

Thomas Brown (C)

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From: Justin Feist  
Sent: Tuesday, June 25, 2019 9:50 AM  
To: Greg  
Cc: Thomas Brown (C)  
Subject: RE: [EXTERNAL] FW: Case [REDACTED] Status update on 2013 Cadillac XTS; [REDACTED]  
[REDACTED]

No, the customer is well out of warranty

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From: Greg <[gwhite@mkb.com](mailto:gwhite@mkb.com)>  
Sent: Monday, June 24, 2019 2:43 PM  
To: Justin Feist <[justin.feist@cadillac.com](mailto:justin.feist@cadillac.com)>  
Cc: Thomas Brown (C) <[thomas.brown@gm.com](mailto:thomas.brown@gm.com)>  
Subject: [EXTERNAL] FW: Case [REDACTED], Status update on 2013 Cadillac XTS; [REDACTED]

Justin,

Would you like us to assist in the replacement of this customers seat belt ?



## General Motors - Policy Evaluation Tool

Date: 06/19/2019

### Customer Information

First Name: [REDACTED]  
Last Name: [REDACTED]  
Phone: [REDACTED]

### Dealer Information

BAC: 119152  
Name: Greg White  
Dealer: Marvin K. Brown Buick

### Vehicle/Coverage Information

VIN: 2G61U5S37D9 [REDACTED] Make: CADILLAC  
Component Warranty Coverage: Bumper to Bumper Coverage  
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

### Time

Component's Warranty End Date: 10/07/2017  
Job Card Date: 06/19/2019  
Days out of Warranty: 620

### Mileage

Component's Warranty End Mileage (Miles): 50,014  
Current Mileage: 106,603  
Miles out of Warranty: 56,589

### Repair

Total Repair Cost At Warranty Rates: \$259.86  
Repair Group: Safety and Security

Job Card / Repair Order : [REDACTED]

Additional Comments:left front seat belt retractor broke from the base

### Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$0.00 \* | Cust/Dlr Participation Amount: \$259.86

Agreed upon Customer/Dealer Participation Amount:

**\* This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

Greg White  
Service Manager  
1441 Camino Del Rio South  
San Diego, CA 92108  
email: [gwhite@mkb.com](mailto:gwhite@mkb.com)  
Direct line: 619-725-2042

-----Original Message-----

From: [CustomerCare@Cadillac.com](mailto:CustomerCare@Cadillac.com) [mailto:[CustomerCare@Cadillac.com](mailto:CustomerCare@Cadillac.com)]

Sent: Monday, June 24, 2019 9:00 AM

To: [gwhite@mkb.com](mailto:gwhite@mkb.com)

Subject: Case [REDACTED], Status update on 2013 Cadillac XTS; [REDACTED]

Greg,

The latest update from the SPAC escalation on [REDACTED] is as follows:

\*We have stock at a gm processing facility that should ship by the end of next week to a GM shipping facility then to your dealership.

Any word from Justin Feist on the customer's request for assistance? This file has been open now since 6/7/19 and management is starting to question why it's still open.

Customer: [REDACTED]

Last 8: D9 [REDACTED]

Thomas/District Specialist  
CA CEC Engagement Center  
Cadillac Business Resource Center  
Phone:(866) 790-5600 Extension number: 5911030

[SR:9-[REDACTED]]

Email ID# T2EM03CAC (Do not delete/alter this line)