



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Service Request Detail												
SR No.	8 [REDACTED]		Ref No.		Cost Ast.		No Goodwill Offered		BRC Type	N/A		
Account			Site/BAC		GW SubType				Business Unit	CCC - CAC Tier 1		
Address	[REDACTED]				Approval		Not Initiated		Area	Complaint Vehicle - Operable		
City	Youngstown	Zip	44505	State	OH	UCC	Suspension - Rear Tie Rods		Sub-Area	Escalated to BRC		
Last Name	[REDACTED]	First Name		[REDACTED]		Involved Dir		Safety		Yes		
Daytime #	[REDACTED]		Evening #		[REDACTED]		Source		Phone	Updated	09/14/2018 12:05:36	
Serial/VIN #	3GYFNBE32G [REDACTED]		Mileage		35000		Priority		Medium	License #	Owner	WZ8HBQ
Model	SRX		Model Year		2016		Status		Open		Opened	Sep 14, 2018 11:54 AM
Make	Cadillac		Warranty Start		12/21/2015 00:00:00		Sub Status		Dissatisfied		Closed	
Cust Concern	Tie rod snapped											
Customer Description												
Pre-Par												
PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#				
Driver Last Name	Driver First Name			Height	DOB			Disabilities				
Insurance Agent Last Name	Insurance Agent First Name			Phone #			Insurance Agency					



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Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emergency Svc Names		Maint Loc	
PAR Detail			
Collision	Non Collision	Property Damage	Thermal Event
Vehicle Speed		Weather Condition	
Last Service Date		Loc Last Service	
Veh Est Repair Cost		Spec Equip Installer	
		Spec Equip	
		Prop Owner	Property Type
		Property Location	Prop Est Repair Cost
		Prop Damage Description	



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Primary Veh Use		Inspection Type		Inspected By		Inspection Date/Time	
Veh Damage Description				Explain Other			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 12:06 AM	WZ8HBQ	WZ8HBQ	Email - Outbound		Done	09/14/2018 12:06:19	Thank you for contacting Cadillac
Last Name	First Name	Account	BAC Code				
Comments							
Email ID# T1EM01CAC (Do not delete/alter this line)							
=====							
Dear ,							
Thank you for calling Cadillac with regard to your 2016 Cadillac SRX.							
For your reference, your case number from our conversation today is 8							
I appreciate the opportunity to assist you.							
Cadillac Customer Assistance							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 12:05 AM	WZ8HBQ	QZZH3X	Manager Review	Case Review	Done	09/14/2018 12:35:33	RTE
Last Name	First Name	Account	BAC Code				



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Comments OTS Approved Esmeralda.TL.CAC Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 11:56 AM	WZ8HBQ	ESISBIQU	Escalation	ESIS - CAC Insurance	In Progress		ESIS Escalation
Last Name	First Name	Account	BAC Code				
Comments 1. Date of the incident: 9/9/2018 2. Was there an accident?: Yes 3. Accident Location (State): Ohio 4. Please describe the incident and what vehicle part is the alleged concern: Tie Rod Snapped Rear Took her car out of control 5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): Ohio Auto Body 45 Madison Ave, Youngstown, OH 44505 6. Was an insurance claim filed?: Yes Nation wide insurance 7. Has the vehicle been repaired?: Currently in the process If yes to 8 or 9 below, send to ESIS: 8. Did anyone seek professional medical attention? If Yes: Who was hurt? Name: Rona Curtis Seat position: Normal seating Nature of injury: Left arm was injured							



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9. Did the part concern/allegation cause damage to anything outside the vehicle?
Hit the guard rail and went out in the middle of the road that about it

10. Why are you Escalating this to PAC or ESIS? Customer's tie rod snapped causing her to loose control her vehicle spinned as well and she seeked medical attention

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 11:55 AM	WZ8HBQ	WZ8HBQ	Inbound Call Customer	Complex Request	Done	09/14/2018 12:05:19	Tie Rod snapped
Last Name	First Name	Account	BAC Code				
█	█						

Comments

Reason: Customer was driving and her tie rod snapped causing her to loose control of the car

Expectation: I let customer know I will be getting her case escalated to our ESIS department

Resource:none
Esmeralda/atx/cac/T1

Confidential Comments

UCC Information

UCC Code	Description	Symptom
F36	Suspension - Rear Tie Rods	No Symptom Indicated

End of Report



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