7UkFObnIxV0VLOWc>

Could you please provide me with an updated price which includes the supplier discount, my trade (considering the updated mileage), all applicable fees, etc?

I have one question about your ZL1 1LE. Does it have any aluminum oxidation on the engine and suspension components? Normally I'd never ask, but I bought a brand new '16 SS, and it came from the factory with heavy oxidation all over the aluminum. It looked like it had sat outside for months prior to arriving at the dealership. The '17 ZL1 was perfect from the factory.

Thanks,

Travis Lambert

- 5:50 PM – Received email response from Mickey
 - Mickey acknowledges concerns about aluminum oxidation
 - For the first time, I'm informed the car is not at the dealership, but I'm led to believe the car will be arriving soon... “overdue”
 - Price is assumed to include all applicable fees

From: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Sent: Saturday, November 4, 2017 5:50 PM
To: Travis Lambert
Subject: RE: ZL1 CAMARO

Travis,

Congrats on your supplier discount, \$68,493.45 plus taxes and tags. Trade looks great and we will

Inspect for your concerns on new aluminum oxidation. Just shout out when you get your number,

The Camaro is overdue and we will secure the vehicle for you.

Mickey

November 6, 2017

- 11:33 AM – Sent supplier # to Mickey via email

From: Travis Lambert <travis_lambert@hotmail.com>
Sent: Monday, November 6, 2017 11:33 AM
To: GC-Mickey Yerigan
Subject: Re: ZL1 CAMARO

Hey Mickey,

Here's the supplier # I got from a friend on the forum. It should be associated with me on GM's side.

Program Name:
GM Supplier Discount For Friends

Authorization Number:
[REDACTED]

Relationship:
PROSPECT

Redeem By:
02/03/2018

Just to be clear that's \$68,493.45 plus taxes and tags and still \$55,000 for my trade, no other surprise fees, right?

If that's the deal give me a call and I'll give you a deposit by credit card.

Your dealership is about 6.5 hours drive for me each way. I'm trying to put together a plan to trailer my car down, and trailer the new car back. Just out of curiosity, do you guys have someone who does that sort of thing, who can be trusted not to damage either car, and doesn't charge a fortune?

Looking forward to speaking with you soon.

Travis Lambert
[REDACTED Phone #]

- 1:29 PM – Emailed Mickey with requests
 - Since I believed the car would be arriving any day, I assumed some of my requests were urgent

From: Travis Lambert [mailto:travis_lambert@hotmail.com]
Sent: Monday, November 6, 2017 1:29 PM
To: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Subject: Re: ZL1 CAMARO

Hey Mickey,

If we are able to make a deal, (It looks like we're pretty much there), I would like to request a few things:

- Please be very careful when the car is washed and prepped. As you probably know, it's very easy to introduce swirl marks into black cars.
- Please do not install dealer sticker/emoles.
- Please do not install a front license plate mount. (In WV they are not required, so I wouldn't want any holes or anything like that in the fascia.)
- Please do not fold the window sticker. I'd like to put this into a frame, so it's best if the sticker is not folded.
- If you have a factory build sheet, I'd like to have it.

Thanks again.

Please call me when you get a chance.

-Travis
[REDACTED Phone #]

- 3:38 PM – Called Mickey, no answer
 - I was trying once again to get price confirmation and secure the car.

November 7, 2017

- 10:07 AM - Called Mickey, no answer
- 1:24 PM – Received email from Mickey
 - Was told once again the car was “overdue”

From: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Sent: Tuesday, November 7, 2017 1:24 PM
To: Travis Lambert
Subject: RE: ZL1 CAMARO

Travis,

Sorry for delay I was out of the office, your new Camaro is overdue so all your request
Are easily done. With that being said I will have one of my staff contact you for a deposit
To secure your purchase and set up delivery time.

Thanks in advance

Mickey

- 1:32 PM – Received email from Mickey
 - The buyer’s order was never sent
 - I’m not certain about the truth in this statement, but this is an example of a “nibble” that car dealers are notorious for.
 - It wasn’t until after I agreed to a price that this fee was announced in spite of the fact I specifically asked upfront for a quote including “all applicable fees”.

From: GC-Mickey Yerigan <mickey.yerigan@priorityauto.com>
Sent: Tuesday, November 7, 2017 1:24 PM
To: Travis Lambert
Subject: RE: ZL1 CAMARO

Travis,

Congrats on supplier number, pricing is correct plus taxes tags and all dealerships
Including ours has processing fees \$649. Send address and we will calculate taxes etc..

And send buyers order

Mickey

- 1:43 PM – Received call from Shiloh Bridges (Shiloh)
 - <https://www.youtube.com/watch?v=BGc67qdLwKo>
 - @3m50s a surprise \$99 supplier code fee can now be used in place of surprise \$649 processing fee
 - Apparently, this is “the only way” to get around the \$649 fee. You know, since honoring the original quote isn’t an option, not throwing in BS fees isn’t an option, and lowering the price of the car \$649 to offset the fee isn’t an option.
 - At this point, I just want the car and if I have to pay some last-minute fee then so be it.
 - @5m30s the car is “overdue any day”
- 3:26 PM – Received email from Shiloh

From: Shiloh Bridges <shilohbridges24@gmail.com>
Sent: Tuesday, November 7, 2017 3:26 PM
To: travis_lambert@hotmail.com
Subject: ZL1

Ok Travis , after taxes and everything, your Out The Door price with no hidden fees is
52,619.93.
Sincerely ,

Shiloh Bridges
Product Specialist
Priority Chevrolet
[REDACTED Phone #]

- 3:26 PM – Received call from Shiloh
 - This was a very short call. I simply let Shiloh know I was driving and would notify him when I returned to my office (see text message upon return).
- 3:50 PM – Received call from Shiloh
 - Out-the door price
 - Discussion about tax rate of 7% and overall tax calculation
- 4:03 PM – Sent email to Shiloh citing WV tax code

From: Travis Lambert <travis_lambert@hotmail.com>
Sent: Tuesday, November 7, 2017 4:03 PM
To: Shiloh Bridges
Subject: Re: ZL1

Just looked it up again. WV tax on vehicles is 6%.

<http://transportation.wv.gov/DMV/Vehicle-Services/Titles/Pages/default.aspx>

New Vehicle Purchases

In West Virginia the dealer is required to collect and remit all of the taxes and fees along with the paperwork to the division, regardless of whether there is a lien or not.

If the vehicle is purchased from an out-of-state dealer, the application must be accompanied by an invoice reflecting the purchase price.

West Virginia dealers can certify the price by using the certification on the bottom of the Application for Certificate of Title for a Motor Vehicle (DMV-1-TR), if this is not completed, a dealer invoice is required.

Fees required to title a new vehicle include a \$15 title fee, 6% titling sales tax on vehicles with a purchase price over \$500 or \$30 on vehicles with a purchase price under \$500, \$10 lien fee (if applicable), and the registration fee and/or registration transfer fee.

If a trade-in is involved, the 6% titling sales tax would be based on the purchase price minus the trade-in (trade-in must be titled in West Virginia and in the applicant's name to receive credit, REBATES are taxable).

Most states do not collect taxes for non-resident purchasers. West Virginia does not charge non-residents the 6% tax since the vehicle is not being titled in WV. However, there are some states that do collect taxes on vehicle purchases. You do not get credit for taxes paid to another state.

- 4:06 PM – Sent email to Shiloh checking if local taxes are included in 7% tax rate

From: Travis Lambert <travis_lambert@hotmail.com>
Sent: Tuesday, November 7, 2017 4:06 PM
To: Shiloh Bridges
Subject: Re: ZL1

Does your system include local city taxes?

-Travis

- 4:11 PM – Received call from Shiloh
 - Discussion of rebate being taxable
 - Discussion if incorrect 7% tax rate calculated by computer
 - Made deposit of \$1,000
 - Discussion of shipping and proper equipment

<

Shiloh Bridges

Tuesday, November 7, 2017

T

Sorry forgot to send address...

Travis Lambert
26 Peachtree Dr
Fairmont, WV 26554

2:26 PM

S

Hey thanks

2:42 PM

S

I'm currently figuring out if your tax is a difference tax or not and I will send the numbers sorry on the delay

2:43 PM

S

Is it pear tree or peach tree ?

2:46 PM

T

It's Peachtree (one word).

2:47 PM

S

Is your trade registered in WV ?

2:47 PM

S

Also do you know what county your address falls under ?

2:48 PM

T

Yes.

2:48 PM

T

Marion County

2:49 PM

S

Thank you

2:51 PM

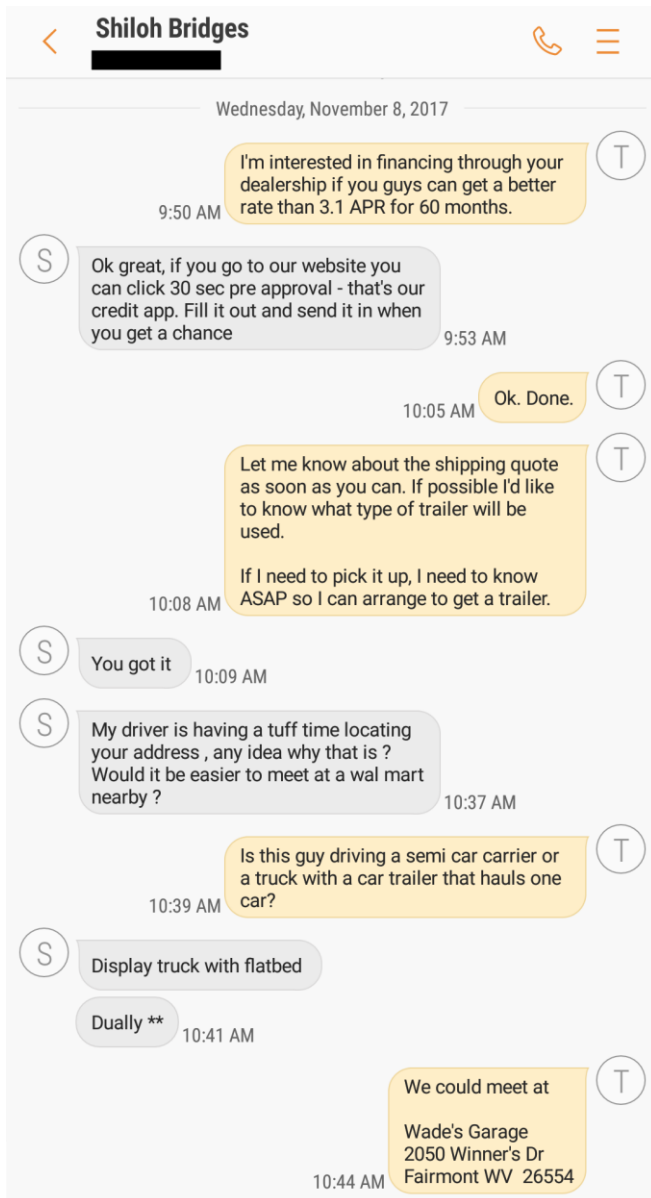
T

Okay. I'm back to the office.

3:50 PM

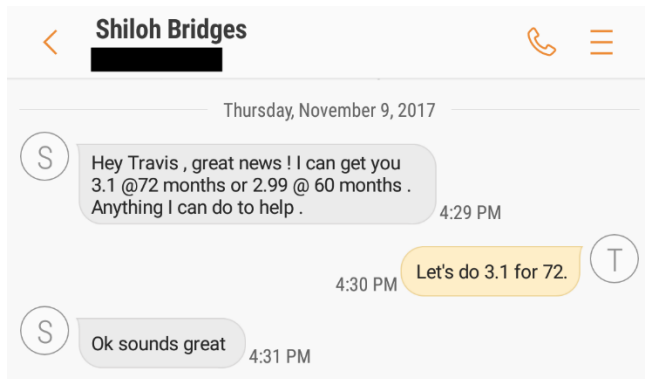
November 8, 2017

- 11:17 AM – Received call from Shiloh Bridges
 - Discussed shipping quote
 - Discussed vehicle registration, tag transfer, other paperwork needs, etc.

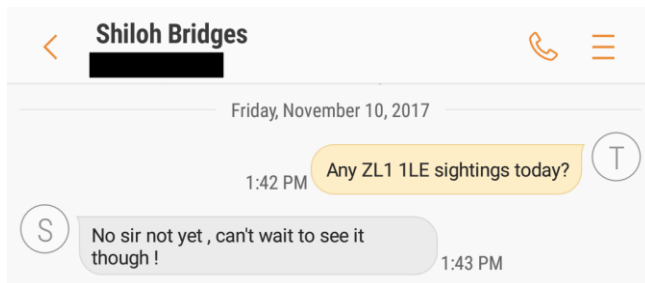


November 9, 2017

- 9:00 AM – Sent email to Shiloh including driver's license, registration, and insurance.
- 6:55 PM – Received call from Shiloh
 - Number dialed by mistake

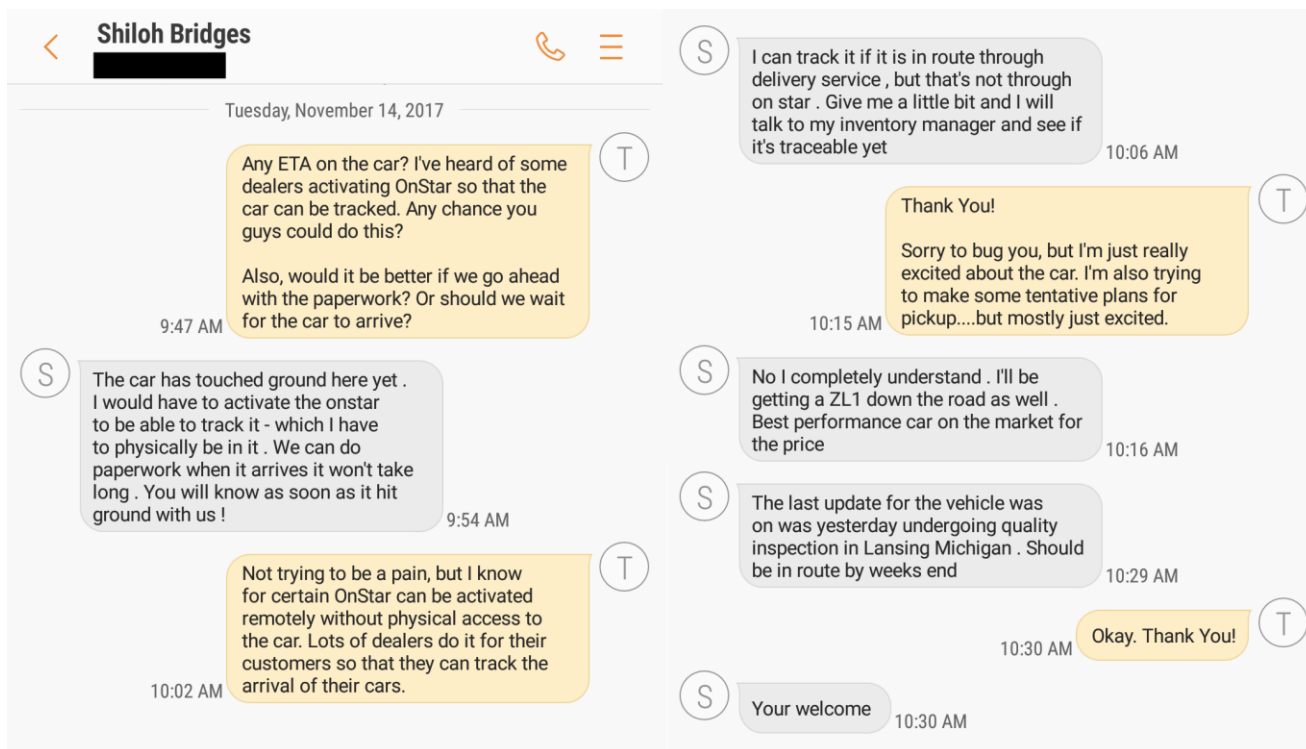


November 10, 2017



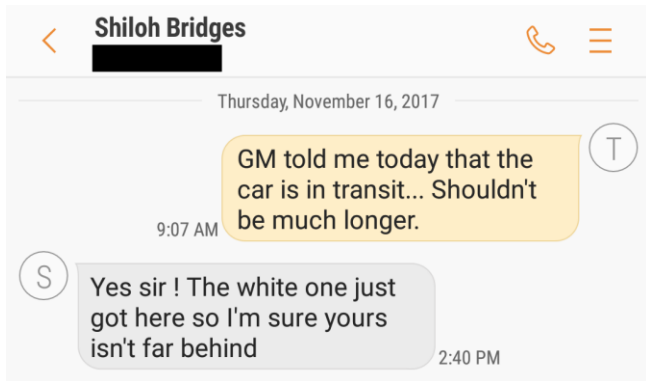
November 14, 2017

- Led to believe once again the car was coming soon.



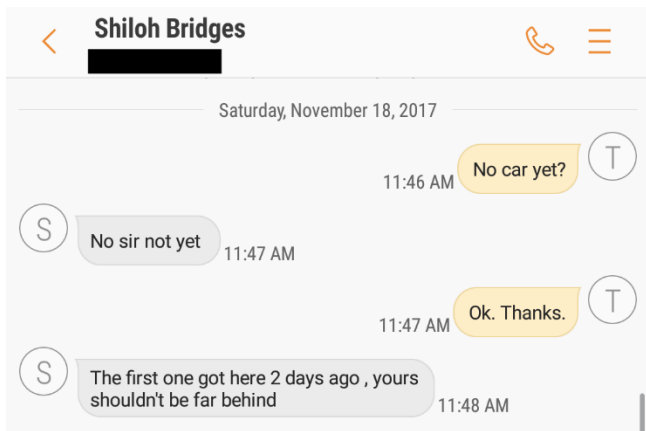
November 16, 2017

- Led to believe once again the car was coming soon.



November 18, 2017

- Led to believe once again the car was coming soon.



November 21, 2017

- Led to believe once again the car was coming soon.



November 22, 2017

- Received bad information from Chevrolet Chat

Shiloh Bridges

Wednesday, November 22, 2017

10:36 AM You guys have the car now, right?

10:39 AM (According the Chevrolet it has been delivered.)

No

Yesterday GM said it was still at Lansing

10:47 AM

Hmm... That's strange.

Last Thursday they told me it was "in transit". Today they said it's been delivered and that I should contact you guys.

They gave me the order number from the VIN... "VNMG3V" Did they give me the wrong order # or something?

10:55 AM

No that is the correct order number , what they do is - once the car is finished with quality inspection the "bay" the vehicle to await delivery . While in the Bay they assign the invoice to the car . Once they invoice the car they consider it "delivered" to the dealer . Because at this point we own

VIEW ALL

11:07 AM

Okay. Makes sense.

I think the Chevy rep was confused by that. I wish I would have saved the chat log. I don't remember the exact wording, but they certainly were saying that it had arrived at the dealer.

I just chated with another rep who could see the previous chat. He said the information from

VIEW ALL

11:21 AM

No I totally understand , if I was in your shoes I would be asking everyday !! This is my dream car just so you know !

11:28 AM

Straight from my GM rep :Released from quality control 10 a.m. Monday , waiting for carrier to take to Melvindale to be put on a train - then it ships to Petersburg , then it is trucked to us. That was as of 5 minutes ago!

11:33 AM

All that loading and unloading makes me a little nervous. Hopefully the front fascia will be mostly attached by the time you guys get it. :)

11:38 AM

Thanks for the info!

No kidding right

11:42 AM

Wed, Nov 22, 2017 11:07 AM

No that is the correct order number , what they do is - once the car is finished with quality inspection the "bay" the vehicle to await delivery . While in the Bay they assign the invoice to the car . Once they invoice the car they consider it "delivered" to the dealer . Because at this point we own the car . That's where the confusion is coming in

Wed, Nov 22, 2017 11:21 AM

Okay. Makes sense.

I think the Chevy rep was confused by that. I wish I would have saved the chat log. I don't remember the exact wording, but they certainly were saying that it had arrived at the dealer.

I just chated with another rep who could see the previous chat. He said the information from the previous rep was incorrect, and that the car was in fact still in Lansing.

Anyway, sorry for the trouble. I just got excited when I thought you guys had the car. I was already making travel plans LOL.

November 24, 2017

< Shiloh Bridges [REDACTED] ☎ ☰

Friday, November 24, 2017

(T) Since I put the deposit on the car, I've been called twice by Priority Chevrolet's outsourced call center to see if I'm still interested in buying it.. LOL

11:49 AM

(S) LOL , I will let them know today to stop bothering you 11:50 AM

November 29, 2017

- Led to believe the car will be delivered ~1 week

< Shiloh Bridges [REDACTED] ☎ ☰

Wednesday, November 29, 2017

(S) The camaro has left Lansing , we are probably a week out

By the end of the week I should be able to coordinate a date with you 10:33 AM

(T) Cool. Thanks for the update.

That'll put us in December. Any chance the loyalty incentive will disappear? 10:34 AM

(S) No your figures are secured . We reported it as a sold unit to GM 10:50 AM

10:50 AM (T) Ok great!

December 1, 2017

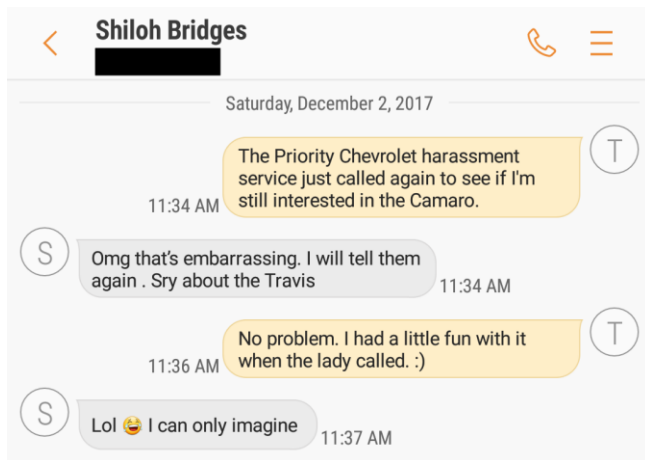
< Shiloh Bridges [REDACTED] ☎ ☰

Friday, December 1, 2017

(T) Any chance the car will make it before the weekend? The weather looks nice. 10:58 AM

(S) Not looking like this weekend unfortunately 1:18 PM

December 2, 2017



December 6, 2017

- 9:09 AM – Sent reminder email to Shiloh of requests previously sent to Mickey

From: Travis Lambert <travis_lambert@hotmail.com>
Sent: Wednesday, December 6, 2017 9:09 AM
To: Shiloh Bridges
Subject: Re: ZL1

Hey Shiloh,

Since the car should be arriving any day I wanted to send a friendly reminder of the requests I sent Mickey early in November.

- Please be very careful when the car is washed and prepped. As you probably know, it's very easy to introduce swirl marks into black cars.
- Please do not install dealer sticker/emblems.
- Please do not install a front license plate mount. (In WV they are not required, so I wouldn't want any holes or anything like that in the fascia.)
- Please do not fold the window sticker. I'd like to put this into a frame, so it's best if the sticker is not folded.
- If you have a factory build sheet, I'd like to have it.

Thanks buddy!

-Travis

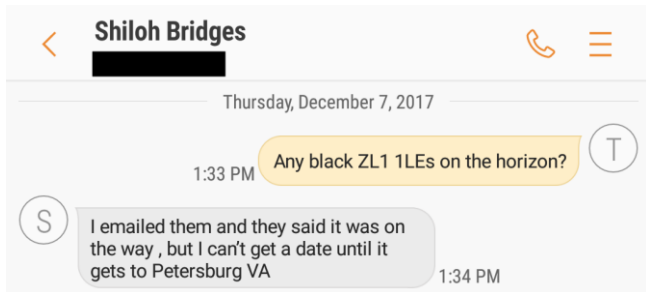
- 9:57 AM – Received email response from Shiloh

From: Shiloh Bridges <shilohbridges24@gmail.com>
Sent: Wednesday, December 6, 2017 9:57 AM
To: Travis Lambert
Subject: Re: ZL1

I will be glad to follow through with your requests. I will have a date for you tomorrow morning Travis. Happy holidays!

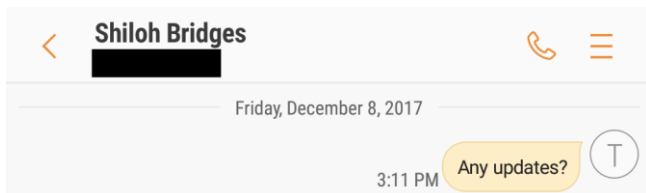
December 7, 2017

- It's been over a week since the last estimate of ~1 week



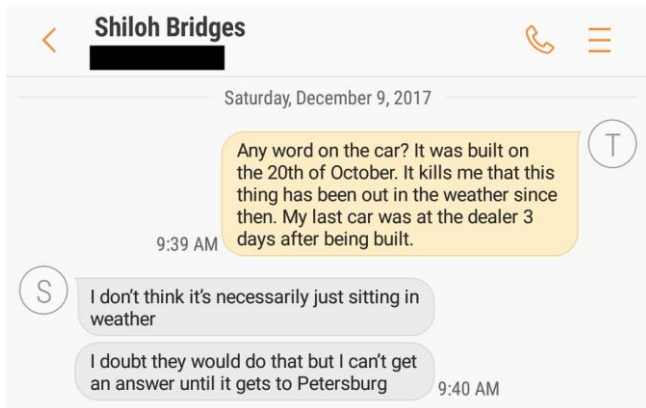
December 8, 2017

- Shiloh did not respond to the text on this day
 - I assume it was his day off, and he simply forgot to respond. It happens. No big deal.






December 9, 2017


- In the conversation below, I once again express concern about the car being left out in the weather



December 12, 2017


- In the conversation below, I once again express concern about the car being left out in the weather
- Shiloh assures me that "they wouldn't do that"... "Trust me they would not do that."

 **Shiloh Bridges**  




Tuesday, December 12, 2017

Have you heard anything from the sloth
12:15 PM that's transporting my car? 🐢



 Man no kiddin . No I havnt they keep
telling me it's in transport to Petersburg 12:22 PM

12:25 PM I'd bet it's in the rail yard getting snowed
on right now. If it had made it on the
train it'd be there by now.

 They wouldn't do that to a ZL1
because they would be responsible for
damages . Trust me they would not do
that . 12:27 PM

It's been sitting somewhere. You can
see a huge parking lot at the railyard on
google maps. I doubt they have covered
storage.

I looked at a new ZL1 that was badly
oxidized from sitting outside before I
bought my current ZL1. I also bought a
new 16 SS that every piece of aluminum
was badly oxidize

12:46 PM  **VIEW ALL** 

Tue, Dec 12, 2017 12:46 PM

It's been sitting somewhere. You can see a huge parking lot at the railyard on google maps. I doubt they have covered storage.

I looked at a new ZL1 that was badly oxidized from sitting outside before I bought my current ZL1. I also bought a new 16 SS that every piece of aluminum was badly oxidized. Trust me, they don't treat these cars any different. They sit outside right beside the Aveos.

December 14, 2017

- In the conversation below, I once again express concern about the car being left out in the weather

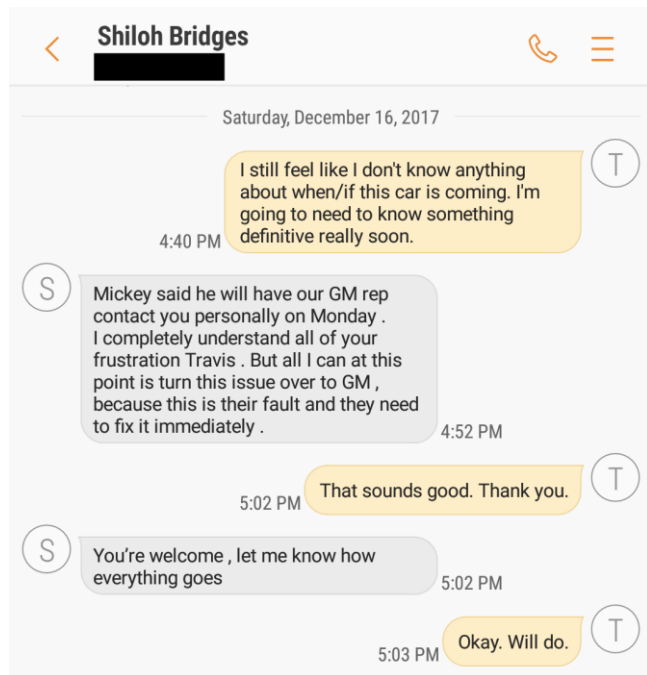
The screenshot shows a text conversation between two people, identified by icons 'S' and 'T'. The header at the top reads "Shiloh Bridges" followed by a redacted name and the date "Thursday, December 14, 2017".

The messages are as follows:

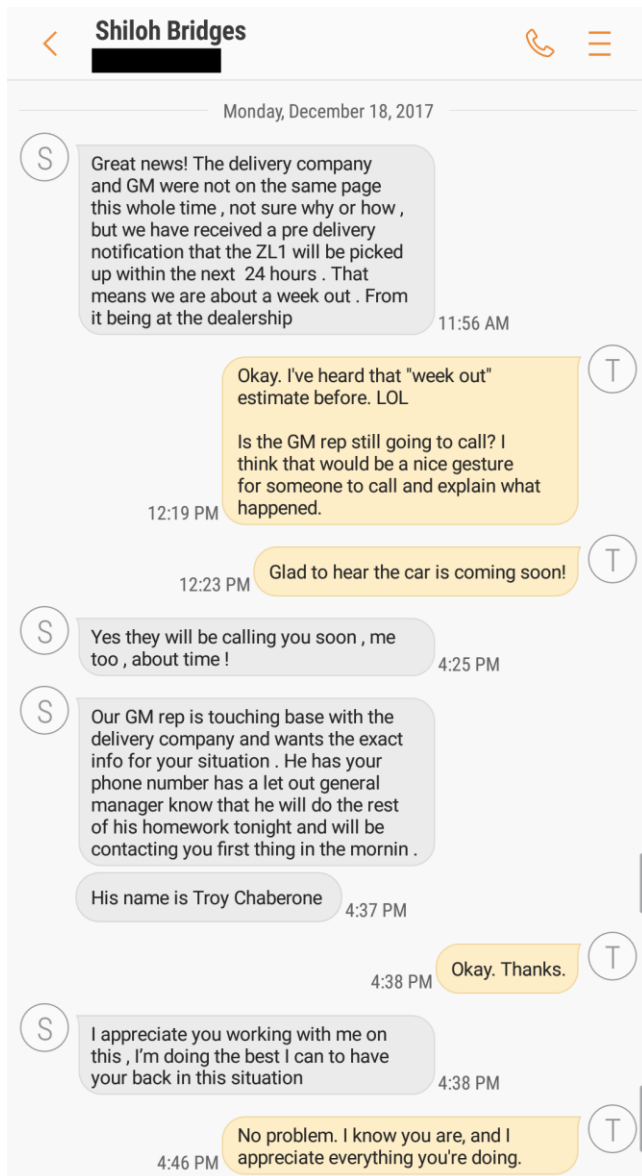
- (S) 1:17 PM: "What's going on with that car? I'm starting to get pretty concerned about the whole situation."
- (T) 1:27 PM: "Somebody has to know something. Is there anyway we can get an answer?"
- (S) 1:29 PM: "I agree with you . Mickey is contacting our GM regional rep right now . I will let you know what he says shortly ."
- (T) 5:03 PM: "Thank You!"
- (S) 5:39 PM: "Just found out ."
- (S) 5:40 PM: "The car has been released to the carrier , however the carrier has not come yet for some reason . Troy is going to try and get the factory to do something for us for all of this unconvinced"
- (S) 5:44 PM: "Inconvenience **"
- (S) 6:14 PM: "I really wish there was something I could do for you"
- (S) 6:14 PM: "Iv been telling the guys at work how stoked I am to see it"
- (T) 6:14 PM: "I know all dealerships are somewhat at the mercy of the carrier in situations like this. It's just frustrating that it's taking so long for GM to ship a sold car and the fact that nobody has a clue when the car will arrive makes it worse. I literally could have walked to Michigan and back several ti"

At the bottom left, there is a speech bubble icon next to the text "VIEW ALL". At the bottom right, there is a blue arrow pointing to the right.

December 16, 2017

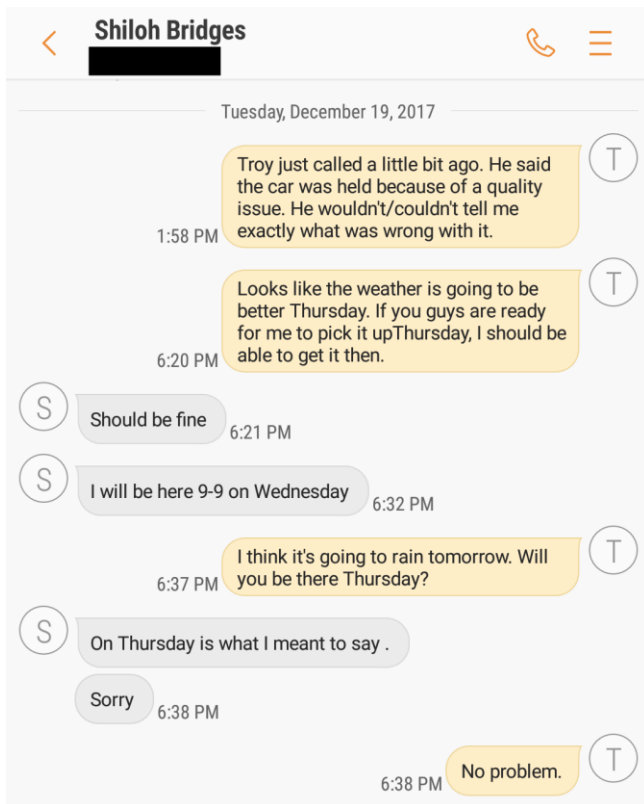


December 18, 2017



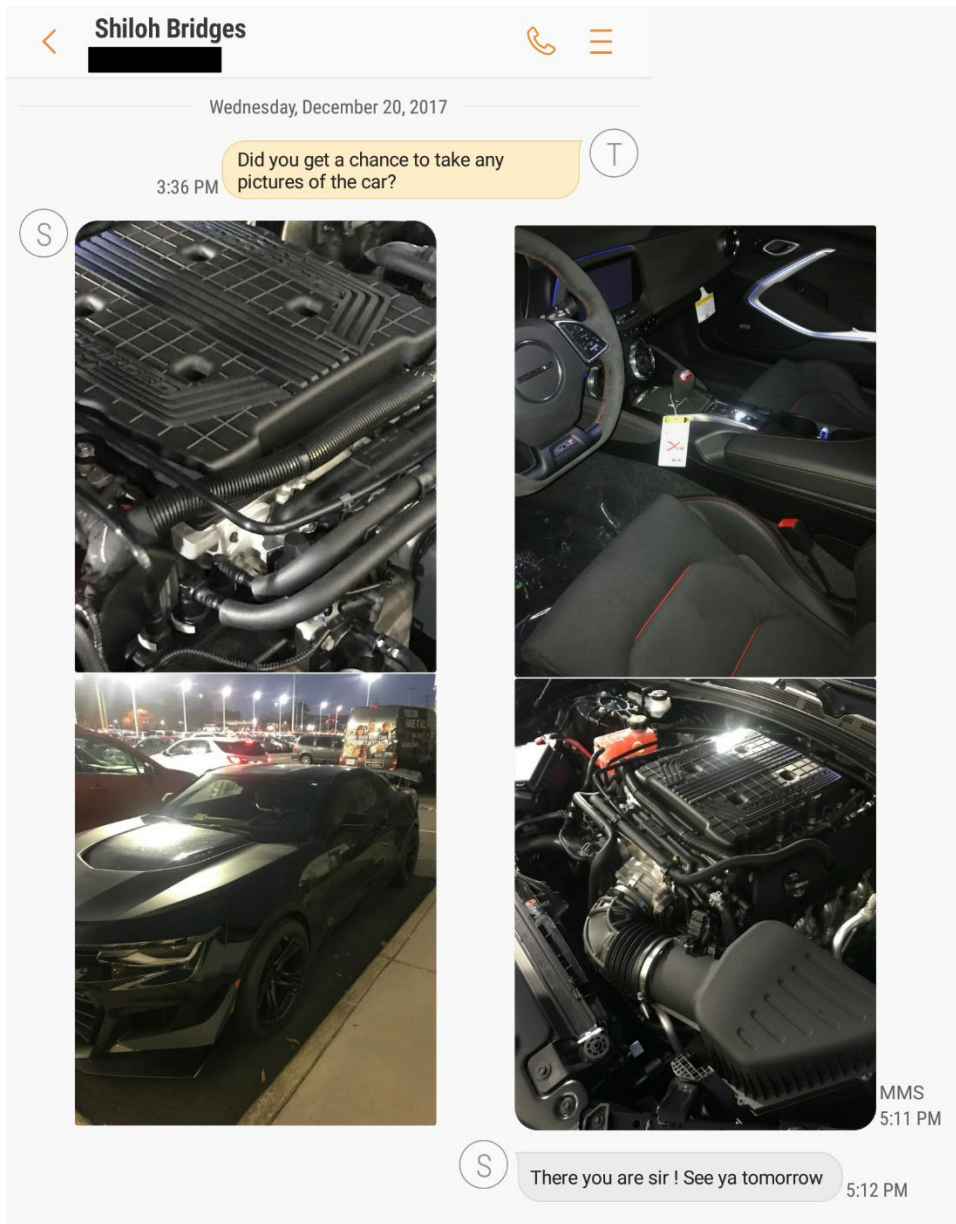
December 19, 2017

- 1:32 PM – Received call from GM representative Troy Chaberone
 - <https://www.youtube.com/watch?v=joOB3HcOxoM>
 - Troy called at the request of Mickey.
 - He explained the vehicle delay was due to a quality hold... [go figure].
 - @1m48s I fully explaine my concern with the delivery delays ultimately resulting in severe oxidation of aluminum components
 - Explained the car was built 2 months ago
 - Discussed warranty start date
- 5:14 PM – Received call from Shiloh
 - <https://www.youtube.com/watch?v=wdYJEwOnB4A>
 - Called to notify me that the car was at the dealership
 - @1m13s I once again express concern with a possible condition issue due to weather
 - Shiloh acknowledges being “well aware” of my concerns
 - I specifically request pictures prior to making the drive



December 20, 2017

- 3:36 PM – Sent reminder via text to Shiloh, no response (It was his day off.)
- 4:51 PM – Called Shiloh
 - <https://www.youtube.com/watch?v=Edl6vEnnWHE>
 - @48s Calling to ensure car is okay. Told, "Yeah, I think we're good to go"
 - Shiloh acknowledges pictures have not yet been sent
 - @2m40s I once again explain my concerns for oxidation
 - @3m45s I explain I'm expecting condition as good or better than my current ZL1
 - @4m02s I explain that I don't want any surprises after driving 6.5 hours
 - @4m40s I request a picture from "underneath" the car, under the hood, and outside
 - I did not get a picture from underneath
 - The under hood pictures were taken in a way that shows very little of the raw aluminum parts I was concerned about
 - I did not want to bother Shiloh again on his day off, so I decide to not request another set of pictures.
 - After making my concerns about oxidation known multiple times, I simply trusted Shiloh and the folks at Priority Chevrolet to make any potential problems known prior to me making the trip.



December 21, 2017

- 8:33 AM – I informed Shiloh I'd be arriving at ~10:00 AM
- 10:00 AM – I arrived at dealership. Shiloh and the car were nowhere to be seen.
 - I suspect he was prepping the car
- ~10:30 AM – Shiloh appears for the first time, after being paged multiple times while I waited
 - Shiloh asked to start with processing my trade. I explained that I needed to see the new car before unloading my car from the trailer.
- ~10:55 AM
 - Shiloh brings the car around to where I can look at it
 - I immediately notice heavy oxidation on the car
- The pictures below are comparisons between the new 2018 ZL1 1LE w/ 3 miles that I was purchasing and my 2017 ZL1 w/ 4963 miles that I was trading

2018 Camaro ZL1 1LE (@ 3 miles)

2017 Camaro ZL1 (@ 4,693 miles)



- ~12:30 PM – I explain to Shiloh that the condition of the car is unacceptable and ask for my deposit to be returned
 - Shiloh takes my credit card to get the refund issued
 - When Shiloh returns he gives me my card back and explains that the deposit refund requires manager approval.
 - Shaun House, introduces himself and tells me the deposits are non-refundable. I tried several times to explain the situation to Shaun, but he only kept responding with “we’re keeping the deposit”
- 12:53 PM – I call my credit card company to dispute the deposit charge

- ~1:10 PM – I ask the lady at the front desk to speak with another manager because I do not feel Shaun is considering anything I'm trying to explain. As she attempts to contact someone, Shaun comes out to forbid her from contacting anyone else.
 - I explain that I had intended to enter the car into car shows, etc. and the car was not suitable for that purpose.
 - I explain that I didn't drive for 16 hours pulling a 22' car trailer so that I could tell the people at the dealership in person that I had a change of heart about buying the car, but rather Priority Chevrolet failed to deliver a car in acceptable condition
 - Shaun was very rude and told me if I wasn't going to buy a car that I needed to leave the property. My attempts to continue to work toward a resolution were simply responded to by telling me I needed to leave the property.
 - I left the property peacefully



Shiloh Bridges



Thursday, December 21, 2017

S

Shoot me an ETA when you get a chance Travis

Please and thanks

8:29 AM

8:33 AM

Okay. I drove down last night. I'm in a hotel about 30 min away. My guess is ~10:00.

T

S

Awesome

Thanks !

See ya soon

8:33 AM

8:34 AM

K

T

1:18 PM

You guys should be ashamed of yourself for treating people like that. I feel like I was just robbed.

T

3:39 PM

GM sent me a survey about my dealership experience. I can't wait to fill it out when I get home. Also, you guys have zero chance of keeping my deposit. You don't have my signature on anything.

T

S

Ok Travis .

5:08 PM

S

You make [REDACTED] a month , I make [REDACTED]. That survey is my report card . Not anyone else's , which can strip money from my daughters needs . I communicated thoroughly with you for 2 months straight and spent an entire day at work for free for you . If you feel that I PERSONALLY deserve a bad survey , t

VIEW ALL



5:11 PM

MMS
6:36 PM

VIEW ALL



T

I understand. You were fantastic. I don't want to cause you any problems, but at the same time I feel GM should know how I was treated by Shaun.

It cost me over \$[REDACTED] to take off work today. I had a couple hundred in fuel, and about 16 hours of driving. I had hotel expenses, etc. My point is, I lost

Thu, Dec 21, 2017 5:11 PM

You make [REDACTED] a month , I make [REDACTED]. That survey is my report card . Not anyone else's , which can strip money from my daughters needs . I communicated thoroughly with you for 2 months straight and spent an entire day at work for free for you . If you feel that I PERSONALLY deserve a bad survey , then fill it out that way . Because that's what you are doing . That survey reflects me , not the dealership, not management, but me .

I understand. You were fantastic. I don't want to cause you any problems, but at the same time I feel GM should know how I was treated by Shaun.

It cost me over [REDACTED] to take off work today. I had a couple hundred in fuel, and about 16 hours of driving. I had hotel expenses, etc. My point is, I lost on this deal too.

If I had simply changed my mind about purchasing the car, I would be OK with forfeiting my deposit. That clearly wasn't the case. There was a quality issue with the car. It's not my fault any more than yours, but I do expect my deposit to be returned.

The way Shaun acted was unprofessional. His way of handling an issue with a car was to keep my deposit, and then bow up like a bouncer at a bar as he kicked me off the property. I was basically in shock at the way I was being treated.

I'll get my deposit back. If the CC dispute doesn't work, then I'll simply hire an attorney. I honestly don't care if it cost me 10K. That income # you saw was only mine. My wife is an attorney, so we do pretty well. I can afford to not be taken advantage of.

If you can convince your management to simply return the deposit and save me the trouble, I'll reconsider the survey.

December 22, 2017

- 9:32 AM – Called to speak with Shaun House.
 - Shaun was busy at the time
- 10:56 AM – Shaun returned my call
 - <https://www.youtube.com/watch?v=A0OGgMJyXx4>
 - Shared background with Shaun about how I had repeatedly expressed concerns about oxidation on the car.
 - Let him know I wanted to take the car to shows, and that the cosmetics were important to me
 - Shaun said, he “didn’t ask me to buy the car” and that my “\$1,000 is not being refunded”
 - Explained there was no mention of a non-refundable policy, no forms, signature