

Here is a copy of Job Card

From: Brittany Kelley (C) [<mailto:brittany.kelley@gm.com>]
Sent: Tuesday, June 11, 2019 5:02 PM
To: 'Ron Griffin' <rgriffin@autobyfox.com>
Subject: RE: [EXTERNAL] RE: RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Good afternoon,

I received your DCM update stating that the customer has picked his vehicle. Whenever you have a chance, can you please send me the repair order so that I may process the vehicle payment reimbursements?

Sincerely,

Brittany Kelley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. [REDACTED]
Fax: 1-586-920-0378
[Email:brittany.kelley@gm.com](mailto:brittany.kelley@gm.com)

From: Ron Griffin [<mailto:rgriffin@autobyfox.com>]
Sent: Wednesday, June 05, 2019 12:40 PM
To: Brittany Kelley (C) <brittany.kelley@gm.com>
Subject: [EXTERNAL] RE: RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Still working on, parts came in last night, hope to have finished up today

From: Brittany Kelley (C) [<mailto:brittany.kelley@gm.com>]
Sent: Wednesday, June 05, 2019 12:05 PM
To: 'Ron Griffin' <rgriffin@autobyfox.com>; Jay Townsend <jay.townsend@chevrolet.com>; 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>

Subject: RE: [EXTERNAL] RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Good afternoon,

Don't forget whenever you have a chance please send me [REDACTED] repair order.

Sincerely,

Brittany Kelley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5 [REDACTED]
Fax: 1-586-920-0378
Email:brittany.kelley@gm.com

From: Brittany Kelley (C)

Sent: Monday, June 03, 2019 3:21 PM

To: 'Ron Griffin' <rgriffin@autobyfox.com>; Jay Townsend <jay.townsend@chevrolet.com>; 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>

Subject: RE: [EXTERNAL] RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Good afternoon,

Can you please send me the repair order once the repair has been completed? I will be reimbursing the customer for vehicle payments. I want to ensure I have the correct amount of days down so that we can determine how many vehicle payments the customer should be receiving per every 22 days down as that is stated within GM policy.

Sincerely,

Brittany Kelley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. [REDACTED]

Fax: 1-586-920-0378

Email:brittany.kelley@gm.com

From: Brittany Kelley (C)

Sent: Monday, June 03, 2019 3:08 PM

To: 'Ron Griffin' <rgriffin@autobyfox.com>

Subject: RE: [EXTERNAL] RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Good afternoon,

Thank you.

Sincerely,

Brittany Kelley

Executive Liaison

Executive Resolution Team

Concentrix on behalf of General Motors

(855) 880-1400 Ext. [REDACTED]

Fax: 1-586-920-0378

Email:brittany.kelley@gm.com

From: Ron Griffin [<mailto:rgriffin@autobyfox.com>]

Sent: Monday, June 03, 2019 3:07 PM

To: Brittany Kelley (C) <brittany.kelley@gm.com>

Subject: [EXTERNAL] RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED] May, 2 in a half month part delay/ Case number: [REDACTED]

Ordered whole battery assembly, was overnighted on Friday, should see by tomorrow.

From: Brittany Kelley (C) [<mailto:brittany.kelley@gm.com>]

Sent: Monday, June 03, 2019 2:58 PM

To: Jay Townsend <jay.townsend@chevrolet.com>; 'rgriffin@autobyfox.com' <rgriffin@autobyfox.com>; Bill Blondin (Bill Fox Chevrolet Inc) <williamblondin@autobyfox.com>; 'rgriffin@autobyfox.com' <rgriffin@autobyfox.com>; 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>
Cc: 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>

Subject: RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Good afternoon,

We escalated the case to our SPAC Executive team and they informed us that the case has been canceled by the dealership. Is there a particular reasoning why the SPAC case has been canceled? [REDACTED] has been waiting for this part for about a month. Did you all order the part from somewhere else and canceled the SPAC case?

Sincerely,

Brittany Kelley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. [REDACTED]
Fax: 1-586-920-0378
[Email:brittany.kelley@gm.com](mailto:brittany.kelley@gm.com)

From: Jay Townsend
Sent: Wednesday, May 29, 2019 8:27 AM
To: 'rgriffin@autobyfox.com' <rgriffin@autobyfox.com>
Cc: 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>; Brittany Kelley (C) <brittany.kelley@gm.com>
Subject: RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED] May, 2 in a half month part delay/ Case number: [REDACTED]

Ron,

I support a vehicle payment based on days down once the part is received and repairs are complete.

Thank you
Jay Townsend
District Manager Aftersales
Chevrolet Detroit Zone
Jay.townsend@chevrolet.com
Cell: [REDACTED]



CERTIFIED SERVICE

From: Brittany Kelley (C)
Sent: Tuesday, May 28, 2019 4:45 PM
To: Jay Townsend <Jay.townsend@chevrolet.com>
Cc: Bill Blondin (Bill Fox Chevrolet Inc) <williamblondin@autobyfox.com>; 'rgriffin@autobyfox.com' <rgriffin@autobyfox.com>; 'mkowalski@autobyfox.com' <mkowalski@autobyfox.com>; 'jmcguire@autobyfox.com' <jmcguire@autobyfox.com>
Subject: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc., [REDACTED], May, 2 in a half month part delay/ Case number: [REDACTED]

Jay,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Below are some relevant facts of the case:

- VIN: [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Cell: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] has been awaiting 2 in a half months for the Relay Assembly-High Volt Battery Disconnect Part (Part number: 24286362)to arrive. We have a SPAC case currently open, Service request [REDACTED] Reference number [REDACTED]. We have escalated to SPAC Exec requesting to expedite the part. [REDACTED] inquired about a car payment reimbursement. I believe we should reimburse the customer for his car payment per 22 days

down/inoperative. If there is anything you can do to assist within expediting part number, 24286362 please inform me. The current SPAC case has no ETA for the part arrival.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue.

Sincerely,

Brittany Kelley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. [REDACTED]
Fax: 1-586-920-0378
Email: brittany.kelley@gm.com

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