



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

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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	Elmira	Zip	[REDACTED]	State	NY	UCC	Engine - General
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Elm Chevrolet Company, Inc.	Safety	N/A
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Updated	09/05/2019 17:39:21
Serial/VIN #	[REDACTED]	Mileage	40000	Priority	Medium	License #	Owner
Model	Volt	Model Year	2017	Status	Closed	Opened	Aug 30, 2019 8:56 AM
Make	Chevrolet	Warranty Start	08/22/2016 00:00:00	Sub Status	Dissatisfied	Closed	Sep 5, 2019 5:39 PM
Cust Concern	Parts Delay						
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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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	



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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
Sep 5, 2019 5:39 PM	SZ5TKP	SZ5TKP	SR Closed - Dissatisfied		Done	09/05/2019 17:39:21	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 5:37 PM	SZ5TKP	SZ5TKP	SR Summary	SR Closure Review	Done	09/05/2019 17:38:16	SR Closure
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Verified contact information Customer stated that his vehicle has been at dealership waiting on a part that is on national back order. I let customer know that there is a case open specifically pertaining his part that the dealership is working to get part available to him and that the dealership will have the most updated information and his main point of contact. Customer is not happy at all with this stated I was no help. He will be reaching back out to the dealership.							



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Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 5:33 PM	SZ5TKP	SZ5TKP	Outbound Call Customer	Customer Initial	Done	09/05/2019 17:38:20	Customer Initial
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Verified contact information Customer stated that his vehicle has been at dealership waiting on a part that is on national back order. I let customer know that there is a case open specifically pertaining his part that the dealership is working to get part available to him and that the dealership will have the most updated information and his main point of contact.							
Customer is not happy at all with this stated I was no help. He will be reaching back out to the dealership.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 3:42 PM	SZ05NG	SZ5TKP	Notify CRM	Customer Called	Done	09/05/2019 17:28:12	Customer attempted reaching you, requesting callback
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 3:29 PM	SZ05NG	SZ05NG	Inbound Call Customer	Complex Request	Done	09/05/2019 15:42:13	**assisting only**
Last Name		First Name		Account		BAC Code	
█		█					
Comments							
Reason for calling: cust is returning the call of the SA.							



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Expectation set:
I offered to call the senior advisor assigned to the case but unfortunately, the senior advisor is currently not available. I told the cust that I will send a notification about the call today and note here to contact the cust back as soon as possible.

BTTC: before 6PM today
BNTC: (607) 331-2416

Jam/CAC/T1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 12:48 AM	RZS2GN	SZ5TKP	Scheduled Outbound Call Cust		Done	09/05/2019 17:38:25	Follow up

Last Name	First Name	Account	BAC Code
█	█		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2019 12:29 AM	RZS2GN	RZS2GN	Outbound Call Customer	Customer Initial	Done	09/05/2019 17:28:17	Initial Contact

Last Name	First Name	Account	BAC Code
█	█		

Comments

Called to gather more information. The customer stated he is in a meeting and would like a call back later.

Confidential Comments

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

Sep 4, 2019 12:49 AM	SZ5TKP	SZ5TKP	Scheduled Outbound Call Cust		Done	09/05/2019 12:26:34	
Last Name		First Name		Account	BAC Code		Call Customer
█		█					
Comments							
Verify contact information Gather information on case Update customer per dealership							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2019 12:43 AM	SZ5TKP	SZ5TKP	Milestone	Action Plan Received	Done	09/05/2019 17:28:22	Action Plan Received
Last Name		First Name		Account	BAC Code		
█		█					
Comments							
As far as the part being on national back order there is nothing I can do about that.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2019 3:55 PM	NSCHILLER1	SZ5TKP	Follow-Up		Done	09/05/2019 17:38:29	Dealer Update Case
Last Name		First Name		Account	BAC Code		
█		█					
Comments							
As far as the part being on national back order there is nothing I can do about that.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2019 6:03 AM	SADMIN	SADMIN	Email - Outbound		Done	09/03/2019 06:03:17	CCC - CAC Tier 2 Alert – 24 HR No Response: Chevrolet Case
Last Name		First Name		Account	BAC Code		█, VIN



Service Request Activities – UCC PAR

Kjar	Dan							Mileage 40000
Comments								
Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day, You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .								
Customer's concern: Customer said that last week the engine stop, and he said that the parts that was ordered by the dealership is on national back order, customer and the dealership is seeking to expedite the parts for the repairs								
Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their Parts Delay. There is an expectation that the customer will receive follow up from you within 2 business days from today.								
1. Customer's main concern/request is: Parts Delay 2. Vehicle has been to the dealer or diagnosed? Y 3. Customer is requesting cost assistance: Y								
https://gmnacontactcenter.autopartners.net/edealer_enu_gc								
[Redacted]								
Confidential Comments								
[Redacted]								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Sep 3, 2019 3:18 AM	SADMIN	NSCHILLER1	Dealer Notification	24 HR No Response	Done	09/05/2019 17:38:35	Case Escalation	
Last Name	First Name		Account		BAC Code			
[Redacted]	[Redacted]							
Comments								
Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day, You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .								
Customer's concern: Customer said that last week the engine stop, and he said that the parts that was ordered by the dealership is on national back order, customer and the dealership is seeking to expedite the parts for the repairs								
Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their Parts Delay. There is an expectation that the customer will receive follow up from you within 2 business days from today.								
1. Customer's main concern/request is: Parts Delay								



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2. Vehicle has been to the dealer or diagnosed? Y
3. Customer is requesting cost assistance: Y

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 1:01 PM	XZ3Y7D	SZ5TKP	Ownership Changed		Done	08/30/2019 13:01:55	Service Request Ownership has changed FROM: YZZ603 TO: SZ5TKP
Last Name		First Name		Account		BAC Code	
█		█					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 1:01 PM	XZ3Y7D	SZ5TKP	Workflow	Case Assigned	Done	08/30/2019 13:01:48	new sr assigned
Last Name		First Name		Account		BAC Code	
█		█					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 1:01 PM	XZ3Y7D	SZ5TKP	Notify CRM		Done	09/05/2019 12:28:44	new sr assigned
Last Name		First Name		Account		BAC Code	
█		█					

Comments

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 30, 2019 9:01 AM SADMIN SADMIN Email - Outbound Done 08/30/2019 09:01:16

Last Name	First Name	Account	BAC Code
█	█		

CCC - CAC Tier 1 Alert – Action Required: Case # Chevrolet, 9-█, VIN █ Mileage 40000

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day, You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer said that last week the engine stop, and he said that the parts that was ordered by the dealership is on national back order, customer and the dealership is seeking to expedite the parts for the repairs

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their Parts Delay. There is an expectation that the customer will receive follow up from you within 2 business days from today.

- 1. Customer's main concern/request is: Parts Delay
- 2. Vehicle has been to the dealer or diagnosed? Y
- 3. Customer is requesting cost assistance: Y

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

█

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 9:01 AM	YZZ603	TIER2Q	Notify CRM	Need to Assume SR	Done	08/30/2019 13:01:29	Transfer to T2- Please Assume

Last Name	First Name	Account	BAC Code
█	█		

Comments

- 1. Why are you transferring to Tier2?- be detailed (SS8318) Parts Delay
- 2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? (SS8333)N
- 3. Is the vehicle out of all warranties?N
- 4. Was the vehicle diagnosed?Y



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- 5. What was the diagnosis/status of repair(s)? N/A
- 6. Has the customer paid for any repairs/service regarding this concern? N
- 7. Is the customer requesting cost assistance? N
- 8. If requesting cost asst: how much/what are they requesting?N

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 9:00 AM	YZZ603	SZ5TKP	Scheduled Outbound Call Dir	Cancelled-Initial Update Recd	Done	09/04/2019 12:49:18	FF with CEM

Last Name	First Name	Account	BAC Code
█	█		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 8:59 AM	YZZ603	NSCHILLER1	Dealer Notification	Action Required	Done	09/03/2019 03:18:44	Parts Delay

Last Name	First Name	Account	BAC Code
█	█		

Comments

Please review the case, and share your action plan and any customer/vehicle specific details by the end of the next business day, You can share your Action Plan by clicking on the "Add Activity" button in Dealer Case Management (DCM) to create a new Activity .

Customer's concern: Customer said that last week the engine stop, and he said that the parts that was ordered by the dealership is on national back order, customer and the dealership is seeking to expedite the parts for the repairs

Expectations set to customer: I let customer know that I would be escalating their case to a Senior Advisor and the Senior Advisor will work with the CEM at the dealership to address their Parts Delay. There is an expectation that the customer will receive follow up from you within 2 business days from today.

- 1. Customer's main concern/request is: Parts Delay
- 2. Vehicle has been to the dealer or diagnosed? Y



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3. Customer is requesting cost assistance: Y

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 8:59 AM	YZZ603	YZZ603	VIN Scan		Done	08/30/2019 08:59:29	T1
Last Name		First Name		Account		BAC Code	
█		█					

Comments
no prev case

John/CAC/T1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2019 8:58 AM	YZZ603	YZZ603	Inbound Call Customer	Complex Request	Done	08/30/2019 08:59:14	Parts Delay
Last Name		First Name		Account		BAC Code	
█		█					

Comments
 Name: █
 Phone Number █
 Address:
 █
 Elmira, NY █
 Email: █
 █
 Mileage: 40000
 Y/M/M 2017 Chevrolet Volt

Reason the customer called:
 Customer said that last week the engine stop, and he said that the parts that was ordered by the dealership is on national back order, customer and the dealership is seeking to expedite the parts for the repairs

Expectations for the customer:
 Based on the information that you have shared with me I need to transfer your case to a Senior Advisor who will continue to work directly with



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you and your dealership to review your vehicle and concerns.

One of the Senior Advisors will contact you within 2 business days to assist you further.

John/CACT1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
J01	Engine - General	No Start

End of Report