# **Tech Center News**

WARREN, MICHIGAN

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manufacturing careers, includ-

Manufacturing Engineer;

JUNE 27, 2016

## GM's Take 2 Program Seeking Applicants

by Jim Stickford

Following a successful pilot within the engineering organization, General Motors expanding its popular 12-week career re-entry internship called Take 2 this fall

mid-September and will be available in GM's information technology, manufacturing and engineering functions, said GM Rebecca White

Take 2 is an opportunity for professionals with technical backgrounds who took a career break of two or more years and are interested in returning to the workforce, White said. This 12week "audition" will prepare experienced interns for a full-time career in one of several fields at GM through training, professional development and networking opportunities.

The pilot of 10 interns this spring was so successful, we jumped at the chance to utilize this program to add experienced IT team members to our organization," said Sue Brann, chief administration officer at GM's Austin Innovation Center.

For Take 2, White said that GM hopes to fill between 45 and 50 internship positions, White said.

We were very excited to launch the program and expected it to be a wonderful learning

experience for everyone in- ternships in many challenging volved, the interns as well as the managers and groups with whom they were working," White said. We were surprised at the level of interest; we had to stop taking applications after the first 400."

The fall program will offer po-Paid internships will begin in sitions at GM's southeast Michigan campuses, including Warren, Milford and Pontiac, as well as the company's IT innovation center in Austin, Texas.

GM is offering several challenging positions across a wide variety of IT functions, including:

• System Engineers;

 Software Developers. GM, White said, is offering in-

• Industrial Engineer; Product/Program Management.

• Electrical Engineer;

ing:

GM is also looking for interns experienced in vehicle engineering. Potential areas of focus may include:

- Cyber-Security;
- Electrical Components & Subsystems:

· Global Engineering Operations and System Development;

**CONTINUED ON PAGE 4** 



Susan Gray and Wendy Kwiecinski have interned GM thanks to Take 2.

## **GM Leads Domestics in** 'Made in America' List

The 2017 Buick Enclave is tops in terms of being American made.

year, Chevrolet, Buick, GMC and Cadillac vehicles are the leaders of the Made in America Automotive Index produced by American University's Kogod School of Business.

The Buick Enclave, Chevrolet Traverse and GMC Acadia together tied for No. 1, while 17 other General Motors vehicles ranked in the Top 10.

The index is authored by Frank DuBois, a global supply chain management expert and professor at American University in

For the fourth consecutive Washington, D.C., said GM spokeswoman Laura Toole.

More comprehensive than other studies of its kind, the Kogod index ranks models based on seven weighted data points including several factors unaddressed by the American Automotive Labeling Act (AALA), the basis for "made in America" automotive studies.

DuBois is an associate professor at American University's Kogod School of Business. He said

CONTINUED ON PAGE 3



2016 Buick Cascada has earned top marks because of its quality.

Downtown Detroit to Enjoy

DETROIT (AP) – Despite adding sophisticated electronic safety features and touch screens that once were prone to glitches, most automakers improved their reliability scores this year in an annual survey of new-car buyers.

Power firm determined that qualbrands in the survey.

released on June 22, improved 6 percent over 2015, double last year's increase and the biggest jump in seven years.

And for the first time in 27 years, a brand for the masses led the pack: Kia edged out Porsche

#### as the automaker with the fewest technology, but automakers also problems.

"It has become clear that automakers are listening to the customer, identifying pain points, and are focused on continuous improvement," said Renee Stephens, vice president of U.S. auto quality at J.D. Power.

Touch screens, voice recognition and Bluetooth technology have long been bugaboos for automakers. For years these have brought down scores in the surveys. But last year automakers turned a corner, and this year they improved more, Stephens said

The improvement is partly due to people getting used to new

are simplifying the devices, taking out screens that seemed cool but were hard for users to grasp, she said.

The study also found that U.S. nameplates collectively scored better than foreign-based competitors for just the second time in the survey's 30-year history.

And for the first time since 2006, mainstream brands had fewer problems than more expensive premium brands.

The 2016 survey of more than 80,000 car buyers, conducted from February through May, found that Korea's Kia had the

**CONTINUED ON PAGE 6** 

**GM Tops Quality Survey with 7 Awards** 

The latest survey by the J.D. ity improved for 21 of 33 auto

This year's scores, which were

## June Fireworks Celebration

brate American freedom with ural Resources Recreation Passnew activities and unique experiences for the people of Detroit and southeast Michigan during the annual Ford Fireworks on Monday, June 27, along the downtown riverfront, said Ford spokesman Todd Nissen.

More than 10,000 pyrotechnic effects will light up the night sky beginning at 9:48 p.m. While hundreds of thousands gather for the show, Ford is working with The Parade Company, Detroit Riverfront Conservancy and Yankee Air Museum on enhanced Ford is working with the Yankee festivities on the ground and in the air.

Among the new events scheduled for this year are:

• Michigan State Park Passes for Belle Isle - Ford is offering free admission to Belle Isle by provid-

Ford Motor Company will cele- ing Michigan Department of Natports for the first 1,000 cars. This pass can be used at all participating state parks for the remainder of 2016.

• Student VIP Viewing Zone -Ford has joined the Detroit Riverfront Conservancy for a special viewing of the Ford Fireworks for 3,000 Detroit area students and their families at West Riverfront Park. Students were selected based on criteria such as grades and community service.

 Vintage Planes Flyover -Air Museum in Belleville to present a special salute to the nation's military with an expanded Detroit River flyover of six or more World War II-era airplanes.

CONTINUED ON PAGE 2 Fireworks are going to go off downtown as part of the Freedom Festival celebration thanks to Ford.

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### **Tech Center News**

31201 Chicago Road South Warren, Michigan 48093

586-939-6800

Contact us: Info@TechCenterNews.com

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## **Actor's Death Speeds Up Jeep Recall**

DETROIT (AP) - Fiat Chrysler is speeding up a recall of 1.1 million vehicles with confusing gear shifters like one in the SUV that crushed and killed Star Trek actor Anton Yelchin.

Yelchin, 27, known for playing Chekov in the rebooted series, died June 19 after his 2015 Jeep Grand Cherokee pinned him against a mailbox pillar and security fence at his home in Los Angeles.

His Jeep was among the vehicles recalled in April due to complaints from drivers who had trouble telling if they put the transmission in "park" after stopping.

Many drivers have reported the vehicles rolled off after the driver got out of the vehicle when it was supposed to be parked.

Los Angeles police are still investigating the cause of the crash, but the U.S. government's National Highway Traffic Safety Administration said Yelchin's death "is the first fatality we're aware of that may be related to this safety defect and vehicle recall." Fiat Chrysler said it was premature to say what caused the crash.

On June 22, FCA said in a statement that it started providing its 2.427 dealers with a software update last week, days before Yelchin died. Previously the company had said the update would be ready in July or August.

Yelchin would not have known about the software fix because car owners hadn't yet been notified. Fiat Chrysler said June 22 that it would start sending letters to owners on June 24 telling them to make a service appointment.

Safety advocates have questioned why the fix was taking so long

The recalled vehicles have an electronic shift lever that toggles forward or backward to let the driver select the gear instead of moving along a track with notch-

Downtown Detroit to Enjoy June Fireworks Celebration CONTINUED FROM PAGE 1

• Ford Pop-Up Parties - Prior to the Ford Fireworks, Ford Pop-Up Parties will engage people on Belle Isle and Hart Plaza with games, promotional goodies and music from the Ford Fusion Marching Band.

 Social Media Contest – Snap a photo while you are at the Ford Fireworks from 3 - 11 p.m. Share it on Instagram using #FordFireworks2016 + @FordInCommunity for a chance to win a Waco Biplane ride from Yankee Air Museum.

The winner will be randomly selected on June 28, 2016, by 5 following Must p.m. be @FordInCommunity on Instagram to enter.

Ford Motor Company Fund, the company's philanthropic arm, is once again collaborating with Yankee Air Museum to host Focus on Freedom. Nissen said. This special event honors 250 current and former members of the military and their families with a reception at the Detroit/Wayne Port Authority building, and an up-close view of the fireworks.

"Ford has never wavered in its support for the people and communities of southeast Michigan," said Jim Vella, president, Ford Motor Company Fund. "The Ford Fireworks is a celebration of our common heritage as Americans, while also embracing the diversity that makes us stronger as a community and showcases the pride we share of being Detroiters.'

In addition to serving as title sponsor of the Ford Fireworks. Ford is also presenting sponsor of The Parade Company's Rooftop Party, Vella said, which occurs during the fireworks. Guests attending the event will experience live music, food by Andiamo, games, giveaways and more for adults and kids alike.

To learn more, visit the Web site www.theparade.org or call 313-923-7400.

As producers of the Ford Fireworks, The Parade Company selects the musical arrangement that Zambelli Fireworks Internationale will stage along with the pyrotechnic effects that are visible for miles along the Detroit River.

This year's show is themed 'Go Forward Detroit," and will be choreographed again by the Patrick Brault, whose previous pyrotechnic displays include the 2010 Winter Olympics in Vancouver, Nissen said. Ford has been investing in Detroit since the company's founding in 1903, Vella said.

Over the past 10 years, Ford and Ford Fund have donated more than \$150 million to organizations throughout southeast Michigan, Vella said, supporting education, driver safety and community life, including hunger relief and other essential services.

The Ford Volunteer Corps has participated in more than 8,000 local community service projects.

In addition to Ford Fireworks, Vella said that Ford adds its support to several other events in metro Detroit, including America's Thanksgiving Parade, the Detroit Symphony Orchestra, DIA, Michigan Opera Theater, Charles H. Wright Museum of African American History and Michigan Science Center.

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# **Chevrolet Goes Country**

Chevrolet on June 10 teamed up with reigning CMA Entertainer of the Year Luke Bryan. The announcement was made at the 2016 Country Music Association Festival (CMA Fest).

GM spokesman Craig Daitch, said Chevrolet is expanding its country music ties and that Bryan will work with Chevy as a brand ambassador on a variety of projects over the next three years, including his participation during this year's CMA Music Festival.

"Chevy has been a part of our family and a part of our work life on the farm for as long as I can remember," said Bryan. "If you were a Bryan, you drove a Chevy. I am so excited about this partnership and I'm honored to be representing such a wonderful brand."

Chevrolet will also be a sponsor of Bryan's Farm Tour, Daitch said. The 8th Annual Farm Tour is a multi-city tour in which Bryan stops in rural areas of the U.S., sets up stages on farmland and performs for thousands of fans.

A portion of ticket proceeds are granted for local college scholarships (the Luke Bryan Farm Tour Scholarship) awarded to students from farming families within the communities the tour plays.

"Partnering with Luke Bryan is a natural fit for Chevrolet," said Paul Edwards, Chevrolet U.S. vice president of marketing.

"Our customers love country music, and Chevy has always held a special place within the genre."

Earlier this year, using his broad reach on social media, Daitch said Brvan helped Chevrolet use the extra 24 hours of Leap Day to #DayItForward by recognizing the daily hard work and sacrifice of the firefighters of Fire Station #2 in Franklin, Tenn.

'We're proud to build a relationship with an artist as authentic and talented as Luke," said Edwards.

Since the debut of his first album in 2007, Luke has placed 15 singles at No. 1 and sold nearly eight million albums with 30 million digital tracks from his five studio albums. Daitch said.

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Dealers will be able to load the software into the vehicles, and it will automatically shift the cars into park if the driver's door opens while the engine is running.

The software will repair vehicles with 3.6-liter and 5.7-liter engines, which account for the bulk of those being recalled. FCA said software availability for the rest of the vehicles is "imminent."

The recall also covers the 2014 Grand Cherokee as well as the 2012 through 2014 Dodge Charger and Chrysler 300.



# **Tech Center News**

JUNE 27, 2016

## **GM Leads Domestics in** 'Made in America' List

**CONTINUED FROM PAGE 1** 

the index seeks to answer the question of what percentage "of your vehicle's value contributes to the overall well-bing of the U.S. economy. How does your car impact the U.S. automobile industry's economic vitality? And most importantly, why does the information matter to you?'

DuBois said Kogod's method improves on AALA data by incorporating a more comprehensive research methodology, providing consumers with a more accurate view of their vehicle's composition.

DuBuis said this is important because as such an important part of the U.S. economy, understanding the factors that influence the automobile industry is not just helpful, it is essential.

A vehicle's domestic manufacturing composition plays a key role in determining its overall impact on the American economy.

This knowledge empowers consumers and automakers alike to make better economic decisions about where a car is made, and which offer the greatest commercial benefits to the country

The Kogod study considers:

• Profit Margin - location of the automaker's global headquarters;

• Labor – where the vehicle is assembled;

• Research and Development location of R&D activities;

• Inventory, Capital, and Other Expenses - location of assembly;

• Engine - location of production;

• Transmission - location of production;

• Body, Chassis and Electrical Components.

According to the AALA, if 75 percent or more of a car's parts by value come from the U.S. or Canada, it's considered a domestic product.

The top 10 "most American" vehicles according to the Kogod Index are:

· The Buick Enclave, with a total domestic content rating of 90. • The Chevrolet Traverse, with a total domestic content rating of 90;

• The GMC Acadia, with a total domestic content rating of 90; • The Fore F-150, with a total

domestic content rating of 85; • The Chevrolet Corvette, with a total domestic content rating of 83;

Chevrolet Equinox, with a total domestic content rating of 82.50;

• The Chevrolet Impala, with a total domestic content rating of 82.50:

• The Chevrolet Malibu E2 Gen, with a total content rating of 82.50:

• The Malibu LTD, with a total domestic content rating of 82.50;

• GMC Yukon/Yukon EXT, with a total domestic content rating of 82.50:

• The Cadillac Escalade, with a total domestic content rating of 82.50;

• The Buick LaCrosse, with a total domestic content rating of 82.50:

Fiat Chrysler top vehicle, total domestic content-wise, is the Jeep Wrangler Unlimted with a rating of 80.50.

GM, the Office of Naval Research and the U.S. Naval Research Laboratory are working to put automotive hydrogen fuel cell systems into the next generation of the Navy's unmanned undersea vehicles (UUVs).

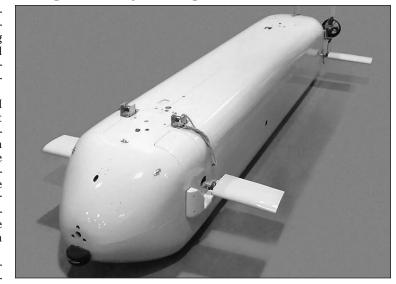
Hydrogen fuel cells, said GM spokesman Alan Adler, convert hydrogen efficiently into electricity, resulting in vehicles with greater range and endurance than those powered with batteries. Under the ONR's Innovative Naval Prototype program for Large Displacement UUVs, energy is a core technology in the Navy's goals for vehicles with more than 60 days endurance.

The Naval Research Laboratory recently concluded an evaluation of a prototype UUV equipped with a GM fuel cell at the heart of the vehicle powertrain. Adler said.

"Our in-water experiments with an integrated prototype show that fuel cells can be game changers for autonomous underwater systems," said Frank Herr, ONR's department head for Ocean Battlespace Sensing. "Reliability, high energy, and cost effectiveness – all brought to us via GM's partnering - are particularly important as Navy looks to use UUVs as force multipliers.

Hydrogen fuel cell propulsion tech helps address two major automotive environmental challenges: petroleum use and carbon dioxide emissions, Herr said. Fuel cell vehicles can operate

on renewable hydrogen from



GM and the U.S. Navy are working together on hydrogen-powered UUVs.

sources like wind and biomass stored for later use. Once converted to electricity, water vapor is the only emission. Recharging takes only minutes.

GM, Navy Working on Hyrdogen Cell Power

GM's fuel cells are compact and lightweight, and have high reliability and performance. Lower cost is achievable through volume production, Adler said. These attributes match the goals of the Navy to develop reliable, affordable systems.

"The collaboration with the Navy leveraged what we learned in amassing more than 3 million miles of real-world experience with our Project Driveway fuel cell program," said Charlie Freese, executive director of GM Global Fuel Cell Activities. "Our

customers benefit from additional lessons we learn about the performance of fuel cells in nonauto applications that will be useful in GM's drive to offer fuel cells across consumer markets.'





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# GM's Take 2 Program Seeking Applicants

CONTINUED FROM PAGE 1

- Validation;
- Vehicle Performance.

"As the executive sponsor of the Take 2 program, I am so pleased with how our organization has embraced the idea of welcoming experienced professionals into our company," said Kristen Siemen, executive director, Global Thermal Engineering. "They bring an incredible breadth of experience, both professional and personal, to these positions. I look forward to expanding the program to other parts of our business in this next chapter."

The program, White said, has proven popoular with those seeking to get back into the auto industry. One who took advantage of the opportunity is Susan Gray. She was in the process of applying to other companies when she first heard about Take 2. Her intern title was Design Release Engineer, Brake Electronics.

"My children are all grown, therefore, I was looking to return to a challenge and profession similar to what I left," Gray said. "I invested heavily in my education and knew I was still capable of advanced math and sciences. This made me well suited to return to engineering where I felt I had much left to contribute."

She admitted that things have changed a lot since she last worked in the industry.

"My role has changed significantly following my 20 year gap," Gray said. "I was originally a chassis controls modeling engineer back in the early 90's working on research and development projects for Traction Control Svstems. Now I am directly responsible for brake and safety systems which are in current production vehicles and in new models preparing for launch. The brake electronics have advanced immensely and the brakes are more integrated into a wider array of vehicle safety systems."

And she said that the vast amount of information available on the GM network and the number of systems that an engineer must interface with is another change. She said it's good in the long run but can be overwhelming for the new hire.

Gray said her family is solidly behind her and are proud of her. The favorite thing about the program is the "mentoring, job shadowing, and peer network of Take 2 interns have all been invaluable and critical to my success."

And Gray said that she could not imagine hiring directly back into a major engineering position without a re-entry plan like Take 2 and that anyone thinking of getting back into the workforce should refresh their skills by learning modern work tools like OneNote, SharePoint and Excel.

Wendy Kwiecinski, had the inern title of Design Release Engineer, Overhead Systems at GM, said she first heard about Take 2 from her husband Larry, who also works at GM.

"Since I was considering going back to work in the field, I was intrigued, Kwiecinski said. "About a week later, I received a personalize letter from GM's HR asking me to apply for the Take 2 program. A former colleague that I had worked with years ago had submitted my name as potential fit for program. I was flattered to be considered for the program especially after being out of industry for twenty years. At that point my decision was made, I applied for the Take 2 program and submitted my resume."

She said she wanted to start working for GM again because she "invested a great deal of time and effort into my education and cultivated the possibility of being able to use those skills again in the industry, especially back at GM. While earning my bachelors and masters in engineering, I worked for GM from 1985 to 1996. The Take 2 program provided an exciting opportunity for me to rejoin the company. "In addition, I was raised in a GM loyal family. My dad worked for GM his whole career. My husband, brother, sister-in-law, cousin and many close friends currently work for GM. I have always felt a connection to GM and their mission/vision. I guess it is just in my blood."

She said she enjoyed her time at GM and never imagined that after 20 years a program like Take 2 would be available. And during that time a lot about the company had changed.

"First of all the culture is very different; the new GM is much more open to process and product improvements, with safety being a top priority," Kwiencinski said. "GM is driving for transparency and collaboration between groups. This was not necessarily the case when I left in the 90s.

"Having three young drivers on the road myself, GM's increased focus on building safe vehicle resonates with me. I am excited to part of a team that is working to save lives and build the best vehicles on the road."

GM has become very work/life balance friendly, she said.

"If feel like I have the freedom to attend to balance in my personal life while meeting the expectations of the job," Kwiecinski said. "HR is currently working with me to find a position that would allow me to possibly work 32 hours a week in an area that interests me. My husband and I feel this would be a perfect work life balance for our family."

Available positions for the fall Take 2 program are currently posted. Interested applicants can visit the GM Careers Web site at careers.gm.com/working-withus/experienced-internships.html for more information.

## Macomb County Business Get Energy Awards

Consumers Energy is honoring nearly 70 Michigan companies that work with the Michigan energy provider to help households lower costs through energy efficiency, making an impact of over \$1 billion on customer bills since 2009.

"We are a Michigan-based company, working with a large network of Michigan businesses to deliver savings that are powering our state's economy," said Garrick Rochow, Consumers Energy's vice president and chief customer officer. "The businesses that support our energy efficiency programs are putting people to work directly in Michigan as they help others reduce their energy use and manage their monthly energy costs."

Consumers Energy last month presented its Excellence in Energy Efficiency Awards in a ceremony at Michigan International Speedway, which has used energy efficiency to reduce its operating costs and is the greenest racetrack in NASCAR. The Michigan companies honored included Macomb business such as: • The Insulation Man Inc. -The Macomb County-based company was honored as the top performing contractor for the Home Performance with ENER-GY STAR program and for outstanding customer experience in the insulation and windows program.







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# VW Tentatively Agrees to \$10.2 Billion Fine

DETROIT (AP) - Volkswagen costs of all recent automotive has agreed to take a series of steps costing about \$10.2 billion to settle claims from its unprecedented diesel emissions cheating scandal in the U.S., two people briefed on the matter said June 23

Most of the money would go to compensate 482,000 owners of cars with 2-liter diesel engines that were programmed to turn on emissions controls during lab tests and turn them off while on the road, said the people, who asked not to be identified because a judge has issued a gag order in the case.

One of the people said the agreement was tentative and could change by the time the terms are officially announced by the judge on June 28. The bulk of the cash would be used to fix the cars, buy them back and compensate owners. Some funds would go to government agencies as penalties and for a program to remediate the environmental damage caused by pollution, the person said.

between selling their vehicles back to VW at the value before the scandal broke on Sept. 18, 2015, or keeping the cars and letting the company repair them for free. Either way, they would also get \$1,000 to \$7,000 depending on their cars' age, with an average payment of about \$5,000, one

ers, VW and government agencies including the Environmental Protection Agency have not yet agreed on the steps VW will take to repair the cars, the person said. Any fix likely would require a bigger catalytic converter or injection of the chemical urea into the exhaust to help neutralize the pollution

scandals. General Motors, for instance, paid roughly \$6.9 billion for its giant recall of defective ignition switches two years ago. But unlike other scandals, VW has admitted to deliberately deceiving government regulators.

The EPA has said the cars, which include many of VW's most popular models, can give off more than 40 times the legal limit of nitrogen oxide, which can cause respiratory problems in humans. Around 11 million cars worldwide also had the cheating software, but nitrogen oxide emissions standards aren't as stringent outside the U.S.

Neither VW nor the EPA would comment on the settlement.

VW may have to pay additional penalties to government agencies, one of the people said. The Justice Department has sued VW

on the EPA's behalf, and the automaker could also be penalized by the California Air Resources Board and the Federal Trade Commission, which has sued over false advertising claims.

Volkswagen owners filed dozens of lawsuits against VW after it acknowledged in September that it intentionally defeated emissions tests and put dirty vehicles on the road.

The company faces as much as \$20 billion in fines for Clean Air Act violations alone, on top of paying to fix the cars or compensate their owners. The settlement does not include 3-liter Volkswagen diesels, which had different cheating software.

Full details of the settlement are scheduled to be released June 28 by Senior U.S. District Court Judge Charles Breyer in San Francisco.



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fewest problems per 100 vehicles at 83. It was closely followed by Porsche at 84, Hyundai at 92, Toyota with 93 and BMW with 94. The survey asked owners about problems in the first 90 days of ownership.

The worst-performing brands were smart, Fiat, Volvo, Land Rover and Mini, according to the survey.

The average score for all brands was 105, seven problems fewer than last year.

The survey is the first big quality check for 2016 vehicles, closely watched by car shoppers. Consumer Reports magazine's influential quality study comes out in October and includes other years.

J.D. Power 2016 new vehicle rankings had the Chevrolet Spark take first place in the City Car category. The Buick Cascada tied for first in the Compact Sporty Car category with the Scion tC.

The winner in the Compact Premium Car category was the Lincoln MKZ, while the Dodge Challenger won in the Midsize Sporty Car category and the Chrysler Town & Country was the top minivan.

It was a tie between the Chevy Equinox and the GMC Terrain in the Small Premium SUV catego-

Chevy enjoyed further success by taking first in the Large SUV category with the Tahoe, first in the Large Light-duty Pickup category witht he Silverado LD and first in the Large Heavy-duty Pickup category with the Silverado HD.

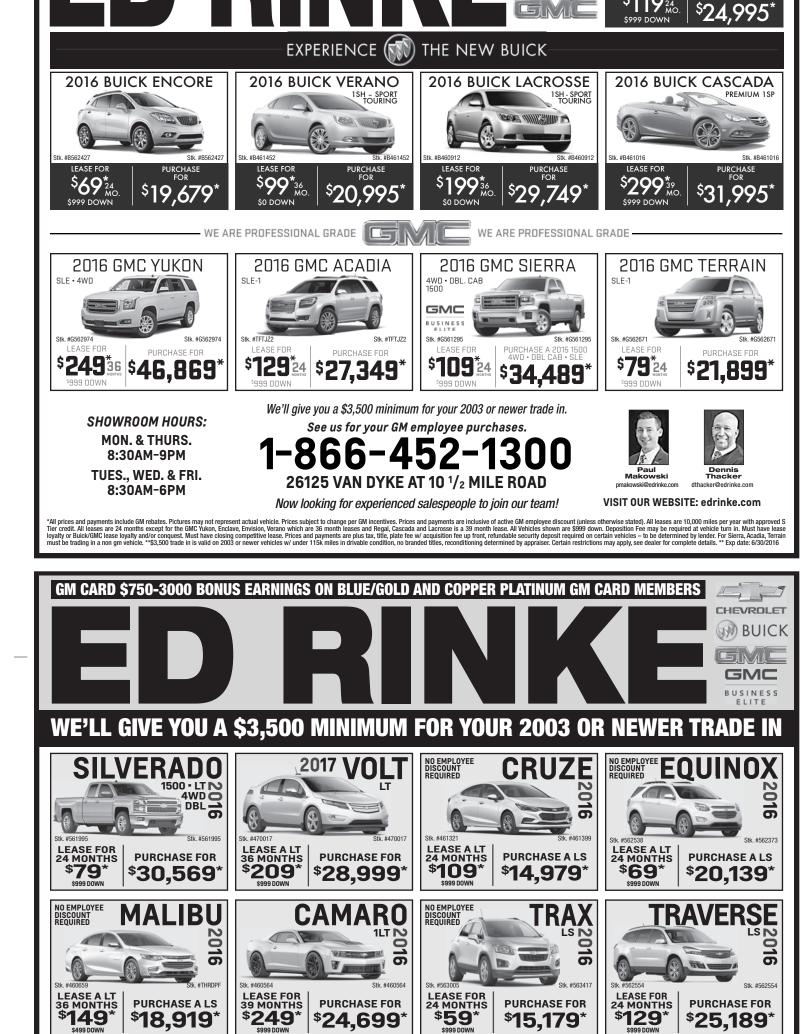
The winner in the Large Premium category was the Lincoln Navigator.

## **Little Caesars Detroit HQ** Growing

DETROIT (AP) - A new ninestory building with a unique exterior made up of 14-foot-tall, pizza slice-shaped glass sections will highlight an expanded Little Caesars headquarters in Detroit, the company said June 22.

The pizza chain and Olympia Development of Michigan released updated plans and renderings for the planned Little Caesars Global Resource Center. The expanded headquarters campus will allow 700 jobs to be brought to Detroit, Little Caesars said.

"We're proud to build an exceptional workplace right in the heart of the city that helped make Little Caesars one of the world's largest pizza chains,' David Scrivano, president of Little Caesars, said in a statement. Plans for the Global Resource Center include a 425-seat training room, a test kitchen and a glass-covered, open air terrace. The companies said the building represents Detroit's first newly constructed corporate headquarters building in more than a decade. A groundbreaking is planned this summer on the building, which will be located across Woodward Avenue from Comerica Park, the home of the Detroit Tigers, and near Little Caesars Arena, the new home of the Detroit Red Wings that's under construction. Mike and Marian Ilitch cofounded Little Caesars in 1959 and bought the Red Wings in 1982. Mike Ilitch bought the Tigers in 1992. Renderings show a skywalk connecting the Global Resource Center with the building housing the Fox Theatre, which the llitches restored.



## - NO APPOINTMENTS NECESSARY FOR OIL CHANGES -



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## **Vehicle Quality Study Shows** What Detroit Can Produce

bragging if you can back it up. And Detroit automakers, according to J.D. Power's Initial Quality Study (IQS) results, which were released on June 22, can back up their boasts of quality.

IQS is based on responses from more than 80,000 purchasers and lessees of new 2016 model-year vehicles surveyed after 90 days of ownership. The study asks customers to identify issues with their vehicles' design, as well as defects.

These results play two critical roles in our strategy to bring new retail buyers to the brand," said Alan Batey, Global Chevrolet president. "First, the study results will help attract new buyers to Chevrolet, as J.D. Power data shows 'expected reliability' is customers' top purchase consideration for a new vehicle. Second, the improved ownership experience of our new vehicles will help convert first-time Chevrolet buyers into repeat customers, as J.D. Power indicates customers who have a positive experience in the first 90 days of ownership are more likely to become repeat buyers for the brand."

Fiat Chrysler minivans also performed well in the study. Chrysler Town & Country ranks highest among Minivans in initial quality with Dodge Grand Caravan taking second place in the segment, said Fiat Chrysler spokesman Berj Alexanian, and that's something to celebrate.

"Our commitment to quality is starting to show results as Chrysler and Jeep make strong improvements in initial quality, but there is still much work to do," said Scott Garberding, Head of Ouality. FCA - Global. "Dodge Challenger continues to

As the saying goes, it ain't impress new owners year after vear with the muscle car now leading the Midsize Sporty Car segment in initial quality for the third straight year and the fourth time in six years," Garberding added. "Chrysler and Dodge minivans continue their leadership position in the segment by taking the top two spots in initial quality.

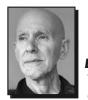
> Sam Locricchio, Lincoln Communications - Product manager, said the J.D. Power ratings affirm what the Lincoln brand has been doing for the past five years.

> "We couldn't be happier," Locricchio said. "We have a new MKZ hitting the showrooms for the model year 2017. And this news bodes well for consumers, who really liked the previous model when they were looking for luxury. They can feel comfortable with the MKZ, which was the first model Lincoln introduced when Ford relaunched the Lincoln brand."

> What the J.D. Power study shows, Locricchio said, is that Lincoln's commitment to not just a quality vehicle, but a quality buying experience is paying off.

> "When you are in the market for a luxury vehicle, you expect any vehicle you're looking at to be of the highest quality," Locricchio said. "That's just to be expected. What makes Lincoln great are the people who take care of our customers during and after the buying process. What we at Lincoln have discovered is that our customers' greatest luxury is time and that credibility comes from delivering on promises. This study has shown that Lincoln as a brand is serious about keeping promises and that Ford as a company is serious about the Lincoln brand."





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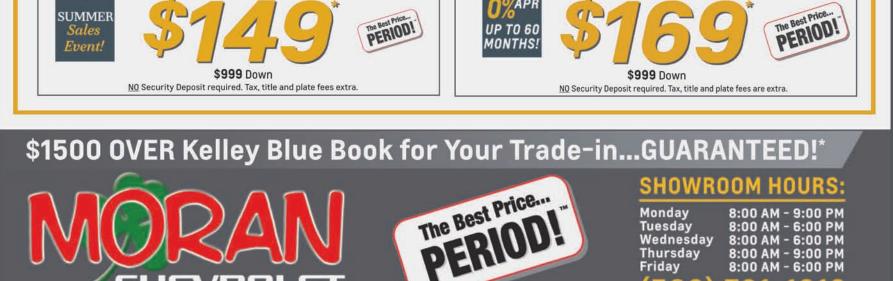
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