



Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

Page 1 of 12

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 | | | | | |
| | | | | | | | | |



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 12

| | | | |
|------------------------|-----------------|---------------|----------------------|
| 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. | | | | | | | |



Service Request Activities – UCC PAR

| 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. | | | | | | | |



Service Request Activities – UCC PAR

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: [REDACTED]

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 |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] | | |

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 |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] | | |

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

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|--|-------------------|--------------------|------------------------------|----------------------|---------------|--------------------------|--|
| 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 # █ VIN █ |
| Last Name | | First Name | | Account | BAC Code | | |
| █ | | █ | | | | | |



Service Request Activities – UCC PAR

| | | | | | | | |
|--|-------------------|--------------------|----------------------|-------------------|-----------------|--------------------------|--------------------|
| <p>Comments</p> <p>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 .</p> <p>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</p> <p>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.</p> <p>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</p> | | | | | | | |
| <p>Confidential Comments</p> | | | | | | | |
| 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 | | |
| | | | | | | | |
| <p>Comments</p> <p>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 .</p> <p>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</p> <p>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.</p> <p>1. Customer's main concern/request is: Parts Delay</p> | | | | | | | |



Service Request Activities – UCC PAR

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 |
|---------|------------|-------------|---------------|----------|--------|-------------------|-------------|
|---------|------------|-------------|---------------|----------|--------|-------------------|-------------|



Service Request Activities – UCC PAR

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|--|------------|-------------|------------------|-------------------|---------------------|---------------------|-------------------------------|
| Aug 30, 2019 9:01 AM | SADMIN | SADMIN | Email - Outbound | Done | 08/30/2019 09:01:16 | | |
| 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 | | | | | | | |
| 2. Vehicle has been to the dealer or diagnosed? Y | | | | | | | |
| 3. Customer is requesting cost assistance: Y | | | | | | | |
| [REDACTED] | | | | | | | |
| [REDACTED] | | | | | | | |
| 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 | |
| [REDACTED] | | [REDACTED] | | | | | |
| Comments | | | | | | | |
| 1. Why are you transferring to Tier2?- be detailed [REDACTED]) Parts Delay | | | | | | | |
| 2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k [REDACTED])N | | | | | | | |
| 3. Is the vehicle out of all warranties?N | | | | | | | |
| 4. Was the vehicle diagnosed?Y | | | | | | | |





Service Request Activities – UCC PAR

- 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



Service Request Activities – UCC PAR

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 █
 █
 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



Service Request Activities – UCC PAR

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