



Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 1 of 18

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 2
Address	[REDACTED]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Granville	Zip	[REDACTED]	State	OH	UCC	Electrical Start/Charge - Battery / Cables
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Lash Chevrolet	Safety	
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Updated	09/01/2016 08:50:44
Serial/VIN #	3GCUKSEC4EG [REDACTED]	Mileage	80000	Priority	Medium	License #	Owner
Model	Silverado	Model Year	2014	Status	Closed	Opened	Aug 8, 2016 2:16 PM
Make	Chevrolet	Warranty Start	10/01/2013 00:00:00	Sub Status	Dissatisfied	Closed	Sep 1, 2016 8:50 AM
Cust Concern	Vehicle Complaint						
Customer Description	"DO NOT REOPEN IF CLOSED LONGER THEN 14 DAYS"						

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					



Service Request Activities – UCC PAR

Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emergency Svc Names		Maint Loc	

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	



Service Request Activities – UCC PAR

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
Sep 1, 2016 8:50 AM	FZRJZB	RZRTQB	SR Closed - Dissatisfied		Done	09/01/2016 08:50:44	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:31 PM	RZRTQB	FZRJZB	CARE Review	CARE Approved	Done	09/01/2016 08:50:38	***Approved for closure*** Christy /Care Team/ ATX
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
UTC on making cuts aware of open recall ***** CONCERN:fuel usage SEEKS: cost assist on battery,reimbursement for time, aggravation, and fuel spent on vehicle. RESOLUTION: dlr sts operating as designed Cust status: dis Vehicle status: O.A.D.							



Service Request Activities – UCC PAR

Recalls: 15822

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:29 PM	RZRTQB	RZRTQB	SR Summary	SR Closure Review	Done	08/31/2016 19:31:02	RTC/Dissatisfied
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. I performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this hot boot 3 times now (16 city/21 hwy) (3 years of frustration that never got solved) Because the dealer could not figure out a problem with vehicle.

Cust sks: reimbursement for time, money spent or a new vehicle to trade for his current vehicle.

Resolution: We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us. At this time we can not duplicate, vehicle is running as designed.

cust sat/dis : Dissatisfied

Veh Stat: operable, running as designed

SELENA/CACT2/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:27 PM	RZRTQB	RZRTQB	Outbound Call Customer	Reached Wrong No./Disconnect	Done	08/31/2016 19:30:58	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

verified # [REDACTED] and it is no longer in service



Service Request Activities – UCC PAR

Customer 360 no alternate #s avail.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2016 11:14 AM	RZRTQB	RZRTQB	Scheduled Outbound Call Cust		Done	08/31/2016 19:29:53	[REDACTED]

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

Comments
contact and make sure he is aware of the open recall on vehicle.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 24, 2016 12:06 AM	FZRJZB	RZRTQB	Notify CRM		Done	08/30/2016 12:54:30	Please see T/L for feedback

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2016 2:51 PM	RZRTQB	FZRJZB	CARE Review	CARE Returned	Done	08/24/2016 12:07:18	***Denied for closure*** Christy /Care Team/ ATX

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

Comments
-Please make cust aware of open recall: 15822

CONCERN:fuel usage
SEEKS: cost assist on battery,reimbursement for time, aggravation, and fuel spent on vehicle.
RESOLUTION: dlr sts operating as designed



Service Request Activities – UCC PAR

Cust status: dis
Vehicle status: O.A.D.
Recalls: 15822

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 18, 2016 3:59 PM	RZRTQB	RZRTQB	SR Summary	SR Closure Review	Done	08/23/2016 14:52:22	Review to close/dissatisfied

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

Comments
 Cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. I performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this hot boot 3 times now (16 city/21 hwy) (3 years of frustration that never got solved) Because the dealer could not figure out a problem with vehicle.

Cust sks: reimbursement for time, money spent or a new vehicle to trade for his current vehicle.

Resolution: We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us. At this time we can not duplicate, vehicle is running as designed.

cust sat/dis : Dissatisfied

Veh Stat: operable, running as designed

SELENA/CACT2/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 17, 2016 5:25 PM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/17/2016 17:29:21	[REDACTED]

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

Comments
 When you spend \$54,000 on a truck. Tell the people I have 20 min of documented video, pictures and sound bites and I'm going to post on FB,



Service Request Activities – UCC PAR

Twitter. Put that in your pipe and let the people above you smoke it.

Advised cust

I talked to CEM - Brad Bennett

CEM sts: We have given [REDACTED] plenty of opportunities to do this. I'm not sure what to do anymore. We have done everything we can (Above and Beyond)

Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us.

Cust sts: its bull and that "I don't trust Mr. Bennett I only trust the Service Manager.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 17, 2016 5:24 PM	RZRTQB	RZRTQB	Outbound Customer	Made Contact	Done	08/17/2016 17:29:18	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Adv sts: I'm contacting you to speak with you about the information I got from the CEM – Brad Bennett.

Cust sts: I will make copies of all the information I have for the last 2 yrs. To show him I do have proof. To better see what I have been going through. I've tried to get this resolved for 2 ½ yrs. I have sound bites of how loud the truck sounds (like a diesel engine). I was never notified when the rep came. He was supposed to check my vehicle. All the gas and time I've spent (hours in the dealership).

Adv sts: Mr. Bennett can be reached at the dealership. At this time there is nothing we can do. I can document in your case that you are dissatisfied but at this time there is nothing we can do. The dealership has accommodated you in the past and there is nothing more we can do.

Cust sts: More technical information than you do. That analyzer cannot analyze the computer because if it did they would of found out the computer was bad. They are lying to you and your now lying to me. The vehicle is not running as normal.

*Vehicle is operating as it is supposed to

*Based on our technical information all I can tell you is the vehicle is operating as designed.

*This is the way the vehicle operates

*I reviewed the file and the information the dealer provided

*I'm going to make a video and I'm going to post it to 7 different social networks. You will get this advertisement free of charge.

*I don't trust Mr. Bennett I only trust the Service

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

Aug 16, 2016 5:16 PM	RZRTQB	RZRTQB	Scheduled Outbound Call Cust		Done	08/17/2016 17:24:34	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Deliver final resolution							
*Vehicle working as designed.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 5:06 PM	RZRTQB	RZRTQB	Inbound Call Dealer		Done	08/16/2016 17:15:59	CEM - Brad Bennett
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Adv sts: I need some info on a question the cust asked: ""Is there any way they can view my past fuel mileage through my DIC?"							
CEM sts: No not if he cleared it out. We have given [REDACTED] plenty of opportunities to do this. I'm not sure what to do anymore. We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with. It's the same conversation over.							
CEM sts: If he wants to look at it. We can take a look at it. But if he has cleared out the DIC there really is nothing we can do. His vehicle is working as designed.							
Adv sts: I will be contacting [REDACTED] tomorrow to let him know this final resolution. To close out the case .							
SELENA/CACT2/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 1:10 PM	RZRTQB	RZRTQB	Scheduled Outbound Email		Done	08/16/2016 17:11:44	Brad Bennett - CEM Lash Chevrolet
Last Name		First Name		Account		BAC Code	



Service Request Activities – UCC PAR

<p>Comments Contact to find out question cust has.</p> <p>Need: *Is there any way they can view my past fuel mileage through my DIC?</p> <p>Confidential Comments</p>							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 1:00 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/16/2016 13:10:47	CAC Information Request (24 hr follow-up): [REDACTED]
Last Name	First Name	Account		BAC Code			
Bennet	Brad					3GCUKSEC4EG [REDACTED]	
<p>Comments Email ID# A03CACT2ET (Do not delete/alter this line)</p> <p>To: BRAD BENNETT</p> <p>I'm missing some information from you. Please reply within 1 business day.</p> <p>Please provide: Advised customer of the information you provided me. With him not allowing you all to see the DIC for True mileage. Tried to give him the final resolution on this case. He had a question. "Is there any way they can view my past fuel mileage through my DIC(if so I can take the vehicle in)."</p> <p>Customer: [REDACTED] - Phone number: [REDACTED] - Customer's concern: It was not running as designed(very low fuel mileage). It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past.</p> <p>Vehicle: 2014 Chevrolet Silverado - Current Mileage: 80000 - VIN: 3GCUKSEC4EG [REDACTED]</p> <p>SR#: [REDACTED] [REDACTED] Dealer: Lash Chevrolet BAC: 216446</p>							



Service Request Activities – UCC PAR

Thank you,
 Selena
 Chevrolet Customer Assistance Center
 Phone Number: 1-866-790-5600
 Extension Number: 5914299

[SR: [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:56 AM	RZRTQB	RZRTQB	Outbound Call Dealer	Received No Answer	Done	08/16/2016 12:59:57	Brad Bennett - CEM Lash Chevrolet
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments
 (Sent A03 if no response in 24 hrs. - call) tried to contact - received no answer

Need:
 *Is there any way they can view my past fuel mileage through my DIC?

*Cust sts: It was not running as designed. It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past. I can break this damn truck if you want me too. I can do it in 5 seconds. I will post all of this on all my social media accounts. You will not like this.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:51 AM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/16/2016 12:56:34	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments
 Adv sts: Sir at this time there is nothing we can do. Because the dealer has stated that they have tried to view your vehicles fuel mileage and you would not allow them to view the DIC.



Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 11 of 18

Cust sts: Is there any way they can view my past fuel mileage through my DIC?

Adv sts: I will contact dealer to find this out. I will be emailing Mr. Bennett to find out about this. Please wait for his call. (24hrs.)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:41 AM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/16/2016 12:56:31	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Adv sts: *Disclaimer given* Reiterated with him the information I received from CEM

Have you checked to see if he left you an email?

I will check now.

Cust sts:

That's a bare face lie. He never asked me to see any mileage. *I have not received any messages from him(changed vm).

*I have pictures of the mileage

*I found out it had a computer problem; analyzer does not analyze the computer of the vehicle.

*I figured out on my own how to fix it (I did 3 hot boots) ever since it has been getting the correct 17 mi mpg.

*Spoke to them on many questions Manager stated "That is normal for a 1500 to get low mileage."

*Tried to talk to the owner many times and they always put me over to the lower managers.

Please make sure to text, because I get too many emails to check. Ask them to leave me a voicemail."

Adv sts: From the tests the Dealer has run on the vehicle. They cannot find an issue and it cannot be duplicated. As of now the vehicle is running as designed.

Cust sts: That's Bull** It was not running as designed. It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past.

Adv sts: As of right now because the issue could not be duplicated. We will not be able to assist you with this.

Cust sts: I can break this damn truck if you want me too. I can do it in 5 seconds. I will post all of this on all my social media accounts. You will not like this.

SELENA/CACT2/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:20	RZRTQB	RZRTQB	Outbound		Done	08/16/2016 12:54:48	[REDACTED]



Service Request Activities – UCC PAR

AM			Call Customer						
Last Name	First Name	Account	BAC Code						
Comments									
<p>Adv sts: *Disclaimer given* Reiterated with him the information I received from CEM Have you checked to see if he left you an email? I will check now.</p> <p>Cust sts: That's a bare face lie. I have not received any messages from him (checked vm). I told them it was not on the Analyzer. I took pictures of the different mileages. I went in after that and talked to them about it. It had a computer problem; analyzer does not analyze the computer. I figured out on my own (3 hot boots) ever since it has been good 17 mi in town. Spoke to them on many questions Manager stated "That is normal for a 1500." Tried to talk to the owner many times and they always put me over to the lower managers.</p>									
Confidential Comments									
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description		
Aug 11, 2016 6:09 PM	RZRTQB	RZRTQB	Scheduled Outbound Email		Done	08/16/2016 10:49:19	Lash Chevrolet Brad Bennett		
Last Name	First Name	Account	BAC Code						
Comments									
<p>Building BC - Contact - unable to duplicate concern.</p> <p>Hi Selena, I am aware of the situation with e. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.</p>									
Confidential Comments									



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2016 3:57 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/11/2016 18:12:08	RE: [EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], 3GCUKSEC4EG [REDACTED]
Last Name Bennet	First Name Brad	Account Lash Chevrolet	BAC Code 216446				
Comments							
[THREAD ID:8-11TF6LM]							
-----Original Message-----							
From: brad@lashchevrolet.com Sent: 8/8/2016 04:48:51 PM To: <GMCACUpdate@gm.com> Subject: [EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], 3GCUKSEC4EG [REDACTED]							
Hi Selena, I am aware of the situation with [REDACTED]. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.							
Brad E Bennett Lash Chevrolet On Aug 8, 2016, at 4:02 PM, GMCACUpdate@gm.com wrote:							
Email ID# A02CACT2ET (Do not delete/alter this line)							
To: BRAD BENNETT							
Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST							
Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refueling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting ...							



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 4:49 PM		RZRTQB	Email - Inbound		Done	08/11/2016 18:12:12	[EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], 3GCUKSEC4EG [REDACTED]
Last Name	First Name	Account	BAC Code				
Bennet	Brad	Lash Chevrolet	216446				
Comments							
<p>Hi Selena, I am aware of the situation with [REDACTED]. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.</p> <p>Brad E Bennett Lash Chevrolet On Aug 8, 2016, at 4:02 PM, GMCACUpdate@gm.com wrote:</p> <p>Email ID# A02CACT2ET (Do not delete/alter this line)</p> <p>To: BRAD BENNETT</p> <p>Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST</p> <p>Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refueling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. When I originally called with concern the representative I spoke with was supposed to arrange for the factory rep to come take a look at my truck. But it never got sched...</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 4:02 PM	RZRTQB	RZRTQB	Scheduled Outbound Call Dir	Cancelled - Completed Early	Done	08/09/2016 17:03:48	Brad Bennett 740 967 8021
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						



Service Request Activities – UCC PAR

Comments							
Contact dealer for action plan if I dont hear back in 24 hrs.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:55 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/08/2016 16:02:19	New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]				3GCUKSEC4EG [REDACTED]		
Comments							
Email ID# A02CACT2ET (Do not delete/alter this line)							
To: BRAD BENNETT							
Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST							
Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refueling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. When I originally called with concern the representative I spoke with was supposed to arrange for the factory rep to come take a look at my truck. But it never got scheduled.							
I set these expectations with the customer: Advised customer I could not guarantee any reimbursements but that I would contact Mr. Brad Bennett to find out any information on previous repairs that have to do with the current issue.							
Customer: [REDACTED]							
- Email: [REDACTED]							
Vehicle: 2014 Chevrolet Silverado							
- Current Mileage: 80000							
- VIN: 3GCUKSEC4EG [REDACTED]							
SR#: [REDACTED]							
[REDACTED] Dealer: Lash Chevrolet							
BAC: 216446							



Service Request Activities – UCC PAR

If you need anything from m...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:54 PM	RZRTQB	RZRTQB	Ownership Changed		Done	08/08/2016 15:54:15	Service Request Ownership has changed FROM: SZ06GS TO: RZRTQB
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:35 PM	RZRTQB	RZRTQB	SR Summary	Status/Action Plan	Done	08/08/2016 15:55:05	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Cust concern: He has been to dealer for battery issues but main concern is the fuel usage.

Cust seeks: reinbursement for time, money spent or a new vehicle to trade for his current vehicle.

Adv sts: I will be contacting the dealer to find out if dealer has any more info on vehicle. Will not guarantee any help will be offered.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:29 PM	RZRTQB	RZRTQB	VIN Scan		Done	08/08/2016 15:30:15	3GCUKSEC4EG [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

is associated with cust



Service Request Activities – UCC PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:02 PM	RZRTQB	RZRTQB	Inbound Call Customer		Done	08/08/2016 16:04:15	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. cust stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. Adv sts: I do apologize for the frustration. Cust sts: usually get atleast 11 mpg when he went on trip to Canada he was averaging 3.2 mpg (spent over \$500.00 on gas from Ohio to canada border belives 1100 mi) when i originally called in the rep was supposed to arrange for the factory rep to come take a look at it. But it never got scheduled I guess. Adv sts: What is it that you are seeking from GM?

Cust adv: What is it that you are seeking from GM? I want reimbursement for time, aggravation, and fuel spent on vehicle. He has documentation (pictures/sound bites) or they can give him a new 2015 2500 Chevrolet for his truck You have 3 days to get this resolved or I will go to my socail media accounts with all this info.

Adv sts: I will give you the contact info for CEM. He will be your point of contact from this point.

SELENA/CACT2/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 2:45 PM	SZ06GS	SZ06GS	Outbound Call Customer	Made Contact	Done	08/08/2016 14:47:31	Lost call
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

When I came back from hold the customer couldnt hear me. Called him back to escalate to tier 2



Service Request Activities – UCC PAR

katerina/cact1/saginaw

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 2:17 PM	SZ06GS	SZ06GS	Inbound Call Customer	Complex Request	Done	08/08/2016 14:41:48	Vehicle Complaint

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

Comments

Reason: Customer having major fuel problems. Has been in and out of dealerships that werent able to help him. They told him the gas mileage he was getting is normal. Hes done many repairs on his vehicle that finally give him the mileage he should be getting. He went to the dealer on friday because he was having concerns with his battery and they told him he needs a new battery but could not pay for it. looking for cost assistance

exp: advised customer that I could get him to a senior advisor to better assist him.

katerina/cact1/saginaw

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N02	Electrical Start/Charge - Battery / Cables	Battery - Dead

End of Report