

Service Request Activity

SR No.	71-1190161158	Ref No.		Goodwill		BRC Type	N/A
Account	Chapman Chevrolet, L.L.C.	Site	114652	GW SubType		Bus. Unit	TAC US
Last Name	Mielke	First Name	Clint	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(480) 947-3535	Evening #		UCC		Sub-Area	Charging System
Address	6011 S Kyrene	City	Tempe	Involved Dlr		Safety	No
State	AZ	Postal Cd	85283	Source	Phone	Updated	7/12/2013 02:42:03 PM
Serial #/VIN	1G11D5RR1DF1 [REDACTED]	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Opened	6/4/2013 05:05:06 PM
Model	Malibu	Mileage	378	Sub-Status	First Call	Closed	6/7/2013 03:49:57 PM
Abstract	DTC						
Customer Description	POC32 NOTE PQC [REDACTED] CASE OPEN ON THE VEHICLE ALSO						

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 #
			6356388

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/7/2013 03:49:57 PM	RIKERJO	RIKERJO	SR Closed - First Call		Done	6/7/2013 03:49:57 PM	Service Request has been Closed First Call.
Contact Last Name		Contact First Name		Account		BAC Code	
Mielke		Clint		Chapman Chevrolet, L.L.C.		114652	
Comments							

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/7/2013 02:05:12 PM	RIKERJO	RIKERJO	Ownership Changed		Done	6/7/2013 02:05:12 PM	Service Request Ownership has changed FROM: COONJA1 TO: RIKERJO
Contact Last Name		Contact First Name		Account	BAC Code		
Mielke		Clint		Chapman Chevrolet, L.L.C.	114652		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/7/2013 02:04:01 PM	RIKERJO	RIKERJO	TAC Part Request	CCA	Done	6/7/2013 02:48:23 PM	Description: GCM / Recall Part Ordered Part #: 24267940 Qty: 1 Ctrl #: DF104922 OVN# YES
Contact Last Name		Contact First Name		Account	BAC Code		
Mielke		Clint		Chapman Chevrolet, L.L.C.	114652		
Comments							
Order placed 06/07/13 as an Ovn Part # 24267940 Qty 1 FACY > 085 ORDER # > 4356610							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/7/2013 01:55:57 PM	RIKERJO	RIKERJO	TAC Outbound Call	Dealer	Done	6/7/2013 03:49:53 PM	Clint Tech
Contact Last Name		Contact First Name		Account	BAC Code		
Mielke		Clint		Chapman Chevrolet, L.L.C.	114652		
Comments							
Dealer states that he installed the pack fan and it is working know. Dealer states he did smell smoe from the battery during the 13136 setting. Dealer states that he has removed the battery cover with no damage found. Dealer states that he is still waiting for the GCM to be ordered.							
Dealer states that he swapped a SGCM from another car to get the cusotmer back on the road. Advise the dealer to send in the session logs. Advise the dealer that I will Request the GCM.							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/5/2013 04:25:35 PM		ROBBINJO	Email - Inbound		Done	6/5/2013 04:27:46 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

(Embedded image moved to file: pic00041.gif)
 Joseph Robbins Jr
 Volt/Hybrid group Consultant
 General Motors Technical Assistance
 An Associate of Morley Companies
 Email: Joseph_Robbins@GMEXPERT.COM

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/5/2013 11:20:32 AM	ROBBINJO	ROBBINJO	TAC Update	Other	Done	6/5/2013 11:20:51 AM	Note PQC [REDACTED] case open on the vehicle also
Contact Last Name		Contact First Name		Account		BAC Code	
Mielke		Clint		Chapman Chevrolet, L.L.C.		114652	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/5/2013 11:19:40 AM	ROBBINJO	TACHYBD1	TAC Escalation	Hybrid Platform	Done	6/5/2013 04:44:37 PM	Parts from unknown vin used on this vehicle for 13136
Contact Last Name		Contact First Name		Account		BAC Code	
Mielke		Clint		Chapman Chevrolet, L.L.C.		114652	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/4/2013 05:25:13 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	6/7/2013 02:04:36 PM	pack fan
Contact Last Name		Contact First Name		Account		BAC Code	
Mielke		Clint		Chapman Chevrolet, L.L.C.		114652	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/4/2013 05:24:15 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	6/4/2013 05:24:32 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Mielke	Clint	Chapman Chevrolet, L.L.C.	114652				

Comments

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

Caller's Name (First & Position):

Clint Mielke Tech

Customer Concern

DTC after recall

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

The dealer performed the recall and replaced the GCM.
 The dealer now advised that he is setting code P0C32
 The dealer advised that the powers and grounds are good but the fan does not turn on with the GDS2 command.

TAC Recommendations:

TAC advised the dealer that per like cases to replace the pack fan for the repair.....jc

Service Request Activity

SR No.	71-1179152491	Ref No.		Goodwill		BRC Type	N/A
Account	The Rockmont Motor Company	Site	113694	GW SubType		Bus. Unit	TAC US
Last Name	Powell	First Name	Les	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(301) 424-5900	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	The Rockmont Motor	Source	Phone	Updated	7/12/2013 02:46:30 PM
Serial #/VIN	1G11D5RR3DF [REDACTED]	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Opened	5/1/2013 08:18:41 AM
Model	Malibu	Mileage	5,900	Sub-Status	Unlinked	Closed	5/3/2013 03:55:44 PM
Abstract	Towed in 12V battery discharged						
Customer Description	.ECM P0700 U0293 U1817 HPCM NO COMM.						

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 #
			432372

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/3/2013 03:55:44 PM	SHOOKJA	SHOOKJA	SR Closed - Unlinked		Done	5/3/2013 03:55:44 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Powell		Les		The Rockmont Motor Company		113694	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2013 08:35:05 AM	SHOOKJA	SHOOKJA	TAC Alarm	36 Hour	Done	5/3/2013 03:55:36 PM	MD GCM
Contact Last Name		Contact First Name		Account	BAC Code		
Powell		Les		The Rockmont Motor Company	113694		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2013 08:25:22 AM	SHOOKJA	RESTPART	TAC Part Request	CCA	Done	5/1/2013 08:52:27 AM	Description GCM Part # 24267940 Qty 1 Ctrl # 115677 OVN # YES
Contact Last Name		Contact First Name		Account	BAC Code		
Powell		Les		The Rockmont Motor Company	113694		
Comments							
Order placed: 5/1/2013 OVN Part #: 24267940 Qty: 1 Ctrl #: 115677 SR Number: 71-1179126605 FACY > 051 ORDER # > 8697567 .							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2013 08:19:25 AM	SHOOKJA	SHOOKJA	TAC Inbound Call	Diagnostics	Done	5/1/2013 08:33:49 AM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Powell		Les		The Rockmont Motor Company	113694		
Comments							

1 NUMBER OF TIMES IN FOR CONCERN?
 1 NUMBER OF DAYS DOWN TOTAL?
 n ANY MODIFICATIONS/ AFTERMARKET?:
 y HAS THE CONCERN BEEN DUPLICATED?
 ANY SI DOCUMENTS BEEN USED? 12238
 ARE KEYWORDS FRA, ADR, DMA, PRC, TIDD, OR PEREQ PRESENT IN THE CASE? N

CUSTOMER CONCERN
 Towed in 12V battery discharge

DEALER COMMENTS/DIAGNOSIS
 Tech states he found fuse 175A open, replaced fuse and opened again, found battery pack burnt odor. ECM P0700 U0293 U1817 HPCM no comm.

TAC RECOMMENDATIONS
 Tech to check 7.5A fuse, replace and program GCM, insure pack fan operates, perform DC Power Conversion test.

Service Request Activity

SR No.	71-1188027872	Ref No.		Goodwill		BRC Type	N/A
Account	Mission [REDACTED]	Site	167125	GW SubType		Bus. Unit	TAC US
Last Name	Ramirez	First Name	Jaime	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(915) 345-9088	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Mission Chevrolet, Ltd.	Source	Phone	Updated	7/12/2013 02:48:16 PM
Serial #/VIN	1G11D5RR6DF [REDACTED]	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start	04/27/2012	Status	Closed	Opened	5/29/2013 10:57:42 AM
Model	Malibu	Mileage	9,033	Sub-Status	First Call	Closed	6/3/2013 08:41:01 AM
Abstract	13136						
Customer Description	P1AF0 P1A0C P1ADE 13136 RESTRICTED PART REQUESTED						

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 #
			383341

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/3/2013 08:41:01 AM	RIKERJO	RIKERJO	SR Closed - First Call		Done	6/3/2013 08:41:01 AM	Service Request has been Closed First Call.
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/31/2013 11:49:46 AM	GARBUTWI	RIKERJO	Escalation	Gen Control Mod	Done	5/31/2013 12:04:23 PM	Desc: K59 SGCM / Recall Part Ordered P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF104804
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							
Order placed 05/31/13 as an Ovn Part # 24267940 Qty 1 FACY > 022 ORDER # > 3567530							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/31/2013 11:46:28 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/31/2013 11:49:43 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							
Jaime states that he has P1AF0 after clearing the DTCs and recharging the battery.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/31/2013 11:44:31 AM	PERKINGA	PERKINGA	TAC Inbound Call	Diagnostics	Done	5/31/2013 11:45:26 AM	transfer to hybrid
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:21:38 AM	RIKERJO	RIKERJO	Ownership Changed		Done	5/29/2013 11:21:38 AM	Service Request Ownership has changed FROM: TRAVISTI TO: RIKERJO
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:20:54 AM	RIKERJO	RIKERJO	TAC Alarm	24 Hour	Done	6/3/2013 08:40:58 AM	13136 Jaime
Contact Last Name		Contact First Name		Account		BAC Code	
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:15:06 AM	RIKERJO	RIKERJO	TAC Inbound Call	Diagnostics	Done	5/29/2013 11:20:53 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Ramirez	Jaime	Mission Chevrolet, Ltd.	167125				

Comments

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
 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):

Jaime Ramirez Shop foreman

Customer Concern:

13136

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

Dealer states that he has preformed the 13136 and the 12 volt battery discharged.

TAC Recommendations:

Advise the dealer that he needs to charge the 12 volt battery and recheck for codes.

Advise the dealer to then call back after run the load test again.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:06:29 AM	RIKERJO	TRAVISTI	SR Opened		Done	5/29/2013 11:06:29 AM	SR in Status of Closed has been Re-Opened by RIKERJO
Contact Last Name	Contact First Name	Account	BAC Code				
Ramirez	Jaime	Mission Chevrolet, Ltd.	167125				

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:03:44 AM	TRAVISTI	TRAVISTI	SR Closed - Satisfied		Done	5/29/2013 11:03:44 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Ramirez	Jaime	Mission Chevrolet, Ltd.	167125				

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:03:29 AM	TRAVISTI	TRAVISTI	PRT Inbound Call	Transfer to TAC	Done	5/29/2013 11:03:37 AM	gcm & 24267940 & 13136 & (1)
Contact Last Name		Contact First Name		Account	BAC Code		
Ramirez		Jaime		Mission Chevrolet, Ltd.	167125		

Comments
 Dealer id to be transferred to TAC Hybrid per bulletin.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:02:50 AM	TRAVISTI	TRAVISTI	PRT Not Released	Dealer	Done	5/29/2013 11:03:27 AM	gcm & 24267940 & 13136 & (1)
Contact Last Name		Contact First Name		Account	BAC Code		
Ramirez		Jaime		Mission Chevrolet, Ltd.	167125		

Comments
 Dealer id to be transferred to TAC Hybrid per bulletin.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 11:01:58 AM	TRAVISTI	TRAVISTI	PRT Inbound Call	PRT Request	Done	5/29/2013 11:02:49 AM	gcm & 24267940 & 13136
Contact Last Name	Contact First Name	Account	BAC Code				
Ramirez	Jaime	Mission Chevrolet, Ltd.	167125				

Comments

PQC 13136, 13142 Generator Control Module Parts Restriction 05-28-2013

Caller's Name / Position: Jaime Ramirez- shop foreman
 Technician's Name / Direct Phone: Edgar Galaz (915) 345-9088
 Times In / Days Down: 1,1

Q1: th restr cted part be n equeste for customer pay? warrant

- IF YES, STOP; do not complete template. No engineering contact or email is necessary and the part can be released.
- A valid VIN is required
- Add "CP" in the non-keyword qualifier.

Q2: th dea er request n h part for any veh c model/year other tha Bul et 13136 or 1314 (not d splaye GWM a a Ope Required Field Action)? no

- If YES, warm-transfer the call to TAC Hybrid at 62842 or 72842.
- If NO cont nue

Q3: th dea er request n h part per Bul et 13136 or 13142? ye

- If NO, warm-transfer the call to TAC Hybrid at 62842 or 72842.
- If YES, continue.

Q4: Whic Bul et di h dea er use? 1313

- If 13142, STOP; do not complete template. No engineering contact or email is necessary and the part can be released.
- If 1313 , cont nue

Service Request Activity

SR No.		Ref No.		BRC Type	N/A	Bus. Unit	TAC US
Account	Difeo Buick Pontiac GMC Partnership	Site	168278	Goodwill		Area	Hybrid Power Electronics
Last Name	Wilkos	First Name	Tom	GW Subtype		Sub-Area	Charging System
Daytime #	(201) 433-9500	Evening #		Approval	Not Initiated	Safety	No
Involved Dealer		Con. Acct.	Difeo Buick Pontiac GMC Partnership	UCC		Updated	5/13/2013 03:50:12 PM
Serial #/VIN	1G11D5RR6DF	Source	Phone	Priority	Field Service Engineer	Owner	HEINTZRO
Model	Malibu	License #	CHEVROLET	Status	Closed	Opened	5/3/2013 10:12:11 AM
Make	Chevrolet	Warr. Start	07/25/2012	Sub-Status	Unlinked	Closed	5/13/2013 03:50:06 PM
Year	2013	Mileage	4871	Abstract	cel, not charging, charging light on		
Customer Description	P1AF0 P1E12 CHARGING LIGHT ON						

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:50:06 PM	SARROU	HEINTZRO	SR Closed - Unlinked		Done	5/13/2013 03:50:06 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:45:23 PM	SARROU	SARROU	TAC Update	Case Closing	Done	5/13/2013 03:46:04 PM	Case Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							
Closed Case [REDACTED] 9							

Correction: N fs nvo vemen veh c returned to customer ahead

Concern: P1AF P1E12 Charging light on

FSE's Notes: "No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840"

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:52 PM	HEINTZRO	TACCLOSE	TAC Update	Case Closing	Done	5/13/2013 03:41:08 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Complaint - P1af0 P1e12 Charging light on

Cause - No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840

Correction - No fse involvement. vehicle returned to customer already

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:09 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 03:40:48 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact updated to service manager

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:43 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 12:57:30 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Visited dlr 5/10 and foudn vehicle had already been returned to customer. Contacted BQM and gave him the full story on what was wrong with the vehicle. found after module install there was fuse f23ua blowing 7.5amps. Technician stated he found crused red wire and base of b-pillar but had not written down what circuit, and does not remember...

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:41 PM	HEINTZRO	HEINTZRO	Ownership Changed		Done	5/13/2013 12:55:41 PM	Service Request Ownership has changed FROM: CIAVERBR TO: HEINTZRO
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 05:04:27 PM	FSENDCC	HEINTZRO	NDCC Notify - FSE Action Reqd	North East	Done	5/13/2013 03:46:51 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:23:25 PM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	5/8/2013 05:04:57 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran - Advanced Propulsion
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact Bill Reilly tech
Tommy Wilcos SM (201) 433-9500

Ken Barker SA- Advised of urgency to have FSE assigned and tech to call me back with details.
Notified BQM Kristin Curran

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:22:05 PM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/8/2013 03:53:14 PM	Reviewed case with BQM Kristin Curran
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

We decided to have this case assigned to an FSE.
Ryan Brown will be calling the SM Tommy Wilcos SM (201) 433-9500

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:52:08 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	5/8/2013 11:37:23 AM	Called dealer and spoke to Bill Reilly
Contact Last Name		Contact First Name		Account		BAC Code	Called dealer and spoke to Bill Reilly
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

States that the SGCM was replaced with PN 24267940 and he ran the 12238 drive cycle to verify the repair but there was an odor and smoke noticed from the trunk. He now has no communication with the HPCM or BECM. He claims he is selecting "LUK" engine RPO on GDS2.
Tech is busy working on other jobs until later. This vehicle is not customer owned yet and is in the used car dept.

Advised to call me back when he is able to answer why there is no communication with the modules. If there are no open fuses tech will need to supply TAC with the SGCM tag (LQ xxxx) part number, check that all connections are correctly installed and the location of the odor/smoke originated from within the Powerpack.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:44:51 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	5/8/2013 10:44:51 AM	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:11:31 AM	HILLER	CIAVERBR	TAC Notify	Hybrid Powertrain	Done	5/13/2013 03:46:45 PM	TIDD
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:06:05 AM	HILLER	HILLER	TAC Inbound Call		Done	5/8/2013 10:13:40 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Tech states: Replaced the SGCM and road tested. He states he confirmed the battery cooling fan worked after repairs. During road test he smelled smoke. Looked back at the battery pack and there was smoke coming out from the battery pack. He is now unable to communicate with the SGCM or the BECM. FSE is currently at the dealer and told the tech they should have replaced the whole thing. Advise dealer: Check for open fuses. Check for trouble codes. Tech will call back with results. TAC may request digital images and session log.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 09:56:16 AM	HILLER	GARBUTWI	SR Opened		Done	5/8/2013 09:56:16 AM	SR in Status of Closed has been Re-Opened by HILLER
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 01:48:15 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/3/2013 01:48:15 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:15:39 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/3/2013 10:25:20 AM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF115978
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Order placed: 5/3/2013 OVN
Part #: 24267940
Qty: 1
Ctrl #: DF115978
SR Number: XXXXXXXXXX
FACY > 006 ORDER # > 8786634

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:12:44 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/3/2013 01:48:13 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Reilly	Bill	Difeo Buick Pontiac GMC Partnership	168278				

Comments

Caller's Name (First & Position): Bill Reilly- Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 5
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - Yes
 Have any SI document been utilized (Capture Doc ID)? - 3287312

Customer concern-
 Charging light on, not charging.

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
 He has P1AF0 P1E12. The P1E12 cleared but has since returned. The P1AF0 has stayed current.

TAC recommendations -
 Ordered the SGCM.

Service Request Activity

SR No.		Ref No.		BRC Type	N/A	Bus. Unit	TAC US
Account	Difeo Buick Pontiac GMC Partnership	Site	168278	Goodwill		Area	Hybrid Power Electronics
Last Name	Wilkos	First Name	Tom	GW Subtype		Sub-Area	Charging System
Daytime #	(201) 433-9500	Evening #		Approval	Not Initiated	Safety	No
Involved Dealer		Con. Acct.	Difeo Buick Pontiac GMC Partnership	UCC		Updated	5/13/2013 03:50:12 PM
Serial #/VIN	1G11D5RR6DF	Source	Phone	Priority	Field Service Engineer	Owner	HEINTZRO
Model	Malibu	License #	CHEVROLET	Status	Closed	Opened	5/3/2013 10:12:11 AM
Make	Chevrolet	Warr. Start	07/25/2012	Sub-Status	Unlinked	Closed	5/13/2013 03:50:06 PM
Year	2013	Mileage	4871	Abstract	cel, not charging, charging light on		
Customer Description	P1AF0 P1E12 CHARGING LIGHT ON						

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:50:06 PM	SARROU	HEINTZRO	SR Closed - Unlinked		Done	5/13/2013 03:50:06 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:45:23 PM	SARROU	SARROU	TAC Update	Case Closing	Done	5/13/2013 03:46:04 PM	Case Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Closed Case: [REDACTED] 9

Correction: N fs nvo vemen veh c returned to customer ahead

Concern: P1AF P1E12 Charging light on

FSE's Notes: "No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840"

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:52 PM	HEINTZRO	TACCLOSE	TAC Update	Case Closing	Done	5/13/2013 03:41:08 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Complaint - P1af0 P1e12 Charging light on

Cause - No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840

Correction - No fse involvement. vehicle returned to customer already

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:09 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 03:40:48 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact updated to service manager

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:43 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 12:57:30 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Visited dlr 5/10 and foudn vehicle had already been returned to customer. Contacted BQM and gave him the full story on what was wrong with the vehicle. found after module install there was fuse f23ua blowing 7.5amps. Technician stated he found crused red wire and base of b-pillar but had not written down what circuit, and does not remember...

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:41 PM	HEINTZRO	HEINTZRO	Ownership Changed		Done	5/13/2013 12:55:41 PM	Service Request Ownership has changed FROM: CIAVERBR TO: HEINTZRO
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 05:04:27 PM	FSENDCC	HEINTZRO	NDCC Notify - FSE Action Reqd	North East	Done	5/13/2013 03:46:51 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:23:25 PM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	5/8/2013 05:04:57 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran - Advanced Propulsion
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact Bill Reilly tech
Tommy Wilcos SM (201) 433-9500

Ken Barker SA- Advised of urgency to have FSE assigned and tech to call me back with details.
Notified BQM Kristin Curran

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:22:05 PM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/8/2013 03:53:14 PM	Reviewed case with BQM Kristin Curran
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

We decided to have this case assigned to an FSE.
Ryan Brown will be calling the SM Tommy Wilcos SM (201) 433-9500

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:52:08 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	5/8/2013 11:37:23 AM	Called dealer and spoke to Bill Reilly
Contact Last Name		Contact First Name		Account		BAC Code	Called dealer and spoke to Bill Reilly
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

States that the SGCM was replaced with PN 24267940 and he ran the 12238 drive cycle to verify the repair but there was an odor and smoke noticed from the trunk. He now has no communication with the HPCM or BECM. He claims he is selecting "LUK" engine RPO on GDS2.
Tech is busy working on other jobs until later. This vehicle is not customer owned yet and is in the used car dept.

Advised to call me back when he is able to answer why there is no communication with the modules. If there are no open fuses tech will need to supply TAC with the SGCM tag (LQ xxxx) part number, check that all connections are correctly installed and the location of the odor/smoke originated from within the Powerpack.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:44:51 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	5/8/2013 10:44:51 AM	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:11:31 AM	HILLER	CIAVERBR	TAC Notify	Hybrid Powertrain	Done	5/13/2013 03:46:45 PM	TIDD
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:06:05 AM	HILLER	HILLER	TAC Inbound Call		Done	5/8/2013 10:13:40 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Tech states: Replaced the SGCM and road tested. He states he confirmed the battery cooling fan worked after repairs. During road test he smelled smoke. Looked back at the battery pack and there was smoke coming out from the battery pack. He is now unable to communicate with the SGCM or the BECM. FSE is currently at the dealer and told the tech they should have replaced the whole thing. Advise dealer: Check for open fuses. Check for trouble codes. Tech will call back with results. TAC may request digital images and session log.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 09:56:16 AM	HILLER	GARBUTWI	SR Opened		Done	5/8/2013 09:56:16 AM	SR in Status of Closed has been Re-Opened by HILLER
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 01:48:15 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/3/2013 01:48:15 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:15:39 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/3/2013 10:25:20 AM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF115978
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Order placed: 5/3/2013 OVN
Part #: 24267940
Qty: 1
Ctrl #: DF115978
SR Number: 71-1179975717
FACY > 006 ORDER # > 8786634

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:12:44 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/3/2013 01:48:13 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Reilly	Bill	Difeo Buick Pontiac GMC Partnership	168278				

Comments

Caller's Name (First & Position): Bill Reilly- Tech

Number of times in for the same concern? - 1

Number of days down as provided by the caller? - 5

Does the vehicle have any aftermarket accessories or modifications? No

Has the concern been duplicated? - Yes

Have any SI document been utilized (Capture Doc ID)? - 3287312

Customer concern-

Charging light on, not charging.

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

He has P1AF0 P1E12. The P1E12 cleared but has since returned. The P1AF0 has stayed current.

TAC recommendations -

Ordered the SGCM.

Service Request Activity

SR No.		Ref No.		BRC Type	N/A	Bus. Unit	TAC US
Account	Difeo Buick Pontiac GMC Partnership	Site	168278	Goodwill		Area	Hybrid Power Electronics
Last Name	Wilkos	First Name	Tom	GW Subtype		Sub-Area	Charging System
Daytime #	(201) 433-9500	Evening #		Approval	Not Initiated	Safety	No
Involved Dealer		Con. Acct.	Difeo Buick Pontiac GMC Partnership	UCC		Updated	5/13/2013 03:50:12 PM
Serial #/VIN	1G11D5RR6DF	Source	Phone	Priority	Field Service Engineer	Owner	HEINTZRO
Model	Malibu	License #	CHEVROLET	Status	Closed	Opened	5/3/2013 10:12:11 AM
Make	Chevrolet	Warr. Start	07/25/2012	Sub-Status	Unlinked	Closed	5/13/2013 03:50:06 PM
Year	2013	Mileage	4871	Abstract	cel, not charging, charging light on		
Customer Description	P1AF0 P1E12 CHARGING LIGHT ON						

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:50:06 PM	SARROU	HEINTZRO	SR Closed - Unlinked		Done	5/13/2013 03:50:06 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:45:23 PM	SARROU	SARROU	TAC Update	Case Closing	Done	5/13/2013 03:46:04 PM	Case Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Closed Case [REDACTED] 9

Correction: N fs nvo vemen veh c returned to customer ahead

Concern: P1AF P1E12 Charging light on

FSE's Notes: "No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840"

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:52 PM	HEINTZRO	TACCLOSE	TAC Update	Case Closing	Done	5/13/2013 03:41:08 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Complaint - P1af0 P1e12 Charging light on

Cause - No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840

Correction - No fse involvement. vehicle returned to customer already

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:09 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 03:40:48 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact updated to service manager

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:43 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 12:57:30 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Visited dlr 5/10 and foudn vehicle had already been returned to customer. Contacted BQM and gave him the full story on what was wrong with the vehicle. found after module install there was fuse f23ua blowing 7.5amps. Technician stated he found crused red wire and base of b-pillar but had not written down what circuit, and does not remember...

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:41 PM	HEINTZRO	HEINTZRO	Ownership Changed		Done	5/13/2013 12:55:41 PM	Service Request Ownership has changed FROM: CIAVERBR TO: HEINTZRO
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 05:04:27 PM	FSENDCC	HEINTZRO	NDCC Notify - FSE Action Reqd	North East	Done	5/13/2013 03:46:51 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:23:25 PM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	5/8/2013 05:04:57 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran - Advanced Propulsion
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact Bill Reilly tech
Tommy Wilcos SM (201) 433-9500

Ken Barker SA- Advised of urgency to have FSE assigned and tech to call me back with details.
Notified BQM Kristin Curran

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:22:05 PM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/8/2013 03:53:14 PM	Reviewed case with BQM Kristin Curran
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

We decided to have this case assigned to an FSE.
Ryan Brown will be calling the SM Tommy Wilcos SM (201) 433-9500

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:52:08 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	5/8/2013 11:37:23 AM	Called dealer and spoke to Bill Reilly
Contact Last Name		Contact First Name		Account		BAC Code	Called dealer and spoke to Bill Reilly
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

States that the SGCM was replaced with PN 24267940 and he ran the 12238 drive cycle to verify the repair but there was an odor and smoke noticed from the trunk. He now has no communication with the HPCM or BECM. He claims he is selecting "LUK" engine RPO on GDS2.
Tech is busy working on other jobs until later. This vehicle is not customer owned yet and is in the used car dept.

Advised to call me back when he is able to answer why there is no communication with the modules. If there are no open fuses tech will need to supply TAC with the SGCM tag (LQ xxxx) part number, check that all connections are correctly installed and the location of the odor/smoke originated from within the Powerpack.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:44:51 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	5/8/2013 10:44:51 AM	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:11:31 AM	HILLER	CIAVERBR	TAC Notify	Hybrid Powertrain	Done	5/13/2013 03:46:45 PM	TIDD
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:06:05 AM	HILLER	HILLER	TAC Inbound Call		Done	5/8/2013 10:13:40 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Tech states: Replaced the SGCM and road tested. He states he confirmed the battery cooling fan worked after repairs. During road test he smelled smoke. Looked back at the battery pack and there was smoke coming out from the battery pack. He is now unable to communicate with the SGCM or the BECM. FSE is currently at the dealer and told the tech they should have replaced the whole thing. Advise dealer: Check for open fuses. Check for trouble codes. Tech will call back with results. TAC may request digital images and session log.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 09:56:16 AM	HILLER	GARBUTWI	SR Opened		Done	5/8/2013 09:56:16 AM	SR in Status of Closed has been Re-Opened by HILLER
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 01:48:15 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/3/2013 01:48:15 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:15:39 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/3/2013 10:25:20 AM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF115978
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Order placed: 5/3/2013 OVN
Part #: 24267940
Qty: 1
Ctrl #: DF115978
SR [REDACTED]
FACY > 006 ORDER # > 8786634

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:12:44 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/3/2013 01:48:13 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Reilly	Bill	Difeo Buick Pontiac GMC Partnership	168278				

Comments

Caller's Name (First & Position): Bill Reilly- Tech

Number of times in for the same concern? - 1

Number of days down as provided by the caller? - 5

Does the vehicle have any aftermarket accessories or modifications? No

Has the concern been duplicated? - Yes

Have any SI document been utilized (Capture Doc ID)? - 3287312

Customer concern-

Charging light on, not charging.

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

He has P1AF0 P1E12. The P1E12 cleared but has since returned. The P1AF0 has stayed current.

TAC recommendations -

Ordered the SGCM.

Service Request Activity

SR No.		Ref No.		BRC Type	N/A	Bus. Unit	TAC US
Account	Difeo Buick Pontiac GMC Partnership	Site	168278	Goodwill		Area	Hybrid Power Electronics
Last Name	Wilkos	First Name	Tom	GW Subtype		Sub-Area	Charging System
Daytime #	(201) 433-9500	Evening #		Approval	Not Initiated	Safety	No
Involved Dealer		Con. Acct.	Difeo Buick Pontiac GMC Partnership	UCC		Updated	5/13/2013 03:50:12 PM
Serial #/VIN	1G11D5RR6DF	Source	Phone			Owner	HEINTZRO
Model	Malibu	License #	CHEVROLET	Priority	Field Service Engineer	Opened	5/3/2013 10:12:11 AM
Make	Chevrolet	Warr. Start	07/25/2012	Status	Closed	Closed	5/13/2013 03:50:06 PM
Year	2013	Mileage	4871	Sub-Status	Unlinked		
Customer Description	P1AF0 P1E12 CHARGING LIGHT ON			Abstract	cel, not charging, charging light on		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:50:06 PM	SARROU	HEINTZRO	SR Closed - Unlinked		Done	5/13/2013 03:50:06 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership	168278		
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 03:45:23 PM	SARROU	SARROU	TAC Update	Case Closing	Done	5/13/2013 03:46:04 PM	Case Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership	168278		
Comments							

Closed [REDACTED] 9

Correction: N fs nvo vemen veh c returned to customer ahead

Concern: P1AF P1E12 Charging light o

FSE's Notes: "No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840"

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:52 PM	HEINTZRO	TACCLOSE	TAC Update	Case Closing	Done	5/13/2013 03:41:08 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Complaint - P1af0 P1e12 Charging light on

Cause - No fse involvement. dealer states module replacement then blowing fuse f23ua (maybe) technician did not write down report and does not currently remember. Maybe circuit 840

Correction - No fse involvement. vehicle returned to customer already

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 01:02:09 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 03:40:48 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Wilkos		Tom		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact updated to service manager

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:43 PM	HEINTZRO	HEINTZRO	TAC Update		Done	5/13/2013 12:57:30 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Visited dlr 5/10 and foudn vehicle had already been returned to customer. Contacted BQM and gave him the full story on what was wrong with the vehicle. found after module install there was fuse f23ua blowing 7.5amps. Technician stated he found crused red wire and base of b-pillar but had not written down what circuit, and does not remember...

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2013 12:55:41 PM	HEINTZRO	HEINTZRO	Ownership Changed		Done	5/13/2013 12:55:41 PM	Service Request Ownership has changed FROM: CIAVERBR TO: HEINTZRO
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 05:04:27 PM	FSENDCC	HEINTZRO	NDCC Notify - FSE Action Reqd	North East	Done	5/13/2013 03:46:51 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:23:25 PM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	5/8/2013 05:04:57 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran - Advanced Propulsion
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Contact Bill Reilly tech
Tommy Wilcos SM (201) 433-9500

Ken Barker SA- Advised of urgency to have FSE assigned and tech to call me back with details.
Notified BQM Kristin Curran

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 03:22:05 PM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/8/2013 03:53:14 PM	Reviewed case with BQM Kristin Curran
Contact Last Name		Contact First Name		Account		BAC Code	Kristin Curran
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

We decided to have this case assigned to an FSE.
Ryan Brown will be calling the SM Tommy Wilcos SM (201) 433-9500

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:52:08 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	5/8/2013 11:37:23 AM	Called dealer and spoke to Bill Reilly
Contact Last Name		Contact First Name		Account		BAC Code	Called dealer and spoke to Bill Reilly
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

States that the SGCM was replaced with PN 24267940 and he ran the 12238 drive cycle to verify the repair but there was an odor and smoke noticed from the trunk. He now has no communication with the HPCM or BECM. He claims he is selecting "LUK" engine RPO on GDS2.
Tech is busy working on other jobs until later. This vehicle is not customer owned yet and is in the used car dept.

Advised to call me back when he is able to answer why there is no communication with the modules. If there are no open fuses tech will need to supply TAC with the SGCM tag (LQ xxxx) part number, check that all connections are correctly installed and the location of the odor/smoke originated from within the Powerpack.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:44:51 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	5/8/2013 10:44:51 AM	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	Service Request Ownership has changed FROM: GARBUTWI TO: CIAVERBR
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:11:31 AM	HILLER	CIAVERBR	TAC Notify	Hybrid Powertrain	Done	5/13/2013 03:46:45 PM	TIDD
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 10:06:05 AM	HILLER	HILLER	TAC Inbound Call		Done	5/8/2013 10:13:40 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Tech states: Replaced the SGCM and road tested. He states he confirmed the battery cooling fan worked after repairs. During road test he smelled smoke. Looked back at the battery pack and there was smoke coming out from the battery pack. He is now unable to communicate with the SGCM or the BECM. FSE is currently at the dealer and told the tech they should have replaced the whole thing. Advise dealer: Check for open fuses. Check for trouble codes. Tech will call back with results. TAC may request digital images and session log.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2013 09:56:16 AM	HILLER	GARBUTWI	SR Opened		Done	5/8/2013 09:56:16 AM	SR in Status of Closed has been Re-Opened by HILLER
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 01:48:15 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/3/2013 01:48:15 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:15:39 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/3/2013 10:25:20 AM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF115978
Contact Last Name		Contact First Name		Account		BAC Code	
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	
Comments							

Order placed: 5/3/2013 OVN
Part #: 24267940
Qty: 1
Ctrl #: DF115978
SR Number [REDACTED]
FACY > 006 ORDER # > 8786634

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2013 10:12:44 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/3/2013 01:48:13 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Reilly	Bill	Difeo Buick Pontiac GMC Partnership	168278				

Comments

Caller's Name (First & Position): Bill Reilly- Tech

Number of times in for the same concern? - 1

Number of days down as provided by the caller? - 5

Does the vehicle have any aftermarket accessories or modifications? No

Has the concern been duplicated? - Yes

Have any SI document been utilized (Capture Doc ID)? - 3287312

Customer concern-

Charging light on, not charging.

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

He has P1AF0 P1E12. The P1E12 cleared but has since returned. The P1AF0 has stayed current.

TAC recommendations -

Ordered the SGCM.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	McClurg Chevrolet Oldsmobile	Site	115381	GW SubType		Bus. Unit	TAC US
Last Name	Beachel	First Name	Brock	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(585) 749-5126	Evening #		UCC		Sub-Area	Charging System
Address	16 Parker Lane	City	Perry	Involved Dlr		Safety	No
State	NY	Postal Cd	14530-9772	Source	Phone	Updated	7/12/2013 02:52:46 PM
Serial #/VIN	1G11D5RR6DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Owner	GARBUTWI
Model	Malibu	Mileage	733	Sub-Status	Linked	Opened	5/13/2013 01:51:17 PM
Abstract	ses, pop noise, smoke						
Customer Description	NOISE SMOKE F73UA OPEN F23UA FUSE 175A						

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 #
			104308

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 08:51:14 AM	CARSONAM	GARBUTWI	SR Closed - Linked		Done	5/15/2013 08:51:14 AM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Beachel		Brock		McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 08:50:19 AM	CARSONAM	CARSONAM	TAC Electronic Closing		Done	5/15/2013 08:50:23 AM	Linked
Contact Last Name	Contact First Name	Account	BAC Code				
Beachel	Brock	McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381				

Comments

Closed [REDACTED]

Correction Replace Generator control module and replace 175 amp mega fuse and fuse 23 in under hood fuse block

Symptoms: SES light, pop noise, smelled smoke from the rear.

ECC Comment GCM shorted and burned up replace module and reprogram replace 175 amp mega fuse and fuse 23 underhood fuse block

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 08:47:51 AM	CARSONAM	GARBUTWI	SR Opened		Done	5/15/2013 08:47:51 AM	SR in Status of Closed has been Re-Opened by CARSONAM
Contact Last Name	Contact First Name	Account	BAC Code				
Beachel	Brock	McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2013 03:30:50 PM	GARBUTWI	GARBUTWI	SR Closed - First Call		Done	5/13/2013 03:30:50 PM	Service Request has been Closed First Call.
Contact Last Name	Contact First Name	Account	BAC Code				
Beachel	Brock	McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2013 02:10:56 PM	GARBUTWI	GARBUTWI	TAC Alarm	24 Hour	Done	5/13/2013 03:30:47 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Beachel	Brock	McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2013 02:08:44 PM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/13/2013 02:51:53 PM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF115995
Contact Last Name	Contact First Name		Account	BAC Code			
Beachel	Brock		McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381			
Comments							

SPAC S [REDACTED]
 Order placed 05/13/13 as an Ovn
 Part # 24267940
 Qty 1
 Ctrl # DF115995

FACY > 051 ORDER # > 8729137

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2013 01:51:50 PM	GARBUTWI	GARBUTWI	TAC Inbound Call	Diagnostics	Done	5/13/2013 01:57:07 PM	.
Contact Last Name	Contact First Name		Account	BAC Code			
Beachel	Brock		McClurg Chevrolet Oldsmobile Pontiac Buick Inc	115381			
Comments							

Caller's Name (First & Position): Brock Beachel - Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 1
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - Yes
 Have any SI document been utilized (Capture Doc ID)? - 3409457

Customer concern-
 SES light, pop noise, smelled smoke from the rear.

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
 Brock found the 175A fuse open. There is no communication with the SGCM.

TAC recommendations - (585) 237-6191
 Advised that the SGCM would ordered, inspect F23UA for being open also.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Westgate Chevrolet, Inc.	Site	113905	GW SubType		Bus. Unit	TAC US
Last Name	Altland	First Name	Chris	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(717) 848-1300	Evening #		UCC		Sub-Area	Battery Pack
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Westgate Chevrolet, Inc.	Source	Phone	Updated	1/4/2013 11:39:05 AM
Serial #/VIN	1G11D5RR7DF	Model Year	2013	Priority	Dealer	License #	
Make	Chevrolet	Warr. Start	06/06/2012	Status	Closed	Opened	12/6/2012 02:08:09 PM
Model	Malibu	Mileage	2	Sub-Status	Unlinked	Closed	1/4/2013 11:39:00 AM
Abstract	Campaign 12238 thermal soot powerpack F23UA F73UA open smoke						
Customer Description	U0293 U1817						

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 #
			6140231

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/4/2013 11:38:59 AM	CIAVERBR	CIAVERBR	SR Closed - Unlinked		Done	1/4/2013 11:38:59 AM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Altland		Chris		Westgate Chevrolet, Inc.		113905	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2013 04:00:41 PM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	1/3/2013 04:02:26 PM	Spoke to Doug the SM
Contact Last Name	Contact First Name	Account	BAC Code				
Altland	Chris	Westgate Chevrolet, Inc.	113905				

Comments
States that the vehicle was repaired and the Powerpack is still at the dealership. Parts Mgr Jason Alwood Fax 7178486307

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2013 03:53:00 PM	CIAVERBR	CIAVERBR	TAC Inbound Email	Engineering	Done	1/3/2013 04:02:21 PM	Received email from BQM Kristin Curran
Contact Last Name	Contact First Name	Account	BAC Code				
Altland	Chris	Westgate Chevrolet, Inc.	113905				

Comments
Asked me for follow up on repair

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2013 03:52:52 PM	CIAVERBR	CIAVERBR	SR Opened		Done	1/3/2013 03:52:52 PM	SR in Status of Closed has been Re-Opened by CIAVERBR
Contact Last Name	Contact First Name	Account	BAC Code				
Altland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2013 08:46:11 AM	CIAVERBR	CIAVERBR	SR Closed - Linked		Done	1/3/2013 08:46:11 AM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name	Account	BAC Code				
Altland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 12:05:45 PM		HILLER	Email - Inbound		Done	12/14/2012 12:44:40 PM	eAssist order for 12-14-12
Contact Last Name	Contact First Name	Account	BAC Code				
Mcturnan	Judy	General Motors	GM Field Personnel				

Comments

Hi, we shipped an eAssist order today, info is below.

Tac Case #- [REDACTED]
Part # ordered- 24259770
Tracking #- [REDACTED]
ETA- by 10:30 a.m. 12-17-12

Judy McTurnan
Warehouse Manager
Distribution Center Operations
Specmo Enterprises
(800)-545-7910 ext. 407
(248)-307-2908 (direct)
(248)-654-3133 (fax)
judy.mcturnan@specmo.com

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:52:06 AM		RIKERJO	Email - Inbound		Done	12/14/2012 10:14:20 AM	Case [REDACTED] Part 24259770 (1) OVN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

BAC 113905
 VIN 1G11D5RR7DF [REDACTED]
 PART 24259770 (1) OVN

Regards,
 Brian Ciaverella
 Hybrid Platform Escalation Team
 GM Technical Assistance Center
 An Associate of Morley Companies
 Desk 989-249-6538
 Fax 866-842-9445
 brian.1.ciaverella@gm.com

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:51:14 AM	CIAVERBR	CIAVERBR	TAC Outbound Email	Other	Done	12/14/2012 09:52:28 AM	Follow up on order placed by Charles Mielke
Contact Last Name	Contact First Name	Account	BAC Code				
Allland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

Emailed ESCs to notify of Powerpack order

TACHYBRID@gmexpert.com

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:43:57 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	12/14/2012 09:43:57 AM	Service Request Ownership has changed FROM: MIELKECH TO: CIAVERBR
Contact Last Name	Contact First Name	Account	BAC Code				
Allland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:43:51 AM	CIAVERBR	MIELKECH	SR Opened		Done	12/14/2012 09:43:51 AM	SR in Status of Closed has been Re-Opened by CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	
Altland		Chris		Westgate Chevrolet, Inc.		113905	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/13/2012 04:08:40 PM	NOGAJJO	MIELKECH	SR Closed - Linked		Done	12/13/2012 04:08:40 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account		BAC Code	
Altland		Chris		Westgate Chevrolet, Inc.		113905	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/13/2012 03:54:33 PM	NOGAJJO	NOGAJJO	TAC Update	Case Closing	Done	12/13/2012 04:08:34 PM	J
Contact Last Name		Contact First Name		Account		BAC Code	
Altland		Chris		Westgate Chevrolet, Inc.		113905	
Comments							

Closed Case: XXXXXXXXXX

Symptoms: Campaign 12238B thermal soot powerpack F23UA F73UA open smoke U0293 U1817

Correction: Replace the battery pack and clean soot and plastic debris from interior .Following 12238B

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/13/2012 03:40:27 PM	MIELKECH	MIELKECH	TAC Part Authorized	Panasonic	Done	12/13/2012 03:47:15 PM	eAssist Battery Pack
Contact Last Name		Contact First Name		Account		BAC Code	
Altland		Chris		Westgate Chevrolet, Inc.		113905	
Comments							

24259770 (1) OVN

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/13/2012 03:27:57 PM	MIELKECH	TACCLOSE	TAC Update	Case Closing	Done	12/13/2012 03:51:46 PM	.

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Vehicle inspected 12/13. Collected and submitted data dump to Tony Saliga and Kristin Curran. No damage was noted to vehicle wire harness and smoke damage to interior covers was minimal. Further inspection found that only fuse 23 was open in the UBEC and damage was contained in the battery pack.

Upon battery inspection, soot and plastic debris was found throughout wiring junction block and battery pack. The apparent source of the thermal event was internal to the SGCM/APM where the circuit board was severely damaged.

FSE advised dealer to replace the battery pack and clean the small amounts of soot and debris from the vehicle and trim covers. Following battery replacement, the service procedure in SUB 12238 should be restarted and completed. Intent is to repair the vehicle and prep for retail sale.

Complaint: Thermal event occurred during SUB 12238 service procedure.

Cause: Internal SGCM/APM failure.

Correction: Dealer will replace the battery pack and clean soot and plastic debris from interior.

CRM

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/13/2012 07:06:14 AM	MIELKECH	MIELKECH	Ownership Changed		Done	12/13/2012 07:06:14 AM	Service Request Ownership has changed FROM: CIAVERBR TO: MIELKECH

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/11/2012 09:25:44 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	12/11/2012 09:28:43 AM	Spoke to Chris Altland

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Verify vehicle mileage - He was 2 miles into the test drive when this event occurred. He was stopped at a traffic light, called his service manager who advised to return to the dealer.

Ask if the thermal event extinguished itself or if the Tech had to intervene. - They were waiting with a fire extinguisher but did not have to use it. The smoke had subsided.

Ask if the Tech was running GDS during the failure and if so, have him send the hybrid controller session log if available. - He was not as 12238B does not advise to do so.

Both Fuses opened F73UA and F23UA. They have been advised to not perform any other work and that Charles will be there. The trim panels have soot damage but he is not sure about the harness. HV is disabled.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/11/2012 09:23:47 AM	CIAVERBR	CIAVERBR	TAC Inbound Email	Diagnostics	Done	12/11/2012 09:25:27 AM	Received photos from tech Chris Altland
Contact Last Name		Contact First Name		Account	BAC Code		
Altland		Chris		Westgate Chevrolet, Inc.	113905		

Comments

Will call dealer to verify miles, time of occurrence while performing 12238, etc. Forwarded pics to BQ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/10/2012 03:36:07 PM	FSENDCC	MIELKECH	NDCC Notify - FSE Action Reqd	North East	Done	12/13/2012 03:51:42 PM	Lack of Progress
Contact Last Name		Contact First Name		Account	BAC Code		
Altland		Chris		Westgate Chevrolet, Inc.	113905		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/10/2012 02:23:39 PM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	12/10/2012 03:36:32 PM	FPR request Kristin Curran - Advanced Propulsion
Contact Last Name		Contact First Name		Account	BAC Code		
Altland		Chris		Westgate Chevrolet, Inc.	113905		

Comments

Spoke to SM Doug Attott -cell 7178812205

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/10/2012 02:23:29 PM	CIAVERBR	CIAVERBR	Ownership Changed		Done	12/10/2012 02:23:29 PM	Service Request Ownership has changed FROM: SCHMITSH TO: CIAVERBR
Contact Last Name		Contact First Name		Account	BAC Code		
Altland		Chris		Westgate Chevrolet, Inc.	113905		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/10/2012 02:12:46 PM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	12/13/2012 03:51:38 PM	Called dealer -Spoke to SM Doug Attott -cell 7178812205

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Vehicle is unowned dealer inventory.

States the interior smells of smoke badly, even after sitting over the weekend. The trim panels that cover the Powerpack are coated with soot. He is not sure if the body harness was affected.

Advised to send in photos of the extent of the thermal event to tac and I will call him back and request FSE for a FPR before a Powerpack is issued. They will be forwarded to Kristin Curran /BQ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/7/2012 04:22:01 PM	CIAVERBR	CIAVERBR	TAC Review	Brand Quality Review	Done	12/7/2012 04:25:02 PM	Received IM from BQM Kristin Curran

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Reviewed case. will follow up with consultant. IM sent to Shane Schmitt

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2012 04:02:26 PM	SCHMITSH	SCHMITSH	TAC Inbound Call	Diagnostics	Done	12/6/2012 04:03:32 PM	,

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Tech states that the cover has not yet been removed and he will advise when it is inspected.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2012 02:28:37 PM	SCHMITSH	SCHMITSH	Ownership Changed		Done	12/6/2012 02:28:37 PM	Service Request Ownership has changed FROM: KILGERMI TO: SCHMITSH

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2012 02:27:03 PM	SCHMITSH	SCHMITSH	TAC Alarm	24 Hour	Done	12/10/2012 02:37:38 PM	PA, Chris Altland Tech 12238

Contact Last Name	Contact First Name	Account	BAC Code
Altland	Chris	Westgate Chevrolet, Inc.	113905

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2012 02:17:09 PM	SCHMITSH	SCHMITSH	TAC Inbound Call	Diagnostics	Done	12/6/2012 02:26:55 PM	,
Contact Last Name	Contact First Name	Account	BAC Code				
Alltland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

Tech states that he was performing the enhancement and during the drive cycle the car filled with smoke. He has codes of U0293 and U1817. Fuse 23 and the 175 amp fuse are open.

Advised tech to remove the battery pack and pull the cover off and evaluate the extent of the damage and advise TAC.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2012 02:13:27 PM	KILGERMI	KILGERMI	TAC Inbound Call	Diagnostics	Done	12/6/2012 02:15:55 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Alltland	Chris	Westgate Chevrolet, Inc.	113905				

Comments

- __1_Number of times in for the same concern?
- __1_Number of days down as provided by the caller?
- __n_Does the vehicle have any aftermarket accessories or modifications?
- __y_Has the concern been duplicated?
- __y_Have any SI document been utilized (Capture Doc ID)? 3212633
- __n_Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

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

Tech

Customer Concern:

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

TAC Recommendations:

Transferred Caller to Hybrid

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Spitzer Autoworld Lordstown,LLc	Site	163629	GW SubType		Bus. Unit	TAC US
Last Name	Mook	First Name	Josh	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #		Evening #		UCC		Sub-Area	Battery Pack
Address	10535 Mahoning Ave	City	North Jackson	Involved Dlr		Safety	No
State	OH Postal Cd 444519791	Con. Acct.	Spitzer Autoworld	Source	Phone	Updated	12/14/2012 08:56:07 AM
Serial #/VIN	1G11D5RR9DF	Model Year	2013	Priority	Brand License #	Owner	CIAVERBR
Make	Chevrolet	Warr. Start	03/26/2012	Status	Open	Opened	10/24/2012 03:15:23 PM
Model	Malibu	Mileage	13	Sub-Status	Active	Closed	
Abstract	12238 thermal electrical odor						
Customer Description	PAR CASE. PRC						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
--------------------	--------------------	-----------------

Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
			91251

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:05:33 AM		DOOLITBR	Email - Inbound		Done	12/14/2012 09:08:57 AM	RE: Case # [REDACTED] 2013 Malibu
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Brendan

I reviewed, reassumed and changed the Priority to BQ for this case. I am not certain but I think that Engineering wants the car for testing.

Regards,
Brian Ciaverella
Hybrid Platform Escalation Team
GM Technical Assistance Center
An Associate of Morley Companies
Desk 989-249-6538
Fax 866-842-9445
brian.1.ciaverella@gm.com

From: TACHELP@gmexpert.com
To: brian_ciaverella@gmexpert.com
Cc: robert_caldrone@gmexpert.com, james.lamtman@gm.com, jeffrey.lobb@gm.com
Date: 12/12/2012 11:46 AM
Subject: RE: Case # [REDACTED] 2013 Malibu

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR [REDACTED] for re-dispatch or closure. Thanks

Brenden Doolittle
TARP Contact Center Consultant
An Associate of Morley Companies
Phone: 877-446-8227 prompt 5
Fax: 866-842-9461
E-Mail: tachelp@gmexpert.com

-----Original Message-----

From: jeffrey.lobb@gm.com
Sent: 12/12/2012 10:46:38 AM
To: TACHELP@gmexpert.com
Cc: robert_caldrone@gmexpert.com; james.lamtman@gm.com
Subject: Case # 71 44040001 0010 Malibu

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 08:59:28 AM	CIAVERBR	CIAVERBR	TAC Outbound Email	Brand Quality	Done	12/14/2012 09:00:39 AM	Email notification to BQ
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				

Comments

Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286

Dealer Contact for pickup - Bob Calvin

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 08:56:11 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	In Progress		Spoke to Lynn in service
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				

Comments

SM was not in today. States that the vehicle is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 08:55:45 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	12/14/2012 08:55:45 AM	Service Request Ownership has changed FROM: LAMTMAJA TO: CIAVERBR
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2012 11:35:54 AM	DOOLITBR	DOOLITBR	Email - Outbound		Done	12/12/2012 11:43:44 AM	RE: Case # [REDACTED] 2013 Malibu
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle
TARP Contact Center Consultant
An Associate of Morley Companies
Phone: 877-446-8227 prompt 5
Fax: 866-842-9461
E-Mail: tachelp@gmexpert.com

-----Original Message-----

From: jeffrey.lobb@gm.com
Sent: 12/12/2012 10:46:38 AM
To: TACHELP@gmexpert.com
Cc: robert_caldrone@gmexpert.com; james.lamtman@gm.com
Subject: Case # [REDACTED] 2013 Malibu

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb
HP Enterprise Services
Representing GM Customer Care & Aftersales
Field Service Engineer, Team Lead
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Mobile: +1 804.387.8589
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2012 10:49:00 AM		DOOLITBR	Email - Inbound		Done	12/12/2012 11:43:44 AM	Case # [REDACTED] 2013 Malibu
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb
 HP Enterprise Services
 Representing GM Customer Care & Aftersales
 Field Service Engineer, Team Lead
 Telephone: +1 800-363-0083
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 e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/15/2012 09:32:47 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	11/15/2012 10:19:45 AM	Spoke to dealer
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				

Comments

Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting the vehicle to be sent to Kokomo IN.

Tech Josh Mook claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/15/2012 09:32:40 AM	CIAVERBR	LAMTMAJA	SR Opened		Done	11/15/2012 09:32:41 AM	SR in Status of Closed has been Re-Opened by CIAVERBR
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 03:56:17 PM	KIPPKE	LAMTMAJA	SR Closed - Unlinked		Done	10/31/2012 03:56:18 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 03:53:00 PM	KIPPKE	KIPPKE	TAC Update	Case Closing	Done	10/31/2012 03:54:56 PM	.UNLINKED
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Closed case [REDACTED]

Concern: Electrical odor Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of poss ble 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

jl

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 02:14:27 PM	LAMTMAJA	TACCLOSE	TAC Update	Case Closing	Done	10/31/2012 03:49:08 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				
Comments							

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of poss ble 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

jl

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2012 05:41:12 PM	LAMTMAJA	TACCLOSE	TAC Update	Case Closing	Done	10/29/2012 05:46:51 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				
Comments							

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of poss ble 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

jl

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2012 03:12:56 PM	LAMTMAJA	LAMTMAJA	TAC Update		Done	10/26/2012 03:14:40 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				
Comments							

Dealer contact: Advised the SM that I will be onsite on 10/29/12 for inspection.

jl

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2012 03:12:51 PM	LAMTMAJA	LAMTMAJA	Ownership Changed		Done	10/26/2012 03:12:52 PM	Service Request Ownership has changed FROM: CIAVERBR TO: LAMTMAJA
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2012 12:29:33 PM	FSENDCC	LAMTMAJA	NDCC Notify - FSE Action Reqd	North Central	Done	10/26/2012 03:14:35 PM	Lack of Progress
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2012 10:22:57 AM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	10/26/2012 12:29:59 PM	Engineering request for FSE Kristin Curran - Advanced Propulsion
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							
SM - Jeff Miller 330 538 2286							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2012 10:19:43 AM	CIAVERBR	CIAVERBR	TAC Review	Brand Quality Review	Done	10/31/2012 03:52:58 PM	Reviewed case on conference call with BQ and Engineering
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							
TAC was advised to get an FSE assigned to case for a Field Report in order to gain a better perspective as to what needs to be replaced besides the Powerpack as well as better photos of event. There is an odor of smoke that will also need to be addressed. SM Jeff Miller was advised to stop work and notify me when FSE has arrived and has identified extent of repairs needed.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2012 06:44:39 PM	CIAVERBR	CIAVERBR	Ownership Changed		Done	10/25/2012 06:44:39 PM	Service Request Ownership has changed FROM: COONJA1 TO: CIAVERBR
Contact Last Name		Contact First Name		Account	BAC Code		
Mook		Josh		Spitzer Autoworld Lordstown,Llc	163629		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2012 08:50:39 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	10/25/2012 06:44:08 PM	Spoke to SM Jerry

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629

Comments

States that the pictures are being sent to us this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panels may also need to be replaced.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 04:30:27 PM	FLYNNKE	FLYNNKE	TCC Outbound Email	DMA Notify - PRC	Done	10/24/2012 04:39:21 PM	larry.harrington@gm.com

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629

Comments

PRC DMA Notification

Vehicle Model: 2013 Malibu
VIN last 8: DF109494

This is Kevin Flynn from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on the customer's comments.

TAC is requesting that you review this case and verify the customer's concern with your dealer and have your dealer contact TAC with more information and additional completed diagnostic checks as they become available.

Please note that the CCVS (Customer Concern Verification Sheets) located on Global Connect in the Service workbench underneath Service Forms may be helpful for diagnosing this customer's concern.

Please Do Not Respond via E-mail. If you need further information or assistance please call TCC directly.

TAC Case: [REDACTED] 4
 DMA Name: Lawrence Harrington
 DMA Phone: 330-464-1360
 Technician Reported Times In: 1
 Technician Reported Days Down: 1
 Customer Assistance Case SR#: none
 Customer Concern: 12238
 Customer Name:
 VIN: 1G11D5RR9D [REDACTED]
 Repairing Dealer BAC: 1 36
 Dealer Name: Spitzer Autoworld Lordstown
 Dealer Contact Name: Josh Mook - Tech
 Dealer Contact Phone: (330) 538-228
 Comments:

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 04:15:24 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	10/30/2012 12:06:55 PM	oh, HV battery thermal concern.
Contact Last Name		Contact First Name		Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown,Llc		163629	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 04:14:37 PM	COONJA1	TACHYBD1	TAC Escalation	Hybrid Platform	Done	10/31/2012 03:55:47 PM	OH - HV battery Concern.
Contact Last Name		Contact First Name		Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown,Llc		163629	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 03:36:37 PM	COONJA1	TACTCC	TAC Escalation	Hybrid Platform	Done	10/24/2012 04:39:17 PM	KJF PRC
Contact Last Name		Contact First Name		Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown,Llc		163629	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 03:36:12 PM	COONJA1	COONJA1	TAC Part Authorized	eAssist PowerPack	Done	10/24/2012 03:36:36 PM	(1) OVN 24259770
Contact Last Name		Contact First Name		Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown,Llc		163629	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 03:23:54 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	10/24/2012 03:34:38 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				
Comments							

- 1 Number of times in for the same concern?
- 1 Number of days down as provided by the caller?
- n Does the vehicle have any aftermarket accessories or modifications?
- 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)? _ 12238

Caller's Name (First & Position):
Josh Mook Tech

Customer Concern
12238

Dealer Comments/Diagnosis (DTC's, What's Been Done):
The dealer advised that he was performing the test and he was able to get to step 11
The dealer advised that he heard a loud "back draft" noise and the vehicle filled with smoke and had a thermal event with visual indicators coming from the HV battery pack.
The dealer advised that this time the vehicle is out side until further direction.
(20T) LQ 6841412081039
Fax# 13305384021
PM Bob Calvin

TAC Recommendations:
TAC advised that we will authorize the battery pack assembly to be ordered and will need pictures of the battery as well....jc

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Don Hattan Chevrolet, Inc.	Site	111913	GW SubType		Bus. Unit	TAC US
Last Name	Linck	First Name	Kyle	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(316) 744-1275	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Don Hattan Chevrolet, Inc.	Source	Phone	Updated	7/12/2013 02:57:02 PM
Serial #/VIN	1G11D5RR9DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Opened	6/14/2013 04:35:31 PM
Model	Malibu	Mileage	0	Sub-Status	Unlinked	Closed	6/17/2013 04:14:09 PM
Abstract	cel, hybrid battery caught on fire						
Customer Description	F23UA OPEN NOCOMM HPCM						

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 #
			0

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 04:14:09 PM	ROWLEYDO	GARBUTWI	SR Closed - Unlinked		Done	6/17/2013 04:14:09 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Linck		Kyle		Don Hattan Chevrolet, Inc.		111913	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 04:12:16 PM	ROWLEYDO	ROWLEYDO	TAC Update	Case Closing	Done	6/17/2013 04:13:04 PM	Unlinked
Contact Last Name		Contact First Name		Account		BAC Code	
Linck		Kyle		Don Hattan Chevrolet, Inc.		111913	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 04:04:30 PM	ROWLEYDO	ROWLEYDO	TAC Outbound Call	Dealer	Done	6/17/2013 04:13:01 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Linck		Kyle		Don Hattan Chevrolet, Inc.		111913	
Comments							

Called and spoke with Kyle Linck, Tech and he states there was no signs of any thermal event with visual affects or any charring of any components as previously stated in the case.
 Kyle states the vehicle was repaired after installation of the GCM and the F23UA fuse as it was open.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 04:03:23 PM	ROWLEYDO	GARBUTWI	SR Opened		Done	6/17/2013 04:03:24 PM	SR in Status of Closed has been Re-Opened by ROWLEYDO
Contact Last Name		Contact First Name		Account		BAC Code	
Linck		Kyle		Don Hattan Chevrolet, Inc.		111913	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/14/2013 04:52:54 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	6/14/2013 04:52:54 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Linck		Kyle		Don Hattan Chevrolet, Inc.		111913	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/14/2013 04:39:06 PM	GARBUTWI	GARBUTWI	TAC Inbound Call	Diagnostics	Done	6/14/2013 04:52:37 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Linck	Kyle	Don Hattan Chevrolet, Inc.	111913				

Comments

Caller's Name (First & Position): Kyle Linck - Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 1
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - Yes
 Have any SI document been utilized (Capture Doc ID)? -

Customer concern-
 Stock vehicle, "battery caught on fire", charred various components.

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
 The SGCM was replaced but he has no communication with the SGCM.

TAC recommendations -
 I advised to check fuse F23UA and replace if open, reevaluate. It is now ok.

Overview

- PP built in vehicle: LQ45654112135009
- PP built in vehicle build date: 14May2012

- VIN: 1G11D5RRXDF [REDACTED]
- Vehicle Build Date: 21May2012
- Vehicle Delivery to Dealer: 01Jun2012
(Dick Smith Chevrolet in Moncks Corner, SC)
- Vehicle Sale Date: 08/09Nov2012 with 27 miles (to be confirmed)

- Dealership screen: 18Dec2012 with 946 miles

- Incident date: 23Mar2013
(Vehicle currently located at towing company lot)

Powerpack Build Date

- The build date of the Powerpack built in the vehicle fell within the suspect window.

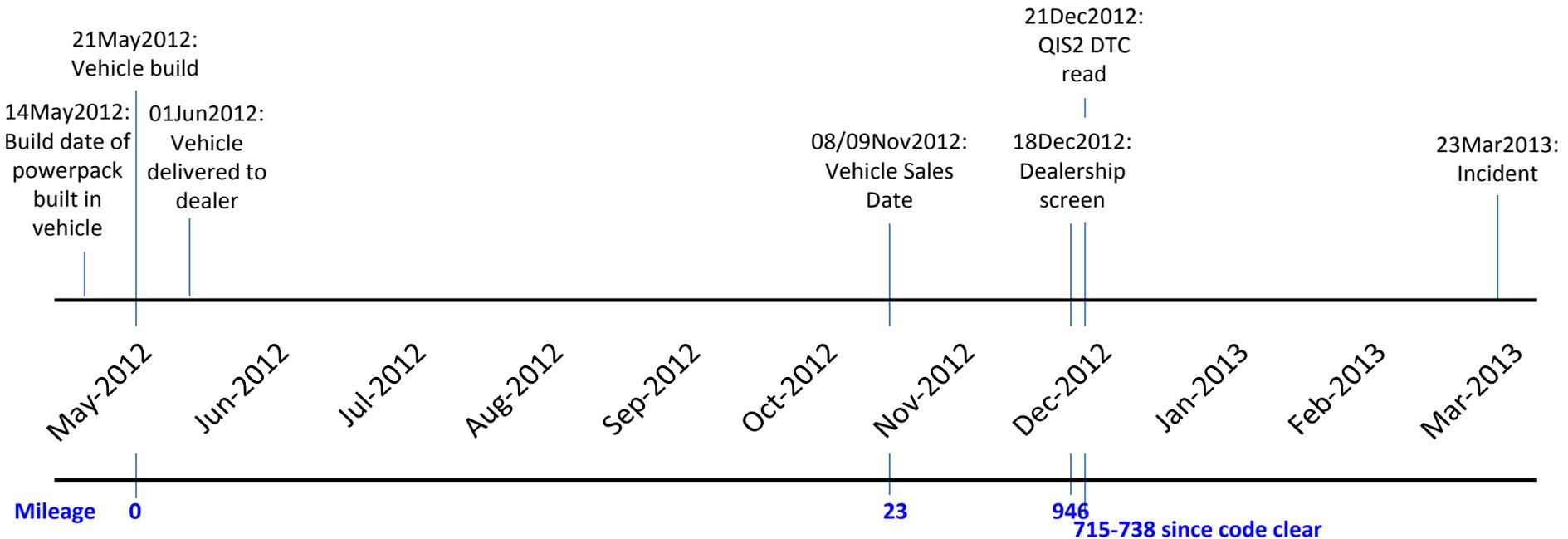
Powerpack Serial Number	Part Number	Powerpack Build Date	VIN	Model Year	Vehicle Build Date	Delivery to Dealer Date
LQ45654112135009	22934565	5/14/2012	1G11D5RRXDF [REDACTED]	2013	5/21/2012	6/1/2012

QIS2 Data

- No repair history in QIS2 or TAC database
- QIS2 DTC read on 21Dec2012 at 11:46AM:
 - P0CA2 (DC/DC Converter Step Down Voltage Performance)
(distance since code clear 1153 km (715 miles))
 - P0562 (System Voltage Low)
(distance since code clear 1188 km (738 miles))
 - P1A0C (Battery Energy Control Module System Voltage Low)
(distance since code clear 1187 km (738 miles))
 - P0826 (Up and Down Shift Switch Circuit)
(distance since code clear 1187 km (738 miles))
 - P155A (Cruise Control Switch State Undetermined)
(distance since code clear 1188 km (738 miles))
 - P0AC4 (Hybrid/EV Powertrain Control Module Requested MIL Illumination)
(distance since code clear 1188 km (738 miles))
 - P1ADE (12 V voltage source low in MCP A module)
(distance since code clear 1187 km (738 miles))
- Questions: Is this the DTC read from the dealer screen performed on 18Dec2012 but uploaded to QIS2 on 21Dec2012? Did the vehicle leave the dealership with codes present?

Timeline

- PP built in vehicle build date: 14May2012
- Vehicle Build Date: 21May2012
- Vehicle Delivery to Dealer: 01Jun012
- Vehicle Sale Date: 08/09Nov2012 with 27 miles (to be confirmed)
- Dealership screen: 18Dec2012 with 946 miles
- QIS2 DTC Read: 21Dec2013 with 715-738 miles since code clear
- Incident date: 23Mar2013



Warranty Returns with Option 1.5

- Option 1.5: all 3 PCBs with double sheets of pre-preg
- According to GMCH's warranty spreadsheet, there has been one post-option 1.5 return received in Kokomo (return had P1A6F – Starter/Generator System No Crank at Restart – and is not PCB related).

Service Request Activity

SR No.	0	Ref No.		Goodwill		BRC Type	N/A
Account	Martin Chevrolet Sales, Inc.	Site	115226	GW SubType		Bus. Unit	TAC US
Last Name	Arthur	First Name	Scott	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(989) 781-4590	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Martin Chevrolet Sales,	Source	Phone	Updated	7/12/2013 02:58:36 PM
Serial #/VIN	1G11D5SR8DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Open	Opened	6/21/2013 09:52:39 AM
Model	Malibu	Mileage	9,112	Sub-Status	First Call	Closed	
Abstract	odor in trunk since 13136						
Customer Description	ODOR NO CODES BATTERY PACK FAN IS WORKING						

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 #
			6065039

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 03:41:38 PM	SCHMITSH	ROWLEYDO	TAC Part Request	CCA	Done	6/21/2013 04:24:53 PM	SGCM, 24267940, Qty (1), Ovn
Contact Last Name		Contact First Name		Account		BAC Code	
Arthur		Scott		Martin Chevrolet Sales, Inc.		115226	
Comments							
Order placed: 6/21/2013 (OVN)							
Part #: 24267940							
Qty: 1							
FACY > 007 ORDER # > 9873741							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 03:40:19 PM	SCHMITSH	SCHMITSH	TAC Inbound Call	Diagnostics	Done	6/21/2013 03:44:01 PM	,
Contact Last Name	Contact First Name	Account	BAC Code				
Arthur	Scott	Martin Chevrolet Sales, Inc.	115226				

Comments

Tech states that the cover has been removed form the battery pack and the odor is coming from the GCM.

Advised tech that the GCM would be sent to the dealer.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 10:30:20 AM	ROWLEYDO	ROWLEYDO	TAC Alarm	24 Hour	Done	6/21/2013 03:45:01 PM	MI, eAssist, Odor
Contact Last Name	Contact First Name	Account	BAC Code				
Arthur	Scott	Martin Chevrolet Sales, Inc.	115226				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 10:19:22 AM	ROWLEYDO	ROWLEYDO	TAC Inbound Call	Diagnostics	Done	6/21/2013 10:33:43 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Arthur	Scott	Martin Chevrolet Sales, Inc.	115226				

Comments

- _1_ Number of times in for the same concern?
- _1_ Number of days down as provided by the caller?
- _N_ Does the vehicle have any aftermarket accessories or modifications?
- _N_ Has the concern been duplicated?
- _Y_ Have any SI document been utilized (Capture Doc ID)? 3457946
- _N_ Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?
- _Y_ Is the vehicle currently at the Dealer?
- _N_ Is the vehicle a Stock unit?
- _N_ If it was a customer's vehicle, was it towed In?
- _N_ Does the vehicle belong to a rental company?

If YES, record the Technicians and Shop Foreman or Service Manager's Full Name, Phone Numbers, and the physical location/address of the rental company's repair shop.

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

Customer Concern: Odor in trunk since 13136.

Dealer Comments/Diagnosis (DTC's, What's Been Done): Dealer states the recall 13136 was performed Tuesday and the next day the customer reported they smelled an odor from the trunk, no messages and the dealer has found a slight electrical odor from the trunk area, no codes and no messages. Dealer states the battery pack fan does operate through all ranges.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 10:04:03 AM	ROWLEYDO	ROWLEYDO	Ownership Changed		Done	6/21/2013 10:04:03 AM	Service Request Ownership has changed FROM: FULCHENA TO: ROWLEYDO
Contact Last Name		Contact First Name		Account		BAC Code	
Arthur		Scott		Martin Chevrolet Sales, Inc.		115226	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/21/2013 10:01:59 AM	FULCHENA	FULCHENA	TAC Inbound Call	Diagnostics	Done	6/21/2013 10:02:20 AM	transfer to hybrid
Contact Last Name		Contact First Name		Account		BAC Code	
Arthur		Scott		Martin Chevrolet Sales, Inc.		115226	
Comments							

Number of times in for the same concern?
 Number of days down as provided by the caller?
 Does the vehicle have accessories or modifications?
 Has the concern been duplicated?
 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, Last & Pos): Scott Arthur tech

Customer Concern: burning odor in trunk since 13136

Dealer Comments/Diagnosis (DTC's, What's Been Done): tech states there is an odor in the trunk. Tech states no codes. Tech states the battery cooling fan operates. Tech states the customer states the odor has been getting progressively worse since Tuesday.

TAC Recommendations:

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Mountain View Chevrolet, Inc.	Site	159929	GW SubType		Bus. Unit	TAC US
Last Name	Adams	First Name	Paul	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(870) 269-3211	Evening #		UCC		Sub-Area	Charging System
Address	PO Box 1286	City	Mountain View	Involved Dlr		Safety	No
State	AR Postal Cd 725601286	Con. Acct.	Mountain View Chevrolet,	Source	Phone	Updated	7/12/2013 02:59:50 PM
Serial #/VIN	1G11D5SR9DF	Model Year	2013	Priority	Consultant License # CHEVROL	Owner	GETTELMA
Make	Chevrolet	Warr. Start	04/30/2013	Status	Closed	Opened	5/28/2013 05:47:37 PM
Model	Malibu	Mileage	1,592	Sub-Status	Linked	Closed	6/6/2013 04:14:50 PM
Abstract	part restriction 13136						
Customer Description	C0800, P0562, P0C05, P1A0C, P1ADE, P0562, P0AC4, P155A, B1325, U0151, C0800, U0121, B1325, B1517, B151D, U0422, C0800, D1325						

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 #
			26004000

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/6/2013 04:14:49 PM	GETTELMA	GETTELMA	SR Closed - Linked		Done	6/6/2013 04:14:49 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/6/2013 04:12:52 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	6/6/2013 04:13:46 PM	Paul Adams
Contact Last Name		Contact First Name		Account		BAC Code	
Adams		Paul		Mountain View Chevrolet, Inc.		159929	

Comments

Dealer has replaced the MGU and three phase cables due to the Three phase terminals being burnt inside of the MGU.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/4/2013 03:38:39 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	6/4/2013 03:39:23 PM	Paul Adams
Contact Last Name		Contact First Name		Account		BAC Code	
Adams		Paul		Mountain View Chevrolet, Inc.		159929	

Comments

Paul stated has replaced the MGU and is in process of replacing the 3 phase cables right now.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 12:37:04 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	5/30/2013 12:38:44 PM	Paul Adams
Contact Last Name		Contact First Name		Account		BAC Code	
Adams		Paul		Mountain View Chevrolet, Inc.		159929	

Comments

Advise Paul the MGU has been ordered overnight.
 Advise dealer will have to order the 3 phase cables from the sgcm to the mgu.
 Advise to use si for the replacement and also for the torque specs.
 Advise then to verify operation and redo the 13136.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 12:29:18 PM	GETTELMA	RESTPART	TAC Part Request	CCA	Done	5/30/2013 01:27:59 PM	starter generator 24261691
Contact Last Name		Contact First Name		Account		BAC Code	
Adams		Paul		Mountain View Chevrolet, Inc.		159929	

Comments

Order placed: 05/30/2013
 Part #: 24261691
 Qty: 1
 Ctrl #: DF182990
 SR Number: [REDACTED]
 FACY > 034 ORDER # > 9343984

Shipping method: Overnight

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 11:24:41 AM	GETTELMA	GETTELMA	TAC Inbound Call	Informational / S.I.	Done	5/30/2013 11:28:01 AM	Paul Adams

Contact Last Name	Contact First Name	Account	BAC Code
Adams	Paul	Mountain View Chevrolet, Inc.	159929

Comments

Paul stated has performed diagnostics for the p0c05.
 Tech stated at the battery pack he has measured the 3phase cables to each other and had 0 ohms one on to the other, but the other 2 had 83 ohms when measured to each other.
 Tech has removed the MGU 3 phase cable cover and has noticed the 3 phase cable connections are melted/burnt.

Advise to take pictures of the melting/burnt area.
 Advise to send into TAC.
 Advise dealer to order the three phase cables.
 Advise will order a MGU after picture inspection.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 02:25:41 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	5/29/2013 02:26:11 PM	Paul Adams

Contact Last Name	Contact First Name	Account	BAC Code
Adams	Paul	Mountain View Chevrolet, Inc.	159929

Comments

Paul hasn't got back to car yet.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 06:12:27 PM	GETTELMA	GETTELMA	TAC Alarm	24 Hour	Done	6/6/2013 04:14:40 PM	.

Contact Last Name	Contact First Name	Account	BAC Code
Adams	Paul	Mountain View Chevrolet, Inc.	159929

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 06:10:56 PM	GETTELMA	GETTELMA	TAC Inbound Call	Diagnostics	Done	5/28/2013 06:12:22 PM	.

Contact Last Name	Contact First Name	Account	BAC Code
Adams	Paul	Mountain View Chevrolet, Inc.	159929

Comments

Paul stated was operating car for 2 hour idle test and the 12v battery stopped charging and has current p0562 p0c05 p1a0c p1ade c0800.

Advise to perform theckt system testing for the p0c05.
 Advise to call in with results.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 06:09:59 PM	GETTELMA	GETTELMA	Ownership Changed		Done	5/28/2013 06:09:59 PM	Service Request Ownership has changed FROM: TRAVISTI TO: GETTELMA
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 06:02:37 PM	GETTELMA	TRAVISTI	SR Opened		Done	5/28/2013 06:02:37 PM	SR in Status of Closed has been Re-Opened by GETTELMA
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 05:56:53 PM	TRAVISTI	TRAVISTI	SR Closed - Satisfied		Done	5/28/2013 05:56:53 PM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 05:56:40 PM	TRAVISTI	TRAVISTI	PRT Inbound Call	Transfer to TAC	Done	5/28/2013 05:56:49 PM	gcm & 24267940 & 13136 & (1)
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Transferring over to TAC Hybrid due to dealer using bulletin 13136

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 05:55:55 PM	TRAVISTI	TRAVISTI	PRT Not Released	Dealer	Done	5/28/2013 05:56:37 PM	gcm & 24267940 & 13136 & (1)
Contact Last Name		Contact First Name		Account	BAC Code		
Adams		Paul		Mountain View Chevrolet, Inc.	159929		
Comments							

Transferring over to TAC Hybrid due to dealer using bulletin 13136

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2013 05:55:06 PM	TRAVISTI	TRAVISTI	PRT Inbound Call	PRT Request	Done	5/28/2013 05:55:54 PM	gcm & 24267940 & 13136
Contact Last Name	Contact First Name	Account	BAC Code				
Adams	Paul	Mountain View Chevrolet, Inc.	159929				

Comments

PQC 13136, 13142 Generator Control Module Parts Restriction 05-23-2013

Caller's Name / Position: Paul Adams- svc mgr
 Technician's Name / Direct Phone: Paul Adams 870.269.4488
 Times In / Days Down: 1,1

Q1: th restr cted part be n equeste for customer pay warrant

- IF YES, STOP; do not complete template. No engineering contact or email is necessary and the part can be released.
- A valid VIN is required
- Add "CP" in the non-keyword qualifier.

Q2: th dea er request n h part for any veh c model/year other tha Bul et 13136 or 1314 (not d splaye GWM a a Ope Required Field Action)? yes

- If YES, warm-transfer the call to TAC Hybrid at 62842 or 72842.
- If NO cont nue

Q3: th dea er request n h part per Bul et 13136 or 13142? ye

- If NO, warm-transfer the call to TAC Hybrid at 62842 or 72842.
- If YES, continue.

Q4: Whic Bul et di h dea er use? 1313

- If 13142, STOP; do not complete template. No engineering contact or email is necessary and the part can be released.
- If 1313 , cont nue

Q5: After perform n th nspectio l s ed Bul et 1313 ,ar any act v DTCs present ye

- If NO, warm-transfer the call to TAC Hybrid at 62842 or 72842.
- If YES, continue.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Stan King Chevrolet, Inc.	Site	114342	GW SubType		Bus. Unit	TAC US
Last Name	Sandifer	First Name	Marvin	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(601) 833-4961	Evening #		UCC		Sub-Area	Charging System
Address	333 Brookhaven St		City	Brookhaven	Involved Dlr	Safety	No
State	MS	Postal Cd	396013680	Con. Acct.	Stan King Chevrolet, Inc.	Source	Phone
Serial #/VIN	1G11F5RR0DF	Model Year	2013	Priority	Consultant	License #	
Make	Chevrolet	Warr. Start	01/16/2013	Status	Closed	Updated	7/12/2013 03:01:12 PM
Model	Malibu	Mileage	168	Sub-Status	Unlinked	Owner	COONJA1
Abstract	Service battery charging system light came on. With smoked up trunk. Fuse open						
Customer Description	U0293 U1817 P0700 P0562						

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 #
			215736

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 02:55:22 PM	COONJA1	COONJA1	SR Closed - Unlinked		Done	5/22/2013 02:55:22 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Sandifer		Marvin		Stan King Chevrolet, Inc.	114342		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 02:53:31 PM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	5/22/2013 02:54:42 PM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Sandifer		Marvin		Stan King Chevrolet, Inc.	114342		

Comments

The dealer advised that the parts are all installed and the vehicle has been returned to the customer at this time.....jc

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/17/2013 09:58:55 AM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	5/17/2013 10:04:23 AM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Sandifer		Marvin		Stan King Chevrolet, Inc.	114342		

Comments

Called the dealer to advise that all the data and pictures came in and we requested required parts.....jc

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 02:02:43 PM	COONJA1	RESTPART	TAC Part Request	CCA	Done	5/16/2013 03:15:25 PM	Description: GBD Relay
Contact Last Name		Contact First Name		Account	BAC Code		
Sandifer		Marvin		Stan King Chevrolet, Inc.	114342		

Comments

SPAC Sr [REDACTED]
 Order placed 05/16/13 as an Ovn
 Part # 20910413
 Qty 1
 Ctrl # DF117980

FACY > 092 ORDER # > 8311646

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 02:00:28 PM	COONJA1	RESTPART	TAC Part Request	CCA	Done	5/16/2013 03:15:56 PM	Description: GCM
Contact Last Name		Contact First Name		Account	BAC Code		
Sandifer		Marvin		Stan King Chevrolet, Inc.	114342		

Comments

SPAC Sr [REDACTED]
 Order placed 05/16/13 as an Ovn
 Part # 24267940
 Qty 1
 Ctrl # DF117980

FACY > 034 ORDER # > 9318785

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 01:57:52 PM	COONJA1	COONJA1	TAC Update	Other	Done	5/16/2013 02:00:11 PM	Case update.
Contact Last Name		Contact First Name		Account		BAC Code	
Sandifer		Marvin		Stan King Chevrolet, Inc.		114342	
Comments							
TAC advised that the fuse that was open was the fuse 23 not 26 that was a type-O TAC reviewed the pictures and ordered the GCM and the Generator Battery Disconnect Relay for the repair.....jc							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 01:54:19 PM		COONJA1	Email - Inbound		Done	5/16/2013 02:07:32 PM	Fw: [REDACTED] smoker case
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Jason Coon
 Hybrid/Volt Consultant GM Technical Assistance
 An Associate of Morley Company
 Phone: 1-866-790-4600 EXT 40522
 Fax: 866-842-9445
 e-mail Jason_Coon@gmexpert.com
 ----- Forwarded by Jason Coon/Saginaw/GM1 on 05/16/2013 01:53 PM -----

Marvin Sandifer <nivram1963@gmail.com>
 05/16/2013 11:40 AM

To
 jason.coon@gmexpert.com
 cc

Subject
 [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 11:39:10 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/22/2013 02:54:51 PM	Reviewed session log
Contact Last Name		Contact First Name		Account		BAC Code	
Sandifer		Marvin		Stan King Chevrolet, Inc.		114342	
Comments							

There are DTCs U0293 U1817 P0700 P0562 current when log was taken on 5/15/13.

Recommended making sure that all other modules communicate. If battery voltage was very low due to a no charge condition then the SGCM should be replaced.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 10:19:03 AM		ROBBINJO	Email - Inbound		Done	5/16/2013 11:40:52 AM	Fw: [REDACTED]
Contact Last Name	Contact First Name	Account			BAC Code		

Comments

Jason Coon
 Hybrid/Volt Consultant GM Technical Assistance
 An Associate of Morley Company
 Phone: 1-866-790-4600 EXT 40522
 Fax: 866-842-9445
 e-mail Jason_Coon@gmexpert.com
 ----- Forwarded by Jason Coon/Saginaw/GM1 on 05/16/2013 10:18 AM -----

Marvin Sandifer <nivram1963@gmail.com>
 05/16/2013 09:59 AM

To
 jason.coon@gmexpert.com
 cc

Subject
 [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 09:48:34 AM	COONJA1	COONJA1	TAC Outbound Call	Dealer	Done	5/16/2013 10:07:09 AM	.
Contact Last Name	Contact First Name	Account			BAC Code		
Sandifer	Marvin	Stan King Chevrolet, Inc.			114342		

Comments

The dealer got the data that was asked of him yesterday and was able to walk him through the session log exporting.
 The dealer to send pictures when he completes taking them.....jc

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/16/2013 08:38:13 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	5/22/2013 02:54:55 PM	Reviewing case
Contact Last Name	Contact First Name	Account	BAC Code				
Sandifer	Marvin	Stan King Chevrolet, Inc.	114342				

Comments

12238 performed and passed on 10/25/12 @ 41 miles.
 Now has open fuse @ 168 miles.
 Vehicle build 6/2012

Confirm which fuse is open (Fuse 23 possibly instead of 26?) and if there are session logs from 12238 besides pictures and FF data per prior recommendations.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 05:52:31 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	5/22/2013 02:55:00 PM	eAssist.
Contact Last Name	Contact First Name	Account	BAC Code				
Sandifer	Marvin	Stan King Chevrolet, Inc.	114342				

Comments

6017570153

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 05:52:12 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	5/15/2013 05:52:27 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Sandifer	Marvin	Stan King Chevrolet, Inc.	114342				

Comments

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

Caller's Name (First & Position):
Marvin Sandifer Tech

Customer Concern
Service battery charging system light came on. With smoked up trunk.

Dealer Comments/Diagnosis (DTC's, What's Been Done):
The dealer advised that the vehicle is not charging, fuse 26 is open and he can not communicate with the HPCM
The dealer advised that he does not see any signs of smoke damage at this time.

TAC Recommendations:
TAC advised the dealer that we will need FF data for all the codes.
TAC advised the dealer to remove the battery from the vehicle to remove the battery cover to inspect the amount of damage in the pack and to call back with pictures and session logs.....jc

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Bruce Lowrie Chevrolet, Inc.	Site	112219	GW SubType		Bus. Unit	TAC US
Last Name	Dodgen	First Name	Jeff	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(817) 247-3082	Evening #		UCC		Sub-Area	Charging System
Address	711 SW Loop 820	City	Fort Worth	Involved Dlr		Safety	No
State	TX	Postal Cd	76134-1299	Source	Phone	Updated	5/15/2013 11:14:55 AM
Serial #/VIN	1G11F5RR2DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Opened	5/9/2013 05:00:58 PM
Model	Malibu	Mileage	11,638	Sub-Status	Linked	Closed	5/15/2013 11:14:53 AM
Abstract	heard a loud pop sound from trunk followed by mils and odor						

Customer Description

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 #
			502861

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 11:14:53 AM	GETTELMA	GETTELMA	SR Closed - Linked		Done	5/15/2013 11:14:53 AM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Dodgen		Jeff		Bruce Lowrie Chevrolet, Inc.	112219		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2013 11:12:42 AM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	5/15/2013 11:13:13 AM	Jeff Dodgen
Contact Last Name		Contact First Name		Account		BAC Code	
Dodgen		Jeff		Bruce Lowrie Chevrolet, Inc.		112219	

Comments

Dealer has replaced the sgcm and car is ready for delivery.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 07:11:58 PM	ROBBINJO	ROBBINJO	TAC Alarm	24 Hour	Done	5/13/2013 10:06:05 AM	part order
Contact Last Name		Contact First Name		Account		BAC Code	
Dodgen		Jeff		Bruce Lowrie Chevrolet, Inc.		112219	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 07:07:37 PM	ROBBINJO	RESTPART	TAC Part Request	CCA	Done	5/13/2013 09:45:06 AM	Description: SGCM Part # 24267940
Contact Last Name		Contact First Name		Account		BAC Code	
Dodgen		Jeff		Bruce Lowrie Chevrolet, Inc.		112219	

Comments

SPAC Sr [REDACTED]
Order placed 05/13/13 as an Ovn
Part # 24267940
Qty 1
Ctrl # DF116698

FACY > 041 ORDER # > 7510162

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 07:01:38 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	5/10/2013 07:07:34 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Dodgen		Jeff		Bruce Lowrie Chevrolet, Inc.		112219	

Comments

1__ Number of times in for the same concern?
2__ Number of days down as provided by the caller?

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

Dealer Comments/Diagnosis (DTC's, What's Been Done):
Jeff called, he states that he removed the battery cover and the SGCM is the only this with a concern.

TAC Recommendations:
Advised that Tac would request a SGCM and to verify the operation of the Battery cooling fan Advised to Keep Tac updated

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 06:37:51 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	5/10/2013 06:42:28 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Dodgen	Jeff	Bruce Lowrie Chevrolet, Inc.	112219				

Comments

_1__ Number of times in for the same concern?
 2__ Number of days down as provided by the caller?

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

Dealer Comments/Diagnosis (DTC's, What's Been Done):
 Jeff called. He has removed the battery he has not looked for further concerns. He states he would call back

TAC Recommendations:
 Advised to Keep Tac updated

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 05:13:07 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	5/10/2013 05:13:43 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Dodgen	Jeff	Bruce Lowrie Chevrolet, Inc.	112219				

Comments

Called dealer and service dept never answered. Phone went dead.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/9/2013 05:14:14 PM	GETTELMA	GETTELMA	TAC Alarm	24 Hour	Done	5/15/2013 11:13:18 AM	review
Contact Last Name	Contact First Name	Account	BAC Code				
Dodgen	Jeff	Bruce Lowrie Chevrolet, Inc.	112219				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/9/2013 05:12:46 PM	GETTELMA	GETTELMA	TAC Inbound Call	Diagnostics	Done	5/9/2013 05:13:07 PM	.
Contact Last Name	Contact First Name		Account	BAC Code			
Dodgen	Jeff		Bruce Lowrie Chevrolet, Inc.	112219			

Comments

- 1___Number of times in for the same concern?
- 1___Number of days down as provided by the caller?
- n___Does the vehicle have any aftermarket accessories or modifications?
- y___Has the concern been duplicated?
- 13136___Have any SI document been utilized (Capture Doc ID)?
- n___Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

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

Customer Concern: heard a loud pop sound from trunk followed by mils and odor

Dealer Comments/Diagnosis (DTC's, What's Been Done): tech stated he can smell a burnt odor in car. te stated has seen somewhere there is going to be a customer satisfaction field action on this vehicle in global connect.

Tech was calling to order a starter generator control module.

TAC Recommendations: Advise tech to first remove the battery pack from car and remove cover and inspect for any other damage inside of pack besides the starter generator control module. Advise to call in with results.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	All Star Buick GMC Truck, Inc.	Site	116622	GW SubType		Bus. Unit	TAC US
Last Name	Edwards	First Name	David	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(337) 527-6393	Evening #		UCC		Sub-Area	Charging System
Address	1180 E. Napoleon Street		City	Sulphur	Involved Dlr	Safety	No
State	LA	Postal Cd	70664	Con. Acct.	All Star Buick GMC Truck,	Source	Phone
Serial #/VIN	1G4GC5ER0CF	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	05/31/2012	Status	Closed	Updated	9/17/2012 01:57:20 PM
Model	LaCrosse	Mileage	175	Sub-Status	Linked	Owner	SHOOKJA
Abstract	CEL Service Charge Message						
Customer Description	P1AF0 P1B0B P1E0C P1E12						

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 #
			185973

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/17/2012 01:56:51 PM	CARSONAM	SHOOKJA	SR Closed - Linked		Done	9/17/2012 01:56:51 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Edwards		David		All Star Buick GMC Truck, Inc.	116622		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/17/2012 01:56:30 PM	CARSONAM	CARSONAM	TAC Electronic Closing		Done	9/17/2012 01:56:45 PM	Linked
Contact Last Name		Contact First Name		Account		BAC Code	
Edwards		David		All Star Buick GMC Truck, Inc.		116622	

Comments

Closed Case [REDACTED]

Correction: REPLACED GENERATOR CONTROL MODULE - PART# 12635717

Symptoms: CEL Service Charge Message P1AF0 P1B0B P1E0C P1E12

ECC Comments REPLACED GENERATOR CONTROL MODULE - PART# 12635717

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/17/2012 01:53:01 PM	CARSONAM	SHOOKJA	SR Opened		Done	9/17/2012 01:53:01 PM	SR in Status of Closed has been Re-Opened by CARSONAM
Contact Last Name		Contact First Name		Account		BAC Code	
Edwards		David		All Star Buick GMC Truck, Inc.		116622	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/31/2012 11:29:13 AM	SHOOKJA	SHOOKJA	SR Closed - Unlinked		Done	7/31/2012 11:29:13 AM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Edwards		David		All Star Buick GMC Truck, Inc.		116622	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/31/2012 11:27:54 AM	SHOOKJA	SHOOKJA	TAC Outbound Call	Case Closing	Done	7/31/2012 11:29:00 AM	Spoke to tech David Edwards
Contact Last Name		Contact First Name		Account		BAC Code	
Edwards		David		All Star Buick GMC Truck, Inc.		116622	

Comments

SGCM replaced to repair vehicle P1AF0 P1B0B

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/23/2012 01:38:47 PM	SHOOKJA	RESTPART	TAC Part Request	CCA	Done	7/23/2012 02:10:10 PM	SGCM, 12635717, QTY (1), OVN

Contact Last Name	Contact First Name	Account	BAC Code
Edwards	David	All Star Buick GMC Truck, Inc.	116622

Comments

Order placed: 07/23/2012 OVN
 Part #: 12635717
 Qty: 1
 Ctrl #: CF365818
 SR Number: XXXXXXXXXX
 FACY > 076 ORDER # > 8542593 .

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/23/2012 01:34:44 PM	SHOOKJA	SHOOKJA	TAC Inbound Call	Diagnostics	Done	7/23/2012 01:53:29 PM	VME from Tech David Edwards request contact.

Contact Last Name	Contact First Name	Account	BAC Code
Edwards	David	All Star Buick GMC Truck, Inc.	116622

Comments

Dealer contact, spoke to Tech David

Cooling fan operation checked, no odor or arcing found in battery pack.

Advised TAC will send request for SGCM, follow SI replacement procedures, program module, insure 12V battery charged.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/23/2012 11:49:03 AM	SHOOKJA	SHOOKJA	TAC Alarm	36 Hour	Done	7/31/2012 11:29:04 AM	LA P1AF0 P1B0B SGCM

Contact Last Name	Contact First Name	Account	BAC Code
Edwards	David	All Star Buick GMC Truck, Inc.	116622

Comments

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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/23/2012 11:30:20 AM	SHOOKJA	SHOOKJA	TAC Inbound Call	Diagnostics	Done	7/23/2012 11:47:25 AM	Quality Control Sherry Gurdoy, Tech David Edwards
Contact Last Name	Contact First Name	Account	BAC Code				
Edwards	David	All Star Buick GMC Truck, Inc.	116622				

Comments

Concern: CEL , Service Charge Message

Dealer Diagnosis:

Tech states he has P1AF0 P1B0B P1E0C P1E12 stored current. Tech reviewed SI doc 2595700

Recommend:

Tech to review and report diagnostic results.

Review P1B0B Document ID: 2589276

PIE0220 F23U BPIM BATT 7.5 Amp fuse

Use SI Document ID: 2612676 175A fuse

Command battery pack fan ON 100% allow to run 10 minutes

PIC5626 eAssist Service Charging System Message

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Ray Skillman GMC Truck, Inc.	Site	117271	GW SubType		Bus. Unit	TAC US
Last Name	Kennedy	First Name	John	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(317) 888-9500	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Ray Skillman GMC Truck,	Source	Phone	Updated	7/12/2013 03:15:38 PM
Serial #/VIN	1G4GC5ER9CF	Model Year	2012	Priority	Consultant	License #	BUICK
Make	Buick	Warr. Start		Status	Closed	Owner	SCHMITSH
Model	LaCrosse	Mileage	3,967	Sub-Status	Unlinked	Opened	4/29/2013 08:47:57 AM
Abstract	battery not charging						
Customer Description	U0293 U1817						

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 #
			718869

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2013 11:42:24 AM	SCHMITSH	SCHMITSH	SR Closed - Unlinked		Done	5/1/2013 11:42:24 AM	Service Request has been Closed Unlinked.
Contact Last Name	Contact First Name		Account		BAC Code		
Kennedy	John		Ray Skillman GMC Truck, Inc.		117271		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2013 11:39:28 AM	SCHMITSH	SCHMITSH	TAC Outbound Call	Dealer	Done	5/1/2013 11:42:13 AM	,
Contact Last Name		Contact First Name		Account		BAC Code	
Kennedy		John		Ray Skillman GMC Truck, Inc.		117271	

Comments

Tech states that the GCM has arrived and been installed and the car has been released.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2013 03:07:10 PM	GARBUTWI	GARBUTWI	TAC Inbound Call	Diagnostics	Done	4/30/2013 03:08:39 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Kennedy		John		Ray Skillman GMC Truck, Inc.		117271	

Comments

John states that there is black soot covering the battery, he doesn't see any signs of melting but is not sure if he was supposed to only replace the module or the whole battery. I advised that the soot can be cleaned up. If there is physical damage to the battery call back. At this time, only SGCM replacement is required.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:53:24 AM	SCHMITSH	RESTPART	TAC Part Request	CCA	Done	4/29/2013 10:07:31 AM	GCM, 24267940, Qty (1), Ovn
Contact Last Name		Contact First Name		Account		BAC Code	
Kennedy		John		Ray Skillman GMC Truck, Inc.		117271	

Comments

Order placed: 4/29/2013 OVN
 Part #: 24267940
 Qty: 1
 Ctrl #: CF349388
 SR Number [REDACTED]
 FACY > 007 ORDER # > 9708882

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:52:57 AM	SCHMITSH	SCHMITSH	TAC Alarm	24 Hour	Done	5/1/2013 11:42:19 AM	IN, John Kennedy S/M
Contact Last Name		Contact First Name		Account		BAC Code	
Kennedy		John		Ray Skillman GMC Truck, Inc.		117271	

Comments

GCM

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:50:55 AM	SCHMITSH	SCHMITSH	TAC Inbound Call	Diagnostics	Done	4/29/2013 08:52:56 AM	,
Contact Last Name	Contact First Name	Account	BAC Code				
Kennedy	John	Ray Skillman GMC Truck, Inc.	117271				

Comments

1 NUMBER OF TIMES IN FOR CONCERN?
 1 NUMBER OF DAYS DOWN TOTAL?
 n ANY MODIFICATIONS/ AFTERMARKET?:

y HAS THE CONCERN BEEN DUPLICATED?

ANY SI DOCUMENTS BEEN USED?

3409202

ARE KEYWORDS FRA, ADR, DMA, PRC, TIDD, OR PEREQ PRESENT IN THE CASE?

N

CALLERS NAME?:

John Kennedy S/M

CUSTOMER CONCERN?:

Battery not charging

DEALER COMMENTS/DIAGNOSIS?:

Tech states that the HPCM is not communicating. He has a U0293 and a U1817 DTC and there is an electrical from the rear of the car. The damage looks isolated to the SGCM.

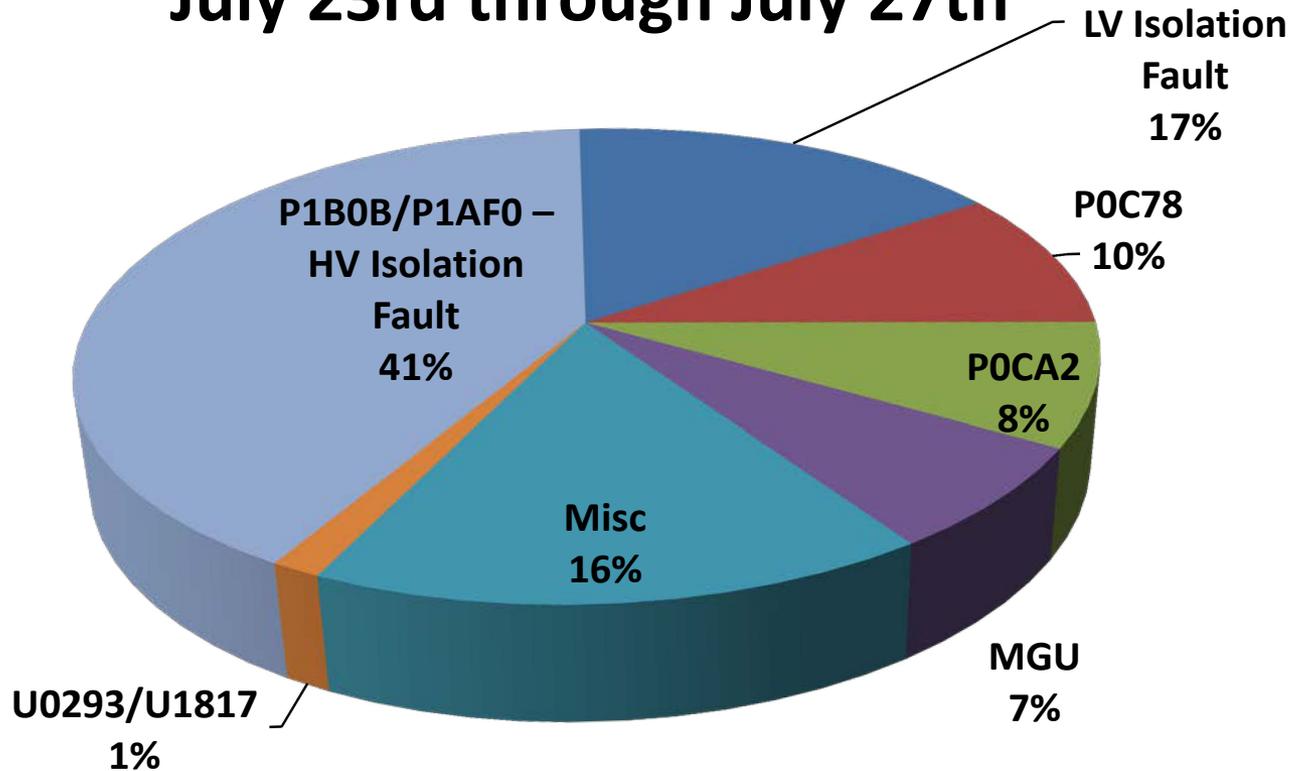
TAC RECOMMENDATIONS?:

Advised tech that the new SGCM would be ordered. Inspect the 7.5 amp fuse as well as the 175 amp fuse for damage. Once the new SGCM is installed, ensure the battery pack cooling fan works by commanding it on to 90%.

SS

EAssist TAC Call Summary

July 23rd through July 27th



- 73 technician calls into eAssist TAC Team
- 19,214 LUK vehicles sold as of July 23rd
- 38,334 LUK vehicles built up to July 23rd

TAC Calls Week of July 23rd – July 27th

- **Total of 73 calls to the TAC eTeam**

- 1. P1B0B/P1AF0 – HV Isolation Fault : 30 Calls**

- **Part Replaced:** 27 BPIM's/1 Powerpack/2 No Part Replaced
- **Vehicle Build Month:** 22 May/4 June/2 March/ 2 April
- **43% Sold Vehicles**

- 2. LV Isolation Fault: 12 Calls**

- **Part Replaced:** 12 Powerpacks
- **Vehicle Build Month:** 6 May/ 3 March/ 2 April/ 1 June
- **67% Sold Vehicles**

- 3. P0C78: 7 Calls**

- **Part Replaced:** 5 Powerpacks/2 BPIM
- **Vehicle Build Month:** 4 April/ 3 May
- **86% Sold Vehicles**

- 4. P0CA2: 6 Calls**

- **Part Replace:** 5 Powerpacks/1 BPIM
- **Vehicle Build Month:** 5 May/1 March
- **67% Sold Vehicles**

- 5. MGU: 5 Calls**

- 6. U0293/U1817: 1 Call (suspect Screw Shear issue)**

- 7. Misc: 12 Calls**

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Troy-Alan Chevrolet-Olds-Geo, Inc.	Site	160721	GW SubType		Bus. Unit	TAC US
Last Name	Jewell	First Name	Dan	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(724) 543-2511	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Troy-Alan Chevrolet-Olds-	Source	Phone	Updated	8/15/2012 03:19:39 PM
Serial #/VIN	1G4GC5ER9DF1	Model Year	2013	Priority	Escalation	License #	BUICK
Make	Buick	Warr. Start		Status	Open	Owner	CIAVERBR
Model	LaCrosse	Mileage	20	Sub-Status	Active	Opened	8/15/2012 02:00:36 PM
Abstract	SES light						
Customer Description	P1AF0 P1B0B P1E0C P1E12						

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 #
			73036

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 03:18:04 PM	CIAVERBR	CIAVERBR	Ownership Changed		Done	8/15/2012 03:18:04 PM	Service Request Ownership has changed FROM: SLEEMASC TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	
Jewell		Dan		Troy-Alan Chevrolet-Olds-Geo, Inc.		160721	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 03:00:42 PM	ROBBINJO	TACHYBD1	TAC Notify	Request Assistance	In Progress		2013 LaCrosse powerpack
Contact Last Name	Contact First Name	Account	BAC Code				
Jewell	Dan	Troy-Alan Chevrolet-Olds-Geo, Inc.	160721				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 02:56:32 PM	ROBBINJO	ROBBINJO	TAC Outbound Call	Dealer	Done	8/15/2012 03:00:36 PM	Called the dealer talked to Dan
Contact Last Name	Contact First Name	Account	BAC Code				
Jewell	Dan	Troy-Alan Chevrolet-Olds-Geo, Inc.	160721				
Comments							

He states the vehicle is a customer car and was delivered yesterday
 Advised the case would be researched and he would be contacted

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 02:35:24 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	8/15/2012 02:49:25 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Jewell	Dan	Troy-Alan Chevrolet-Olds-Geo, Inc.	160721				

Comments

- _1_ Number of times in for the same concern?
- _1_ Number of days down as provided by the caller?
- _n_ Does the vehicle have any aftermarket accessories or modifications?
- _y_ Has the concern been duplicated?
- _y_ Have any SI document been utilized (Capture Doc ID)? 2591418
- _n_ Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Caller's Name (First Name, Last Name & Position):
Dan Jewell Tech 724 543 2511

Customer Concern: Ses

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

Tech states performed the disable and had all connections off the battery. Tech states when he moved the battery he had arching and smoke from the battery assembly

Tech states he has not checked the fuses yet he states he will

TAC Recommendations:

Advised to use the gloves and verify there is no voltage again when performing the high voltage disable, he did and states is less then 3 volts

Parts Fax number 724 548 8465

Battery number 20tlq72204112174564

Dan Jewell parts manager

Advised Tac would research to see if PIC5520D applies to 2013 Buick LaCrosse

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 02:12:13 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Scheduled Alarm		SES light
Contact Last Name	Contact First Name	Account	BAC Code				
Jewell	Dan	Troy-Alan Chevrolet-Olds-Geo, Inc.	160721				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/15/2012 02:01:09 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	8/15/2012 02:12:12 PM	Spoke to technician Dan Jewell SI doc 2591418
Contact Last Name	Contact First Name	Account	BAC Code				
Jewell	Dan	Troy-Alan Chevrolet-Olds-Geo, Inc.	160721				

Comments

Dan states the SES light is on. He states he has codes P1AF0, P1B0B, P1E0C and P1E12 set. He states he has performed the isolation test in P1AF0.

He states he reads 550M on the cables and 0 ohms on each stub.

Advised Dan to complete the diagnostics for the P1AF0.

Advised Dan if there is signs of arcing or soot inside the box further testing is not necessary.

Advised Dan to check the 175A fuse F73UA.

Service Request Activity

SR No.		Ref No.		BRC Type	N/A	Bus. Unit	TAC US
Account	Suburban Ann Arbor, L.L.C.	Site	205054	Goodwill		Area	Hybrid Energy Storage
Last Name	Yost	First Name	Jon	GW Subtype		Sub-Area	Battery Pack
Daytime #		Evening #		Approval	Not Initiated	Safety	No
Involved Dealer		Con. Acct.	Suburban Ann Arbor, L.L.C.	UCC		Updated	7/12/2013 03:06:19 PM
Serial #/VIN	1G11F5RR3DF	Source	Phone	Priority	Consultant	Owner	ROBBINJO
Model	Malibu	License #	CHEVROLET	Status	Closed	Opened	5/17/2013 08:50:23 AM
Make	Chevrolet	Warr. Start		Sub-Status	Unlinked	Closed	5/22/2013 04:54:47 PM
Year	2013	Mileage	3677	Abstract	loud noise like backfire stalled out something smelled like burning restarted on its own loud noi		
Customer Description	LOUD NOISE LIKE BACKFIRE STALLED OUT SOMETHING SMELLED LIKE BURNING RESTARTED ON ITS OWN						

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2013 04:54:47 PM	ROBBINJO	ROBBINJO	SR Closed - Unlinked		Done	5/22/2013 04:54:47 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Yost		Jon		Suburban Ann Arbor, L.L.C.	205054		
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2013 04:54:11 PM	ROBBINJO	ROBBINJO	TAC Update	Case Closing	Done	5/22/2013 04:54:33 PM	John called left a message and states the vehicle is repaired
Contact Last Name		Contact First Name		Account	BAC Code		
Yost		Jon		Suburban Ann Arbor, L.L.C.	205054		
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2013 02:03:41 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	5/22/2013 02:15:46 PM	Tech called back replaced the p0602 is set with the new gcm
Contact Last Name		Contact First Name		Account	BAC Code		
Yost		Jon		Suburban Ann Arbor, L.L.C.	205054		
Comments							

found that he selected BECM had him select GCM and it started to program
Asked that he keep Tac updated

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2013 01:49:02 PM	ROBBINJO	ROBBINJO	TAC Outbound Call	Dealer	Done	5/22/2013 01:52:13 PM	Called the dealer left a message for Jon Yost to call
Contact Last Name		Contact First Name		Account		BAC Code	
Yost		Jon		Suburban Ann Arbor, L.L.C.		205054	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2013 03:47:45 PM	ROBBINJO	RESTPART	TAC Part Request	CCA	Done	5/20/2013 04:10:01 PM	Description: GCM Part # 24267940 Qty: 1 Ctrl# DF110764 OVN yes
Contact Last Name		Contact First Name		Account		BAC Code	
Yost		Jon		Suburban Ann Arbor, L.L.C.		205054	
Comments							
Order Date: 5/20/2013 as a OV Part: 2426794 Q anti Control: DF110764 Spac Sr: [REDACTED]							

FACY > 007 ORDER # > 9776616

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2013 03:46:29 PM	ROBBINJO	ROBBINJO	TAC Outbound Call	Dealer	Done	5/20/2013 04:19:03 PM	John Yost left a message called him back
Contact Last Name		Contact First Name		Account		BAC Code	
Yost		Jon		Suburban Ann Arbor, L.L.C.		205054	
Comments							
He states he took the battery cover off and there is no concerns found He states he found a crack in the GCM Advised Tac would request a GCM advised of the 175 amp fuse that he states is open part number 19119015 advised to double check with parts							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/17/2013 09:13:07 AM	ROBBINJO	ROBBINJO	TAC Alarm	24 Hour	Done	5/22/2013 04:54:39 PM	Mi eassist
Contact Last Name		Contact First Name		Account		BAC Code	
Yost		Jon		Suburban Ann Arbor, L.L.C.		205054	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/17/2013 09:10:35 AM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	5/17/2013 09:13:00 AM	.
Contact Last Name	Contact First Name		Account	BAC Code			
Yost	Jon		Suburban Ann Arbor, L.L.C.	205054			

Comments

- Number of times in for the same concern?
- Number of days down as provided by the caller?
- Does the vehicle have any aftermarket accessories or modifications?
- Has the concern been duplicated?
- Have any SI document been utilized (Capture Doc ID)? 2596135
- Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

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

Customer Concern: loud noise like backfire stalled out something smelled like burning restarted on its own

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

Tech states there are codes c0800 sym 03 ECM p0700 sym 00 p0ac4 sym 00 u0293 U1817 u0121 Tcm u0293 c0800 sym 03
Jon Yost Tech states that no personal or product liability is being claimed when I asked.
Tech states No data from hybrid

TAC Recommendations:

Advised to check the 7.5 amp fuse number 23 and the 175 amp fuse
Advised to perform the high voltage disable following si2000 and to inspect the battery to see what is needed
Advised to review PIP4920J BAS+ (HYBRID) eAssist TAC Parts Restriction
Advised if allot of concerns were found to take pictures of the parts and keep TAC updated

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	McMurray Chevrolet, Inc.	Site	165295	GW SubType		Bus. Unit	TAC US
Last Name	Bonner	First Name	Don	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #		Evening #		UCC		Sub-Area	Battery Pack
Address	PO Box 1919	City	Mc Murray	Involved Dlr		Safety	No
State	PA	Postal Cd	15317-1919	Source	Phone	Updated	12/14/2012 03:58:43 PM
Serial #/VIN	1G11F5RR3DF	Model Year	2013	Priority	Field	License #	
Make	Chevrolet	Warr. Start	06/05/2012	Status	Closed	Opened	11/23/2012 04:07:48 PM
Model	Malibu	Mileage	17	Sub-Status	Linked	Closed	12/14/2012 03:58:34 PM
Abstract	12238 Inspect Generator Control Module						
Customer Description	P062F 12238 INSPECT GENERATOR CONTROL MODULE						

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 #
			50189

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 03:58:33 PM	NOGAJJO	REISSRO	SR Closed - Linked		Done	12/14/2012 03:58:33 PM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 03:55:59 PM	NOGAJJO	NOGAJJO	TAC Update	Case Closing	Done	12/14/2012 03:57:49 PM	J

Contact Last Name	Contact First Name	Account	BAC Code
Bonner	Don	McMurray Chevrolet, Inc.	165295

Comments

Closed Case: [REDACTED]

Symptoms: 12238 Inspect Generator Control Module P062F

Correction: Replaced power pack and connector to the battery energy module following 12238 /

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 03:18:51 PM	REISSRO	TACCLOSE	TAC Update	Case Closing	Done	12/14/2012 03:49:02 PM	.

Contact Last Name	Contact First Name	Account	BAC Code
Bonner	Don	McMurray Chevrolet, Inc.	165295

Comments

I spoke with the tech Paul and he advised me the vehicle was repaired.
Complaint: Thermal event at the power pack prior to running 12238b.

Correction: Replaced power Pack and connectors for the battery energy module. Also replaced drivers rear seat back trim and trunk trim.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2012 09:06:15 AM	CIAVERBR	CIAVERBR	TAC Inbound Call	Diagnostics	Done	12/14/2012 09:25:47 AM	Received call from Frank PM

Contact Last Name	Contact First Name	Account	BAC Code
Bonner	Don	McMurray Chevrolet, Inc.	165295

Comments

States that the vehicle has been repaired and the Powerpack is sready to be shipped back. Frank received info from Julie Cumo for return instructions. I checked with BQM Kristin Curran to see if instructions have changed. They have not and Kristin advised to work with Julie for the return to WPC and then to Pack is to be be routed to GMCH

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/11/2012 11:38:33 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	12/11/2012 11:43:15 AM	Spoke to Frank PM

Contact Last Name	Contact First Name	Account	BAC Code
Bonner	Don	McMurray Chevrolet, Inc.	165295

Comments

He advised me the battery pack has not been sent back and that a new tech (Paul) is working on this vehicle.
Paul and Frank stated he would get back to me when the battery was removed/installed. They now have all of the parts to complete the repair.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/5/2012 03:24:27 PM	REISSRO	REISSRO	TAC Update		Done	12/5/2012 03:26:51 PM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Bonner		Don		McMurray Chevrolet, Inc.	165295		

Comments

I spoke with tech Paul and he advised me the battery pack has not been sent back and that a new tech would be working on this vehicle. Paul stated he would get back to me when the battery was installed.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/5/2012 08:24:47 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	12/5/2012 08:37:17 AM	Spoke to tech Chris Patterson
Contact Last Name		Contact First Name		Account	BAC Code		
Bonner		Don		McMurray Chevrolet, Inc.	165295		

Comments

States that the Powerpack has not yet been removed and they are also waiting on trim panels for the vehicle. There will be another tech working on this car.

I asked Chris to mention to his manager that GMCH is looking to have the Pack returned so that it can be analyzed. He took my number down so that they can call me with a tracking number when they get the Pack removed.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/28/2012 01:53:07 PM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	12/5/2012 08:32:12 AM	Called for PM Frank Guzel
Contact Last Name		Contact First Name		Account	BAC Code		
Bonner		Don		McMurray Chevrolet, Inc.	165295		

Comments

No Tracking # as of yet

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 06:41:44 PM	SCHMITSH	SCHMITSH	Email - Outbound		Done	11/26/2012 06:45:28 PM	Tac Case [REDACTED] Part # 24259770
Contact Last Name		Contact First Name		Account	BAC Code		
				McMurray Chevrolet, Inc.	165295		

Comments

BAC- 165295
VIN- 1G11F5RR3DF118363

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 04:24:08 PM	CIAVERBR	CIAVERBR	TAC Part Authorized	eAssist PowerPack	Done	11/27/2012 02:48:39 PM	24259770 (1) OVN warranty
Contact Last Name		Contact First Name		Account	BAC Code		
Bonner		Don		McMurray Chevrolet, Inc.	165295		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 03:54:14 PM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	11/27/2012 02:48:33 PM	Spoke to Don Bonner 4126064319
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				

Comments

States that the vehicle was shut down immediately after there was smoke noticed in the vehicle. It did not need to be extinguished. Waiting for direction from BQ if vehicle is to be repaired or not.

Frank Guzel PM
2939 Washington Rd
McMurray PA 15317

Fax 724 9415182

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 03:38:47 PM	REISSRO	REISSRO	TAC Update		Done	11/26/2012 03:44:46 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				

Comments

I was on site today and checked the vehicle and found the battery pack burnt and the body harness connectors had gotten hot. I spoke with Kristin Curran and advised i did not think the vehicle was bad enough to take back and that it could be repaired with a new battery pack, pigtail connectors for the body harness and the drivers rear seat back trim and the trunk trim. They are going to get with the dealer to send the nessesary items for the repair.

I will keep the case open until the repairs are complete.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 10:34:32 AM	REISSRO	REISSRO	TAC Update		Done	11/26/2012 10:36:09 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				

Comments

I left a message for the SM.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 10:34:28 AM	REISSRO	REISSRO	Ownership Changed		Done	11/26/2012 10:34:28 AM	Service Request Ownership has changed FROM: CIAVERBR TO: REISSRO
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 10:05:15 AM	FSENDCC	REISSRO	NDCC Notify - FSE Action Reqd	North East	Done	12/14/2012 03:26:31 PM	Lack of Progress
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 09:59:43 AM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	11/26/2012 10:07:09 AM	FPR required
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	
Comments							

SM - Rob Klowdowski

FPR request to gauge extent of thermal event for repair or repurchase

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 09:46:21 AM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	11/26/2012 09:58:01 AM	FPR required
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	
Comments							

SM - Rob Klowdowski

FPR request to gauge extent of thermal event for repair or repurchase

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 09:39:14 AM	CIAVERBR	CIAVERBR	TAC Inbound Call	Diagnostics	Done	11/26/2012 10:14:58 AM	Received call from Rob and Don
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	
Comments							

Tech claims that the trim covering the Powerpack, the trim on the rear seat , the SGCM connectors and body harness shows signs of thermal event. There is an odor of smoke in the vehicle. This occurred prior to running 12238B.

Advised I will escalate to an FSE to gets pics and FPR documented. They have been advised to stop work on the vehicle. Pics and case was forwarded to PQE Kevin Diviney and BQMs Curran and Brown.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 09:20:47 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	11/26/2012 09:24:51 AM	Called and left VME for SM Rob to call me back
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	

Comments

Waiting on photos and call from SM to get details on thermal event and at what point the concern occurred during the 12238 testing.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 09:17:55 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	11/26/2012 09:17:55 AM	Service Request Ownership has changed FROM: SCHMITSH TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/23/2012 04:22:38 PM	SCHMITSH	TACHYBD1	TAC Escalation	Hybrid Platform	Done	12/14/2012 03:58:18 PM	PA - FSE Reiss - Unwanted thermal event
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/23/2012 04:22:08 PM	SCHMITSH	SCHMITSH	TAC Alarm	24 Hour	Done	11/29/2012 12:21:12 PM	PA, Don Bonner Tech Thermal Event
Contact Last Name		Contact First Name		Account		BAC Code	
Bonner		Don		McMurray Chevrolet, Inc.		165295	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/23/2012 04:21:50 PM	SCHMITSH	SCHMITSH	TAC Inbound Call	Diagnostics	Done	11/23/2012 04:22:00 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Bonner	Don	McMurray Chevrolet, Inc.	165295				

Comments

1 NUMBER OF TIMES IN FOR CONCERN?
1 NUMBER OF DAYS DOWN TOTAL?
n ANY MODIFICATIONS/ AFTERMARKET?:

y HAS THE CONCERN BEEN DUPLICATED?
ANY SI DOCUMENTS BEEN USED?

12238

ARE KEYWORDS FRA, ADR, DMA, PRC, TIDD, OR PEREQ PRESENT IN THE CASE?

N

CALLERS NAME?:

Don Bonner Tech

CUSTOMER CONCERN?:

12238

DEALER COMMENTS/DIAGNOSIS?:

Tech states that he brought the car in to perform the test and the car had a code of P062F. There is Extensive thermal damage in the rear of the car. Tech is wanting to know how to proceed.

TAC RECOMMENDATIONS?:

Advised tech to send in photos of the damage and to not perform any work on the car until further notice.

SS

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	R. J. Chevrolet, Inc.	Site	115385	GW SubType		Bus. Unit	TAC US
Last Name	Miller	First Name	Dan	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(585) 663-4040	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	R. J. Chevrolet, Inc.	Source	Phone	Updated	5/2/2013 04:06:36 PM
Serial #/VIN	1G11F5RR4DF1	Model Year	2013	Priority	Consultant	License #	
Make	Chevrolet	Warr. Start	01/09/2013	Status	Closed	Opened	4/29/2013 08:34:20 AM
Model	Malibu	Mileage	5,873	Sub-Status	Linked	Closed	5/2/2013 04:06:30 PM
Abstract	service battery charge message on CEL						
Customer Description	ECM P0AC4 HPCM P0C78 P0A1F P0AE7 F23 FUSE OPEN						

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 #
			759458

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/2/2013 04:06:30 PM	PAQUINL2	SHOOKJA	SR Closed - Linked		Done	5/2/2013 04:06:30 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account		BAC Code	
Miller		Dan		R. J. Chevrolet, Inc.		115385	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/2/2013 04:03:19 PM	PAQUINL2	PAQUINL2	TAC Electronic Closing		Done	5/2/2013 04:03:41 PM	linked
Contact Last Name		Contact First Name		Account		BAC Code	
Miller		Dan		R. J. Chevrolet, Inc.		115385	

Comments

Closed Case [REDACTED]

Correction: Replaced GCM

Symptoms: Service Battery Charge message on F23 fuse open, ECM P0AC4 HPCM P0C78 P0A1F P0AE7

ECC Comments "Repair Information: CODES P0AC4 AND P0C78 WERE PRESENT. THE GENRATOR CONTROL MODULE SHOWED EVIDENCE ON BURNED INTERNAL COMPONENTS ON THE OUTSIDE TERMINALS. THE BPIM FUSE WAS ALSO BLOWN DUE TO THE INTERNAL SHORT, REPLACED THE GENERATOR CONTROL MODULE.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/2/2013 04:01:23 PM	PAQUINL2	SHOOKJA	SR Opened		Done	5/2/2013 04:01:23 PM	SR in Status of Closed has been Re-Opened by PAQUINL2
Contact Last Name		Contact First Name		Account		BAC Code	
Miller		Dan		R. J. Chevrolet, Inc.		115385	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/2/2013 07:54:29 AM	SHOOKJA	SHOOKJA	SR Closed - Unlinked		Done	5/2/2013 07:54:29 AM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Miller		Dan		R. J. Chevrolet, Inc.		115385	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:49:42 AM	SHOOKJA	SHOOKJA	TAC Alarm	36 Hour	Done	5/2/2013 07:54:23 AM	NY GCM
Contact Last Name		Contact First Name		Account		BAC Code	
Miller		Dan		R. J. Chevrolet, Inc.		115385	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:40:18 AM	SHOOKJA	RESTPART	TAC Part Request	CCA	Done	4/29/2013 09:41:41 AM	Description GCM Part # 24267940
Contact Last Name		Contact First Name		Account	BAC Code		
Miller		Dan		R. J. Chevrolet, Inc.	115385		
Comments							
Order placed: 4/29/2013 OVN Part #: 24267940 Qty: 1 Ctrl #: 115391 SR Number: ██████████ FACY > 006 ORDER # > 8769634							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/29/2013 08:38:32 AM	SHOOKJA	SHOOKJA	TAC Inbound Call	Diagnostics	Done	4/29/2013 08:50:11 AM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Miller		Dan		R. J. Chevrolet, Inc.	115385		
Comments							
1 NUMBER OF TIMES IN FOR CONCERN? 2 NUMBER OF DAYS DOWN TOTAL? n ANY MODIFICATIONS/ AFTERMARKET?: y HAS THE CONCERN BEEN DUPLICATED? ANY SI DOCUMENTS BEEN USED? 2728411 ARE KEYWORDS FRA, ADR, DMA, PRC, TIDD, OR PEREQ PRESENT IN THE CASE? N							
CUSTOMER CONCERN Service battery charge message on CEL							
DEALER COMMENTS/DIAGNOSIS ECM P0AC4 HPCM P0C78 P0A1F P0AE7 Tech states he was following diagnostic for P0AC4 P0A78, checked all fuses found f23 fuse open, checked circuit to GCM, removed battery pack cover and found GCM with soot around module.							
TAC RECOMMENDATIONS TAC sent request for GCM module, tech to program GCM and BECM, check pack fan operation, charge and test 12V battery, perform DC power conversion test.							

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Andy Mohr Chevrolet, Inc.	Site	183131	GW SubType		Bus. Unit	TAC US
Last Name	Sorrentino	First Name	Chris	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(317) 839-6551	Evening #		UCC		Sub-Area	Battery Pack
Address	704 W Main St	City	Plainfield	Involved Dlr		Safety	No
State	IN Postal Cd 46168-9402	Con. Acct.	Andy Mohr Chevrolet, Inc.	Source	Phone	Updated	5/30/2013 04:09:13 PM
Serial #/VIN	1G11F5RR6DF	Model Year	2013	Priority	Consultant	License #	
Make	Chevrolet	Warr. Start	01/16/2013	Status	Closed	Opened	5/23/2013 08:10:52 AM
Model	Malibu	Mileage	5,606	Sub-Status	Linked	Closed	5/30/2013 04:07:53 PM
Abstract	Would not take a charge or jump start service battery message						
Customer Description	WOULD NOT TAKE A CHARGE OR JUMP START SERVICE BATTERY MESSAGE U0293						

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 #
			215143

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 04:07:53 PM	CARSONAM	ROBBINJO	SR Closed - Linked		Done	5/30/2013 04:07:53 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.	183131		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 04:07:35 PM	CARSONAM	CARSONAM	TAC Electronic Closing		Done	5/30/2013 04:07:41 PM	Linked
Contact Last Name		Contact First Name		Account		BAC Code	
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.		183131	

Comments

Closed Case [REDACTED]

Correction Replace generator control module

Symptoms: Would not take a charge or jump start service battery message p0700 U0293 U1817 u0121

ECC Comment all of the factory installed smoke came out of the gen control module prior to the 175A and 7.5 a fuses blew. nec to replace and program the gne control module.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 11:32:21 AM	ROWLEYDO	ROBBINJO	TAC Notify	FYI	Done	5/30/2013 04:07:45 PM	GCM, Installed, Finishing the recall 13142.
Contact Last Name		Contact First Name		Account		BAC Code	
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.		183131	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2013 11:24:14 AM	ROWLEYDO	ROWLEYDO	TAC Outbound Call	Dealer	Done	5/30/2013 11:31:56 AM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.		183131	

Comments

Called to answer Chris Sorrentino's voice mail to Joe Robbins.

Chris states has P0A0C after installation of the GCM, found interlock not fully engaged, now has U0422 in the EBCM, cleared the HV dtc's while on the phone and is going to perform the recall 13142 as he found it on the VIS since the vehicle came in and the GCM has been replaced.

Advise dealer to follow the recall 13142, the GCM has already been replaced and the dealer can continue with the recall including the verification and application of the sticker.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2013 02:54:16 PM	ROBBINJO	ROBBINJO	TAC Outbound Call	Dealer	Done	5/29/2013 02:58:43 PM	Left the SM Jim a message asking for update
Contact Last Name		Contact First Name		Account		BAC Code	
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.		183131	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 08:43:28 AM	ROBBINJO	ROBBINJO	TAC Inbound Call	Parts Help	Done	5/23/2013 08:43:56 AM	Chris called and asked about the 175 amp fuse part number. Advised to have parts double check 19119015
Contact Last Name		Contact First Name		Account	BAC Code		
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.	183131		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 08:23:41 AM	ROBBINJO	RESTPART	TAC Part Request	CCA	Done	5/23/2013 08:39:44 AM	Description: GCM Part # 24267940 Qty: 1 Ctrl# DF117966 OVN yes
Contact Last Name		Contact First Name		Account	BAC Code		
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.	183131		
Comments							
Order placed: 5/23/2013 OVN Part #: 24267940 Qty: 1 Ctrl #: DF117966 SR Number: [REDACTED] FACY > 007 ORDER # > 9786709							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 08:23:23 AM	ROBBINJO	ROBBINJO	TAC Alarm	One Week	Done	5/30/2013 04:03:21 PM	IN eassist
Contact Last Name		Contact First Name		Account	BAC Code		
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.	183131		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 08:14:57 AM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	5/23/2013 08:23:20 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Sorrentino	Chris	Andy Mohr Chevrolet, Inc.	183131				
Comments							

1 Number of times in for the same concern?
2 Number of days down as provided by the caller?
n_ Does the vehicle have any aftermarket accessories or modifications?
y_ Has the concern been duplicated?
y Have any SI document been utilized (Capture Doc ID)? 2728316
n Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Caller's Name (First Name, Last Name & Position):
Chris Sorrentino Volt Service Specialist

Customer Concern: Would not take a charge or jump start service battery message

Dealer Comments/Diagnosis (DTC's, What's Been Done):
Tech states there is a p0700 sym 00 U0293 sym 00 U1817 sym 00 u0121
Had the tech check the 175 amp fuse and the 7.5 amp fuse both are open

TAC Recommendations:
Advised will request a GCM and to keep Tac updated
Advised to also test the battery fan operation
Advised of PIP4920J
Tech states that he will be off until Wednesday

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	John Holt Auto Group, Inc.	Site	165053	GW SubType		Bus. Unit	TAC US
Last Name	Westerman	First Name	Jimmy	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(405) 224-2132	Evening #		UCC		Sub-Area	Charging System
Address	PO Box 430	City	Chickasha	Involved Dlr		Safety	No
State	OK	Postal Cd	730230430	Con. Acct.	John Holt Auto Group, Inc.	Source	Phone
Serial #/VIN	1G11F5RR8DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Closed	Owner	GARBUTWI
Model	Malibu	Mileage	14,507	Sub-Status	Unlinked	Updated	7/12/2013 03:09:44 PM
Abstract	cel, popping noise, electrical odor						
Customer Description	P1AF0 P1B0B P1E0C P1E12 POPPING NOISE ELECTRICAL ODOR						

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 #
			307260

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 02:40:23 PM	ROWLEYDO	GARBUTWI	SR Closed - Unlinked		Done	6/17/2013 02:40:23 PM	Service Request has been Closed Unlinked.
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 02:37:18 PM	ROWLEYDO	ROWLEYDO	TAC Inbound Call	Repair Direction	Done	6/17/2013 02:40:18 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				

Comments

Jimmy Westerman, Tech called as the customer received the recall 13136 and needs to know if he needs to replace the GCM again.

Advise dealer to follow the service procedure in recall 13136 and call back as necessary.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/17/2013 02:37:15 PM	ROWLEYDO	GARBUTWI	SR Opened		Done	6/17/2013 02:37:15 PM	SR in Status of Closed has been Re-Opened by ROWLEYDO
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 04:58:48 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/22/2013 04:58:48 PM	Service Request has been Closed Unlinked.
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 03:30:56 PM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/21/2013 04:00:48 PM	Desc: K59 SGCM P/N: 24267940 Qty: 1 OVN: Yes Ctrl: DF105754
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				

Comments

SPAC Sr [REDACTED]
Order placed 05/21/13 as an Ovn
Part # 24267940
Qty 1
Ctrl # DF105754

FACY > 041 ORDER # > 7529057

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 03:25:58 PM	GARBUTWI	GARBUTWI	TAC Inbound Call	Diagnostics	Done	5/22/2013 04:58:45 PM	SGCM
Contact Last Name	Contact First Name	Account	BAC Code				
Westerman	Jimmy	John Holt Auto Group, Inc.	165053				

Comments

Caller's Name (First & Position): Jimmy Westerman - Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 1
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - No
 Have any SI document been utilized (Capture Doc ID)? - 12238

Customer concern-
 CEL. Loud popping sound and burning odor.

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
 He has DTC's P1AF0 P1B0B P1E0C P1E12.

TAC recommendations -
 Ordered the SGCM.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Carter Chevrolet Co, Inc.	Site	111126	GW SubType		Bus. Unit	TAC US
Last Name	Bean	First Name	Mark	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(860) 646-6464	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Carter Chevrolet Co, Inc.	Source	Phone	Updated	10/25/2012 02:59:15 PM
Serial #/VIN	1G11F5RR8DF	Model Year	2013	Priority	Dealer	License #	
Make	Chevrolet	Warr. Start	05/18/2012	Status	Closed	Opened	10/22/2012 03:24:03 PM
Model	Malibu	Mileage	91	Sub-Status	Unlinked	Closed	10/25/2012 02:59:00 PM
Abstract	SES light						
Customer Description	P0562, P0ABC, P0AFA, P0CA2, P1A0C, P1ADE, P1AE8, P1AF4, P1B0B P1E11						

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 #
			80786

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2012 02:58:59 PM	ROBBINJO	SLEEMASC	SR Closed - Unlinked		Done	10/25/2012 02:59:00 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account	BAC Code		
Bean		Mark		Carter Chevrolet Co, Inc.	111126		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2012 02:52:52	ROBBINJO	ROBBINJO	TAC Outbound Call	Dealer	Done	10/25/2012 02:58:29	Called the dealer talked to Mark Bean PM

Contact Last Name	Contact First Name	Account	BAC Code
Bean	Mark	Carter Chevrolet Co, Inc.	111126

Comments

Advised of Mr. Ciaverella suggestion "Either have the SGCM returned or see if there another vehicle that they have there that will apply to 12238 where the part could be needed."

Mark states that he has replaced the hybrid battery and agreed we could close the case

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2012 08:37:38 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	10/25/2012 08:39:18 AM	Reviewed case

Contact Last Name	Contact First Name	Account	BAC Code
Bean	Mark	Carter Chevrolet Co, Inc.	111126

Comments

Either have the SGCM returned or see if there another vehicle that they have there that will apply to 12238 where the part could be needed.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 04:24:13 PM		ROWLEYDO	Email - Inbound		Done	10/24/2012 04:35:24 PM	E-Assist Battery Order 10-24-12. #3
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

The following are the details of today's E-Assist battery order for Carter Chevrolet (Manchester, CT):

TAC Case Number [REDACTED]

FedEx Tracking Number: 525351144991

ETA: Thursday, 10/25/12

Part Number: 24259770

Reference Number: 845520

Thank you,

Laurie Stevens

Customer Service Manager

Model Electronics, Inc.

800-433-9657 Ext. 6207

Fax: 201-961-6282

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

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 03:32:11 PM		RIKERJO	Email - Inbound		Done	10/24/2012 03:34:54 PM	Fw: Malibu re Mark Bean 71-1119599889

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Scott J. Sleeman

Volt/Hybrid group Consultant
 General Motors Technical Assistance
 An employee of Morley Companies

Email: SCOTT_SLEEMAN@GMEXPERT.COM
 (Embedded image moved to file: pic00041.gif)

----- Forwarded by Scott Sleeman/Saginaw/GM1 on 10/24/2012 03:30 PM -----

AMANDA SMITH
 <palesociere@gmail.com>
 To
 scott.sleeman@gmexpert.com
 10/24/2012 03:20 PM
 cc
 Subject
 Malibu re Mark Bean

attached are the pictures you need, if any q...

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 02:52:05 PM	ROBBINJO	TACHYBD1	TAC Notify	Request Assistance	Done	10/25/2012 08:36:52 AM	Dealer has a sgcm, now replacing the battery do they send it back ?

Contact Last Name	Contact First Name	Account	BAC Code
Bean	Mark	Carter Chevrolet Co, Inc.	111126

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 02:46:45 PM	ROBBINJO	ROBBINJO	Email - Outbound		Done	10/24/2012 02:48:26 PM	Bac 111126 Tac case [REDACTED] 1G11F5RR8DF [REDACTED] part number 24259770
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	

Comments
The dealer will be contacting the proper center to order

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 02:39:53 PM	ROBBINJO	ROBBINJO	TAC Alarm	24 Hour	Done	10/25/2012 02:58:50 PM	Eassist
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 02:38:36 PM	ROBBINJO	ROBBINJO	TAC Part Authorized	eAssist PowerPack	Done	10/24/2012 02:39:52 PM	24259770 (QTY1) OVN
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/24/2012 02:18:11 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	10/24/2012 02:38:34 PM	Mark called
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	

Comments

He states has the sgcm pulled the battery and has allot of arching and soot inside of the battery pack, not just on the gcm
I had him check fuse 23 and the 175 amp fuse and he states no concerns
Reviewed PIC5520E BAS (HYBRID) eAssist Generator Control And Battery Module Exchange Process And Order Instructions 20tlq45654112136548
Parts Manager Name Bob Richie
Parts Fax 860 643 7122

Advised to take pictures of the battery arching and to send to joseph.robbins@gmexpert.com and scott.sleeman@gmexpert.com
Advised to contact the ESC and order a battery if they have the arching
Advised that we would contact him and advised what to do with the gcm

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/22/2012 03:32:17 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Done	10/25/2012 02:58:54 PM	eAssist SGCM
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/22/2012 03:31:37 PM	SLEEMASC	RESTPART	TAC Part Request	CCA	Done	10/22/2012 05:18:15 PM	SGCM 12635717 (QTY: 1) OVN
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	
Comments							

SPAC Sr [REDACTED] 7
 Order placed 10/22/12 as an Ovn
 Part # 12635717
 Qty 1
 Ctrl # DF116317

FACY > 006 ORDER # > 8356505

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/22/2012 03:24:39 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	10/22/2012 03:31:15 PM	Spoke to technician Mark Bean SI doc 12238
Contact Last Name		Contact First Name		Account		BAC Code	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	
Comments							

Mark states the vehicle has multiple low voltage codes set. He states codes P0562, P0ABC, P0AFA, P0CA2, P1A0C, P1ADE, P1AE8, P1AF4, P1B0B and P1E11 are set in the HPCM

Advised Mark that I will order the SGCM for the vehicle for the P1B0B.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Ryan Chevrolet, Inc.	Site	114318	GW SubType		Bus. Unit	TAC US
Last Name	Campbell	First Name	Jeremy	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(318) 387-2223	Evening #	(318) 387-2223	UCC		Sub-Area	Charging System
Address	PO Box 2335	City	Monroe	Involved Dlr		Safety	No
State	LA	Postal Cd	712072335	Source	Phone	Updated	7/12/2013 03:10:53 PM
Serial #/VIN	1G11F5RR8DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start	04/16/2013	Status	Closed	Opened	5/21/2013 02:41:50 PM
Model	Malibu	Mileage	2,456	Sub-Status	Unlinked	Closed	5/23/2013 05:11:52 PM
Abstract	Died while driving down the road.						
Customer Description	3183668347 P0C78 P0AC4						

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 #
			6027290

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 05:11:51 PM	COONJA1	COONJA1	SR Closed - Unlinked		Done	5/23/2013 05:11:51 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Campbell		Jeremy		Ryan Chevrolet, Inc.		114318	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2013 05:08:34 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	5/23/2013 05:11:41 PM	.
Contact Last Name		Contact First Name		Account	BAC Code		
Campbell		Jeremy		Ryan Chevrolet, Inc.	114318		
Comments							
The dealer called in to advise that the parts are installed and all is working correctly at this time.....jc							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 03:01:13 PM	COONJA1	RESTPART	TAC Part Request	CCA	Done	5/22/2013 04:24:15 PM	Description: Relay Part #: 20910413 Qty: 1 Ctrl #: DF116575 OVN# YES
Contact Last Name		Contact First Name		Account	BAC Code		
Campbell		Jeremy		Ryan Chevrolet, Inc.	114318		
Comments							
Order Date: 5/22/2013 as n OV Part: 20910413 Quantity: Control: DF116575 Spac Sr: [REDACTED]							
FACY > 092 ORDER # > 8334368							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 03:00:20 PM	COONJA1	RESTPART	TAC Part Request	CCA	Done	5/22/2013 04:24:42 PM	Description: GCM Part #: 24267940 Qty: 1 Ctrl #: DF116575 OVN# YES
Contact Last Name		Contact First Name		Account	BAC Code		
Campbell		Jeremy		Ryan Chevrolet, Inc.	114318		
Comments							
Order Date: 5/22/2013 as n OV Part:24267940 Quanti y Control: DF116575 Spac Sr: [REDACTED]							
FACY > 075 ORDER # > 5357261							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 03:00:01 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	5/23/2013 05:11:44 PM	No Charge eAssist
Contact Last Name		Contact First Name		Account	BAC Code		
Campbell		Jeremy		Ryan Chevrolet, Inc.	114318		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 09:47:06 AM		RIKERJO	Email - Inbound		Done	5/22/2013 12:12:03 PM	Fw: 71-1185664636
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Jason Coon
 Hybrid/Volt Consultant GM Technical Assistance
 An Associate of Morley Company
 Phone: 1-866-790-4600 EXT 40522
 Fax: 866-842-9445
 e-mail Jason_Coon@gmexpert.com
 ----- Forwarded by Jason Coon/Saginaw/GM1 on 05/22/2013 09:45 AM -----

cnskey@comcast.net
 05/21/2013 04:50 PM

To
 jason.coon@gmexpert.com
 cc

Subject
 71-1185664636

Pictures Attached

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 03:23:28 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	5/21/2013 03:41:48 PM	No Charge eAssist
Contact Last Name	Contact First Name	Account	BAC Code				
Campbell	Jeremy	Ryan Chevrolet, Inc.	114318				

Comments

The dealer advised that the vehicle had codes P0C78 P0AC4
 The dealer also advised that the low voltage connectors show lots of smoke signs on it .
 The dealer to send in the session logs and pictures of the damage in the pack.....jc

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 02:54:03 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Done	5/21/2013 02:54:15 PM	No Charge eAssist
Contact Last Name	Contact First Name	Account	BAC Code				
Campbell	Jeremy	Ryan Chevrolet, Inc.	114318				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 02:52:24 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	5/21/2013 02:53:59 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Campbell	Jeremy	Ryan Chevrolet, Inc.	114318				

Comments

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

Caller's Name (First & Position):

Jeremy Campbell TECH

Customer Concern

Died while driving down the road.

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

The dealer advised that he had to replace the 12 volt battery because it was not able to pass charging and testing.

The dealer advised that the customer stated that they smelt smoke while driving and then after checking the trunk area the vehicle stopped running and was completely dead on the side of the road.

The dealer advised that the trunk does smell like smoke at this time as well.

TAC Recommendations:

TAC advised the dealer to verify that the GDS2 was build correctly with the LUK engine selected and then will need to retest for codes.

The dealer to call back when he get to the vehicle with a cell phone.....jc



Gary Backs
<gary.backs@gmch.com>

11/07/2012 04:14 PM

To reena.datta@gm.com
cc
bcc
Subject

1 attachment



Capboard Hipot test verification plan.pptx

Best Regards,

Gary L. Backs
Program Management
General Motors Component Holdings

PH: 765-451-5278

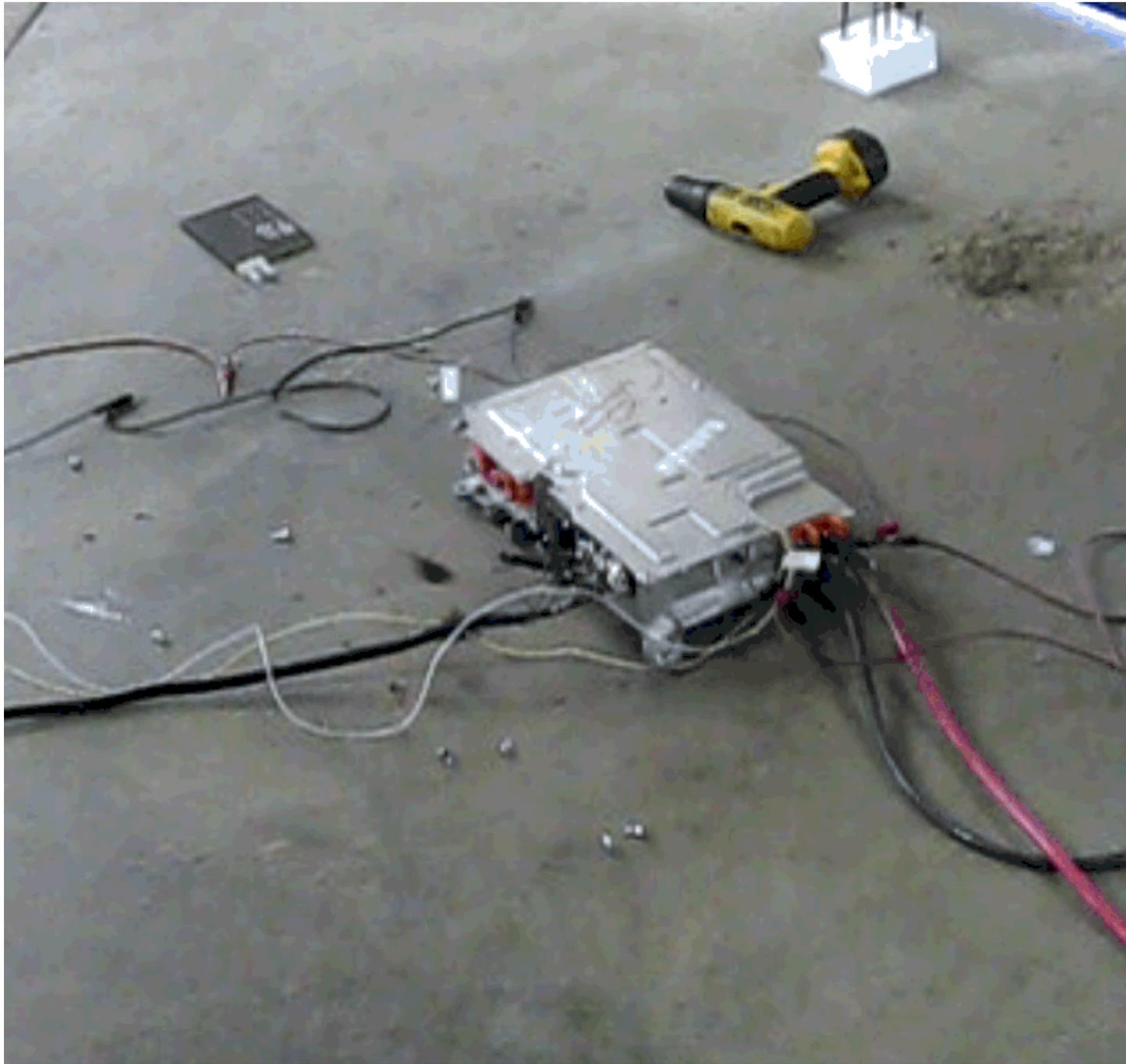
MOB: 317-517-9211

gary.backs@gmch.com



Reena Datta/US/GM/GMC
11/07/2012 09:55 AM

To Joseph Thompson <joseph.thompson@gmch.com>
cc
bcc
Subject





Reena Datta/US/GM/GMC

11/29/2012 09:54 AM

To Frederick Billotto/US/GM/GMC@GM

cc mark.zerbini@gm.com, kris.sevel@gm.com,
mustafa.dakroub@gm.com, cole.buttry@gmch.com,
roger.rademacher@gm.com, gary.backs@gmch.com,
bcc

Subject eAssist - Summary of Cap Board Returns 

All,

Please see the attached spreadsheet for a summary of the cap board returns. Please let me know if you have any feedback.

Reena Datta
Design Release Engineer
General Motors Hybrid Systems
Work: 248-752-8137



eAssist_Cap-PCB>Returns_29Nov2012.xlsx

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Pete Harkness Chevrolet Buick, Inc.	Site	210101	GW SubType		Bus. Unit	TAC US
Last Name	Webster	First Name	Ryan	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(641) 437-4040	Evening #		UCC		Sub-Area	Charging System
Address	1003 N 18th	City	Centerville	Involved Dlr		Safety	No
State	IA	Postal Cd	525441117	Con. Acct.	Pete Harkness Chevrolet	Source	Phone
Serial #/VIN	2G4GS5ER8C	Model Year	2012	Priority	Field	License #	
Make	Buick	Warr. Start	05/22/2012	Status	Closed	Owner	MATHUSCH
Model	Regal	Mileage	426	Sub-Status	Unlinked	Opened	11/1/2012 04:00:57 PM
Abstract	Smoke thermal soot wiring repair wiring jumper harness						
Customer Description	CAMPAIGN 12238A 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 #
			47262

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/27/2012 02:12:56 PM	NOGAJJO	MATHUSCH	SR Closed - Unlinked		Done	11/27/2012 02:12:56 PM	Service Request has been Closed Unlinked.
Contact Last Name	Contact First Name		Account		BAC Code		
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.		210101		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/27/2012 02:11:57 PM	NOGAJJO	NOGAJJO	TAC Update	Case Closing	Done	11/27/2012 02:12:52 PM	Unlinked
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Closed Case

Symptoms: Smoke thermal soot wiring repair jumper harness

Cause: Tech had new wire harness installed incorrectly (crossed circuits)

Correction: Correctly install new wiring harness and spliced a section of wiring harness to SGCM

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 05:08:24 PM	MATHUSCH	TACCLOSE	TAC Update	Case Closing	Done	11/27/2012 12:59:05 PM	...
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Concern:

Various Codes and batteries not charging after PowerPack and harness replacement.

Cause:

Tech had new wire harness installed incorrectly (crossed circuits)

Correction:

Correct circuit wiring for replacement harness

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/26/2012 05:07:45 PM	MATHUSCH	MATHUSCH	TAC Update		Done	11/26/2012 05:08:21 PM	...
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Spoke to SM M ke. He advised Ryan finished getting vehicle back together and performed #12238 with success.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/21/2012 08:01:34 PM	MATHUSCH	MATHUSCH	TAC Update		Done	11/21/2012 08:06:55 PM	...
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Visited dealer and worked with tech Ryan. Found multiple Comm codes set in HPCM, ECM, and batteries were not charging. Tech had replaced a section of wire harness to SGCM that was supplied but some wire colors were incorrect due to the harness being from 2013 model year. It was found that Ryan had multiple circuits of similar colors crossed. The GM HSLAN circuits were crossed and he also had the BPP Signal ckt crossed with the Powertrain Expansion Bus circuit. Once incorrect ckts were identified, we connected the circuits properly and had all functions back to normal, no codes, battery charging now. Ryan is going to finish making the repairs permanent then perform the bulletin #12238 again and report to me with results.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2012 05:44:03 PM	MATHUSCH	MATHUSCH	TAC Update		Done	11/19/2012 05:44:33 PM	...
Contact Last Name		Contact First Name		Account	BAC Code		
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.	210101		

Comments

Advised SM M ke I would visit to evaluate on 11/21

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2012 05:43:53 PM	MATHUSCH	MATHUSCH	Ownership Changed		Done	11/19/2012 05:43:53 PM	Service Request Ownership has changed FROM: CIAVERBR TO: MATHUSCH
Contact Last Name		Contact First Name		Account	BAC Code		
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.	210101		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2012 11:17:00 AM	FSENDCC	MATHUSCH	NDCC Notify - FSE Action Reqd	North Central	Done	11/26/2012 05:09:51 PM	Lack of Progress

Contact Last Name		Contact First Name		Account	BAC Code		
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.	210101		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2012 10:48:53 AM	CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	11/19/2012 11:17:27 AM	Lack of Progress Kristin Curran - BQM Advanced Propulsion
Contact Last Name		Contact First Name		Account	BAC Code		
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.	210101		

Comments

SM Mike Matucik

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2012 10:46:59 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	11/19/2012 10:52:13 AM	Spoke to SM M ke Matucik
Contact Last Name		Contact First Name		Account	BAC Code		
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.	210101		

Comments

States that there still has not been any progress on vehicle.

Will request FSE

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/15/2012 10:23:26 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	11/15/2012 01:06:05 PM	reviewed case and schematics
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							
Harness received for this car looks as though it is for a 2013 Regal instead a 2012 because the X3 green connector is wired differently on the harness received vs. the OE harness.							
Pins 4 (yel/blk), 7 (yellow), and 8 (white) on the new jumper for 2013 Regal are different than what was installed on the original 2012 Regal harness. Wire color Pin 16 is blu/grey on the 12 harness and should swap with blue/b k on the 13 harness as per SI. Tech claims that they were both blue/grey on both of the harnesses. Tech will follow my recommendations and use SI Document ID: 2670785 in conjunction with Document ID: 2832550 to make certain the wiring is correct. If he cannot complete the repair he will call me to have the case escalated to an FSE.							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/14/2012 12:26:38 PM	HILLER	HILLER	TAC Outbound Call	Dealer	Done	11/14/2012 12:32:42 PM	Ryan Webster - Tech
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							
Several wires where wrong at the green connector so he switched them. Tech is going to send photos of original and replacement conenctors.							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/14/2012 11:44:12 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	11/14/2012 11:46:26 AM	Spoke with Eric Hill
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							
Advising to confirm that the harness was wiring to vehicle correctly as the supplied harness was supplied and should be the same as OE body harness. Eric is calling back to gather more details on case							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/14/2012 11:43:14 AM	CIAVERBR	CIAVERBR	TAC Review	Brand Quality Review	Done	11/14/2012 11:46:31 AM	Reviewed case on Hybrid CPIT call
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							
Will research further with TAC agent							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2012 12:34:55 PM	HILLER	CIAVERBR	TAC Notify	Hybrid Powertrain	Done	11/19/2012 01:06:28 PM	.
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							
Request assistance							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2012 10:24:05 AM	HILLER	HILLER	TAC Alarm	24 Hour	Done	11/16/2012 10:16:46 AM	IA SGCM wire photo after battery pac replaced Tech Ryan Webster cel 641-455-9794
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2012 10:17:26 AM	HILLER	HILLER	TAC Inbound Call	Diagnostics	Done	11/13/2012 10:26:57 AM	Tech - Ryan Webster cel 641-455-9794
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							

Tech has only 2 codes in the HPCM, P1E3D & U1381. Diagnosis per doc # 1256729 & 2580211 lead to SGCM replacement. He is confirming engine code LUK in GDS2. The replacement harness was not wires correctly, he had to back out terminals and move to different locations.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/9/2012 10:18:27 AM	CIAVERBR	CIAVERBR	Ownership Changed		Done	11/9/2012 10:18:28 AM	Service Request Ownership has changed FROM: SLEEMASC TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/9/2012 10:05:57 AM	GETTELMA	TACHYBD1	TAC Notify	Hybrid Platform	Done	11/27/2012 08:58:58 AM	IA - FSE MATHUS -TIDD E4399 vehicle is dealer owned off of the lot
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/9/2012 10:02:41 AM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	11/9/2012 10:05:01 AM	Ryan webster, tech
Contact Last Name		Contact First Name		Account		BAC Code	
Webster		Ryan		Pete Harkness Chevrolet Buick, Inc.		210101	
Comments							

Called and was told Ryan is off today.
 Dealer stated car is a lot vehicle and doesn't belong to customer.
 Dealer stated Ryan is still having problems programming car and has been in contact with TCSC.

Advise dealer will escalate case for TIDD.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2012 04:18:46 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	11/7/2012 04:35:57 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

1 Number of times in for the same concern?
7 Number of days down as provided by the caller?
n Does the vehicle have any aftermarket accessories or modifications?
y Has the concern been duplicated?
y Have any SI document been utilized (Capture Doc ID)? 2907697 2612682
n Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

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

Customer Concern:

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

Tech states he has called Techline case 1936843
 Tech states he has power at the GCM x3 terminals 10 2 9 18
 Tech states he has data at times and others does not
 Tech was asking about the asking about the module being activated?

TAC Recommendations:

Reviewed Document ID: 2787910
 Advised to check for any of the data link circuits reversed when the connectors were installed
 Advised to review Document ID: 2595301 DTC U0100-U02FF (with HP6)
 Advised to keep Tac updated

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2012 02:10:46 PM	ROBBINJO	ROBBINJO	TAC Inbound Call	Diagnostics	Done	11/7/2012 02:20:27 PM	Ryan called
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Tech states he replaced the battery and went to program the GCM and has a a e4399 in the GCM and the becm e4491 e4423 dashes for the line error
 Tech states he checked all fuses
 Tech is using a wired connection when asked

Advised of PI0592A Service Programming System (SPS) Errors
 Advised to restart the pc and to try programming again

Advised to contact Techline and start a case

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2012 08:47:28 AM	CIAVERBR	CIAVERBR	TAC Inbound Email	Engineering	Done	11/7/2012 08:48:20 AM	Email received from BQM Carrie Harvey
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

The dealer should get the part tomorrow. The Fed Ex tracking number is 794000119060.

Carrie Harvey
 Brand Quality Manager - Advanced Propulsion
 *mcell: 586-243-2598
 *mmail: carrie.harvey@gm.com

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/5/2012 11:31:41 AM		ROWLEYDO	Email - Inbound		Done	11/5/2012 01:06:13 PM	eAssist order for 11-5-12
Contact Last Name	Contact First Name	Account	BAC Code				
Mcturnan	Judy	General Motors	GM Field Personnel				

Comments

Hi, we shipped an eAssist order today, info is below.

Tac Case #- [REDACTED]
 Part # ordered- 24259770
 Tracking #- 530086304175
 ETA- by 10:30 a.m. 11-6-12

Judy McTurnan
 Warehouse Manager
 Distribution Center Operations
 Specmo Enterprises
 (800)-545-7910 ext. 407
 (248)-307-2908 (direct)
 (248)-654-3133 (fax)
 judy.mcturnan@specmo.com

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/5/2012 08:29:00 AM	CIAVERBR	CIAVERBR	TAC Outbound Email	Brand Quality	Done	11/5/2012 08:32:19 AM	Email sent to BQMs Kristin Curran and Carrie Harvey -
Contact Last Name	Contact First Name		Account	BAC Code			
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

Kristin and Carrie,

Dealer Contacts and shipping address for SGCM body harness repair jumper:

Pete Harkness Chevrolet-Buick-Pontiac, Inc.
 1003 N 18th
 Centerville, IA. 52544-1117

Part dept contact is: Larry Long -
 Parts fax number is: 641-437-4050
 Ryan Webster, tech (641) 437-4040

Regards,
 Brian Ciaverella
 Hybrid Platform Escalation Team
 GM Technical Assistance Center
 An Associate of Morley Companies
 Desk 989-249-6538
 Fax 866-842-9445
 brian.1.ciaverella@gm.com

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 05:25:47 PM	GETTELMA	GETTELMA	TAC Part Authorized	eAssist PowerPack	Done	11/14/2012 04:45:54 PM	24259770 powerpack (QTY1) (OVN)
Contact Last Name	Contact First Name		Account	BAC Code			
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 05:21:44 PM	GETTELMA	GETTELMA	Email - Outbound		Done	11/2/2012 05:24:09 PM	71-1122960359 part 24259770
Contact Last Name	Contact First Name		Account	BAC Code			
			Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

BAC 210101
 VIN 2G4GS5ER8C9 [REDACTED]

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 05:12:38 PM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	11/2/2012 05:24:50 PM	Ryan Webster, tech
Contact Last Name	Contact First Name		Account	BAC Code			
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

Advise Ryan will be replacing the hv battery pack.

Tech stated the BIN is LQ45654112132586

Part dept contact is: Larry Long

Parts fax number is: 641-437-4050

Advise tech of pic5520e for ordering instructions.

Advise after pack installation to double check all vehicle fuses.

Advise to fully charge and test 12v battery.

Advise to operate hv battery pack fan for operation and to replace if inop.

Advise to program the modules required per si and sps for battery replacement.

Advise the SGCM and pack fan harness will be sent to dealer.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 04:58:16 PM	GETTELMA	GETTELMA	TAC Alarm	24 Hour	Done	11/23/2012 12:40:17 PM	review
Contact Last Name	Contact First Name		Account	BAC Code			
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 11:33:58 AM	GETTELMA	GETTELMA	TAC Outbound Call	Dealer	Done	11/2/2012 11:43:26 AM	Ryan Webster, tech
Contact Last Name	Contact First Name		Account	BAC Code			
Webster	Ryan		Pete Harkness Chevrolet Buick, Inc.	210101			

Comments

Ryan stated when asked if customer owned.

It was a dealer trade and that's why it has mileage on car. Car is currently dealer owned.

Ryan stated when asked which step he was on when smoke occurred.

The two hour idle test step 12 and was 30-40 minutes into it.

Ryan stated the SGCM x1x2x3 wiring has heat stress and melting on them.

Ryan stated when asked if there was interior trim damage.

There is some film on the Right Rear area by the RR seatbelt but thinks it can be cleaned off.

Ryan stated when asked if there was arcing inside of pack.

Hard to tell with all the soot but there appears to be some heat stress terminals and possible melting of the wiring.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/2/2012 11:23:21 AM	ClAVERBR	ClAVERBR	TAC Review	Escalation Team Review	Done	11/2/2012 11:34:02 AM	Reviewed with Mark Gettel
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

What step was the tech in when performing 12238?
 Was there any soot outside the Pack or on the trim?
 Is there smoke damage to the vehicle?
 Is it customer owned? Is there damage to trim covers?
 And find out what step he was on when it failed?

I can have a repair harness or connectors are melted we have a repair harness to splice in and have one sent to the dealer from BQ
 If there is arcing in the BDU and GCM then we want the entire Pack replaced.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/1/2012 04:55:14 PM	GETTELM	GETTELM	TAC Inbound Call	Diagnostics	Done	11/1/2012 05:00:07 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Ryan stated has removed the battery pack cover and has a lot of soot and odors inside of pack.
 Ryan stated also has the 3 connectors to the SGCM x1 x2 x3, the blue, green, and black, have melted insulation on these connectors.

Advise Ryan to take pictures of the damage and send into TAC.
 Advise will send info to escalation for further evaluation.
 Advise TAC will call back at 641-455-9794 with further instruction.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/1/2012 04:10:30 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Done	11/7/2012 03:26:24 PM	eAssist smoke
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/1/2012 04:01:44 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	11/1/2012 04:10:29 PM	Spoke to technician Ryan Webster SI doc 12238A
Contact Last Name	Contact First Name	Account	BAC Code				
Webster	Ryan	Pete Harkness Chevrolet Buick, Inc.	210101				

Comments

Ryan states he is performing campaign 12238 and he started to smell smoke. He states he disconnected the 12V battery. He states he checked the fuses F23UA and F73UA and they are not open.

Advised Ryan to remove the battery pack from the vehicle, open the pack and inspect for signs of arcing or soot, if found take pictures and call back.

Advised Ryan that we will arrange the appropriate part for the vehicle.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	QEK Global Solutions	Site	161831	GW SubType		Bus. Unit	TAC US
Last Name	Nagey	First Name	Steve	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #		Evening #		UCC		Sub-Area	Battery Pack
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	QEK Global Solutions	Source	Phone	Updated	7/12/2013 03:17:21 PM
Serial #/VIN	2G4GT5GR8C9	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	11/01/2011	Status	Closed	Opened	5/10/2013 09:35:35 AM
Model	Regal	Mileage	19,487	Sub-Status	Unlinked	Closed	5/22/2013 04:34:48 PM
Abstract	odor from the rear of the car during 12238						

Customer Description

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 #
			0

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2013 04:34:48 PM	GARBUTWI	GARBUTWI	SR Closed - Unlinked		Done	5/22/2013 04:34:48 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name		Account		BAC Code	
Nagey		Steve		QEK Global Solutions		161831	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/21/2013 09:55:26 AM	GARBUTWI	GARBUTWI	TAC Outbound Call	Dealer	Done	5/21/2013 09:56:05 AM	Steve Nagey voice mail
Contact Last Name		Contact First Name		Account		BAC Code	
Nagey		Steve		QEK Global Solutions		161831	

Comments
Requested an update

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2013 10:00:39 AM	GARBUTWI	GARBUTWI	TAC Outbound Call	Dealer	Done	5/14/2013 10:01:21 AM	Steve Nagey
Contact Last Name		Contact First Name		Account		BAC Code	
Nagey		Steve		QEK Global Solutions		161831	

Comments
Steve has not received the SGCM yet, I checked and found it was sent to Milford. I have ordered another SGCM.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2013 09:58:44 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/14/2013 10:26:59 AM	Desc: K59 SGCM P/N: 24267940
Contact Last Name		Contact First Name		Account		BAC Code	
Nagey		Steve		QEK Global Solutions		161831	

Comments
Order placed: 5/14/2013 OVN
Part #: 24267940
Qty: 1
Ctrl #: C9104989
SR Number: ██████████7
FACY > 007 ORDER # > 9758658
Ctrl: C9104989

PLEASE BE SURE TO SEND TO THIS ADDRESS. Previous order was sent to wrong location.

7047 Murthum Ave, Warren 48092

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 11:58:44 AM	GARBUTWI	RESTPART	TAC Part Request	CCA	Done	5/10/2013 12:56:58 PM	Desc: K59 SGCM P/N: 24267940
Contact Last Name		Contact First Name		Account		BAC Code	
Nagey		Steve		QEK Global Solutions		161831	

Comments
Order Date: 5/10/2013 as a OV
Part: 24267940 Quant t
Control: C9104989
Spac Sr: 71-1182251924

FACY > 007 ORDER # > 9748493

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 11:57:54 AM	GARBUTWI	GARBUTWI	TAC Outbound Call	Dealer	Done	5/10/2013 12:02:40 PM	Steve Nagey
Contact Last Name	Contact First Name	Account	BAC Code				
Nagey	Steve	QEK Global Solutions	161831				

Comments
Steve states that the SGCM smells like burnt wiring. I have ordered a new SGCM.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 09:49:13 AM	GARBUTWI	GARBUTWI	TAC Alarm	2 Hour	Done	5/22/2013 04:34:36 PM	MI, GB odor, Steve Nagey
Contact Last Name	Contact First Name	Account	BAC Code				
Nagey	Steve	QEK Global Solutions	161831				

Comments
QEK 586-649-8927

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/10/2013 09:37:03 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Part Restriction	Done	5/10/2013 09:49:11 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Nagey	Steve	QEK Global Solutions	161831				

Comments
 Caller's Name (First & Position): Steve Nagey - Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 1
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - Yes
 Have any SI document been utilized (Capture Doc ID)? - 12238

Customer concern-
Odor while

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
Steve was performing 12238 and after returning to the shop for the idle procedure (approx 35min into it) heard the fan turn on in the rear and now has an odor similar to a burning wire. He did not see any smoke.

TAC recommendations -
Advised to remove the battery pack and cover, verify if the odor is from inside or if there is any soot. Call back with findings.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Peter Smith Chevrolet Cadillac Ltd.	Site	204771	GW SubType		Bus. Unit	TAC CA
Last Name	Kolynko	First Name	Shawn	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(613) 968-6767	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Peter Smith Chevrolet	Source	Phone	Updated	12/16/2011 09:43:36 AM
Serial #/VIN	1G4GA5ER1CF	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	09/16/2011	Status	Closed	Opened	12/6/2011 02:32:33 PM
Model	LaCrosse	Mileage	274	Sub-Status	Linked	Closed	12/16/2011 09:43:35 AM
Abstract	Battery indicator on						
Customer Description	HP6 P0A78						

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 #
			58689

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/16/2011 09:43:34 AM	GAGNERO	GAGNERO	SR Closed - Linked		Done	12/16/2011 09:43:34 AM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account		BAC Code	
Kolynko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/16/2011 09:37:22 AM	GAGNERO	GAGNERO	TAC Electronic Closing		Done	12/16/2011 09:40:21 AM	Replaced Generator control and battery module
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Condition: Battery indicator ses on , system not charging , sets P0A78 ..

Correction: Replaced generator control and battery module internal fault

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/14/2011 11:19:44 AM	GAGNERO	GAGNERO	TAC Outbound Call		Done	12/14/2011 11:54:10 AM	Follow up with dlr
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Generator control module and battery pkg was installed , no dtc's reset .. service manager is driving vehicle before releasing to customer

Advised will close case Friday if vehicle is operating as designed .. confirm 12v and hybrid battery charge before release to customer

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2011 04:40:16 PM	PARKHUJA	PARKHUJA	TAC Inbound Call	Diagnostics	Done	12/12/2011 04:41:27 PM	Ron Gagne
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Agreed with HV Pack Replacement

Ron advised that the dealer has replaced the MGU with no change in the P0A78 - it is continually resetting with a charged battery. They have checked the 3 phase cables for connection concerns, shorts to each other or ground, and high resistance with no concerns noted. I advised to replace the HV pack then.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2011 03:47:52 PM	FORTINPI	FORTINPI	TAC Notify		Done	12/12/2011 03:49:28 PM	Confirm part request with York Elec.
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2011 10:29:26 AM	GAGNERO	GAGNERO	TAC Part Authorized	eAssist PowerPack	Done	12/12/2011 10:39:08 AM	Generator Control and Battery Module pn 24259770
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyngo		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

parts manager Daryl Diement
fax # 613-968-3579

oem serial # LQ16984111223007

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/12/2011 09:41:04 AM	GAGNERO	GAGNERO	TAC Outbound Call		Done	12/12/2011 10:29:19 AM	Follow up to vme
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyngo		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Shawn installed new MGU , reset p0a78

Advised will notify platform rep and report back

Spoke with platform rep and Usa Liason , have dlr repl
Generator Control and Battery Module pn 24259770 as per PIC5520B

Contacted Shawn , relay info

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/9/2011 01:13:58 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Other	Done	12/9/2011 01:17:28 PM	Ron Gagne
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyngo		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

I advised Ron that the dealer should also check the phases directly at the MGU to confirm that they are less than .5 ohms from terminal to terminal and open from each terminal to the case. I advised that this is an additional check that they can do to poss bly isolate an MGU concern. I advised that Tony Saliga is going to speak to Rick Schroeder about updating SI.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/8/2011 04:32:51 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Other	Done	12/8/2011 04:34:13 PM	Ron Gagne
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyngo		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

I called Ron to ensure that the dealer checked for a broken MGU terminal weld on this replacement MGU, which is fine. I also advised that they should check for poor connections of the 3 phase cables since this could have been induced during the MGU replacement but he advised that is fine as well.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/8/2011 11:01:26 AM	GAGNERO	GAGNERO	TAC Inbound Call		Done	12/8/2011 11:08:34 AM	Follow up to vme
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Tech followed si doc 2596042 , has infinite resistance between the 3-Phase cable terminals U V W , has infinite resistance between the 3-Phase cable terminals U&V , V&W , W&U which leads to repl A15 MGU

SUGG: Discussed with platform rep , agree to repl MGU .. need to contact PQC for release .
Once replaced , confirm dtc does not reset ..
Report back with findings

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/7/2011 03:01:19 PM	GAGNERO	GAGNERO	TAC Inbound Call		Done	12/7/2011 03:11:31 PM	Battery indicator on and ses after r/test set p0a78
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Update : Tech drove vehicle , ses came on set P0A78 , will follow si doc 2596042

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/7/2011 01:50:07 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	12/7/2011 02:23:35 PM	Ron Gagne
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Ron reports that the dealer indicates that the car is not charging and has a charging message on but no DTCs. When it arrived, there were several low voltage codes that they cleared.

I advised to question them on how they built it on the scan tool to ensure that it is built as a LUK engine and ask them to check the HPCM directly for DTCs. If they still report no codes, drive the vehicle 5-10 minutes after fully charging the battery to see if any DTCs set. If not, inspect the MGU terminals welds and the 175A fuse connection/appearance. If okay, get session logs of the current data as well as the DTCs that were in it before.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/7/2011 11:05:14 AM	GAGNERO	GAGNERO	TAC Outbound Call		Done	12/7/2011 03:06:40 PM	Had vme to call dlr , tech n/a left message w/ reception to call me back
Contact Last Name		Contact First Name		Account		BAC Code	
Kolyanko		Shawn		Peter Smith Chevrolet Cadillac Ltd.		204771	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/6/2011 03:19:33 PM	GAGNERO	GAGNERO	TAC Inbound Call	Part Restriction	Done	12/6/2011 03:58:38 PM	battery indicator on
Contact Last Name	Contact First Name	Account	BAC Code				
Kolynko	Shawn	Peter Smith Chevrolet Cadillac Ltd.	204771				

Comments

Customer stopped vehicle at rest stop , would not start ..Towed to dlr .. 12v battery low , 11.7 v had many dtcs due to low voltage .. charged and tested battery , cleared dtcs

Battery indicator on , check charging message .. followed 2587410 , leads to repl generator control module ,,

SUGG: Found pqc case 1012435191 , another dlr replaced MGU , will discuss with platform rep and report back

Called dlr , n/a left message at reception to call me back

Spoke with Shawn , follow PIC5520B , need Generator control module serial # , report back

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Flow Automotive Center Of Winston-	Site	114096	GW SubType		Bus. Unit	TAC US
Last Name	Bowman	First Name	Bryan	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(336) 760-7000	Evening #		UCC		Sub-Area	Battery Pack
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Flow Automotive Center Of	Source	Phone	Updated	5/4/2012 08:55:04 AM
Serial #/VIN	1G4GC5ER7CF	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	03/05/2012	Status	Closed	Opened	4/10/2012 12:44:56 PM
Model	LaCrosse	Mileage	29	Sub-Status	Linked	Closed	5/4/2012 08:54:58 AM
Abstract	SES light						
Customer Description	P0A78 P0C0B U1548						

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 #
			155999

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/4/2012 08:54:57 AM	CIAVERBR	SLEEMASC	SR Closed - Linked		Done	5/4/2012 08:54:58 AM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/16/2012 04:14:03 PM	CIAVERBR	CIAVERBR	TAC Outbound Call	Case Closing	Done	5/4/2012 08:47:53 AM	Spoke to SA Closing case
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Correction: Replaced BPIM

Symptom: MIL lamp P0A78 P0C0B U1548

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 03:16:04 PM	HAGLUNRA	HAGLUNRA	TAC Outbound Email	Dealer	Done	4/11/2012 03:17:43 PM	I spoke with Bryan Bowman tech.
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

I advised the tech to have his Parts Department order the BPIM.
I provided SI DOC ID#s for 12013 and Generator Control Module Replacement.
I advised the tech to install, retest and to report results.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 02:56:00 PM	CIAVERBR	CIAVERBR	TAC Outbound Email	Dealer	Done	4/11/2012 02:57:27 PM	Email sent to Ray Haglund for follow up
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Team has authorized replacement of the BPIM for this vehicle. PN 12635717.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 02:25:55 PM	CIAVERBR	CIAVERBR	TAC Inbound Email	Engineering	Done	5/4/2012 08:47:49 AM	Received email from Carrie Harvey
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Team has authorized replacement of the BPIM for this vehicle. PN 12635717. Email sent to Ray Haglund for follow up

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 01:04:59 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	4/11/2012 01:05:51 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

The dealer calling in looing for an update.
TAC advised that the case is still under review at this time.....jc

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 10:43:36 AM	CIAVERBR	CIAVERBR	TAC Outbound Email	Engineering	Done	5/4/2012 08:47:44 AM	Reviewed case with Ray Haglund
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Sent Email to Hybrid team for assistance.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/11/2012 08:58:50 AM	KREPPCH	KREPPCH	TAC Review	Escalation Team Review	Done	4/11/2012 08:59:53 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Reviewed case and forward to perper que TACHYBD1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/10/2012 03:36:04 PM	HAGLUNRA	TACHYBD1	TAC Escalation	Hybrid Powertrain	Done	5/4/2012 08:47:58 AM	SME REVIEWING
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/10/2012 02:54:34 PM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/10/2012 03:35:59 PM	Bryan Bowman TECH.
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

The tech states that he has disconnected the three phase cables from the SGCM and check each circuit to ground thru the MGU. Each circuit shows OL.
That he has disconnected the cables from the MGU and again has OL on all three circuits.
That this leads to Hybrid Battery Pack / SGCM replacement.

TAC REC: I advised the tech to go to the vehicle and to reconnect the cables to the MGU.
To record the resistance accross each leg.
The tech states that he has 0.0 ohms accross each leg.
I advised the tech to remove the cables from the MGU and to record the resistance accross each of the three MGU phase terminals.
The tech states that he has 0.0 ohms accross each terminal.
I advised the tech to record the resistance from each MGU phase cable to the case of the MGU.
The tech states OL on each circuit.
I advised the tech that this case is being reviewed and that TAC would contact him direction.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/10/2012 12:59:26 PM	SLEEMASC	SLEEMASC	TAC Alarm	24 Hour	Done	4/18/2012 02:53:21 PM	ses
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/10/2012 12:45:43 PM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	4/10/2012 12:58:56 PM	Spoke to technician Bryan Bowman SI doc 2596068 No modifications, condition has been duplicated
Contact Last Name	Contact First Name	Account	BAC Code				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				

Comments

Bryan states he has codes P0A78, P0C0B and U1548 set. He states the P0C0B diagnostics lead to the replacement of the SGCM.

Advised Bryan to perform the P0A78 diagnostics and verify there is no concern with the cables. Advised Bryan to call back with the readings for further instructions.

The most common correction for the codes has been the replacement of the battery pack.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Coast Buick-Pontiac-GMC Truck,	Site	217438	GW SubType		Bus. Unit	TAC US
Last Name	Pontrelli	First Name	Bob	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(732) 223-0133	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Coast Buick-Pontiac-GMC	Source	Phone	Updated	10/4/2012 02:39:43 PM
Serial #/VIN	2G4GR5ER3C91	Model Year	2012	Priority	Escalation	License #	
Make	Buick	Warr. Start	12/09/2011	Status	Closed	Opened	4/17/2012 08:49:43 AM
Model	Regal	Mileage	76	Sub-Status	Linked	Closed	4/24/2012 12:01:16 PM
Abstract	Battery low towed in						
Customer Description	BATTERY LOW TOWED IN NO CODES P0A78 BCM: B1517 SYM03 TCM: P0562 / P0826 HPCM: P1ADE / P0562 FPCM: P0562 ECM: P155A						

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 #
			351769

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/24/2012 12:01:16 PM	HAGLUNRA	CIAVERBR	SR Closed - Linked		Done	4/24/2012 12:01:16 PM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name		Account		BAC Code		
Pontrelli	Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/24/2012 11:59:05 AM	HAGLUNRA	HAGLUNRA	TAC Update	Case Closing	Done	4/24/2012 12:00:29 PM	.
Contact Last Name	Contact First Name		Account	BAC Code			
Pontrelli	Bob		Coast Buick-Pontiac-GMC Truck, Inc.	217438			

Comments

Correction: Repaired G-103 / Replaced BPIM.

Concern: BATTERY LOW TOWED IN NO CODES P0A78 BCM: B1517 SYM03
 TCM: P0562 / P0826
 HPCM: P1ADE / P0562
 FPCM: P0562
 ECM: P155A

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/24/2012 11:47:24 AM	HAGLUNRA	HAGLUNRA	TAC Outbound Call	Dealer	Done	4/24/2012 11:48:23 AM	I spoke with Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name	Contact First Name		Account	BAC Code			
Pontrelli	Bob		Coast Buick-Pontiac-GMC Truck, Inc.	217438			

Comments

The tech states that he still has the pictures, but is not sure if they were sent.

TAC REC: I advised the tech to send the pictures to myself and I will forward.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/24/2012 09:16:00 AM	HAGLUNRA	HAGLUNRA	TAC Alarm	24 Hour	Done	4/24/2012 11:58:54 AM	NJ / Check on BPIM ground stud pictures / Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name	Contact First Name		Account	BAC Code			
Pontrelli	Bob		Coast Buick-Pontiac-GMC Truck, Inc.	217438			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/19/2012 01:17:27 PM	ClAVERBR	ClAVERBR	TAC Inbound Call	Case Closing	Done	4/24/2012 09:15:15 AM	Closing case
Contact Last Name	Contact First Name		Account	BAC Code			
Pontrelli	Bob		Coast Buick-Pontiac-GMC Truck, Inc.	217438			

Comments

Correction: Replaced BPIM

Tech states there was evidence of odor from the BPIM but not in the Powerpack. When checking for loose grounds he found that there was a loose frame ground to battery. When attempting to tighten it the stud snapped. Tech will send photos. He relocated the ground to another hole just above the original location. He will send in photos of the broken stud and new mounting location.

Symptom: Battery voltage low towed in P0A78
 BCM: B1517 SYM03 TCM: P0562 / P0826
 HPCM: P1ADE / P0562 FPCM: P0562 ECM: P155A

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/19/2012 01:16:22 PM	CIAVERBR	CIAVERBR	Ownership Changed		Done	4/19/2012 01:16:22 PM	Service Request Ownership has changed FROM: HAGLUNRA TO: CIAVERBR
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 02:25:06 PM	HAGLUNRA	HAGLUNRA	TAC Alarm	24 Hour	Done	4/24/2012 09:15:44 AM	NJ / Check on BPIM replacement / Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 11:32:03 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	4/24/2012 09:15:26 AM	spoke with Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments							

Advised to replace only the BPIM part 12635717 and not the entire Pack. He will cancel his ESC order for the Pack.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 11:00:59 AM	HAGLUNRA	HAGLUNRA	TAC Review	Escalation Team Review	Done	4/24/2012 09:14:56 AM	Reviewed with Eteam
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments							

Dealer was called and asked to cancel the Powerpack order after review with B Ciaverella from Eteam

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 10:59:00 AM	HAGLUNRA	HAGLUNRA	TAC Outbound Call	Dealer	Done	4/18/2012 11:00:55 AM	I spoke with Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments							

I contacted the tech and advised him to order the BATTERY PACK assembly thru his local ESC. To check the operation of the Hybrid Coolant Fan thru outputs and to report results.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 09:40:53 AM	CIAVERBR	CIAVERBR	TAC Review	Escalation Team Review	Done	4/24/2012 09:14:47 AM	Reviewed with Ray Haglund
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

Case to be discussed with Engineering on CPIT call

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/18/2012 09:28:52 AM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/18/2012 09:40:25 AM	Caller: Bob Pontrelli tech / updated testing /
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The tech states that with the three phase cables removed from the MGU, connected to the SGCM, cover installed, the White cable terminal shows 5.6 ohms / Black shows 4.0 ohms / Red shows OL.

TAC REC: I advised the tech to first remove the cable cover from the Pack and retest. Readings were all the same.

I advised the tech to remove the cables from the SGCM connections and record the resistance between the pack case and the three studs at the SGCM.

Readings are all the same indicating internal SGCM concern.

I advised the tech that I would review the test results with Brian Ciaverella (Hybrid Platform Escalation Team) and report back to the dealer with direction.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 03:52:12 PM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/17/2012 03:56:57 PM	Caller: Bob Pontrelli tech / updated testing /
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The tech states that all three phase cables show OL to ground when disconnected from the SGCM.

TAC REC: I advised the tech to reconnect the phase cables to the SGCM and install the cover.

To disconnect the phase cables from the MGU and check each phase to ground.

To report results.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 03:03:57 PM	HAGLUNRA	HAGLUNRA	TAC Alarm	24 Hour	Done	4/18/2012 02:25:00 PM	NJ / Check on P0A78 diag / Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 03:00:21 PM	HAGLUNRA	HAGLUNRA	TAC Outbound Call	Dealer	Done	4/17/2012 03:03:42 PM	I spoke with Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The tech road tested and the following codes set.
 HPCM: P0A78.
 ECM: P0AC4.

TAC REC: I advised the tech to record and report the results from DTC P0A78 Document ID: 2596042.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 11:39:47 AM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/17/2012 11:44:22 AM	Caller: Bob Pontrelli tech / Sessions arrived / codes listed.
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The tech called back for assistance in sending the session log to TAC.

TAC REC: Sessions arrived / codes listed.
 All codes in the session are low voltage related.
 I advised the tech to drive the vehicle around the dealership property / local area (charging system is INOP).
 To record any codes that set and report results.
 BCM: B1517 SYM03
 TCM: P0562 / P0826
 HPCM: P1ADE / P0562
 FPCM: P0562
 ECM: P155A

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 11:01:15 AM	HAGLUNRA	HAGLUNRA	TAC Alarm	24 Hour	Done	4/17/2012 03:03:50 PM	Sessions / no charging / Bob Pontrelli tech / (732) 223-0025 / prompt #7
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 10:53:07 AM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/17/2012 11:01:12 AM	Caller: Bob Pontrelli tech.
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The tech states that the 12v feed to the APM is good and the 300amp underhood fuse is good with no signs of heat damage. That he has installed a known good Stock units 12v battery and that the original 12v battery has passed the GR8 charging and testing.

TAC REC: I advised the tech to send the Session Logs to myself. (The tech states that the GDS2 laptop is currently being used by another tech).

That he will call back once the laptop is available.

I advised the tech that once the session have arrived we will I kely need to drive the vehicle locally / in the parking lot to attempt to get the code that is causing this concern to set. (vehicle is not charging now).

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/17/2012 08:50:25 AM	HAGLUNRA	HAGLUNRA	TAC Inbound Call	Diagnostics	Done	4/17/2012 09:39:08 AM	Caller: Bob Pontrelli tech.
Contact Last Name	Contact First Name	Account	BAC Code				
Pontrelli	Bob	Coast Buick-Pontiac-GMC Truck, Inc.	217438				

Comments

The customer states that the battery indicator came on, the vehicle stalled while driving and was towed to the dealer.

The tech states that no codes are stored and that a service attendant advised him that the GR8 charged and passed the 12v battery.

That the battery indicator is on, the no charging message is displayed and the system is not charging now.

That he cleared the multiple low voltage and loss of communication codes and the TCM has set the only code showing P0562: System Voltage Low Voltage.

That he found the 12v battery negative cable loose at the body.

He relocated the ground.

TAC REC: I advised the tech to record the actual 12v battery voltage.

Tech states: 10.1 volts.

NOTE: the 12v starter clicks now and will not crank the engine with the 12v dropping into the low 9s while attempting to crank.

I advised the tech to disconnect the 12v from the vehicle and charge and test on the proper settings using the GR8.

To correct the 12v battery concern and to then perform DC Power Conversion Test Document ID: 2596137 if necessary.

To report results.

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Davis Motors, Inc.	Site	245823	GW SubType		Bus. Unit	TAC US
Last Name	Koch	First Name	Alan	Approval	Not Initiated	Area	Hybrid Power Electronics
Daytime #	(320) 693-3224	Evening #		UCC		Sub-Area	Charging System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Davis Motors, Inc.	Source	Phone	Updated	10/4/2012 02:41:36 PM
Serial #/VIN	1G4GC5ERXCF	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	12/08/2011	Status	Closed	Opened	6/12/2012 09:31:28 AM
Model	LaCrosse	Mileage	178	Sub-Status	Linked	Closed	6/14/2012 08:43:09 AM
Abstract	not charging						
Customer Description	MGU NOT CHARGING SGCM NODTC P0AC4 P155A P0562, HPCM P0562 P0A78 P0C0B P1A0C P1ADE						

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 #
			36624

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/14/2012 08:43:09 AM	CIAVERBR	GARBUTWI	SR Closed - Linked		Done	6/14/2012 08:43:09 AM	Service Request has been Closed Linked.
Contact Last Name	Contact First Name	Account	BAC Code				
Koch	Alan	Davis Motors, Inc.	245823				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/14/2012 08:43:02 AM	CIAVERBR	GARBUTWI	SR Opened		Done	6/14/2012 08:43:03 AM	SR in Status of Closed has been Re-Opened by CIAVERBR
Contact Last Name		Contact First Name		Account	BAC Code		
Koch		Alan		Davis Motors, Inc.	245823		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2012 04:29:14 PM	GARBUTWI	GARBUTWI	SR Closed - Linked		Done	6/13/2012 04:29:14 PM	Service Request has been Closed Linked.
Contact Last Name		Contact First Name		Account	BAC Code		
Koch		Alan		Davis Motors, Inc.	245823		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2012 04:27:25 PM	GARBUTWI	GARBUTWI	TAC Update	Case Closing	Done	6/13/2012 04:28:18 PM	Linked
Contact Last Name		Contact First Name		Account	BAC Code		
Koch		Alan		Davis Motors, Inc.	245823		
Comments							

Correction;
Replaced the SGCM/BPIM/HPCM

Condition:
Vehicle not charging, no DTC's.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2012 04:26:55 PM	GARBUTWI	GARBUTWI	TAC Outbound Call	Case Closing	Done	6/13/2012 04:27:20 PM	Alan Koch
Contact Last Name		Contact First Name		Account	BAC Code		
Koch		Alan		Davis Motors, Inc.	245823		
Comments							

He checked the MGU terminals and found no concern, also checked all cables and found no concerns. He has replaced the SGCM and the car operates properly.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2012 10:02:05 AM	GARBUTWI	GARBUTWI	TAC Alarm	24 Hour	Done	6/13/2012 04:27:23 PM	MN, eassist not charging, Alan Koch
Contact Last Name		Contact First Name		Account	BAC Code		
Koch		Alan		Davis Motors, Inc.	245823		
Comments							

6/13 Cell# (320) 434-3071

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2012 09:32:08 AM	GARBUTWI	GARBUTWI	TAC Inbound Call	Diagnostics	Done	6/12/2012 10:01:55 AM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Koch	Alan	Davis Motors, Inc.	245823				

Comments

Caller's Name (First & Position): Alan Koch - Tech
 Number of times in for the same concern? - 1
 Number of days down as provided by the caller? - 2
 Does the vehicle have any aftermarket accessories or modifications? No
 Has the concern been duplicated? - Yes
 Have any SI document been utilized (Capture Doc ID)? - 2587410
 Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case? - No

Customer concern-
 Dealer trade, dead battery, vehicle died.

Dealer Comments/Diagnosis (DTC's, What's Been Done) -
 He has DTC's; ECM P0AC4 P155A P0562, HPCM P0562 P0A78 P0C0B P1A0C P1ADE. He charged the vehicle and has no DTC's but it is not charging and the battery light is on. While on the phone he commanded the fan on and has operation. He has checked the 175A fuse and F23UA, both are ok.

TAC recommendations - Cell# (320) 434-3071
 Advised to test the MGU as per 11295, also using the insulation meter on the 500v scale, test the cables and MGU for shorts or opens. If all ok, replace the SGCM.

SPO Service Request Activity

SR #	[REDACTED]	Account Phone #	(314) 567-3300	Cust Concern	12238
Account	Weber Chevrolet Company PO Box 419009	Site/BAC	111391	Keyword 1	EASSIST
Address				Keyword 2	CAMPAIGN
City	Saint Louis	State	MO	Keyword 3	
		Zip	63141-9009	Keyword 4	
Last Name	Perry	First Name	Josh	Non Keyword	U1817 U0293
Daytime #	(314) 567-3300	Recom Bulletin #	12238	Comp type	
Veh Family	1B	Mileage Type	M	Open Concern	DC10 - SBD performed
Repair Order	555125	Restricted Part #		Symptom Desc	MIL / DTC
Serial #/VIN	1G11D5RR1D [REDACTED]	Mileage	3	Status	Open
Make	Chevrolet	Warranty Start	5/2/2012 12:00:00 AM	Owner	COONJA1
Model	Malibu	Warranty Status		Priority	Consultant
Year	2013	Veh Series	D	Sub Status	Active
Veh Line	1D	Body	5R	Opened	10/24/2012 17:07:34
Plant	F	Engine	R	Closed	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
10/24/2012 06:16:19 PM	COONJA1	COONJA1	Email - Outbound		Done	10/24/2012 06:18:16 PM

Last Name	First Name	Priority	Start Date
			10/24/2012 06:18:14 PM

Times In	Days Down

Description
TAC case# 71-1120473159 Part# 24259770

Template Text
BAC# 111391

VIN# 1G11D5RR1DF1 [REDACTED]

SPO Service Request Activity

Activities

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
10/24/2012 06:12:51 PM	COONJA1	COONJA1	TAC Part Authorized	eAssist PowerPack	Done	10/24/2012 06:14:28 PM

Last Name	First Name	Priority	Start Date
Perry	Josh	3-Medium	10/24/2012 06:12:51 PM

Times In	Days Down
1	1

Description

(1) OVN 24259770
GCM

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
10/24/2012 06:12:17 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Scheduled Alarm	

Last Name	First Name	Priority	Start Date
Perry	Josh	3-Medium	10/24/2012 06:12:17 PM

Times In	Days Down
1	1

Description

eAssist battery order.

Template Text

ExtendedTemplateText

SPO Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
10/24/2012 05:44:41 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	10/24/2012 06:12:13 PM
Last Name	First Name		Priority	Start Date		
Perry	Josh		3-Medium	10/24/2012 05:44:41 PM		
Times In	Days Down					
1	1					
Description						
Template Text						

1 Number of times in for the same concern?

1 Number of days down as provided by the caller?

n Does the vehicle have any aftermarket accessories or modifications?

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)? _ 12238

Caller's Name (First & Position):

Josh Perry tech

Customer Concern

12238

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

The dealer advised that the vehicle was working correctly at first and had made it to the step 11 of the 12238 were the vehicle stopped charging and is setting codes U0293 U1817

The dealer advised that he retested the systems again with a new 12 volt battery but the codes will not clear.

SPO Service Request Activity

Activities

TAC Recommendations:

TAC advised the dealer to try another MDI with no change.

TAC advised the dealer to inspect the 23 and 175 fuse for being open.

The dealer advised that fuse 23 is open.

TAC advised that the battery pack will be authorized for repair of the vehicle.....jc

ExtendedTemplateText

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Gus Brown Pontiac Buick GMC Ltd.	Site	121440	GW SubType		Bus. Unit	TAC CA
Last Name	Mount	First Name	Cameron	Approval	Not Initiated	Area	Hybrid Energy Storage
Daytime #	(905) 668-5846	Evening #		UCC		Sub-Area	Battery Pack
Address	1201 Dundas Street East	City	Whitby	Involved Dlr		Safety	No
State	Postal Cd L1N2K6	Con. Acct.	Gus Brown Pontiac Buick	Source	Phone	Updated	11/1/2012 09:06:09 AM
Serial #/VIN	1G4GA5ER9CF	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	05/24/2012	Status	Open	Opened	10/31/2012 09:01:25 AM
Model	LaCrosse	Mileage	24	Sub-Status	Active	Closed	
Abstract	Service hybrid message						
Customer Description	P0AA9 P1E0F P1A6F P1AF0 P1AF4 P0AC4						

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 #
			463760

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 09:10:26 AM	GAGNERO	GAGNERO	TAC Inbound Call	Repair Direction	Done	10/31/2012 09:13:31 AM	service hybrid message
Contact Last Name	Contact First Name	Account	BAC Code				
Mount	Cameron	Gus Brown Pontiac Buick GMC Ltd.	121440				
Comments							

12238 performed a week ago and passed .. Lot person started vehicle and service hybrid message on set P0AA9.00 P1E0F.00 P1A6F.00 P1AF0.00 P1AF4.00 in hpcm and P0AC4 in ecm

SUGG: Diagnose as per si report back

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	N/A
Account	Ed Bozarth Chevrolet, Inc.	Site	111875	GW SubType		Bus. Unit	TAC US
Last Name	Houghtaling	First Name	Jared	Approval	Not Initiated	Area	Body and Accessories
Daytime #	(785) 266-5151 xext1056	Evening #		UCC		Sub-Area	Body Control System
Address		City		Involved Dlr		Safety	No
State	Postal Cd	Con. Acct.	Ed Bozarth Chevrolet, Inc.	Source	Phone	Updated	11/1/2012 09:53:32 AM
Serial #/VIN	1G4GA5ER1C	Model Year	2012	Priority	Consultant	License #	
Make	Buick	Warr. Start	06/04/2012	Status	Open	Opened	10/31/2012 05:46:31 PM
Model	LaCrosse	Mileage	295	Sub-Status	Active	Closed	
Abstract	no start service charging method						
Customer Description	P0700 SYM00 U0293 SYM00 U1817 SYM00						

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 #
			827785

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/1/2012 09:24:01 AM	SLEEMASC	SLEEMASC	TAC Inbound Call	Diagnostics	Done	11/1/2012 09:30:58 AM	Spoke to Daniel Wayman
Contact Last Name	Contact First Name	Account	BAC Code				
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875				
Comments							

Daniel states the vehicle has codes U0293 and U1817 set. He states fuse F23UA, 7.5A and F73UA 175A are open.

Advised Daniel to open the battery assembly and inspect inside for arcing or soot. If arcing or soot is found take pictures of the damage and call back, the battery assembly will need to be replaced. If no arcing or soot is found the SGCM will be replaced.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/1/2012 09:21:00 AM	GRANTGE	GRANTGE	TAC Inbound Call	CED	Done	11/1/2012 09:22:20 AM	Daniel Wayman, tech, (785) 608-7021-cell called in today on this stock unit
Contact Last Name	Contact First Name	Account	BAC Code				
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875				

Comments

Customer Concern on the RO: stock unit in for service update loss of battery charge-and the charging system light is on-U0293, U1817, P0562, U0293 again in TCM 2777703-doc#

After speaking with dave Goodrow, and due to this is a Hybrid vehicle will transfer to hybrid group--ext72921

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 06:08:40 PM	COONJA1	COONJA1	Ownership Changed		Done	10/31/2012 06:08:40 PM	Service Request Ownership has changed FROM: GRANTGE TO: COONJA1
Contact Last Name	Contact First Name	Account	BAC Code				
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 06:08:17 PM	COONJA1	COONJA1	TAC Alarm	24 Hour	Scheduled Alarm		CED. eassit.
Contact Last Name	Contact First Name	Account	BAC Code				
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 06:05:57 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	10/31/2012 06:08:13 PM	.
Contact Last Name	Contact First Name	Account	BAC Code				
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875				

Comments

The dealer called in trying to perform the 12238 but the vehicle is a no start. The dealer advised that he has multiple codes and also the tech that is working on the vehicle is not certified in Hybrid along with not ever working on a Hybrid vehicle. TAC advised the dealer to have the hybrid certified tech call back in and we can go over further diagnosis.....jc

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 05:52:25 PM	LAWSONMI	LAWSONMI	TAC Inbound Call	CED	Done	10/31/2012 05:58:05 PM	LET CED transferred to hybrid

Contact Last Name	Contact First Name	Account	BAC Code
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875

Comments

CED TIER 2 FIRST CALL TEMPLATE

TI/DD: 1 / 2

Any Modifications to the vehicle? n

SI Documents used: y 12238

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

Other notes:

Caller's Name (First & Position):

Customer Concern: Service battery charging message on

Has the concern been duplicated? y

Y Stock unit

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

TAC Recommendations:

Dealer request call back? n

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/31/2012 05:47:16 PM	GRANTGE	GRANTGE	TAC Inbound Call	CED	Done	10/31/2012 05:47:32 PM	Central Time Zone-Kansas

Contact Last Name	Contact First Name	Account	BAC Code
Houghtaling	Jared	Ed Bozarth Chevrolet, Inc.	111875

Comments

TAC CED INBOUND CALL TEMPLATE

Caller's Name (First Name, Last Name & Position & Phone number): Jaerd Houghtaling, tech, (785) 249-8785

Customer Concern on the RO: 827785--service battery charging system message on and has service update bulletin to inspect the generator control module

SPO Service Request Activity

SR #	[REDACTED]	Account Phone #	(808) 564-9050	Cust Concern	electrical type odor in the trunk and no start		
Account	Rainbow Chevrolet, Inc.	Site/BAC	112210	Keyword 1	EASSIST	Business Unit	TAC US
Address	711 Ala Moana Blvd			Keyword 2	BATTERY	Keyword 3	
City	Honolulu	State	HI	Zip	96813-5506	Keyword 4	
Last Name	Agbayani	First Name	Alex	Non Keyword			
Daytime #	(808) 564-9850	Recom Bulletin #	PIC5520E	Comp type		Svc Man Sec	Hybrid Energy Storage
Veh Family	1B	Mileage Type	M	Open Concern	DC10 - SBD performed	Svc Man Sub	Charging System
Repair Order	230381	Restricted Part #	24259770	Symptom Desc	Inoperative		
Serial #/VIN	1G11D5RR7DF [REDACTED]			Status	Open	Sub Status	Active
Make	Chevrolet	Mileage	4136	Owner	ROWLEYDO	Opened	12/04/2012 18:26:47
Model	Malibu	Warranty Start		Priority	Consultant	Closed	
Year	2013	Warranty Status					
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
12/4/2012 06:45:52 PM	ROWLEYDO	ROWLEYDO	Email - Outbound		Done	12/4/2012 06:47:23 PM
Last Name		First Name		Priority	Start Date	
					12/4/2012 06:47:13 PM	
Times In		Days Down				
Description						
TAC case [REDACTED]		Part Number 24259770				
Template text						

SPO Service Request Activity

Activities

BAC: 112210 VIN: 1G11D5RR7D

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
12/4/2012 06:44:36 PM	ROWLEYDO	ROWLEYDO	TAC Alarm	24 Hour	Scheduled Alarm	
Last Name		First Name		Priority		Start Date
Agbayani		Alex		3-Medium		12/6/2012 06:30:00 PM
Times In		Days Down				

Description

HI, eAssist, eAssist PowerPack

Template Text

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
12/4/2012 06:42:39 PM	ROWLEYDO	ROWLEYDO	TAC Part Authorized	eAssist PowerPack	Done	12/4/2012 06:44:34 PM
Last Name		First Name		Priority		Start Date
Agbayani		Alex		3-Medium		12/4/2012 06:42:39 PM
Times In		Days Down				
1		2				

Description

eAssist PowerPack, 24259770, (Qty 1), OVN

Template Text

BIN: 20TLQ45654112116105

Part Contact: Steven Ho

SPO Service Request Activity

Activities

Parts Fax: 808-564-9880

ExtendedTemplateText

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
12/4/2012 06:27:19 PM	ROWLEYDO	ROWLEYDO	TAC Inbound Call	Diagnostics	Done	12/4/2012 06:44:31 PM
Last Name	First Name		Priority	Start Date		
Agbayani	Alex		3-Medium	12/4/2012 06:27:19 PM		
Times In	Days Down					
1	2					
Description						

Template Text

Alex Agbayani, Tech called and the vehicle had concern of electrical type odor in the trunk and no start.

Alex since he checked the vehicle it would not start until the key was held on for a few seconds, then set codes U0293 and U1817 and the 12v battery needed to be charged for an hour and did pass testing.

Alex states has no signs of arching outside the battery assembly and has only the felt covers off the battery assembly.

Advise dealer that I would authorize the replacement of the eAssist PowerPack per PIC5520E, part number 24259770 can be ordered by the parts department by contact the dealers local ESC and requesting the battery overnight.

Advise dealer to install the battery assembly, program the BECM and the GCM and then command the battery pack fan on and replace if inoperative, drive the vehicle through at least three drive cycles to make sure the vehicle is charging.

ExtendedTemplateText