

AUTOCONNECT

GM, DEALERS HELP HURRICANE VICTIMS

The devastating impact of Hurricanes Harvey and Irma will be felt for years. During times of crisis, the kindness and generosity of the human spirit is always at its best. Photos and stories of people helping one another are visible from Texas to Florida, including the helping hand of GM and its dealers.

GM and its people came together in various ways to assist those impacted by the storms:

- ▶ GM Financial assisted impacted customers with payment arrangements and waived related fees.
- ▶ GM moved used vehicle inventory to dealerships in affected areas to provide people with access to rental cars and courtesy transportation.
- ▶ The Customer Care & Aftersales team continues to expedite service parts to both regions.
- ▶ Chevrolet, Buick, GMC and Cadillac are offering customers in affected areas \$1,000 in Disaster Relief Assistance toward the purchase of a new vehicle.
- ▶ GM employees from Arlington and Fort Worth filled donated containers with personal care items, bottled water and non-perishable food for storm victims.
- ▶ GM has donated \$1 million to the American Red Cross and has set up a donation web link for employees.



"On Call" DURING HARVEY, IRMA

During the height of both storms, OnStar Crisis Assist service was provided to drivers of over one million GM vehicles in impacted areas of Texas, Louisiana and Florida. Specially trained OnStar Advisors helped by:

- ▶ Aiding the American Red Cross with overflow calls
- ▶ Routing callers away from flooded areas to safe havens
- ▶ Coordinating emergency rescue and evacuation services
- ▶ Connecting customers with loved ones, family and friends
- ▶ Directing callers to open shelters, food and water resources
- ▶ Booking hotels where possible
- ▶ Handling "Good Samaritan" calls to help others impacted

Thanks to everyone who continues to lend a helping hand in assisting these impacted communities.

“We have seen remarkable acts of bravery and compassion. People are pulling together and helping total strangers like they've been neighbors all their lives. It's inspiring.”

ALAN BATEY, PRESIDENT, GM NORTH AMERICA



GM DEALERS THROUGHOUT FLORIDA AND TEXAS PROVIDE AID, RELIEF

GM dealers have a history of generosity and self-sacrifice during times of crisis, and the recent hurricanes in Texas and Florida proved no exception. Chevrolet, Buick, GMC and Cadillac dealers opened their stores for shelter, used their vehicles for rescue efforts, kept first responder vehicles running round-the-clock, provided gasoline and offered comfort to suffering victims.

J K Chevrolet in Nederland, Texas, opened its service department as soon as officials gave the okay. There was no damage to the dealership, located 75 miles east of Houston, between Beaumont and Port Arthur. And, because it has seen many storms in its day, the team there was ready with supplies and plenty of hot coffee.

"We had been gathering resources we'd know would be scarce," said dealer Robert Turner. "We had gassed vehicles up on racks in case of flooding, we had cash, water and food on hand, and plenty of fuel. First, we started checking on our employees to make sure they and their families were safe. We rounded up as many team members as possible and started helping the public, here at the store and in rescue operations."

Turner said that in addition to servicing countless vehicles and providing temporary transportation, he and his staff provided a lot of advice and support to folks experiencing emotional stress.

"Our team acted as cheerleaders, listened to peoples' stories, held hands with them, prayed with them, distributed assistance information and a lot of times just listened," Turner said.

J K Chevrolet was closed three days due to the storm, and Turner's Crosby store was shut down for two. In both cases,

the generous dealer paid all his employees as if they had worked. But the kindness didn't end there.

"We had a 63-year-old pastor bring in his 2007 HD Silverado for service because he was using it as a rescue vehicle, even when he found out his own house was taking on water," said Turner. "When that pickup finally gave out, the pastor came in and bought a new Duramax from us. He thanked us for keeping him running and helping so many others."

"Another man lost his Jaguar and Mercedes due to flooding, and was brought into the dealership by local police. Despite owning luxury vehicles all his life, the man bought a Malibu, and the next week bought another Malibu for his wife. After that, the police officer came into the store and bought a Corvette to replace his Jaguar."

Turner said he could fill volumes with unbelievable stories of people helping one another, strangers before the devastation, but forever linked thanks to compassion and kindness. When asked why he goes the extra mile to use his business to help the community, Turner said it was how he was raised.

“To give back to people just seems like the right thing to do. It was what my mother taught us. The gift of mobility in the aftermath of losing everything is a beginning. It’s hope.”

ROBERT TURNER, DEALER, J K CHEVROLET, NEDERLAND, TEXAS



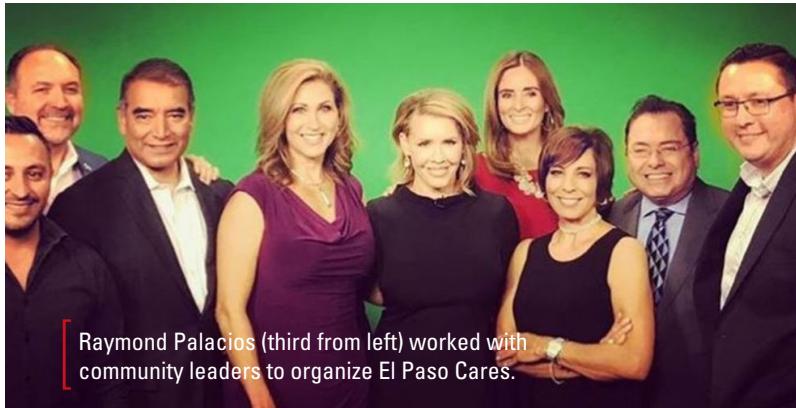
Robert Turner and his team of heroic technicians kept first responders on the road to aid victims of Hurricane Harvey.



Pastor Edison Colbert's pickup didn't survive its storm duty, so he replaced it with a new truck from J K Chevrolet.

“As citizens, we have a duty and a moral obligation to assist people in a crisis, especially those of us fortunate enough to have means. It is our civic duty to do everything within our capabilities to help smaller communities get through the crisis and start to rebuild.”

RAYMOND PALACIOS, DEALER, BRAVO CADILLAC, EL PASO, TEXAS



Raymond Palacios (third from left) worked with community leaders to organize El Paso Cares.



DEALER ORGANIZES CITY TO PROVIDE STORM AID

El Paso is just about as far as you can get from the coastal city of Rockport and still be in the state of Texas. So it's all the more heroic that the citizens of El Paso banded together to try to help the tiny town just outside of Corpus Christi, where Hurricane Harvey first made landfall as a Category 4.

“We all felt very helpless that we couldn't directly assist the storm victims,” said **Raymond Palacios, dealer, Bravo Cadillac in El Paso.** “Especially people in small towns like Rockport where there's no infrastructure to even accept support.”

Palacios worked with community leaders to organize El Paso Cares, a relief effort to bring essential items to the people of Rockport. Churches, news outlets, civic organizations and schools joined in establishing collection points where people in

the surrounding El Paso area could bring clothing, household goods and cleaning products, and non-perishable food and bottled water. The items were loaded on a semi truck, shrink-wrapped and driven more than 700 miles across the Lone Star State.

Unfortunately, Rockport had been so slammed by the storm that it was only able to receive one shipment of the goods. The other shipments went to Houston and were subsequently distributed to victims in the surrounding areas. A total of 10 trucks carrying an estimated \$600,000 were sent from El Paso, carrying everything from paper towels to diapers to socket wrenches.

If you'd like to help Rockport rebuild, please visit:
www.gofundme.com/Hurricane-Harvey-Fund-for-Rockport-Fulton

El Paso's local television stations and newspapers participated in the hurricane relief effort and also covered the activity. Here are just a few links to the coverage El Paso Cares generated:

www.kfoxtv.com/news/local/el-paso-cares-episd-local-news-stations-car-dealerships-coming-together-to-help-houston
www.elpasoproud.com/news/video/el-paso-cares_2017090500100/804452041

MINORITY DEALER DEVELOPMENT

GM Minority Dealer Development is comprised of GM minority dealers and next-generation talent. Through the MDD program, GM and its dealers work to actively recruit, train and place minorities as dealers and in all service, sales and management careers.

www.gmmminoritydealer.com



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"It is my honor to work with the dedicated members of MDAC and implement practices to improve not only the opportunities for minority dealers, but also the operational performance of each minority dealer to grow GM market share across the U.S."

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