



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Service Request Detail									
SR No.	8-	Ref No.		Cost Ast.		BRC Type	N/A		
Account	Genesis Cadillac Inc.	Site/BAC	292	GW SubType		Business Unit	TAC US		
Address				Approval	Not Initiated	Area	Infotainment		
City	SAINT CLAIR SHORES	Zip	48080-1756	State	MI	UCC		Sub-Area	Radio
Last Name		First Name		Involved Dir		Safety	No		
Daytime #		Evening #		Source	Phone	Updated	02/24/2017 18:28:23		
Serial/VIN #	3GYFNBE32GS	Mileage	4696	Priority	Consultant	License #		Owner	LZG59G
Model	SRX	Model Year	2016	Status	Closed	Opened	Apr 28, 2016 9:09 AM		
Make	Cadillac	Warranty Start	12/21/2015 00:00:00	Sub Status	Linked	Closed	Feb 24, 2017 6:28 PM		
Cust Concern	Radio and heater control went inoperative								
Customer Description	QRD RAO DISPLAY AND ICS CONTROLS ARE INOP, HAS AUDIO AND SWC'S								
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						



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Page 2 of 6

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	Spec Equip		
Vehicle Speed		Weather Condition		Prop Owner	Property Type	
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost	
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description		



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Page 3 of 6

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
Feb 24, 2017 6:28 PM	SZ9983	LZG59G	SR Closed - Linked		Done	02/24/2017 18:28:23	Service Request has been Closed Linked.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Genesis Cadillac Inc.		292 [REDACTED]	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2017 6:25 PM	SZ9983	SZ9983	TAC Case Closing	Engineering/BQM	Done	02/24/2017 18:25:52	QRD REVIEW - REPAIRS MATCHING
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Genesis Cadillac Inc.		292 [REDACTED]	
Comments							
Closed Case: 8-[REDACTED]							
Correction: Replaced HMIM							
Symptoms: Display and ICS controls are inop, has audio and SWC's							
QRD Review Observations "Radio and heater control went inoperative - Found unit launched splash then went blank with audio - HMI							
Confidential Comments							



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Page 4 of 6

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2017 6:23 PM	SZ9983	LZG59G	SR Opened		Done	02/24/2017 18:23:54	SR in Status of Closed has been Re-Opened by SZ9983
Last Name		First Name		Account		BAC Code	
████████		██████		Genesis Cadillac Inc.		292 ██████	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 14, 2016 8:41 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	05/14/2016 08:41:18	Service Request has been Closed System Auto Close.
Last Name		First Name		Account		BAC Code	
████████		██████		Genesis Cadillac Inc.		292 ██████	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 28, 2016 9:19 AM	LZG59G	INFOTAIN	TAC Part Authorized	Bosch	Done	04/28/2016 09:20:24	HMI 23228498 (1)
Last Name		First Name		Account		BAC Code	
████████		██████		Genesis Cadillac Inc.		292 ██████	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 28, 2016 9:19 AM	LZG59G	LZG59G	TAC Inbound Call	Diagnostics	Done	04/28/2016 09:20:28	.
Last Name		First Name		Account		BAC Code	



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

		Genesis Cadillac Inc.	292
Comments			
Caller's Name: – Service Tech (For Rental Facilities, also list phone # and shop address)			
Customer Concern: Radio and heater control went inoperative			
1 - Number of times in for the same concern?			
2 - Number of days down as provided by the caller?			
N - Does the vehicle have any aftermarket accessories or modifications?			
Caller States (list caller's comments):			
Dealer states there are no DTC's set in the vehicle			
Dealer states the HVAC controls work			
Dealer states the blower can be controlled			
Dealer states the Display will show the CUE display but then goes blank			
Dealer states the Back up camera works			
Dealer states the display is blank and back light			
Dealer states the radio can be controlled using SWC and the DIC			
Dealer states the Door chimes work			
Dealer states the PTT give "Onstar Ready"			
Dealer states when in Data display keeps dropping communication with the HMI			
Dealer states he HMI does not drop off when in Identification Information			
Dealer states he is using a Wired MDI			
Dealer states he does not lose communication with the Park Brake control module.			
Dealer states the HMI part number 23228498			
TAC Advised (list your suggestions):			
TAC recommends replacing the HMI for this concern.			
Confidential Comments			
UCC Information			
UCC Code	Description	Symptom	

End of Report



Service Request Activities – UCC PAR

Report Date: Monday, September 17, 2018

Page 6 of 6