

[REDACTED]

From: [REDACTED]
Sent: Thursday, August 23, 2018 2:19 PM
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Customer was sent a text earlier this morning that the vehicle is completed and ready for pick up. We have reached out to the customer again recently. Any reimbursement that CAC is processing is ok with me.

Bob Causey
Service Director
Rydell Chevrolet
bcausey@rydells.com
[REDACTED]

From: Gracelyn Cooper (C) <gracelyn.cooper@gm.com>
Sent: Thursday, August 23, 2018 10:51 AM
To: Bob Causey <bcausey@rydells.com>
Cc: jhobaugh@rydells.com
Subject: Request for update [REDACTED]

[REDACTED]

Bac: 164494

Good Morning

I am emailing you in regards to customer [REDACTED] and her 2017 Chevrolet Volt. I was advised (per cem) that the vehicle would be repaired today . Customer states that no one has contacted her from the dealership with an update. If someone can contact her with the status of her vheicle that would be great. Customer seeking reimbursement for out of pocket rental expense.
Customers repairs were under warranty, we can process the reimbursement here on our end.
Please advise if you have any objections in reimbursing the customer.

Gracelyn

Alorica on behalf of General Motors
California Customer Engagement Center | District Specialist
Desk 866.790.5700 x [REDACTED] 866-266-1791

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number."

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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