



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

Page 1 of 28

Service Request Detail

SR No.	[REDACTED]	Ref No.	[REDACTED]	Cost Ast.		BRC Type	N/A
Account	Elm Chevrolet Company, Inc.	Site/BAC	115361	GW SubType		Business Unit	SPAC
Address				Approval	Not Initiated	Area	Case Resolution
City		Zip	State	UCC		Sub-Area	Volt
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir		Safety	
Daytime #	[REDACTED]	Evening #		Source	Phone	Updated	12/13/2019 13:49:45
Serial/VIN #	[REDACTED]	Mileage		Priority	Medium	License #	
Model	Volt	Model Year	2017	Status	Closed	Opened	Aug 23, 2019 3:18 PM
Make	Chevrolet	Warranty Start	08/22/2016 00:00:00	Sub Status	Satisfied	Closed	Dec 13, 2019 1:49 PM
Cust Concern	Past Model						
Customer Description	Volt						

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

Report Date: Monday, March 23, 2020

Page 3 of 28

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
Dec 13, 2019 1:49 PM	KZCN9D	YZPCMX	SR Closed - Satisfied		Done	12/13/2019 13:49:45	Service Request has been Closed Satisfied.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 13, 2019 1:49 PM	KZCN9D	KZCN9D	Manager Review	Case Assessment	Done	12/13/2019 13:49:40	24299153
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments B01							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 13, 2019 1:49 PM		KZCN9D	Email -		Done	12/13/2019 15:41:57	Automatic reply: Dealer BAC #



Service Request Activities – UCC PAR

Last Name		First Name		Inbound	Account	BAC Code	115361 SPAC Case #
[REDACTED]		[REDACTED]			0- Dummy Dealer	000000	[REDACTED] # 24286362
Comments							Service Request # 9-
I am out of the office 12/13, returning 12/16. For immediate assistance please reach out to colton.evans@gm.com. Thank you!							[REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 13, 2019 1:48 PM	KZCN9D	KZCN9D	Email - Outbound		Done	12/13/2019 13:49:08	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # 9-[REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							
Hello Jason,							
Your dealer's order shipped directly from plant 058 on FedEx tracking # [REDACTED] The part is currently in transit with a scheduled delivery date of: Monday 12/16/2019 by 4:30 pm.							
As a result, I will be closing the service request.							
I appreciate your business and look forward to assisting you in the future.							
Regards, Jay Agent 900 Field Contact Center							
[THREAD ID:9-2MA9DO3]							
-----Original Message-----							
From: fccnortheast@gm.com							
Sent: 12/13/2019 01:48:34 PM							
To: jason.hawk@gm.com							
Subject: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # [REDACTED] Dealership Name : ELM CHEVROLET							



Service Request Activities – UCC PAR

COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we are working for you.

Stock is waiting to be moved into service from our processing facility. Per supply chain there has been carrier and processing delays, no firm ETA.

You will receive a status update within 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.

Thank you for your continued patience.

Regards,
Jay /Agent 900
Field Contact Center

[THREAD ID:9-2M0W4II]

-----Original Message-----

From: fccnortheast@gm.com
Sent: 12/5/2019 05:03:20 PM
To: jason.hawk@gm.com
Subject: Dealer BAC # 115361 SPAC Case [REDACTED] Part # 24286362 Service Request # [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 13, 2019 1:48 PM	KZCN9D	KZCN9D	Email - Inbound		Done	12/13/2019 13:49:03	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # 9-[REDACTED] Dealership Name :
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	0- Dummy Dealer	000000				



Service Request Activities – UCC PAR

Comments							ELM CHEVROLET COMPANY, INC.
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 5, 2019 5:04 PM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	12/13/2019 13:49:21	<p>██████████</p> <p>Jason Hawk RZC0KF jason.hawk@gm.com</p>
Last Name		First Name		Account		BAC Code	
██████████		██████████		Elm Chevrolet Company, Inc.		115361	
Comments							
monitor stk							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 5, 2019 5:03 PM	KZCN9D	KZCN9D	Email - Outbound		Done	12/05/2019 17:03:47	<p>Dealer BAC # 115361 SPAC Case # ██████████ Part # 24286362 Service Request # 9- ██████████ Dealership Name : ELM CHEVROLET COMPANY, INC.</p>
Last Name		First Name		Account		BAC Code	
██████████		██████████		0- Dummy Dealer		000000	
Comments							
Hello Jason,							
Here are the latest updates for the case that we are working for you.							
Stock is waiting to be moved into service from our processing facility. Per supply chain there has been carrier and processing delays, no firm ETA.							
You will receive a status update within 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.							
Thank you for your continued patience.							
Regards, Jay /Agent 900 Field Contact Center							



Service Request Activities – UCC PAR

[THREAD ID:9-2M0W4II]

-----Original Message-----

From: fccnortheast@gm.com
 Sent: 12/5/2019 05:03:20 PM
 To: jason.hawk@gm.com
 Subject: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we are working for you.

Our source advised they cannot support dealer direct for part 24299153.

There is a tentative shipment for the week of 11/29 as well as 12/06 for stocked to be shipped. This stock will be enough to cover your case.

You will receive a status update within 96 business hours as requested.

Thank you for your continued patience.

Regards,
 Jay /Agent 900
 Field Contact Center

[THREAD ID:9-2LT133S]

-----Original Message-----

From: jason.hawk@gm.com
 Sent: 11/29/2019 12:09:47 PM
 To: CARS fccnortheast <fccnortheast@gm.com>
 Subject: RE: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request [REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
---------	------------	-------------	----------	----------	--------	-------------------	-------------



Service Request Activities – UCC PAR

Dec 5, 2019 5:03 PM	KZCN9D	KZCN9D	Type Email - Inbound	Done	12/05/2019 17:03:43	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # 9- [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.	
Last Name [REDACTED]		First Name [REDACTED]		Account 0- Dummy Dealer		BAC Code 000000	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 29, 2019 12:10 AM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	12/05/2019 17:04:58	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name [REDACTED]		First Name [REDACTED]		Account Elm Chevrolet Company, Inc.		BAC Code 115361	
Comments monitor stk							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 29, 2019 12:10 AM	KZCN9D	KZCN9D	Email - Outbound		Done	11/29/2019 12:10:26	Dealer BAC # 115361 SPAC Case # [REDACTED] # 24286362 Service Request # 9- [REDACTED] Name : ELM CHEVROLET COMPANY, INC.
Last Name [REDACTED]		First Name [REDACTED]		Account 0- Dummy Dealer		BAC Code 000000	
Comments Hello Jason, Here are the latest updates for the case that we are working for you. Our source advised they cannot support dealer direct for part 24299153. There is a tentative shipment for the week of 11/29 as well as 12/06 for stocked to be shipped. This stock will be enough to cover your case. You will receive a status update within 96 business hours as requested. Thank you for your continued patience.							



Service Request Activities – UCC PAR

Regards,
Jay /Agent 900
Field Contact Center

[THREAD ID:9-2LT133S]

-----Original Message-----

From: jason.hawk@gm.com
Sent: 11/29/2019 12:09:47 PM
To: CARS fccnortheast <fccnortheast@gm.com>
Subject: RE: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.

Thank you, an update within 96 hours works for me. Have a great day!

Jason Hawk
District Manager of Aftersales - Remote
jason.hawk@gm.com
[REDACTED]

-----Original Message-----

From: fccnortheast@gm.com <fccnortheast@gm.com>
Sent: Monday, November 25, 2019 2:20 PM
To: Jason Hawk (C) <jason.hawk@gm.com>
Subject: Dealer BAC # 115361 SPAC Case # [REDACTED] # 24286362 Service Request # [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we are working for you.

I would like to start by apologizing for such a delay in your update. We are currently working a record number of cases and this so happened to be one of those I allowed to slip through my...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
---------	------------	-------------	---------------	----------	--------	-------------------	-------------



Service Request Activities – UCC PAR

Nov 29, 2019 12:09 AM	KZCN9D	KZCN9D	Email - Inbound	Done	11/29/2019 12:10:23	RE: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request # 9-[REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account		BAC Code
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000
Comments						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Nov 25, 2019 3:22 PM		KZCN9D	Email - Inbound		Done	11/25/2019 15:33:30
Last Name		First Name		Account		BAC Code
Comments						
ATTENTION: This email originated from outside of GM.						
Hi Good afternoon						
Parts were sent as per the previous email						
We are not able to ship directly to dealers, however we plan to ship 48 parts on Friday 11/29 and another 48 on Friday 12/06						
Thank you						
Gabriela Tobias						
Materials Manager Lear Corporation						
Office: [REDACTED] gtobias@lear.com						
Via Monterrey Matamoros 514 Pte						
Parque Inds Milenium, Apodaca NL, CP 66600						
Description						
[EXTERNAL] RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC CASE# [REDACTED]						



Service Request Activities – UCC PAR

From: JaNazzia Wilkes (C) <janazzia.wilkes@gm.com>
 Sent: Monday, November 25, 2019 1:09 PM
 To: Tobias, Gabriela <GTobias@lear.com>
 Cc: CARS fccnortheast <fccnortheast@gm.com>
 Subject: RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED]

Good afternoon,
 Will you now be willing to support dealer direct for part 24299153? If so, please advise.
 Thank you,
 Jay/Agent900
 Field Contact Center

From: Tobias, Gabriela <GTobias@lear.com>
 Sent: Thursday, October 10, 2019 5:00 PM
 To: JaNazzia Wilkes (C) <janazzia.wilkes@gm.com>
 Cc: CARS fccnortheast <fccnortheast@gm.com>
 Subject: [EXTERNAL] RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED]

Hi Good afternoon
 To confirm the part we are shipping is the part number 24299153 which is the replacement of part # 24286362,
 We are not able to ship directly to dealer, however we have already ship 40 pcs on the 10/0...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 25, 2019 2:30 PM		KZCN9D	Email - Inbound		Done	11/25/2019 15:33:34	RE: Dealer BAC # 115361 SPAC Case [REDACTED] Part # 24286362 Service Request # 9-[REDACTED] Dealership Name :
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	



Service Request Activities – UCC PAR

Comments	ELM CHEVROLET COMPANY, INC.
<p>Thank you, an update within 96 hours works for me. Have a great day!</p> <p>Jason Hawk District Manager of Aftersales - Remote jason.hawk@gm.com T [REDACTED]</p> <p>-----Original Message----- From: fccnortheast@gm.com <fccnortheast@gm.com> Sent: Monday, November 25, 2019 2:20 PM To: Jason Hawk (C) <jason.hawk@gm.com> Subject: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request [REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.</p> <p>Hello Jason,</p> <p>Here are the latest updates for the case that we are working for you.</p> <p>I would like to start by apologizing for such a delay in your update. We are currently working a record number of cases and this so happened to be one of those I allowed to slip through my fingers.</p> <p>I have changed your case over to replacing part number 24299153. Sprint has exhausted on this part. I've submitted a new inquiry to our source regarding this part.</p> <p>There is stock in transit to processing facility 077 which is not quite enough to cover your case.</p> <p>You will receive a status update within 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.</p> <p>Thank you for your continued patience.</p> <p>Regards, Jay /Agent 900 Field Contact Center</p> <p>[THREAD ID:9-2LO69CM]</p> <p>-----Original Message-----</p>	



Service Request Activities – UCC PAR

From: fccnortheast@gm.com
 Sent: 11/25/2019 02:19:01 PM
 To: jason.hawk@gm.com
 Subject: Dealer BAC # 115361 SPAC Case # [REDACTED].

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 25, 2019 2:20 PM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/29/2019 12:10:30	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	

Comments
src

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 25, 2019 2:19 PM	KZCN9D	KZCN9D	Email - Outbound		Done	11/25/2019 14:20:11	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # [REDACTED] Service Request # 9-[REDACTED] ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	

Comments
 Hello Jason,

Here are the latest updates for the case that we are working for you.

I would like to start by apologizing for such a delay in your update. We are currently working a record number of cases and this so happened to be one of those I allowed to slip through my fingers.

I have changed your case over to replacing part number 24299153. Sprint has exhausted on this part. I've submitted a new inquiry to our source regarding this part.

There is stock in transit to processing facility 077 which is not quite enough to cover your case.

You will receive a status update within 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.



Service Request Activities – UCC PAR

Thank you for your continued patience.

Regards,
Jay /Agent 900
Field Contact Center

[THREAD ID:9-2LO69CM]

-----Original Message-----

From: fccnortheast@gm.com
Sent: 11/25/2019 02:19:01 PM
To: jason.hawk@gm.com
Subject: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request [REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we are working for you.

Per the source they cannot dealer direct, they do have 30 pieces expected to ship by 10/16 on alternate part 24299153. This will be enough to cover, we cannot advise a firm ETA.

Sprint has exhausted on both current and replacing part numbers.

You will receive a status update within 96 business hours (due to extreme...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 25, 2019 2:19 PM	KZCN9D	KZCN9D	Email - Inbound		Done	11/25/2019 14:20:00	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request #9-[REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	
Comments							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 25, 2019 2:09 PM		KZCN9D	Email - Inbound		Done	11/25/2019 15:05:36	RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED] SR:9-
Last Name	First Name	Account			BAC Code		
Comments							
<p>Good afternoon,</p> <p>Will you now be willing to support dealer direct for part 24299153? If so, please advise.</p> <p>Thank you,</p> <p>Jay/Agent900</p> <p>Field Contact Center</p> <p>From: Tobias, Gabriela <GTobias@lear.com> Sent: Thursday, October 10, 2019 5:00 PM To: JaNazzia Wilkes (C) <janazzia.wilkes@gm.com> Cc: CARS fccnortheast <fccnortheast@gm.com> Subject: [EXTERNAL] RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED]</p> <p>Hi Good afternoon</p> <p>To confirm the part we are shipping is the part number 24299153 which is the replacement of part # 24286362,</p> <p>We are not able to ship directly to dealer, however we have already ship 40 pcs on the 10/01, and we will be shipping another 30 pcs on 10/16.</p> <p>Thank you</p> <p>Gabriela Tobias</p>							



Service Request Activities – UCC PAR

Materials Manager | Lear Corporation

Office: [REDACTED] |gtobias@lear.com

Via Monterrey Matamoros 514 Pte

Parque Inds Milenium, Apodaca NL, CP 66600

From: JaNazzia Wilkes (C) <janazzia.wilkes@gm.com>
 Sent: Thursday, October 10, 2019 2:50 PM
 To: Tobias, Gabriela <GTobias@lear.com>
 Cc: CARS fccnortheast <fccnortheast@gm.com>
 Subject: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED]
 Importance: High

CAUTION: EXTERNAL email. Please think before clicking on any links or attachments.

Good evening,

I need 1 piece for a critical order as soon as possible. Do you have any inven...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 21, 2019 4:33 PM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/25/2019 14:20:08	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	

Comments
update***

Confidential Comments



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

Page 17 of 28

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2019 11:22 AM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/21/2019 16:33:51	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
scm							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2019 11:21 AM	KZCN9D	KZCN9D	Email - Outbound		Done	10/15/2019 11:22:32	Dealer BAC # 115361 SPAC Case # [REDACTED] # 24286362 Service Request #9-[REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		0- Dummy Dealer		000000	
Comments							
Hello Jason,							
Here are the latest updates for the case that we are working for you.							
Per the source they cannot dealer direct, they do have 30 pieces expected to ship by 10/16 on alternate part 24299153. This will be enough to cover, we cannot advise a firm ETA.							
Sprint has exhausted on both current and replacing part numbers.							
You will receive a status update within 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.							
Thank you for your continued patience.							
Regards, Jay /Agent 900 Field Contact Center							
[THREAD ID:9-2KBIAGJ]							



Service Request Activities – UCC PAR

-----Original Message-----

From: fccnortheast@gm.com
 Sent: 10/15/2019 11:21:45 AM
 To: jason.hawk@gm.com
 Subject: Dealer BAC # 115361 SPAC Case [REDACTED] Part # 24286362 Service Request [REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.

Hello Jason,

Here are the latest updates for the case that we are working for you. I would like to start by apologizing for such a delay in your update on this case.

Our Partech provided alternate parts 24297143 and 24299153 which aren't stocked.

I've submitted an inquiry to source for possible dealer direct.

You will receive a status update within 48- 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.

Thank you for your continued patience.

Regards,
 Jay /Agent 900
 Field Contact Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2019 11:21 AM	KZCN9D	KZCN9D	Email - Inbound		Done	10/15/2019 11:22:26	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request #9-[REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2019 5:00 PM		KZCN9D	Email -		Done	10/11/2019 09:54:28	[EXTERNAL] RE: *** Urgent ***



Service Request Activities – UCC PAR

Last Name	First Name	Inbound Account	BAC Code	Dealer Direct Request: Part: 24286362, SPAC
Comments Hi Good afternoon				
To confirm the part we are shipping is the part number 24299153 which is the replacement of part # 24286362, We are not able to ship directly to dealer, however we have already ship 40 pcs on the 10/01, and we will be shipping another 30 pcs on 10/16. Thank you				
Gabriela Tobias Materials Manager Lear Corporation Office: [REDACTED] gtobias@lear.com Via Monterrey Matamoros 514 Pte Parque Inds Milenium, Apodaca NL, CP 66600				
From: JaNazzia Wilkes (C) <janazzia.wilkes@gm.com> Sent: Thursday, October 10, 2019 2:50 PM To: Tobias, Gabriela <GTobias@lear.com> Cc: CARS fccnortheast <fccnortheast@gm.com> Subject: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED] Importance: High				
CAUTION: EXTERNAL email. Please think before clicking on any links or attachments.				



Service Request Activities – UCC PAR

Good evening,

I need 1 piece for a critical order as soon as possible. Do you have any inventory available on part # 24286362 to ship directly to the dealer? Can you confirm your source code is 7568?

If a dealer direct is not available, can you please provide me with a valid reason why this part can't be shipped?

May I also have a tentative eta as to when this part will be shipping?

Any information you can provide would be appreciated.

Thank you,

Jay/Agent900

Field Contact Center

Legal Disclaimer

This e-mail message and an...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2019 3:53 PM	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	10/15/2019 11:22:49	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	

Comments
SRC

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
---------	------------	-------------	----------	----------	--------	-------------------	-------------



Service Request Activities – UCC PAR

Oct 10, 2019 3:52 PM	KZCN9D	KZCN9D	Type Email - Outbound	Done	10/10/2019 15:53:36	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # 24286362 Service Request #9-[REDACTED] Dealership Name: ELM CHEVROLET COMPANY, INC.	
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
Hello Jason,							
Here are the latest updates for the case that we are working for you. I would like to start by apologizing for such a delay in your update on this case.							
Our Partech provided alternate parts 24297143 and 24299153 which aren't stocked.							
I've submitted an inquiry to source for possible dealer direct.							
You will receive a status update within 48- 96 business hours (due to extreme caseload) or I can update you as new information becomes available. Please advise which you'd prefer.							
Thank you for your continued patience.							
Regards, Jay /Agent 900 Field Contact Center							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2019 3:50 PM		KZCN9D	Email - Inbound		Done	10/11/2019 09:54:02	*** Urgent *** Dealer Direct Request: Part: 24286362, SPAC [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							
Good evening,							
I need 1 piece for a critical order as soon as possible. Do you have any inventory available on part # 24286362 to ship directly to the dealer? Can you confirm your source code is 7568?							
If a dealer direct is not available, can you please provide me with a valid reason why this part can't be shipped?							



Service Request Activities – UCC PAR

May
I also have a tentative eta as to when this part will be shipping?

Any
information you can provide would be appreciated.

Thank you,

Jay/Agent900

Field Contact Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 10:05 AM	NZ04XL	KZCN9D	FCC Case	ParTech Update	Done	10/10/2019 15:44:23	FCC- 24286362
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	

- Comments**
- Partech Note: Alternate Part Number: 24297143/24299153, No Service Up Asm or Production
 - PN 24294646 - RELAY W/20 WAY CONNECTOR ALONG WITH PN 24289857 - HARNESS W/20 WAY CONN FOR ALL 2017
 - SPAC Case number: [REDACTED]
 - Alternate Part Number: 24297143/24299153
 - Service Up Assembly Part Number:
 - Sub Assembly Part Number:
 - Production Number / Production Up Assembly: 97330
 - If this part number comes thru on a different V.I.N. does Case Resolution need to send an alternate request again: (Y or N) :Y
 - ECA Info:
 - Part AID Issue #:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 9:13 AM	KZCN9D	KZCN9D	Scheduled	FCC Pertinent	Done	10/10/2019 15:53:39	24286362



Service Request Activities – UCC PAR

				Outbound Email	Info			Jason Hawk RZC0KF jason.hawk@gm.com
Last Name	First Name	Account		BAC Code				
██████	██████	Elm Chevrolet Company, Inc.		115361				
Comments								
fo/u								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Aug 30, 2019 9:08 AM	KZCN9D	KZCN9D	Research	Case Update	Done	12/13/2019 13:47:14	24286362	
Last Name	First Name	Account		BAC Code				
██████	██████	Elm Chevrolet Company, Inc.		115361				
Comments								
12/13 B01								
12/05 MU2: carrier and processing delays								
11/25 changed to pn: 24299153 src for replacing pn - 24299153 24299153 - stk i/t 077 - not enough sprint exhaust on replacing								
10/15 24299153 - cannot dd - 30 pcs to ship by 10/16 - per SRC sprint exhaust - current and replacing								
10/10 Partech Note: Alternate Part Number: 24297143/24299153, No Service Up Asm or Production SRC								
08/30 partech src production issues/no firm eta no stk in trans no sprint								



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 9:08 AM	KZCN9D	NZ04XL	Escalation	PARTECH	Done	08/30/2019 10:05:34	FCC- 24286362
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
SPAC: [REDACTED] Vin: [REDACTED] any alt. part or up assembly? Thanks, 900 JBW/FCC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 9:04 AM	KZCN9D	KZCN9D	Inbound Call Field Rep/Whlsl	Service Request Update	Done	08/30/2019 09:06:33	24286362 Jason Hawk RZC0KF jason.hawk@gm.com
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
dma sks esc crs adv src experiencing production issues, no anticipated ship date, can check w/ partech for poss alts and work for poss res							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2019 12:14 AM	VZSMHT	YZPCMX	Notify CRM	ParTech Response	Done	08/30/2019 16:49:00	24286362
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	



Service Request Activities – UCC PAR

Comments							
5							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 6:11 PM	YZPCMX	YZPCMX	Dealer Acknowledgement	Case Update	Done	08/23/2019 18:14:47	24286362
Last Name	First Name	Account	BAC Code				
Comments							
****082319 HR 18 MIN 02 SEC 41 PART #24286362 IS CURRENTLY UNAVAILABLE DUE TO SUPPLIER ISSUES. PER SUPPLY CHAIN THE TENT. DATE FOR SUPPLIER RESOLUTION IS UNAVAILABLE. WILL PROVIDE MORE INFO WHEN AVAILABLE.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 5:31 PM	YZPCMX	VZSMHT	Part Alt Request Multiple VINs	05	Done	08/28/2019 12:15:20	24286362
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				
Comments							
Please see attached file.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 5:26 PM	YZPCMX	YZPCMX	Research	Case Update	Done	08/30/2019 16:52:50	24286362
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				



Service Request Activities – UCC PAR

Comments							
08/27 1600 HRS							
USEM: 24299153 - Buy Stage, Sent Inquiry 08/20, 9-2HXRBLD 24297143 - deck 499							
-MUD NOTES: MU2 24286362,0077,081419 AS 0pcs ship by TBD EPF TBD No Shp date,Quoting raw material while part number is being released per							
-IN TRANSIT: N/A							
-SPRINT (force D2D): NO SPRINT.							
-PARTECH: THERE IS A POSSIBLE SOLUTION BASED ON THE VIN. 08/15, 9-2HSKRH4							
-DEALER DIRECT: 7568 : No dealer direct : 9-2D1RWNR							
-SPRINT: Sprint exhaust							
-PROD PULL: No, battery no longer avail from prod, per partech 9-2HSKRH4.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 5:26 PM	YZPCMX	YZPCMX	Dealer Acknowledgement	Initial Acknowledgement	Done	08/23/2019 17:28:28	24286362
Last Name	First Name		Account		BAC Code		
██████	██████		Elm Chevrolet Company, Inc.		115361		
Comments							
****082319 HR 17 MIN 27 SEC 25 ATTN: PARTS MGR, SPAC IS WORKING TO RESOLVE YOUR CASE # ████████ YOU WILL RECEIVE AN ANSWERBACK AS SOON AS WE HAVE MORE INFO BUT NO LATER THAN 48 HOURS.							
Confidential Comments							



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 5:25 PM	YZPCMX	YZPCMX	Escalation	Volt	Done	08/23/2019 17:28:21	24286362
Last Name Vanfleet		First Name Jeremy		Account Elm Chevrolet Company, Inc.		BAC Code 115361	
Comments C02 08/23/19 17:27 757KVM***ESCALATED TO SPAC VOLT WITH SR# [REDACTED] ***							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 5:25 PM	YZPCMX	YZPCMX	Ownership Changed		Done	08/23/2019 17:25:39	Service Request Ownership has changed FROM: NZCMMF TO: YZPCMX
Last Name [REDACTED]		First Name [REDACTED]		Account Elm Chevrolet Company, Inc.		BAC Code 115361	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 3:20 PM	NZCMMF	SPACNEWQ	Escalation	SWAT Inquiry	Done	08/23/2019 17:25:43	131
Last Name [REDACTED]		First Name [REDACTED]		Account Elm Chevrolet Company, Inc.		BAC Code 115361	
Comments 24286362							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 3:19 PM	NZCMMF	NZCMMF	DCC - Inbound Call Dir	ETA - SPAC Case	Done	08/23/2019 15:20:01	ETA - SPAC Case
Last Name [REDACTED]		First Name [REDACTED]		Account Elm Chevrolet Company, Inc.		BAC Code 115361	



Service Request Activities – UCC PAR

Comments
dealer seeks: update/ escalation

crs adv: Proc issue at the source. No firm ETA. Will escalate

Confidential Comments

UCC Information

UCC Code	Description	Symptom
----------	-------------	---------

End of Report