

Customer

[REDACTED]

Vehicle

GMC Terrain 2013
 2GKALSEK9D6 [REDACTED]
 Mileage Now: 80000 mi
 Warranty Start: 12/27/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is operable for this concern and is able to be driven

Key Points

Customer states: His seatbelt broke while he was in Walmart parking.
 Called service and spoke with service tech agent Carla she stated that the cable frayed and broke and it was not rubbing on anything, cus states that Bryan said it was a defeat but Carla verified that's not how it's written by the service agent. Cus states he will make his own appointment.

Customer seeks:
 Cost assistance

SA Advised:
 Out of Bumper to Bumper , is an out of pocket expense with 12 month/12,000 warranty added after repair.

Camille/WMI/Tier2

Supporting Factors	Limiting Factors
<p><i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [REDACTED]
 Tier 2 CAC advisor: Camille Taylor --> 1-866-790-5700 Ext # 5921917