

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

2023 Chevrolet T...
552(B)(6)

Contact Details

Name [REDACTED]

[REDACTED]

[REDACTED]

Preferred Method of Contact [REDACTED]

Feedback - Vehicle Negative - Hot Alerts

Case
☒ Following
Change Record Type
Edit
▼

NGM
Pending
Closed

Status: Pending

Alerts Refresh during case progression to get up to date alerts.

Alert Title	Description	Recommended Actions	Valid Until
CAC Region and Zone	If a transfer to CAC is needed, please use Collaborate button to complete.	Use Transfer or Escalate Case option.	08/28/2026
Language Preference	On Call (CTI) Language Preference and Customer Language Preference mismatch		09/22/2026

Vehicle Description
2023 Chevrolet Tahoe
VIN
[REDACTED]

Feed
Details
Map
Additional Case Info
More ▼

Collaboration Assessment

Advisor Information
Click on the Case Update you wish to view

Collaboration Add Case Update

Template Type	Transfer/Escalate To	Submitted By
Vehicle Concern - Action Required	Dealer	Andrea Sutton, 2025-10-16T16:14:20.000Z
Vehicle Concern - Action Required	Dealer	Andrea Sutton, 2025-10-14T16:20:50.000Z
Vehicle Concern - Action Required	Dealer	Andrea Sutton, 2025-10-10T19:28:37.000Z

Einstein

Get

Action La

Search

Requ

Case Clas

Status Pending

Intent Vehicle Negative

Case Close Reason Request Fulfilled

Sub Intent

Knowledge

Filters

Einstein Re

Last Update recommend

Handling Deale and Complimer Concierge Only (/lightning/r/Kr

> Article Deta 53.2% relevant

OneCRM: How Feedback (/lightning/r/Kr

> Article Deta 53.16% relevan

CA CEC Resourc Handling (/lightning/r/Kr

> Article Deta 53.12% relevan

BBWC PILOT OF NEW AND RECI CANCELLED PA FOR CANADIAN (/lightning/r/Kr

> Article Deta 51.59% relevan

Omni-Channel (Busy)

 2023 Chevrolet T...

 [REDACTED]

 [REDACTED]

 [REDACTED]