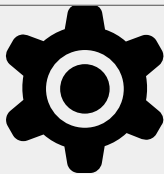


Close

[Go to main content](#)

No controls associated with this contact



Omni-Channel Settings

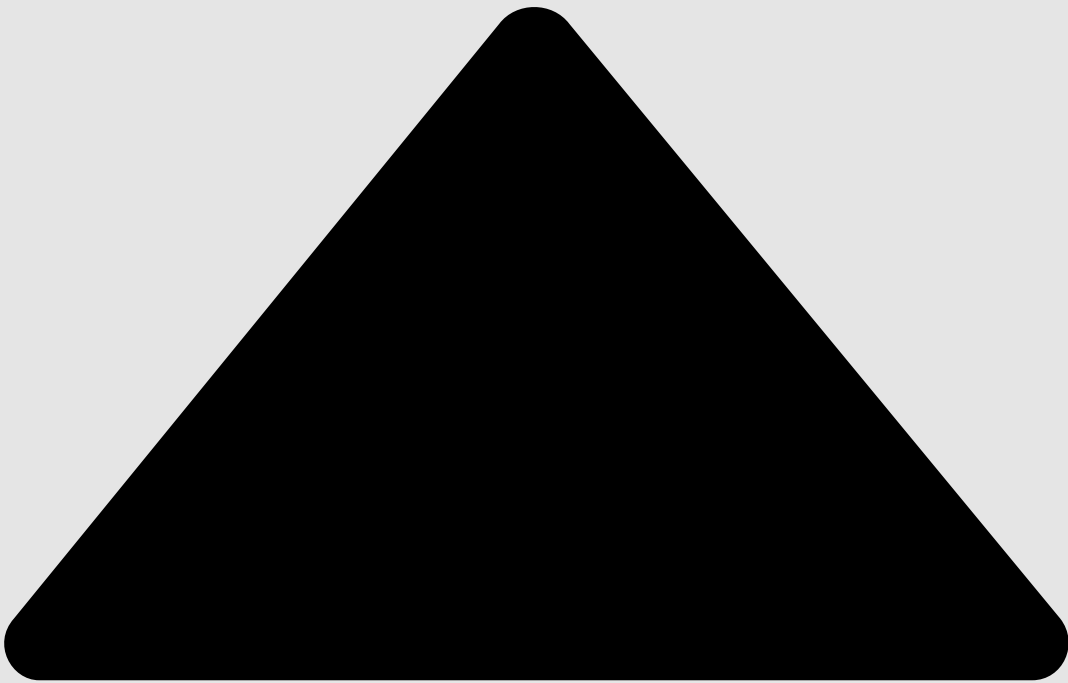


- Add favorite

0



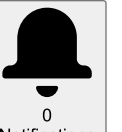
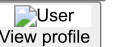
Favorites list



More



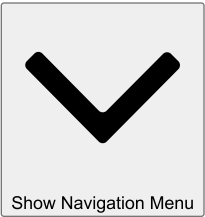
NO CONTROLS ASSOCIATED WITH THIS CONTACT

- 
Guidance Center
- 
Salesforce Help
- 
0
Notifications
- 
User
View profile

App Launcher

OneCRM

[Home](#)

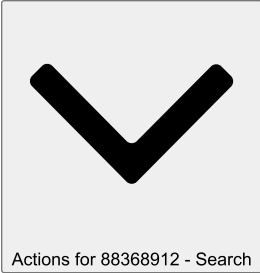


.



.

[88368912 - Search88368912 - Search](#)



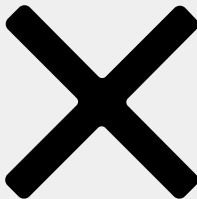
NO CONTROLS ASSOCIATED WITH THIS CONTACT



VehicleRZ248864 - 2024 GMC
Sierra Crew Cab | Vehicle



Actions for RZ248864 - 2024
GMC Sierra Crew Cab | Vehicle



Close RZ248864 - 2024 GMC
Sierra Crew Cab | Vehicle

Home

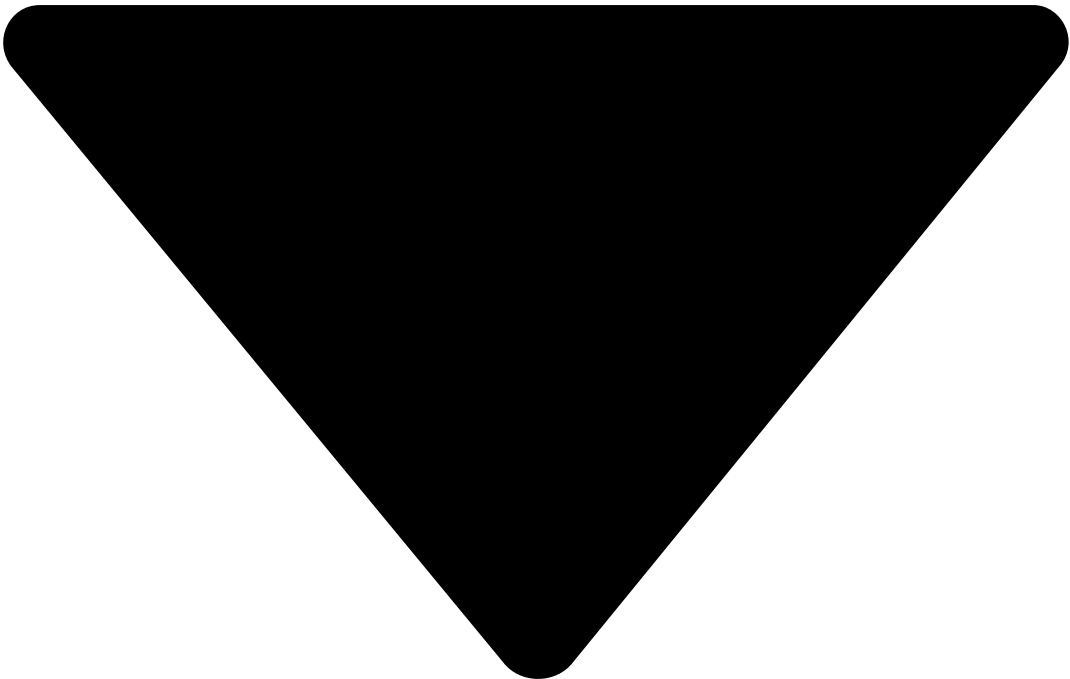
Advanced Search

Search

Search by

--

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tabs

- [Alerts](#)
- [Popular Articles](#)
- [Recent Articles](#)
- [Quick Links](#)
- [Tools](#)
- [More](#)

Knowledge

[Alerts](#)

List View Controls Refresh Loading... Loading... Hang tight or select a different list view.			
SortArticle NumberSorted Ascending Show Article Number Column Actions SortArticle Title Show Article Title Column Actions SortLanguage Show Language Column Actions SortPublished Date Show Published Date Column Actions			
000214929	ALERT: NEW APP - Apple Music In Vehicle App	English	12/8/2025, 4:16 AM
000215142	Shopping Support Specialist- Advisor Notice of Change (New Vehicle Marketing, Parts& Accessories)	English	1/8/2026, 11:23 AM
000215849	ALERT - Process Updates for CCT and CTA Advisors February 27, 2026	English	2/27/2026, 11:28 AM
000216003	Onboarding Enrollment Error - Stolen_Tracked TEMP PROCESS	English	3/3/2026, 10:04 AM

[SortArticle
NumberSorted
Ascending](#)

[SortArticle Title](#)
NO CONTROLS ASSOCIATED WITH THIS CONTROL

[SortPublished Date](#)
[SortLanguage](#)

000216117	ALERT - Process Updates for CCT and CTA Advisors March 5, 2026	English	3/5/2026, 12:05 PM
---------------------------	--	---------	--------------------

No items to display.

Dashboard Designer

My Performance - Customer Care Agent

Data updated: Yesterday at 9:43 PM



Welcome, **Tangina Madlock**

Open Cases

Oldest Case

Open Tasks

Oldest Task Days Overdue

Tasks Due Today

The figure consists of four vertical bars of different heights, representing the number of countries in each region. From left to right, the bars are: Africa (shortest), Asia (medium), Europe (tallest), and North America (second tallest). The bars are dark gray and have a small triangular marker at the top.



Load more widgets

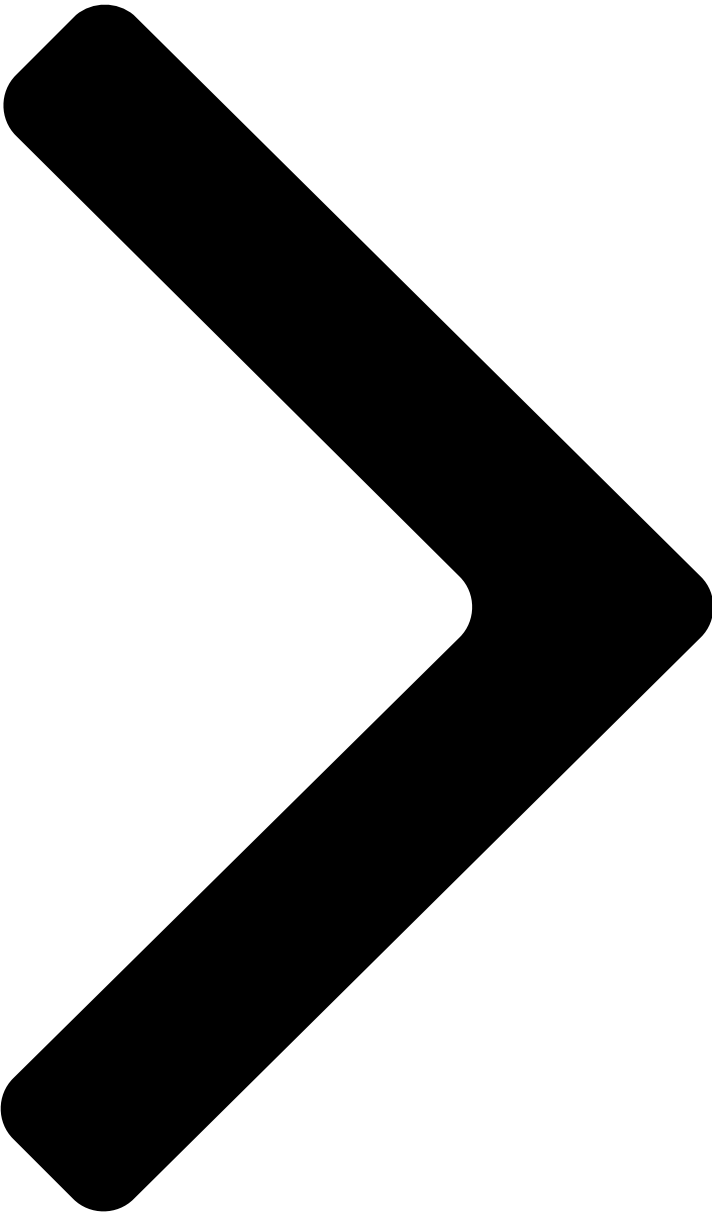


[More](#)

My Open Tasks

[10+ items, sorted by Subject](#)
[Filtered by Status](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Scheduled Outbound Call

[Related To:](#)
[88616434](#)
[Due Date/Time:](#)
[3/9/2026, 11:30 AM](#)
[Status:](#)
☐ Task Complete
[New](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 5:27 AM](#)

[Last Modified Date/Time:](#)
[3/3/2026, 5:27 AM](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

[Scheduled Outbound Call](#)

[Related To:](#)
[87350648](#)
[Due Date/Time:](#)
[3/3/2026, 1:30 PM](#)
[Status:](#)

 Task Complete

[Past Due](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 5:19 AM](#)
[Last Modified Date/Time:](#)
[3/3/2026, 9:01 PM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[79906887](#)
[Due Date/Time:](#)
[3/6/2026, 1:30 PM](#)
[Status:](#)

 Task Complete

[Action Required](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 6:50 AM](#)
[Last Modified Date/Time:](#)
[3/5/2026, 9:01 PM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[88403063](#)
[Due Date/Time:](#)
[3/6/2026, 3:30 PM](#)
[Status:](#)

 Task Complete

[Action Required](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 7:17 AM](#)
[Last Modified Date/Time:](#)
[3/5/2026, 9:01 PM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[88972321](#)
[Due Date/Time:](#)
[3/6/2026, 11:00 AM](#)
[Status:](#)

 Task Complete

[Action Required](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 7:11 AM](#)

[Last Modified Date/Time:](#)
[3/5/2026, 9:01 PM](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

[Scheduled Outbound Call](#)

[Related To:](#)
[79820220](#)
[Due Date/Time:](#)
[3/9/2026, 12:00 PM](#)
[Status:](#)

 Task Complete

[New](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 6:54 AM](#)
[Last Modified Date/Time:](#)
[3/3/2026, 6:54 AM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[87401864](#)
[Due Date/Time:](#)
[3/9/2026, 4:00 PM](#)
[Status:](#)

 Task Complete

[New](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 7:37 AM](#)
[Last Modified Date/Time:](#)
[3/3/2026, 7:37 AM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[88368912](#)
[Due Date/Time:](#)
[3/9/2026, 11:30 AM](#)
[Status:](#)

 Task Complete

[New](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 7:29 AM](#)
[Last Modified Date/Time:](#)
[3/3/2026, 7:29 AM](#)

[Scheduled Outbound Call](#)

[Related To:](#)
[88369312](#)
[Due Date/Time:](#)
[3/9/2026, 11:30 AM](#)
[Status:](#)

 Task Complete

[New](#)
[Priority:](#)
[Normal](#)
[Assigned Alias:](#)
[JZR5HS](#)
[Create Date:](#)
[3/3/2026, 6:42 AM](#)

[Last Modified Date/Time:](#)
[3/3/2026, 6:42 AM](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

[Scheduled Outbound Call](#)

[Related To:](#)
81923177
[Due Date/Time:](#)
3/9/2026, 12:00 PM
[Status:](#)

 Task Complete

[New](#)
[Priority:](#)
Normal
[Assigned Alias:](#)
JZR5HS
[Create Date:](#)
3/3/2026, 6:57 AM
[Last Modified Date/Time:](#)
3/3/2026, 6:57 AM

There's nothing in My Open Tasks yet.

When records are added to this list view, you'll see them here.

Loading...

Quick Links

 Knowledge__kav

[Knowledge](#)

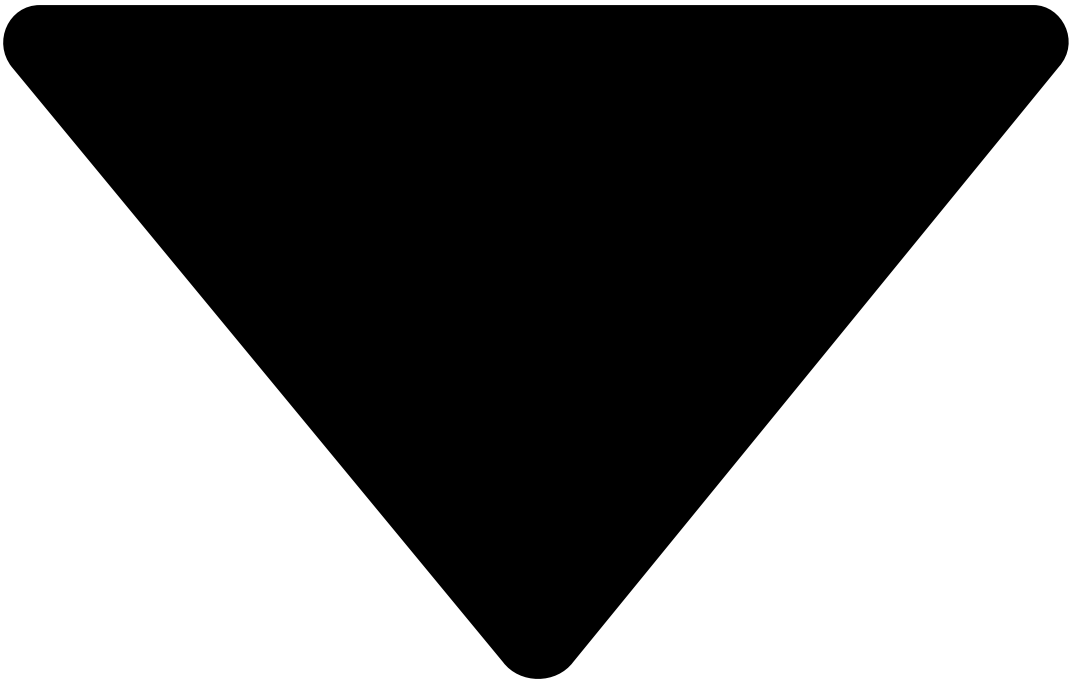
 standard-Case

[Cases](#)

Sort by:

Latest Posts

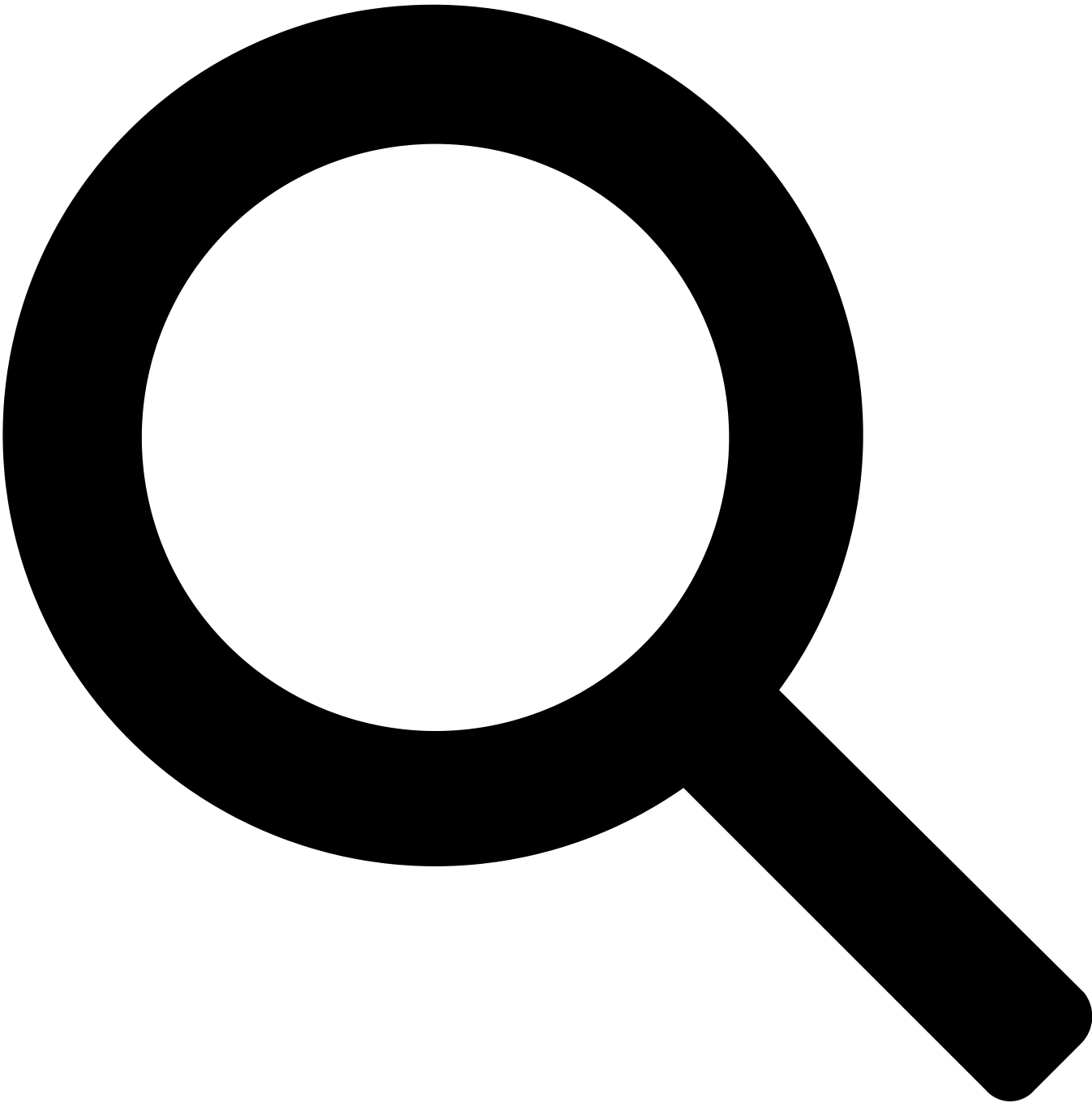
NO CONTROLS ASSOCIATED WITH THIS CONTACT



Search this feed...

Search this feed...

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Filter Feed

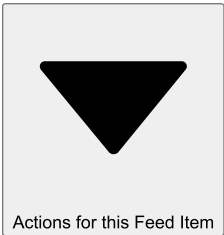


Refresh this feed

[Skip Feed](#)

- 1. [Scheduled Outbound Call](#) — [Tangina Madlock](#) created a task.
[22h ago](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



 [Task](#)
[Scheduled Outbound Call](#)
[View more details](#)

Like

Comment

- 2 comments
- 3 views

More comments 1 of 2

[Monica Rodriguez](#)

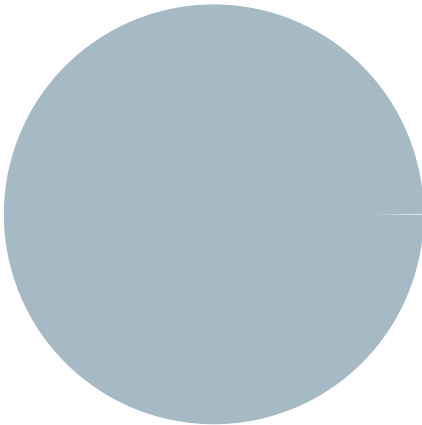
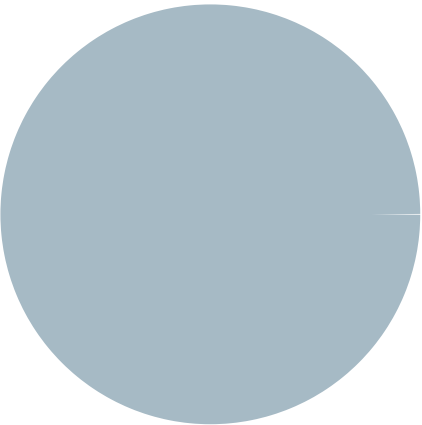
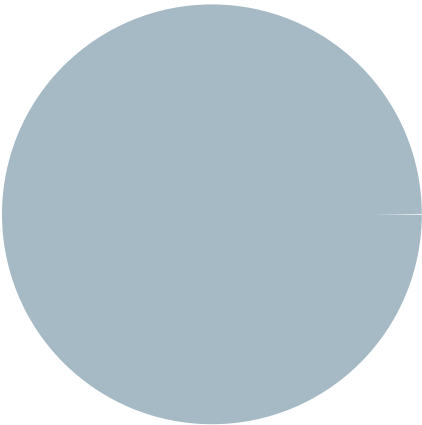
18 hours ago



Customer stated he had receipts so he will email them with compensation request

[Expand Post](#)
LikeLikedUnlike

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

2.

[Scheduled Outbound Call](#) — [Tangina Madlock](#) created a task.

[March 4, 2026 at 11:03 AM](#)



Actions for this Feed Item

Task

[Scheduled Outbound Call](#)

[View more details](#)

Like

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Comment

3 comments

7 views

More comments1 of 3

[Nakia Thomas](#)

14 hours ago



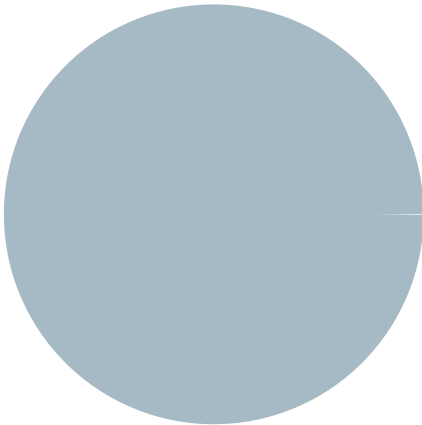
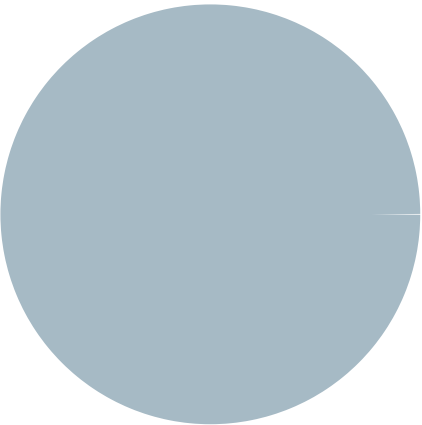
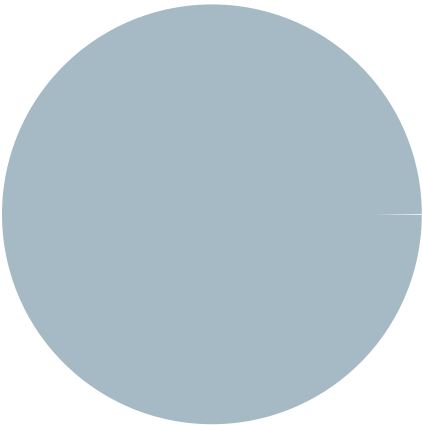
Actions for this Feed Item Comment

updated mileage from RO

[Expand Post](#)

LikeLikedUnlike

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

3.

[83594586](#) — [Harlow Coyer](#) to General Motors Company Only

[March 4, 2026 at 9:55 AM](#)



Actions for this Feed Item

[@Tangina Madlock](#) Goodwill Liaison review: CA00162364

In order to move this case forward we are in need of the following corrections:

- All facts needed in business case
 - In date, repairs need, days down, miles away from home, day repaired, warranty repairs?, loaner or rental provisions, GM loyalty, and if goodwill was provided by the dealership.
 - Out of guidelines statement and explanation of why there was such a delay in your submission.
- Itemized Break down in expenses involved in trip interruption reimbursement at the end of your Business case.

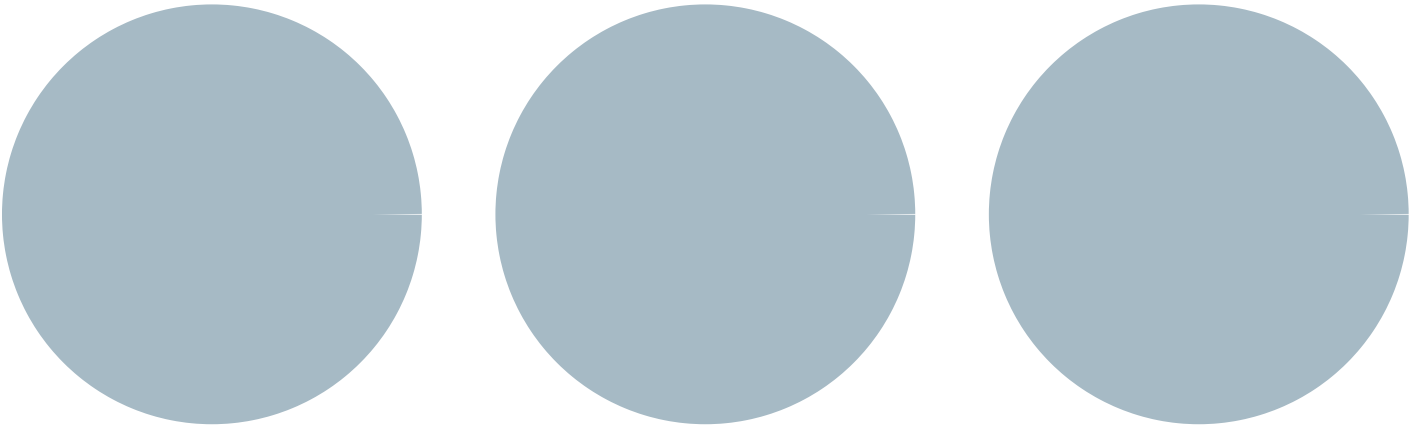
I will hold your case for two business days to give you time for corrections. Once completed please submit the RSG with updated offer summary.

[Expand Post](#)

Like

Comment

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

4.

[Scheduled Outbound Call](#) — [Tangina Madlock](#) created a task.

[March 4, 2026 at 5:52 AM](#)



Actions for this Feed Item

Task

[Scheduled Outbound Call](#)

[View more details](#)

Like

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Comment

1 comment

3 views

[Madison Greene](#)

2 days ago



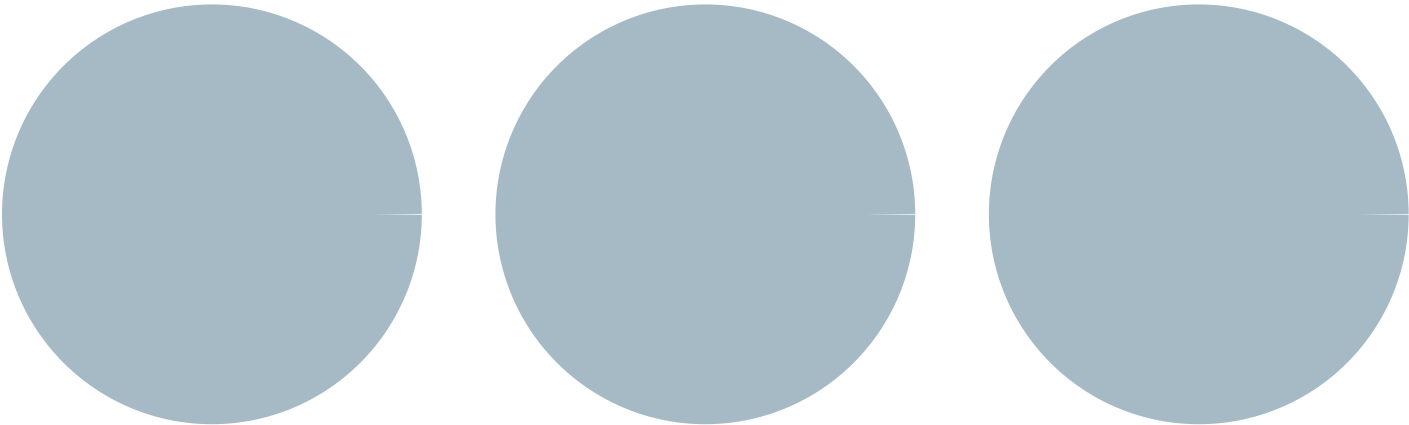
Actions for this Feed Item Comment

[@Tangina Madlock](#) Customer called to speak with you on case and asked about how she will get her reimbursement. I explained to the customer and customer states she will wait for your callback for updates.

[Expand Post](#)

LikeLikedUnlike

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

5.

[Scheduled Outbound Call](#) — [Tangina Madlock](#) created a task.

[March 3, 2026 at 10:17 AM](#)



Actions for this Feed Item

Task

[Scheduled Outbound Call](#)

[View more details](#)

Like

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Comment

1 comment

2 views

[Tangina Madlock](#)

3 days ago



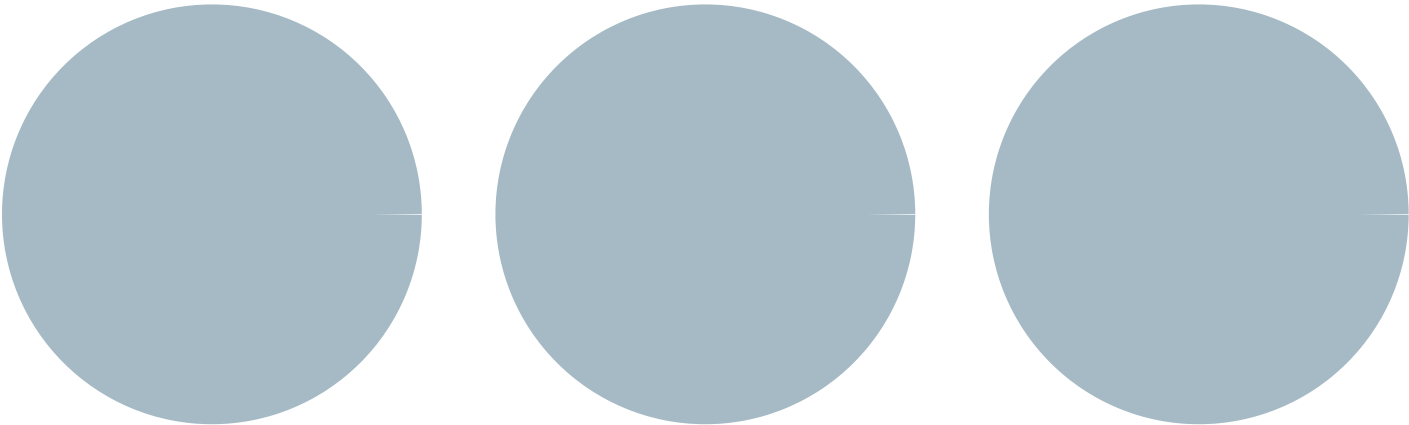
Actions for this Feed Item Comment

Reach out to customer to let them no that they do not qualify for reimbursement.

[Expand Post](#)

LikeLikedUnlike

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

6.

[Scheduled Outbound Call](#) — [Tangina Madlock](#) created a task.

[March 3, 2026 at 10:12 AM](#)



Actions for this Feed Item

Task

[Scheduled Outbound Call](#)

[View more details](#)

Like

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Comment

1 comment

1 view

[Tangina Madlock](#)

3 days ago



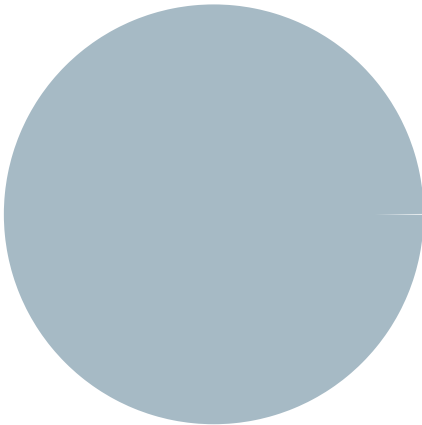
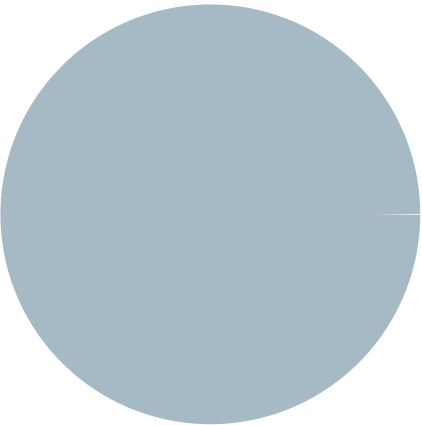
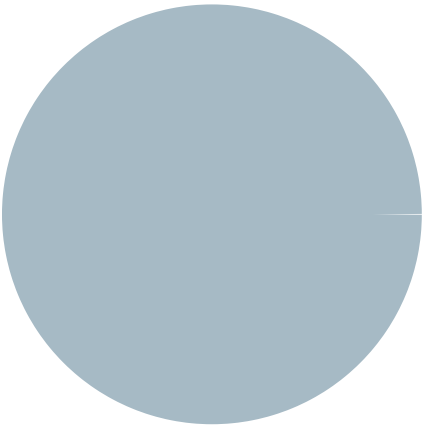
Actions for this Feed Item Comment

Call to let customer no its approve.

[Expand Post](#)

LikeLikedUnlike

NO CONTROLS ASSOCIATED WITH THIS CONTACT



 Tangina Madlock
Write a comment...
Write a comment...

7.

[86964231](#) — [Taylor Vincent](#) to General Motors Company Only

[March 3, 2026 at 9:28 AM](#)



Actions for this Feed Item

CA00163852 approved [@Tangina Madlock](#)

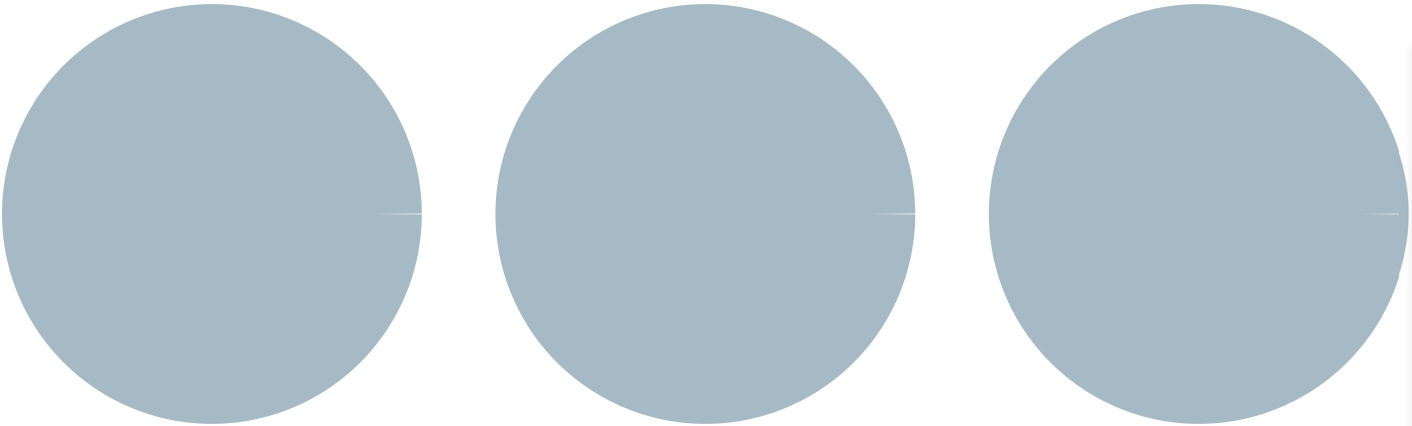
[Expand Post](#)

Like

Comment

1 view

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Write a comment...
Write a comment...

NO CONTROLS ASSOCIATED WITH THIS CONTACT

8.

[87350648](#) — [Tammy Maloney](#) to General Motors Company Only

[March 3, 2026 at 8:46 AM](#)



[@Tangina Madlock](#) I am following up in regard to the Trip Interruption you are requesting in Case Number 87350648 / CA00167325. I have not seen any updates or RSG submitted. It has been over 48 hours and I will have to return the case. Once you have the updates, please submit for approval or submit an RSG (upper right corner) so it can go back into the que.

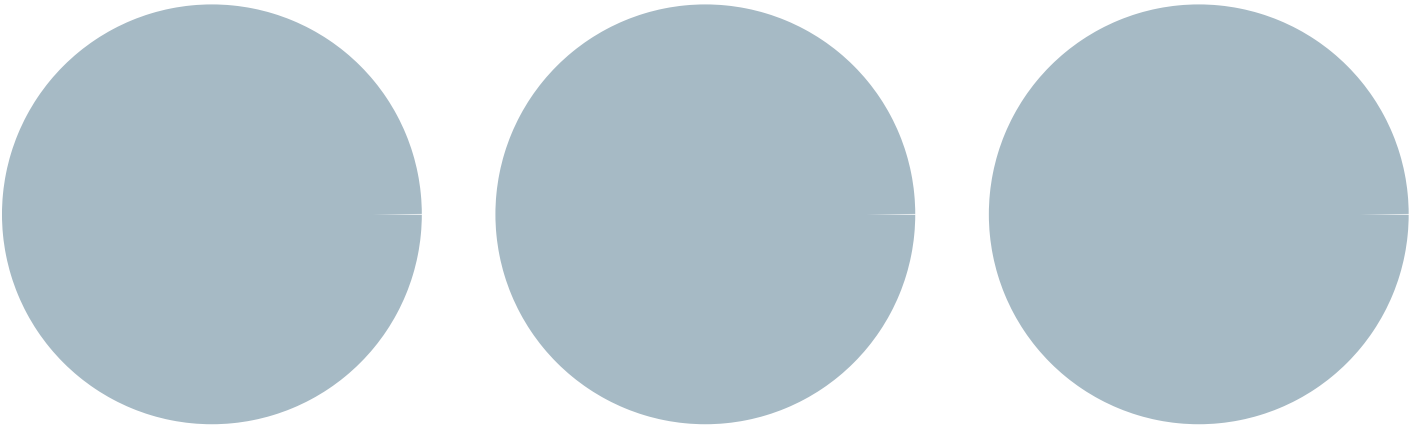
[Expand Post](#)

Like

Comment

1 view

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Tangina Madlock

Write a comment...

Write a comment...

End of Feed
8 Chatter Feed Items
[View More](#)

Recent Records

-  [My Performance - Emer/SVA/ASL Lead](#)
-  [My Performance - Emer/SVA/ASL Agent](#)
-  [My Performance - Dealer Lead](#)
-  [My Performance - Dealer Agent](#)

 [Field Representative Dashboard](#)
[View All](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



[88368912 - Search88368912 - Search](#)

Search Results

Searchable objects from navigation bar

- [Top Results-1](#)
- [Cases1](#)
- [Tasks3](#)
- [Email Messages5+](#)
- [Chatter](#)



- [Knowledge0](#)
- [Vehicles0](#)
- [Events0](#)
- [Accounts0](#)
- [Contacts0](#)
- [Voice Calls0](#)
- [Assets0](#)
- [Case Participants0](#)



Show More



Show Less



Show Less

External Results

NO CONTROLS ASSOCIATED WITH THIS CONTACT

- [AEM Knowledge](#)

Top Results Results

-



- [VehicleRZ248864 - 2024 GMC Sierra Crew Cab | Vehicle](#)



- [Case88368912 | Case](#)

A large black downward-pointing chevron icon.

Actions for 88368912 | Case

A large black 'X' icon representing a close or delete action.

Close 88368912 | Case



- [VoiceCallVC-28627851](#)

A large black downward-pointing chevron icon.

Actions for VC-28627851

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Close VC-28627851



[VoiceCallVC-28234752](#)



Actions for VC-28234752



Close VC-28234752



[VoiceCallVC-27915620](#)



Actions for VC-27915620



Close VC-27915620

Vehicle

2024 GMC Sierra Crew Cab

- Update
- Check Deactivation Status
- Call Vehicle

Member Has 3 Year Remote Access Plan Included in Vehicle Purchase

Member Has 3 Year Remote Access Plan Included in Vehicle Purchase

Vehicle Identification Number

NO CONTROLS ASSOCIATED WITH THIS CONTACT

1GTUUEEL4RZ248864
[Open Cases\(3\)](#)

Account Status



List View Controls



Refresh

3 items • Sorted by Case Number • Filtered by Closed • Updated a few seconds ago

Navigation ModeAction Mode

Sort by:Case Number  Sorted Ascending  Show Case Number column actions 			Sort by:Type Sorted: None  Show Type column actions 	Sort by:Subject Sorted: None  Show Subject column actions 	Sort by:Priority Sorted: None  Show Priority column actions 	Sort by>Status Sorted: None  Show Status column actions 	Sort by:Date Opened Sorted: None  Show Date Opened column actions 
05170801	GAA Case				Medium	Managed in GAA	2/10/2024, 8:47 AM
07867061	GAA Case				Medium	Managed in GAA	3/8/2024, 1:00 PM
88368912	Proactive Outreach	[EXTERNAL] Roadside Trip Interruption			Medium	Pending	2/2/2026, 4:45 PM

[View All](#)

Tabs

Tabs

- [Details](#)
- [Related](#)
- [OnStar](#)
- [Summary](#)

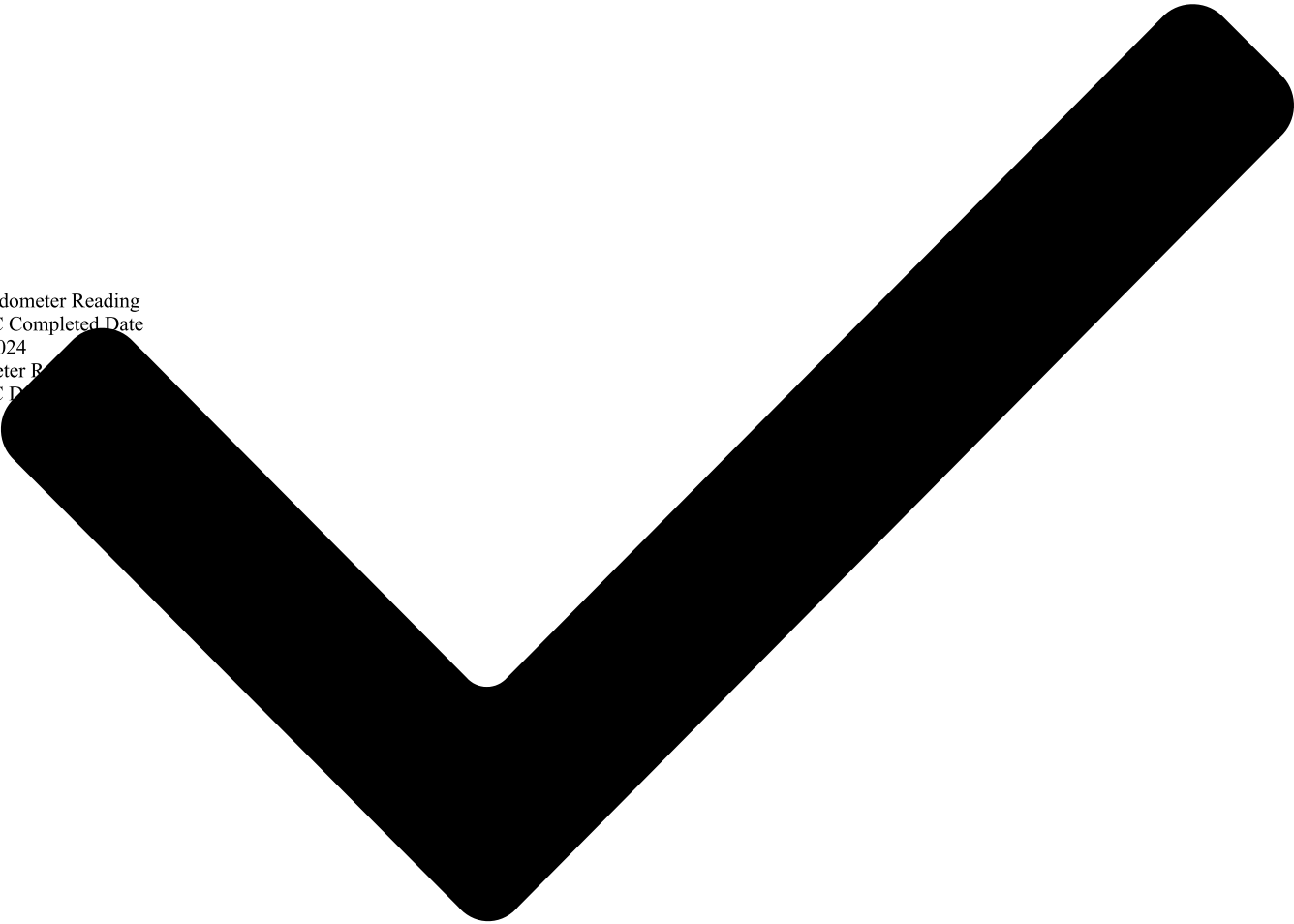
NO CONTROLS ASSOCIATED WITH THIS CONTACT



Vehicle Description
2024 GMC Sierra Crew Cab
Vehicle Identification Number
1GTUUEEL4RZ248864
Current Owner
[Sabrina Kowalik OnStar Household](#)
Vehicle Status
Active
Fleet Account Number (FAN)
Asset
[1GTUUEEL4RZ248864 - 2024 GMC Sierra Crew Cab](#)
Account Status
Open
Vehicle Definition
[Sierra Crew Cab](#)
Vehicle Color
BLACK
Delivery Date
2024-02-10
PSAP Color
Black
Odometer Reading Unit of Measure
BBWC Complete

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Last Odometer Reading
BBWC Completed Date
2/10/2024
Odometer Reading
BBWC Date



TrueBBWC Complete

NO CONTROLS ASSOCIATED WITH THIS CONTACT

California Military

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

FalseBBWC Deferred

[REDACTED]

[REDACTED]

[REDACTED]

FalseCalifornia Military
BBWC Deferred Date
Mobile Service + Enrolled

NO CONTROLS ASSOCIATED WITH THIS CONTACT



OnStar Users Vehicle Desc
Special Routing
OnStar Users Vehicle Color



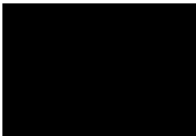
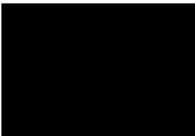
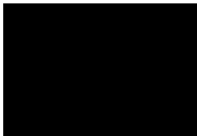
OnStar Vehicle TTY

FalseMobile Service + Enrolled

NO CONTROLS ASSOCIATED WITH THIS CONTACT



OnStar Interactive Vir Asst Opt Out



FalseOnStar Vehicle TTY

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Vehicle DNS ID

Station ID
185999659

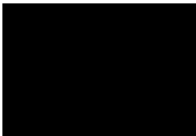
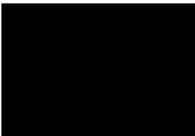
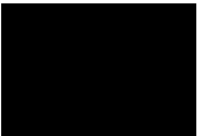


Address Information

Garage Address
[14516 MEADOW LN](#)
[OVERLAND PARK, KS 66224](#)
[US](#)



SiriusXM

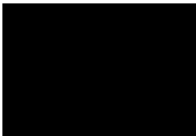
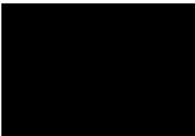
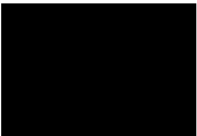


SiriusXM Radio ID
☐ False On Star Interactive Vir Asst Opt Out
☐ Edit On Star Interactive Vir Asst Opt Out
SiriusXM 360L Equipped
SiriusXM Trial Eligible

Deactivation Information

Do Not Deactivate

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Do Not Deactivate End Date
FalseDo Not Deactivate

Tabs

Tabs

- [Vehicle Build](#)
- [Vehicle Attributes](#)
- [DTC History](#)
- [Warranty](#)
- [Repair Orders](#)
- [SPAC Cases](#)
- [Siebel Cases](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Vehicle Build

Sort by:RPO Code

Search

Sort by:Description

09Y	UDV ALTERNATE CHIP PROCESSING OPTION
0ST	FRONT FASCIA ASSEMBLY ROW
1SZ	AT4 PREMIUM PACKAGE DISCOUNT
2ST	VAA/COMPONENT REL REAR SEAT
3ST	VAA/COMPONENT REL REAR SEAT
4F2	INTERIOR TRIM
4SB	AT4 EQUIPMENT GROUP
4ST	VAA/COMPONENT REL REAR SEAT
5FC	VAA/COMPONENT REL FRONT CONSOLE
5ST	VAA/COMPONENT REL REAR SEAT
6TK	COMPONENT FRT LH COMPUTER SEL SUSP (6TK)
7TK	COMPONENT FRT RH COMPUTER
8AZ	COMPONENT RR LH COMPUTER SEL SUSP (8AZ)
9AZ	COMPONENT RR RH COMPUTER SEL SUSP (9AZ)
A2X	POWER DRIVER SEAT ADJUSTER
A45	DRIVER MEMORY
A48	REAR SLIDING POWER WINDOW
A50	FRONT BUCKET SEATS WITH CENTER CONSOLE & WIRELESS CHARGING
A7K	POWER PASSENGER SEAT ADJUSTER
AEF	WINDOWS, POWER FRONT, PASSENGER EXPRESS UP/DOWN
AEQ	POWER WINDOWS -REAR, EXPRESS DOWN
AKO	DEEP-TINTED GLASS
AL0	SENSOR INDICATOR INFLATABLE

ASV	EQUIPMENT-SENSOR AIR MOISTURE & W/S TEMP
AU3	POWER DOOR LOCKS
AVI	SEAT BELT ADJUSTABLE GUIDE LOOPS
AVJ	KEYLESS OPEN AND START
AXG	POWER WINDOWS -FRONT DRIVER, EXPRESS UP/DOWN
AXK	VEHICLE TYPE TRUCK
AY0	AIRBAGS
B30	CARPET FLOOR COVERING
BKE	PREMIUM FLOOR LINERS
BKF	PREMIUM FLOOR LINERS
BTM	PUSH BUTTON START
BTV	REMOTE VEHICLE STARTER SYSTEM
BWN	CORNER REAR STEP BUMPER
C49	REAR WINDOW DEFOGGER
C59	REAR AIR VENTS
C5Y	GVWR 7,100 LBS. (3,221 KG)
CE1	WIPERS, FRONT RAIN-SENSING
CJ2	DUAL ZONE AIR CONDITIONING
CTT	HITCH GUIDANCE
CWM	TECHNOLOGY PACKAGE * REAR CAMERA MIRROR * MULTICOLOR 15" DIAGONAL HEAD-UP DISPLAY * BE
D07	CENTER CONSOLE
D75	BODY-COLOR DOOR HANDLES
DEZ	OUTSIDE POWER MIRRORS
DH6	MIRROR I/S FRT VAN-SHADE, ILLUM
DNS	EQUIPMENT-SUPPLIER INSTALLED
DP6	HIGH GLOSS BLACK MIRROR CAPS
DRZ	REAR CAMERA MIRROR
E3Z	CARBON FIBER COMPOSITE BED
E63	PICKUP BED
EF7	COUNTRY UNITED STATES OF AMERICA (USA)
ENL	ENG CONTROL DISABLE START/STOP
EPH	ELECTRONIC PRECISION SHIFT
F48	CHASSIS DRIVE LINE-FOUR WHEEL DRIVE(4WD)
FE9	50-STATE EMISSIONS
FJW	VEHICLE FUEL-GASOLINE E15
FWI	PLANT CODE FT WAYNE, IN, USA
G80	AUTO-LOCKING REAR DIFFERENTIAL
GBA	ONYX BLACK
GEY	SHIP THRU FREIGHT (GROUND EFFECTS LTD)
GFG	TRIM PACKAGE - AT4
GU5	REAR AXLE 3.23 RATIO
HS1	SAFETY ALERT SEAT
HVD	JET BLACK WITH KALAHARI ACCENTS
IOK	GMC PREMIUM INFOTAINMENT SYSTEM WITH NAVIGATION WITH GOOGLE 13.4" DIAG. HD COLOR VOICE
IVN	INFOTAINMENT VIRTUAL
J24	ENGINEERING YEAR 2024
J61	4-WHEEL DISC BRAKES
JBP	BRAKE LINING WEAR INDICATOR
JHD	HILL DESCENT CONTROL
JL1	TRAILER BRAKE CONTROLLER, INTEGRATED

K47	HEAVY-DUTY AIR FILTER
K4C	WIRELESS CHARGING
KA1	HEATED DRIVER & OUTSIDE PASSENGER SEATS
KA6	HEATED 2ND ROW OUTBOARD SEATS
KC4	EXTERNAL ENGINE OIL COOLER
KC9	120-VOLT BED-MOUNTED POWER OUTLET
KI3	HEATED STEERING WHEEL
KI4	120-VOLT INTERIOR POWER OUTLETS
KL9	AUTOMATIC STOP/START
KNP	TRANSMISSION OIL COOLER
KQV	VENTILATED FRONT SEATS
KSG	ADAPTIVE CRUISE CONTROL
KW7	GENERATOR - 170 AMPS
L87	ENGINE: 6.2L ECOTEC3 V8 WITH DYNAMIC FUEL MANAGEMENT
MAH	MARKETING AREA NORTH AMERICA
MHS	TRANSMISSION: 10-SPEED AUTO
N06	STEERING COLUMN, LOCK CONTROL
N38	POWER RAKE & TELESCOPING STEERING COLUMN
N57	STEERING WHEEL, WRAPPED
NPP	ACTIVE EXHAUST
NQH	2-SPEED AUTOTRAC TRANSFER CASE WITH OFF-ROAD MODE
NTB	EMISSION SYSTEM FEDERAL
NZH	20" MACHINED ALUM WHEELS WITH CARBON GREY ACCENTS
NZZ	SKID PLATES
PCP	AT4 CARBONPRO EDITION * CARBONPRO COMPOSITE BED AND BADGING * MULTIPRO AUDIO SYSTEM B'
PDG	AT4 PREMIUM PACKAGE AT4 PREFERRED PACKAGE * UNIVERSAL HOME REMOTE * REAR SLIDING POWER
PDI	GMC PRO SAFETY
PDO	AT4 PREFERRED PACKAGE
PPW	WIRELESS, APPLE CARPLAY
PRF	3 YEARS REMOTE ACCESS PLAN; ONSTAR & WI-FI DATA CAPABLE SEE ONSTAR.COM FOR TERMS
PZ8	HITCH VIEW
QFV	GOODYEAR WRANGLER TERRITORY TIRES
QK2	MULTIPRO TAILGATE
QT5	EZ LIFT POWER LOCK AND RELEASE TAILGATE
R6J	CUSTOMER DIALOGUE NETWORK
RFQ	FOCUSED ORDER CONFIGURATION
RM7	STEEL SPARE WHEEL
RSR	REAR SEAT REMINDER
SAF	TIRE CARRIER LOCK
SAX	MULTIPRO AUDIO SYSTEM BY KICKER (DEALER INSTALLED)
SLM	SALES PROCESSING STOCK ORDERS
SNR	UP-LEVEL REAR SEAT WITH STORAGE
SU5	AXLE FRT
SU7	AXLE RR
T3U	LED FOG LAMPS
T8Z	BUCKLE TO DRIVE
TDM	TEEN DRIVER MODE
TQ5	INTELLIBEAM
TRG	TRAILER CAMERA PROVISIONS
U12	PERIMETER LIGHTING

U2K	SIRIUSXM AUDIO WITH SXM TRIAL SUBSCRIPTION
U73	ANTENNA
UBC	USB PORTS IN CENTER CONSOLE
UBD	USB PORTS ON CONSOLE
UBI	USB PORTS
UD5	FRONT AND REAR PARK ASSIST
UDV	DRIVER INFORMATION CENTER, 12"
UE1	ONSTAR & GMC CONNECTED SERVICES CAPABLE
UE4	FOLLOWING DISTANCE INDICATOR
UET	HITCH GUIDANCE W/ HITCH VIEW
UEU	FORWARD COLLISION ALERT
UF2	LED CARGO BED LIGHTING
UFB	REAR CROSS TRAFFIC BRAKING
UG1	UNIVERSAL HOME REMOTE
UGA	RED RECOVERY HOOKS
UH5	INDICATOR-SEAT BELT WARNING
UHX	LANE KEEP ASSIST WITH LANE DEPARTURE WARNING
UHY	AUTOMATIC EMERGENCY BRAKING
UJN	TIRE PRESSURE MONITOR SYSTEM
UK3	STEERING WHEEL AUDIO CONTROLS
UKJ	FRONT PEDESTRIAN BRAKING
UKK	REAR PEDESTRIAN ALERT
UKV	TRAILER SIDE BLIND ZONE ALERT
UMN	SPEEDOMETER INST, MILES & KILO, MILES ODOMETER
UQA	BOSE 7 SPEAKER PREMIUM SOUND SYSTEM
URC	FLEXRIDE MODE SWITCH
URD	GMC PREMIUM INFORMATION DISPLAY 13.4" DIAGONAL MULTICOLOR TOUCH SCREEN
UTJ	THEFT DETERRENT SYSTEM
UV2	HD SURROUND VISION
UV6	MULTICOLOR 15" DIAGONAL HEAD-UP DISPLAY
UVN	BED VIEW CAMERA
V8D	VEHICLE STATEMENT US
VB5	BODY-COLOR FRONT BUMPER
VK3	LICENSE PLATE KIT
VRF	VAA/COMPONENT
VRG	VAA/COMPONENT
VRH	VAA/COMPONENT COLUMN
VRK	VAA/COMPONENT
VRL	VAA/COMPONENT HORIZONTAL SUSPENSION
VRM	VAA/COMPONENT VERTICAL SUSPENSION
VRN	VAA/COMPONENT SUSPENSION
VRR	VAA/COMPONENT WHEELS
VSX	LABEL TOWING
VT5	BODY-COLOR REAR BUMPER
VT7	OWNERS MANUAL ENGLISH LANGUAGE
VTI	SHUTTERS-FRONT GRILLE, ACTIVE,
VV4	WIFI HOTSPOT CAPABLE
VXW	AT4 HIGH CLEARANCE STEP (DEALER INSTALLED)
WMY	VIN MODEL YEAR 2024
WPC	SALES PACKAGE - CONV PACKAGE

XCQ	SPARE TIRE	NO CONTROLS ASSOCIATED WITH THIS CONTACT
YM8	IDENTIFICATION LIMITED PERSONALIZATION OPTION (LPO)	
Z7X	OFF-ROAD (AT4) SUSPENSION PACKAGE	
Z82	TRAILERING PACKAGE	
Z88	MARKET BRAND GMC	
	OnStar	
	OnStar - OVD	
	OnStar - DMN	
	XM Radio	



Vehicle Owner History

PreFix Name
First Name
Last Name
Current Owner
Address Line 1
City
State
ZIP

☐

Sabrina
Kowalik
Yes
14516 MEADOW LN
OVERLAND PARK
KS
66224-4707

☐

Sabrina
Kowauk
No
14516 MEADOW LN
LEAWOOD
KS
66224-4707



Advisor Information
Click on the Repair Order to view details



Repair Orders										
RO #	BAC #	Service Closed Date	First Name	Last Name	Vehicle	Odometer	Total Amount	Customer Amount	Warranty Amount	Internal Amount
Labor: Customer Pay										
No records to display										
RO #	BAC #	Service Closed Date	First Name	Last Name	Vehicle	Odometer	Total Amount	Customer Amount	Warranty Amount	Internal Amount
Labor: Custo										

247985	117882	01/29/2026	Sabrina	Kowalik	43143	10878.87	0.0	10878.87	0.0	No
6059639	301998	12/05/2025	Sabrina	Kowalik	41535	471.34	0.0	471.34	0.0	No

1

Error retrieving Order History

Vehicle Image

Image description
No Image found for this Vehicle

Vehicle Activities(0)

- Show actions for Vehicle Activities

Timeline

Vehicle Timeline

Show Timeline Menu

All Events • Most Recent Event

New

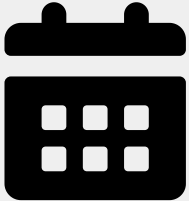
Show menu

Refresh

Date Range

- Date Range
- Start Date

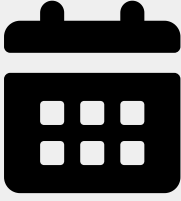
NO CONTROLS ASSOCIATED WITH THIS CONTACT



Select a date for Start Date

Format: Dec 31, 2024

- End Date



Select a date for End Date

Format: Dec 31, 2024

Reset Cancel Apply



Event Type

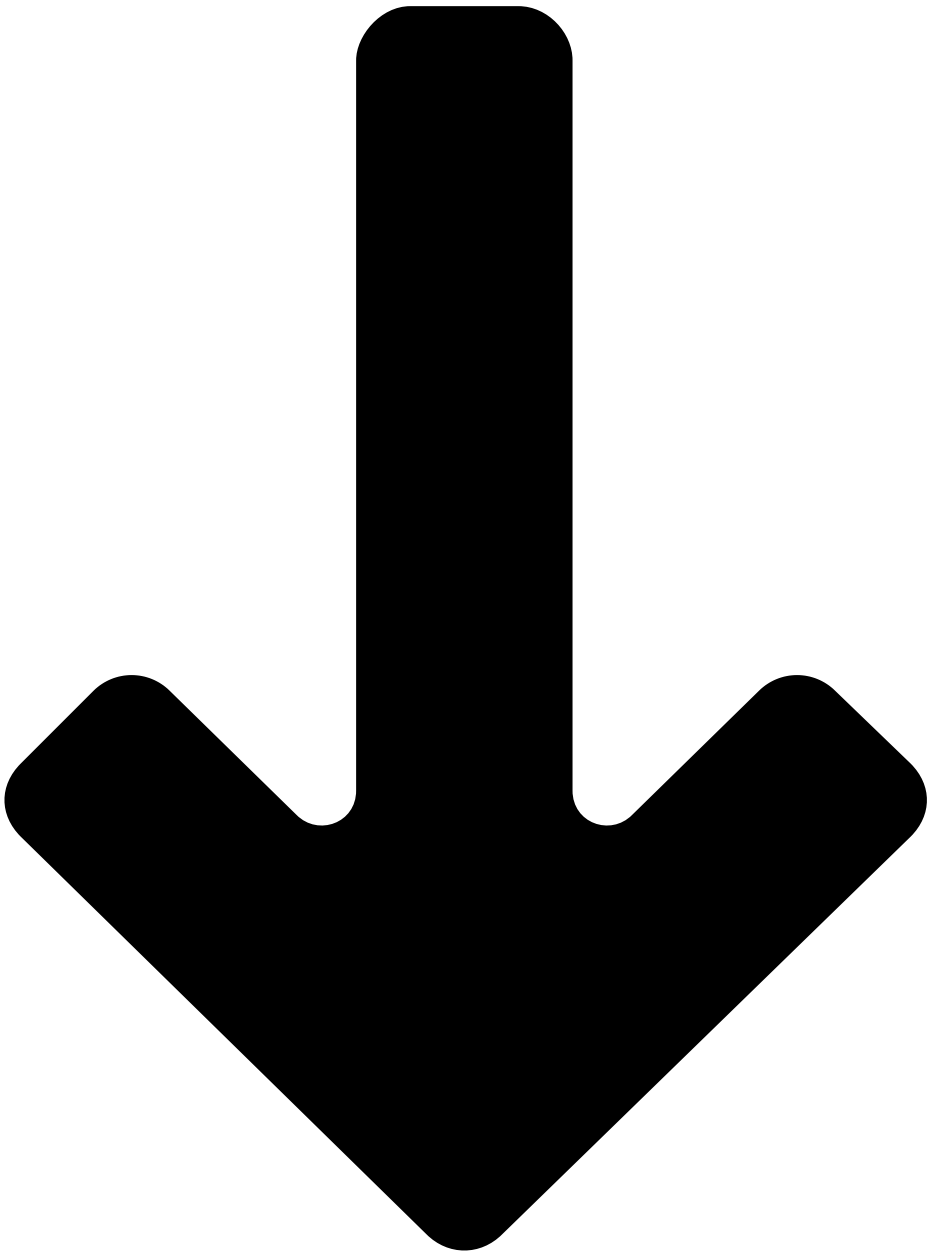
- Event Type
- ☐ [Event](#)
- ☐ [Task](#)
- ☐ [Case](#)

Reset Cancel Apply



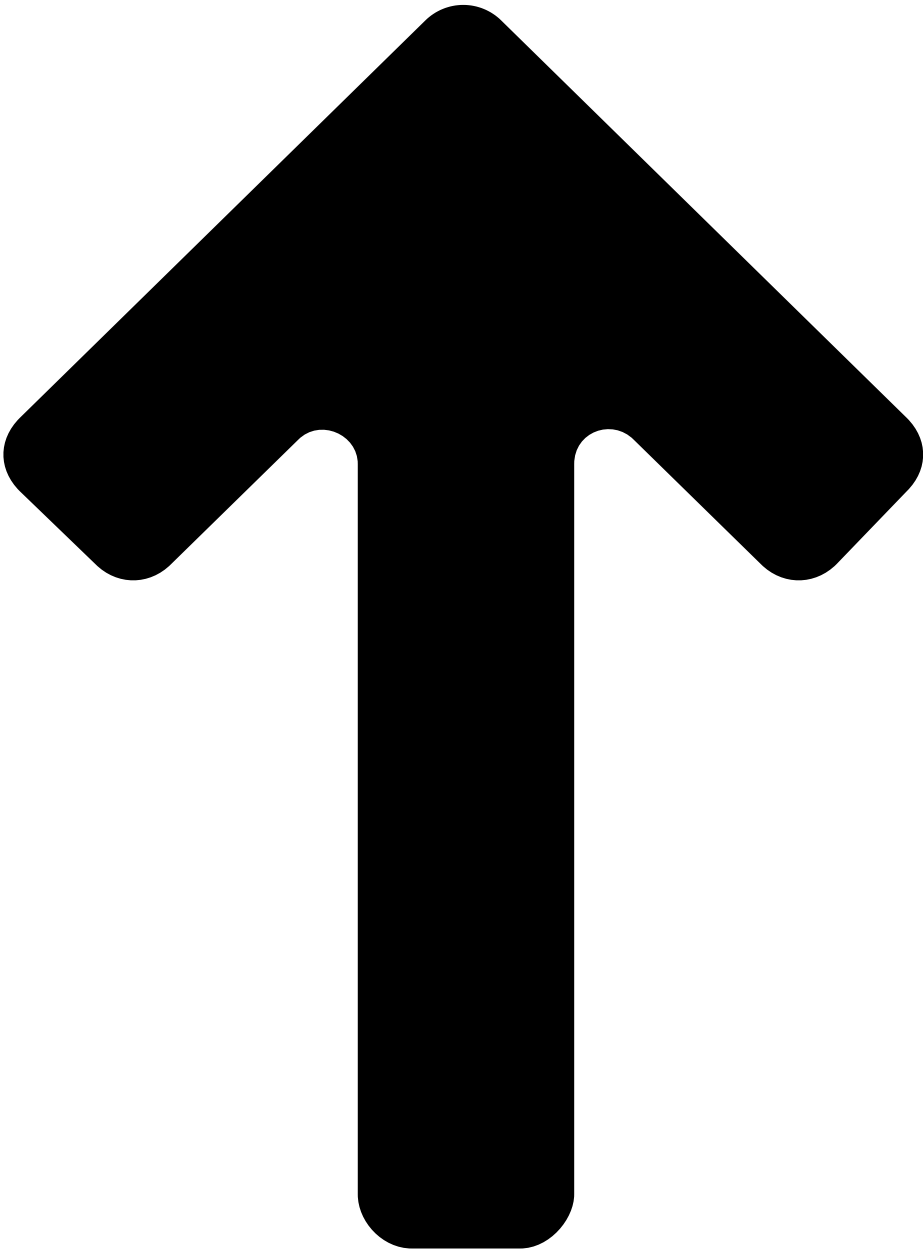
Sort

NO CONTROLS ASSOCIATED WITH THIS CONTACT



- [Most Recent Event](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

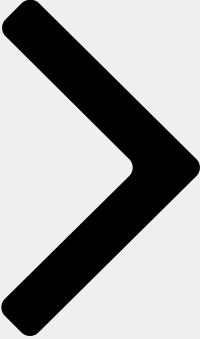


- [Earliest Event](#)

Upcoming

Past

- Expand to view event details



Collapsed [EXTERNAL] Roadside Trip Interruption

Case

[\[EXTERNAL\] Roadside Trip Interruption](#)

February 2, 2026



Actions for Timeline Event

- Expand to view event details



Collapsed GMC General Inquiry - Account Mismatch

Case

[Vehicle History\(3+\)](#)

[GMC General Inquiry - Account Mismatch](#)

December 15, 2025



Actions for Timeline Event

- Expand to view event details



Collapsed

Case

[\[No Title\]](#)

March 8, 2024

NO CONTROLS ASSOCIATED WITH THIS CONTACT



- Expand to view event details



[\[No Title\]](#)

February 10, 2024



[Show actions for Vehicle History.](#)

Date: 5/22/2025, 8:41 PM
Field: Primary Driver
User: [Data Migration OneCRM](#)
Original Value:
New Value: Sabrina Kowalik

Date: 7/20/2024, 5:54 AM
Field: OnStar Vehicle Capabilities by INT
User: [Mulesoft Integration OneCRM](#)
Original Value: ☐ Original Value

New Value:

☐ New Value

NO CONTROLS ASSOCIATED WITH THIS CONTACT

Date:

6/4/2024, 12:25 PM

Field:

OnStar Vehicle Capabilities by INT

User:

[Data Migration OneCRM](#)

Original Value:

☐ Original Value

New Value:

☐ New Value

[View All](#)

Case Details



Show available actions

Case Number

88368912

Case Owner

[Tangina Madlock](#)

Status

Pending

Pending with

Advisor

Subject

[EXTERNAL] Roadside Trip Interruption

Description

Contact Details



Show available actions

Name

Mrs. Sabrina Marie Kowalik

Job Title

Email

sabrina.kowalik22@gmail.com

Account Name

[Sabrina Kowalik OnStar Household](#)

Mobile

[+18165917251](#)

Preferred time to call

Preferred Method of Contact

[Case Participant\(1\)](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

case

[EXTERNAL] Roadside Trip Interruption - Email

Voice Call

Tabs

- [Details](#)
- [Feed](#)
- [Related](#)
- [More](#)

Detail



Details

Owner



[Tangina Madlock](#)

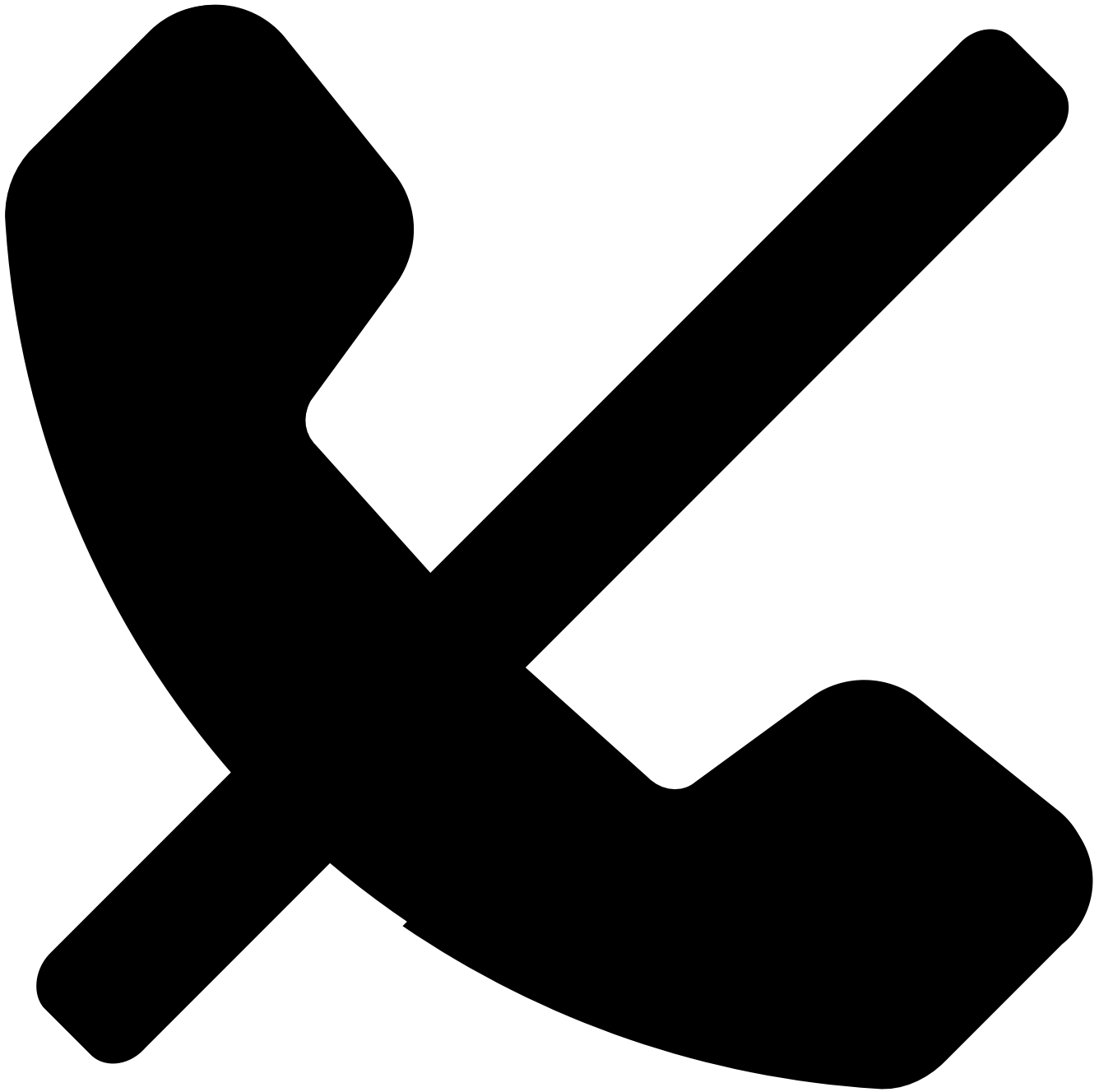


Change Owner

Vendor Call Key
696327764609
User
[Tangina Madlock](#)
Call Started
3/3/2026, 7:27 AM
Call Type
Outbound
Call Ended
3/3/2026, 7:27 AM
Call Status
completed
Call Duration
00:00:07
Caller Contact Info

[Click to dialtangina.madlock@gm.com.ocrm](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT

[Click to dialtangina.madlock@gm.com.ocrm](#)**Click to dial disabledtangina.madlock@gm.com.ocrm**

- [Send A Message](#)
- [Edit](#)
- [Share Voice Call](#)

- Related Record
[88368912](#)
- Call Started
3/3/2026, 7:27 AM
- Call Duration
00:00:07
- Language
- Call Type
Outbound
- Name
VC-28627851

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabledtangina.madlock@gm.com.ocrm
Call Previous



Edit Call Previous
Recipient Contact Info

NO CONTROLS ASSOCIATED WITH THIS CONTACT



[Click to dial+18165917251](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabled+18165917251
Call Next



Related Record
[88368912](#)



Call Accepted
3/3/2026, 7:27 AM

CXone Recording Url

NO CONTROLS ASSOCIATED WITH THIS CONTACT

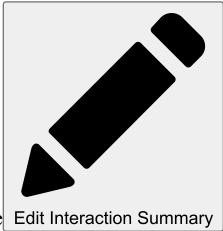


Help CXone Recording Url



Edit CXone Recording Url

Call Entered Queue
Interaction Summary



summary unavailable

Edit Interaction Summary

Is Call Recorded

 False

Reason for Contact



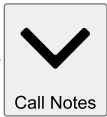
issue unavailable

Edit Reason for Contact

Activity



Edit Activity



Call Notes

Call Resolution



Edit Call Resolution

Description



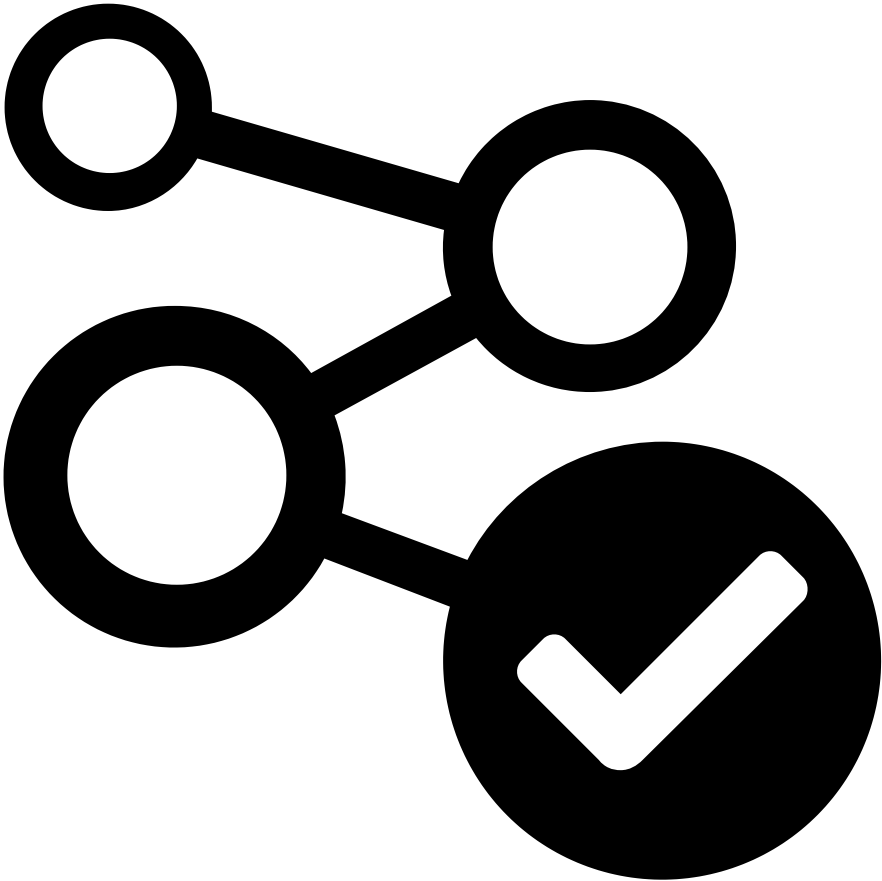
Edit Description

NO CONTROLS ASSOCIATED WITH THIS CONTACT



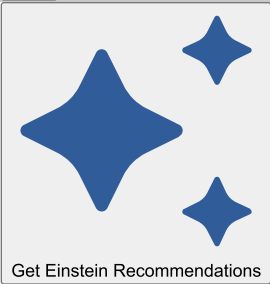
System Information

Last Modified By
 User
[Automated Process](#)
, 3/3/2026, 7:36 AM
Last Modified Date
3/3/2026, 7:36 AM

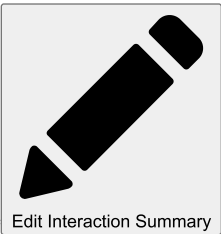


Call Wrap-Up

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Interaction Summary



summary unavailable

Reason for Contact



issue unavailable

Resolution

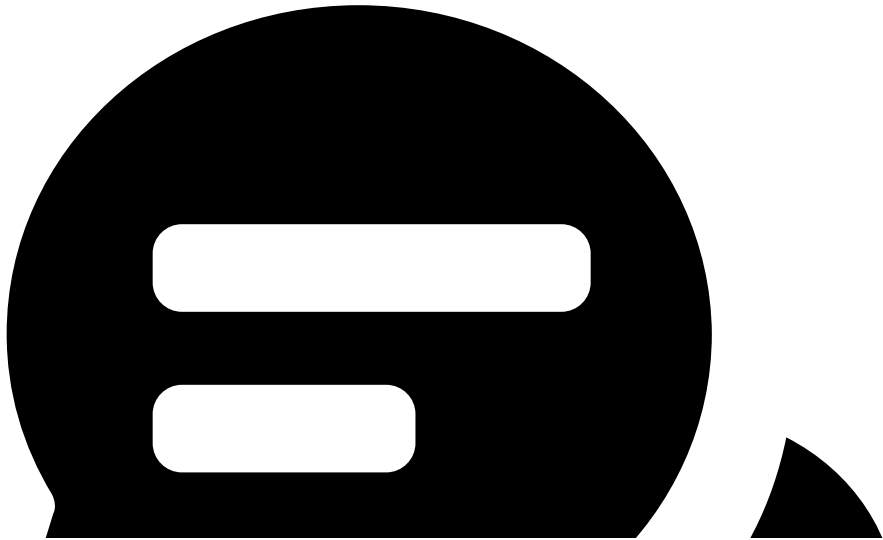


resolution unavailable



Did Einstein write a good summary?

NO CONTROLS ASSOCIATED WITH THIS CONTACT



case

[EXTERNAL] Roadside Trip Interruption - Email

Voice Call

Tabs

- [Details](#)
- [Feed](#)
- [Related](#)
- [More](#)

Details

Details

Owner Name
 User
[Tangina Madlock](#)

Change Owner

Vendor Call Key
695828739719

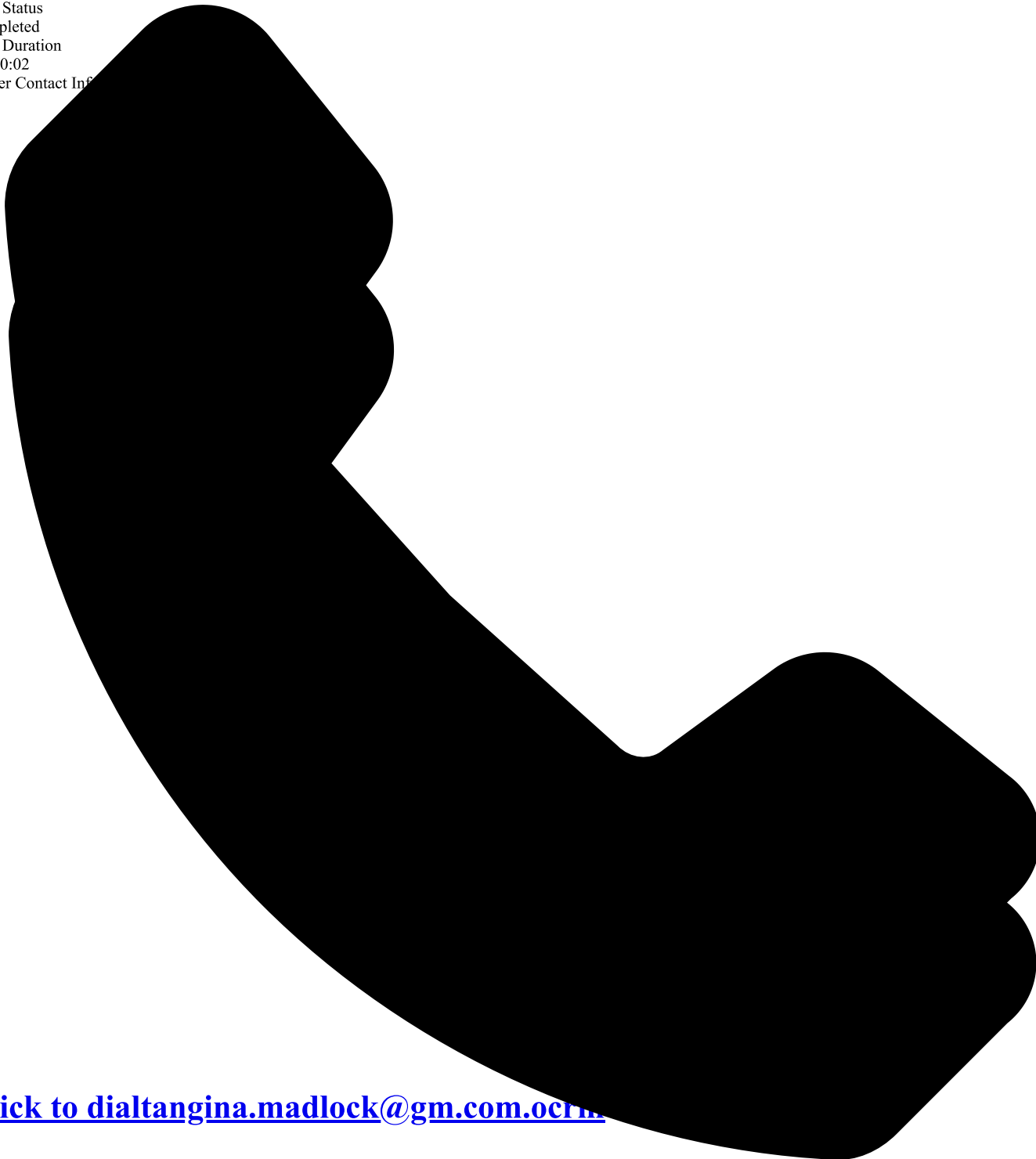
User
 User
[Tangina Madlock](#)

Call Started
2/24/2026, 8:56 AM

Call Type
Outbound

Call Ended
2/24/2026, 8:56 AM
Call Status
completed
Call Duration
00:00:02
Caller Contact Info

NO CONTROLS ASSOCIATED WITH THIS CONTACT



[Click to dialtangina.madlock@gm.com.ocrm](#)

[Click to dialtangina.madlock@gm.com.ocrm](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabledtangina.madlock@gm.com.ocrm

Click to dial disabledtangina.madlock@gm.com.ocrm



Related Record

Recipient Contact Info

- Call Started
2/24/2026, 8:56 AM
- Call Duration
00:00:02
- Language
- Call Type
Outbound
- Name
VC-28234752

NO CONTROLS ASSOCIATED WITH THIS CONTACT



[Click to dial+8165917251](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabled+8165917251
Call Next



Related Record
[88368912](#)



Call Accepted

CXone Recording Url

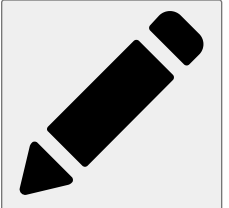


Help CXone Recording Url



Edit CXone Recording Url

Call Entered Queue
Interaction Summary



Edit Interaction Summary

Is Call Recorded

 False

Reason for Contact

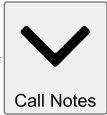


Edit Reason for Contact

Activity



Edit Activity



Call Notes

Call Resolution



Edit Call Resolution

Description



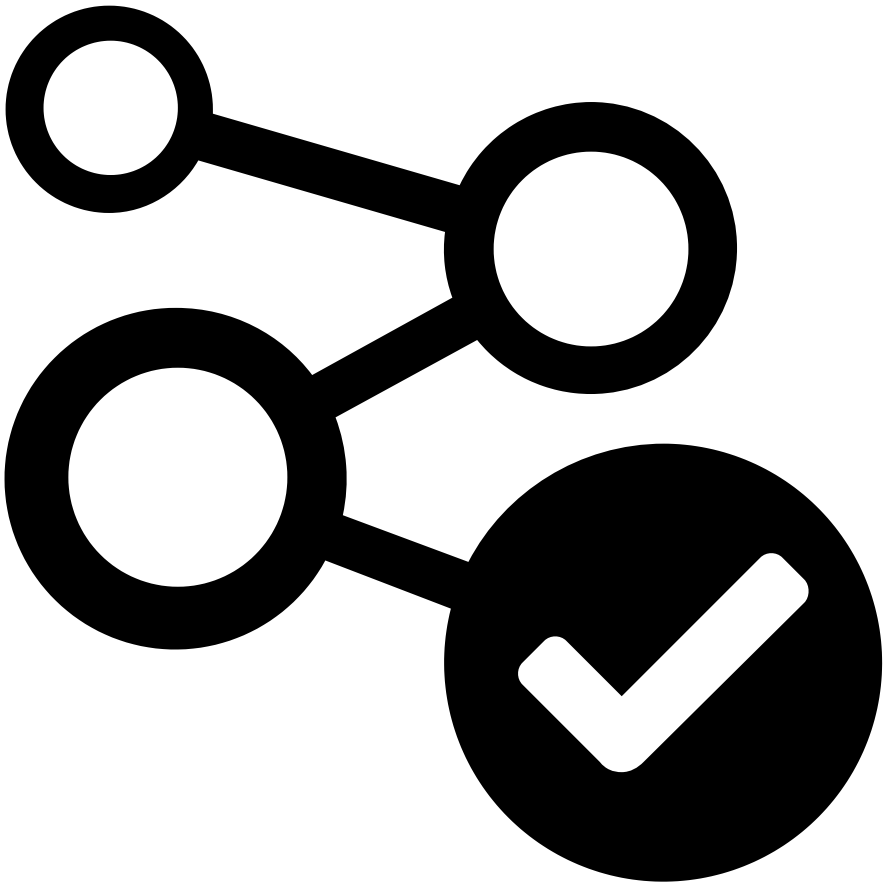
Edit Description

NO CONTROLS ASSOCIATED WITH THIS CONTACT



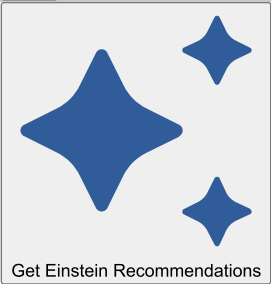
System Information

Last Modified By
 User
[Tangina Madlock](#)
, 2/24/2026, 8:56 AM
Last Modified Date
2/24/2026, 8:56 AM

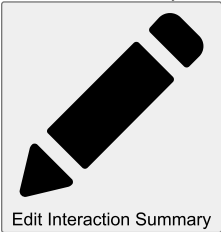


Call Wrap-Up

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Interaction Summary



Reason for Contact

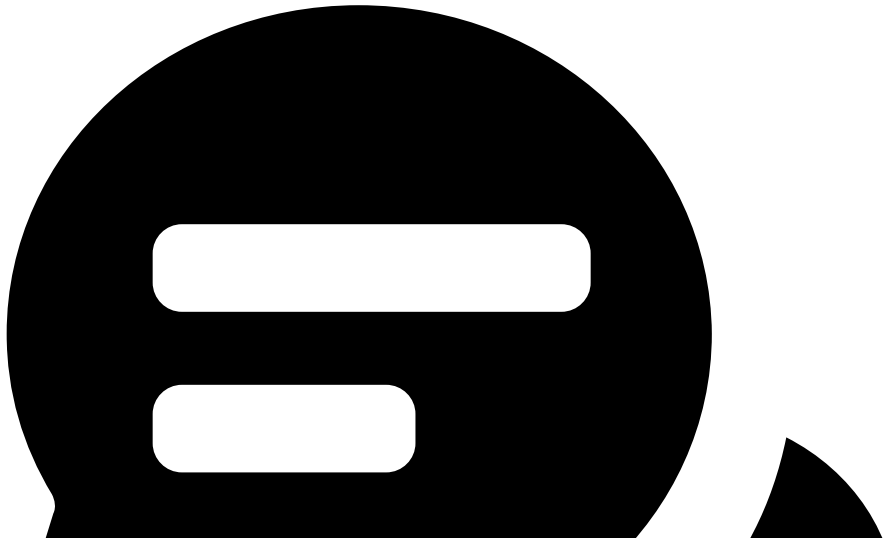


Resolution



Did Einstein write a good summary?

NO CONTROLS ASSOCIATED WITH THIS CONTACT



case

[EXTERNAL] Roadside Trip Interruption - Email

Voice Call

Tabs

- [Details](#)
- [Feed](#)
- [Related](#)
- [More](#)

Details

Details

Owner Name
 User
[Tangina Madlock](#)

Change Owner

Vendor Call Key
695339625583

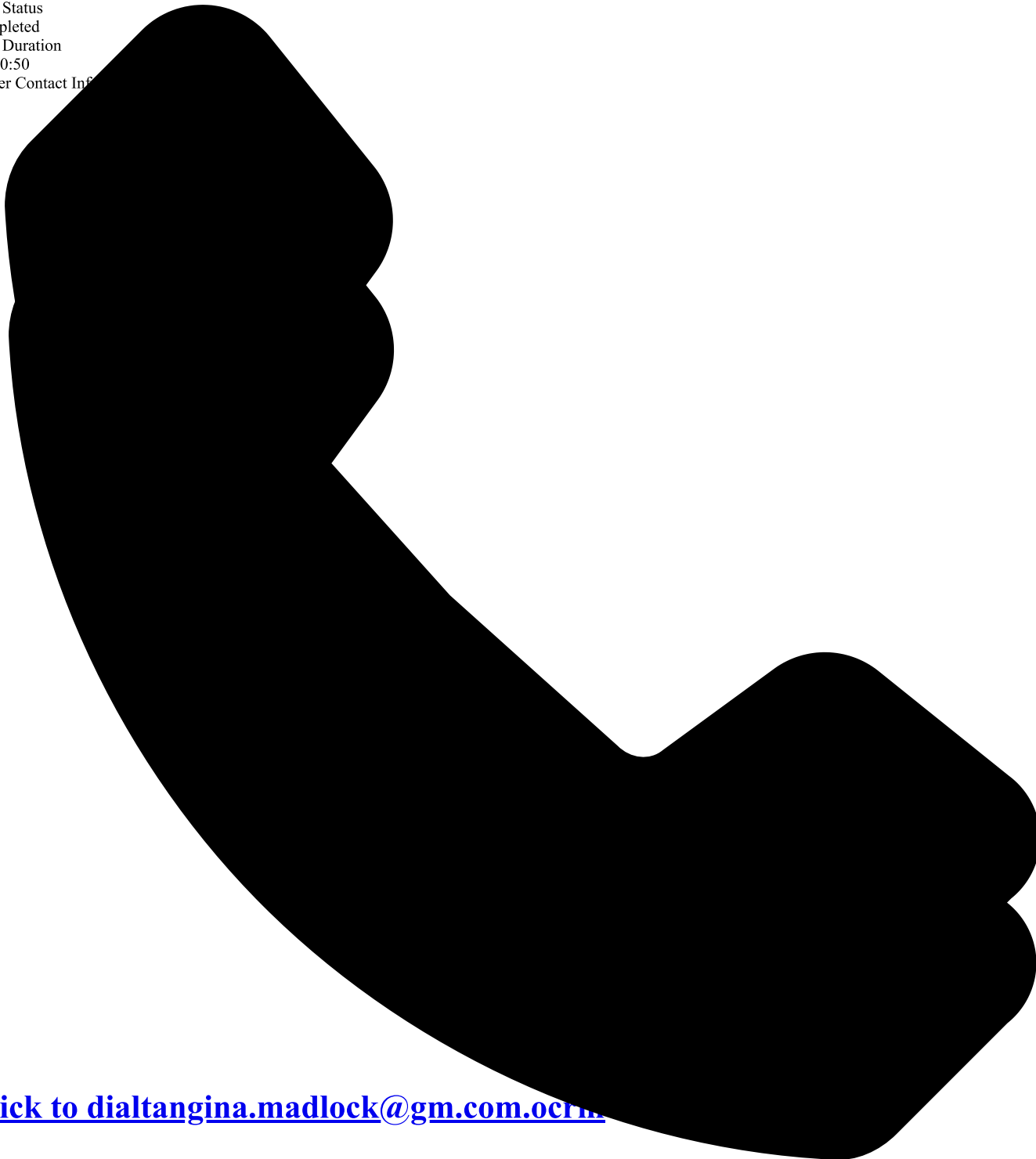
User
 User
[Tangina Madlock](#)

Call Started
2/18/2026, 9:23 AM

Call Type
Outbound

Call Ended
2/18/2026, 9:24 AM
Call Status
completed
Call Duration
00:00:50
Caller Contact Info

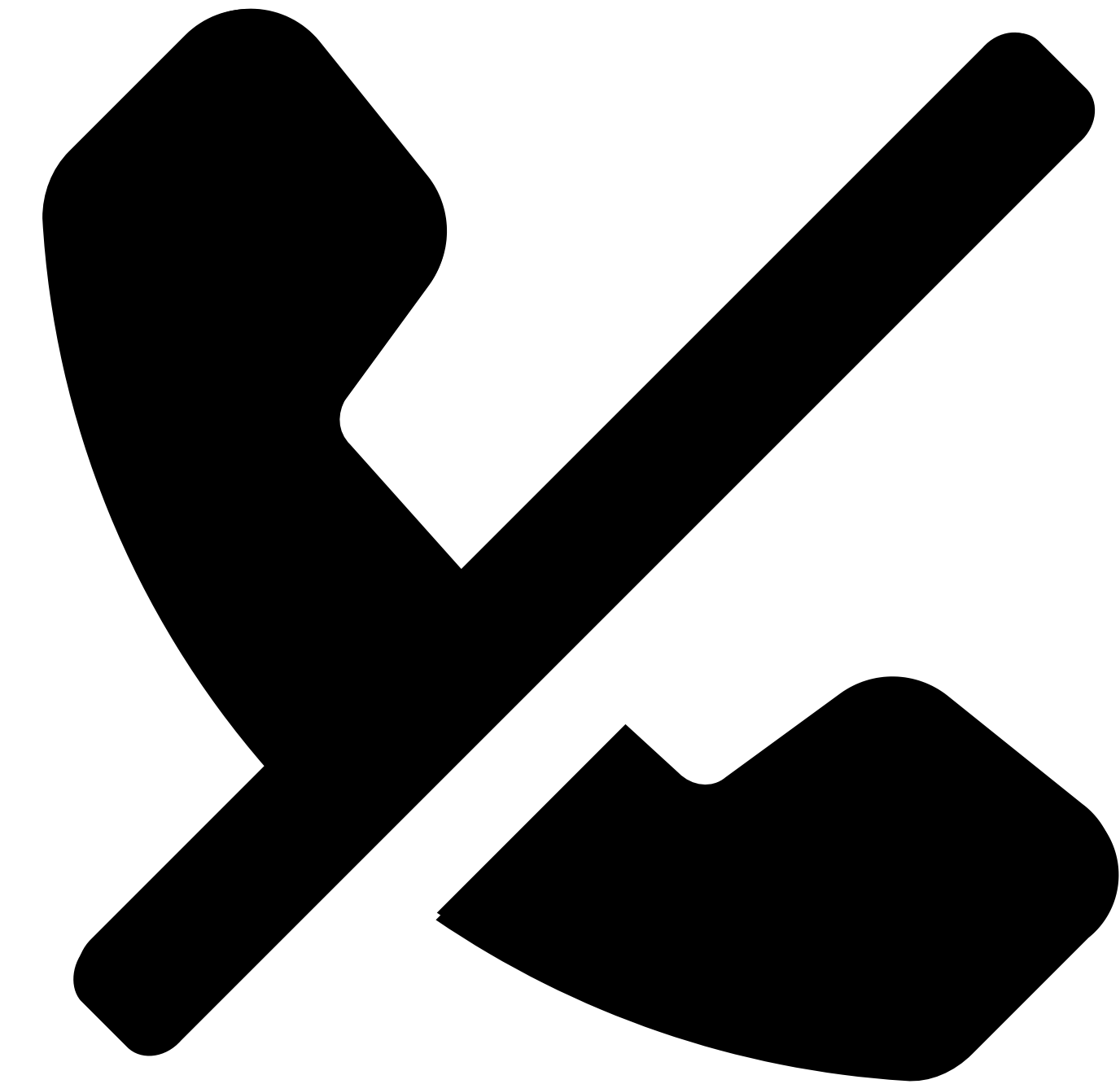
NO CONTROLS ASSOCIATED WITH THIS CONTACT



[Click to dialtangina.madlock@gm.com.ocrm](mailto:dialtangina.madlock@gm.com.ocrm)

[Click to dialtangina.madlock@gm.com.ocrm](mailto:dialtangina.madlock@gm.com.ocrm)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabledtangina.madlock@gm.com.ocrm

Click to dial disabledtangina.madlock@gm.com.ocrm



Related Record

Recipient Contact Info

- Call Started
2/18/2026, 9:23 AM
- Call Duration
00:00:50
- Language
- Call Type
Outbound
- Name
VC-27915620

NO CONTROLS ASSOCIATED WITH THIS CONTACT



[Click to dial+18165917251](#)

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Click to dial disabled+18165917251
Call Next



Related Record
[88368912](#)



Call Accepted

CXone Recording Url

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Help CXone Recording Url



Edit CXone Recording Url

<https://na1.nice-incontact.com/player/#/cxone-player/acd-contacts/695339625583>

Call Entered Queue
Interaction Summary



Edit Interaction Summary

summary unavailable

Is Call Recorded

 False

Reason for Contact



Edit Reason for Contact

issue unavailable

Activity



Edit Activity



Call Notes

Call Resolution



Edit Call Resolution

Description



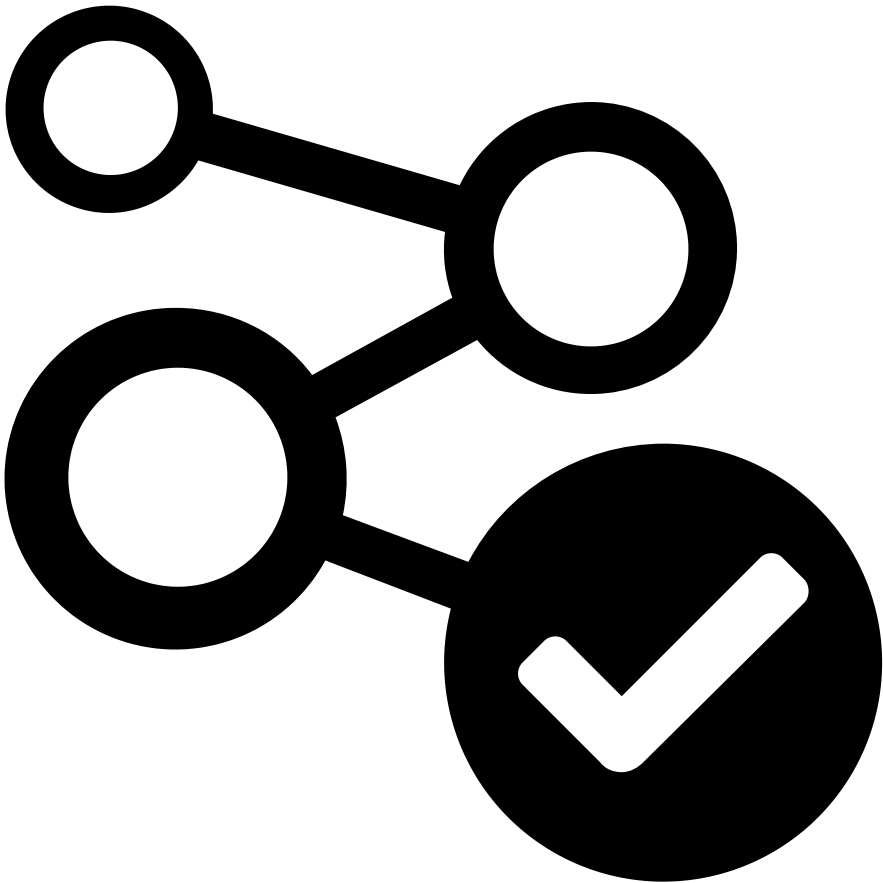
Edit Description

NO CONTROLS ASSOCIATED WITH THIS CONTACT



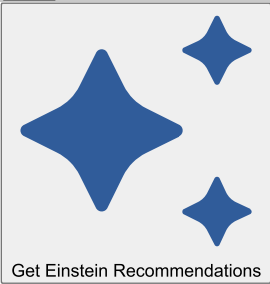
System Information

Last Modified By
 User
[Tangina Madlock](#)
, 2/18/2026, 9:24 AM
Last Modified Date
2/18/2026, 9:24 AM

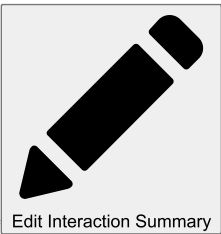


Call Wrap-Up

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Interaction Summary



summary unavailable
Reason for Contact



issue unavailable
Resolution

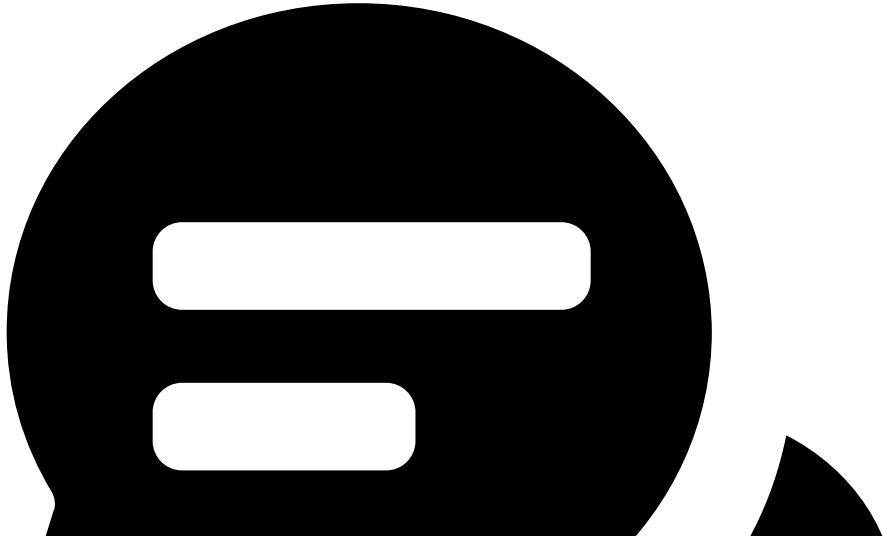


resolution unavailable



Did Einstein write a good summary?

NO CONTROLS ASSOCIATED WITH THIS CONTACT



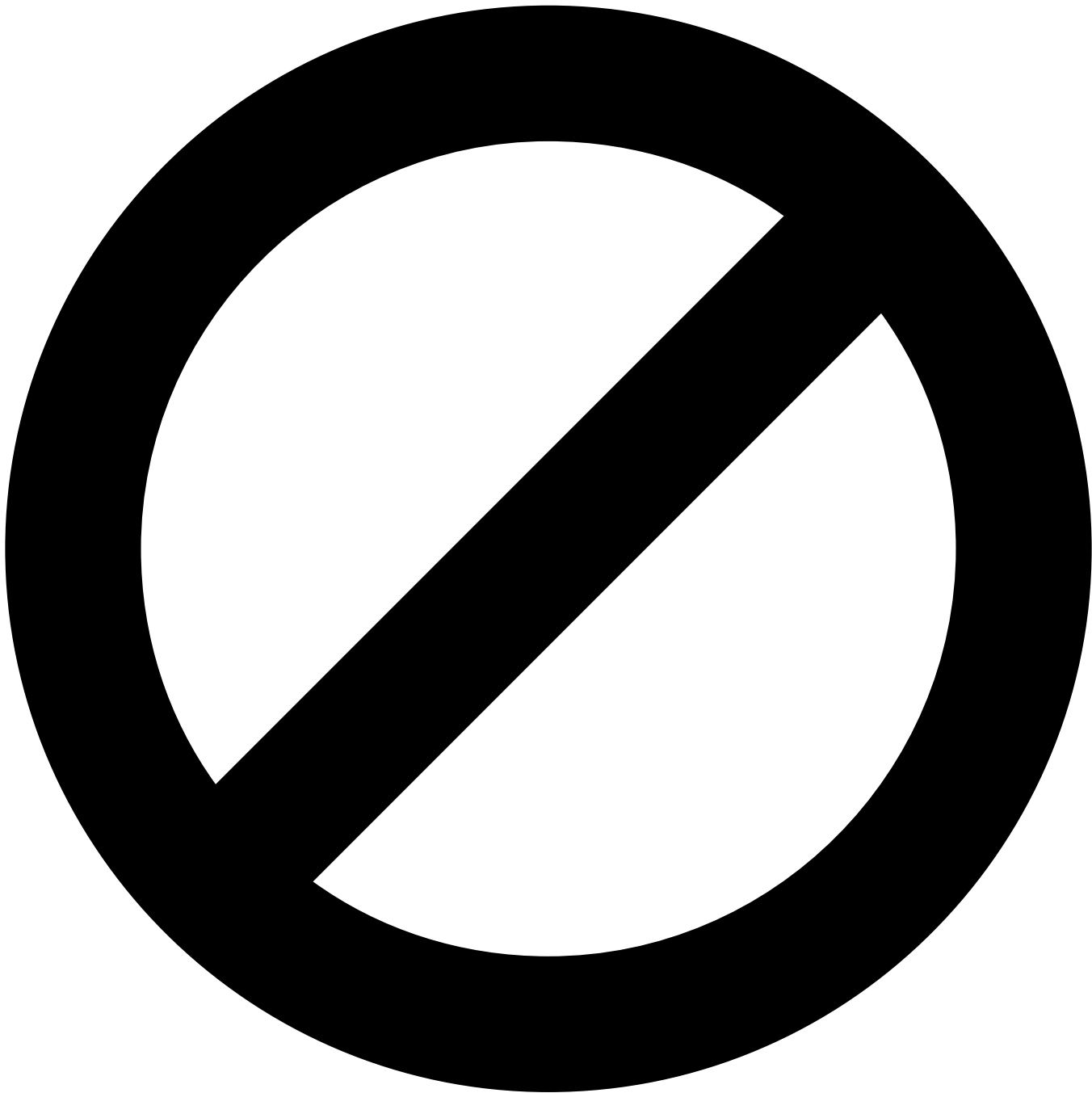
Just so you know

Information that you submit to the guidance panel can sometimes be transmitted to Trailhead, which is hosted outside your Salesforce org and subject to separate terms and conditions between you and Salesforce. If you have an existing Trailhead account associated with your work email, your in-progress and completed badges can sometimes be included.

Dismiss

Let's chat!

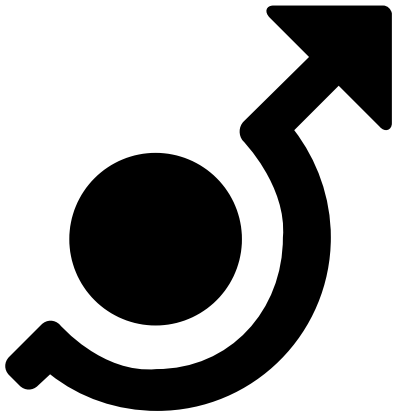
NO CONTROLS ASSOCIATED WITH THIS CONTACT



Something went wrong. Refresh the conversation and try again.
Refresh

Describe your task or

NO CONTROLS ASSOCIATED WITH THIS CONTACT



Omni-Channel

Minimize

Available for Messaging

Omni-Channel (Online)

Omni-Channel (Online)Omni-Channel (Online)

Search

Search

Loading

Phone Number

1 2 3

4 ABC DEF

5 JKL MNO

6 PQR STU

7 VWX YZ

8 9

0 #

Minimize

Pop-out

Call

Available for Messaging