

[Yesterday 6:19 PM] Nadine (C)

Ashley M (C) Can I have you look over this case at your earliest convenience. [REDACTED]

PER [REDACTED] have to offer EITHER 25K points/Onstar /6 months SXM and CCL (which you have no SR yet and a CBGC which is in process to get approved) I will return the ONSTAR since you already have the GMREwards points in Pending SITEL)You can't deviate from this package. You can use this SR to offer a Hybrid CCL.

WHEN CORRECTIONS ARE MADE—PLEASE NOTIFY ME IN TEAMS. If I have to return the case and the SUBMIT FOR APPROVAL IS "DONE" you will have to resubmit to the [REDACTED] I WILL HOLD CASE UNTIL 02.01.

[8:13 AM] Ashley M (C)

Thank you Nadine. I am in siebel trying to find hybrid ccl and i cant find it under cost asst sub type

[8:14 AM] Nadine (C)

you have to change the Cost ast tab from Onstar to Component coverage letter

[8:15 AM] Nadine (C)

COst Ast Other /Component COverage

[8:15 AM] Ashley M (C)

I did and its not coming up im searching the ccl docs as well

[8:16 AM] Nadine (C)

Hybrid/EV

[8:17 AM] Ashley M (C)

that isint there either. i even cleaned my glasses. i will exit and re-enter

[8:17 AM] Nadine (C)

ROFL

laugh 1

[8:17 AM] Nadine (C)

ROFL

laugh 1

[8:22 AM] Nadine (C)

see what I did???

[8:23 AM] Ashley M (C)

its in component letter but im not finding hybrid

[8:25 AM] Nadine (C)



[8:27 AM] Ashley M (C)

ohhhhhh. way to go. thank you. learn something new every day

[8:27 AM] Ashley M (C)

thanks for your help.

[8:27 AM] Nadine (C)

now. if it was ANYTHING else besides a BOLT/VOLT it would have to be a Comprehensive CCL.

[8:27 AM] Nadine (C)

for the part delay package

[8:28 AM] Ashley M (C)

even if it was just the trans or something that was involved. does it go by affected part

[8:28 AM] Nadine (C)

we talked it over with Mark (BPL) and he agrees with this (and hasn't updated the [REDACTED] yet)

[8:28 AM] Ashley M (C)

Okay. I am in the new pilot for the brake modules too for the OLC and the KBB value

[8:29 AM] Nadine (C)

WHats this???

[8:29 AM] Ashley M (C)

It is in [REDACTED]

[8:30 AM] Nadine (C)

so for [REDACTED] make your letter submit it and pop in my ID [REDACTED] in the submit and I will grab it

[8:30 AM] Ashley M (C)

ok thank you. i was just going to say that. I have my 1x1 I will do it right after that

[8:30 AM] Nadine (C)

SHHHHHEESSSSHHHHHH

[8:30 AM] Ashley M (C)

Thanks Nadine. I always enjoy working with you

[8:31 AM] Nadine (C)

Same here!

[9:25 AM] Ashley M (C)

I finished the letter and but submit in your ID

like 1

[9:48 AM] Nadine (C)

Thank you!

[9:48 AM] Ashley M (C)

thanks nadine

[9:48 AM] Nadine (C)

Of course!

[9:53 AM] Nadine (C)

[REDACTED] This case was returned because the letter was left "In Progress" and not submitted to "Pending Approval". Either the letter was deleted after the case was flipped to "Pending SITEL" or the case was manually flipped to "Pending SITEL" without the letter itself being submitted.

Please submit the correspondence and verify that the case has updated with updated with "Pending SITEL"

[9:54 AM] Ashley M (C)

i tried i called gw help desk too. let me try again

[9:55 AM] Nadine (C)

[REDACTED]

[9:55 AM] Ashley M (C)

did it take it just accepted it finally

[9:56 AM] Ashley M (C)

i talked to gail, she said it was a bug