



Service Request Activity (All)

Report Date: Monday, March 23, 2020
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SR No.	[REDACTED]	Ref No.		BRC Type	N/A	Business Unit	CCC - CAC Tier 2
Account		Site/BAC		Cost Ast.	No Goodwill Offered	Area	Complaint Vehicle - Operable
Last Name	[REDACTED]	First Name	[REDACTED]	GW SubType		Sub-Area	Part Delay
Daytime #	[REDACTED]	Evening #	[REDACTED]	Approval	Not Initiated	Safety	N/A
Involved Dir	Elm Chevrolet Company, Inc.	Contact Acct.		UCC	Engine - General	Updated	Sep 5, 2019 5:39 PM
Serial/VIN #	[REDACTED]	Source	Phone	Priority	Medium	Owner	SZ5TKP
Model	Volt	License #		Status	Closed	Opened	Aug 30, 2019 8:56 AM
Make	Chevrolet	Warranty Start	Aug 22, 2016 12:00 AM	Sub Status	Dissatisfied	Closed	Sep 5, 2019 5:39 PM
Year	2017	Mileage	40000	Cust Concern	Parts Delay		
Customer Description							

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 17:39:21	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		
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 17:37:57	SZ5TKP	SZ5TKP	SR Summary	SR Closure Review	Done	09/05/2019 17:38:16	SR Closure
Last Name		First Name		Account	BAC Code		
Kjar		Dan					
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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 17:33:36	SZ5TKP	SZ5TKP	Outbound Call Customer	Customer Initial	Done	09/05/2019 17:38:20	Customer Initial
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
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							

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 15:42:15	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 15:29:36	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.							
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: █							
Jam/CAC/T1/Manila							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 12:48:16	RZS2GN	SZ5TKP	Scheduled Outbound Call Cust		Done	09/05/2019 17:38:25	Follow up
Last Name		First					
█		█					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2019 12:29:30	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.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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09/04/2019 12:49:33	SZ5TKP	SZ5TKP	Scheduled Outbound Call Cust		Done	09/05/2019 12:26:34	Call Customer
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Verify contact information Gather information on case Update customer per dealership							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/04/2019 12:43:39	SZ5TKP	SZ5TKP	Milestone	Action Plan Received	Done	09/05/2019 17:28:22	Action Plan Received
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
As far as the part being on national back order there is nothing I can do about that.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/03/2019 15:55:45	NSCHILLER1	SZ5TKP	Follow-Up		Done	09/05/2019 17:38:29	Dealer Update Case
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
As far as the part being on national back order there is nothing I can do about that.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/03/2019 06:03:17	SADMIN	SADMIN	Email - Outbound		Done	09/03/2019 06:03:17	CCC - CAC Tier 2 Alert – 24 HR No Response: Chevrolet Case # [REDACTED] VIN [REDACTED], Mileage 40000
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]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/03/2019 03:18:43	SADMIN	NSCHILLER1	Dealer Notification	24 HR No Response	Done	09/05/2019 17:38:35	Case Escalation
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 .							
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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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 13:01:55	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 13:01:39	XZ3Y7D	SZ5TKP	Workflow	Case Assigned	Done	08/30/2019 13:01:48	new sr assigned
Last Name		First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 13:01:30	XZ3Y7D	SZ5TKP	Notify CRM		Done	09/05/2019 12:28:44	new sr assigned
Last Name		First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:01:	SADMIN	SADMIN	Email - Outbound		Done	08/30/2019 09:01:16	CCC - CAC Tier 1 Alert – Action

16								Required: Case # Chevrolet, [REDACTED]
Last Name	First Name	Account	BAC Code					
[REDACTED]	[REDACTED]			[REDACTED] VIN [REDACTED] Mileage 40000				
Comments								
<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>https://gmnacontactcenter.autopartners.net/edealer_enu_gc</p> <p>[REDACTED]</p>								

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:01:08	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							
<p>1. Why are you transferring to Tier2?- be detailed (SS8318) Parts Delay</p> <p>2. Is the warranty beyond the CAC qualifying warranty filter of 2yr. or 24k mi? [REDACTED]</p> <p>3. Is the vehicle out of all warranties?N</p> <p>4. Was the vehicle diagnosed?Y</p> <p>5. What was the diagnosis/status of repair(s)? N/A</p> <p>6. Has the customer paid for any repairs/service regarding this concern? N</p> <p>7. Is the customer requesting cost assistance? N</p> <p>8. If requesting cost asst: how much/what are they requesting?N</p>							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 09:00:51	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				
[REDACTED]	[REDACTED]						

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 08:59:58	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
3. Customer is requesting cost assistance: Y

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 08:59:16	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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/30/2019 08:58:15	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: [Redacted]
 Phone Number: [Redacted]
 Address: [Redacted]
 Elmira, NY [Redacted]
 Email: [Redacted]
 Mileage: 40000
 Y/M/M 2017 Chevrolet Volt

Generated by [Redacted]

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 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

End of Report