



Service Request Activities – UCC PAR

Report Date: Monday, February 8, 2021

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Service Request Detail

SR No.	9- [REDACTED]	Ref No.		Cost Ast.	Reimbursement	BRC Type	PAR
Account		Site/BAC		GW SubType	Out-of-Warranty	Business Unit	BRC
Address	[REDACTED]			Approval	Approved	Area	PAR
City	Janesville	Zip	53548-9131	State	WI	UCC	Wheels - Rims General
						Sub-Area	PAC-Steering/Suspension
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dlr	Kunes Country Superstore Of Stoughton, Inc.	Safety	
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Updated	06/27/2019 14:04:26
Serial/VIN #	3GYFNDE39DS [REDACTED]	Mileage	56000	Priority	Medium	License #	Owner
							KZTPP0
Model	SRX CROSSOVER	Model Year	2013	Status	Closed	Opened	Jun 4, 2019 4:19 PM
Make	Cadillac	Warranty Start	09/12/2013 00:00:00	Sub Status	Satisfied	Closed	Jun 27, 2019 2:04 PM
Cust Concern	Rear toe link broke in half damaging the rims on the driver side						
Customer Description	This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Jon at Extension #5913687						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	Jun 3, 2019 5:00 PM	N	0	1	Asphalt	Dry	n/a	n/a
Driver Last Name		Driver First Name		Height		DOB		Disabilities
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		Glasses
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
n/a		n/a				Auto Owners Insurance		



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Incident Loc	Interstate	Incident Desc	My wife was driving our 2013 SRX on Monday 6/3 at 70 mph at 5:00 pm when something happened to the rear of the vehicle. • The Rear driver Tie Rod came off causing her to skid out of control into a ditch • Recall 14457 was placed on this VIN for this concern and satisfied on 11/11/2014 • However, my wife's accident happened exactly as the recall states it would happen. • I took the vehicle to Kunes Country Superstore (GM Dealer) after the accident. • The dealership ran the policy calculator and informed me that I need to pay \$250 for the customer portion of the repair. • I don't believe I need to pay anything because this happened just how the Recall illustrates. • Also, two of my Rims went into the Dirt and need to be repaired also. • My CPO extended warranty has not informed me if they will replace my Rims.
Component	Tie Rod	Damage Desc	Tie Rod Repair \$250
Vehicle Loc	Kunes	Add'l Info	Customer does not want to pay \$250 for the customer portion of repair
Emergency Svc Names	n/a	Maint Loc	n/a

PAR Detail

Collision	Y	Non Collision	Y	Property Damage	N	Thermal Event	N	Spec Equip	N/A		
Vehicle Speed	70			Weather Condition	Clear			Prop Owner	N/A	Property Type	N/A



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Last Service Date		Loc Last Service		Property Location	N/A	Prop Est Repair Cost	
Veh Est Repair Cost		Spec Equip Installer	N/A	Prop Damage Description	N/A		
Primary Veh Use	Personal	Inspection Type		Inspected By	Dealership	Inspection Date/Time	
Veh Damage Description	Rear Driver Tie Rod came off			Explain Other	Customer works for Cadillac dealership		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 27, 2019 2:04 PM	KZTPP0	KZTPP0	SR Closed - Satisfied		Done	06/27/2019 14:04:26	Service Request has been Closed Satisfied.
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 27, 2019 9:32 AM	KZTPP0	KZTPP0	BRC PAR	Close-Resolved with Repair	Done	06/27/2019 10:05:19	Closing PAC File
Last Name		First Name		Account		BAC Code	



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Comments							
Allegation: Tie Rod Separation							
• My wife was driving our 2013 SRX on Monday 6/3 at 70 mph at 5:00 pm when something happened to the rear of the vehicle. • The Rear driver Tie Rod came off causing her to skid out of control into a ditch • Recall 14457 was placed on this VIN for this concern and satisfied on 11/11/2014 • However, my wife's accident happened exactly as the recall states it would happen. • I took the vehicle to Kunes Country Superstore (GM Dealer) after the accident. • The dealership ran the policy calculator and informed me that I need to pay \$250 for the customer portion of the repair. • I don't believe I need to pay anything because this happened just how the Recall illustrates.							
PAC apologized and the T.C.L. informed PAC: "Based on all available information it would be recommended, In the interest of customer satisfaction and other considerations, recommend the vehicle be repaired as a one-time goodwill gesture. "							
The SRX was repaired on 6/25 and PAC requested the Final Repair Order from the dealership twice with no avail.							
Case is set to be closed Satisfied.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 26, 2019 11:20 AM		KZTPP0	Email - Inbound	Whitemail	Done	06/27/2019 14:02:14	
Last Name	First Name	Account	BAC Code				
██████	██████						
Comments							
FirstName:=██████							
LastName:=██████							
Service Request:=9██████							



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VIN:=

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 2:37 PM	KZTPP0	KZTPP0	Outbound Call Dealer	Left Message	Done	06/25/2019 14:42:34	
Last Name	First Name	Account	BAC Code				

Comments

Disclaimer...

PAC States: Hello, i'm calling to request the Final Repair Order for Sean Snyder.

Service states: The vehicle has been repaired and returned to Sean, I will inform Garrett that PAC is seeking the Final Repair Order.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 2:36 PM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/27/2019 14:02:07	* Close Case
Last Name	First Name	Account	BAC Code				

Comments

If not, close case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 2:33 PM	KZTPP0	KZTPP0	Email - Outbound		Done	06/25/2019 14:34:24	PAC Repair Authorization for 9- 3GYFNDE39DS,
Last Name	First Name	Account	BAC Code				



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Comments

Dear Garrett,

This email serves as PAC authorization to perform repairs on the subject vehicle as well as complete any open recalls associated with the VIN.

Upon completion of the repairs, please notify the customer and PAC. Once the vehicle has been retrieved by the customer, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be generated and provided to you in order to be compensated for the repairs using Labor Op codes 0600016 for inspection/labor time, 0600006 for repair and towing, and 0600146 for rental coverage.

Customer Name: [REDACTED]

Vehicle YMM: 2013 Cadillac SRX CROSSOVER

VIN: 3GYFNDE39DS [REDACTED]

SR Number: 9- [REDACTED]

Allegation: Rear end concern

If you need anything from PAC, please contact 866-446-6963, extension 5913687. You can reply directly to this email with any attachments. Use the Service Request number for reference. Please consult Service Bulletin 18-NA-099 for further details about PAC case handling.

If technical assistance is needed to complete the repairs, contact PAC Technical Liaison Kim Horvath at 586-431-4097.

Thank you,
Cadillac Product Assistance Claims
[SR: [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 8:50 AM	LZ4PBX	LZ4PBX	Goodwill Status Change		Done	06/25/2019 08:50:06	Goodwill Status has been changed from: PreAprv - Check BRC to Approved
Last Name		First Name	Account		BAC Code		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 8:50 AM	LZ4PBX	LZ4PBX	Goodwill Status Change		Done	06/25/2019 08:50:04	Goodwill Status has been changed from: Pending SITEL to PreAprv - Check BRC
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2019 8:47 AM	LZ4PBX	LZ4PBX	Submit for Approval		Done	06/25/2019 08:51:51	Approval
Last Name		First Name		Account		BAC Code	
Comments							
Reimbursement-Final Approval CRM is Level 1 Empowered, TM , GM CRM Team Lead (SAGR3) Site Vin scan complete: y 0 Additional Requests 0 Additional Goodwill Final Approved request for reimbursement for \$90.73 All necessary documents attached.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2019 11:19 AM	LZ4PBX	KZTPP0	Notify CRM		Done	06/20/2019 12:22:43	Letter Approved LZ4PBX/ Andrew Troupe
Last Name		First Name		Account		BAC Code	
Comments							



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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2019 8:37 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/25/2019 14:37:53	Has dealership emailed PAC ?
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 20, 2019 8:35 AM	KZTPP0	KZTPP0	Email - Outbound		Done	06/20/2019 08:36:56	PAC Repair Authorization for 9- 3GYFNDE39D
Last Name	First Name	Account	BAC Code				

Comments

Dear Garrett,

This email serves as PAC authorization to perform repairs on the subject vehicle as well as complete any open recalls associated with the VIN.

Upon completion of the repairs, please notify the customer and PAC. Once the vehicle has been retrieved by the customer, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be generated and provided to you in order to be compensated for the repairs using Labor Op codes 0600016 for inspection/labor time, 0600006 for repair and towing, and 0600146 for rental coverage.

Customer Name:

Vehicle YMM: 2013 Cadillac SRX CROSSOVER

VIN: 3GYFNDE39D

SR Number: 9

Allegation: Rear end concern

If you need anything from PAC, please contact 866-446-6963, extension 5913687. You can reply directly to this email with any attachments. Use

the Service Request number for reference. Please consult Service Bulletin 18-NA-099 for further details about PAC case handling.

If technical assistance is needed to complete the repairs, contact PAC Technical Liaison Kim Horvath at 586-431-4097.

Thank you,
Cadillac Product Assistance Claims
[SR:9-██████████]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2019 4:05 PM	KZTPP0	LZ4PBX	Submit for Approval	Letter (Non Goodwill)	Done	06/20/2019 11:20:20	\$90.73 Roadside Reimbursement approval
Last Name		First Name		Account		BAC Code	
Comments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2019 4:05 PM	KZTPP0	KZTPP0	Goodwill Status Change		Done	06/19/2019 16:05:07	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2019 4:02 PM	KZTPP0	KZTPP0	Correspondence		Done	06/19/2019 16:02:56	Created:RSA 000001. SR#9- [REDACTED]
Last Name		First Name		Account		BAC Code	



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Comments							Description
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Jun 18, 2019 4:22 PM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/19/2019 16:06:41	
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Jun 18, 2019 4:08 PM	KZTPP0	KZTPP0	Attachment		Done	06/18/2019 16:24:05	
Last Name		First Name		Account		BAC Code	
Comments							
BRC Attachments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Jun 18, 2019 4:06 PM	KZTPP0	KZTPP0	Research	Case Update	Done	06/18/2019 16:24:01	
				Account		BAC Code	
Comments							
Jon/PAC/WMI							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 4:06 PM	KZTPP0	KZTPP0	Attachment		Done	06/18/2019 16:23:59	Attached License
Last Name		First Name		Account		BAC Code	
Comments							
BRC Attachments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 4:06 PM	KZTPP0	KZTPP0	Research	Case Update	Done	06/18/2019 16:23:57	Research to obtain and pdf license
Last Name		First Name		Account		BAC Code	
Comments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 10:42 AM		KZTPP0	Email - Inbound		Done	06/18/2019 16:23:55	[EXTERNAL] Re: ACTION NEEDED: Roadside Assistance Receipt Request for 9-3GYFNDE39DS Snyder
Last Name		First Name		Account		BAC Code	
				Kunes' Country Chevrolet-Cadillac, Inc.		206798	
Comments							
From: GMBRCPAC@gm.com <GMBRCPAC@gm.com> Sent: Tuesday, June 18, 2019 8:11 AM To: seansnyder_900@msn.com Subject: ACTION NEEDED: Roadside Assistance Receipt Request for 9-3GYFNDE39DS							
Dear							
Thank you for allowing the Cadillac Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2013 Cadillac SRX CROSSOVER.							

If you would like to have your Tow Reimbursement Request reviewed please respond to this email with a Photo of your:

- Tow Receipt
- Drivers License

If you need further assistance please contact 866-446-6963, extension 5913687 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.

Thank you,
Cadillac Assistance Claims
[SR:9- [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 9:19 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/20/2019 12:22:38	Has Dealership responded to repair email?

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 9:16 AM	KZTPP0	KZTPP0	Email - Outbound		Done	06/18/2019 09:18:49	PAC Repair Authorization for 9-[REDACTED]

Last Name	First Name	Account	BAC Code	3GYFNDE39D [REDACTED] Snyder

Comments

Dear Garrett,

This email serves as PAC authorization to perform repairs on the subject vehicle as well as complete any open recalls associated with the VIN.

Upon completion of the repairs, please notify the customer and PAC. Once the vehicle has been retrieved by the customer, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be



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generated and provided to you in order to be compensated for the repairs using Labor Op codes 0600016 for inspection/labor time, 0600006 for repair and towing, and 0600146 for rental coverage.

Customer Name: Sean Snyder

Vehicle YMM: 2013 Cadillac SRX CROSSOVER

VIN: 3GYFNDE39DS [REDACTED]

SR Number: 9-[REDACTED]

Allegation: Rear end concern

If you need anything from PAC, please contact 866-446-6963, extension 5913687. You can reply directly to this email with any attachments. Use the Service Request number for reference. Please consult Service Bulletin 18-NA-099 for further details about PAC case handling.

If technical assistance is needed to complete the repairs, contact PAC Technical Liaison Kim Horvath at 586-431-4097.

Thank you,
Cadill [REDACTED] ssistance Claims
[SR:9-[REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 9:11 AM	KZTPP0	KZTPP0	Inbound Call Customer	Simple Call Resolved	Done	06/18/2019 09:19:08	[REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Customer states: I am returning your call.

PAC States: PAC Required Statement

PAC Repair Offer

Customer states: Yes, I authorize a repair.

Also, I am seeking reimbursement for my roadside assistance tow.



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PAC States: please email PAC your original receipt and license.

Customer states: Thank you.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 18, 2019 9:06 AM	KZTPP0	KZTPP0	Email - Outbound		Done	06/18/2019 09:11:20	ACTION NEEDED: Roadside Assistance Request for
Last Name	First Name	Account	BAC Code				
				9 [REDACTED] Snyder			
				3GYFNDE39D [REDACTED]			

Comments

Dear [REDACTED]

Thank you for allowing the Cadillac Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2013 Cadillac SRX CROSSOVER.

If you would like to have your Tow Reimbursement Request reviewed please respond to this email with a Photo of your:

- Tow Receipt
- Drivers License

If you need further assistance please contact 866-446-6963, extension 5913687 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.

Thank you,
Cadillac Product Assistance Claims
[SR:9 [REDACTED]]

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 4:23 PM	KZTPP0	KZTPP0	Research	Case Update	Done	06/17/2019 16:24:30	Customer has provided an alternate phone number
Last Name		First Name		Account		BAC Code	
Comments							
608-449-5800							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 4:21 PM		KZTPP0	Email - Inbound		Done	06/17/2019 16:24:22	[EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for 9 [REDACTED] 3GYFNDE39DS [REDACTED]nyder
Last Name		First Name		Account		BAC Code	
				Kunes' Country Chevrolet-Cadillac, Inc.		20 [REDACTED]	
Comments							
Thank you for emailing me. But again we are not calling the correct phone number. 1-608-449-5800							
Sent from my U.S.Cellular© Smartphone							
----- Original message -----							
From: GMBRCPAC@gm.com							
Date: 6/17/19 2:48 PM (GMT-06:00)							
To [REDACTED]							
Subject: ACTION NEEDED: PAC Case follow up for 9 [REDACTED] 3GYFNDE39DS [REDACTED]							
Dear [REDACTED]							
Thank you for allowing the Cadillac Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2013 Cadillac SRX CROSSOVER.							
We have an update for you and have been unable to reach you using the preferred telephone number.							
Please contact 866-446-6963, extension 5913687 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.							
Thank you,							



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Cadillac Product Assistance Claims
[SR:9-5281185816]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 3:47 PM	KZTPP0	KZTPP0	Email - Outbound		Done	06/17/2019 15:48:26	ACTION NEEDED: PAC Case follow up for 9 [REDACTED]
[REDACTED]			Account	BAC Code			3GYFNDE39DS5 [REDACTED]

Com
Dea [REDACTED]

Thank you for allowing the Cadillac Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2013 Cadillac SRX CROSSOVER.

We have an update for you and have been unable to reach you using the preferred telephone number.

Please contact 866-446-6963, extension 5913687 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.

Thank you,
Cadillac Product Assistance Claims
[SR:9 [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 3:45 PM	KZTPP0	KZTPP0	Outbound Call Customer	Left Message	Done	06/17/2019 15:48:41	
Last Name		First Name	Account		BAC Code		
Comments							
Voicemail...							



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PAC States: Please contact PAC at your earliest convenience.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 3:43 PM	KZTPP0	KZTPP0	Inbound Call Customer	Voice Mail Received	Done	06/17/2019 15:48:38	Customer called at 3:20 pm on 6/17

Last Name	First Name	Account	BAC Code

Comments

Customer states: You can contact me on my cell Phone at

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 3:18 PM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/18/2019 09:19:18	5th Attempt - Repair Offer

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 17, 2019 3:11 PM	KZTPP0	KZTPP0	Outbound Call Customer	Left Message	Done	06/17/2019 15:19:29	

Last Name	First Name	Account	BAC Code



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Comments							
Disclaimer...							
PAC States: Hello, may I speak to [REDACTED]							
Receptionist states: He is unavailable at this time.							
PAC States: Can you inform him that PAC has attempted to contact him 4 times with an update and he can call PAC back if he is seeking an update.							
Receptionist states: I will give him the message.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2019 10:33 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/17/2019 15:19:24	4th Attempt - Repair Offer
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2019 10:30 AM	KZTPP0	KZTPP0	Outbound Call Customer	Left Message	Done	06/14/2019 10:34:05	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Disclaimer...							
PAC States: May I speak to Sean?							

Receptionist states: He is off until Monday, I will inform him that PAC called and is seeking a callback.

PAC States: thank you.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 13, 2019 11:04 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/14/2019 10:34:01	Repair Offer- 3rd Attempt

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 13, 2019 10:58 AM	KZTPP0	KZTPP0	Outbound Call Customer	Left Message	Done	06/13/2019 11:04:00	

Last Name	First Name	Account	BAC Code

Comments

Message...

PAC States: Can you please inform Sean to give PAC a call back , we have an update for him.

Receptionist states: Ok, I will give Sean the message.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Jun 13, 2019 10:57 AM	KZTPP0	KZTPP0	Outbound Call Customer	Reached Wrong No./Disconnect	Done	06/13/2019 11:03:57	
Last Name		First Name		Account	BAC Code		
Comments							
Operator states: This number has been disconnected.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2019 12:59 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/13/2019 11:05:05	2nd Attempt - Repair verbiage
Last Name		First Name		Account	BAC Code		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2019 12:56 AM	KZTPP0	KZTPP0	Outbound Call Customer	Left Message	Done	06/12/2019 13:00:20	
Last Name		First Name		Account	BAC Code		
Comments							
Voicemail...							
PAC States: Please give PAC a call back at your earliest convenience. We have an update for you.							
Jon/PAC/WMI							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 12, 2019 12:54 AM	KZTPP0	KZTPP0	Outbound Call Customer	Reached Wrong No./Disconnect	Done	06/12/2019 13:00:17	
Last Name		First Name		Account		BAC Code	
Comments							
Operator states: This number has been disconnected.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 2:18 PM	KZ3B0J	KZTPP0	Notify CRM	Case Review Complete	Done	06/12/2019 08:12:20	See resolution
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 2:16 PM	KZ3B0J	TECHRVWQ	BRC PAR	Business Case	Done	06/10/2019 14:18:52	Case Resolution - Repair
Last Name		First Name		Account		BAC Code	
Comments							
Recall performed 11/2014. 4 Wheel alignment performed 6/2017							
Based on all available information it would be recommended, In the interest of customer satisfaction and other considerations, recommend the vehicle be repaired as a one-time goodwill gesture. KIM/PAC/WMI/TCL							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:34 PM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/12/2019 13:00:15	* Contact customer - Repair verbiage
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:34 PM	KZTPP0	TECHRVWQ	Notify CRM		Done	06/10/2019 14:16:52	Preliminary Information
		Account		BAC Code			
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:31 PM	KZTPP0	KZTPP0	BRC PAR	Business Case	Done	06/10/2019 13:36:14	Preliminary Information:
Last Name		First Name		Account		BAC Code	
Comments							
Allegation: Rear toe link broke in half damaging the rims on the driver side							
• My wife was driving our 2013 SRX on Monday 6/3 at 70 mph at 5:00 pm when something happened to the rear of the vehicle.							
• The Rear driver Tie Rod came off causing her to skid out of control into a ditch							
• Recall 14457 was placed on this VIN for this concern and satisfied on 11/11/2014							
• However, my wife's accident happened exactly as the recall states it would happen.							



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- I took the vehicle to Kunes Country Superstore (GM Dealer) after the accident.
 - The dealership ran the policy calculator and informed me that I need to pay \$250 for the customer portion of the repair.
 - I don't believe I need to pay anything because this happened just how the Recall illustrates.
 - Also, two of my Rims went into the Dirt and need to be repaired also.
 - My CPO extended warranty has not informed me if they will replace my Rims.
- * Dealer Photo Log Attached
- * K.B.B. Attached - \$14751

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:28 PM	KZTPP0	KZTPP0	Attachment		Done	06/10/2019 13:36:08	Attached K.B.B. -\$14,751
Last Name	First Name	Account	BAC Code				

Comments

BRC Attachments

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:28 PM	KZTPP0	KZTPP0	Research	Case Update	Done	06/10/2019 13:36:06	Research to obtain K.B.B.
		Account	BAC Code				

Comments

Jon/PAC/WMI

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:22 PM	KZTPP0	KZTPP0	Attachment		Done	06/10/2019 13:36:04	Attached Dealer Photo Log
Last Name	First Name	Account	BAC Code				
Comments							
BRC Attachments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:21 PM	KZTPP0	KZTPP0	Research	Case Update	Done	06/10/2019 13:36:01	Research to obtain and PDF customer Photo Log
Last Name	First Name	Account	BAC Code				
Comments							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 1:02 PM	KZTPP0	KZTPP0	Inbound Call Third Party		Done	06/10/2019 13:04:58	Compensation Team
Last Name	First Name	Account	BAC Code				
Comments							
Compensation Team states: The dealership is offering the customer a 72 month CBGC Maintenance plan.							
PAC States: Ok, I will document this in the case.							
Jon/PAC/WMI							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 12:57 AM	CZ10RX	CZ10RX	Goodwill Liaison Review	Outbound Call Agent	Done	06/10/2019 13:03:04	Jonathan
Last Name		First Name		Account		BAC Code	
Comments							
GWA: The dlr is trying to submit for a Pre Paid Maintenance Plan for 72m/60K. As you have an open BRC case we need to confirm with you if this is okay to offer.							
ADV: The dealer does have authorization to provide this to the customer. At this time we have not received the preliminary info or pics form the dealer.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 10:43 AM		KZTPP0	Email - Inbound		Done	06/10/2019 13:35:56	[EXTERNAL] Re: PAC Case Preliminary In Request for 9
Last Name		First Name		Account		BAC Code	
Comments							
On Mon, Jun 10, 2019 at 9:10 AM <GMBRCPAC@gm.com> wrote:							
Dear Garrett,							
Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:							
Driver (Left) side exterior							
Passenger (Right) side exterior							
Front exterior							
Rear exterior							

[EXTERNAL] Re: PAC Case Preliminary In Request for 9 3GYFNDE39DS



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Image of concern and affected area

Close-up image of concern

Vehicle Certification Label with VIN visible

Close-ups of tires/wheels and undercarriage

Any additional photos as requested by the PAC Team

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

If the customer requests, and is eligible, please reserve a rental for the customer at GM's cost using Labor Op code 0600146. You can refer to Service Bulletin 18-NA-099 in Service Center for more information regarding providing courtesy transportation for PAC customers.

Customer Name: [REDACTED]

Vehicle YMM: 2013 Cadillac SRX CROSSOVER

VIN: 3GYFNDE39DS [REDACTED]

SR Number: 9 [REDACTED]

Allegation: Tie Rod Separation

...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2019 10:11 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/10/2019 13:35:42	Has Garrett emailed PAC preliminary Information?
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description



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Jun 10, 2019 10:09 AM	KZTPP0	KZTPP0	Type Email - Outbound	Done	06/10/2019 10:10:05	PAC Case Preliminary Information Request for 9- 3GYFNDE39DS
Last Name	First Name	Account	BAC Code			
Comments						
Dear Garrett,						
Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:						
Driver (Left) side exterior						
Passenger (Right) side exterior						
Front exterior						
Rear exterior						
Image of concern and affected area						
Close-up image of concern						
Vehicle Certification Label with VIN visible						
Close-ups of tires/wheels and undercarriage						
Any additional photos as requested by the PAC Team						
This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership.						
If the customer requests, and is eligible, please reserve a rental for the customer at GM's cost using Labor Op code 0600146. You can refer to Service Bulletin 18-NA-099 in Service Center for more information regarding providing courtesy transportation for PAC customers.						
Customer Name:						
Vehicle YMM: 2013 Cadillac SRX CROSSOVER						
VIN: 3GYFNDE39DS						
SR Number: 9-						



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Allegation: Tie Rod Separation

If you need anything from PAC, please contact 866-446-6963, extension 5913687. You can reply...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 2:01 PM	KZTPP0	KZTPP0	Scheduled Outbound Call Dlr		Done	06/10/2019 10:15:39	Has Garrett emailed PAC preliminary Information?

Account	BAC Code
[REDACTED]	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 1:59 PM	KZTPP0	KZTPP0	Email - Outbound		Done	06/06/2019 14:00:38	PAC Case Preliminary Information Request for 9-

Last Name	First Name	Account	BAC Code
			3GYFNDE39D [REDACTED]

Comments

Dear Garrett,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:

Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Image of concern and affected area



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Close-up image of concern

Vehicle Certification Label with VIN visible

Close-ups of tires/wheels and undercarriage

Any additional photos as requested by the PAC Team

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

If the customer requests, and is eligible, please reserve a rental for the customer at GM's cost using Labor Op code 0600146. You can refer to Service Bulletin 18-NA-099 in Service Center for more information regarding providing courtesy transportation for PAC customers.

Customer Name: [REDACTED]

Vehicle YMM: 2013 Cadillac SRX CROSSOVER

VIN: 3GYFNDE39DS [REDACTED]

SR Number: 9-[REDACTED]

Allegation: Tie Rod Separation

If you need anything from PAC, please contact 866-446-6963, extension 5913687. You can repl...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 1:51 PM	KZTPP0	KZTPP0	Outbound Call Dealer	Made Contact	Done	06/06/2019 14:02:03	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Disclaimer...

PAC States: Hello, I'm calling to request Preliminary information for customer Sean Snyder.

· SVM Name: Garrett Kroll
· Phone: (608) 873-5661



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• BAC Code: 30 [REDACTED]
• Fax: (608) 873-5310
• Email: Garrett.kroll@kunescountry.com
• Warranty rate: \$106.39

PAC States: I will email Garrett requesting the Preliminary Information.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 1:48 PM	KZTPP0	KZTPP0	Ownership Changed	Ownership Escalated to BRC	Done	06/06/2019 13:48:18	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 12:39 AM	KZTPP0	KZTPP0	Outbound Call Customer	Customer Initial	Done	06/06/2019 14:01:52	[REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Did anyone seek medical attention: No

a. If yes, who? Provide name, injury, seat position, etc.

Who was driving? Owners Wife

a. If not owner, name of driver: Tracey

Incident Date: May 3rd

Incident Time: 5:30 pm

Incident Description: • The Rear driver Tie Rod came off causing driver to skid out of control into a ditch on the interstate

Incident Location & Address:

Current Vehicle Location: Kunes

Damage Description? Tie Rod separation

Any property damage other than vehicle? No



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a. If yes, what was damaged?
Insurance claim filed? No
Any vehicle repairs started? No
a. If yes, what has been repaired?
Prior related incidences? No
a. If yes, previous repairs for the issue?
Current Mileage? 56,000
How long has customer owned vehicle? 1 year
Where was the vehicle purchased? 2018
Last maintenance performed? Sun Visor
Customer allegation: Tie Rod separation - Recall satisfied
Customer expectations: Repair
Did customer ask about a rental vehicle? No
Police or fire report? No

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 12:37 AM	KZTPP0	KZTPP0	Outbound Call Customer	Customer Initial	Done	06/06/2019 14:01:50	

Last Name	First Name	Account	BAC Code

Comments

Disclaimer...

PAC States: Hello, I'm calling to follow up with you in regards to a 2013 Cadillac SRX.

Customer states:

- My wife was driving our 2013 SRX on Monday 6/3 at 70 mph at 5:00 pm when something happened to the rear of the vehicle.
- The Rear driver Tie Rod came off causing her to skid out of control into a ditch
- Recall 14457 was placed on this VIN for this concern and satisfied on 11/11/2014
- However, my wife's accident happened exactly as the recall states it would happen.
- I took the vehicle to Kunes Country Superstore (GM Dealer) after the accident.

- The dealership ran the policy calculator and informed me that I need to pay \$250 for the customer portion of the repair.

- I don't believe I need to pay anything because this happened just how the Recall illustrates.

- Also, two of my Rims went into the Dirt and need to be repaired also.

- My CPO extended warranty has not informed me if they will replace my Rims.

PAC States: I apologize that you have experienced this concern.

PAC Required statement

I will reach out to Kunes, obtain preliminary information and contact you once we have the next steps.

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2019 12:36 AM	KZTPP0	KZTPP0	Outbound Call Customer	Received No Answer	Done	06/06/2019 14:01:47	

Last Name	First Name	Account	BAC Code

Comments

Operator states: You have reached a number that has been disconnected

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:47 AM	KZTPP0	KZTPP0	Scheduled Outbound Call Cust		Done	06/06/2019 14:01:42	*2nd Attempt - Customer Initial

Last Name	First Name	Account	BAC Code



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Comments							Description
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:46 AM	KZTPP0	KZTPP0	Outbound Call Customer	Received No Answer	Done	06/05/2019 10:48:36	
Last Name		First Name		Account		BAC Code	
							Description
Comments							
Operator states: You have reached Cadillac Dealership.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:45 AM	KZTPP0	KZTPP0	Outbound Call Customer	Received No Answer	Done	06/05/2019 10:48:33	
				Account		BAC Code	
							Description
Operator states: You have reached a number that has been disconnected.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:44 AM	KZTPP0	KZTPP0	VIN Scan	Case Receipt	Done	06/05/2019 10:48:31	
Last Name		First Name		Account		BAC Code	
							Description
Comments							



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Previous SR's: 71- [REDACTED] 9 [REDACTED]

Goodwill Offered: No

Recalls:

Product Safety Recall N140457 14457 REAR TOE LINK ADJUSTER LOCK NUT TORQUE 09/12/2014 Closed

Product Safety Recall N140132 14132 LAG IN ACCELERATION 05/08/2014 Closed

Special Coverage: Special Coverage 14289

Branded Title: No

Warranty Block: No

Selling Dealer: THE VALLEY CADILLAC CORP

Servicing Dealer: Kunes Country

Related/Recent Repairs:

05/22/2018 02-34335 ZREG----Regular Vehicle Transaction 1441154 - Hood Partial Refinish Color/Clear Coat 44,962 MI

Air Bag Information: AY0 - AIRBAGS, DRIVER & FRONT PASS. FRONT / SIDE IMPACT * AIRBAGS - SIDE HEAD CURTAIN

Jon/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:42 AM	KZTPP0	KZTPP0	Research	Case Update	Done	06/05/2019 10:48:28	Research to obtain UCC Code?
Last Name	First Name	Account	BAC Code				

[REDACTED]

Comments

E30 - Wheel - Broken

Jon/PAC/WMI

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:42 AM	KZTPP0	KZTPP0	Research	Case Update	Done	06/05/2019 10:48:27	VIN association verification
Last Name	First Name	Account	BAC Code				
Comments							
VIN has been associated to contact							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2019 10:35 AM	KZTPP0	KZTPP0	Research	Case Update	Done	06/05/2019 10:48:25	Research in Tier 1 Case
Last Name	First Name	Account	BAC Code				
9-							
Customer claims that while driving her 2013 SRX on Highway 14 in Oregon,WI the rear wheel broke in half and his wife spent out into a ditch.							
Jon/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2019 4:22 PM	BZ4GLV	KZTPP0	Ownership Changed		Done	06/04/2019 16:22:09	Service Request Ownership has changed FROM: BZ4GLV TO: KZTPP0
Last Name	First Name	Account	BAC Code				
Comments							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2019 4:21 PM	BZ4GLV	KZTPP0	Scheduled Outbound Call Cust		Done	06/05/2019 10:48:22	Customer Initial
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2019 4:20 PM	BZ4GLV	KZTPP0	Notify CRM		Done	06/05/2019 10:48:18	New Case
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2019 4:20 PM	BZ4GLV	KZTPP0	BRC PAR	Case Assigned	Done	06/05/2019 10:48:16	Jon/KZTPP0/ext. 5913687
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2019 4:19 PM	BZ4GLV	BZ4GLV	Escalation		Done	06/04/2019 16:20:10	CAC to PAC
Last Name		First Name		Account		BAC Code	
Comments							



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Why are you Escalating this to PAC or ESIS? PAC
Best time to call customer? Mornings
Did anyone seek professional medical attention? N
Is the vehicle in the owner's possession/ where is it currently located? Dealership - KUNES COUNTRY SUPERSTORE OF STOUGHTON
Has the vehicle been repaired?: No /dropped off this morning

Was insurance claim filed?: No
Has the insurance company investigated the vehicle? No

Description of any damage to personal or private property, other than vehicle? Rear toe link broken in half rims on driver side damage

Description of the situation and the customer's allegation of vehicle part:
Accident Location (Include: City, State & Street/Intersection): Highway 14 Oregon WI

Date of the incident: 6/3/2019 5:30 pm

Update Involved dealer on Case level (if applicable):

Update Current Mileage on Case: 56,000

Year, Make, Model SRX/2013/ Cadillac

Did you confirm/update Contact Record associated to case?: yes

Include the Date the interaction took place: 6/3/2019

Katina/T1/WMI

Confidential Comments

UCC Information

UCC Code	Description	Symptom
E30	Wheels - Rims General	Broken

End of Report



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