

## Request for Field Service Engineer Assistance BRC FRA Form

<b>GM Region</b>	Southeast
<b>Requestor:</b>	Luis
<b>Requestor's Title:</b>	Legal Advisor
<b>Date:</b>	October 31, 2018

**Request Type (please check appropriate box with an "X")**

<input type="checkbox"/>	Vehicle Inspection	<input checked="" type="checkbox"/>	Final Repair Attempt
<input type="checkbox"/>	Executive CAC case	<input type="checkbox"/>	CAC case / Customer Satisfaction
<input type="checkbox"/>	Regional Request	<input type="checkbox"/>	Other - please specify

Business Reason for Request:	<i>(* Applicable BBB, Arbitration, or State Lemon Law case reference or #)</i> October 30, 2018 Please see attached.
Approximate date(s) when FSE will be needed	<i>(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)</i> Appointment must be scheduled by November 9, 2018 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

**Required Information**

VIN:	[REDACTED]
Dealer BAC code:	113968
Dealership name:	Hendrick Chevrolet Buick GMC Cadillac at Southpoint
Dealer contact name:	Cassandra Miller
Dealer contact phone number:	919-354-7800
Detailed Description of Customer Complaint:	Customer has battery and electrical system complaints
BRC Advisor Contact Name	Luis
BRC Advisor Phone number & email address	1-800-231-1841 Luis.1.palomo@gm.com
Service Request # (BRC/TAC)	[REDACTED]