# CAC Business Case

*MCE 2.2 (6/16/15)*

| | | | | | |
|---|---|---|---|---|---|
| **Customer's name:** | [redacted] | | | **Today's Date:** | 2/15/16 |
| **Model Year & Model:** | 2008 HHR | **VIN:** | | **CAC SR#:** | |
| **The customer was dissatisfied with this resolution:** | yes | | | | |
| **The customer is seeking:** | Cost assistance | | | | |

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| | |
|---|---|
| **My position:** | There is no Business Case for this customer. The offered resolution was fair and appropriate. |
| **My rationale:** | Customer states: The fuel lines are rust trough out and the repair will be $873.00 for 2 lines. Customer has been having this issue since he purchased this vehicle.<br><br>Customer seeks: Cost assistance. |
| **My recommendation:** | no cost assistance |

**The CAC advisor requests all blue field information from the Customer Experience Manager.**
*If the additional information isn't obtained within 48 hrs of the request, CAC proceeds without it.*

| **Repair cost at warranty rates** | **Job card (Repair Order) date** | **Mileage on day of repair:** |
|---|---|---|
| $873.00 | 2/15/2016 | 150,000 |

**GM Policy Calculator Results**

| | |
|---|---|
| Vehicle Make: | Chevrolet |
| Minimum Customer/Dealer Participation: | 100% * |
| Maximum GM Participation: | --- |

| | **Applicable Warranty** | **Applicable Special Coverage #** | **Applicable Service Contract** |
|---|---|---|---|
| Name or Number: | Powertrain (2007 - 2012 MY) | | |
| End date: | 8/9/2012 | | |
| End odometer: | 100,010 | | |
| # of **DAYS** after expiration: | 1,285 | | |
| # of **MILES** after expiration: | 49,990 | | |

**Out-of-Warranty**

| **Supporting Factors** | Y/N | Key Details | Factor Type |
|---|---|---|---|
| Close to any applicable expiration limit? | No | | Warranty terms |
| Repeat repairs related to current vehicle issue? | No | | Inconvenience |
| Was vehicle inoperable/down for a high # of days as a result of current vehicle issue? | No | | Inconvenience |
| Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue? | No | | Inconvenience |
| Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues? | No | | Inconvenience |
| **Loyal GM customer (has owned at least 2 GM vehicles)?** | **Yes** | | **Loyalty** |
| Loyal GM service customer to the involved GM Dealership? | No | | Loyalty |
| Loyal GM service customer to other GM Dealerships? | No | | Loyalty |
| High-dollar or premium vehicle? | No | | Value to GM |
| First time GM buyer? | No | | Value to GM |
| Discontinued brand vehicle? | No | | Value to GM |
| Conquest buyer? | No | | Value to GM |
| Original owner? | No | | Investment |
| GM Certified Pre-Owned (used) vehicle? | No | | Investment |
| Cust purchased extended service contract, but it's expired or doesn't cover the repair? | No | | Investment |

| **Limiting Factors** | Y/N | Key Details | Factor Type |
|---|---|---|---|
| Branded Title? | No | | Warranty terms |
| Warranty Block? | No | | Warranty terms |
| Vehicle is > 8 years old? | No | | Warranty terms |
| Vehicle has > 100,000 miles? | No | | Warranty terms |
| Current or former fleet vehicle? | No | | Warranty terms / Usage |
| Way beyond all applicable expiration limits? | No | | Warranty terms |
| Cause is not normally covered by warranty? | No | | Warranty terms |
| Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)? | No | | Warranty terms |
| Expenses incurred due to damage from an accident that insurance will not cover? | No | | Warranty terms |
| Expenses incurred due to damage done by an independent repair facility? | No | | Lack of Loyalty |
| Customer does not appear to take good care of the vehicle? | No | | Lack of Investment |
| Customer recently purchased the vehicle used (< 3,000 miles ago)? | No | | Lack of Investment |
| Vehicle was purchased (used) outside the applicable warranty limits? | No | | Lack of Investment |