



Advisor Information

Please provide the information for Case collaboration

Please provide details for Field Case update

As I previously shared, please shift field support on this case to Daniel Perkins (daniel.m.perkins@buickgmc.com), who is the DMPS for the repairing dealer, Moses Buick-GMC, Cadillac. My dealer, Cadillac of Novi, was only the selling dealer and had no involvement with the repair or the reunite. The vehicle is not at their dealership, nor were they part of the roadside tow or any subsequent actions. Daniel was to connect with the Roadside Assistance team regarding the towing-related damage caused by the contractor they hired for the reunite. Since he is the appropriate point of contact for the repairing dealer, he should manage next steps with Roadside and the customer.

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