

1 Robert Ahdoot, SBN 172098
rahdoot@ahdootwolfson.com
2 AHDOOT & WOLFSON, PC
1016 Palm Avenue
3 West Hollywood, CA 90069
4 Tel: (310) 474-9111
Fax: (310) 474-8585

5
6 Greg F. Coleman*
greg@gregcolemanlaw.com
7 GREG COLEMAN LAW PC
First Tennessee Plaza
8 800 S. Gay Street, Suite 1100
Knoxville, TN 37929
9 Telephone: (865)247-0080
10 Facsimile: (865) 522-0049

11 Daniel K. Bryson*
Dan@wbmlp.com
12 J. Hunter Bryson*
Hunter@wbmlp.com
13 WHITFIELD BRYSON & MASON LLP
900 W. Morgan St.
14 Raleigh, NC 27603
15 Telephone: 919-600-5000
Facsimile: 919-600-5035
16 * *pro hac vice* applications forthcoming

17 Attorneys for Plaintiffs,
18 RYAN HINDSMAN and
JAMES ANDREWS

19 **UNITED STATES DISTRICT COURT**

20 **NORTHERN DISTRICT OF CALIFORNIA**

21 RYAN HINDSMAN and JAMES ANDREWS, on
22 behalf of themselves and all others similarly
23 situated,

Plaintiff,

24 v.

25 GENERAL MOTORS LLC, a Delaware limited
26 liability company,

27 Defendant.
28

Case No. 3:17-cv-5337

**CLASS ACTION COMPLAINT AND
COMPLAINT FOR DAMAGES
(Demand for Jury Trial)**

1 Plaintiffs James Andrews and Ryan Hindsman (“Plaintiffs”), acting on behalf of themselves
2 and all others similarly situated, bring this action for damages and equitable relief against Defendant
3 General Motors LLC (“GM”):

4 **NATURE OF THE CASE**

5 1. GM designed, manufactured, distributed, marketed, sold, and leased Model Year 2010-
6 2017 Chevrolet Equinox vehicles with 2.4-liter engines (“Class Vehicles” or “Vehicles”) to Plaintiff
7 and Class Members.

8 2. Prior to 2010, GM knew that the Class Vehicles contained one or more design and/or
9 manufacturing defects, including, but not limited to, defects contained in the Class Vehicles’ engines
10 that cause them to be unable to properly utilize the engine oil and, in fact, to improperly burn off
11 and/or consume abnormally high amounts of oil (the “Oil Consumption Defect.”)

12 3. Motor oil functions as an essential lubricant for the moving parts in internal combustion
13 engines. It creates a film separating surfaces of adjacent moving parts to minimize direct contact,
14 thereby decreasing heat caused by friction and reducing wear. Motor oil also has important cleaning
15 and sealing functions, and serves as an important medium for dissipating heat throughout the engine.
16 As a result, the Class Vehicles need the proper amount of engine oil in order for their engines and
17 related parts to function properly and safely.

18 4. The Oil Consumption Defect is a safety concern because it prevents the engine from
19 maintaining the proper level of engine oil, causing excessive oil consumption that cannot be
20 reasonably anticipated or predicted. Therefore, the Oil Consumption Defect is unreasonably
21 dangerous because it can cause engine failure while the Class Vehicles are in operation at any time
22 and under any driving conditions or speeds, exposing the Class Vehicle drivers, their passengers, and
23 others who share the road with them to serious risks of accidents and injury.

24 5. Because the Oil Consumption Defect can cause the Class Vehicles to consume
25 unacceptably high amounts of engine oil, the rate of oil consumption for some Class Vehicles can be
26 as high as one quart of oil per 1,000 miles driven. The Oil Consumption Defect thus requires the
27 addition of substantial amounts of oil between scheduled oil changes and can even result in engine
28 damage. As a result of the Oil Consumption Defect, its potential safety hazards, and GM’s refusal to

1 acknowledge and fix the problem, many consumers have resorted to purchasing an extra supply of oil
2 and carrying it with them at all times when driving.

3 6. Plaintiffs and Class Members reasonably expected that their Class Vehicles would not
4 experience excessive oil consumption during foreseeable and normal usage, including, but not limited
5 to, the expectation that the Class Vehicles would not require unreasonably frequent oil
6 changes/additions between scheduled oil changes and that the Class Vehicles would not suffer from a
7 dangerous defect that could cause the Class Vehicles to unexpectedly seize during operation, creating
8 the potential for accidents and injuries. These are the reasonable and objective expectations of
9 consumers.

10 7. Prior to purchasing the Class Vehicles, Plaintiffs and Class Members did not know that
11 the Class Vehicles suffered from the Oil Consumption Defect and did not contemplate that the Class
12 Vehicles' engines would be unable to prevent substantial amounts of oil from being consumed due to
13 the defect contained therein, thereby requiring costly supplemental oil to be added between scheduled
14 oil changes, as well as other related repairs that can cost hundreds to thousands of dollars.

15 8. GM knew or should have known that the Class Vehicles are defective and suffer from
16 the Oil Consumption Defect and are not fit for their intended purpose of providing consumers with
17 safe and reliable transportation. Nevertheless, GM actively concealed and failed to disclose the Oil
18 Consumption Defect to Plaintiffs and Class Members at the time they purchased or leased their Class
19 Vehicles and thereafter.

20 9. GM knew of and concealed the existence of the Oil Consumption Defect contained in
21 every Class Vehicle, along with the attendant dangerous safety problems and associated costs, from
22 Plaintiff and Class Members at the time they purchased or leased their Class Vehicles and thereafter.
23 GM's concealment caused Plaintiffs and Class Members to experience the Oil Consumption Defect
24 throughout the life of the Class Vehicles, which includes use within the warranty period. Had
25 Plaintiffs and Class Members known at the time of sale or lease about the Oil Consumption Defect and
26 the associated costs and/or the safety hazards described herein, Plaintiffs and Class Members would
27 not have purchased the Class Vehicles or would have paid less for them.

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1 16. In late February 2017, the subtle rock back and forth Plaintiff Andrews experienced
2 when coming to a stop became worse, with the vehicle now bucking noticeably back and forth when
3 coming to a stop. In addition to the increased bucking, the vehicle began to make a louder ticking
4 noise during use. Concerned, Plaintiff Andrews had his local mechanic in Banning, California come to
5 his home and check the oil level in the vehicle. Plaintiff's mechanic found that over three-quarters of
6 his vehicle's oil had already been consumed despite driving only 1,000 miles.

7 17. Immediately thereafter, Plaintiff's mechanic found GM's Service Bulletin SB-
8 10058791-504 online and decided he would take the vehicle to Diamond Hills Chevrolet Buick GMC
9 in Banning, California, to see if the vehicle could be fixed. A service technician looked up Plaintiff
10 Andrews VIN number and told his mechanic there was no recall on the vehicle at that time. No one at
11 Diamond Hills Chevrolet Buick GMC disclosed the Oil Consumption Defect to Plaintiff Andrews or
12 Plaintiff Andrews mechanic.

13 18. Concerned about the Service Bulletin indicating his vehicle's tendency to burn through
14 oil at excessively high rates, and online complaints indicating other Class Vehicle owners were
15 experiencing the same issues, Plaintiff Andrews started checking the oil levels of his vehicle every
16 three days to ensure the vehicle had sufficient oil.

17 19. On April 14, 2017, with approximately 71,000 miles on his vehicle, Plaintiff Andrews
18 had a regular oil change performed by his local mechanic. Again, his mechanic noted the vehicle has
19 consumed an excessive amount of engine oil since the vehicle's last oil change. Dismayed, Plaintiff
20 Andrews contacted GM directly about what could be done to fix his vehicle's high oil consumption.
21 Within days after contacting GM, Plaintiff Andrews received a notice from GM that if his vehicle
22 exhibited excessive engine oil consumption (less than 2,000 miles per quart of engine oil) due to
23 piston ring wear, GM would extend his warranty to remedy the issue within 7 years and 6 months of
24 the date the vehicle was originally placed in service or 120,000 miles. (A true and correct copy of
25 GM's letter is attached hereto as Exhibit 1.)

26 20. GM's letter states "[t]his letter is intended to make you aware that some 2012 model
27 year Chevrolet Equinox vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil
28 consumption (less than 2,000 miles per quart of oil), due to piston ring wear. If this condition is

1 present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale may
2 illuminate on the instrument panel or the following message may appear in the Driver Information
3 Center: “Oil Pressure Low-Stop Engine.” (*Id.*)

4 21. With GM’s letter in hand and approximately 73,000 miles on his vehicle, Plaintiff
5 Andrews went to Diamond Hills Chevrolet Buick GMC in Banning, California and asked them to fix
6 the vehicle pursuant to the letter he received from GM. In response, Mark Fradd, the service manager
7 at Diamond Hills Chevrolet Buick GMC told Plaintiff Andrews that he would need to bring his vehicle
8 into the dealership every 500 miles for a total of 2,000 miles to have his oil level checked. Plaintiff
9 Andrews found this response unacceptable given the contents of GM’s letter, his experiences driving
10 the vehicle, and his mechanic’s repeated notation of substantial oil consumption between checks. Left
11 with no choice, Plaintiff Andrews contacted GM’s corporate offices.

12 22. GM’s Customer Assistance informed Plaintiff Andrews that the accepted rate of oil
13 consumption for engines used in vehicles such as his is 2000 miles per 1 quart of oil. GM’s Customer
14 Assistance insisted that all oil consumption tests had to be done at a Chevrolet Dealership. (A true and
15 correct copy of Plaintiff’s correspondence with GM is attached hereto as Exhibit 2.)

16 23. Currently, Plaintiff Andrews checks his oil every 2 to 3 days to ensure that his vehicle
17 has sufficient oil. His mechanic changes his oil every 2,000 miles to ensure that his vehicle has
18 sufficient oil. Both of these regular occurrences are time consuming activities. Further, Plaintiff is
19 afraid to take his vehicle on long trips in fear his vehicle could cease working correctly due to
20 insufficient oil. Plaintiff Andrews continues to experience the Oil Consumption Defect and has
21 suffered damages as a result of the defect.

22 24. The current mileage on Plaintiff Andrews’ Class vehicle is 77,062.

23 **Plaintiff Ryan Hindsman**

24 25. Plaintiff Ryan Hindsman is a California Citizen who lives in Concord, California.
25 Plaintiff Hindsman purchased his class vehicle new from Winter Chevrolet, in Pittsburgh, California,
26 in January 2010 for approximately \$27,500 and uses it for personal, family, or household purposes.
27 This vehicle was designed, manufactured, sold, distributed, advertised, marketed, and warranted by
28 GM.

1 26. The oil level in Plaintiff Hindman’s class vehicle was sufficient at the time fo
2 purchase.

3 27. On or around May 2010, with approximately 5,000 miles on the odometer, Plaintiff
4 Hindsman took his vehicle in for a routine oil change. Upon inspection, a service technician told
5 Plaintiff Hindsman his was “bone dry inside”. Startled, Plaintiff Hindsman then started manually
6 adding oil to his Class Vehicle between scheduled oil changes.

7 28. On or around February 2011, with approximately 18,000 on the odometer, Plaintiff
8 Hindsman took his Class Vehicle to Concord Chevrolet in Concord, California, for a routine oil
9 change. There, Plaintiff Hindsman indicated to the service technician that his vehicle was over
10 consuming oil between routine oil changes. A service technician at Concord Chevrolet told Plaintiff
11 Hindsman his vehicle would consume less oil if he used synthetic oil rather than conventional oil.
12 Thereafter, Plaintiff Hindsman used synthetic oil when manually adding oil to his Class Vehicle
13 between regular oil changes.

14 29. Thereafter, in approximately February or March 2011, Plaintiff Hindsman noticed his
15 Class Vehicle would make a “gurgling” sound while driving. Plaintiff Hindsman noticed this
16 “gurgling” sound would temporarily improve after manually adding oil to the Class Vehicle. However,
17 this “gurgling” sound would resume again after routine use of the Class Vehicle.

18 30. In approximately March 2014, Plaintiff Hindsman received a notice from GM
19 regarding his Class Vehicle. The notice indicated to Plaintiff Hindsman that if his vehicle exhibited
20 excessive engine oil consumption (less than 2,000 miles per quart of engine oil) due to piston ring
21 wear, GM would extend his warranty to remedy the issue within 7 years and 6 months of the date the
22 vehicle was originally placed in service or 120,000 miles. (A true and correct copy of GM’s letter is
23 attached hereto as Exhibit 2.)

24 31. GM’s letter states “[t]his letter is intended to make you aware that some 2012 model
25 year Chevrolet Equinox vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil
26 consumption (less than 2,000 miles per quart of oil), due to piston ring wear. If this condition is
27 present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale may
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1 illuminate on the instrument panel or the following message may appear in the Driver Information
2 Center: “Oil Pressure Low-Stop Engine.” (*Id.*)

3 32. In approximately spring 2015, with approximately 80,000 miles on his vehicle,
4 Plaintiff Hindsman with the notice received by GM in hand, brought his Class Vehicle to Momentum
5 Chevrolet California to have it repaired pursuant to the notice received by GM. Upon inspection and
6 after a diagnostic, a technician determined that Plaintiff Hindsman’s Class Vehicle had failed the oil
7 consumption test. Thus, the technician determined the Class Vehicle was consuming excessive oil
8 between regular scheduled oil changes. This technician promised Plaintiff Hindsman his vehicle
9 would be repaired the following week.

10 33. The following week, Plaintiff Hindsman returned to Momentum Chevrolet to have his
11 Class Vehicle fixed pursuant to the failed diagnostic oil consumption test and the technician’s promise
12 to repair his Class Vehicle. Upon arrival at Momentum Chevrolet, Plaintiff Hindsman learned that the
13 technician that had promised him to repair his Class Vehicle was no longer employed at Momentum
14 Chevrolet. In addition, Plaintiff Hindsman was informed his Class Vehicle was to be re-tested for
15 excessive oil consumption. Thereafter, Plaintiff Hindsman was informed his Class Vehicle “passed”
16 its oil consumption test and no repairs were going to be done to his Class Vehicle.

17 34. Since 2010, Plaintiff Hindsman has manually added approximately 12 quarts of oil per
18 year to his Class Vehicle between regularly scheduled oil changes. Plaintiff Hindsman has resorted to
19 buying oil in bulk quantities from Costco in order to save money on this routine endeavor. Plaintiff
20 Hindsman’s Class Vehicle continues to suffer from the Oil Consumption Defect.

21 35. Today, Plaintiff Hindsman has 113,486 miles on his vehicle.

22 **Defendant**

23 36. Defendant General Motors LLC is a Delaware limited liability company with its
24 principal place of business located at 300 Renaissance Center, Detroit, Michigan, and is a citizen of
25 the States of Delaware and Michigan. The sole member and owner of General Motors LLC is General
26 Motors Holding LLC. General Motors Holdings LLC is a Delaware limited liability company with its
27 principal place of business in the State of Michigan.

1 37. GM, through its various entities, including Chevrolet, designs, manufactures, markets,
2 distributes, and sells its vehicles in this District and multiple other locations in the United States and
3 worldwide. GM and/or its agents designed, manufactured, and installed the GM engine systems in the
4 Class Vehicles. GM also developed and disseminated the owner's manuals, warranty booklets,
5 advertisements, and other promotional materials pertaining to the Class Vehicles.

6 **JURISDICTION AND VENUE**

7 38. This Court has jurisdiction over this action under the Class Action Fairness Act
8 ("CAFA"), 28 U.S.C. § 1332(d). There are at least 100 members in the proposed class, the aggregated
9 claims of the individual Class Members exceed the sum or value of \$5,000,000.00 exclusive of interest
10 and costs, and Members of the Proposed Class are citizens of states different from Defendant.

11 39. This Court may exercise jurisdiction over GM because, through its business of
12 distributing, selling, and leasing the Class Vehicles in this District, GM has established sufficient
13 contacts in this District such that personal jurisdiction is appropriate.

14 40. Venue is proper in this District under 28 U.S.C. § 1391(a) because a substantial part of
15 the events or omissions giving rise to Plaintiffs' claims occurred in this District. Specifically, Plaintiff
16 Hindman's Class Vehicle was purchased in this District. (Plaintiffs' counsel's Declaration, as
17 required under California Civil Code section 1780(d), is also attached hereto as Exhibit 3.)

18 **FACTUAL ALLEGATIONS**

19 41. For years, GM designed, manufactured, distributed, sold, and leased the Class
20 Vehicles. It has sold, directly or indirectly through dealers and other retail outlets, millions of Class
21 Vehicles throughout the United States.

22 42. The Class Vehicles contain one or more design and/or manufacturing defect, including,
23 but not limited to, the Oil Consumption Defect.

24 43. GM learned of the Oil Consumption Defect prior to 2010 through sources not available
25 to Class Members, including, but not limited to: (1) pre-release testing data; (2) early consumer
26 complaints about the Oil Consumption Defect to GM and its dealers about the Class Vehicles, as well
27 as other earlier model year versions of such vehicles; (3) testing conducted in response to those
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1 complaints; and (4) aggregate data from GM dealers, including dealer repair orders and high warranty
2 reimbursement rates that can cost up to several thousand dollars for each class vehicle;.

3 44. The Oil Consumption Defect was so prevalent in 2011 Chevrolet Equinox models that
4 GM issued a Service Bulletin, SB-10058791-504 (the "Service Bulletin"), to aid repair technicians
5 who encountered 2011 Class Vehicles with the Oil Consumption Defect. (A true and correct copy of
6 the Service Bulletin is attached hereto as Exhibit 4.)

7 45. In the Service Bulletin, GM acknowledges "[s]ome 2011 model year Chevrolet
8 Equinox and GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil
9 consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear." (*Id.*)

10 46. In the Service Bulletin, GM details parts required to complete the repair for the Oil
11 Consumption Defect:

Part Number	Description	Quantity/Vehicle
19303450	Piston Kit	1
12637166	Gasket Kit, Cylinder Head	1
12609291	Gasket Kit, Camshaft Cover	1
12635447	Seal, Chain Package, Timing	1
12635427	Chain Assembly, W/Pmp And Balr Shf	1
12649233	Tensioner Asm - W/Pmp & Balr Shf Chain	1
24435052	Gasket, Engine Front Cover	1
12602379	Seal, Fuel Pump Housing (Oring)	1
12608374	Pipe Asm, Fuel Feed Inter	1
12584041	Seal, Cr/Shf Front Oil	1
11589123	Bolt Asm, Hx Hd W/Con Spr Washer	1
11588844	Bolt, Cm/Shf Posn Actr	2
12605566	Filter, Oil	1
19293000	Oil, Engine, AC Delco DEXOS1 5W30	5
90537293	Screw Schraube (Connecting Rod)	8
88864346	Sealant, RTV	2
90537336	Guide, Balr Chain	1
12346290	Coolant, Engine, Dexcool Antifreeze	1

12 13 14 15 16 17 18 19 20 21 22 23 47. Further, in the Service Bulletin, GM requires that an oil consumption test be conducted
24 in order to determine if a full replacement of pistons and rings is required. Specifically, GM notes:

- 25 • If the oil consumption test indicates that the rate of consumption is less
26 than 1 quart (0.946L) of oil every 2,000 miles (3,200 km), note the oil
27 consumption rate and the date that the ECM was reprogrammed. No
28 further action is required.
- If the oil consumption test indicates that the rate of consumption is greater
than 1 quart (0.946 L) of oil every 2,000 miles (3,200 km), note the oil

1 consumption rate, date that the ECM was reprogrammed and replace the
2 pistons and rings.

3 48. GM had and continues to have a duty to disclose the Oil Consumption Defect and the
4 associated out-of-pocket repair costs to Plaintiffs and Class Members because: (1) the defect poses an
5 unreasonable safety hazard; (2) GM had and continues to have exclusive knowledge and/or access to
6 material facts about the Class Vehicles and engines that were and are not known to or reasonably
7 discoverable by Plaintiffs and Class Members; and (3) GM has actively concealed the defect from its
8 customers.

9 49. Hundreds, if not thousands, of purchasers and lessees of the Class Vehicles have
10 experienced the Oil Consumption Defect. Complaints filed by consumers with the NHTSA and
11 posted on the Internet demonstrate that the Oil Consumption Defect is widespread. These complaints
12 illuminate GM's awareness of the Oil Consumption Defect and its potential danger (note that spelling
13 and grammar mistakes remain as found in the original):

- 14 • NHTSA Complaint: [2012 Chevy Equinox] WE BUY THIS CAR
15 FROM CHEVROLET COMPANY ON NOVEMBER 14,2011.

16 SINCE THAT TIME THE CAR WAS NOT IN OFTEN USE. UP TO
17 ONE YEAR IT IS WAS IN THE STORAGE

18 WHEN WE BEGAN TO USE IT REGULAR WE NOTE THAT THE
19 ENGINE HAS SOME FACTORY DEFECT, THE ENGINE OIL IS
20 OFTEN DID NON RECEIVE TO EVEN 5000 MILES, AT THE 2500
21 MILES ESTIMETELY, WE WERE FORCE TO ALWAYS CHANGE
22 OIL, THE OIL COLOR OF THE ENGINE WAS ALWAYS VERY
23 BLACK AS DIRTY, WE ALWAYS WERE WONDERING, WHY THE
24 COLOR OF THE ENGINE OIL IS TURNS VERY BLACK, LIKE WE
25 DID NOT CHANGED IT FOR LONG TIME.

- 26 • NHTSA Complaint: [2012 Chevy Equinox] WAS TOLD BY MY
27 MECHANIC THE VEHICLE WAS BURNING OIL. FOUND OUT IN
28 MAY 2017 THAT CHEVY IS AWARE OF A DEFECTIVE PISTON
RING PROBLEM THAT CAUSES THIS. THEY HAVE BEEN AWARE
SINCE AT LEAST 2015. WAITED 2 YEARS TO NOTIFY ME BY
MAIL. WHEN I WENT TO A DEALER TO HAVE PROBLEM FIXED I
WAS TOLD VEHICLE HAS TOO MANY MILES ON IT. IT WOULD
NOT HAVE HAD TOO MANY MILES HAD I BENN NOTIFIED 2
YEARS AGO!

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- NHTSA Complaint: [2012 Chevy Equinox] BOUGHT USED AND THEN STARTED NOTICING OIL DISAPPEARING. TOOK TO DEALER, OIL CONSUMPTION TEST DONE, DEALER SAYS NORMAL USE. NO HELP FROM THE DEALER AT ALL. CONSUMPTION GOT WORSE, WENT FROM 2 QUARTS TO 4 QUARTS BETWEEN OIL CHANGES. IN THE MEANTIME HAD TO REPLACE CATALYTIC CONVERTER AND A CRACKED EXHAUST MANIFOLD AND NOW HAVE A CHECK ENGINE LIGHT INDICATING O2 SENSOR PROBLEM, GAS MILEAGE DROPPING TOO. AFTER RESEARCHING, THESE PROBLEMS SEEM TO BE CAUSED BY THE OIL USE ISSUE. ENGINE PROBABLY NEEDS NEW RINGS AND PISTONS(\$2500 AT THE DEALER) BUT OTHER INTERNAL DAMAGE MAY BE PRESENT SO COST MAY BE EVEN MORE. I FOUND ON THE INTERNET THAT GM HAD EXTENDED WARRANTY FOR THIS ISSUE BUT ONLY UP TO 7 YRS OR 120K MILES. SO, I AM OUT OF LUCK AND DEALER DID NOT MENTION THIS AS THIS STARTED WHILE STILL UNDER 120K MILES. CONSULTED A HONEST MECHANIC FRIEND AND HE SAYS IT WOULD BE CHEAPER TO REPLACE THE ENGINE. HE QUOTED \$1800 FOR ENGINE AND LABOR, TURN KEY JOB, WITH A ONE YEAR WARRANTY ON EVERYTHING. I TRUST HIM. ONLY CHOICE IS TO REPLACE ENGINE OR GET RID OF THE CAR.
 - NHTSA Complaint: [2012 Chevy Equinox] THIS VEHICLE HAS KNOWN OIL CONSUMPTION ISSUES. IN APRIL 2016 THE VEHICLE WAS LURCHING AND SHAKING. DURING SERVICE OF THE VEHICLE THEY STATED THE OIL WAS LOW, WHICH HAS BEEN ON ONGOING ISSUE. WE WERE ADVISED TO BRING IT BACK IN AUGUST FOR AN OIL CONSUMPTION TEST. WE TOOK IT IN FOR THE OIL CONSUMPTION TEST. NOW IN MAY 2017 WE ARE EXPERIENCING THE SAME ISSUES. INTERESTINGLY ENOUGH THE DEALERSHIP NOW HAS NO RECORD OF THE OIL ISSUES, INCLUDING THE OIL CONSUMPTION TEST. THE DEALERSHIP RUMMAGED THROUGH THE GLOVE COMPARTMENT AND STATED THE VEHICLE WAS ONLY GETTING OIL CHANGES EVERY 6000. IN FACT, NOT ALL TO THE OIL CHANGE RECEIPTS GO IN THE GLOVE COMPARTMENT. WE BELIEVE GM IS ATTEMPTING TO HIDE THE ISSUE. ULTIMATELY THE VEHICLE WILL LURCH AND CAUSE PERSONAL INJURY OR PROPERTY DAMAGE.
 - NHTSA Complaint: [2012 Chevy Equinox] TL* THE CONTACT OWNS A 2012 CHEVROLET EQUINOX. WHILE DRIVING 55 MPH, THE VEHICLE RATTLED AND MADE A HOST OF NOISES, WHICH INDICATED THAT THERE WAS NO OIL IN THE VEHICLE. THE CONTACT STATED THAT TWO QUARTS OF OIL WERE PLACED IN THE VEHICLE, BUT IT PREMATURELY DISSIPATED BEFORE THE INTENDED MILEAGE MARK. THE CONTACT STATED THAT

1 OIL WAS ADDED TO THE VEHICLE THREE TIMES IN A SHORT
 2 PERIOD OF TIME. THE VEHICLE WAS TAKEN TO THE DEALER
 3 WHERE IT WAS DIAGNOSED THAT THERE WAS AN OIL
 4 CONSUMPTION FAILURE. THE VEHICLE WAS NOT REPAIRED,
 5 BUT THE CONTACT MADE AN APPOINTMENT WITH THE
 6 DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF
 7 THE FAILURE. THE FAILURE MILEAGE WAS 91,000.

- 8 • NHTSA Complaint: [2012 Chevy Equinox] ON APRIL, 13 2017, MY
 9 WIFE WAS EXITING THE HIGHWAY ON THE WAY HOME FROM
 10 WORK. THE VEHICLE IMMEDIATELY SLOWED AND SHUT
 11 DOWN NEARLY CAUSING HER TO BE RUN OVER BY A SEMI-
 12 TRACTOR BEHIND HER. BECAUSE THE CAR COULD NOT BE RE-
 13 STARTED, I HAD IT TOWED TO MY USUAL MECHANIC. HIS
 14 DIAGNOSIS SHOWED IT HAD A TIMING CHAIN FAILURE WHICH
 15 TORE UP THE UPPER END OF THE MOTOR. IN HIS EXPERIENCE
 16 SUCH DAMAGE WAS THE RESULT OF OIL ISSUES. THIS CAME
 17 AS A GREAT SHOCK TO MEASURE I REGULARLY CHANGE THE
 18 OIL EVERY 3000 MILES. I WENT HOME THAT NIGHT AND
 19 BEGAN TO RESEARCH THIS PROBLEM AND HAVE FOUND
 20 THAT THIS IS NOT A RARE OCCURRENCE WITH THIS MOTOR. I
 21 WOULD HAVE TO ADD FROM 1-3 QUARTS OF OIL BETWEEN
 22 CHANGES BUT BECAUSE THERE WERE NO BULLETINS OR
 23 RECALLS I WAS TOLD I WOULD JUST HAVE TO DEAL WITH IT.
 24 SO I GUESS I NEED TO KNOW HOW MANY OF THESE VEHICLES
 25 HAVE TO DIE IN TRAFFIC OR PEOPLE HAVE TO DIE OR BE
 26 INJURED BEFORE SOMEONE TAKES NOTICE. I WILL HAVE TO
 27 REPLACE MY MOTOR (OVER \$5000) AND GM KNOWS THESE
 28 PROBLEMS EXIST. IT WAS JUST A MATTER OF TIME. AND TO
 ADD INSULT TO INJURY, GM EXPECTS ME TO HAVE THE
 VEHICLE TOWED TO THEIR FACILITY AT MY EXPENSE SO
 THEY CAN CONFIRM THE DIAGNOSIS. IF THE DIAGNOSIS IS
 CONFIRMED, THEN I'LL HAVE TO TOW IT BACK TO MY GUY SO
 HE CAN FIX IT. ANOTHER \$200 BUCKS. ONCE AGAIN, DOESN'T
 ANYONE MONITOR THE INTERNET ABOUT THIS STUFF?
 PEOPLE GET SO FRUSTRATED WHEN DEALING WITH LARGE
 CORPORATIONS, THEY HAVE NO CHOICE BUT TO SHARE
 THEIR STORIES WITH INDEPENDENT SOURCES. AND GM
 SURELY WON'T INCUR ADDITIONAL EXPENSES WITHOUT
 GOVERNMENT SCRUTINY. WE'VE LEARNED THAT THE HARD
 WAY. I JUST WANT THEM TO DO THE RIGHT THING. ADMIT IT
 WAS A PROBLEM-PLAGUED MOTOR AND FIX IT. THANK YOU
 FOR YOUR TIME.

- NHTSA Complaint: [2012 Chevy Equinox] GOES THROUGH 4
 QUARTS OF OIL BETWEEN OIL CHAGES WHICH ARE DONE
 EVERY 3 THOUSAND MILES. OIL LIGHT DOES NOT COME ON
 WHEN YOU ARE 3 QUARTS LOW.

- 1 • NHTSA Complaint: [2012 Chevy Equinox] TL* THE CONTACT OWNS
2 A 2012 CHEVROLET EQUINOX. THE CONTACT STATED THAT
3 THE CHECK OIL ENGINE WARNING INDICATOR ILLUMINATED.
4 THE CONTACTED ASSUMED THAT THE OIL NEEDED TO BE
5 CHANGED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE
6 IT WAS DIAGNOSED AS EXCESSIVE OIL CONSUMPTION. THE
7 VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS
8 MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS
9 94,000.
- 10 • NHTSA Complaint: [2012 Chevy Equinox] CHECK ENGINE LIGHT
11 CAME ON. CAR HAD BEEN IDLING ROUGH AND WOULD
12 ALMOST STALL OUT AT RED LIGHTS. ALSO MADE A TICKING
13 NOISE WHEN PRESSING ON THE ACCELERATOR AT ABOUT 20-
14 25 MPH. I TOOK IT TO THE MECHANIC AND HE FOUND THE OIL
15 LEVEL LOW. PERFORMED AN OIL CHANGE AND CLEARED THE
16 DIAGNOSTIC CODE. HE ALSO GAVE ME INFORMATION
17 PERTAINING TO THIS EXCESSIVE OIL CONSUMPTION
18 BULLETIN. NOW I WILL HAVE TO CHECK MY OIL LEVEL AND
19 MAKE SURE TO GET AN OIL CHANGE EVERY 3000 MILES.
- 20 • NHTSA Complaint: [2013Chevy Equinox] USING WAY TO MUCH
21 OIL. VERY DISAPPOINTED. I BUY A CAR TO KEEP LONG TERM.
22 PRETTY OBVIOUS THIS PROBLEM WAS WELL KNOWN BY
23 AUTOMAKER. I WAS NEVER NOTIFIED. WILL NEVER BUY A GM
24 AGAIN!!!!
- 25 • NHTSA Complaint: [2013Chevy Equinox] I HAD 100,000 MILES ON
26 MY CHEVY EQUINOX AND IN DECEMBER WITH OUT WARNING
27 THE ENGINE BLEW UP. I HAD RECENTLY HAD A OIL CHANGE
28 BUT WAS TOLD THE ENGINE BARELY HAD ANY OIL. I HAD
ARRIVED AT A DOCTORS OFFICE WAS THERE FOR A HOUR
AND WHEN I WENT TO START MY CAR IT WAS COMPLETELY
DEAD. I HAD TO REPLACE THE ENGINE.
- NHTSA Complaint: [2013Chevy Equinox] TL* THE CONTACT OWNS
A 2013 CHEVROLET EQUINOX. WHILE DRIVING AT AN
UNKNOWN SPEED, A LOUD ABNORMAL TICKING SOUND
EMITTED FROM THE VEHICLE WITHOUT WARNING. THE
VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS
DIAGNOSED THAT THERE WAS NO OIL IN THE VEHICLE. THE
TECHNICIAN PERFORMED AN OIL CHANGE AND
COMPRESSION TEST EVERY 1,000 MILES. THE CONTACT WAS
INFORMED THAT THE PISTON IN THE ENGINE FAILED AND
NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT
THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO AN
INDEPENDENT MECHANIC WHERE THE TECHNICIAN STATED
THAT THE VEHICLE WAS BURNING OIL RAPIDLY. THE
VEHICLE WAS NOT REPAIRED. ON ANOTHER OCCASION, THE

1 VEHICLE FAILED TO SHIFT GEARS PROPERLY. THE VEHICLE
 2 WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED
 3 THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE
 4 TRANSMISSION WAS REPAIRED WITH UNKNOWN PARTS. THE
 5 CONTACT ALSO STATED THAT THE WINDSHIELD WIPERS
 6 FAILED TO OPERATE INTERMITTENTLY. THE VEHICLE WAS
 7 NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS
 8 NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS
 9 33,000.

- 10
- 11 • Online Complaint: I had the exact same issues as everyone else. The 2012
 12 Equinox started to sound like an old Model T and would die at red lights. I
 13 took to our mechanic and he said there was no oil in the car! He called the
 14 Chevy rep for us which came to look and told him we needed a new
 15 engine because we let it run with no oil. Our mechanic said well I change
 16 their oil every 5,000 miles so I know that's not true. The rep said they need
 17 to be changing every 1,000 miles! We could not believe it so I called
 18 Detroit. GM said this was normal and my husband should be putting oil in
 19 it all the time. We went with a brand new engine because were told if we
 20 put an old one in the same thing would happen again. Once its paid off it
 21 will be gone! We will never buy another Chevrolet again! Now my
 22 daughter drives it, we taught her how to check the oil and add if needed!
 23 OMG REALLY????

- 24 • Online Complaint I had 2 oil consumption tests done in 2015 before
 25 100,000 miles and was told both times that my car "met the specs". I have
 26 to travel around with quarts of oil in my car because I constantly have to
 27 check the oil and fill it up.

28 I recently received a letter from Chevrolet stating that they now
 acknowledge an oil consumption problem with this model year Equinox.
 My problem is I now have 138,000 miles and the fix is for vehicles with
 less than 120,000 miles. Neither my car dealership (Anoka MN) or
 Chevrolet are willing to fix the problem because I now have over 120,000
 miles, even though I was having the problem below 100,000 miles.

I am definitely angry about this and am going to go to the top to address
 this issue. I'd like to know why 120,000 miles is the "magical number" for
 mileage. I am looking for a new vehicle and will not buy an Equinox and
 will not buy a Chevrolet. I feel I have not been dealt with fairly.

- Online Complaint I BOUGHT A 2012 CHEVROLET EQUINOX WITH
 APPROX 2000 MILES AT TIME OF PURCHASE. AROUND 20,000
 MILES I NOTICED IT USING OIL BETWEEN OIL CHANGES. TOOK
 IT TO CHEVROLET IN 2015, TOLD THEM THE PROBLEM. THEY
 REPLACED THE SEAL WITH OIL FILTER. THE LAST YEAR IT
 HAS STALLED, ENGINE KNOCK AND STILL USING MORE OIL. I
 GOT A LETTER MAY 2017 SAYING I NEED TO TAKE THE
 EQUINOX TO CHEVROLET DEALER IF I HAVE ANY PROBLEMS

1 STATED IN THE LETTER, WHICH I HAVE AND STILL DO. THEY
2 TOLD ME I HAD TO DRIVE IT 500 MILES, BRING IT BACK TO DO
3 A ENGINE OIL PRESSURE TEST. AM STILL DRIVING IT. AFRAID
4 TO BUT VERY WORRIED AND CONCERNED ABOUT THIS
5 PROBLEM.

- 6 • Online Complaint The problem started around late 2015 had almost
7 100,000 miles on the car started using more oil than usual. Didn't think
8 there was a problem but it got worse as time went on started adding two
9 quarts of oil between oil changes. Now I'm up to 3 quarts of oil between
10 oil changes I didn't realize there was a problem until I got a letter from
11 GM saying that they would repair the problem. But now I have a 148000
12 on the car and it's out of warranty, so now what do I do.
- 13 • Online Complaint I own a 2012 Equinox LS. I bought the vehicle used
14 with only \$25,000 miles. At around \$35,000 miles the timing chain had to
15 be replaced. Shortly after I had to start an oil consumption test, the vehicle
16 was not running well and the engine was ticking. No oil on the dipstick
17 and vehicle was not even close to the next oil change due. I'm now at
18 \$44,000 miles and still doing the oil consumption test.

19 This time the Engine is knocking very loudly, no oil on dipstick again,
20 yellow bubbly fluid and the smell of gas. Dealer tops it off - down 3 quarts
21 this time. Come back again between \$1,500 and \$2,000 miles.

22 I was told by the dealership that GM has a special warranty for the engine
23 in the 2012 Equinox because they are aware of the problem. I was told the
24 pistons are probably bad - and this was said to me when we first started
25 the oil consumption test, but I need to do this test in order to prove to GM
26 there is a problem. Hoping this is true.

27 At this point I'm very aggravated and worried the engine will go one day
28 while I'm driving.

- 29 • Online Complaint I purchased my 2012 Equinox new, late in 2011. It now
30 has just over 80,000 miles. I have done all routine maintenance on the
31 vehicle but a couple days ago the check engine light came on... so I
32 brought it in for service at my dealer. I was told that my vehicle had NO
33 oil... nothing was registering on the dip stick at all! I was told that this is a
34 prevalent problem with this make and model... that I needed to check my
35 oil every 1000 miles now and that I may need to get my pistons etc..
36 replaced. Estimate...\$2500.00 ! That was yesterday... and today the same
37 check engine light is on. OnStar diagnosis today... same problem. In
38 reading the same problem over and over again on this site, something
39 needs to be done and there needs to be a recall!
- 40 • Online Complaint I bought this car about 2 years ago and for some reason
41 every time I check the oil, the oil is low, even after an oil change. This is
42 ridiculous. I just don't understand how a car consumes oil. I took it to the

1 dealership and they don't understand why it does that. I took to the
2 mechanic to check for leaks, nothing. So where the hell is the oil going if
3 its not leaking? I wish I knew this before I bought this car because I see
4 big problems with this in the future because my wife drives this car and
5 she doesn't know anything about cars. She takes my kids to daycare every
6 morning. I keep up with all maintenance that needs to be done, but I have
7 a feeling my heads are going blow or something bad is going to happen if
8 this problem is not resolved.

- 9 • Online Complaint We purchased a used 2012 Chevrolet Equinox used in
10 early 2015 with a little over 27,000 miles showing on the odometer and
11 were well pleased with vehicle at the time. About a thousand miles later, I
12 was checking the oil and noticed it was low...had to add about 1/2 quart or
13 so to top it off. I thought this was unusual since it just had a fresh change
14 when we bought it. When I changed the oil about three thousand miles
15 later, it was almost a quart low then. The engine now has a little over
16 45,000 miles on it and I'm having to add about 1-2 quarts in between oil
17 changes, which is ridiculous for a modern engine. Searching through the
18 internet tonight, I'm seeing this is a common issue for these engines that is
19 being blamed on a faulty engineering piston / ring / timing chain design.
20 Has anyone else had any luck getting GM to stand behind their product
21 and correct the problem or am I just stuck with keeping a case of oil
22 around all the time? I'm going to make it my life's calling to tell everyone
23 about this and warn them off this vehicle. We've always bought Ford
24 products in the past and I was hesitant about buying a Government Motors
25 product, wished now that had trusted my gut on this purchase.
- 26 • Online Complaint Do not buy this vehicle. First day I bought it we had to
27 get the timing chain replaced. The check engine light stays on. A part that
28 had to do with the gas had to be replaced. Now I am dealing with the
engine oil consumption issue. BTW the warranty is up at 100,000 mine is
at 128,000. I'm burning a quart a week.
- Online Complaint This car uses excessive oil. I drive several miles a day. I
have mentioned this to the local dealer and they gave me a list of items to
"fix" which cost several thousand dollars. I have to monitor my own oil
because the oil light does not come on when it is real low. It does come on
when it is time for the oil to be changed. I have owned several Chevrolet
vehicles but this one has caused me the most problems. I have called and
there does not appear to be a recall or legitimate explanation as to why the
car uses so much oil. I do not have a leak on the ground.
- Online Complaint Since the day I bought this vehicle, it has eaten oil. I
drive the car about 100 miles a day and have to add at least 2 quarts a
week. I have spoken to other Equinox owners and they all seem to have
the same issue. Around a quart for every 1000 miles.
- Online Complaint This car has used a quart of oil every 1000 miles from
day one....mentioned to my mechanic at regular scheduled oil changes and

1 was always told it was normal. Upon looking into my constant complaint
 2 my mechanic recommended to file a complaint as this oil consumption
 3 seems to be a big problem. This should be recalled if Chevy was
 4 reputable. This is the second Chevy and probably the last I will purchase,
 as much as it cost to purchase a nice vehicle you should not have to deal
 with these big issues from day one. Engine should be recalled and
 replaced , not at the owners expense.

- 5 • Online Complaint Wife was driving to work and car stopped on highway
 6 wouldn't start. She called me crying because she loves that car. Got it to
 7 the local dealership and said it had no oil. Told them there is no way that I
 8 just checked it a few days ago and topped it off. They tell me those
 9 engines are bad for going through oil and that the warranty won't fix the
 problem because all my paper work got thrown away. If GM knows about
 the oil problem in these wouldn't you think they would make it right? GM
 is garbage vehicles, don't buy anything GM.

- 10 • Online Complaint We just found out that the Equinox is known for
 11 burning excess oil. We never expected to have to check the oil frequently
 12 on a new vehicle. The engine light came on so my husband checked the
 13 oil, as it was due for an oil change, and there was no oil on the dipstick!
 14 He immediately took it the next morning to the dealership in Washington,
 IL. They told him that GM is aware of the problem and will replace the
 engine. How long have we been driving it with no oil in it? It doesn't say
 that the oil level is low. The engine has to be ruined! We won't be buying
 15 another Chevy.. We have to check the oil every 1,000 miles until the next
 16 oil change. If it qualifies as a problem we will get a new engine. On a
 fairly new car...Really??

- 17 • Online Complaint Suddenly I noticed a rattling sound that got worse over
 18 time. I was leaving work when a co-worker heard the noise, came over
 19 and popped the hood to check the oil level. The stick was dry! He asked
 20 me to go into the shop (I work at a dealership Not Chevrolet) so he could
 21 put some oil in for me. He put in two quarts and said come in tomorrow
 for a more thorough check. Engine was down three quarts. Gave me a
 complete oil change and sent me on my way.

22 Here it is Feb and the same thing happened. Down four quarts of oil!
 23 Taking it to Chevy for the inevitable run around. I've dealt with them
 24 before for other issues. Never a solution. The service writers always give
 me the feeling that I am someone to avoid like the plague and I get never a
 25 solution . It's all in my head. Never again will I buy a Cherolet.
 #mycheysucks

- 26 • Online Complaint I purchased this 2012 Chevy with intentions of it being
 27 my last car. I normally purchase foreign cars because I strongly believe in
 the engines. This car burns all of the oil after an oil change in less than 30
 28 days. I have my car serviced on 4/17/2015 and after checking oil before a
 road trip on 5/11/2015 it was barely on dipstick. After driving to Atlanta

1 less than 300 miles I had to add more oil. Using synthetic blend gets
 2 expensive. I would never recommend this car to anyone. The dealer is not
 3 at fault but Chevy is because they have received numerous complaints.
 4 They claim bad oil rings and can be repaired for approx. \$2500

- 5 • Online Complaint We noticed our engine was rattling and decided we
 6 should check the oil. It was down 2 quarts so we added oil and since it was
 7 about time for an oil change, we had it changed. We are now 3,000 mile
 8 into this oil change and have already added oil. We will be contacting the
 9 dealership to see if there is a fix for this that isn't going to cost us an arm
 10 and a leg. There is now 72,332 miles on this engine and we use Royal
 11 Purple Performance synthetic oil.

- 12 • Online Complaint I was a victim of the excessive oil consumption
 13 problems that, I now understand are common with the Chevy Equinox. I
 14 did not know that the oil was low, which I had changed approx 4000 miles
 15 before. I first became aware of the problem when my engine would stop
 16 each time I stopped at an intersection. I was on the way to my repair
 17 garage when I heard a rather loud noise coming from the engine
 18 compartment. Pull over to the side of the road and called AAA.

19 Car was towed to my normal service garage. My mechanic could not help
 20 so I had the car towed to Lawrence Chevrolet in Mechanicsburg, Pa. A
 21 diagnostic check was made and the dealership said that I needed a new
 22 engine and that my warranty would not cover the cost of the repairs.
 23 Estimated costs to me would be about \$6000. I did not authorize the
 24 dealership to fix the vehicle due to the cost. Now looking for another way
 25 to get the problem fixed.

- 26 • Online Complaint I will never buy another Chevy in this lifetime. I will
 27 also let everyone I come in contact with know about this issue. My 2012
 28 Chevy Equinox (JUNK) has about 1,500 miles on the new Dexos
 (Recommended Oil) It sounds like a diesel, dies at red lights, and if I
 check the oil level there isn't one! Problem here? Absolutely! Will Chevy
 cover this under their "100,000 mile powertrain warranty? NO! Is this
 false advertisement on their part? YES! My advice to everyone out there.
 DO NOT BUY A CHEVY OR ANY OTHER VEHICLE THEY ARE
 AFFILIATED WITH! CHEVROLET IS JUNK!!!! Thank you for reading!
 Rant over because it is a waste of my breath to talk any more about this
 auto maker!!!!

- Online Complaint The car uses about 1-2 quarts between oil changes,
 which Chevy recommends at 7,500 miles (using synthetic oil). Every oil
 change they need to put in 1-2 quarts. Chevy states it is "normal" for their
 cars to use oil, as much as 1 quart every 2,000 miles (and that's a quote
 from a Chevy service representative). I have been driving for over 40
 years and have never had a car use that much oil.

- 1 • Online Complaint Purchased this vehicle and assured by the dealer that I
2 was getting a great deal. I travel ALOT and use my personal vehicle for it.
3 I was in the habit of checking my oil dipstick level every few fill ups. I
4 took it in to the dealer to have it looked at when I noticed that the oil
consumption was about a quart every 1000 miles. I was told then that
"Yea, you have to keep an eye on your oil level and check it frequently".

5 My complaint is that if it is known that the engine consumes a quart of oil
6 every 1000 miles, why is it NOT in the manual? Why did the dealer NOT
7 tell me that this is a known problem when I bought it? Why does the
8 manual tell you to change the oil every 4 - 5 k miles? By the time you go
9 to change the oil you have been out of oil and have damaged the engine. I
am a mechanical tech and you can not possibly tell me that this is an
expected issue for an engine. Why hasn't Chevy installed an oil level
sensor to tell the owner that the oil level is low?

10 I cant wait to get out of this vehicle and will not buy another Chevy due to
11 the way I have been treated as to this. I have been treated as if it is MY
12 fault. I have 95,000 miles on it. That would be about 70 quarts of oil added
13 to it. It is not the cost as much as it is what damage has been done to this
14 engine from this. The car is in the shop right now for stalling. My regular
mechanic says it is the cam position sensor that usually does this when the
oil gets sludgy due to being low occasionally.

15 50. Despite its knowledge of the Oil Consumption Defect, GM's policy when owners or
16 lessees of Class Vehicles complain to GM specifically about that defect, is only to tell the customer to
17 bring the vehicle in every 500 miles for an oil check.

18 51. Customers have reported the Oil Consumption Defect in the Class Vehicles to GM
19 directly and through its dealers. GM is fully aware of the Oil Consumption Defect contained in the
20 Class Vehicles. Despite this, GM refuses to disclose and actively conceals the existence and nature of
21 the Oil Consumption Defect from Plaintiff and Class Members. Specifically, GM has:

- 22 a) failed to disclose, at and/or after the time of purchase, any and all known material
23 defects or material nonconformities of the Class Vehicles, including the Oil
24 Consumption Defect and, *inter alia*, the frequent supplemental oil costs between
25 regularly scheduled oil changes;
26
27
28

1 b) failed to disclose at the time of purchase that the Class Vehicles and their engines were
2 not in good working order, were defective, and were not fit for their intended purpose;
3 and

4 c) failed to disclose or actively concealed the fact that the Class Vehicles and their engines
5 were defective as a result of the Oil Consumption Defect, despite the fact that GM
6 learned of such defects prior to the first Class Vehicles being sold.
7

8 52. GM has caused Plaintiffs and Class Members to expend money at its dealerships or
9 other third-party repair facilities and/or to take other remedial measures related to the Oil
10 Consumption Defect in the Class Vehicles, such as having additional oil containers in the Class
11 Vehicles at all times.

12 53. GM has not recalled the Class Vehicles to repair the Oil Consumption Defect, and has
13 not offered to reimburse Class Vehicle owners and lessees who incurred costs relating to excessive oil
14 consumption and related problems.

15 54. Plaintiffs and Class Members are reasonable consumers who do not reasonably expect
16 their Class Vehicles to require the addition of several quarts of oil between regularly scheduled oil
17 changes.

18 55. Plaintiffs and Class Members reasonably expected that GM would not sell or lease
19 Class Vehicles with known defects, such as the Oil Consumption Defect, and that it would disclose
20 any such defects to its consumers before they purchased or leased Class Vehicles. Plaintiffs and Class
21 Members did not expect GM to conceal the Oil Consumption Defect, or to continually deny its
22 existence.

23 56. Consequently, Class Members have not received the value for which they bargained
24 when they purchased or leased the Class Vehicles.

25 57. As a result of the Oil Consumption Defect, the value of the Class Vehicles has
26 diminished, including without limitation the resale value of the Class Vehicles.
27
28

TOLLING OF THE STATUTE OF LIMITATIONS

1
2 58. Because the Oil Consumption Defect cannot be detected until the Class Vehicles have
3 been driven and begin to consume excessive oil, Plaintiffs and Class Members were not reasonably
4 able to discover the problem until after purchasing or leasing the Class Vehicles, despite their exercise
5 of due diligence.

6 59. In addition, even after Class Members contacted GM and/or its authorized dealers for
7 vehicle repairs concerning the defective Class Vehicles, Plaintiffs and Class Members were routinely
8 told by GM and/or its authorized dealers that the Class Vehicles were not defective and that
9 consumption of high amounts of oil between scheduled oil changes was normal.

10 60. Therefore, any applicable statute of limitation has therefore been tolled by GM's
11 knowledge, active concealment, and denial of the facts alleged herein. GM is further estopped from
12 relying on any statute of limitation because of its concealment of the defective nature of the Class
13 Vehicles and their engines.

CLASS ACTION ALLEGATIONS

14
15 61. Plaintiffs bring this lawsuit individually and as a class action on behalf all others
16 similarly situated pursuant to Federal Rules of Civil Procedure ("Rule") 23(a), (b)(2), and/or (b)(3).
17 This action satisfies the numerosity, commonality, typicality, adequacy, predominance, and superiority
18 requirements of Rule 23.

19 62. The Class and Sub-Class are defined as:

20
21 Nationwide Class:

22 All current and former owners or lessees of 2010 through 2017 model year Chevrolet
23 Equinox equipped with a 2.4 liter engine ("the Nationwide Class").

24
25 California Sub-Class:

26 All Members of the Nationwide Class who reside in the state of California and who
27 purchased or leased their vehicles in the state of California ("the California Sub-Class").
28

1 63. Excluded from the Class and Sub-Classes are: (1) GM, any entity or division in which
2 GM has a controlling interest, and its legal representatives, officers, directors, assigns, and successors;
3 (2) the Judge to whom this case is assigned and the Judge's staff; and (3) those persons who have
4 suffered personal injuries as a result of the facts alleged herein. Plaintiffs reserve the right to amend
5 the Class and Sub-Class definitions if discovery and further investigation reveal that the Class and
6 Sub-Class should be expanded or otherwise modified.

7 64. Numerosity: Although the exact number of Class Members is uncertain and can only be
8 ascertained through appropriate discovery, the number is great enough such that joinder is
9 impracticable. The disposition of the claims of these Class Members in a single action will provide
10 substantial benefits to all parties and to the Court. The Class Members are readily identifiable from
11 information and records in GM's possession, custody, or control, as well as from records kept by the
12 Department of Motor Vehicles of various states.

13 65. Typicality: The claims of the representative Plaintiffs are typical in that Plaintiffs, like
14 all Class Members, purchased and/or leased a Class Vehicle designed, manufactured, and distributed
15 by GM with the Oil Consumption Defect. Plaintiff, like all Class Members, has been damaged by
16 GM's misconduct in that, *inter alia*, they have incurred or will continue to incur the cost of purchasing
17 motor oil to replace the oil consumed by his defective engine. Furthermore, the factual bases of GM's
18 misconduct are common to all Class Members and represent a common thread of fraudulent,
19 deliberate, and negligent misconduct resulting in injury to all Class Members.

20 66. Commonality: There are numerous questions of law and fact common to Plaintiffs and
21 Class Members that predominate over any individual questions. These common legal and factual
22 issues include the following:

- 23 a) whether the Class Vehicles and their engines are defectively designed or manufactured
24 such that they are not suitable for their intended use;
- 25 b) whether the fact that the Class Vehicles suffer from the Oil Consumption Defect would
26 be considered material by a reasonable consumer;
- 27
- 28

- 1 c) whether, as a result of GM's concealment or failure to disclose material facts, Plaintiff
2 and Class Members acted to their detriment by purchasing Class Vehicles
3 manufactured by GM;
- 4 d) whether GM was aware of the Oil Consumption Defect;
- 5 e) whether the Oil Consumption Defect constitutes an unreasonable safety risk;
- 6 f) whether GM breached express warranties with respect to the Class Vehicles;
- 7 g) whether GM has a duty to disclose the defective nature of the Class Vehicles and the
8 Oil Consumption Defect to Plaintiffs and Class Members;
- 9 h) whether Plaintiffs and Class Members are entitled to equitable relief, including but not
10 limited to a preliminary and/or permanent injunction; and
- 11 i) Whether GM violated the consumer protection statutes of California when it sold to
12 consumer Class Vehicles that suffered from the Oil Consumption Defect.

13 67. Adequate Representation: Plaintiffs will fairly and adequately protect the interests of
14 Class Members. Plaintiffs have retained attorneys experienced in the prosecution of class actions,
15 including consumer and product defect class actions, and Plaintiffs intend to prosecute this action
16 vigorously.

17 68. Predominance and Superiority: Plaintiffs and Class Members have all suffered and will
18 continue to suffer harm and damages as a result of GM's unlawful and wrongful conduct. A class
19 action is superior to other available methods for the fair and efficient adjudication of the controversy.
20 Absent a class action, Class Members would likely find the cost of litigating their claims prohibitively
21 high and would therefore have no effective remedy at law. Because of the relatively small size of
22 Class Members' individual claims, it is likely that few Class Members could afford to seek legal
23 redress for GM's misconduct. Absent a class action, Class Members will continue to incur damages,
24 and GM's misconduct will continue without remedy. Class treatment of common questions of law and
25 fact would also be a superior method to multiple individual actions or piecemeal litigation in that class
26 treatment will conserve the resources of the courts and the litigants and will promote consistency and
27 efficiency of adjudication.

FIRST CAUSE OF ACTION
Breach of Written Warranties under the Magnuson-Moss Warranty Act
15 U.S.C. § 2301, et seq.
(On behalf of the proposed Nationwide Class)

69. Plaintiffs incorporate by reference the allegations contained in the preceding paragraphs of this Complaint.

70. Plaintiffs bring this cause of action individually and on behalf of the Nationwide Class against GM.

71. Plaintiffs and Class Members are “consumers” within the meaning of the Magnuson-Moss Warranty Act (“MMWA”), 15 U.S.C. § 2301(3).

72. GM is a “supplier” and “warrantor” within the meaning of 15 U.S.C. § 2301(4)-(5).

73. The Class Vehicles are “consumer products” within the meaning of 15 U.S.C. § 2301(1).

74. GM’s express warranties are each a “written warranty” within the meaning of 15 U.S.C. § 2301(6).

75. GM extended a 3-year/36,000 mile New Vehicle Limited Warranty with the purchase or lease of the Class Vehicles, thereby warranting to repair or replace any part defective in material or workmanship at no cost to the owner or lessee. GM further extended a 7.5-year/120,000 mile Extended Warranty to Plaintiffs by letter. (*See, e.g.*, Exhibit 1.)

76. GM breached these express warranties by:

- a) Selling and leasing Class Vehicles with engines that were defective in material and workmanship, requiring repair or replacement within the warranty period; and
- b) Refusing and/or failing to honor the express warranties by repairing or replacing, free of charge, any defective component parts.

77. GM’s breach of express warranty has deprived Plaintiffs and Class members of the benefit of their bargain.

78. The amount in controversy of the Plaintiffs’ individual claims meet or exceed the sum or value of \$50,000.00, and there are over 100 class members.

1 79. GM has been afforded a reasonable opportunity to cure its breach of written warranties,
2 including, when Plaintiffs and Class Members brought their vehicles in for diagnosis and repair of
3 their engines.

4 80. As a direct and proximate cause of GM's breach of written warranties, Plaintiffs and
5 Class members sustained damages and other losses in an amount to be determined at trial. GM's
6 conduct damaged Plaintiffs and Class Members, who are entitled to recover actual damages,
7 consequential damages, specific performance, diminution in value, costs, including statutory
8 attorneys' fees and/or other relief as appropriate.

9
10 **SECOND CAUSE OF ACTION**
11 **Violation of the California Consumers Legal Remedies Act**
Cal. Civ. Code § 1750, et seq.
(On behalf of the proposed California Sub-Class)

12 81. Plaintiffs hereby incorporate by reference the allegations contained in the preceding
13 paragraphs of this Complaint.

14 82. Plaintiffs bring this cause of action individually and on behalf of the California Sub-
15 Class against GM.

16 83. GM is a "person" as defined by Cal. Civ. Code § 1761(c).

17 84. Plaintiffs and Class Members are "consumers" within the meaning of Cal. Civ. Code §
18 1761(d).

19 85. The Class Vehicles that GM marketed and sold constitute "goods" as defined by Cal.
20 Civ. Code § 1761(a) and (b).

21 86. Plaintiffs' and Class Members' purchases of the Class Vehicles constituted
22 "transactions," as defined by Cal. Civ. Code § 1761(e).

23 87. Plaintiffs' and Class Members' purchases of the Class Vehicles were for personal,
24 family, and household purposes as meant by Cal. Civ. Code § 1761(d).

25 88. Venue is proper under Cal. Civ. Code § 1780(d) because a substantial portion of the
26 transactions at issue occurred in this District. (*See* Exh. 4.)

27 89. GM deceived consumers in that it misrepresented that the Class Vehicles were free of
28 defects as alleged above, when in fact they had the Oil Consumption Defect. Further, GM knew of the

1 Oil Consumption Defect prior to selling the Class Vehicles and actively concealed this defect from
2 consumers.

3 90. GM's misrepresentations, active concealment, and failures to disclose violated the
4 California Consumers Legal Remedies Act ("CLRA") in the following manner:

5 a. In violation of Section 1770(a)(5), GM misrepresented that the vehicles had
6 characteristics, benefits, or uses that they did not have (free of defects when in fact they contained the
7 Oil Consumption Defect);

8 b. In violation of Section 1770(a)(7), GM misrepresented that the vehicles were of
9 a particular standard, quality, and/or grade when they were of another (free of defects when in fact
10 they contained the Oil Consumption Defect);

11 c. In violation of Section 1770(a)(9), GM advertised the vehicles with an intent
12 not to sell them as advertised (free of defects when in fact they contained the Oil Consumption
13 Defect);

14 d. In violation of Section 1770(a)(14), GM misrepresented that the vehicles
15 conferred or involved rights, remedies, or obligations that they did not have (free of defects when in
16 fact they contained the Oil Consumption Defect); and

17 e. In violation of Section 1770(a)(16), GM misrepresented that the vehicles were
18 supplied in accordance with previous representations when they were not (free of defects when in fact
19 they contained the Oil Consumption Defect).

20 91. GM's misrepresentations and nondisclosures regarding the Class Vehicles never
21 disclosed at the time of purchase were material to Plaintiffs and Class Members because a reasonable
22 person would have considered them important in deciding whether or not to purchase the vehicles and
23 because GM had a duty to disclose the truth about the Oil Consumption Defect.

24 92. Plaintiffs and Class Members relied upon GM's material misrepresentations and
25 nondisclosures, and had Plaintiff and Class Members known the truth about the Oil Consumption
26 Defect they would not have purchased the Class Vehicles or not have paid as much for the vehicles.

27 93. As a direct and proximate result of GM's material misrepresentations and
28 nondisclosures, Plaintiffs and Class Members have been irreparably harmed.

1 94. On behalf of the California Sub-Class, Plaintiffs seek injunctive relief in the form of an
2 order enjoining Defendant from making such material misrepresentations and failing to disclose or
3 actively concealing its aforementioned practices. Plaintiffs also seeks attorneys' fees and costs.

4 95. In accordance with Cal. Civ. Code § 1782(a), on July 26, 2017, Plaintiffs' counsel
5 served GM with notice of the CLRA violations by certified mail, return receipt requested.

6 96. As GM has failed to provide appropriate relief for its CLRA violations within 30 days
7 of receipt of Plaintiffs' notification letter, Plaintiffs also seek compensatory and exemplary damages as
8 permitted by Cal. Civ. Code §§ 1780 and 1782(b).

9 **THIRD CAUSE OF ACTION**
10 **Violations of the California Unfair Competition Law**
11 **Cal. Bus. & Prof. Code § 17200, et seq.**
12 **(On behalf of the proposed California Sub-Class)**

13 97. Plaintiffs hereby incorporate by reference the allegations contained in the preceding
14 paragraphs of this Complaint.

15 98. Plaintiffs bring this cause of action individually and on behalf of the California Sub-
16 Class against GM.

17 99. California Business & Professions Code § 17200, *et seq.* ("UCL") prohibits acts of
18 "unfair competition," including any "unlawful, unfair or fraudulent business act or practice" and
19 "unfair, deceptive, untrue or misleading advertising."

20 100. GM knew that the Class Vehicles and their engines suffered from an inherent defect
21 that caused them to consume unusually high amounts of oil, were defectively designed or
22 manufactured, and were not suitable for their intended use.

23 101. In failing to disclose the Oil Consumption Defect, GM knowingly and intentionally
24 concealed material facts and breached its duty not to do so.

25 102. GM was under a duty to Plaintiffs and Class Members to disclose the defective nature
26 of the Class Vehicles and their defective engines because:

- 27 a) GM was in a superior position to know the true state of facts about the safety defect in
28 the Class Vehicles and their engines;

- 1 b) GM made partial disclosures about the quality of the Class Vehicles without revealing
2 the defective nature of the Class Vehicles and their engines; and
3 c) GM actively concealed the defective nature of the Class Vehicles and their engines
4 from Plaintiffs and Class Members.

5 103. The facts concealed by GM to Plaintiffs and Class Members are material in that
6 reasonable persons would have considered them to be important in deciding whether to purchase
7 GM's Class Vehicles, or to pay less for them. Had Plaintiffs and Class Members known that the Class
8 Vehicles and their engines suffered from the Oil Consumption Defect, they would not have purchased
9 the Class Vehicles or would have paid less for them.

10 104. GM concealed the Oil Consumption Defect even after Class Members began to report
11 problems. GM continues to cover up and conceal the true nature of the problem by asserting that
12 consuming quarts and quarts of oil between regularly scheduled oil changes is normal.

13 105. GM has violated and continues to violate the UCL's prohibition against engaging in
14 "unlawful" business acts or practices, by, among other things:

- 15 • Violating the CLRA;
- 16 • Violating the MMWA; and
- 17 • Violating the Song-Beverly Consumer Warranty Act.

18 106. GM also violated the unlawful prong of the UCL by failing to honor the terms of its
19 express and implied warranties with Plaintiffs and Class Members, as alleged herein.

20 107. GM's acts, omissions, and conduct also violate the unfair prong of the UCL because
21 GM's acts, omissions, and conduct, as alleged herein, offended public policy and constitutes immoral,
22 unethical, oppressive, and unscrupulous activities that caused substantial injury, including to Plaintiffs
23 and Class Members. The gravity of GM's conduct outweighs any potential benefits attributable to
24 such conduct and there were reasonably available alternatives to further GM's legitimate business
25 interests, other than GM's conduct described herein.

26 108. By failing to disclose and actively concealing the Oil Consumption Defect, GM
27 engaged in a fraudulent business practice that is likely to deceive a reasonable consumer.
28

1 109. As a direct and proximate result of GM's unfair and deceptive practices, Plaintiffs and
2 Class Members have suffered and will continue to suffer actual damages.

3 110. GM has been unjustly enriched and should be required to make restitution to Plaintiffs
4 and the California Sub-Class pursuant to §§ 17203 and 17204 of the UCL.

5 **FOURTH CAUSE OF ACTION**
6 **Breach of Implied Warranties and Song-Beverly Consumer Warranty Act California Civil Code**
7 **§ 1790, et seq.**
8 **(On behalf of the proposed California Sub-Class)**

9 111. Plaintiffs hereby incorporate by reference the allegations contained in the preceding
10 paragraphs of this Complaint.

11 112. Plaintiffs bring this cause of action individually and on behalf of the California Sub-
12 Class against GM.

13 113. GM was at all relevant times the manufacturer, distributor, warrantor, and/or seller of
14 the Class Vehicles. GM knew or had reason to know of the specific use for which the Class Vehicles
15 were purchased.

16 114. GM provided Plaintiffs and Class Members with implied warranties that the Class
17 Vehicles and any parts thereof were merchantable and fit for the ordinary purposes for which they
18 were sold.

19 115. However, the Class Vehicles are not fit for their ordinary purpose of providing
20 reasonably reliable and safe transportation because, *inter alia*, the Class Vehicles and their engines
21 contained the Oil Consumption Defect. Therefore, the Class Vehicles are not fit for their particular
22 purpose of providing safe and reliable transportation.

23 116. GM impliedly warranted that the Class Vehicles were of merchantable quality and fit
24 for such use. These implied warranties included, among other things: (i) a warranty that the Class
25 Vehicles and their engines were manufactured, supplied, distributed, and/or sold by GM were safe and
26 reliable for providing transportation and would not consume an abnormally high amount of oil
27 between scheduled oil changes; and (ii) a warranty that the Class Vehicles and their engines would be
28 fit for their intended use while the Class Vehicles were being operated.

1 117. Contrary to the applicable implied warranties, the Class Vehicles and their engines, at
2 the time of sale and thereafter, were not fit for their ordinary and intended purpose of providing
3 Plaintiffs and Class Members with reliable, durable, and safe transportation. Instead, the Class
4 Vehicles are defective, including but not limited to the defective design and/or manufacture of their
5 engines that suffer from the Oil Consumption Defect alleged herein.

6 118. GM's actions, as complained of herein, breached the implied warranties that the Class
7 Vehicles were of merchantable quality and fit for such use in violation of Cal. Civ. Code §§ 1791.1
8 and 1792.

9 **FIFTH CAUSE OF ACTION**
10 **Common Law Breach of Express Warranties**
11 **(On behalf of the proposed Nationwide Class)**

12 119. Plaintiffs hereby incorporate by reference the allegations contained in the preceding
13 paragraphs of this Complaint.

14 120. In the course of selling the Class Vehicles, GM expressly warranted in writing that the
15 vehicles were covered by certain warranties, including the Class Vehicles' Limited Warranties and
16 GM's express warranty such as that it provided to Plaintiff. (*See* Exhibit 1.)

17 121. GM breached its express warranties to repair defects in materials and workmanship of
18 any part supplied by GM. GM has not repaired, and has been unwilling to reasonably repair, the Oil
19 Consumption Defect.

20 122. Furthermore, the express warranties to repair defective parts, fail in their essential
21 purpose because the contractual remedy is insufficient to make Plaintiffs and Class Members whole
22 and because GM has failed and/or has refused to adequately provide the promised remedies within a
23 reasonable time.

24 123. Accordingly, recovery by Plaintiffs is not limited to the express warranties of repair to
25 parts defective in materials or workmanship, and Plaintiffs seek all remedies as allowed by law.

26 124. Also, as alleged in more detail herein, at the time that GM warranted and sold the Class
27 Vehicles it knew that the Class Vehicles did not conform to the warranties and were inherently
28 defective, and GM wrongfully and fraudulently misrepresented and/or concealed material facts

1 regarding the vehicles. Plaintiffs and Class Members were therefore induced to purchase the Class
2 Vehicles under false and/or fraudulent pretenses. The enforcement under these circumstances of any
3 limitations whatsoever precluding the recovery of incidental and/or consequential damages is
4 unenforceable.

5 125. Moreover, many of the damages flowing from the Class Vehicles cannot be resolved
6 through the limited remedy of “replacement or adjustments,” as those incidental and consequential
7 damages have already been suffered due to GM’s fraudulent conduct as alleged herein, and due to
8 their failure and/or continued failure to provide such limited remedy within a reasonable time, and any
9 limitation on Plaintiffs’ remedies would be insufficient to make Plaintiffs whole.

10 126. GM was provided notice of these issues by numerous complaints, including Plaintiffs’
11 pre-suit correspondence and numerous other customer complaints regarding the Oil Consumption
12 Defect before or within a reasonable amount of time after the allegations of the defect became public.

13 127. As a direct and proximate result of GM’s breach of express warranties, Plaintiffs and
14 Class Members have been damaged in an amount to be determined at trial.

15 **RELIEF REQUESTED**

16 Plaintiffs, individually and on behalf of all others similarly situated, request the Court enter
17 judgment against GM, and accordingly requests the following:

- 18
- 19 a) An order certifying the proposed Class and Sub-Class and designating Plaintiffs as
20 named representatives of the Classes and designating the undersigned as Class Counsel;
- 21
- 22 b) A declaration that GM is financially responsible for notifying all Class Members about
23 the defective nature of the Class Vehicles and their engines;
- 24
- 25 c) An order enjoining GM from further deceptive distribution, sales, and lease practices
26 with respect to their Class Vehicles; to remove and replace Plaintiff and Class
27 Members’ engines with a suitable alternative product; and repair all other damages to
28 the Class Vehicles caused by the defective engines;

- 1
- 2 d) A further order enjoining GM from the conduct alleged herein, including an order
- 3 enjoining GM from concealing the existence of the Oil Consumption Defect during
- 4 distribution, sales, and advertisements, as well as during customer and warranty service
- 5 visits for the Class Vehicles;
- 6
- 7 e) An award to Plaintiffs and Class Members of compensatory, actual, exemplary, and
- 8 statutory damages, including interest, in an amount to be proven at trial;
- 9
- 10 f) A declaration that GM must disgorge, for the benefit of Plaintiffs and Class Members,
- 11 all or part of the ill-gotten profits it received from the sale or lease of their Class
- 12 Vehicles, or make full restitution to Plaintiffs and Class Members;
- 13
- 14 g) An award of attorneys' fees and costs pursuant to California Code of Civil Procedure §
- 15 1021.5 and all other applicable laws;
- 16
- 17 h) An award of pre-judgment and post-judgment interest, as provided by law;
- 18
- 19 i) Any and all remedies provided pursuant to the Song-Beverly Act, including California
- 20 Civil Code § 1794;
- 21
- 22 j) Leave to amend the Complaint to conform to the evidence produced at trial;
- 23
- 24 k) A recall of all Class Vehicles; and
- 25
- 26 l) Such other relief as may be appropriate under the circumstances.
- 27
- 28

DEMAND FOR JURY TRIAL

Plaintiffs, on behalf of themselves and all others similarly situated, hereby demand a trial by jury as to all matters so triable.

Dated: September 14, 2017

AHDOOT & WOLFSON, PC



Robert Ahdoot, SBN 172098
rahdoot@ahdootwolfson.com
1016 Palm Avenue
West Hollywood, CA 90069
Tel: (310) 474-9111
Fax: (310) 474-8585

Greg F. Coleman*
greg@gregcolemanlaw.com
GREG COLEMAN LAW PC
First Tennessee Plaza
800 S. Gay Street, Suite 1100
Knoxville, TN 37929
Telephone: (865)247-0080
Facsimile: (865) 522-0049

Daniel K. Bryson*
Dan@wbmlp.com
J. Hunter Bryson*
Hunter@wbmlp.com
WHITFIELD BRYSON & MASON LLP
900 W. Morgan St.
Raleigh, NC 27603
Telephone: 919-600-5000
Facsimile: 919-600-5035

* *pro hac vice* applications forthcoming

Attorneys for Plaintiffs,
RYAN HINDSMAN and
JAMES ANDREWS

EXHIBIT 1



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989



18118 2GNALDEK0C1116666 13 0005778
JAMES E ANDREWS



May 2017

This notice applies to your vehicle, VIN: [REDACTED]

Dear James E Andrews:

As the owner of a 2012 model year Chevrolet Equinox, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012 model year Chevrolet Equinox vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear. If this condition is present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low - Stop Engine."

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2012 Chevrolet Equinox within 7 years and 6 months of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: It is a good idea to check the engine oil level at each fuel fill. Your vehicle owner manual has instructions on checking engine oil in the Vehicle Care section. If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2018, unless state law specifies a longer reimbursement period.



EXHIBIT 2

To: Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

From: James Andrews


RE: Letter Received from Chevrolet dated May 2017, a Notice Applicable to My 2012 Chevrolet Equinox VIN: 

Date: 06-08-2017

Dear Chevrolet,

I received a Notice Applicable to My 2012 Chevrolet Equinox VIN:  dated May 2017.

My mechanic already diagnosed the excessive oil consumption issue on my last oil change. This is documented. I brought my vehicle (along with the notice) to the local Chevrolet Dealership here in Banning, California and I was told by the service manger that I would have to bring the vehicle back every 500 miles to have the oil level checked.

I explained to the service manager that this problem has already been diagnosed by my licensed mechanic and I want to have this issue rectified. The service manager stated that I would still have to have the oil level checked every 500 miles to determine if my vehicle met the recall requirement.

I already have met it.

I am not interested in wasting my time and possibly damaging the vehicle by continuing to drive it so that the Chevrolet Dealer can confirm an issue subject to recall and then perform the recalled services.

Once again, my mechanic has already discovered and diagnosed the oil consumption issue and the audible rattle (or knock) due to the lack of oil.

This needs to be fixed as soon as possible.

I am enclosing a copy of the letter that was sent to me.

I am interested in having this problem rectified immediately. Please let me know the closest Chevrolet Dealership that can (and will) perform the recall.

I would greatly appreciate it.

Sincerely,

FILE COPY

James Andrews

Subject: Letter Received from Chevrolet dated May 2017, a Notice Applicable to My 2012 Chevrolet Equinox VIN: [REDACTED]
From: James Andrews <[REDACTED]@yahoo.com>
Date: 6/8/2017 1:26 PM
To: gmprioritycare@gm.com

I received a Notice Applicable to My 2012 Chevrolet Equinox VIN: [REDACTED], dated May 2017.

My mechanic already diagnosed the excessive oil consumption issue on my last oil change. This is documented. I brought my vehicle (along with the notice) to the local Chevrolet Dealership here in Banning, California and I was told by the service manger that I would have to bring the vehicle back every 500 miles to have the oil level checked.

I explained to the service manager that this problem has already been diagnosed by my licensed mechanic and I want to have this issue rectified. The service manager stated that I would still have to have the oil level checked every 500 miles to determine if my vehicle met the recall requirement.

I already have met it.

I am not interested in wasting my time and possibly damaging the vehicle by continuing to drive it so that the Chevrolet Dealer can confirm an issue subject to recall and then perform the recalled services.

Once again, my mechanic has already discovered and diagnosed the oil consumption issue and the audible rattle (or knock) due to the lack of oil.

This needs to be fixed as soon as possible.

I am interested in having this problem rectified immediately. Please let me know the closest Chevrolet Dealership that can (and will) perform the recall.

I would greatly appreciate it.

We Received Your Message

Subject: We Received Your Message

From: no-reply@gm.com

Date: 6/8/2017 1:25 PM

To: [REDACTED]@yahoo.com

Email Confirmation of Receipt - Do not reply to this email

Thank you for contacting Chevrolet. We welcome the opportunity to individually review your e-mail and we will have a response to you shortly.

If this is an urgent matter, please call us at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday, 8 am to 9 pm Eastern Time.

Chevrolet Customer Assistance Request for Additional Information

Subject: Chevrolet Customer Assistance Request for Additional Information

From: cac@chevrolet.com

Date: 6/9/2017 11:50 AM

To: [REDACTED]@yahoo.com

Email ID# [REDACTED] (Do not delete/alter this line)

Dear James,

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to email us with regard to the Special Coverage Adjustment letter you received for your 2012 Chevrolet Equinox. We sincerely apologize for any inconvenience that this may have caused you.

For vehicles with oil consumption concerns, please be aware the accepted rate of oil consumption for engines used in the vehicles referenced below is 1 quart in 2000 miles. We do not mean to discredit your mechanic, but these tests must be done at the dealership. GM relies heavily on our certified mechanics as they are our eyes and ears on the field. We hope that you understand our position on the matter.

If you should wish for us to communicate with the dealership commencing the oil consumption tests, please provide the following information:

- Best time for phone contact
- Current mileage
- Name of dealership

We will be waiting for your response. For your reference, we have documented your concern under the case number [REDACTED]. Please refer to this number on any future correspondence about your case.

If you need to expedite the handling of this concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M., EST.

Thank you again for taking the time to contact Chevrolet.

Ivan
Chevrolet Customer Assistance

[SR: [REDACTED]]

(THREAD ID: [REDACTED])

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

Chevrolet Customer Assistance Request for Additional Information

From: [REDACTED]@yahoo.com
Sent: 6/8/2017 04:23:25 PM
To: mac@chevrolet.com
Subject: US_CHEVROLET_EN Other Comments

Name: Andrews, James
Email Address: [REDACTED]@yahoo.com
Address:
Phone numbers: [REDACTED]

Comments: preferred comm=Home Email, customer comments=I received a Notice Applicable to My 2012 Chevrolet Equinox VIN: [REDACTED], dated May 2017. My mechanic already diagnosed the excessive oil consumption issue on my last oil change. This is documented. I brought my vehicle along with the notice to the local Chevrolet Dealership here in Banning, California and I was told by the service manager that I would have to bring the vehicle back every 500 miles to have the oil level checked.

I explained to the service manager that this problem has already been diagnosed by my licensed mechanic and I want to have this issue rectified. Please direct me to the closest Chevrolet Dealership that CAN perform this needed repair.

Re: Chevrolet Customer Assistance Request for Additional Information

Subject: Re: Chevrolet Customer Assistance Request for Additional Information

From: James Andrews <[redacted]@yahoo.com>

Date: 6/11/2017 9:52 AM

To: <cac@chevrolet.com>

CHEVROLET Customer Assistance:

So based on what your stating, a oil change at service recommended intervals would be acceptable for 3 quarts of oil? This makes no sense to me, I thought a vehicles engine was supposed to have a full amount of oil, based on manufactures recommendations, for the entire duration between oil changes.

So, based on the acceptable 1 quart of oil loss every 2000 miles, Chevrolet accepts this loss and, since considered acceptable, consideres a vehicle in working driving order ?

This makes no sense to me, whatsoever.

James Andrews

On Fri, 6/9/17, <cac@chevrolet.com> wrote:

Subject: Chevrolet Customer Assistance Request for Additional Information

To: [redacted]@yahoo.com

Date: Friday, June 9, 2017, 11:50 AM

Email ID# [redacted] (Do not delete/alter this line)

Dear James,

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to email us with regard to the Special Coverage Adjustment letter you received for your 2012 Chevrolet Equinox. We sincerely apologize for any inconvenience that this may have caused you.

For vehicles with oil consumption concerns, please be aware the accepted rate of oil consumption for engines used in the vehicles referenced below is 1 quart in 2000 miles. We do not mean to discredit your mechanic, but these tests must be done at the dealership. GM relies heavy on our certified mechanics as they are our eyes and ears on the field. We hope that you understand our position on the matter.

If you should wish for us to communicate with the dealership commencing the oil consumption tests, please provide the following information:

Best time for phone contact
Current mileage

Name of dealership

We will be waiting for your response. For your reference, we have documented your concern under the case number [REDACTED]. Please refer to this number on any future correspondence about your case.

If you need to expedite the handling of this concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M., EST.

Thank you again for taking the time to contact Chevrolet.

Ivan
Chevrolet Customer Assistance

[SR: [REDACTED]]

[THREAD ID: [REDACTED]]

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

From: [REDACTED]@yahoo.com
Sent: 6/8/2017 04:23:25 PM
To: cac@chevrolet.com
Subject: US_CHEVROLET_EN Other
Comments

Name: Andrews, James
Email Address: [REDACTED]@yahoo.com

Address:
Phone numbers: [REDACTED]
Comments: preferred comm=Home Email,
customer comments=I received a Notice Applicable to My 2012
Chevrolet Equinox VIN: [REDACTED], dated May 2017. My
mechanic already diagnosed the excessive oil consumption
issue on my last oil change. This is documented. I brought
my vehicle (along with the notice) to the local
Chevrolet Dealership here in Banning, California and I was
told by the service manger that I would have to bring the
vehicle back every 500 miles to have the oil level checked.
I explained to the service manager that
this problem has already been diagnosed by my licensed
mechanic and I want to have this issue rectified. Please
direct me to the closest Chevrolet Dealership that CAN
perform this needed repair.

Re: Chevrolet Customer Assistance Request for Additional Information

Subject: Re: Chevrolet Customer Assistance Request for Additional Information

From: cac@chevrolet.com

Date: 6/12/2017 5:38 AM

To: [REDACTED]@yahoo.com

Dear James,

Thank you for getting back to us.

Our Service Advisor at the dealership is in the best position to address your concern. Hence, as we previously advised, we strongly encourage you to work with the dealership. We can also help you in connecting with our highest point of contact at Diamond Hills Chevrolet who we call our Customer Experience Managers (CEM).

Before arrangements are made, please provide the following information:

- Best time for phone contact
- Current mileage
- Name of dealership

We will be waiting for your response. For your reference, we have documented your concern under the case number [REDACTED]. Please refer to this number on any future correspondence about your case.

If you need to expedite the handling of this concern, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M., EST.

Thank you again for taking the time to contact Chevrolet.

Ivar
Chevrolet Customer Assistance

[SR: [REDACTED]]

[THREAD ID: [REDACTED]]

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

From: [REDACTED]@yahoo.com
Sent: 6/11/2017 12:52:00 PM
To: <cac@chevrolet.com>
Subject: [EXTERNAL] Re: Chevrolet Customer Assistance Request for Additional Information

CHEVROLET Customer Assistance:

So based on what your stating, a oil change at service recommended intervals would be acceptable for 3 quarts of oil? This makes no sense to me, I thought a vehicles engine was supposed to have a full amount of oil, based on manufactures



recommendations, for the entire duration between oil changes.

So, based on the acceptable 1 quart of oil loss every 2000 miles, Chevrolet accepts this loss and, since considered acceptable, considers a vehicle in working driving order ?

This makes no sense to me, whatsoever.

James Andrews

On Fri, 6/9/17, jsac@chevrolet.com wrote:

Subject: Chevrolet Customer Assistance Request for Additional Information
To: jsac@chevrolet.com
Date: Friday, June 9, 2017, 11:50 AM

Email ID# [REDACTED] (Do not delete/alter this line)

Dear James,

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate the time you have taken to email us with regard to the Special Coverage Adjustment letter you received for your 2012 Chevrolet Equinox. We sincerely apologize for any inconvenience that this may have caused you.

For vehicles with oil consumption concerns, please be aware the accepted rate of oil consumption for engines used in the vehicles referenced below is 1 quart in 2000 miles. We do not mean to discredit your mechanic, but these tests must be done at the dealership. GM relies heavily on our certified mechanics as they are our eyes and ears on the field. We hope that you understand our position on the matter.

If you should wish for us to communicate with the dealership commencing the oil consumption tests, please provide the following information:

Best time for phone contact
Current mileage
Name of dealership

We will be waiting for your response. For your reference, we have documented your concern under the case number [REDACTED]. Please refer to this number on any future correspondence about your case.

If you need to expedite the handling of this concern, please contact the Chevrolet Customer

Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 A.M. to 9:00 P.M., EST.

Thank you again for taking the time to contact Chevrolet.

Ivan
Chevrolet Customer Assistance

[SR: [REDACTED]]

[THREAD ID: [REDACTED]]

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

From: [REDACTED]@yahoo.com
Sent: 6/8/2017 04:23:25 PM
To: sac@chevrolet.com
Subject: US_CHEVROLET_EN Other
Comments

Name: Andrews, James
Email Address: [REDACTED]@yahoo.com

Address:

Phone numbers: [REDACTED]

Comments: preferred comm=Home Email,
customer comments=I received a Notice Applicable to My 2012 Chevrolet Equinox VIN: [REDACTED], dated May 2017. My mechanic already diagnosed the excessive oil consumption issue on my last oil change. This is documented. I brought my vehicle (along with the notice) to the local Chevrolet Dealership here in Banning, California and I was told by the service manger that I would have to bring the vehicle back every 500 miles to have the oil level checked. I explained to the service manager that this problem has already been diagnosed by my licensed mechanic and I want to have this issue rectified. Please direct me to the closest Chevrolet Dealership that CAN perform this needed repair.

EXHIBIT 3

1 Robert Ahdoot, SBN 172098
rahdoot@ahdootwolfson.com
2 AHDOOT & WOLFSON, PC
1016 Palm Avenue
3 West Hollywood, CA 90069
4 Tel: (310) 474-9111
Fax: (310) 474-8585

5
6 Greg F. Coleman*
greg@gregcolemanlaw.com
7 GREG COLEMAN LAW PC
First Tennessee Plaza
8 800 S. Gay Street, Suite 1100
Knoxville, TN 37929
9 Telephone: (865)247-0080
10 Facsimile: (865) 522-0049

11 Daniel K. Bryson*
Dan@wbmlp.com
12 J. Hunter Bryson*
Hunter@wbmlp.com
13 WHITFIELD BRYSON & MASON LLP
900 W. Morgan St.
14 Raleigh, NC 27603
15 Telephone: 919-600-5000
Facsimile: 919-600-5035
16 * *pro hac vice* applications forthcoming

17 Attorneys for Plaintiffs,
18 RYAN HINDSMAN and
JAMES ANDREWS

19 **UNITED STATES DISTRICT COURT**

20 **NORTHERN DISTRICT OF CALIFORNIA**

21 RYAN HINDSMAN and JAMES ANDREWS, on
22 behalf of themselves and all others similarly
23 situated,

Plaintiff,

24 v.

25 GENERAL MOTORS LLC, a Delaware limited
26 liability company,

27 Defendant.
28

Case No. 3:17-CV-5337

**DECLARATION OF ROBERT AHDOOT
PURSUANT TO CAL. CIV. CODE § 1780(d)**

DECLARATION OF ROBERT AHDOOT

I, Robert Ahdoot, declare as follows:

1. I am an attorney with the law firm of Ahdoot & Wolfson, PC, counsel for Plaintiffs in the above-captioned action. I am admitted to practice law in California and before this Court, and am a member in good standing of the State Bar of California. This declaration is made pursuant to California Civil Code section 1780(d). I make this declaration based on my research of public records and upon personal knowledge and, if called upon to do so, could and would testify competently thereto.

2. Venue is proper in this Court because Plaintiffs suffered injuries as a result of Defendant's acts in this District, including Plaintiff Ryan Hindman's purchase of Defendant's vehicle in this District, and Defendant regularly distributes, sells, and leases vehicles in this District and is registered to do business in California.

3. Plaintiff Ryan Hindman is a resident of Concord, California, in Contra Costa County.

4. Plaintiff James Andrews is a resident of Banning, California, in Riverside County.

4. Defendant is a Delaware limited liability company registered to do business in California with its principal place of business located at 300 Renaissance Center, Detroit, Michigan 48265.

I declare under penalty of perjury under the laws of the United States and the State of California this 14th day of September, 2017 in West Hollywood, California that the foregoing is true and correct.



Robert Ahdoot

EXHIBIT 4



Bulletin No.: 15285
Date: July 2015

Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Excessive Engine Oil Consumption

**MODELS: 2011 Chevrolet Equinox
2011 GMC Terrain
Equipped with 2.4L Engine (LAF)**

CONDITION

Some 2011 model year Chevrolet Equinox and GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear. If this condition is present, the oil can light may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low – Stop Engine".

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 7 years and 6 months or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the 4 piston assemblies. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 21, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 21, 2015, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
19303450	Piston Kit	1
12637166	Gasket Kit, Cylinder Head	1
12609291	Gasket Kit, Camshaft Cover	1
12635447	Seal, Chain Package, Timing	1
12635427	Chain Assembly, W/Pmp And Balr Shf	1
12649233	Tensioner Asm - W/Pmp & Balr Shf Chain	1
24435052	Gasket, Engine Front Cover	1
12602379	Seal, Fuel Pump Housing (Oring)	1
12608374	Pipe Asm, Fuel Feed Inter	1
12584041	Seal, Cr/Shf Front Oil	1
11589123	Bolt Asm, Hx Hd W/Con Spr Washer	1
11588844	Bolt, Cm/Shf Posn Actr	2
12605566	Filter, Oil	1
19293000	Oil, Engine, AC Delco DEXOS1 5W30	5
90537293	Screw Schraube (Connecting Rod)	8
88864346	Sealant, RTV	2
90537336	Guide, Balr Chain	1
12346290	Coolant, Engine, Dexcool Antifreeze	1

SERVICE PROCEDURE

Note: This special policy covers repairs after the original powertrain warranty has expired. For vehicles still covered under the original powertrain warranty, the labor code operations should be used from bulletin 13-06-01-003.

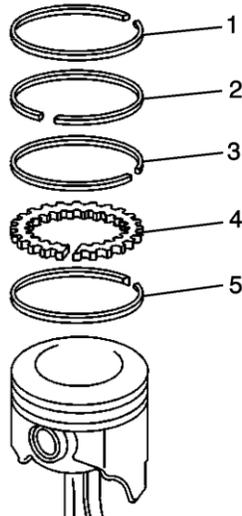
Note: Technicians should perform an oil consumption test to determine if the pistons and rings must be replaced. Follow the latest version of Corporate Bulletin Number 01-06-01-011 to perform an oil consumption test. Before starting the oil consumption test, verify the ECM has latest TIS2web calibrations to adjust the engine oil life monitor to a maximum of 7,500 miles (12,070 km) — Refer to the latest version of Customer Satisfaction Bulletin number 12312.

1. Determine the rate of oil consumption.

- If the oil consumption test indicates that the rate of consumption is less than 1 quart (0.946L) of oil every 2,000 miles (3,200 km), note the oil consumption rate and the date that the ECM was reprogrammed. No further action is required.
- If the oil consumption test indicates that the rate of consumption is greater than 1 quart (0.946 L) of oil every 2,000 miles (3,200 km), note the oil consumption rate, the date that the ECM was reprogrammed and replace the pistons and rings.

Note: The repair is to replace the pistons and rings. In some cases the bore surface may not have a uniform look to the finish (zebra stripes) as shown in Technical Service Bulletin 13-06-01-003F. As a result, some technicians may question whether the engine should be repaired or replaced. After careful evaluation, GM Powertrain has determined that the new pistons and rings will perform correctly in bores that have this appearance so engine replacement should not be necessary. The cylinder bores do not need any machine or honing work performed on them. Refer to Technical Service Bulletin 13-06-01-003F for more information.

Piston and Ring Replacement Procedure



2146346

Note: Review the following service procedures and technical bulletin in SI:

- Engine Replacement
- Technical Service Bulletin 13-06-01-003F
- Piston and Connecting Rod Disassemble
- Piston and Connecting Rod Assemble
- Piston, Connecting Rod, and Bearing Installation (LAF, LAT, LE5, LE9, LEA, or LUK)

1. Remove the engine from the vehicle.
2. Remove the pistons from the engine.
3. Remove the pistons from the connecting rods.
4. Discard the pistons and piston rings.
5. Install the new piston rings onto the new pistons.
6. Install the new pistons onto the connecting rods.
7. Assemble the engine.
8. Install the engine into the vehicle.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by August 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

Repairs must have occurred within the 7 years and 6 months of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2016. Repairs must have occurred within the 7 years and 6 months of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers

should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Note: This special policy covers repairs after the original powertrain warranty has expired. For vehicles still covered under the original powertrain warranty, the labor code operations should be used from bulletin 13-06-01-003 as shown below.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
4080008	Oil Consumption Test Setup – No Repair Required	0.2	N/A
4080178	Piston, Connecting Rod and Bearing Replacement (Includes Oil Consumption Test)	10.4	*

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

For Use With Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900183	Oil Consumption Test Setup – No Repair Required	0.2	N/A
9900184	Piston and Piston Ring Replacement (Includes Oil Consumption Test)	10.4	N/A
9900185	Customer Reimbursement Approved	0.2	*
9900186	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2011 model year Chevrolet Equinox or GMC Terrain, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 model year Chevrolet Equinox and GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear. Check your oil level periodically. Also, if this condition is present, the oil can light may illuminate on your instrument panel or you may have the following message in the Driver Information Center: "Oil Pressure Low – Stop Engine". See your owner manual for additional information on what to do if the vehicle displays this message.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 model year Chevrolet Equinox or GMC Terrain within 7 years and 6 months of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Be sure to maintain proper engine oil level at all times and have the oil changed when the CHANGE ENGINE OIL SOON message appears on the Driver Information Center. If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
15285

CIVIL COVER SHEET

The JS-CAND 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved in its original form by the Judicial Conference of the United States in September 1974, is required for the Clerk of Court to initiate the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS

RYAN HINDSMAN and JAMES ANDREWS, on behalf of themselves and all others similarly situated,

(b) County of Residence of First Listed Plaintiff Contra Costa (EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)

Robert Ahdoot, AHDOOT & WOLFSON, PC 1016 Palm Avenue, West Hollywood, CA 90069 T: (310) 474-9111 F: (310) 474-8585 E: rahdoot@ahdootwolfson.com

DEFENDANTS

GENERAL MOTORS LLC, a Delaware limited liability company

County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

1 U.S. Government Plaintiff 3 Federal Question (U.S. Government Not a Party)

2 U.S. Government Defendant X 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

Table with columns for Plaintiff (PTF) and Defendant (DEF) citizenship options: Citizen of This State, Citizen of Another State, Citizen or Subject of a Foreign Country, Incorporated or Principal Place of Business In This State, Incorporated and Principal Place of Business In Another State, Foreign Nation.

IV. NATURE OF SUIT (Place an "X" in One Box Only)

Large table with categories: CONTRACT, REAL PROPERTY, TORTS, CIVIL RIGHTS, PRISONER PETITIONS, HABEAS CORPUS, OTHER, FORFEITURE/PENALTY, LABOR, IMMIGRATION, BANKRUPTCY, SOCIAL SECURITY, FEDERAL TAX SUITS, OTHER STATUTES.

V. ORIGIN (Place an "X" in One Box Only)

X 1 Original Proceeding 2 Removed from State Court 3 Remanded from Appellate Court 4 Reinstated or Reopened 5 Transferred from Another District (specify) 6 Multidistrict Litigation-Transfer 8 Multidistrict Litigation-Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity): 28 U.S.C. § 1332(d); Cal. Civ. Code § 1750; Cal. Bus. & Prof Code § 17200; Cal. Civ. Code § 1790

Brief description of cause:

Breach of warranties and deceptive business practices related to alleged motor vehicle oil consumption defect

VII. REQUESTED IN COMPLAINT:

CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, Fed. R. Civ. P. DEMAND \$ 5,000,000.00

CHECK YES only if demanded in complaint: JURY DEMAND: X Yes No

VIII. RELATED CASE(S), IF ANY (See instructions):

JUDGE DOCKET NUMBER

IX. DIVISIONAL ASSIGNMENT (Civil Local Rule 3-2)

(Place an "X" in One Box Only) X SAN FRANCISCO/OAKLAND SAN JOSE EUREKA-MCKINLEYVILLE

DATE 09/14/2017

SIGNATURE OF ATTORNEY OF RECORD

/s/ Robert Ahdoot

Print

Save As...

Reset

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS-CAND 44

Authority For Civil Cover Sheet. The JS-CAND 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved in its original form by the Judicial Conference of the United States in September 1974, is required for the Clerk of Court to initiate the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- I. a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- b) County of Residence.** For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the “defendant” is the location of the tract of land involved.)
- c) Attorneys.** Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section “(see attachment).”
- II. Jurisdiction.** The basis of jurisdiction is set forth under Federal Rule of Civil Procedure 8(a), which requires that jurisdictions be shown in pleadings. Place an “X” in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.
- (1) United States plaintiff. Jurisdiction based on 28 USC §§ 1345 and 1348. Suits by agencies and officers of the United States are included here.
 - (2) United States defendant. When the plaintiff is suing the United States, its officers or agencies, place an “X” in this box.
 - (3) Federal question. This refers to suits under 28 USC § 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.
 - (4) Diversity of citizenship. This refers to suits under 28 USC § 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; **NOTE: federal question actions take precedence over diversity cases.**)
- III. Residence (citizenship) of Principal Parties.** This section of the JS-CAND 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit.** Place an “X” in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerk(s) in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin.** Place an “X” in one of the six boxes.
- (1) Original Proceedings. Cases originating in the United States district courts.
 - (2) Removed from State Court. Proceedings initiated in state courts may be removed to the district courts under Title 28 USC § 1441. When the petition for removal is granted, check this box.
 - (3) Remanded from Appellate Court. Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.
 - (4) Reinstated or Reopened. Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.
 - (5) Transferred from Another District. For cases transferred under Title 28 USC § 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.
 - (6) Multidistrict Litigation Transfer. Check this box when a multidistrict case is transferred into the district under authority of Title 28 USC § 1407. When this box is checked, do not check (5) above.
 - (8) Multidistrict Litigation Direct File. Check this box when a multidistrict litigation case is filed in the same district as the Master MDL docket. Please note that there is no Origin Code 7. Origin Code 7 was used for historical records and is no longer relevant due to changes in statute.
- VI. Cause of Action.** Report the civil statute directly related to the cause of action and give a brief description of the cause. **Do not cite jurisdictional statutes unless diversity.** Example: U.S. Civil Statute: 47 USC § 553. Brief Description: Unauthorized reception of cable service.
- VII. Requested in Complaint.** Class Action. Place an “X” in this box if you are filing a class action under Federal Rule of Civil Procedure 23. Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction. Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases.** This section of the JS-CAND 44 is used to identify related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.
- IX. Divisional Assignment.** If the Nature of Suit is under Property Rights or Prisoner Petitions or the matter is a Securities Class Action, leave this section blank. For all other cases, identify the divisional venue according to Civil Local Rule 3-2: “the county in which a substantial part of the events or omissions which give rise to the claim occurred or in which a substantial part of the property that is the subject of the action is situated.”
- Date and Attorney Signature.** Date and sign the civil cover sheet.

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [Chevy Equinox Owners Sue GM Over Alleged Oil Consumption Defect](#)
