

RQ13-003

GM

10-25-2013

ATTACHMENT A

Q09B

SPO Service Request Activity

SR #	[REDACTED]	Account Phone #	(601) 899-6060	Cust Concern	Will not start.		
Account	Asbury Ms. Chev L.L.C.	Site/BAC	216645	Keyword 1	EASSIST	Business Unit	TAC US
Address	6060 I-55 North			Keyword 2	NO	Keyword 3	START
City	Jackson	State	MS	Keyword 4	GMX351		
		Zip	392112641	Non Keyword	WILL NOT START. OPEN FUSE F73UA		
Last Name	Sullivan	First Name	Randall	Comp type		Svc Man Sec	Hybrid Energy Storage
Daytime #	(601) 899-6060	Recom Bulletin #	PIP4920E PIC5520D	Open Concern	DC10 - SBD performed	Svc Man Sub	Battery Pack
Veh Family	1B	Mileage Type	M	Symptom Desc	MIL / DTC		
Repair Order	509595	Restricted Part #	24259770	Status	Open	Sub Status	Active
Serial #/VIN	1G11D5RR1DF [REDACTED]	Mileage	23	Owner	COONJA1	Opened	04/19/2012 14:49:43
Make	Chevrolet	Warranty Start	2/28/2012 12:00:00 AM	Priority	Consultant	Closed	
Model	Malibu	Warranty Status					
Year	2013						
Veh Line	1D	Veh Series	D				
Plant	F	Body	5R	Engine	R		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 04:39:03 PM	COONJA1	COONJA1	TAC Part Authorized	eAssist PowerPack	Done	4/19/2012 04:40:16 PM
Last Name	First Name	Priority	Start Date			
Sullivan	Randall		4/19/2012 04:39:03 PM			
Times In	Days Down					
1	3					
Description	(1) OVN 24259770 HV Battery Pack					
Template Text						

SPO Service Request Activity

Activities

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 04:33:47 PM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	4/19/2012 04:39:00 PM
Last Name	First Name		Priority	Start Date		
Sullivan	Randall			4/19/2012 04:33:47 PM		
Times In	Days Down					
1	3					

Description

Randall Sullivan Tech
(601)201-4873

Template Text

Called the dealer back for an update.

The dealer has tested ckt 2 for a short to ground and was not able to find one with or with out the key on. The dealer checked the battery grounds 100 and 103 and both were good and tight and clean.

The dealer then has checked fuse 23 and that too was open.

The dealer advised that the battery connections are all clean at the battery as well.

The dealer advised of having numbers (20T) LQ68414112052520

TAC advised the dealer to order the fuses and the battery pack per bulletin PIC5520D.

TAC advised of putting in the part authorize for the battery assembly to be release from his ESC.....jc

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 04:10:21 PM	SHOOKJA	SHOOKJA	TAC Inbound Call	Diagnostics	Done	4/19/2012 04:12:45 PM
Last Name	First Name		Priority	Start Date		
Sullivan	Randall			4/19/2012 04:10:21 PM		
Times In	Days Down					
1	3					

Description

SPO Service Request Activity

Activities

Randall

Template Text

Tech states he checked ground, asking for further direction.

Advised Jason is currently reviewing this case with escalation team and will contact him directly at 601.201.4873 with further recommendations.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 03:41:26 PM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	4/19/2012 03:45:12 PM
Last Name	First Name		Priority		Start Date	
Sullivan	Randall				4/19/2012 03:41:26 PM	
Times In	Days Down					
1	3					

Description

Randall Sullivan Tech
(601)201-4873

Template Text

Called the dealer and talked to Randall .

TAC advised the dealer to inspect the F23UA for being open. The dealer also was advised to inspect G100 and G103 and the tightness of the fastners and also if any concerns that were found to take pictures and advise. The dealer did advise that the battery pack does smell like hot wiring. The dealer to call back when checked are done.....jc

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 03:30:34 PM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	4/20/2012 08:25:27 AM
Last Name	First Name		Priority		Start Date	
Sullivan	Randall				4/19/2012 03:30:34 PM	
Times In	Days Down					
1	3					
Description						

SPO Service Request Activity

Activities

Spoke to Jason Coon

Template Text

Advised Jason to have the tech check grounds from 12v battery to the frame and body. See if the vehicle was jump started, possibly backwards. Check APM output cable for short. If there is odor in trunk, order the Powerpack. Check for water leaks in trunk. Replace fuses and load system with accessories after installing Pack and test output and report

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 03:22:12 PM	COONJA1	COONJA1	TAC Alarm	2 Hour	Scheduled Alarm	
Last Name		First Name		Priority		Start Date
Sullivan		Randall				4/19/2012 03:22:12 PM
Times In		Days Down				
1		3				

Description

eassist case.

Template Text

Cell (601) 201-4873

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
4/19/2012 03:21:00 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	4/19/2012 03:21:15 PM
Last Name		First Name		Priority		Start Date
Sullivan		Randall				4/19/2012 03:21:00 PM
Times In		Days Down				
1		3				

Description

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Template Text

- 1 Number of times in for the same concern?
- 3 Number of days down as provided by the caller?
- n Does the vehicle have any aftermarket accessories or modifications?

SPO Service Request Activity

Activities

y Has the concern been duplicated?

Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Have any SI document been utilized (Capture Doc ID)? _ 2728482

Caller's Name (First & Position):

Randell Sullivan Tech

Customer Concern

Will not start.

Dealer Comments/Diagnosis (DTC's, What's Been Done):

175 amp fuse "F73UA" was open. The dealer has replaced the fuse and goes open as soon as the ignition is turned on. The dealer looking for direction for the X10 connection and were he can find a document in SI for the location.

TAC Recommendations:

TAC advised the dealer to remove the open fuse test both sides of the fuse in the box for power and ground. The dealer to test the ckt to ground at the fuse port with the ignition on and off to see if the short to ground is present and if it changes with ignition switch move. Then to remove the cable at X10 to test for a short to ground again and see if still present. The dealer to do anc call back with findings.....jc

ExtendedTemplateText

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Jim Ellis Volkswagen, Inc.	Site	112479	GW SubType		Bus. Unit	TAC US
Last Name	Kindig	First Name	Harley	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #		Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Jim Ellis Volkswagen, Inc.	Source	Phone	Updated	11/10/2011 03:19:23 PM
Serial #/VIN	1G4GC5GR5C	Model Year	2012	Priority	Field	License #	
Make	Buick	Warr. Start	09/15/2011	Status	Closed	Opened	11/2/2011 02:11:08 PM
Model	LaCrosse	Mileage	2	Sub-Status	Linked	Closed	11/10/2011 03:15:52 PM
Abstract	No start towed in						
Customer Description	HP6 P0C05 P0AC4 P0B61 P1AF0 STOCK UNIT						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
			571456

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 03:15:51 PM	PAQUINL1	CROSSRO	SR Closed - Linked		Done	11/10/2011 03:15:52 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 03:14:54 PM	PAQUINL1	PAQUINL1	TAC Update	Case Closing	Done	11/10/2011 03:15:18 PM	z
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							
Closed Case [REDACTED]							

Correction: Replaced eAssist Powerpack - PN 24259770.

Fse Notes: Strong possibility the vehicle was not jump started correctly (reversed polarity). The fuse 175A underhood fuse was open

Symptoms: No start towed in. DTC's P06B1, P0A2F, P0A8D, P0C52, P0CC2, P1A72, P1AF0, P1E0C,P1E12, U0198, U0197

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 02:45:21 PM	CROSSRO	TACCLOSE	TAC Update	Case Closing	Done	11/10/2011 03:11:53 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							

Concern:

No start towed in. DTC's P06B1, P0A2F, P0A8D, P0C52, P0CC2, P1A72, P1AF0, P1E0C,P1E12, U0198, U0197

Comments:

Strong poss bility the vehicle was not jump started correctly (reversed polarity). The fuse 175A underhood fuse was open

Correction:

Replaced eAssist Powerpack - PN 24259770.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 02:13:04 PM	CROSSRO	CROSSRO	TAC Update		Done	11/10/2011 02:45:18 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							

Called Technician to review case file.

Technician installed the HV battery pack.

Programmed Power Converter Module.

There are no codes and normal auto stop function now.

Technician (Harley) advised the vehicle is repaired.

The vehicle will be dealer transferred today.

Battery Pack number: 2QTLQ6984111214037

Left a voice mail message for Jamie Parkhurst advising of the battery pack number.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 01:45:23 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/10/2011 01:47:21 PM	Harley - technician
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							
The technician reports that he just installed the HV battery pack to repair this concern. He advised that there are no codes and normal auto stop function now. He advised that he has advised the FSE of this and they will close the case. He advised that the HV pack numbers are LQ6984111214037							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 10:11:51 AM	PARKHUJA	PARKHUJA	TAC Update	Other	Done	11/10/2011 10:12:15 AM	Email to Battery Order Distribution List
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	
Comments							
TAC and FSE has authorized replacement of this eAssist Powerpack - PN 24259770.							

Due to Field Engineer involvement, the dealer ordered it through their ESC (Electronic Service Center), Model Electronics, before we had a chance to send this email - according to an email from the ESC, the battery should be delivered today.

I am waiting for the dealer/FSE to contact me with the generator control and battery module serial number - I will update the TAC case and my Daily Action Center Log with this information once I obtain it.

The parts department contact is Jay Anderson and their fax number is (770) 234-7019.

The case is attached for additional detail.

Regards,
 James Parkhurst (Jamie)
 2012 eAssist Action Center Facilitator, GM Technical Assistance, an Associate of Morley Companies
 Phone: (313) 720-3586
 Email: james.parkhurstii@gm.com

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:47:09 AM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/10/2011 09:49:55 AM	Jay Anderson - Parts
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley					
Comments							
I asked Jay who is handling the HV battery pack order to find that he is. He advised that his fax number is 770-234-7019. I advised him of PIC5520B as well just so he is aware of it for the shipping information. I advised that the technician can pull a copy of it for him in SI. I advised that I am waiting to hear from the technician to get the battery ID numbers as well.							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:30:54 AM	CROSSRO	CROSSRO	TAC Update		Done	11/10/2011 02:44:20 PM	Vehicle Inspected
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Met with Technican Harely. Technican feels someone from the service lot may have jumped the vehicle incorrectly but cannot prove it.

The vehicle had the following DTC's.

P06B1, P0A2F, P0A8D, P0C52, P0CC2, P1A72, P1AF0, P1E0C,P1E12, U0198, U0197

Inspected the cable from the fuse to the pack.

Technician is to replace starter generator control module per SI.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:30:01 AM	CROSSRO	CROSSRO	Ownership Changed		Done	11/10/2011 09:30:01 AM	Service Request Ownership has changed FROM: PARKHUJA TO: CROSSRO
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:29:03 AM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/10/2011 09:47:05 AM	Molly in Service
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Left Message for the technician, Harley, to call me back. I need to get the battery pack numbers from this as outlined in PIC5520B.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:26:31 AM	PARKHUJA	PARKHUJA	TAC Part Authorized	eAssist PowerPack	Done	11/10/2011 09:29:00 AM	24259770 (1) OVN - Eassist HV Battery Pack
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

FSE and TAC Authorized HV Battery Pack Order

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 09:26:10 AM	PARKHUJA	PARKHUJA	TAC Outbound Call	FSE	Done	11/10/2011 09:54:47 AM	Robert Cross - FSE
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				
Comments							
Confirmed FSE and Dealer Ordered HV Battery Pack							

I found an email from Model Electronics to the PQC advising that this battery will arrive sometime today but there was not a related authorization activity in the case so I called the FSE to confirm the order.

Robert advised that he visited the dealer and reviewed the diagnostics with him to confirm that one of the modules inside of the HV pack were needed but not available separately so they ordered the HV battery pack through the dealer's local ESC. He advised that he left his notes at the dealer so he does not have all of the specifics right now. However, he advised that he inspected the MGU and did not find an obviously loose terminal like one that has a broken weld - he just felt some minor slop between the terminal and the plastic encasement. He advised that they suspect that this might have been jump started backwards because it is not that obvious how to hook up the cables but they can not prove it.

I advised that I will place the authorization in the case and call the dealer to request the battery ID info and parts contact info.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/10/2011 12:01:16 AM		PQC	Email - Inbound		Done	11/10/2011 09:26:05 AM	Please Review: E-Assist Battery Order 11-09-11
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

The following are details of our E-Assist battery order today (11/7/11):

TAC Case Number: [REDACTED] (Verified)

Fedex Tracking Number: 460206008078

ETA of Battery Delivery: Thursday, 11/10/11

Part Number: 24259770 (E-Assist Battery)

Reference Number: 773572

Thank you,

Laurie Stevens

Customer Service Manager

Model Electronics, Inc.

800-433-9657 Ext. 6207

<mailto:lstevens@modelelectronics.com> lstevens@modelelectronics.com

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/8/2011 03:06:58 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/8/2011 03:07:43 PM	Robert Cross
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments
Briefly reviewed case with Robert to find that he plans to inspect the vehicle tomorrow and will call me if anything is needed.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 04:44:26 PM	FSENDCC	CROSSRO	NDCC Notify - FSE Action Reqd	South East	Done	11/10/2011 02:55:08 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 02:34:41 PM	PARKHUJA	PARKHUJA	Ownership Changed		Done	11/7/2011 02:34:41 PM	Service Request Ownership has changed FROM: HAGLUNRA TO: PARKHUJA
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 02:33:14 PM	PARKHUJA	FSENDCC	TAC Escalation	Field Service Engineer	Done	11/7/2011 04:44:51 PM	Lack of Progress - Would Prefer Onsite Inspection to Confirm Details Before More Parts Are Replaced - SM is Jeff Barcial - BQM is Irina Novikova
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 02:32:09 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/7/2011 02:33:11 PM	Jeff Barcial - Service Manager
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments
Left VME

I left Jeff a VME advising him that I am requesting FSE assistance on this case.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 02:15:08 PM	PARKHUJA	PARKHUJA	TAC Inbound Call	Diagnostics	Done	11/7/2011 02:32:07 PM	Ray Haglund
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Agreed to Request FSE

Ray advised that he has spoken to the dealer again and now they are reporting 10 different DTCs than before.

I advised Ray that I am not comfortable with offering any additional parts replacement recommendations to this dealer over the phone as the story and details continue to change each time that we speak with them. As a result, I am going to request FSE assistance on this case to clarify and confirm all details before additional parts, such as a HV battery pack are suggested. At this point, I am also wondering if they SGCM, etc.. could have been damaged if it were jump started backwards, etc.. I am also questioning if the MGU terminal welds were truly broken to start with.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 01:55:10 PM	HAGLUNRA	HAGLUNRA	TAC Outbound Call	Dealer	Done	11/7/2011 02:15:20 PM	I spoke with Harley Kindig tech / 678-643-4602.
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

The tech is at the vehicle with GDS2.

I advised the tech to enter BECM data for review of the individual cell voltage readings.

The tech states that he cannot see BECM data and GDS2 shows Module Currently not supported.

TAC REC: After validating the proper version of GDS2 on the techs laptop, I found that he had selected the LAF engine not the LUK required for this vehicle.

I had the tech delete the improper session log and then select the proper engine.

We now have TEN CURRENT codes stored in the HPCM. (all listed in Ext Tmpl Text.

I had the tech connect the GR8 to maintain the 12v battery.

I had the tech save the session logs to his desktop. (tech states that his dealer will not allow EMAILs to be sent).

I had the tech clear the codes and all ten reset at the next key cycle.

I reviewed the case with Jamie Parkhurst 2012 LaCrosse eAssist Action Center Facilitator.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 01:04:20 PM	PARKHUJA	PARKHUJA	TAC Inbound Call	Diagnostics	Done	11/7/2011 01:06:44 PM	Ray Haglund
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Review Case with Ray

Ray called to review direction on this case because now the dealer is reporting a P0B61 DTC (#8 HV Pack Cell High Voltage).

I advised to note the individual cell voltages in the BECM voltage data list on GDS2 to see if #8 is abnormally high compared with the rest. We will base direction on the results.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2011 12:52:57 PM	HAGLUNRA	HAGLUNRA	TAC Outbound Call	Dealer	Done	11/7/2011 01:18:39 PM	I spoke with Harley Kindig tech / 678-643-4602.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

I advised the tech to view BECM Voltage data and to record the #8 Cell group voltage data.

To report results on my direct line.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/5/2011 10:28:09 AM	HAGLUNRA	HAGLUNRA	TAC Alarm	24 Hour	Done	11/7/2011 12:52:52 PM	GA / Review and contact / Harley Kindig tech / 678-643-4602.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/5/2011 10:18:27 AM	HAGLUNRA	HAGLUNRA	TAC Update	Other	Done	11/5/2011 10:28:04 AM	VME from Harley Kindig tech / 678-643-4602.
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

ECM:

P0AC4: Hybrid Powertrain Control Module Requested MIL Illumination

P0B61: Hybrid/EV Battery 8 Circuit High Voltage

The tech states that he has installed the MGU and the two above codes are now setting.

He is also reporting the numbers from the MGU.

DATE: 110815

Serial # GF006426.

TAC REC: I will review and contact the tech on 11/07/11 for an update.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2011 10:18:05 AM	PARKHUJA	PARKHUJA	TAC Update	Other	Done	11/4/2011 10:18:18 AM	Tracking no.: 6 [REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	
Kindig		Harley		Jim Ellis Volkswagen, Inc.		112479	

Comments

Tracking no.: [REDACTED]

Delivery date - Nov 4, 2011 8:49 AM

Signed for by: M.BROWN

Delivery date - Nov 4, 2011 8:49 AM

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2011 10:15:40 AM	PARKHUJA	PARKHUJA	TAC Update	Other	Done	11/4/2011 10:18:03 AM	Tony Saliga
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Exchange Emails with Tony Saliga to confirm that the 175A underhood fuse will open if the vehicle is jump started with reversed polarity.

Note: I reopened this case because the MGU just arrived at the dealer this morning and the case was closed yesterday.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2011 10:15:05 AM	PARKHUJA	HAGLUNRA	SR Opened		Done	11/4/2011 10:15:05 AM	SR in Status of Closed has been Re-Opened by PARKHUJA
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 03:06:03 PM	HAGLUNRA	HAGLUNRA	SR Closed - Linked		Done	11/3/2011 03:06:03 PM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 02:51:22 PM	HAGLUNRA	HAGLUNRA	TAC Update	Other	Done	11/3/2011 03:05:53 PM	VME from Harley Kindig tech.
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

The tech states that he inspected all High voltage cabling with no concerns found.
That the metal cable protection cover under the vehicle shows no signs of damage.
That he was unable to find any signs of arching caused by improper battery jump procedures.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 01:36:00 PM	PARKHUJA	PARKHUJA	TAC Update	Other	Done	11/3/2011 01:36:46 PM	Ray Haglund
Contact Last Name	Contact First Name		Account		BAC Code		
Kindig	Harley		Jim Ellis Volkswagen, Inc.		112479		

Comments

Email Exchange with Ray

Thanks, that is all that they wanted to know about the fuse.

However, I just received another email from a different engineer advising to inspect the cable from the fuse to the pack to determine if there are any areas where it could be shorting to ground at times. Everyone is troubled about the blown fuse. I also wonder if someone could have done it by improperly jump starting it. Will you please ask them to inspect the cable if they have not done so already? If you are too busy, just let me know and I will call them.

Regards,

James Parkhurst (Jamie)

2012 LaCrosse eAssist Action Center Facilitator, GM Technical Assistance, an Associate of Morley Companies

Jamie, I called the tech and he states that he did in fact replace the complete junction block.

I did not question him related to the fuse.

Raymond Haglund

Technical Consultant, , HYBRID / EREV

Representing GM Technical Assistance Center

Morley Interactive Companies

Three Morley Plaza, Saginaw, Mi 48603

Phone 989-249-6566 EXT 20949

E-Mail: raymond_haglund@gmexpert.com

Phone: (313) 720-3586

Email: james.parkhurstii@gm.com

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 12:19:09 PM	PARKHUJA	PARKHUJA	TAC Update	Other	Done	11/3/2011 12:20:00 PM	Ray Haglung
Contact Last Name	Contact First Name		Account	BAC Code			
Kindig	Harley		Jim Ellis Volkswagen, Inc.	112479			

Comments

Email to Ray with Question About 175A Fuse

Ray,

When you do your normal follow up on this, will you please ask them where they obtained the fuse, and if they have the related part number?

Apparently, there have been some issues with trying to obtain just the fuse through CCA/SPO so the BQM is curious if they were able to, or if they have to get the complete junction block or obtain it through a local supplier.

Regards,

James Parkhurst (Jamie)

2012 LaCrosse eAssist Action Center Facilitator, GM Technical Assistance, an Associate of Morley Companies

Phone: (313) 720-3586

Email: james.parkhurstii@gm.com

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 10:20:39 AM	PARKHUJA	PARKHUJA	TAC Inbound Call	Other	Done	11/3/2011 10:22:15 AM	Ray Haglung
Contact Last Name	Contact First Name		Account	BAC Code			
Kindig	Harley		Jim Ellis Volkswagen, Inc.	112479			

Comments

Review Case

Ray called and we reviewed this case to find that the dealer replaced the 175A fuse, only to have the P0C05 reset for him. He inspected the MGU to find 2 obviously loose terminals so Ray ordered an MGU.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 10:05:32 AM	HAGLUNRA	HAGLUNRA	TAC Alarm	48 Hour	Done	11/3/2011 03:05:46 PM	GA / Check on MGU repair / Harley Kindig tech.
Contact Last Name	Contact First Name		Account	BAC Code			
Kindig	Harley		Jim Ellis Volkswagen, Inc.	112479			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 10:02:01 AM	HAGLUNRA	RESTPART	TAC Part Request	CCA	Done	11/3/2011 10:16:13 AM	Starter Generator (MGU) / 24261691 / (QTY:1) / OVN
Contact Last Name		Contact First Name		Account	BAC Code		
Kindig		Harley		Jim Ellis Volkswagen, Inc.	112479		

Comments

SPAC Sr [REDACTED]
 Order placed 11/03/11 as an Ovn
 Part # 24261691
 Qty 1
 Ctrl # CF162842

FACY > 076 ORDER # > 6837204

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/2011 09:52:32 AM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	11/3/2011 09:53:05 AM	Ray Haglund
Contact Last Name		Contact First Name		Account	BAC Code		
Kindig		Harley		Jim Ellis Volkswagen, Inc.	112479		

Comments

Left VME

I left Ray a VME asking him to call me to discuss this case.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2011 02:54:01 PM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	11/2/2011 03:01:24 PM	Caller: Harley Kindig tech.
Contact Last Name		Contact First Name		Account	BAC Code		
Kindig		Harley		Jim Ellis Volkswagen, Inc.	112479		

Comments

The tech has the MGU Phase Cable cover and cables removed and states that he cannot see any failures.

TAC REC: I advised the tech to go to the vehicle and to check for looseness or improper alignment of the eyelets

The tech states that once terminal in rock solid and the two others are loose.

I advised the tech that I would order the MGU.

That once it arrives and is replaced, record the Serial number and Date code from the original unit and report that to myself.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2011 02:11:49 PM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	11/2/2011 02:32:00 PM	Caller: Harley Kindig tech.
Contact Last Name	Contact First Name	Account	BAC Code				
Kindig	Harley	Jim Ellis Volkswagen, Inc.	112479				

Comments

P0C05.

The tech states that this stock unit failed while a potential customer was road testing.

That the diagnostic leads to SGCM replacement.

That the F74UA 175 AMP fuse was open.

Has the vehicle been sold to a customer? No

Has the vehicle been delivered to a customer? No

Has the vehicle returned with DTC P0C05 after delivery to the customer? No

Did the vehicle have to be towed in for this concern? Yes / Potential customer was road testing when the code set, engine would not restart and vehicle was towed back to the Dealer.

TAC REC: I advised the tech to perform the inspections in AIP3472.

That if the MGU shows the failure from AIP3472, then record the date code off of the MGU and report results back to my direct line.

SPO Service Request Activity

SR #	██████████	Account Phone #	(954) 433-3300	Cust Concern	Will not start		
Account	Maroone Chevrolet, L.L.C.	Site/BAC	114786	Keyword 1	EASSIST	Business Unit	TAC US
Address	PO Box 848480			Keyword 2	NOCRANK	Keyword 3	LOW
City	Pembroke Pines	State	FL	Keyword 4	BATTERY		
		Zip	330840480	Non Keyword	12 VOLT BATTERY IS DISCHARGED		
Last Name	Viger	First Name	Jon	Comp type		Svc Man Sec	Hybrid Energy Storage
Daytime #	(954) 433-3361	Recom Bulletin #	PIC5520D	Open Concern	DC12 - SBD Used No	Svc Man Sub	Charging System
Veh Family	1B	Mileage Type	M	Symptom Desc	Performance		
Repair Order	561713	Restricted Part #	24259770	Status	Open	Sub Status	Active
Serial #/VIN	1G11F5RR2D██████████			Owner	RIKERJO	Opened	02/29/2012 11:16:02
Make	Chevrolet	Mileage	605	Priority	Consultant	Closed	
Model	Malibu	Warranty Start					
Year	2013	Warranty Status					
Veh Line	1F	Veh Series	F				
Plant	F	Body	5R	Engine	R		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 04:03:59 PM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	2/29/2012 04:11:21 PM
Last Name	First Name	Priority	Start Date			
Viger	Jon		2/29/2012 04:03:59 PM			
Times In	Days Down					
1	1					
Description	(20T)LQ68414112011144					
Template Text						

SPO Service Request Activity

Activities

Called the dealer To advise that we have oked the replacement of the HV battery and to follow bulletin PIC5520D for the ordering of the battery pack assembly. The dealer to call back if any further help is needed.....jc

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 03:53:30 PM	COONJA1	COONJA1	TAC Part Authorized	eAssist PowerPack	Done	2/29/2012 03:59:15 PM
Last Name	First Name		Priority		Start Date	
Viger	Jon				2/29/2012 03:53:30 PM	
Times In	Days Down					
1	1					

Description

(1) OVN 24259770
HV battery

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 02:39:21 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	2/29/2012 02:40:36 PM
Last Name	First Name		Priority		Start Date	
Viger	Jon				2/29/2012 02:39:21 PM	
Times In	Days Down					
1	1					

Description

Jon Viger Tech

Template Text

The dealer called back in for direction on how to get the connector end view and tools for testing location in SI.

SPO Service Request Activity

Activities

TAC was able to advise the tech were to find all the information and how to get to it. The dealer is going to test and call back with findings...jc

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 02:05:04 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name		First Name		Priority		Start Date
Viger		Jon				2/29/2012 02:05:04 PM
Times In		Days Down				
1		1				
Description						
Open Fuse.						
Template Text						
2732532						
2593799						
2745102						
ExtendedTemplateText						

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 01:55:00 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	2/29/2012 02:05:01 PM
Last Name		First Name		Priority		Start Date
Viger		Jon				2/29/2012 01:55:00 PM
Times In		Days Down				
1		1				
Description						
Jon Viger Tech						
Template Text						
The dealer called back in to advise that he has 2 fuses in the UBEC that are open.						
fuse 23 EV battery pack						
Fuse 27 Electronic Parking Brake						

SPO Service Request Activity

Activities

During the call the dealer had the X3 connector at the SGCM and hooked in the amp meter at fuse 23 there were sparks and then no amp draw.

The dealer advised that at the Fuse 23 their is battery + on one side. The dealer hooked in the amp meter and found that their is not any B+ at the battery pack connector X3.

The dealer to inspect for short on CKT 840 and call back with pictures and location of the short...jc

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 11:24:54 AM	RIKERJO	RIKERJO	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name		First Name		Priority		Start Date
Viger		Jon				3/1/2012 11:24:54 AM
Times In		Days Down				

Description

FL, eassist

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
2/29/2012 11:24:04 AM	RIKERJO	RIKERJO	TAC Inbound Call	Diagnostics	Done	2/29/2012 11:27:20 AM
Last Name		First Name		Priority		Start Date
Viger		Jon				2/29/2012 11:24:04 AM
Times In		Days Down				
1		1				

Description

Template Text

Number of days down as provided by the caller? 1

Number of times in for the same concern? 1

Has the concern been duplicated? Yes

SPO Service Request Activity

Activities

Does the vehicle have any aftermarket accessories or modifications? No

Have any SI document been utilized (Capture Doc ID)?

Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Caller's Name (First Name, Last Name & Position):

Jon Viger Tech

Customer Concern:

No Crank on start.

Dealer Comments/Diagnosis (DTC's, What's Been Done):

Dealer states that he has no commutation.

Dealer states that the 12 volt battery is dead will not charge

TAC Recommendations:

Advise the dealer to check the battery fan operation.

Advise the dealer to replace the battery and test the charging system.

ExtendedTemplateText

SPO Service Request Activity

SR #	[REDACTED]	Account Phone #	(580) 795-3337	Cust Concern	Battery light on, 12V battery went dead		
Account	Madill Chevrolet-Buick, Inc. PO Box 458	Site/BAC	173040	Keyword 1	EASSIST	Business Unit	TAC US
Address				Keyword 2	CHARGE	Keyword 3	
City	Madill	State	OK	Keyword 4			
		Zip	734460458	Non Keyword	BATTERY LIGHT ON, NO CODES		
Last Name	Haese	First Name	Robert	Comp type		Svc Man Sec	Hybrid Energy Storage
Daytime #	(580) 795-3337	Recom Bulletin #	PIC5520D	Open Concern	DC10 - SBD performed	Svc Man Sub	Charging System
Veh Family	GB	Mileage Type	M	Symptom Desc	Inoperative		
Repair Order	48112	Restricted Part #		Status	Open	Sub Status	Active
Serial #/VIN	1G4GC5ER5CF [REDACTED]	Mileage	986	Owner	SLEEMASC	Opened	03/14/2012 09:41:04
Make	Buick	Warranty Start		Priority	Consultant	Closed	
Model	LaCrosse	Warranty Status					
Year	2012	Veh Series	C				
Veh Line	GC	Body	5E	Engine	R		
Plant	F						

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
3/14/2012 09:42:01 AM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	3/14/2012 10:10:38 AM
Last Name		First Name		Priority		Start Date
Haese		Robert				3/14/2012 09:42:01 AM
Times In		Days Down				
1		2				
Description						
Spoke to technician Robert Haese SI doc 2596074 No modifications, condition has been duplicated						
Template Text						

Robert states the battery light is on. He states the 12V battery was dead and the vehicle had multiple low voltage codes set.

He states he cleared the codes and no codes have reset.

He states the 14V power module status with the vehicle running toggles between unknown and fault. He states the state of charge of the high voltage battery is 62% with 115V. The low voltage circuit is reading 11.8V and dropping slowly.

SPO Service Request Activity

Activities

Advised Robert that I will authorize the battery replacement for the vehicle. Advised Robert that the battery will need to be ordered from the local ESC.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
3/14/2012 10:11:38 AM	SLEEMASC	SLEEMASC	TAC Part Authorized	eAssist PowerPack	In Progress	
Last Name		First Name		Priority	Start Date	
Haese		Robert			3/14/2012 10:11:38 AM	
Times In		Days Down				

Description

Battery 24259770 (QTY: 1)

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
3/14/2012 10:12:18 AM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name		First Name		Priority	Start Date	
Haese		Robert			3/16/2012 10:12:18 AM	
Times In		Days Down				

Description

eAssist battery

Template Text

ExtendedTemplateText

SPO Service Request Activity

SR #	[REDACTED]	Account Phone #	(410) 569-1800	Cust Concern	No crank SES light		
Account	Boyle Buick GMC Truck, Inc.	Site/BAC	118105	Keyword 1	EASSIST	Business Unit	TAC US
Address	3015 Emmorton Rd			Keyword 2	NOCRANK	Keyword 3	SES
City	Abingdon	State	MD	Keyword 4			
		Zip	210092023	Non Keyword	U0293 U1817		
Last Name	Kropp	First Name	David	Comp type		Svc Man Sec	Hybrid Power Electronics
Daytime #		Recom Bulletin #	PIC5520D	Open Concern	DC10 - SBD performed	Svc Man Sub	Charging System
Veh Family	GB	Mileage Type	M	Symptom Desc	MIL / DTC		
Repair Order	258754	Restricted Part #	24259770	Status	Open	Sub Status	Active
Serial #/VIN	1G4GD5ER7CF [REDACTED]			Owner	SLEEMASC	Opened	06/13/2012 15:01:28
Make	Buick	Mileage	35	Priority	Consultant	Closed	
Model	LaCrosse	Warranty Start					
Year	2012	Warranty Status					
Veh Line	GD	Veh Series	D				
Plant	F	Body	5E	Engine	R		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/21/2012 03:29:07 PM	ROWLEYDO	ROWLEYDO	TAC Part Authorized	eAssist PowerPack	In Progress	
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/21/2012 03:29:07 PM
Times In		Days Down				
1		9				
Description						
Battery Pack, 24259770, (Qty 1), OVN						
Template Text						
ExtendedTemplateText						

SPO Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/21/2012 03:22:33 PM	ROWLEYDO	ROWLEYDO	TAC Outbound Call	Dealer	Done	6/21/2012 03:32:52 PM
Last Name	First Name		Priority	Start Date		
Kropp	David		3-Medium	6/21/2012 03:22:33 PM		
Times In	Days Down					
1	9					

Description

Template Text

Called David Kropp, Tech back and asked that the dealer order the battery pack assembly per PIC5520D.

Asked the dealer to have the parts department order the battery pack assembly from the local ESC.

David states cannot find the part number for the 175a fuse in parts.

Advise dealer the 175a fuse part number is 15305191.

Advise dealer to call back with the BIN off the original battery pack assembly.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/21/2012 03:14:52 PM	ROWLEYDO	SLEEMASC	TAC Notify	FYI	In Progress	
Last Name	First Name		Priority	Start Date		
Kropp	David		3-Medium	6/21/2012 03:14:52 PM		
Times In	Days Down					

Description

David Kropp, Tech GCM

Template Text

SPO Service Request Activity

Activities

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/21/2012 03:01:08 PM	ROWLEYDO	ROWLEYDO	TAC Inbound Call	Diagnostics	Done	6/21/2012 03:15:26 PM
Last Name	First Name		Priority	Start Date		
Kropp	David		3-Medium	6/21/2012 03:01:08 PM		
Times In	Days Down					
1	9					

Description

Template Text

David Kropp, Tech called and has installed the GCM.

David states he has tried to enter programming in TIS2WEB and gets error code E4399.

David states during this call finds the F23UA 7.5a fuse and the F73UA 175a fuse are both open.

David states did smell an electrical odor when he first checked the vehicle last week.

Advise dealer to suspect the GCM or other circuit concern taking down the fuses.

Advise dealer once he has power to the battery pack try to program and complete the previous recommendation off replacement of the GCM.

ExtendedTemplateText

SPO Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/20/2012 10:16:25 AM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/27/2012 10:16:25 AM
Times In		Days Down				

Description

eAssist SGCM

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/20/2012 10:15:03 AM	SLEEMASC	SLEEMASC	TAC Outbound Call	Dealer	Done	6/20/2012 10:16:20 AM
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/20/2012 10:15:03 AM
Times In		Days Down				
1		8				

Description

Spoke to David Kropp

Template Text

David states the SGCM has not arrived for the vehicle. The part was ordered standard delivery because this is a stock unit.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/15/2012 03:23:46 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Done	6/20/2012 10:16:23 AM
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/20/2012 03:23:46 PM
Times In		Days Down				

Description

eAssist SGCM

Template Text

SPO Service Request Activity

Activities

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/15/2012 03:22:48 PM	SLEEMASC	SLEEMASC	TAC Outbound Call	Dealer	Done	6/15/2012 03:23:41 PM
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/15/2012 03:22:48 PM
Times In		Days Down				

Description

Spoke to David Kropp

Template Text

David states the part has not arrived, he expects it next week.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/13/2012 03:08:56 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Done	6/15/2012 03:23:45 PM
Last Name		First Name		Priority		Start Date
Kropp		David		3-Medium		6/15/2012 03:08:56 PM
Times In		Days Down				

Description

eAssist SGCM

Template Text

ExtendedTemplateText

SPO Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/13/2012 03:02:06 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	6/13/2012 03:08:54 PM
Last Name	First Name		Priority	Start Date		
Kropp	David		3-Medium	6/13/2012 03:02:06 PM		
Times In	Days Down					
1	1					

Description

Spoke to technician David Kropp
SI doc 2595301
No modifications, condition has been duplicated.

Template Text

David states the engine will not start or run. He states the engine will not crank. He found codes U0293 and U1817 set.

Advised David to replace the SGCM.

ExtendedTemplateText

SPO Service Request Activity

SR #		Account Phone #	(352) 376-7581	Cust Concern	Fuse F73UA open		
Account	Palm Chevrolet Of Gainesville, L.L.C.	Site/BAC	223365	Keyword 1	EASSIST	Business Unit	TAC US
Address	2600 N Main St			Keyword 2	FUSE	Keyword 3	
City	Gainesville	State	FL	Keyword 4			
		Zip	326093003	Non Keyword	FUSE F73UA OPEN		
Last Name	Pillar	First Name	Jeff	Comp type		Svc Man Sec	Hybrid Energy Storage
Daytime #	(352) 376-7581	Recom Bulletin #		Open Concern	DC10 - SBD performed	Svc Man Sub	Battery Pack
Veh Family	1B	Mileage Type	M	Symptom Desc	Performance		
Repair Order	350331	Restricted Part #		Status	Open	Sub Status	Active
Serial #/VIN	1G11F5RR4DF	Mileage	3	Owner	SLEEMASC	Opened	06/18/2012 12:35:08
Make	Chevrolet	Warranty Start	5/21/2012 12:00:00 AM	Priority	Consultant	Closed	
Model	Malibu	Warranty Status					
Year	2013						
Veh Line	1F	Veh Series	F				
Plant	F	Body	5R	Engine	R		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/18/2012 12:35:47 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	6/18/2012 12:43:50 PM
Last Name	First Name	Priority	Start Date			
Pillar	Jeff	3-Medium	6/18/2012 12:35:47 PM			
Times In	Days Down					
1	1					
Description						
Spoke to Shop foreman Jeff Pillar SI doc 2728482 No modifications, condition has been duplicated.						
Template Text						
Jeff state the vehicle came in with the 175A F73UA fuse open. They replaced the fuse and smoke came from the battery pack and the fuse opened again.						

SPO Service Request Activity

Activities

Advised Jeff to replace the battery pack.

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/18/2012 12:41:23 PM	SLEEMASC	SLEEMASC	TAC Part Authorized	eAssist PowerPack	In Progress	
Last Name	First Name	Priority	Start Date			
Pillar	Jeff	3-Medium	6/18/2012 12:41:23 PM			
Times In	Days Down					

Description

Battery 24259770 (qty:1)

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
6/18/2012 12:43:53 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name	First Name	Priority	Start Date			
Pillar	Jeff	3-Medium	6/20/2012 12:43:53 PM			
Times In	Days Down					

Description

eAssist F73UA fuse open

Template Text

ExtendedTemplateText

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2714



RQ13-003

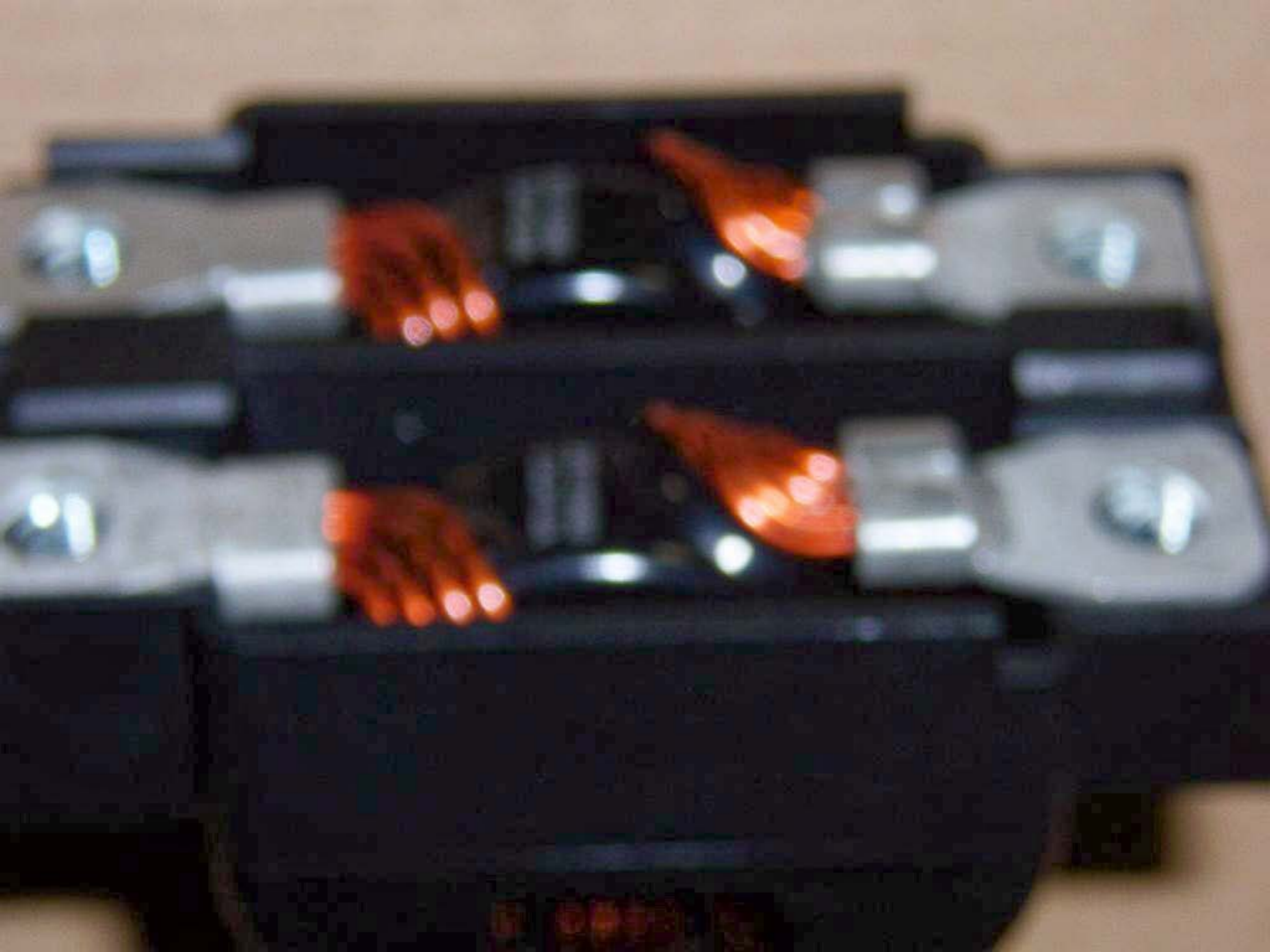
GM

10/25/13

ATTACHMENT A

Q09B

100_2715



RQ13-003

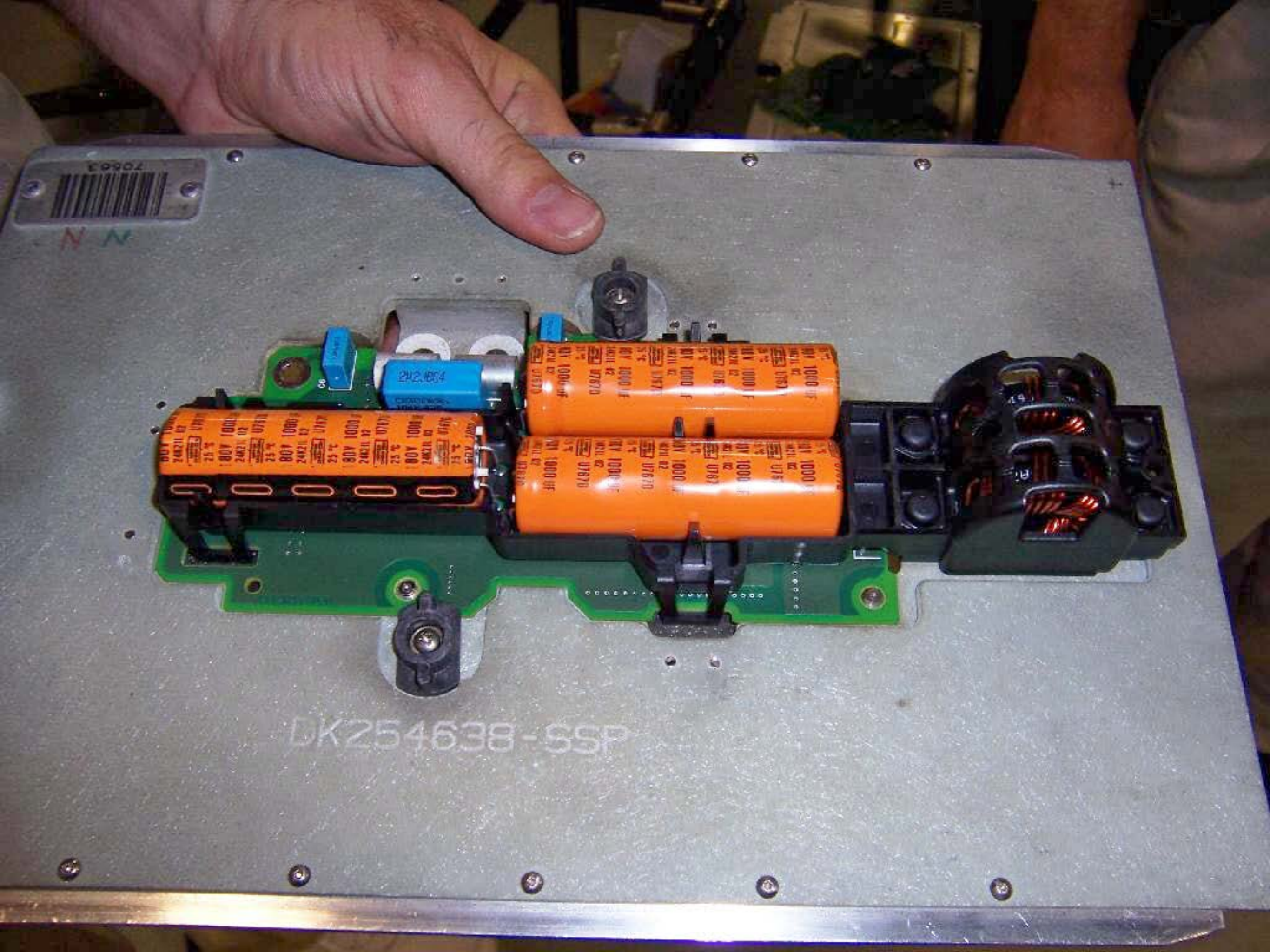
GM

10/25/13

ATTACHMENT A

Q09B

100_2716



70663
NN

DK254638-SSP

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2717



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2718

Warranty 81
inductor coils



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2719

Warranty 81
bottom power
board



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2722



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2723



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

100_2725



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
024_Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
025_compressed



892 24259673 9875
0201 LPM78411130013
1345 2301040W
Made in USA Y130

Intelcom Technology Limited
[Barcode]
www.intelcom.com

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
026_Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
027_Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
029_Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
030-Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
031-Compressed



RQ13-003

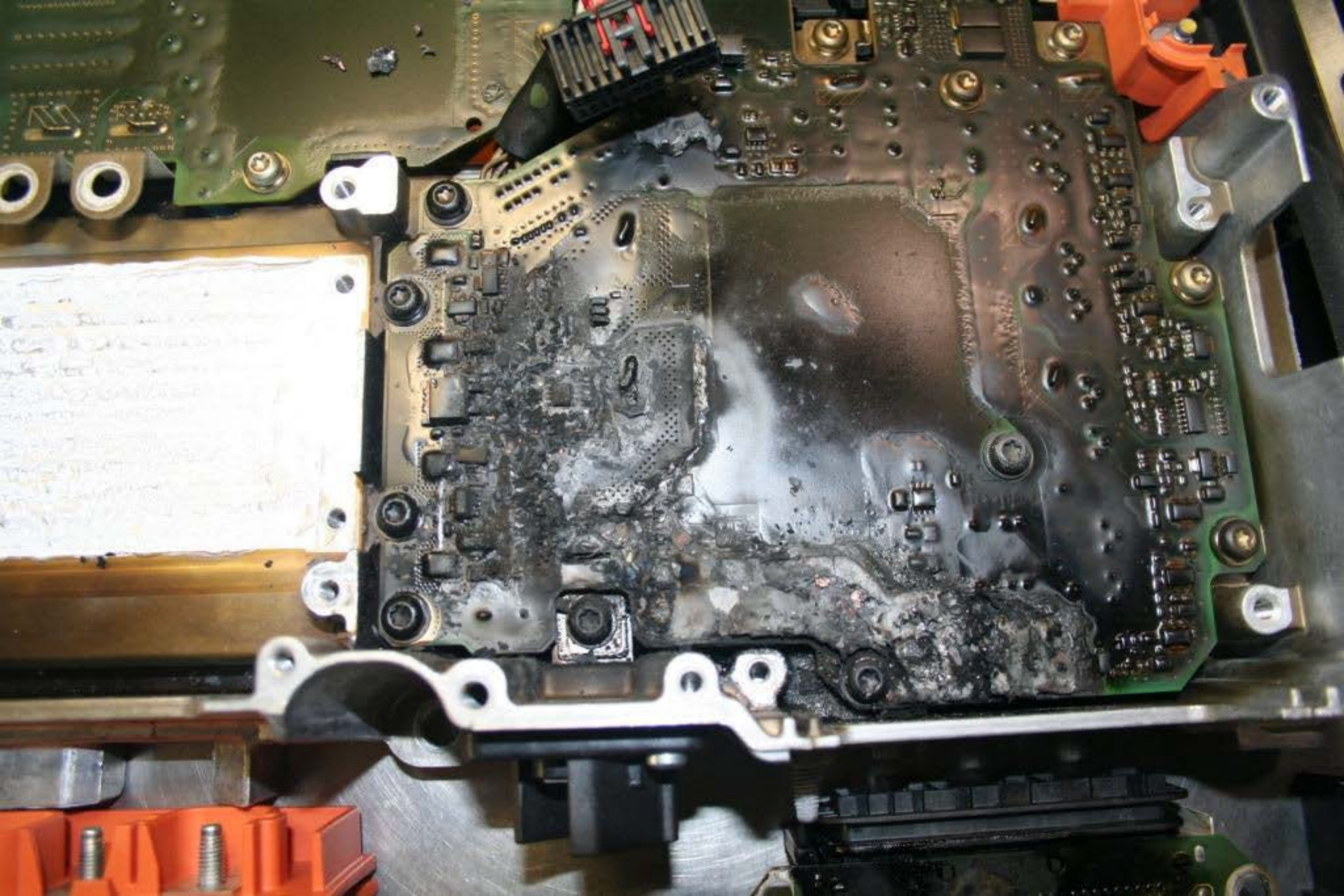
GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
032-Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
033_Compressed



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

BAS SGM Blown Fuse 30013-
036-Compressed



RQ13-003

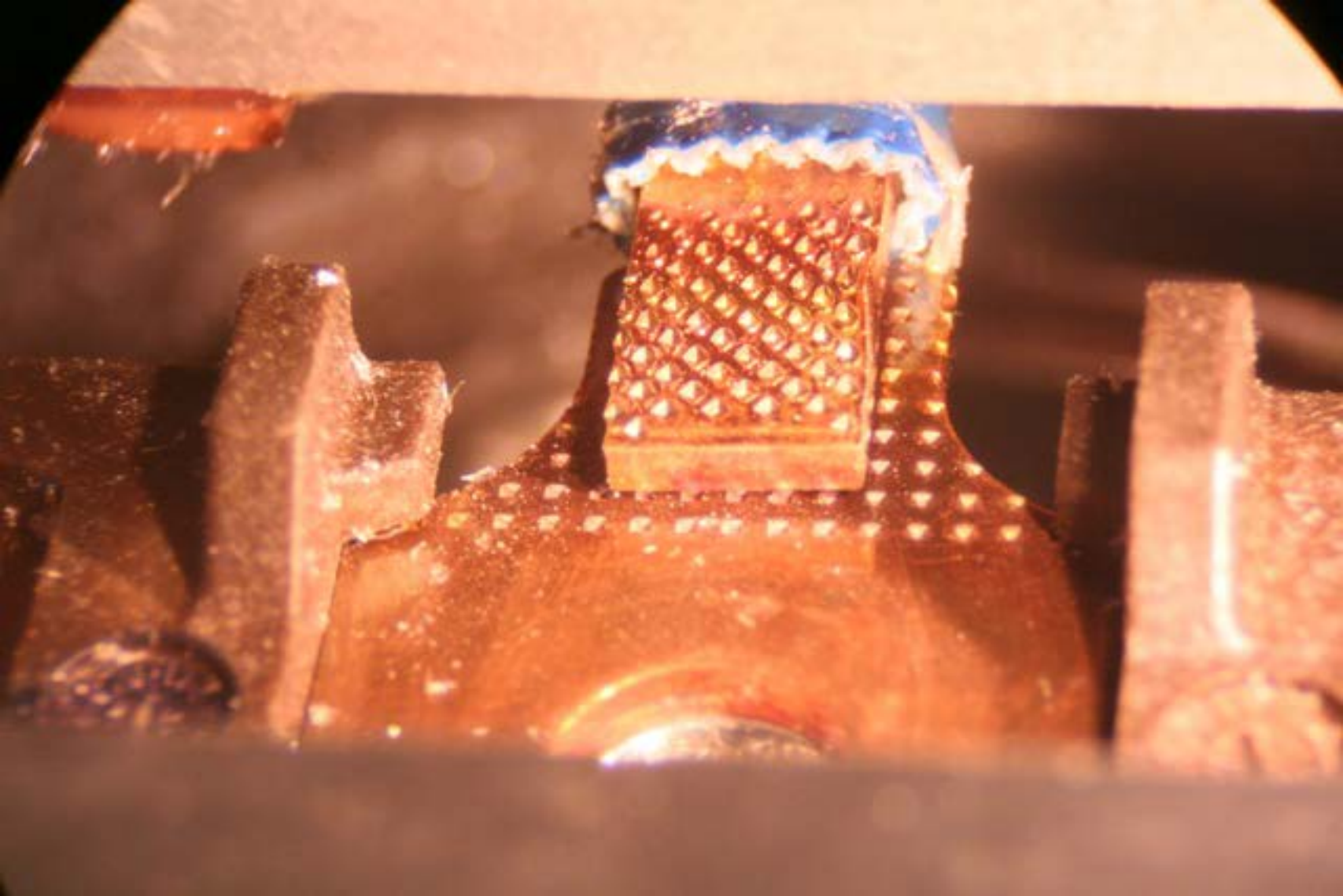
GM

10/25/13

ATTACHMENT A

Q09B

BpimWar65MGUWeld 001rs



RQ13-003

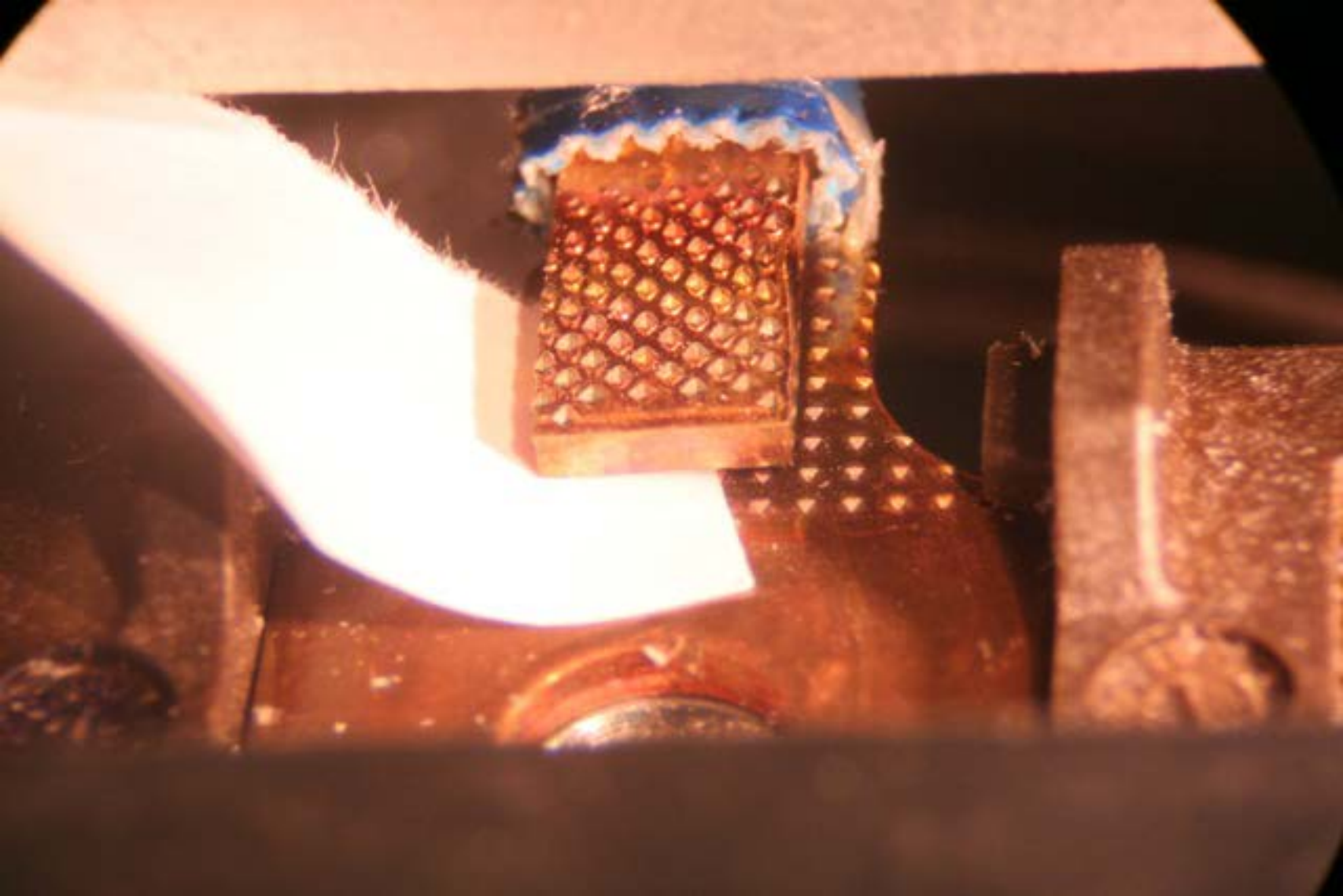
GM

10/25/13

ATTACHMENT A

Q09B

BpimWar65MGUWeld 002rs



RQ13-003

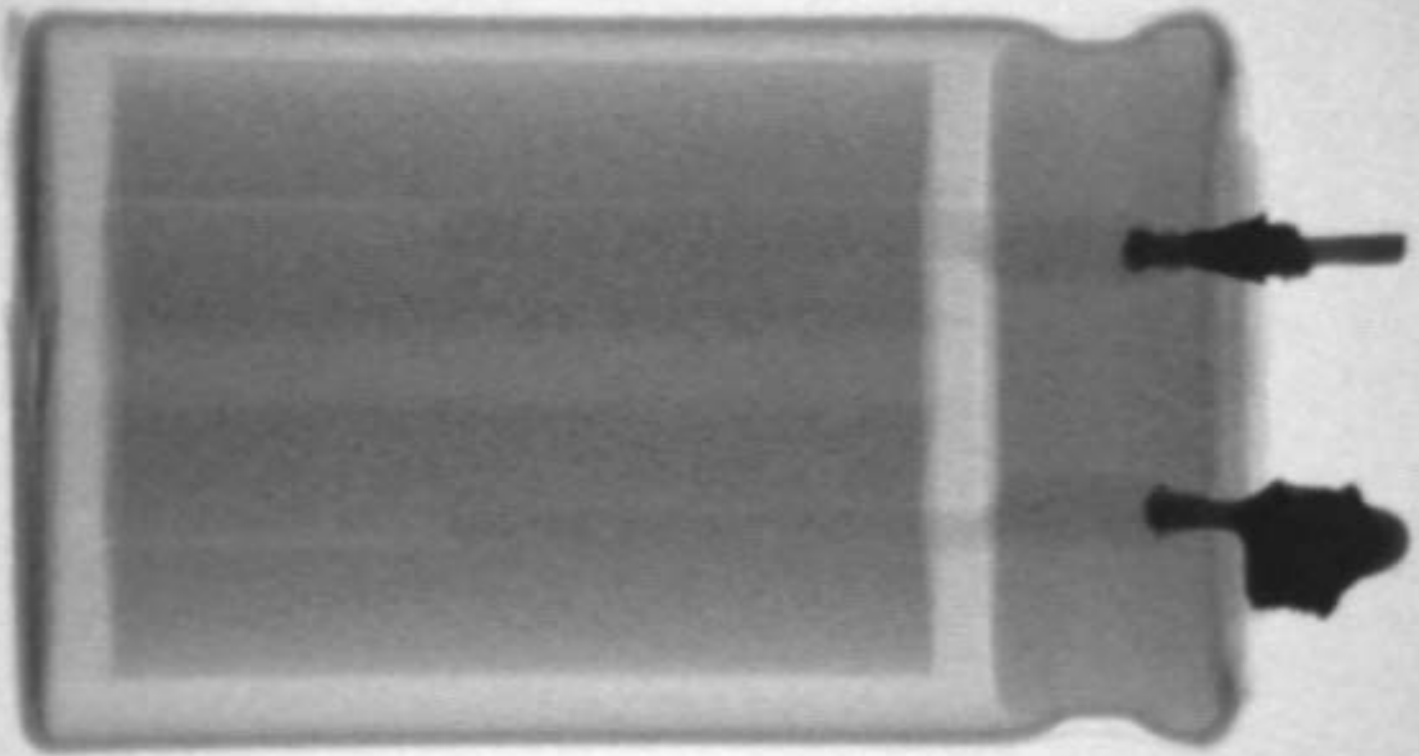
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C108-1



RQ13-003

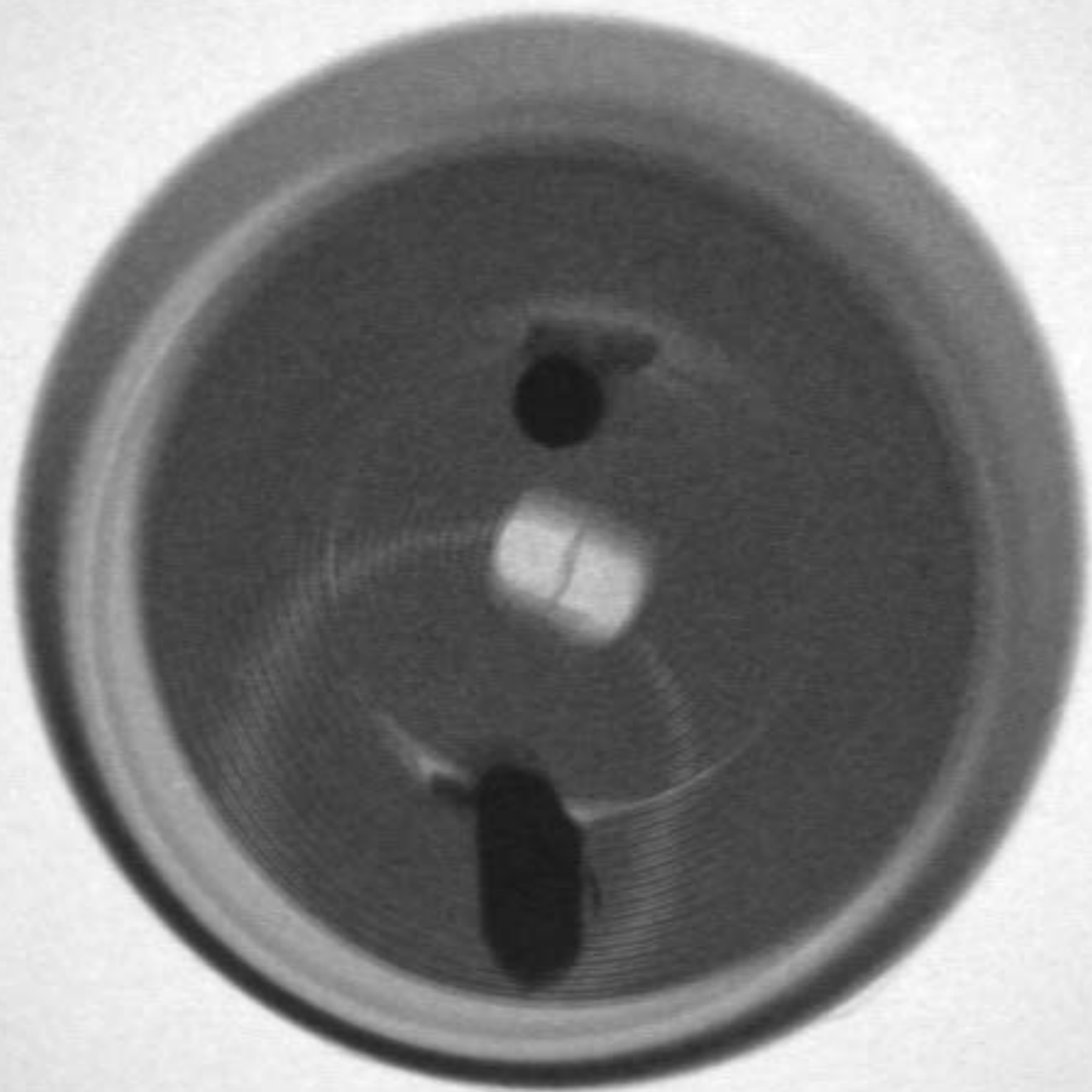
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C108-2



RQ13-003

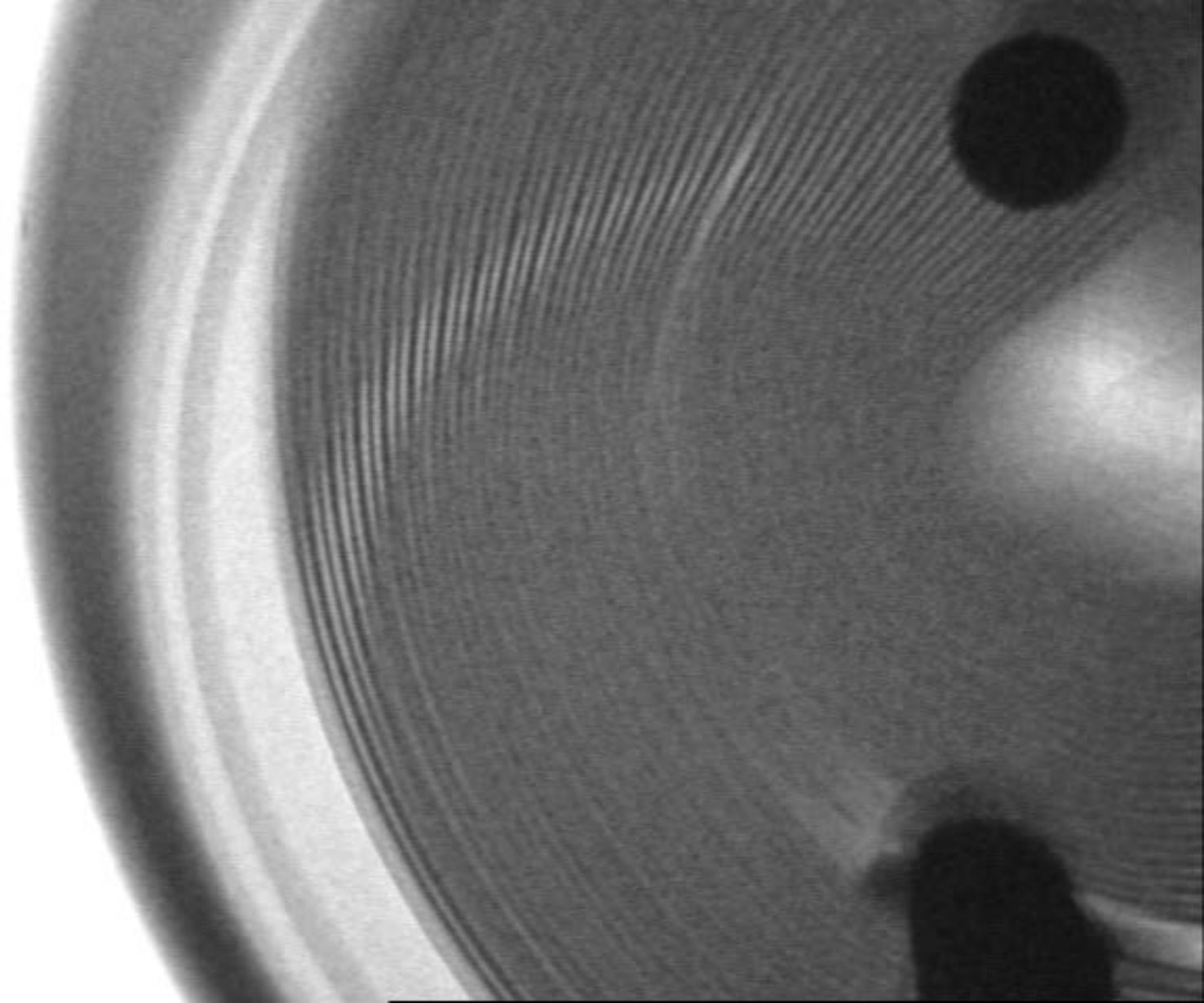
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C108-3



RQ13-003

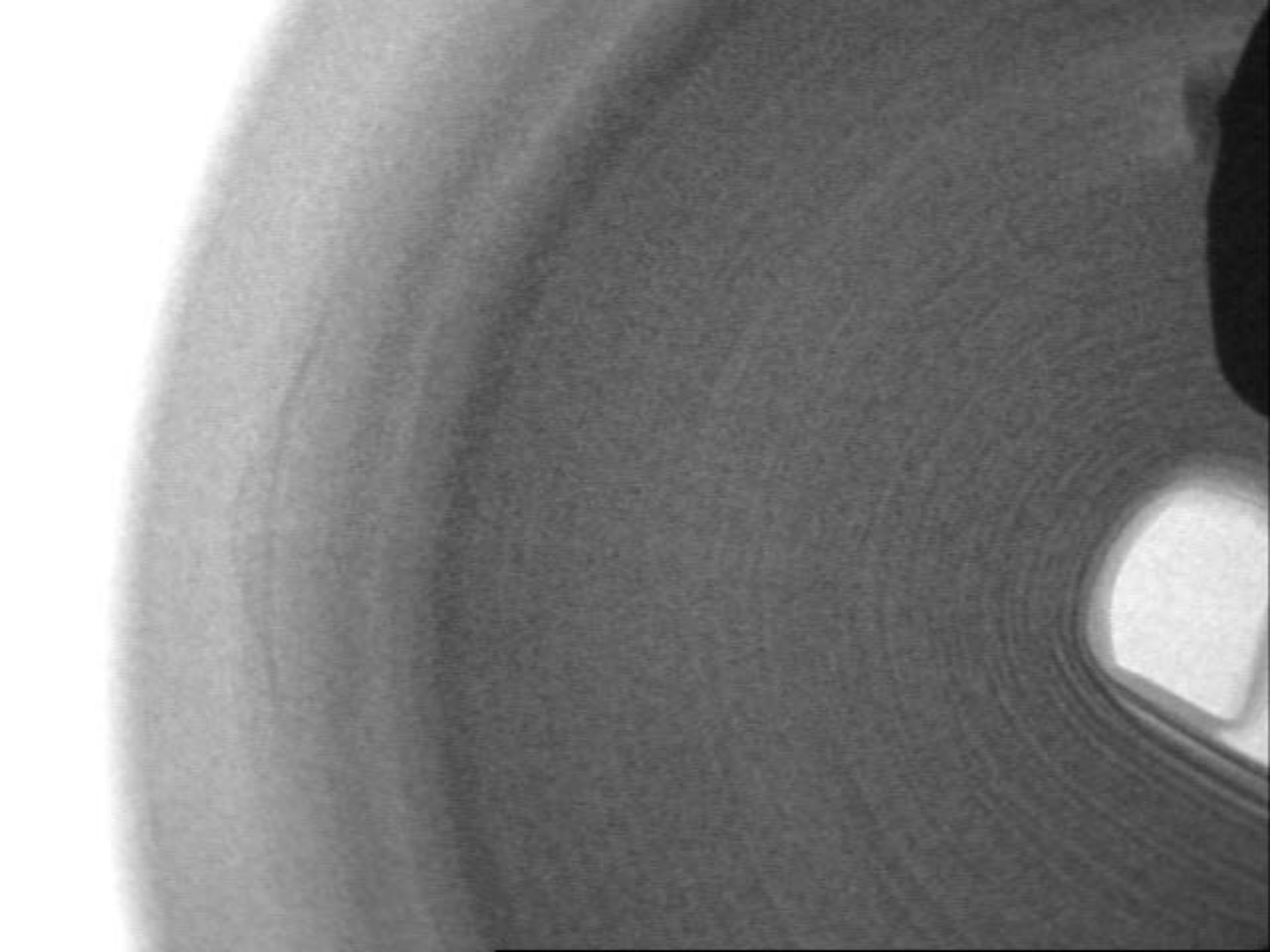
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109-2



RQ13-003

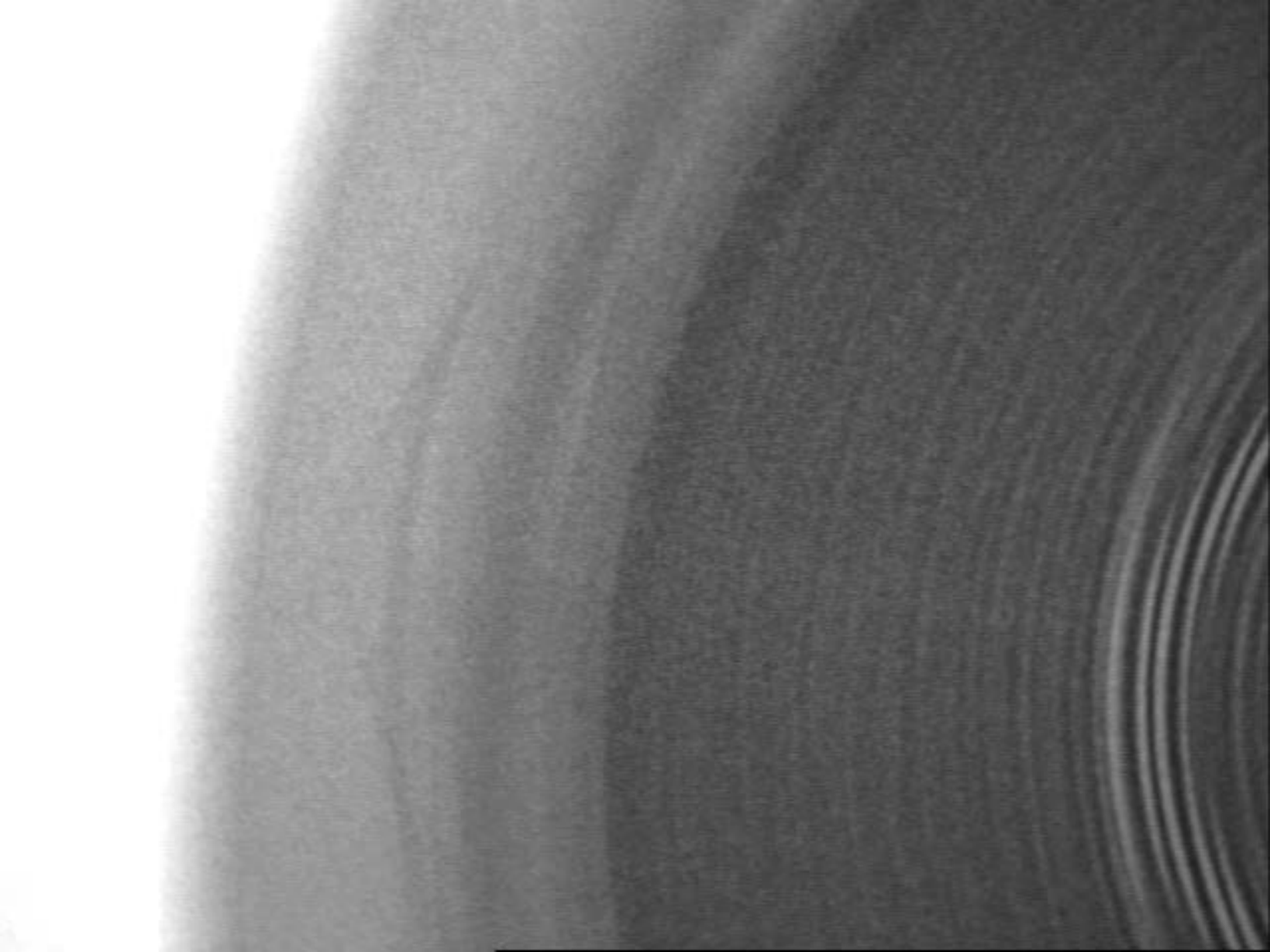
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109-3



RQ13-003

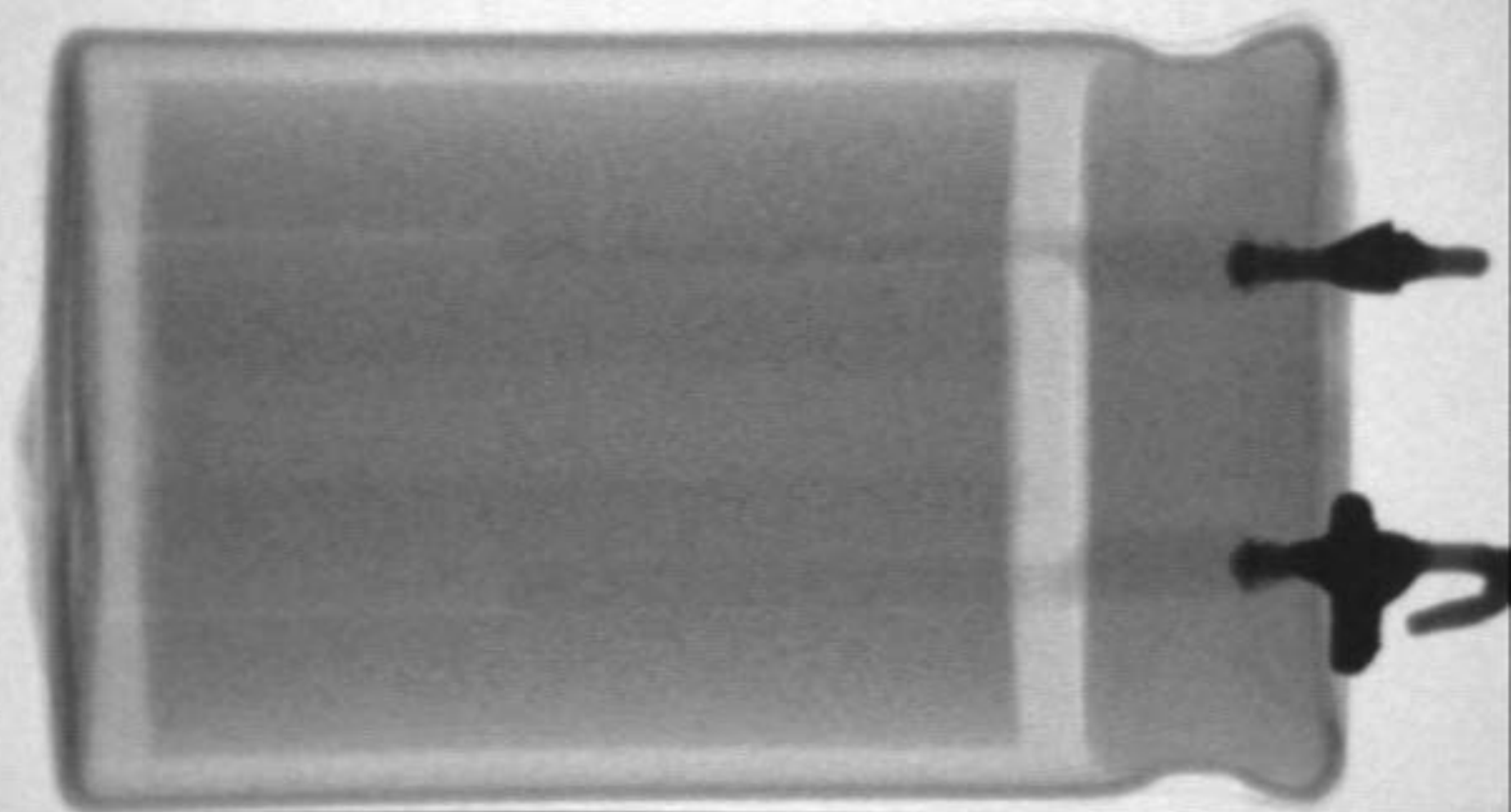
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109-4



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109-5



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109-6



RQ13-003

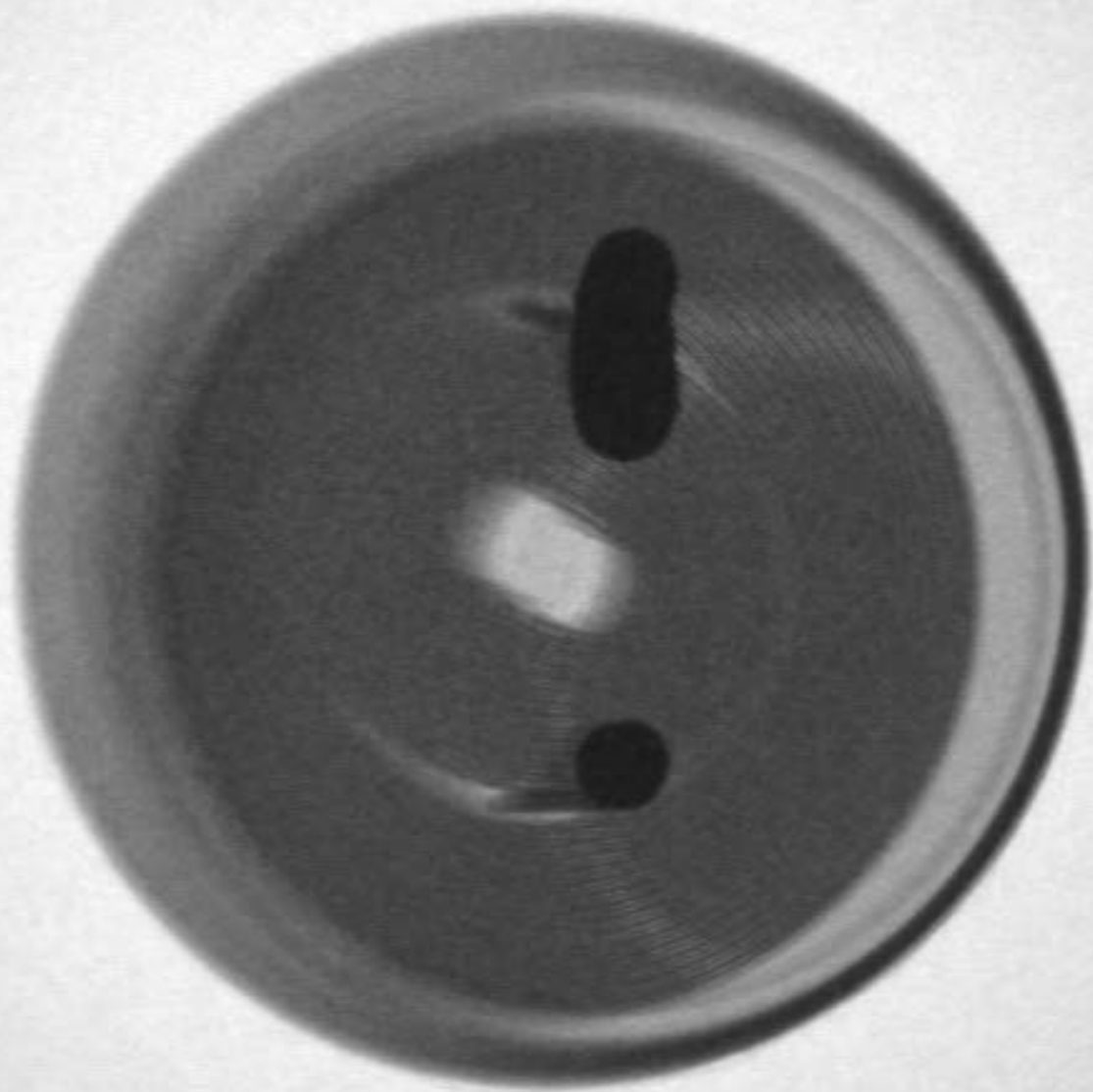
GM

10/25/13

ATTACHMENT A

Q09B

fuse retn C109



RQ13-003

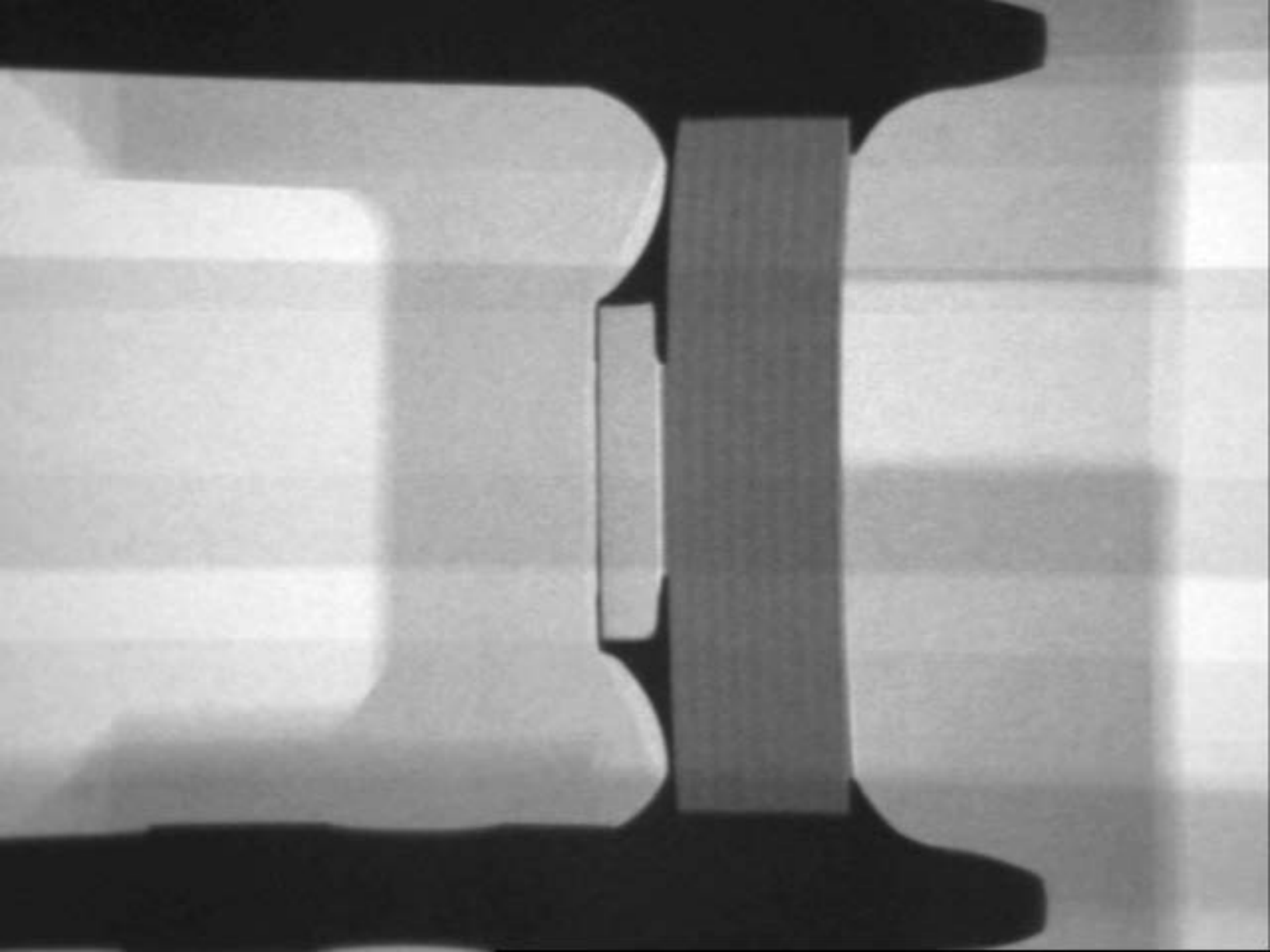
GM

10/25/13

ATTACHMENT A

Q09B

Iso fault retn cover



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

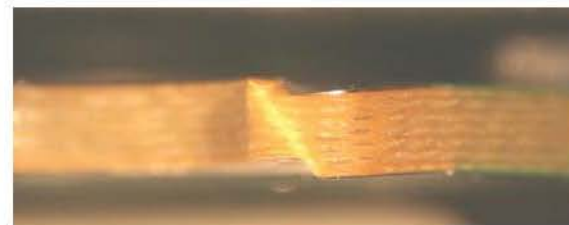
Q_09_1-11-12-11 BAS Hole

27 Shear Short Warranty

Shainin write up-p

{ * }

{ * }



{ * }

{ * }















RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_2012 GMX353 BAS+
SORP PQRR 8_8_11-p

2012 GMX353 SORP PQRR

8-August-11

Cathy Turzewski

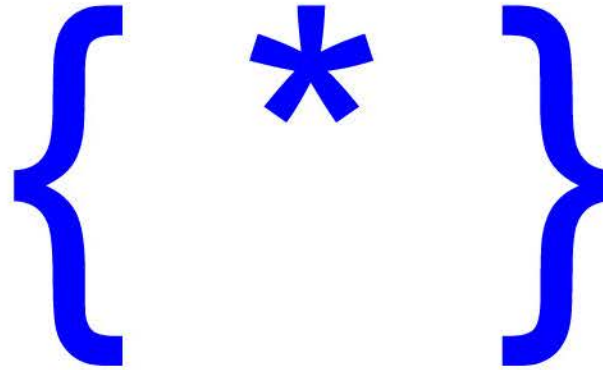






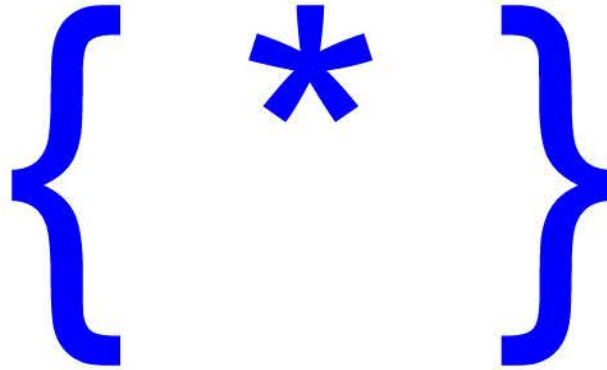


10570: Complete Product Validation Completion Letter





11270: 2012 GMX353 BAS+ Drive Quality Big X







Slide 10

MRT1 5 verbatims yet to be defined - potential for another 1.25-2.5 pph
Melani R Thomas, 8/1/2011





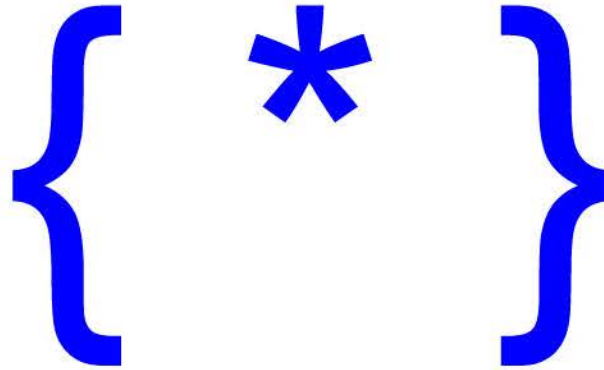








Diagnostics





RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_2012-04-16 Carrie

Harvey-p



{In Archive} Fw: 2013 Malibu VIN # 1G11F5RR7DF110296 71-1057120754

Carrie Harvey to: Frederick Billotto, Len Chalawa, stephen.farris, Reena Datta, Mehrdad Teimor, james.fortune

04/16/2012 11:03 AM

History: This message has been replied to and forwarded.

Archive: This message is being viewed in an archive.

The serial number is BIN LQ68414112087659 . An FSE will be at this vehicle tomorrow. I have attached the latest TAC information for this case.

Thanks-
Carrie

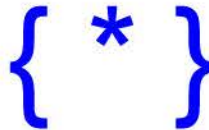


16APR 12 71-1057120754 Gilleland Chevorlet.pdf

----- Forwarded by Carrie Harvey/US/GM/GMC on 04/16/2012 10:52 AM -----

From: Doug Christensen <dwchristensen66@yahoo.com>
To: "carrie.harvey@gm.com" <carrie.harvey@gm.com>
Date: 04/15/2012 01:05 PM
Subject: 2013 Malibu VIN # 1G11F5RR7DF110296

Carrie.



Doug Christensen
Gilleland Chevrolet



320-251-4943ext. 287 100_0181.JPG 100_0183.JPG 100_0184.JPG 100_0185.JPG

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+ Testing

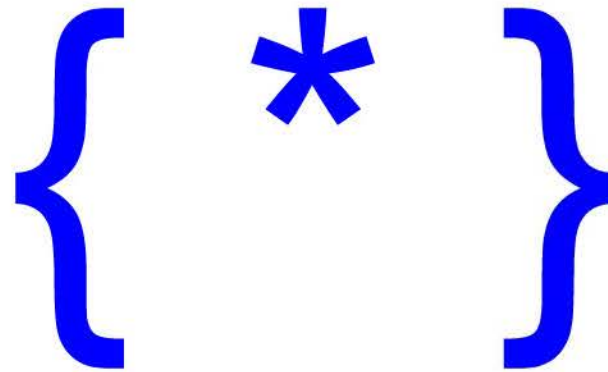
20110818a-p

BAS+ Vehicle Test Summary and Data

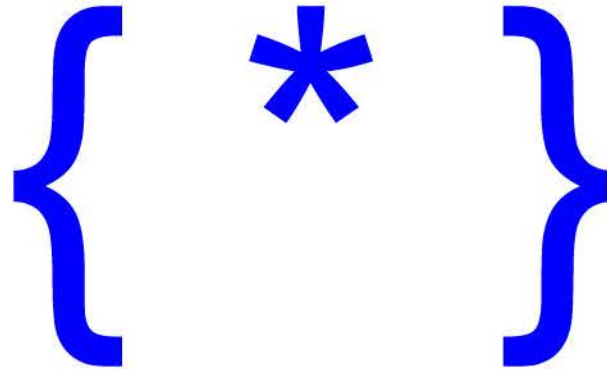
GMCH, Kokomo, IN

18Aug2011 **Rev A**

Test Summary



Testing Performed 8/18











RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+ Testing

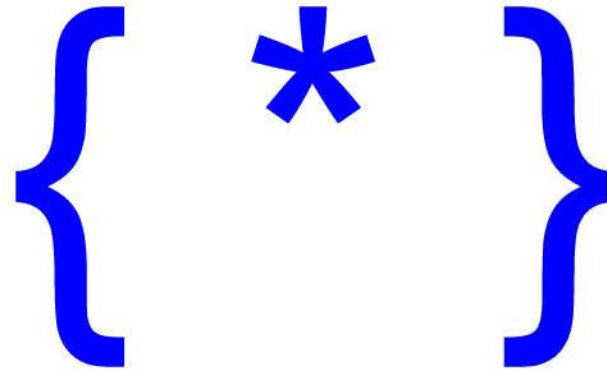
20110818-p

BAS+ Vehicle Test Summary and Data

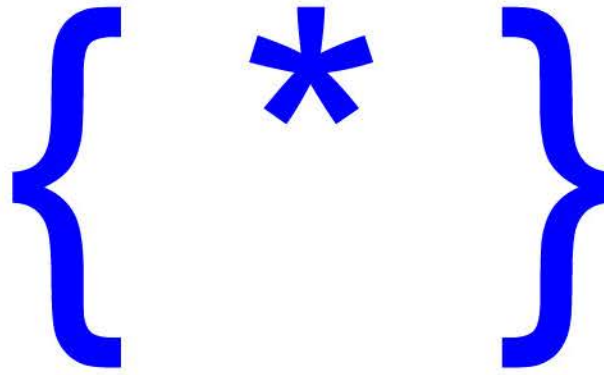
GMCH, Kokomo, IN

18Aug2011

Test Summary



Testing Performed 8/18











RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+ Vehicle Testing

20110817-p

BAS+ Vehicle Testing

GMCH, Kokomo, IN

17Aug2011

































RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+(S92)_PCB-
Changes-Due-to-Warranty-
Returns_06Feb2012-p

BAS+ S92 PCB Changes Due to Warranty Returns

Stephen Farris (BPIM DRE)

Reena Datta (APM DRE)

February 6, 2012

















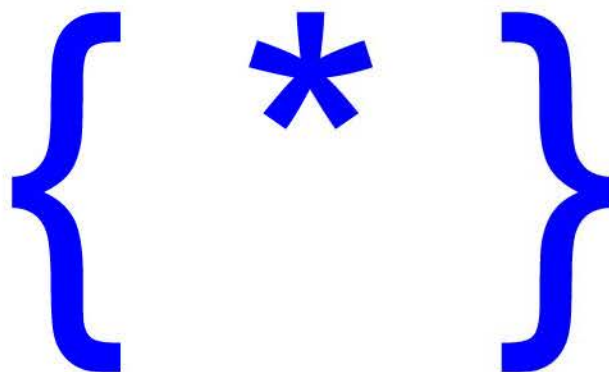




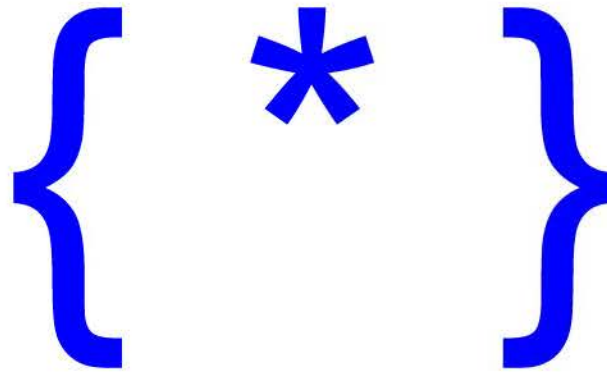




Timing



Recommendation



Individual Icons:



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+(S92)_PCB-
Changes-Due-to-Warranty-
Returns_15Feb2012-p

BAS+ S92 PCB Changes Due to Warranty Returns

Stephen Farris (BPIM DRE)
Reena Datta (APM DRE)
February 6, 2012

















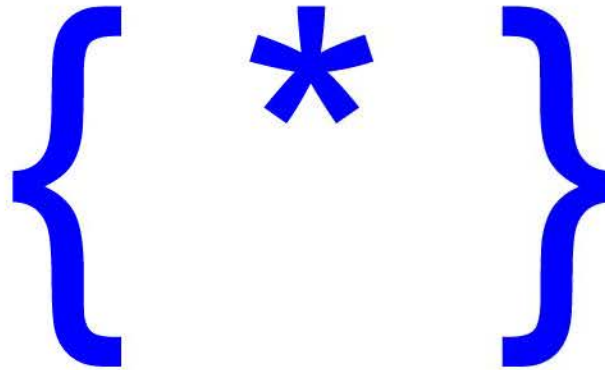




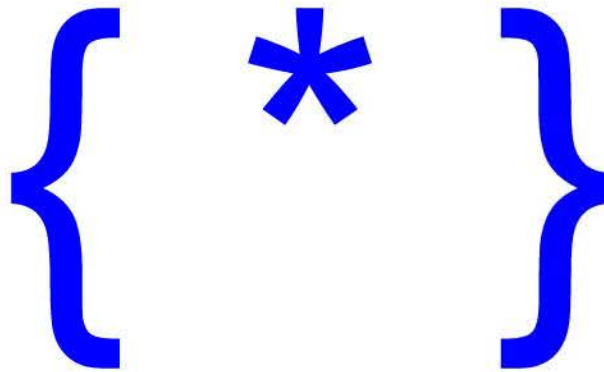




Timing



Recommendation



Individual Icons:



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+_CAP_Failure_test

data90% RH-p

BAS+ BPIM/APM CAP Failure Test

Marzia Fatema

September 28th _2011

The GM logo consists of the letters 'GM' in white, set against a dark blue square background.

GM Powertrain

Marzia Fatema

























RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+_CAP_Failure_test
_plan-p

BAS+ BPIM/APM CAP Failure Test

Marzia Fatema

September 28th _2011

GM

GM Powertrain

Marzia Fatema









RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+_CAP_Failure_test
_summary 10OCT11-p

BAS+ BPIM/APM CAP Failure

Summary Report

Stephen Farris DRE

October 10, 2011

The GM logo is a blue square with the letters "GM" in white.

GM Powertrain



























BAS+ BPIM/APM CAP Failure Test

Marzia Fatema

October 7, 2011

The GM logo consists of the letters "GM" in white, set against a dark blue square background.

GM Powertrain

Marzia Fatema











































RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+_CAP_Failure_test

-p

BAS+ BPIM/APM CAP Failure Test

Marzia Fatema

August 5th 2011

GM

GM Powertrain

Marzia Fatema











RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BAS+CAPFailure_80%

RHO Ct 7th-p

BAS+ BPIM/APM CAP Failure Test

Marzia Fatema

October7th 2011

The GM logo consists of the letters "GM" in white, bold, sans-serif font, centered within a dark blue square.

GM Powertrain

Marzia Fatema





















RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BPIM105-p

BPIM 105

Power Board IR

12 July 2012

D. White

S. Turner

BPIM105

{ * }









RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BPIM106-p

BPIM 106

Power Board IR

12 July 2012

D. White

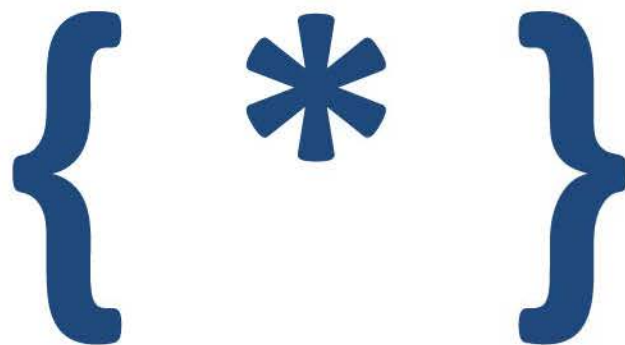
S. Turner

BPIM106

{ * }











RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_BPIM112-p

BPIM 112

Power Board IR

12 July 2012

D. White

S. Turner

BPIM112

{ * }













RQ13-003

GM

10/25/13

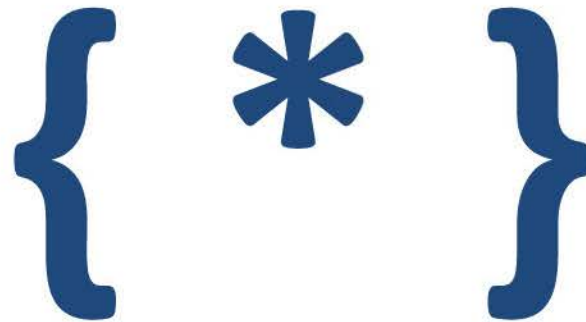
ATTACHMENT A

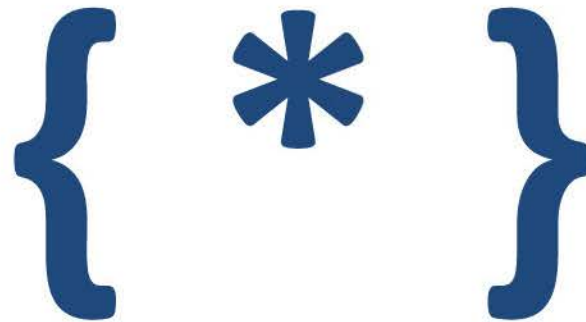
Q09B

Q_09_eAssist Pedestal

Technical Review 27MR12-p









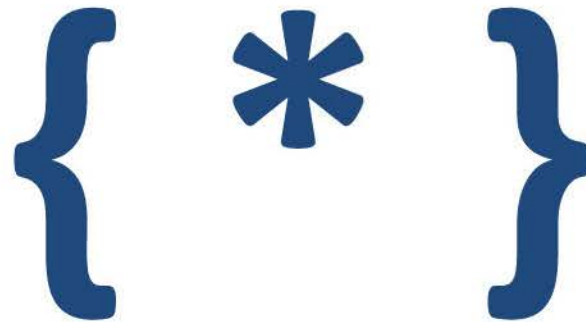


ENGINEERING ANALYSIS













MANUFACTURING ENGINEERING ANALYSIS





SUPPLIER QUALIFICATION VERIFICATION





GMCH QUALITY VERIFICATION





RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_eAssist(S92)_PCB-
Changes-Due-to-Warranty-
Returns_01Mar2012-p

BAS+ S92 PCB Changes Due to Warranty Returns

Stephen Farris (BPIM DRE)

Reena Datta (APM DRE)

March 01, 2012

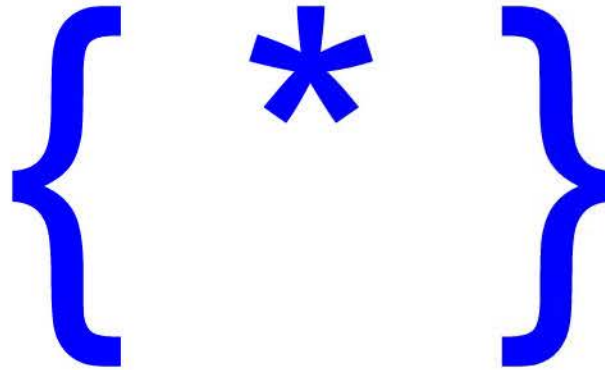








Recommendation



BACK-UP SLIDES













RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_eAssist_POCA2_Summar
y_10Jul2012-p

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_eAssist_P1B0B_Returns
_Summary_22Jun2012-p

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_eAssist_Powerpack_Updated_08_26_11-p

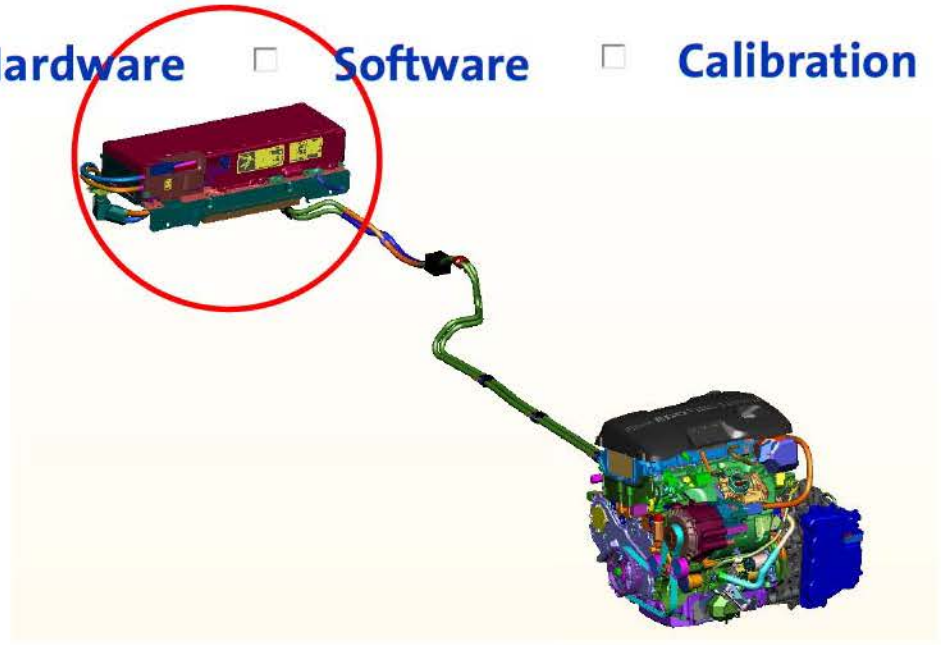
Status and General Communication

{ * }



Model Year Program	'11	'12	'13	'14	'15	'16
GMX353	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hardware **Software** **Calibration**



Author: Dan Cottrell
Job title: BAS+ ACE
Organization: Electrification

Requested by: Stephen Poulos
Job title: BAS+ Chief Engineer
Organization: Electrification

Approved by: Dan Cottrell
GMPT BAS+ ACE
Date Approved: 08/26/2011



Powerpack pictures



Background - SGM E11 BAS+ MVBs (Powerpack fuses open)

Initial Incident: July 5, 2011 Location: Shanghai (PATAC / SGM)

Incident Description:

- Power pack stopped charging after leaving the production facility
 - Vehicle passed DVT and quality testing at the end-of-line, driven 15km
 - Vehicle parked for several days in local plant lot and then driven onto a transport vehicle
- Vehicle would not start when attempt was made to remove it from the transport
 - Vehicle Battery had a low voltage when measured with a volt meter
- Jump start was performed but vehicle would not start
- Another running 12V passenger vehicle was connected to the subject vehicle's battery
- 2nd Jump start was performed and vehicle started
 - Power Pack was determined to not be charging the 12V battery
 - Power pack replaced and 12v feed fuse (F23) replaced, still not charging
 - 175 amp APM output fuse found open and replaced. Normal operation returned.

Black marks found on Powerpack sheet metal and BPIM electrical connector.

Markings believed due to smoke or fumes from BPIM.

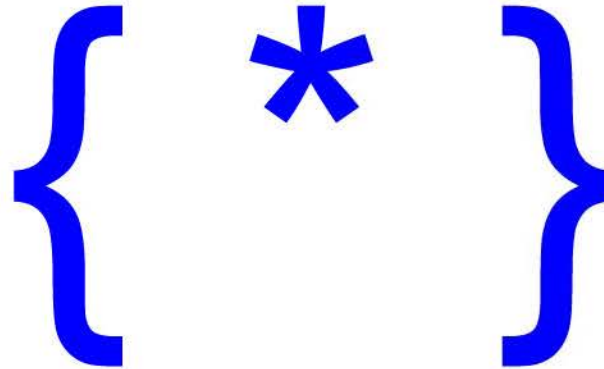
Connector still functional and in vehicle, no other distress to vehicle noted.

Vehicle Detail: VIN: LSGGF53G4BH210807, VESCOM 10.3, Powerpack: LQ5812411144002



GM Confidential

Questions and Answers



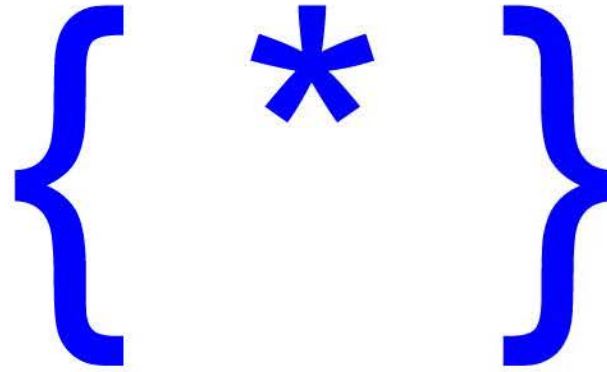








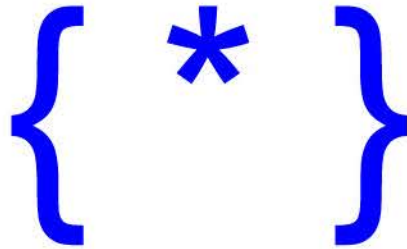
Quality



Supplier Quality Visit to Board Supplier

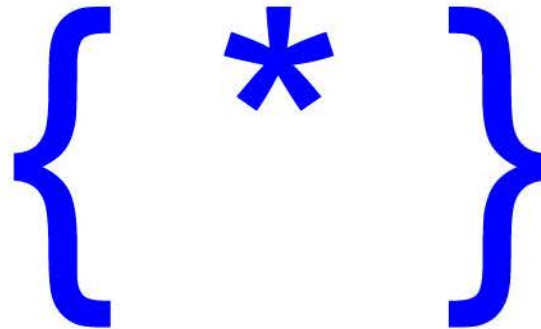
Delphi representing GMCH visited Nan Ya circuit board facility **3/7/11 – 3/11/11**

New visit scheduled for 8/29.

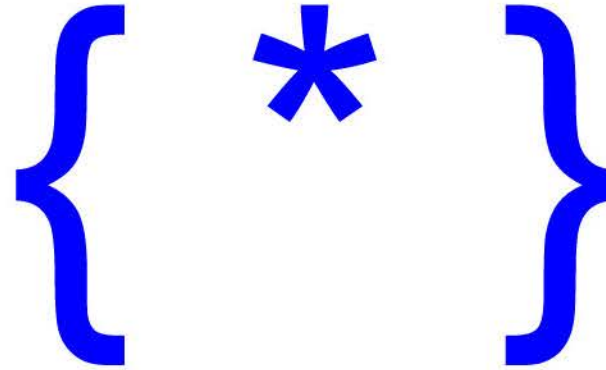


Attendees

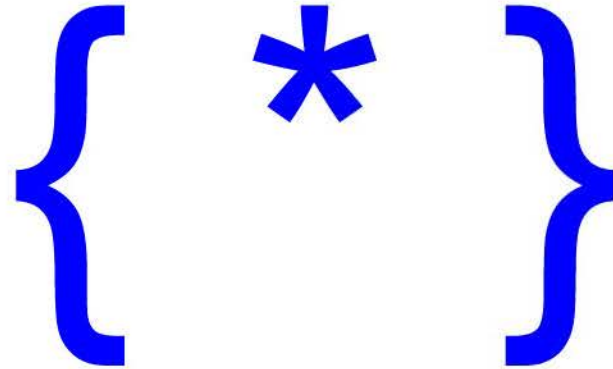
- Paul Sarrantonio – North American Nan Ya Rep.
- Darrel Peugh – Delphi Circuit Board Engineer
- GM Regional SQE



Customer Warnings if BPIM not Functioning



Reliability and Validation - Component





Recommendation



Backup

RQ13-003

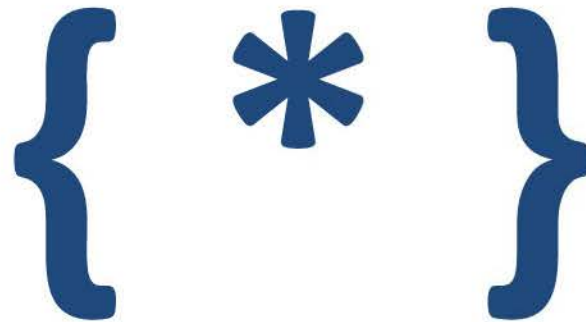
GM

10/25/13

ATTACHMENT A

Q09B

Q_09_EE DRBFM-p



{ * } Indicates GM Confidential Business Information Redacted

DE FOR 204.79A

Analysis Form (Product, Process, & Component Engr)

Design Review By Failure Mode (DRBFM)

Revision B (Instructions are in cell comments)

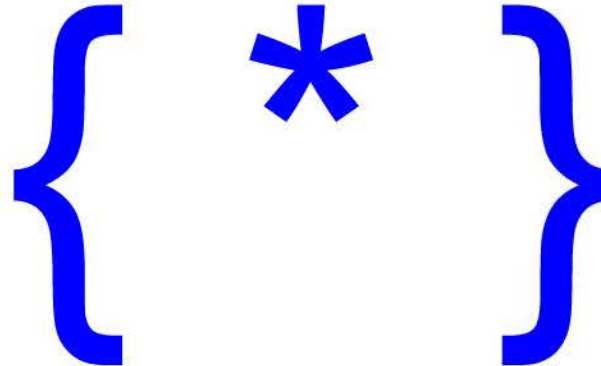
Model: _____

Project No: _____

DRBFM Team: _____

Issued on:

Modified on:

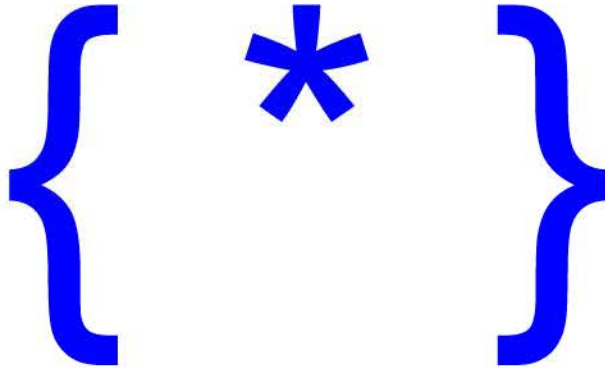






{ * } Indicates GM Confidential Business Information Redacted

DRBFM Importance and Risk Rating Summary



REVISION RECORD

Date	Details	Person Responsible
21-Nov-04	Initial release	R. Scott King
1-Nov-09	Modification DRBFM Titles.	R. Scott King

RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

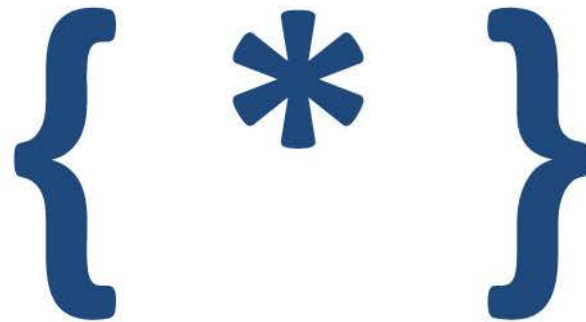
Q_09_Power Brd Disassembly-

p









BAS+ Power Pack SGM Field Return- Shorted APM Output

Power Board Disassembly



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_SGM BAS+ APM

Failure Vehicle Test Plan

20110817-p

SGM BAS+ APM FAILURE VEHICLE TESTING FOLLOWUP

Update: 16 August 2011

















Observations



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_Summary eAssist
Powerboard Short 14MY12-p

E ASSIST POWER BOARD SHORT FAILURES







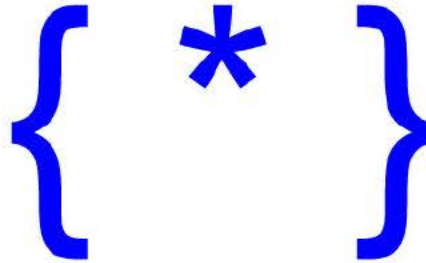


Power board Short failures

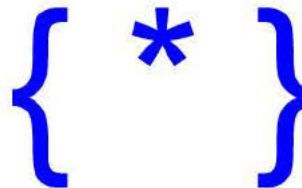
◆ Next Steps



Power board Short failures



Warranty Return #	Engineering/Development Unit Early Program	Warranty #5	APR#15	Not Returned	Not Returned	Not Returned
Location of Incident	Shanghai, China	Chamblee, GA, USA	Fairfax, KS, USA	Beijing, China	Saint Cloud, MN, USA	Jackson, MS
Location of Powerpack	In Kokomo	In Kokomo	In Kokomo	Beijing, not returned	In Kokomo	Return in Process
Incident Date	5-Jul-2011	2-Nov-2011	29-Feb-2012	12-Mar-2012	11-Apr-2012	19-Apr-2012
Powerpack S/N	LQ58124111144002	LQ16984111214037	LQ68414112056516	LQ58124111154010	LQ68414112087659	LQ68414112052520
VIN	LSGGF53G4BH [REDACTED]	1G4GC5GRCF [REDACTED]	1G11F5RR4DF [REDACTED]	LSGGF53G1BH [REDACTED]	1G11F5RR7DF [REDACTED]	1G11D5RR1DF [REDACTED]
General site of incident	PATAC	Dealership	Fairfax Assembly	Dealership	Dealership	Dealership
Information	15 km moving vehicle on lot 34C (93F) / RH = 89%	2 miles parked in dealer lot 20C (68F) / RH = 76%	0 (Failed DVT) driving vehicle in DVT indoors, temp controlled 17.8C (64F) / RH = 72% / 0.89in precipitation	85 km moving vehicle on dealer lot 9C (48F) / no precip / RH = 53%	7 miles moving vehicle off of transport 47F / RH = 30%	23 miles dealer vehicle 79F / RH = Avg 53%, HI 92%
Build Date Pack leakage current (uA)	24-May-2011 test not implemented at time of build	2-Aug-2011 test not implemented at time of build	25-Feb-2012 422	test not implemented at time of build	387.7	362.68
DTC	no data dump taken	P06B1, P0A2F, P0A8D, P0C52, P0CC2, P1A72, P1AF0, P1E0C, P1E12, U0198, U0197	U0293, U1817	U0293, U1817, U0422	P06B1 P0A8D P0AC4 P0A3F P0C0B P0C52 P1A72 P0C78 P1ADE	





RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q_09_Warranty review BPIM

APM 07AUG12 v3-p

eAssist BPIM/APM Warranty Review

August 7, 2012

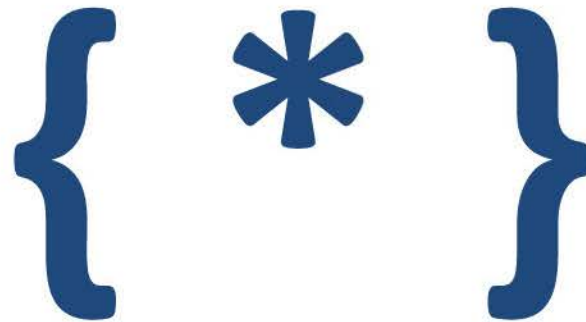
Prepared by:

Stephen Farris (BPIM DRE)

Reena Datta (APM DRE)













5 Phases















{ * }

Backup Slides



General Motors Company

GM CONFIDENTIAL



DESIGN



BUILD



SELL

THE WORLD'S BEST VEHICLES





PCB board construction - Definitions

T_g – Glass Transition Temperature; *The temperature at which the resin changes from a glass-like state to an amorphous state changing its mechanical behavior, i.e. expansion rate*

D_k – Permittivity, Relative Dielectric Constant; *The property of a material that impedes the transmission of a electromagnetic wave. The lower the relative dielectric constant, the closer the performance of the material to that of air. This property is critical to matching the impedance requirements of certain transmission lines.*

D_f – Loss Tangent; *The property of a material that describes how much of the energy transmitted is absorbed by the material. The greater the loss tangent, the larger the energy absorption into the material. This property directly impacts the signal attenuation at high speeds.*



POCA2























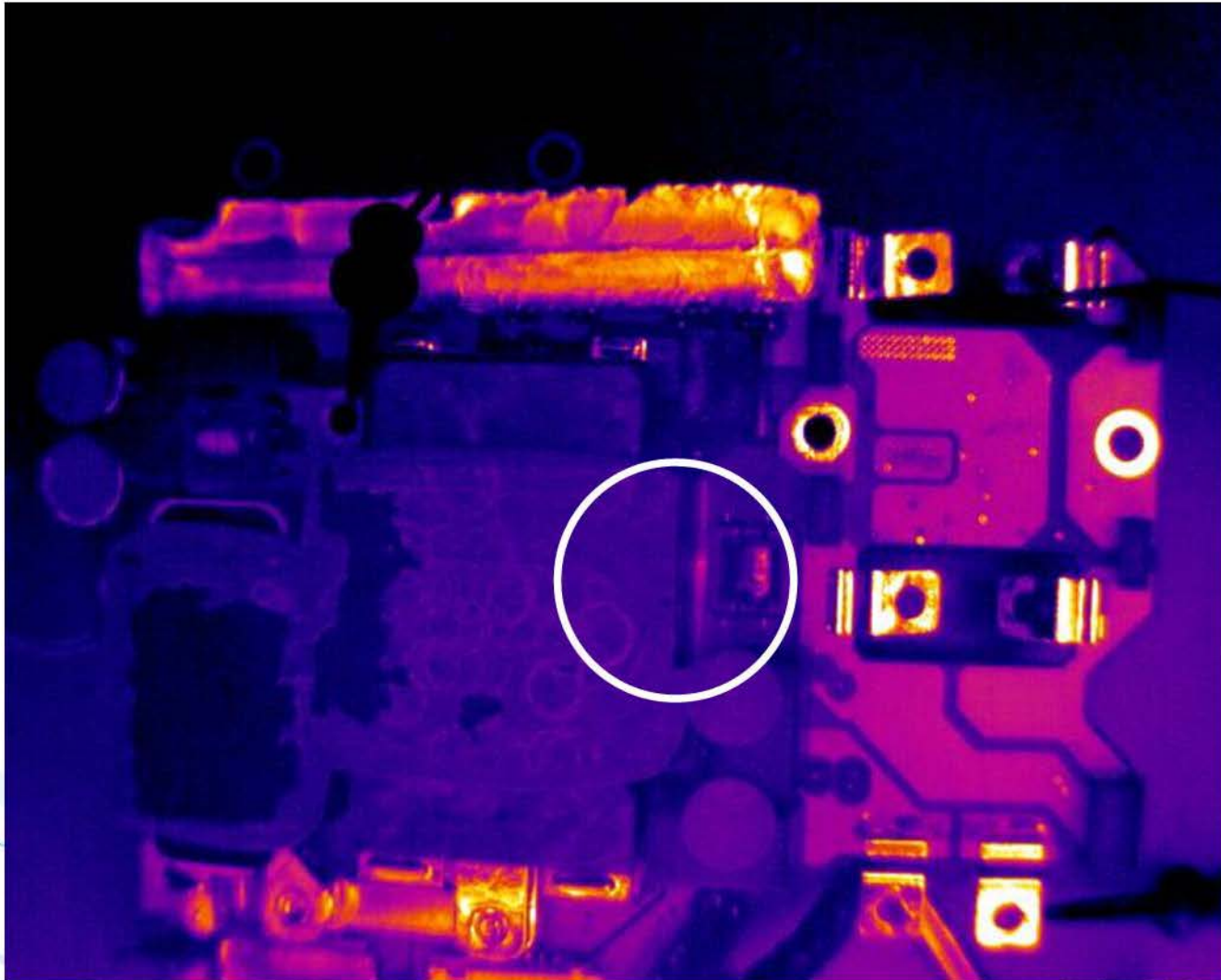
P1BOB







WAR #80 P1BOB

















Open Fuse











HV Power Board Failure (White Marsh)



eAssist Warranty Analysis Review

GMCH Kokomo
July 19, 2012

- White
Marsh/PRTS
1280148

WHAT is the White Marsh Update 70, 81, 88, 82

Torroid Connection?



White Marsh
Analysis 20JN12













eAssist Warranty Analysis Review

Torroid Back-Up Information
21JN2012



Torroid Terminal



Proposed Drwg
Update



Stackup Torroid 1



General Motors Company

GM CONFIDENTIAL



DESIGN



BUILD



SERVICE

THE WORLD'S BEST VEHICLES

Individual Icons:



RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Q09_eAssist BPIM Warranty

Issue 8_13_2012_mailout_p

Program: eAssist, 115-V BAS+/Ecotec/GF6



BPIM Warranty Issue

Circuit Board Isolation faults

Model Year Program	'11	'12	'13	'14	'15	'16
GMX353	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GMX350	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SGM E11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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GMX352	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vs 300	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hardware Software Calibration



Author: Dan Cottrell

Job title: VSE

Organization: Electrification

Requested by: Stephen Poulos

Job title: Chief Engineer

Organization: Electrification

Approved by: Stephen Poulos

Job title: Chief Engineer

Date Approved: August 13, 2012













Suspect Population- Assuming Two Suspect Board Lots

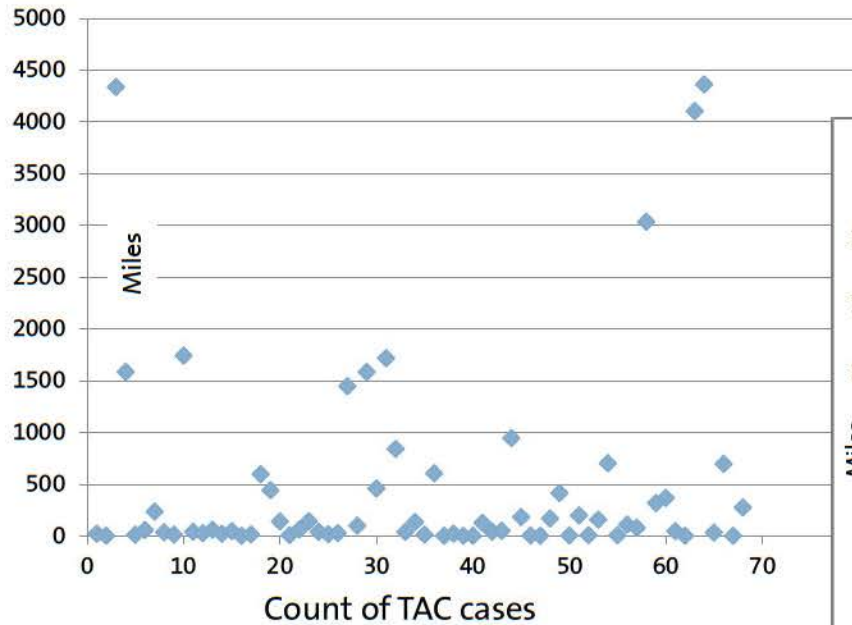
GMCH identified a Powerpack build time window of 3/14-6/15

- Date span includes uncertainty bands on both sides.
- 17730 units in population
 - 16329 @ Fairfax
 - 1033 Oshawa
 - 135 GMK
 - 233 not yet accounted for (May be SGM, engineering, service)
- 7173 of 17730 delivered to customer, based on QIS data
- **10557 Not delivered to customer.**

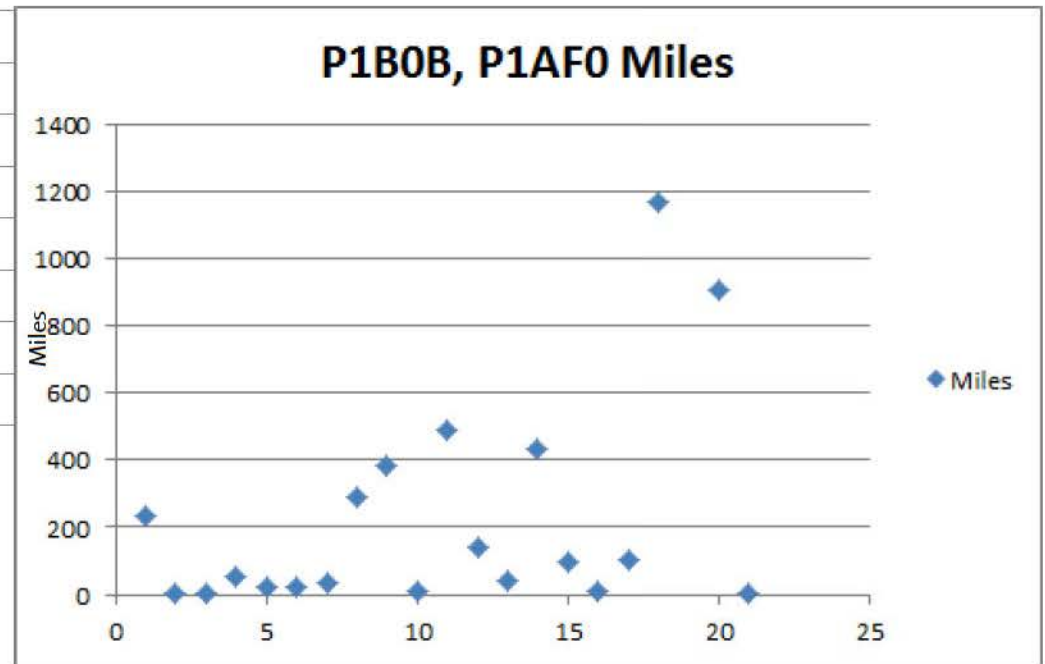


TAC Data Analysis – Isolation Issues

LV Isolation Issue P0C78/P0CA2
on unconfirmed TAC cases



HV Isolation Issues



Count of TAC cases

GM Confidential



GP-12 Screening

- GMCH production screen available at BPIM level
 - 20 minute test length
 - Ability to screen ~60 per day out of 240.
 - New parts currently screened 100% of capacity, no issues.





BPIM Burn In – Complete Procedure



BPIM Burn In



Backup



GM Confidential

13















eAssist BPIM/APM Containment – Strawman Proposal

Stephen Poulos
Global Chief Engineer, eAssist and Battery Electric Propulsion

August 10, 2012











RQ13-003

GM

10/25/13

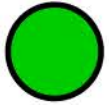
ATTACHMENT A

Q09B

Q09_eAssist PET Functional

Self-Assessments 13FE13

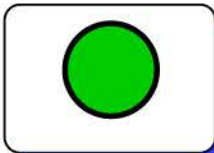
GLB_p



GMCH / PM Functional Self-Assessment

eAssist PET Meeting [2/13/2013]

GLBACKS



GMCH Program Management

GMCH Production Readiness / Preproduction Execution

Program

eAssist

1. Engineering Release Status

- **NO PENDING RELEASE Activity**

EWO	Description	Software APIVER Complete	PPAP Complete	VAP Breakpoint

PPV Readiness

Complete

2014 MVBns	Prog. Date	Qty	MRD
GMX353	2/15/13	06	In Transit
GMX351	3/15/13		
GMX350	4/12/13		
GMX352	4/5/13		
2014 MVBs			
E16	3/29/13	18	Expected ship date 3/5







Back Up

25/01/2012

6











Template

25/01/2012

12

















RQ13-003

GM

10/25/13

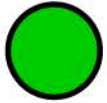
ATTACHMENT A

Q09B

Q09_eAssist PET Functional

Self-Assessments 30JA13

GLB_p



GMCH / PM Functional Self-Assessment

eAssist PET Meeting [1/30/2013]

GLBACKS









Back Up

25/01/2012

6









Template

25/01/2012

11

















RQ13-003

GM

10/25/13

ATTACHMENT A

Q09B

Warranty #5 Blown 175A Fuse

WAR #5 Blown 175 AMP Fuse

- ◆ 2012 LaCrosse original DTC P0C05 vehicle would not restart
- ◆ Technician determined 175 Amp fuse open TAC [REDACTED]
- ◆ Checked MGU for looseness or improper alignment of eyelets
 - One terminal “Rock Solid”, two others were loose
- ◆ Technician inspected high voltage cabling no issues found
- ◆ Replaced MGU 11/5/11 info on unit 110815 serial # GF006426
 - Two new DTC being set P0AC4 – Request for MIL illumination
 - P0B61 – Hybrid /EV Battery 8 circuit high voltage
 - Identified 10 current codes stored in HPCM
- ◆ Assigned Robert Cross FSE to visit dealer
 - Determined only minor slop on the pulled MGU terminals
- ◆ Robert met with technician who felt someone from the service lot may have jumped the vehicle incorrectly but could not prove it.
- ◆ TAC and FSE authorized replacement of Power Pack 11/10/11
- ◆ Power Pack installed 11/10/11 24259770
 - Restored proper function to vehicle start/stop feature
- ◆ FSE final notes strong possibility vehicle was not jump started correctly (reverse polarity).

2012 LaCrosse Blown Fuse: LQ16984111214037-Warranty #5

Pack Integration

- ◆ 110803.070400 PACK BAS_PACK PASS

APM/BPIM

- ◆ 110801.155339 FLASH BAS_FLASHTOP1 PASS
- ◆ 110801.155242 FCTA2 FCT1 PASS **GMCH GP-12**
- ◆ 110801.153709 BAS_CONDITION1 PASS **GMCH GP-12**
- ◆ 110801.151712 FCT FCT1 PASS
- ◆ 110725.103555 HIPOT BAS_HIPOT1 PASS

Boards

- ◆ *Cap* 110721.154221 ICT ICT2 PASS
- ◆ *Power* 110715.074457 ICT ICT2 PASS
- ◆ *Control* 110720.100019 ICT ICT2 PASS



Next Steps

- ◆ Understand FSE dialog with dealer technician on TAC
- ◆ Analysis on pulled MGU
- ◆ Decision from GM on failure analysis activities
- ◆ Investigate current leakage screen for 6 sigma test limits



Original Blown Fuses: LQ58124111144002-SGM Return

Pack Integration

- ◆ 110601.101802 PACK BAS_PACK PASS

APM/BPIM

- ◆ 110510.090328 FLASH BAS_FLASHTOP1 PASS
- ◆ 110510.083240 FCTA2 FCT1 PASS **GMCH GP-12**
- ◆ 110509.115424 BAS_CONDITION1 PASS **GMCH GP-12**
- ◆ 110509.102726 VIBRATION WEB PASS **GMCH GP-12**
- ◆ 110509.101853 FCT FCT1 PASS
- ◆ 110506.135052 HIPOT BAS_HIPOT1 PASS

Boards

- ◆ *Cap* 110505.115602 ICT ICT2 PASS
- ◆ *Power* 110505.102348 ICT ICT2 PASS
- ◆ *Control* 110503.141916 ICT ICT2 PASS

