



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

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INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

## Service Request Detail

SR No.	[REDACTED]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[REDACTED]			Approval	Not Initiated	Area	RFI Special Coverage
City	Granville	Zip	[REDACTED]	State	OH	UCC	Restraints - Seat Belt System / Buckles / Tether Anchor
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Lash Chevrolet	Sub-Area	18128 Driver's Seatbelt Cable
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Safety	N/A
Serial/VIN #	3GCUKSEC4E[REDACTED]	Mileage	125000	Priority	Medium	Updated	07/12/2019 14:12:49
Model	Silverado	Model Year	2014	Status	Open	Owner	PZ5SZH
Make	Chevrolet	Warranty Start	10/01/2013 00:00:00	Sub Status	Pend Diag/Cust Act	Opened	Jul 9, 2019 3:14 PM
Cust Concern	Seatbelt Cable Issue						
Customer Description							

## Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



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<b>Incident Loc</b>				<b>Incident Desc</b>			
<b>Component</b>				<b>Damage Desc</b>			
<b>Vehicle Loc</b>				<b>Add'l Info</b>			
<b>Emergency Svc Names</b>				<b>Maint Loc</b>			
<b>PAR Detail</b>							
<b>Collision</b>	<b>Non Collision</b>	<b>Property Damage</b>	<b>Thermal Event</b>	<b>Spec Equip</b>			
<b>Vehicle Speed</b>		<b>Weather Condition</b>		<b>Prop Owner</b>		<b>Property Type</b>	
<b>Last Service Date</b>		<b>Loc Last Service</b>		<b>Property Location</b>		<b>Prop Est Repair Cost</b>	
<b>Veh Est Repair Cost</b>		<b>Spec Equip Installer</b>		<b>Prop Damage Description</b>			



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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 2:11 PM	LZMB4X	ESISBIQU	Escalation	ESIS - CAC Injury	In Progress		ESIS escalation
Last Name	First Name	Account			BAC Code		
Comments							
1. Date of the incident: July 6,night							
2. Was there an accident?: Yes							
3. Accident Location (State): Johns town, OH							
4. Please describe the incident and what vehicle part is the alleged concern: The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid.							
5. Where is the vehicle currently located? Pick up(Dealer, tow yard, customer home, other): customer's possession							
6. Was an insurance claim filed?: N							
7. Has the vehicle been repaired?: Yes							
If yes to 8 or 9 below, send to ESIS:							
8. Did anyone seek professional medical attention? Yes							



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If Yes: Who was hurt? [REDACTED]

9. Did the part concern/allegation cause damage to anything outside the vehicle? No

If Yes: What was damaged? (Building, house, wall, other) None

10. Why are you Escalating this to PAC or ESIS? The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid. The seatbelt is already fixed. And the customer is asking what about the accident and the injury he had.

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:43 AM	PZ5SZH	PZ5SZH	Scheduled Outbound Call Cust		Scheduled Alarm		Name: [REDACTED] BNTC: [REDACTED]
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>			<b>BAC Code</b>		
[REDACTED]	[REDACTED]						

### Comments

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:37 AM	PZ5SZH	LZMB4X	Manager Review	PAC/ESIS	Done	07/12/2019 14:13:21	Review for ESIS
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>			<b>BAC Code</b>		
[REDACTED]	[REDACTED]						

### Comments

Approved for ESIS escalation

Joseph/CAC T1/ MNL/ SME

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Jul 12, 2019 11:31 AM	PZ5SZH	SZK8CM	Escalation	Bump-Up	Done	07/12/2019 11:31:53	Supervisor Call
Last Name		First Name	Account		BAC Code		

**Comments**  
 \*Sup Introduced Self

**CUST STS:**  
 -Customer claims he had an accident. He stated that his ears are sore and can't hear well. He is just using a hearing aid. Customer seeks to send the information in writing or through email on what was discussed today, status of the claims and the point contact

**SUP STS:**  
 -Informed customer that we only work for phone and unfortunately I won't be able to send the information to his email. We can only send the case # for his reference. We will now endorse case to PAC, we don't have direct # to that dept unless someone is assigned on the case

LAR/CACT1/MNL/LEADADVISOR/REDESIGN

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:27 AM	PZ5SZH	PZ5SZH	Email - Outbound		Done	07/12/2019 11:28:07	Thank you for contacting Chevrolet

Last Name	First Name	Account	BAC Code

**Comments**  
 Email ID# T1EM01CAC (Do not delete/alter this line)  
 =====

Dear [REDACTED]  
 Thank you for calling Chevrolet with regard to your 2014 Chevrolet Silverado.

For your reference, your case number from our conversation today is [REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	PZ5SZH	Inbound Call Customer	Complex Request	Done	07/12/2019 11:36:53	Vehicle complaint

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**  
 Name: [REDACTED]  
 BNTC: [REDACTED]  
 EMAIL: [REDACTED]  
 Address: [REDACTED] Granville OH [REDACTED]  
 VIN: 3GCUKSEC4EG [REDACTED]

**Customer Reason for calling:** The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid. The seatbelt is already fixed. And the customer is asking what about the accident and the injury he had. Requesting to send written documentation for what we had discussed.

**Expectation Set to the customer:** I let the customer know that this case will be escalated to PAC and it will take 3 business day to review. I let the customer know that we can only send the case number and don't have any means to send via email all the info we've discussed. Supervisor took the call.

KIM/CACT1/MNL

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	PZ5SZH	Ownership Changed		Done	07/12/2019 11:18:24	Service Request Ownership has changed FROM: RZORRX TO: PZ5SZH

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**



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**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	RZ0RRX	SR Opened		Done	07/12/2019 11:18:13	SR in Status of Closed has been Re-Opened by PZ5SZH
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2019 7:57 AM	RZ0RRX	RZ0RRX	SR Closed - T1 Trans to Dealer		Done	07/11/2019 07:57:00	Service Request has been Closed T1 Trans to Dealer.
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:34 PM	RZ0RRX	RZ0RRX	Outbound Call Dealer	Made Contact	Done	07/09/2019 15:35:08	LASH CHEVROLET 7409678021
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

Spoke with Ryan and he's willing to assist customer for the appointment. Transferred the call over.

Pearl/CACT1/MNL

**Confidential Comments**



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:31 PM	RZ0RRX	RZ0RRX	Outbound Call Dealer	Made Contact	Done	07/09/2019 15:34:05	COUGHLIN CHEVROLET BUICK GMC 7403661371

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**  
Spoke with Brad and he said that the customer went there last year and there's no record that he took the vehicle to them for seatbelt issue.

Informed customer that the vehicle has no recall but it has an extended warranty for Driver's Front Seat Belt Anchor Pretensioner. Set expectation that it will be covered once dealership found out that it is related to the issue. Offered to set up an appointment and he agreed. Provided the SR number and called dealer.

Pearl/CACT1/MNL

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:27 PM	RZ0RRX	RZ0RRX	Inbound Call Customer	Complex Request	Done	07/09/2019 15:31:22	Seatbelt Cable Issue

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**  
Name: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]  
Address: [REDACTED] NE, Granville OH [REDACTED]  
VIN: 3GCUKSEC4EG [REDACTED]  
Y/M&M: 2014 Silverado  
Mileage: 125000

Reason for Calling: Customer called because Saturday night he was driving home and the seatbelt cable broke. Went to Coughlin Chevrolet and they said that there's nothing that they could do because there's no recall and he has to pay for it.

Expectation Set: Called dealer to verify information.



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Pearl/CACT1/MNL

Confidential Comments

## UCC Information

UCC Code	Description	Symptom
C28	Restraints - Seat Belt System / Buckles / Tether Anchor	Broken

End of Report