

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? Mr. May 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: [REDACTED]
Sent: Wednesday, May 29, 2019 8:27 AM
[REDACTED],
Kelley (C) <brittany.kelley@gm.com>
Subject: RE: ACTION REQUIRED BY 24 to 48 business hours/ Exec CAC Case, Bill Fox Chevrolet, Inc.,
[REDACTED], 2 in a half month part delay/ Case number: [REDACTED]

[REDACTED]

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 [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 [REDACTED]
- Customer Last [REDACTED]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Cell Phone: [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
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Email: brittany.kelley@gm.com