

## Service Request Activity

<b>SR No.</b>	71-1190161158	<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Chapman Chevrolet, L.L.C.	<b>Site</b>	114652	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Mielke	<b>First Name</b>	Clint	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Energy Storage
<b>Daytime #</b>	(480) 947-3535	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	6011 S Kyrene	<b>City</b>	Tempe	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	AZ	<b>Postal Cd</b>	85283	<b>Source</b>	Phone	<b>Updated</b>	7/12/2013 02:42:03 PM
<b>Serial #/VIN</b>	1G11D5RR1DF1	<b>Model Year</b>	2013	<b>Priority</b>	Consultant	<b>License #</b>	CHEVROL
<b>Make</b>	Chevrolet	<b>Warr. Start</b>		<b>Status</b>	Closed	<b>Owner</b>	RIKERJO
<b>Model</b>	Malibu	<b>Mileage</b>	378	<b>Sub-Status</b>	First Call	<b>Opened</b>	6/4/2013 05:05:06 PM
<b>Abstract</b>	DTC					<b>Closed</b>	6/7/2013 03:49:57 PM
<b>Customer Description</b>	P0C32 NOTE PQO CASE OPEN ON THE VEHICLE ALSO						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Ordered
Mielke		Clint		Chapman Chevrolet, L.L.C.		114652	Part #: 24267940
Comments							Qty: 1
Order placed 06/07/13 as an Ovn							Ctrl #: DF104922
Part # 24267940							OVN# YES
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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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
Contact Last Name		Contact First Name		Account		BAC Code	
Powell		Les		The Rockmont Motor Company		113694	
Comments							Part # 24267940 Qty 1 Ctrl # 115677 OVN # YES

Order placed: 5/1/2013 OVN

Part #: 24267940

Qty: 1

Ctrl #: 115677

SR Number: 71-1179126605

FACY > 051 ORDER # > 8697567 .

Part # 24267940  
Qty 1  
Ctrl # 115677  
OVN # YES

.

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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	P/N: 24267940
Ramirez		Jaime		Mission Chevrolet, Ltd.		167125	Qty: 1
Comments							OVN: Yes
Order placed 05/31/13 as an Ovn							Ctrl: DF104804
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	
Comments							

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	
Comments							

## 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.
- f 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.
- f 1313   , cont nue

## Service Request Activity

<b>SR No.</b>		<b>Ref No.</b>		<b>BRC Type</b>	N/A	<b>Bus. Unit</b>	TAC US
<b>Account</b>	Difeo Buick Pontiac GMC Partnership	<b>Site</b>	168278	<b>Goodwill</b>		<b>Area</b>	Hybrid Power Electronics
<b>Last Name</b>	Wilkos	<b>First Name</b>	Tom	<b>GW Subtype</b>		<b>Sub-Area</b>	Charging System
<b>Daytime #</b>	(201) 433-9500	<b>Evening #</b>		<b>Approval</b>	Not Initiated	<b>Safety</b>	No
<b>Involved Dealer</b>		<b>Con. Acct.</b>	Difeo Buick Pontiac GMC Partnership	<b>UCC</b>		<b>Updated</b>	5/13/2013 03:50:12 PM
<b>Serial #/VIN</b>	1G11D5RR6DF	<b>Source</b>	Phone			<b>Owner</b>	HEINTZRO
<b>Model</b>	Malibu	<b>License #</b>	CHEVROLET	<b>Priority</b>	Field Service Engineer	<b>Opened</b>	5/3/2013 10:12:11 AM
<b>Make</b>	Chevrolet	<b>Warr. Start</b>	07/25/2012	<b>Status</b>	Closed	<b>Closed</b>	5/13/2013 03:50:06 PM
<b>Year</b>	2013	<b>Mileage</b>	4871	<b>Sub-Status</b>	Unlinked		
<b>Customer Description</b>	P1AF0 P1E12 CHARGING LIGHT ON			<b>Abstract</b>	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
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 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	
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	
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	
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	
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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
Contact Last Name		Contact First Name		Account		BAC Code	P/N: 24267940
Reilly		Bill		Difeo Buick Pontiac GMC Partnership		168278	Qty: 1
Comments							OVN: Yes
							Ctrl: DF115978

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

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

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

<b>SR No.</b>		<b>Ref No.</b>		<b>BRC Type</b>	N/A	<b>Bus. Unit</b>	TAC US
<b>Account</b>	Difeo Buick Pontiac GMC Partnership	<b>Site</b>	168278	<b>Goodwill</b>		<b>Area</b>	Hybrid Power Electronics
<b>Last Name</b>	Wilkos	<b>First Name</b>	Tom	<b>GW Subtype</b>		<b>Sub-Area</b>	Charging System
<b>Daytime #</b>	(201) 433-9500	<b>Evening #</b>		<b>Approval</b>	Not Initiated	<b>Safety</b>	No
<b>Involved Dealer</b>		<b>Con. Acct.</b>	Difeo Buick Pontiac GMC Partnership	<b>UCC</b>		<b>Updated</b>	5/13/2013 03:50:12 PM
<b>Serial #/VIN</b>	1G11D5RR6DF	<b>Source</b>	Phone			<b>Owner</b>	HEINTZRO
<b>Model</b>	Malibu	<b>License #</b>	CHEVROLET	<b>Priority</b>	Field Service Engineer	<b>Opened</b>	5/3/2013 10:12:11 AM
<b>Make</b>	Chevrolet	<b>Warr. Start</b>	07/25/2012	<b>Status</b>	Closed	<b>Closed</b>	5/13/2013 03:50:06 PM
<b>Year</b>	2013	<b>Mileage</b>	4871	<b>Sub-Status</b>	Unlinked		
<b>Customer Description</b>	P1AF0 P1E12 CHARGING LIGHT ON			<b>Abstract</b>	cel, not charging, charing 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 9

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

Concern: P1AF P1E12 Charg n 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	
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	
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	
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	
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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	McClurg Chevrolet Oldsmobile	<b>Site</b>	115381	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Beachel	<b>First Name</b>	Brock	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(585) 749-5126	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	16 Parker Lane	<b>City</b>	Perry	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	NY	<b>Postal Cd</b>	14530-9772	<b>Source</b>	Phone	<b>Updated</b>	7/12/2013 02:52:46 PM
<b>Serial #/VIN</b>	1G11D5RR6DF	<b>Model Year</b>	2013	<b>Priority</b>	Consultant	<b>License #</b>	CHEVROL
<b>Make</b>	Chevrolet	<b>Warr. Start</b>		<b>Status</b>	Closed	<b>Owner</b>	GARBUTWI
<b>Model</b>	Malibu	<b>Mileage</b>	733	<b>Sub-Status</b>	Linked	<b>Closed</b>	5/15/2013 08:51:14 AM
<b>Abstract</b>	ses, pop noise, smoke						
<b>Customer Description</b>	NOISE SMOKE F73UA OPEN F23UA FUSE 175A						

### GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

### Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

### Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

### Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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
Contact Last Name		Contact First Name		Account		BAC Code	P/N: 24267940
Beachel		Brock		McClurg Chevrolet Oldsmobile Pontiac Buick Inc		115381	Qty: 1
Comments							OVN: Yes
							Ctrl: DF115995

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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
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

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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				
Altland	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				
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 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: [REDACTED]

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 Req	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							

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	
Altland		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	
Altland		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	Source	Phone	Updated	12/14/2012 08:56:07 AM
Serial #/VIN	1G11D5RR9DF	Model Year	2013	Priority	Brand	License #	Owner
Make	Chevrolet	Warr. Start	03/26/2012	Status	Open		Opened
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
-----------	--------------	------------------

### Component Coverage

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

### Certificate Details

Certificate Number	Amount	Expiration Date
--------------------	--------	-----------------

### 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 # 74 4468227 2013 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  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entitie...

## 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  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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

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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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.

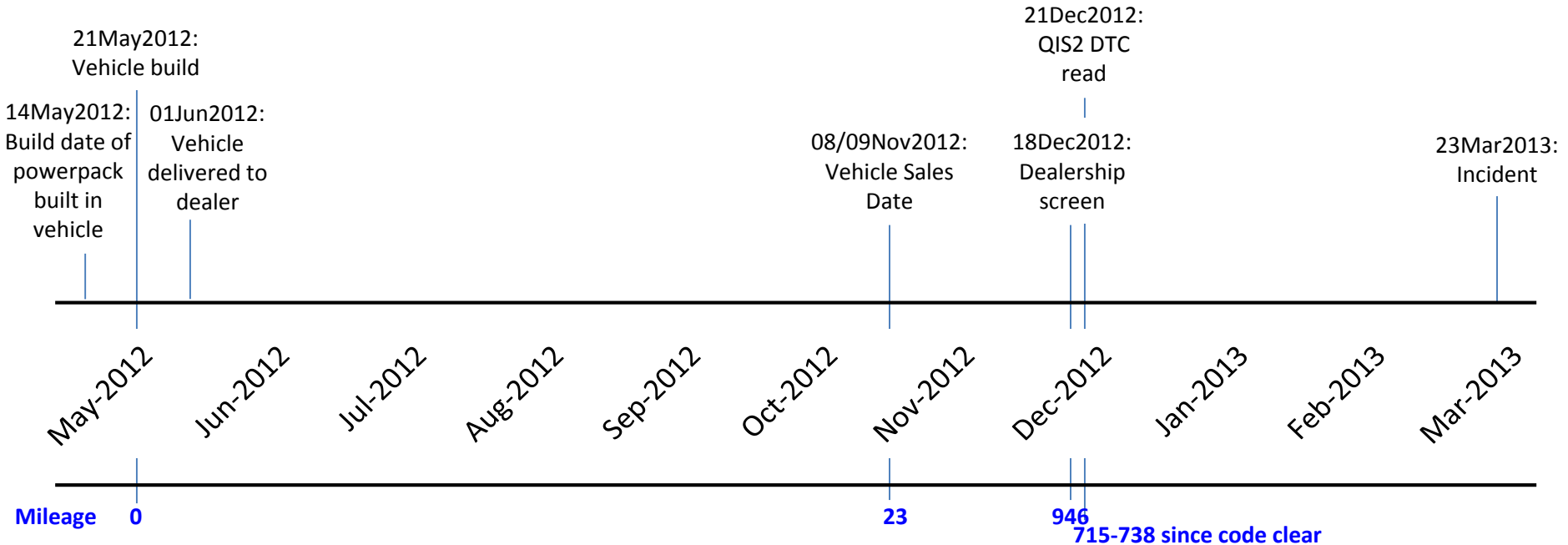
Powerpack Serial Number	Part Number	Powerpack Build Date	VIN	Model Year	Vehicle Build Date	Delivery to Dealer Date
LQ45654112135009	22934565	5/14/2012	1G11D5RRXDF [REDACTED]	2013	5/21/2012	6/1/2012

# 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	Owner	ROWLEYDO
Model	Malibu	Mileage	9,112	Sub-Status	First Call	Opened	6/21/2013 09:52:39 AM
Abstract	odor in trunk since 13136						
Customer Description	ODOR NO CODES BATTERY PACK FAN IS WORKING						
	Closed						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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							

1\_\_Number of times in for the same concern?  
 1\_\_Number of days down as provided by the caller?  
 n\_\_Does the vehicle have accessories or modifications?  
 y\_\_Has the concern been duplicated?  
 n\_\_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, 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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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:

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.
- f 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.
- f 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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Stan King Chevrolet, Inc.	<b>Site</b>	114342	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Sandifer	<b>First Name</b>	Marvin	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Energy Storage
<b>Daytime #</b>	(601) 833-4961	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	333 Brookhaven St	<b>City</b>	Brookhaven	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	MS	<b>Postal Cd</b>	396013680	<b>Source</b>	Phone	<b>Updated</b>	7/12/2013 03:01:12 PM
<b>Serial #/VIN</b>	1G11F5RR0DF	<b>Model Year</b>	2013	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Chevrolet	<b>Warr. Start</b>	01/16/2013	<b>Status</b>	Closed	<b>Opened</b>	5/15/2013 05:12:16 PM
<b>Model</b>	Malibu	<b>Mileage</b>	168	<b>Sub-Status</b>	Unlinked	<b>Closed</b>	5/22/2013 02:55:22 PM
<b>Abstract</b>	Service battery charging system light came on. With smoked up trunk. Fuse open						
<b>Customer Description</b>	U0293 U1817 P0700 P0562						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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

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

**Customer Description**

### GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

### Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

### Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

### Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Linked.
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 Qty: 1 Ctrl# DF116698 OVN yes
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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	All Star Buick GMC Truck, Inc.	<b>Site</b>	116622	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Edwards	<b>First Name</b>	David	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(337) 527-6393	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	1180 E. Napoleon Street	<b>City</b>	Sulphur	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	LA	<b>Postal Cd</b>	70664	<b>Source</b>	Phone	<b>Updated</b>	9/17/2012 01:57:20 PM
<b>Serial #/VIN</b>	1G4GC5ER0CF	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	05/31/2012	<b>Status</b>	Closed	<b>Owner</b>	SHOOKJA
<b>Model</b>	LaCrosse	<b>Mileage</b>	175	<b>Sub-Status</b>	Linked	<b>Opened</b>	7/23/2012 11:28:28 AM
<b>Abstract</b>	CEL Service Charge Message						
<b>Customer Description</b>	P1AF0 P1B0B P1E0C P1E12						
<b>Closed</b>	9/17/2012 01:56:51 PM						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Linked.
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
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: [REDACTED]							
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							

## 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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Ray Skillman GMC Truck, Inc.	<b>Site</b>	117271	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Kennedy	<b>First Name</b>	John	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Energy Storage
<b>Daytime #</b>	(317) 888-9500	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>		<b>City</b>		<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b>	<b>Con. Acct.</b>	Ray Skillman GMC Truck,	<b>Source</b>	Phone	<b>Updated</b>	7/12/2013 03:15:38 PM
<b>Serial #/VIN</b>	1G4GC5ER9CF	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	BUICK
<b>Make</b>	Buick	<b>Warr. Start</b>		<b>Status</b>	Closed	<b>Owner</b>	SCHMITSH
<b>Model</b>	LaCrosse	<b>Mileage</b>	3,967	<b>Sub-Status</b>	Unlinked	<b>Opened</b>	4/29/2013 08:47:57 AM
<b>Abstract</b>	battery not charging						
<b>Customer Description</b>	U0293 U1817						
<b>Closed</b>	5/1/2013 11:42:25 AM						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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							

## 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.

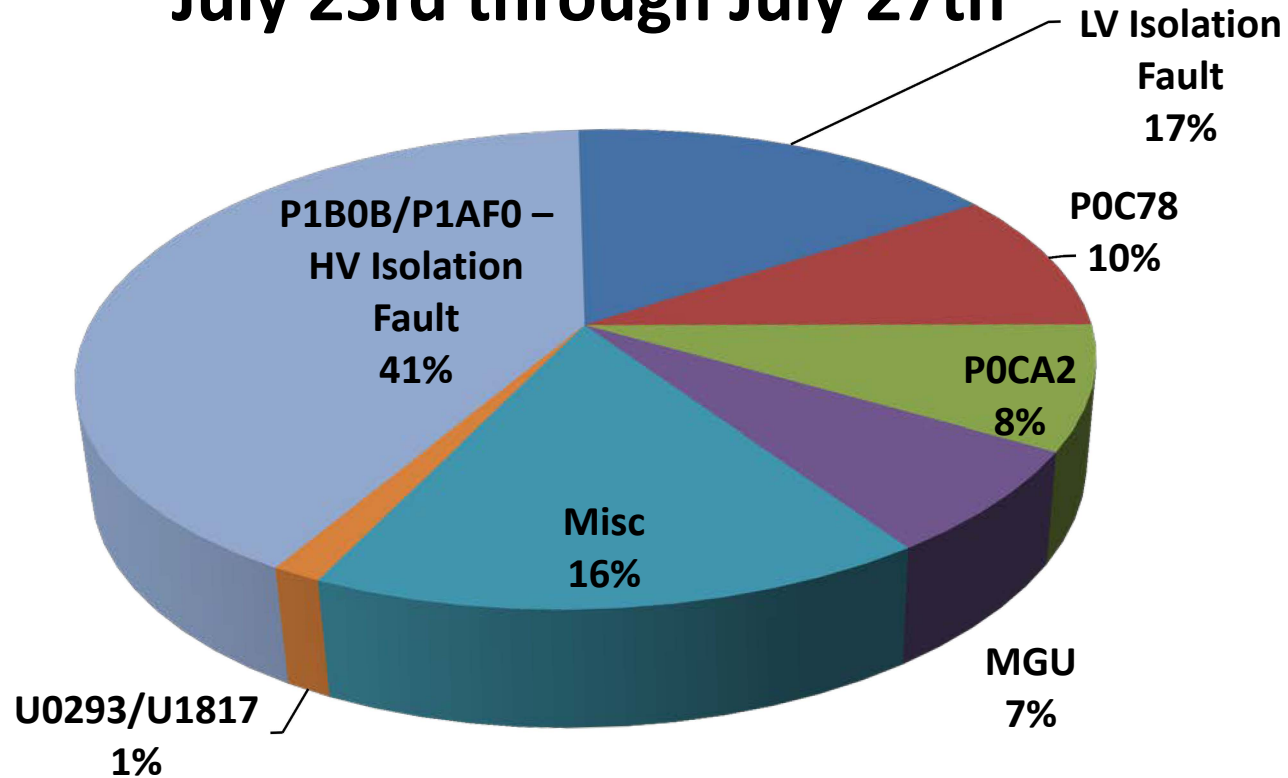
TAC RECOMMENDATIONS?:

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 23<sup>rd</sup>



# TAC Calls Week of July 23<sup>rd</sup> – 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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	SI doc 2591418
Jewell		Dan		Troy-Alan Chevrolet-Olds-Geo, Inc.		160721	No modifications, condition has been duplicated.
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			
Serial #/VIN	1G11F5RR3DF	Source	Phone			Updated	7/12/2013 03:06:19 PM
Model	Malibu	License #	CHEVROLET	Priority	Consultant	Owner	ROBBINJO
Make	Chevrolet	Warr. Start		Status	Closed	Opened	5/17/2013 08:50:23 AM
Year	2013	Mileage	3677	Sub-Status	Unlinked	Closed	5/22/2013 04:54:47 PM
Customer Description	LOUD NOISE LIKE BACKFIRE STALLED OUT SOMETHING SMELLED LIKE BURNING RESTARTED ON ITS OWN			Abstract	loud noise like backfire stalled out something smelled like burning restarted on its own loud noi		

## 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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
Contact Last Name		Contact First Name		Account		BAC Code	Part # 24267940
Yost		Jon		Suburban Ann Arbor, L.L.C.		205054	Qty: 1
Comments							Ctrl# DF110764
Order Date: 5/20/2013 as a OV							OVN yes
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							

☐\_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)? 2596135  
☐\_n\_\_ 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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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 thatba 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	CIABRBR	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							Kristin Curran- BQM Advanced Propulsion
							Ryan Brown - Mal bu BQM

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	CIABRBR	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	Kristin Curran- BQM Advanced Propulsion
Bonner		Don		McMurray Chevrolet, Inc.		165295	
Comments							Ryan Brown - Mal bu BQM

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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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

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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
Contact Last Name		Contact First Name		Account		BAC Code	Part # 24267940
Miller		Dan		R. J. Chevrolet, Inc.		115385	Qty 1
Comments							Ctrl # 115391
							OVN # YES

Order placed: 4/29/2013 OVN

Part #: 24267940

Qty: 1

Ctrl #: 115391

SR Number: [REDACTED]

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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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
Contact Last Name		Contact First Name		Account		BAC Code	Part # 24267940
Sorrentino		Chris		Andy Mohr Chevrolet, Inc.		183131	Qty: 1
Comments							Ctrl# DF117966
Order placed: 5/23/2013 OVN							OVN yes
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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	John Holt Auto Group, Inc.	<b>Site</b>	165053	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Westerman	<b>First Name</b>	Jimmy	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(405) 224-2132	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	PO Box 430	<b>City</b>	Chickasha	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	OK	<b>Postal Cd</b>	730230430	<b>Source</b>	Phone	<b>Updated</b>	7/12/2013 03:09:44 PM
<b>Serial #/VIN</b>	1G11F5RR8DF	<b>Model Year</b>	2013	<b>Priority</b>	Consultant	<b>License #</b>	CHEVROL
<b>Make</b>	Chevrolet	<b>Warr. Start</b>		<b>Status</b>	Closed	<b>Owner</b>	GARBUTWI
<b>Model</b>	Malibu	<b>Mileage</b>	14,507	<b>Sub-Status</b>	Unlinked	<b>Closed</b>	6/17/2013 02:40:23 PM
<b>Abstract</b>	cel, popping noise, electrical odor						
<b>Customer Description</b>	P1AF0 P1B0B P1E0C P1E12 POPPING NOISE ELECTRICAL ODOR						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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 #	SLEEMASC
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
-----------	--------------	------------------

## Component Coverage

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

## Certificate Details

Certificate Number	Amount	Expiration Date
--------------------	--------	-----------------

## Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
			80786

## Activities

<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Activity SubType</b>	<b>Status</b>	<b>Completed</b>	<b>Description</b>
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.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>		<b>BAC Code</b>	
Bean		Mark		Carter Chevrolet Co, Inc.		111126	
<b>Comments</b>							

## Service Request Activity

### Activities

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

#### 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 1G11F5RR8DF [REDACTED] part number 24259770
Contact Last Name		Contact First Name		Account		BAC Code	
				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.robins@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 Dir		Safety	No
State	LA	Postal Cd	712072335	Con. Acct.	Ryan Chevrolet, Inc.	Source	Phone
Serial #/VIN	1G11F5RR8DF	Model Year	2013	Priority	Consultant	License #	CHEVROL
Make	Chevrolet	Warr. Start	04/16/2013	Status	Closed	Owner	COONJA1
Model	Malibu	Mileage	2,456	Sub-Status	Unlinked	Opened	5/21/2013 02:41:50 PM
Abstract	Died while driving down the road.						
Customer Description	3183668347 P0C78 P0AC4						

## GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
-----------	--------------	------------------

## Component Coverage

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

## Certificate Details

Certificate Number	Amount	Expiration Date
--------------------	--------	-----------------

## 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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
Contact Last Name		Contact First Name		Account		BAC Code	Part #: 20910413
Campbell		Jeremy		Ryan Chevrolet, Inc.		114318	Qty: 1
Comments							Ctrl #: DF116575
							OVN# YES
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
Contact Last Name		Contact First Name		Account		BAC Code	Part #: 24267940
Campbell		Jeremy		Ryan Chevrolet, Inc.		114318	Qty: 1
Comments							Ctrl #: DF116575
							OVN# YES
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

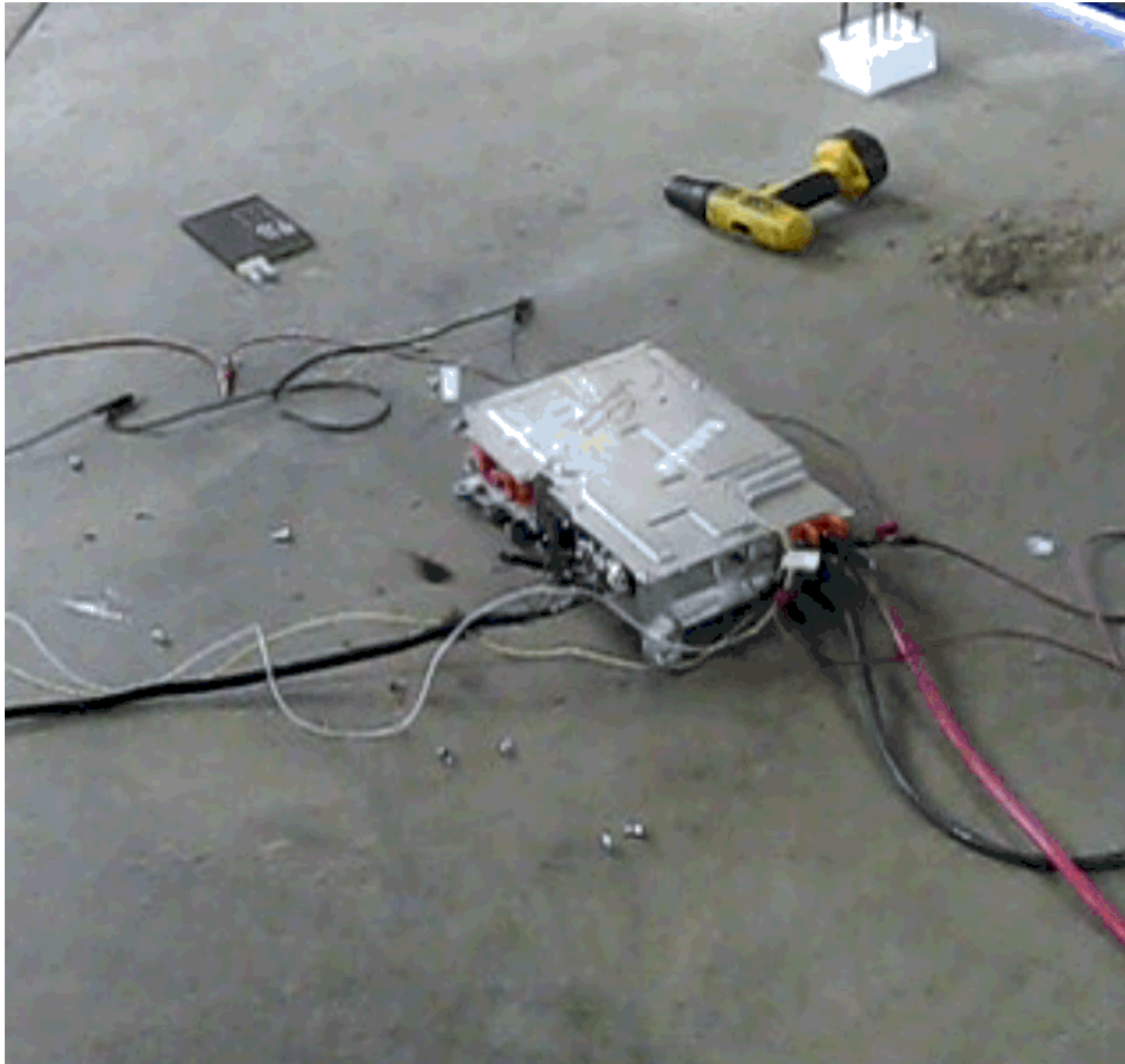
MOB: 317-517-9211

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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Pete Harkness Chevrolet Buick, Inc.	<b>Site</b>	210101	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Webster	<b>First Name</b>	Ryan	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(641) 437-4040	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>	1003 N 18th	<b>City</b>	Centerville	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	IA	<b>Postal Cd</b>	525441117	<b>Source</b>	Phone	<b>Updated</b>	11/27/2012 02:14:48 PM
<b>Serial #/VIN</b>	2G4GS5ER8C	<b>Model Year</b>	2012	<b>Priority</b>	Field	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	05/22/2012	<b>Status</b>	Closed	<b>Owner</b>	MATHUSCH
<b>Model</b>	Regal	<b>Mileage</b>	426	<b>Sub-Status</b>	Unlinked	<b>Opened</b>	11/1/2012 04:00:57 PM
<b>Abstract</b>	Smoke thermal soot wiring repair wiring jumper harness						
<b>Customer Description</b>	CAMPAIGN 12238A STOCK UNIT						
<b>Closed</b>	11/27/2012 02:12:56 PM						

### GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

### Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

### Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

### Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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
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)
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	CIAVERBR	CIAVERBR	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	GETTELMA	GETTELMA	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

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

**Customer Description**

### GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

### Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

### Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

### Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Unlinked.
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
Contact Last Name		Contact First Name		Account		BAC Code	P/N: 24267940
Nagey		Steve		QEK Global Solutions		161831	Qty: 1
Comments							OVN: Yes
Order placed: 5/14/2013 OVN							Ctrl: C9104989
Part #: 24267940							
Qty: 1							
Ctrl #: C9104989							
SR Number: [REDACTED] 7							
FACY > 007      ORDER # > 9758658							

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
Contact Last Name		Contact First Name		Account		BAC Code	P/N: 24267940
Nagey		Steve		QEK Global Solutions		161831	Qty: 1
Comments							OVN: Yes
Order Date: 5/10/2013 as a OV							Ctrl: C9104989
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

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

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Linked.
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		
Kolynko	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		
Kolynko	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		
Kolynko	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		
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
12/12/2011 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	
Kolyanko		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	
Kolyanko		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	
Kolyanko		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	
Kolynko		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				
Kolynko	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				
Kolynko	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				
Kolynko	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				
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
12/6/2011 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	
Kolyanko		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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Flow Automotive Center Of Winston-	<b>Site</b>	114096	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Bowman	<b>First Name</b>	Bryan	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Energy Storage
<b>Daytime #</b>	(336) 760-7000	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Battery Pack
<b>Address</b>		<b>City</b>		<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b>	<b>Con. Acct.</b>	Flow Automotive Center Of	<b>Source</b>	Phone	<b>Updated</b>	5/4/2012 08:55:04 AM
<b>Serial #/VIN</b>	1G4GC5ER7CF	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	03/05/2012	<b>Status</b>	Closed	<b>Owner</b>	SLEEMASC
<b>Model</b>	LaCrosse	<b>Mileage</b>	29	<b>Sub-Status</b>	Linked	<b>Opened</b>	4/10/2012 12:44:56 PM
<b>Abstract</b>	SES light					<b>Closed</b>	5/4/2012 08:54:58 AM
<b>Customer Description</b>	P0A78 P0C0B U1548						

### GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

### Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

### Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

### Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			155999

### Activities

<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Activity SubType</b>	<b>Status</b>	<b>Completed</b>	<b>Description</b>
5/4/2012 08:54:57 AM	ClAVERBR	SLEEMASC	SR Closed - Linked		Done	5/4/2012 08:54:58 AM	Service Request has been Closed Linked.
<b>Contact Last Name</b>	<b>Contact First Name</b>	<b>Account</b>	<b>BAC Code</b>				
Bowman	Bryan	Flow Automotive Center Of Winston-Salem L.L.C.	114096				
<b>Comments</b>							

## 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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Coast Buick-Pontiac-GMC Truck,	<b>Site</b>	217438	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Pontrelli	<b>First Name</b>	Bob	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(732) 223-0133	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>		<b>City</b>		<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b>	<b>Con. Acct.</b>	Coast Buick-Pontiac-GMC	<b>Source</b>	Phone	<b>Updated</b>	10/4/2012 02:39:43 PM
<b>Serial #/VIN</b>	2G4GR5ER3C91	<b>Model Year</b>	2012	<b>Priority</b>	Escalation	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	12/09/2011	<b>Status</b>	Closed	<b>Owner</b>	CIAVERBR
<b>Model</b>	Regal	<b>Mileage</b>	76	<b>Sub-Status</b>	Linked	<b>Opened</b>	4/17/2012 08:49:43 AM
<b>Abstract</b>	Battery low towed in						
<b>Customer Description</b>	BATTERY LOW TOWED IN NO CODES P0A78 BCM: B1517 SYM03 TCM: P0562 / P0826 HPCM: P1ADE / P0562 FPCM: P0562 ECM: P155A						
<b>Closed</b>	4/24/2012 12:01:16 PM						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
Contact Last Name		Contact First Name		Account		BAC Code	Linked.
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)
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	ClAVERBR	ClAVERBR	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
Contact Last Name		Contact First Name		Account		BAC Code	
Pontrelli		Bob		Coast Buick-Pontiac-GMC Truck, Inc.		217438	
Comments		Pontrelli tech / (732) 223-0025 / prompt #7					



## 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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Davis Motors, Inc.	<b>Site</b>	245823	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Koch	<b>First Name</b>	Alan	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Power Electronics
<b>Daytime #</b>	(320) 693-3224	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Charging System
<b>Address</b>		<b>City</b>		<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b>	<b>Con. Acct.</b>	Davis Motors, Inc.	<b>Source</b>	Phone	<b>Updated</b>	10/4/2012 02:41:36 PM
<b>Serial #/VIN</b>	1G4GC5ERXCF	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	12/08/2011	<b>Status</b>	Closed	<b>Owner</b>	GARBUTWI
<b>Model</b>	LaCrosse	<b>Mileage</b>	178	<b>Sub-Status</b>	Linked	<b>Opened</b>	6/12/2012 09:31:28 AM
<b>Abstract</b>	not charging						
<b>Customer Description</b>	MGU NOT CHARGING SGCM NODTC P0AC4 P155A P0562, HPCM P0562 P0A78 P0C0B P1A0C P1ADE						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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
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
Contact Last Name		Contact First Name		Account		BAC Code	Linked.
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

<b>SR #</b>		<b>Account Phone #</b>	(314) 567-3300	<b>Cust Concern</b>	12238		
<b>Account</b>	Weber Chevrolet Company PO Box 419009	<b>Site/BAC</b>	111391	<b>Keyword 1</b>	EASSIST	<b>Business Unit</b>	TAC US
<b>Address</b>				<b>Keyword 2</b>	CAMPAIGN	<b>Keyword 3</b>	
<b>City</b>	Saint Louis	<b>State</b>	MO	<b>Keyword 4</b>			
		<b>Zip</b>	63141-9009	<b>Non Keyword</b>	U1817 U0293		
<b>Last Name</b>	Perry	<b>First Name</b>	Josh	<b>Comp type</b>		<b>Svc Man Sec</b>	Hybrid Energy Storage
<b>Daytime #</b>	(314) 567-3300	<b>Recom Bulletin #</b>	12238	<b>Open Concern</b>	DC10 - SBD performed	<b>Svc Man Sub</b>	Battery Pack
<b>Veh Family</b>	1B	<b>Mileage Type</b>	M	<b>Symptom Desc</b>	MIL / DTC		
<b>Repair Order</b>	555125	<b>Restricted Part #</b>		<b>Status</b>	Open	<b>Sub Status</b>	Active
<b>Serial #/VIN</b>	1G11D5RR1D	<b>Mileage</b>	3	<b>Owner</b>	COONJA1	<b>Opened</b>	10/24/2012 17:07:34
<b>Make</b>	Chevrolet	<b>Warranty Start</b>	5/2/2012 12:00:00 AM	<b>Priority</b>	Consultant	<b>Closed</b>	
<b>Model</b>	Malibu	<b>Warranty Status</b>					
<b>Year</b>	2013	<b>Veh Series</b>	D				
<b>Veh Line</b>	1D	<b>Body</b>	5R				
<b>Plant</b>	F	<b>Engine</b>	R				

## 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						

## 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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Gus Brown Pontiac Buick GMC Ltd.	<b>Site</b>	121440	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC CA
<b>Last Name</b>	Mount	<b>First Name</b>	Cameron	<b>Approval</b>	Not Initiated	<b>Area</b>	Hybrid Energy Storage
<b>Daytime #</b>	(905) 668-5846	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Battery Pack
<b>Address</b>	1201 Dundas Street East	<b>City</b>	Whitby	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b> L1N2K6	<b>Con. Acct.</b>	Gus Brown Pontiac Buick	<b>Source</b>	Phone	<b>Updated</b>	11/1/2012 09:06:09 AM
<b>Serial #/VIN</b>	1G4GA5ER9CF	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	05/24/2012	<b>Status</b>	Open	<b>Owner</b>	GAGNERO
<b>Model</b>	LaCrosse	<b>Mileage</b>	24	<b>Sub-Status</b>	Active	<b>Opened</b>	10/31/2012 09:01:25 AM
<b>Abstract</b>	Service hybrid message						
<b>Customer Description</b>	P0AA9 P1E0F P1A6F P1AF0 P1AF4 P0AC4						
<b>Closed</b>							

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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

<b>SR No.</b>		<b>Ref No.</b>		<b>Goodwill</b>		<b>BRC Type</b>	N/A
<b>Account</b>	Ed Bozarth Chevrolet, Inc.	<b>Site</b>	111875	<b>GW SubType</b>		<b>Bus. Unit</b>	TAC US
<b>Last Name</b>	Houghtaling	<b>First Name</b>	Jared	<b>Approval</b>	Not Initiated	<b>Area</b>	Body and Accessories
<b>Daytime #</b>	(785) 266-5151 xext1056	<b>Evening #</b>		<b>UCC</b>		<b>Sub-Area</b>	Body Control System
<b>Address</b>		<b>City</b>		<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	<b>Postal Cd</b>	<b>Con. Acct.</b>	Ed Bozarth Chevrolet, Inc.	<b>Source</b>	Phone	<b>Updated</b>	11/1/2012 09:53:32 AM
<b>Serial #/VIN</b>	1G4GA5ER1C	<b>Model Year</b>	2012	<b>Priority</b>	Consultant	<b>License #</b>	
<b>Make</b>	Buick	<b>Warr. Start</b>	06/04/2012	<b>Status</b>	Open	<b>Opened</b>	10/31/2012 05:46:31 PM
<b>Model</b>	LaCrosse	<b>Mileage</b>	295	<b>Sub-Status</b>	Active	<b>Closed</b>	
<b>Abstract</b>	no start service charging method						
<b>Customer Description</b>	P0700 SYM00 U0293 SYM00 U1817 SYM00						

## GMPP Details

<b>GMPP Term</b>	<b>GMPP Mileage</b>	<b>GMPP Retail Cost</b>
------------------	---------------------	-------------------------

## Component Coverage

<b>Component Coverage</b>	<b>Expiration Mileage</b>	<b>Expiration Date</b>
---------------------------	---------------------------	------------------------

## Certificate Details

<b>Certificate Number</b>	<b>Amount</b>	<b>Expiration Date</b>
---------------------------	---------------	------------------------

## Pre-Authorization Basics

<b>Service Dealer</b>	<b>BAC Code</b>	<b>Div. Dealer Code</b>	<b>Repair Order #</b>
			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

<b>SR #</b>		<b>Account Phone #</b>	(808) 564-9050	<b>Cust Concern</b>	electrical type odor in the trunk and no start	
<b>Account</b>	Rainbow Chevrolet, Inc.	<b>Site/BAC</b>	112210	<b>Keyword 1</b>	EASSIST	<b>Business Unit</b> TAC US
<b>Address</b>	711 Ala Moana Blvd			<b>Keyword 2</b>	BATTERY	<b>Keyword 3</b>
<b>City</b>	Honolulu	<b>State</b> HI	<b>Zip</b> 96813-5506	<b>Keyword 4</b>		
<b>Last Name</b>	Agbayani	<b>First Name</b>	Alex	<b>Non Keyword</b>		
<b>Daytime #</b>	(808) 564-9850	<b>Recom Bulletin #</b>	PIC5520E	<b>Comp type</b>		<b>Svc Man Sec</b> Hybrid Energy Storage
<b>Veh Family</b>	1B	<b>Mileage Type</b>	M	<b>Open Concern</b>	DC10 - SBD performed	<b>Svc Man Sub</b> Charging System
<b>Repair Order</b>	230381	<b>Restricted Part #</b>	24259770	<b>Symptom Desc</b>	Inoperative	
<b>Serial #/VIN</b>	1G11D5RR7DF			<b>Status</b>	Open	<b>Sub Status</b> Active
<b>Make</b>	Chevrolet	<b>Mileage</b>	4136	<b>Owner</b>	ROWLEYDO	<b>Opened</b> 12/04/2012 18:26:47
<b>Model</b>	Malibu	<b>Warranty Start</b>		<b>Priority</b>	Consultant	<b>Closed</b>
<b>Year</b>	2013	<b>Warranty Status</b>				
<b>Veh Line</b>	1D	<b>Veh Series</b>	D			
<b>Plant</b>	F	<b>Body</b> 5R	<b>Engine</b> 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		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 deparment 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