



Service Request Activity (All)

Report Date: Monday, March 23, 2020
Page 1 of 19

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

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/13/2019 13:49:45	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/13/2019 13:49:27	KZCN9D	KZCN9D	Manager Review	Case Assessment	Done	12/13/2019 13:49:40	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
B01							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/13/2019 13:49:24		KZCN9D	Email - Inbound		Done	12/13/2019 15:41:57	Automatic reply: Dealer BAC # 115361 SPAC Case # [REDACTED] Part # [REDACTED] Request # 9-[REDACTED] Dealership Name : ELM CHEVROLET COMPANY, INC.
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							
I am out of the office 12/13, returning 12/16. For immediate assistance please reach out to colton.evans@gm.com. Thank you!							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/13/2019 13:48:43	KZCN9D	KZCN9D	Email - Outbound		Done	12/13/2019 13:49:08	Dealer BAC # 115361 SPAC Case # [REDACTED] Part # [REDACTED] Service

Last Name	First Name	Account	BAC Code	Request #	Dealership
[REDACTED]	[REDACTED]	0- Dummy Dealer	000000	[REDACTED]	ELM CHEVROLET COMPANY, INC.

Comments

Hello [REDACTED]

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 [REDACTED]]

-----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 COMPANY, INC.

Hello [REDACTED]

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 [REDACTED]]

-----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 [REDACTED]

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/13/2019 13:48:34	KZCN9D	KZCN9D	Email - Inbound		Done	12/13/2019 13:49:03	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/05/2019 17:04:58	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	12/13/2019 13:49:21	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
monitor stk							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/05/2019 17:03:28	KZCN9D	KZCN9D	Email - Outbound		Done	12/05/2019 17:03:47	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							
Hello [REDACTED],							

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 ██████████]

-----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 ██████████ Part # 24286362 Service Request # ██████████ Dealership Name : ELM CHEVROLET COMPANY, INC.

Hello ██████████

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 ██████████]

-----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 # ██████████ Part # 24286362 Service Request # ██████████ D...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/05/2019 17:03:20	KZCN9D	KZCN9D	Email - Inbound		Done	12/05/2019 17:03:43	██████████
Last Name		First Name		Account	BAC Code		
██████████		██████████		0- Dummy Dealer	000000		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/29/2019 12:10:	KZCN9D	KZCN9D	Scheduled	FCC Pertinent Info	Done	12/05/2019 17:04:58	██████████

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.

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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/29/2019 12:09:47	KZCN9D	KZCN9D	Email - Inbound		Done	11/29/2019 12:10:23	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/25/2019 15:22:46		KZCN9D	Email - Inbound		Done	11/25/2019 15:33:30	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
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] | Mobile [REDACTED]

Via Monterrey Matamoros 514 Pte

Parque Inds Milenium, Apodaca NL, CP 66600

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/25/2019 14:30:31		KZCN9D	Email - Inbound		Done	11/25/2019 15:33:34	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000		
Comments							
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] 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. 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.

Thank you for your continued patience.

Regards,
Jay /Agent 900
Field Contact Center

[THREAD ID [REDACTED]]

-----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] ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/25/2019 14:20:09	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/29/2019 12:10:30	[REDACTED]
Last Name		First Name		Account	BAC Code	Description	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361	RZC0KF jason.hawk@gm.com	
Comments							
src							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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11/25/2019 14:19:16 KZCN9D KZCN9D Email - Outbound Done 11/25/2019 14:20:11

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.

Thank you for your continued patience.

Regards,
Jay /Agent 900
Field Contact Center

[THREAD [REDACTED]]

-----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.

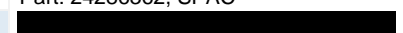
You will receive a status update within 96 business hours (due to extreme...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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11/25/2019 14:19:01	KZCN9D	KZCN9D	Email - Inbound	Done	11/25/2019 14:20:00
Last Name		First Name		Account	BAC Code
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000
Comments					



Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/25/2019 14:09:00		KZCN9D	Email - Inbound		Done	11/25/2019 15:05:36	RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC
Last Name		First Name		Account	BAC Code		
Comments							



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 [REDACTED]
 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, [REDACTED], [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 10/01, and we will be shipping another 30 pcs on 10/16.

Thank you

Gabriela Tobias

Materials Manager | Lear Corporation



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, [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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/21/2019 16:33:52	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/25/2019 14:20:08	24286362 [REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361	RZC0KF jason.hawk@gm.com	
Comments update***							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/15/2019 11:22:50	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	11/21/2019 16:33:51	24286362 [REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361	RZC0KF jason.hawk@gm.com	
Comments scm							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/15/2019 11:21:59	KZCN9D	KZCN9D	Email - Outbound		Done	10/15/2019 11:22:32	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		0- Dummy Dealer	000000	[REDACTED]	
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



-----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] 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
10/15/2019 11:21:45	KZCN9D	KZCN9D	Email - Inbound		Done	10/15/2019 11:22:26
Last Name	First Name	Account	BAC Code	[REDACTED]		
[REDACTED]	[REDACTED]	Elm Chevrolet	115361	[REDACTED]		

		Company, Inc.		INC.
Comments				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/10/2019 17:00:43		KZCN9D	Email - Inbound		Done	10/11/2019 09:54:28	[EXTERNAL] RE: *** Urgent *** Dealer Direct Request: Part: 24286362, SPAC
Last Name		First Name		Account	BAC Code	[REDACTED]	
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

[REDACTED]
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 CAS [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 inventory available on part # 24286362 to ship directly to the dealer? Can

you confirm your source code is [REDACTED]?

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...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/10/2019 15:53:40	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	10/15/2019 11:22:49	24286362 [REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361	RZC0KF jason.hawk@gm.com	
Comments							
SRC							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/10/2019 15:52:56	KZCN9D	KZCN9D	Email - Outbound		Done	10/10/2019 15:53:36	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361	[REDACTED]	
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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/10/2019 15:50:00		KZCN9D	Email - Inbound		Done	10/11/2019 09:54:02	*** Urgent *** Dealer Direct Request: Part: 24286362, SPAC CAS [REDACTED],
Last Name		First Name		Account	BAC Code		[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 [REDACTED]?							
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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 10:05:21	NZ04XL	KZCN9D	FCC Case	ParTech Update	Done	10/10/2019 15:44:23	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
<ul style="list-style-type: none"> • 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 #:

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:13:50	KZCN9D	KZCN9D	Scheduled Outbound Email	FCC Pertinent Info	Done	10/10/2019 15:53:39	24286362
Last Name		First Name		Account	BAC Code		RZC0KF
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		jason.hawk@gm.com
Comments							
fo/u							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:08:51	KZCN9D	KZCN9D	Research	Case Update	Done	12/13/2019 13:47:14	24286362
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:08:	KZCN9D	NZ04XL	Escalation	PARTECH	Done	08/30/2019 10:05:34	FCC- 24286362

19							
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				
Comments							
SPAC: ██████████ Vin: ██████████ any alt. part or up assembly? Thanks, 900 JBW/FCC							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:04:08	KZCN9D	KZCN9D	Inbound Call Field Rep/Whlsl	Service Request Update	Done	08/30/2019 09:06:33	24286362 ██████████
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361	RZC0KF jason.hawk@gm.com			
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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2019 12:14:15	VZSMHT	YZPCMΧ	Notify CRM	ParTech Response	Done	08/30/2019 16:49:00	24286362
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				
Comments							
5							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 18:11:07	YZPCMΧ	YZPCMΧ	Dealer Acknowledgement	Case Update	Done	08/23/2019 18:14:47	24286362
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				
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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 17:31:	YZPCMΧ	VZSMHT	Part Alt Request	05	Done	08/28/2019 12:15:20	24286362

20			Multiple VINs				
Last Name	First Name	Account	BAC Code				
██████	██████	Elm Chevrolet Company, Inc.	115361				
Comments							
Please see attached file.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 17:26:40	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				
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, ██████████							
-DEALER DIRECT: 7568 : No dealer direct : 9-2D1RWNR							
-SPRINT: Sprint exhaust							
-PROD PULL: No, battery no longer avail from prod, per partech 9-2HSKRH4.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 17:26:03	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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 17:25:45	YZPCMX	YZPCMX	Escalation	Volt	Done	08/23/2019 17:28:21	24286362
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
C02 08/23/19 17:27 757KVM***ESCALATED TO SPAC VOLT WITH [REDACTED] ***							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 17:25:39	YZPCMX	YZPCMX	Ownership Changed		Done	08/23/2019 17:25:39	Service Request Ownership has changed FROM: NZCMMF TO: YZPCMX
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 15:20:09	NZCMMF	SPACNEWQ	Escalation	SWAT Inquiry	Done	08/23/2019 17:25:43	131
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
24286362							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 15:19:19	NZCMMF	NZCMMF	DCC - Inbound Call Dlr	ETA - SPAC Case	Done	08/23/2019 15:20:01	ETA - SPAC Case
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							
dealer seeks: update/ escalation							
crs adv: Proc issue at the source. No firm ETA. Will escalate							

End of Report