CAC Business Case

MCE 2.2 (6/16/15)

Customer's name: [redacted] **Today's Date:** 6/23/16

Model Year & Model: 2006 Saturn Ion 3 **VIN:** [redacted] **CAC SR#:** [redacted]

The customer was dissatisfied with this resolution: No assistance will begin Customer pay for this repair

The customer is seeking: Seeking Cost Assistance

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

My position: This customer's dissatisfaction appears to be justified.

My rationale: The recall didn't cover the replacement of fuel hose, so if the dlr had informed her of this during the recall it would'ev been customer pay then.

My recommendation:

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:

GM Policy Calculator Results

Vehicle Make:	
Minimum Customer/Dealer Participation:	
Maximum GM Participation:	

	Applicable Warranty	Applicable Special Coverage #	Applicable Service Contract
Name or Number:			
End date:			
End odometer:			
# of **DAYS** after expiration:			
# of **MILES** after expiration:			

Supporting Factors

	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?			Warranty terms
Repeat repairs related to current vehicle issue?			Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?			Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?			Loyalty
Loyal GM service customer to the involved GM Dealership?			Loyalty
Loyal GM service customer to other GM Dealerships?			Loyalty
High-dollar or premium vehicle?			Value to GM
First time GM buyer?			Value to GM
Discontinued brand vehicle?			Value to GM
Conquest buyer?			Value to GM
Original owner?			Investment
GM Certified Pre-Owned (used) vehicle?			Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?			Investment

Limiting Factors

	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment