

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner  
**Date:** Friday, April 16, 2021 5:22:17 PM  
**Attachments:** [REDACTED]

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Hi [REDACTED],

- We spoke with [REDACTED] on 4/15/21 for an introductory phone call. Customer has 2013 Cadillac XTS with 91,185 mi at time of repair.
- He was advised by his brother, [REDACTED], a GM employee to initiate case as a safety investigation.
- Customer requests to be reimbursed for repair as he was advised this was a known (GM) issue
- Executive Adviser spoke with Terry, Bradshaw Automotive Service Adviser, who confirms vehicle was seen 4/12 for Seatbelt Pretension repair.
- Customer paid \$311.72 (\$163.26 parts/ \$145.56 labor).

Please let me know if any additional information is needed as your assistance in this matter is appreciated as always.

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**From:** [REDACTED]  
**Sent:** Friday, April 16, 2021 2:37 PM  
**To:** Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>; Rockel Williamson IV (C) <rockel.williamson@gm.com>  
**Subject:** RE: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner  
Rocky,  
Do you have an update on this one yet that you can share?

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**From:** Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>  
**Sent:** Thursday, April 15, 2021 4:59 PM  
**To:** Lizzy Dinnella <elizabeth.dinnella@cadillac.com>  
**Subject:** RE: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner  
The case will be assigned to Rockel.  
**Lawanda Dean**  
**Cadillac Executive Supervisor | Teleperformance | Warren, MI USA**  
[lawanda.dean@gm.com](mailto:lawanda.dean@gm.com)

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**From:** Lizzy Dinnella  
**Sent:** Thursday, April 15, 2021 3:56 PM  
**To:** Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>  
**Subject:** FW: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner  
Lawanda,  
Can you please take a look at this one and assign? I am good with reimbursing 100% for the repairs BUT we need to first check with the dealer that the failure wasn't related to any recall since it is a safety item. Once we

totally understand the failure let me know if you think there is any reason we can't reimburse.

Thank you!

**Lizzy Dinnella**

Business Performance Lead

Cadillac Customer Care Center

[Elizabeth.Dinnella@Cadillac.com](mailto:Elizabeth.Dinnella@Cadillac.com)

[REDACTED]

[REDACTED]

**Sent:** Thursday, April 15, 2021 1:42 PM

**To:** Michael Fici <[michael.g.fici@gm.com](mailto:michael.g.fici@gm.com)>; Lizzy Dinnella <[elizabeth.dinnella@cadillac.com](mailto:elizabeth.dinnella@cadillac.com)>

**Subject:** FW: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner

Michael,

[@Lizzy Dinnella](mailto:Lizzy.Dinnella) leads the Cadillac Exec team. By copy of the note, I'll ask that she/her team engage in this request.

[REDACTED]

**Christine Stein**

Business and Supplier Performance Lead | Executive Relations |CX

[Christine.stein@gm.com](mailto:Christine.stein@gm.com) tel: [REDACTED]

Michael Fici <[michael.g.fici@gm.com](mailto:michael.g.fici@gm.com)>

**Sent:** Thursday, April 15, 2021 11:02 AM

[REDACTED]

**Subject:** FW: [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner

Hi Christine,

I'm hoping you can engage your team on this issue. I've already filed a SUFS. Based on this particular failure mode, I'd like to see Jim reimbursed for these repairs. Full disclosure, he is my brother but I would be making the same request for any customer I became aware for this issue.

Thanks,

Mike

p.s. [REDACTED] has been a loyal GM customer and has a new CT5-V on order.

[REDACTED]

**Michael Fici**

Director, Front and Rear Closures

[michael.g.fici@gm.com](mailto:michael.g.fici@gm.com) [REDACTED]

[REDACTED]

**Sent:** Wednesday, April 14, 2021 4:21 PM

**To:** [REDACTED] Michael Fici <[michael.g.fici@gm.com](mailto:michael.g.fici@gm.com)>

**Subject:** [EXTERNAL] My 2013 Cadillac XTS Paid Service Work for Repair of the Driver's Side Seat Belt Tensioner

**ATTENTION: This email originated from outside of GM.**

Mike,

Attached is a copy of my paid bill for the service work performed on my 2013 Cadillac XTS including the repair/replacement of the driver's side seat belt tensioner. The total bill was more than I told you ... it was \$393.15. Two items on the bill are related to the repair of the driver's side seat belt: Item 1 at \$163.26 and Item 7 at 148.56 for a subtotal of \$311.82.

Please let me know if General Motors needs more information.

[REDACTED]

[REDACTED]

**Sent:** Monday, April 12, 2021 5:47 PM

