

Case Details

Case Number
[REDACTED]

Status
Pending

Subject
General Inquiry

Description

Case Owner
Olivia Thole

Pending with
Advisor

Contact Details

Name
[REDACTED]

Email
[REDACTED]

Mobile
[REDACTED]

Preferred Method of Contact

Job Title

Account Name
[REDACTED]

Preferred time to call

Case Participant (1)

AIRPORT CADILLAC

Role: Involved Dealer

Status: Active

Name: [REDACTED]

View All

Cases for Parent Contact (5)

[REDACTED]

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Jonathan Powell

To: caseupdate

2h ago

We only supplied rental car during the time vehicle was down + the time it took for the re-unite, no other goodwill provided.

From: GM_Customer_Assistance <caseupdate@gm.com>

Sent: Thursday, August 7, 2025 10:06 AM

To: Jonathan Powell <jonathan@airportchevy.com>

Subject: Re: [EXTERNAL] Re: Action Required: [REDACTED]

Hello,

The following customer reached out to us regarding their experience. At this point, we are considering offering the customer some form of goodwill and would like your feedback or input before we do so. Please review the request below.

Customer Name: [REDACTED]

Customer Phone Number: [REDACTED]

VIN: [REDACTED]

Mileage: 49436

Current Vehicle Location: With customer

Next follow up scheduled with the customer: 08/11/2025

The customer is requesting tow and hotel reimbursement. We would like to offer the customer tow and hotel reimbursement. Before we offer the customer any goodwill, we want to confirm if anything has already been provided by the dealer. Can you please share details on any goodwill you have provided to the customer?

Thank you for your time!