



Service Request Activities – UCC PAR

Report Date: Wednesday, Oct 7, 2020

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

Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Veh Down
City	Miami	Zip		State	FL	Sub-Area	Escalated to BRC
Last Name		First Name		Involved Dlr	Bomnin Chevrolet West Kendall	Safety	N/A
Daytime #		Evening #		Source	Phone	Updated	07/01/2020 15:31:13
Serial/VIN #		Mileage	20000	Priority	Medium	License #	
Model	Bolt EV	Model Year	2019	Status	Closed	Opened	Jun 29, 2020 6:27 PM
Make	Chevrolet	Warranty Start	11/30/2018 00:00:00	Sub Status	Dissatisfied	Closed	Jul 1, 2020 3:31 PM
Cust Concern	PAC / Vehicle caught on fire from the battery						
Customer Description	PAC SR# has been created; do not assume or re-open this case. Please refer to Extended Description instructions in PAC SR#						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Incident Loc	Incident Desc							



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Component					Damage Desc		
Vehicle Loc					Add'l Info		
Emergency Svc Names					Maint Loc		
PAR Detail							
Collision	Non Collision	Property Damage	Thermal Event	Spec Equip			
Vehicle Speed	Weather Condition		Prop Owner	Property Type			
Last Service Date	Loc Last Service		Property Location	Prop Est Repair Cost			
Veh Est Repair Cost	Spec Equip Installer		Prop Damage Description				
Primary Veh Use	Inspection Type		Inspected By	Inspection Date/Time			



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Veh Damage Description	Explain Other
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Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 3:31 PM	PZYHMP	PZYHMP	SR Closed - Dissatisfied		Done	07/01/2020 15:31:13	Service Request has been Closed Dissatisfied.
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 1, 2020 12:51 AM	BZ4GLV	PZYHMP	Notify CRM		Done	07/01/2020 15:31:09	The PAC Team has created a new case for this VIN. Please change the SubArea of the SR#
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 6:46 PM	PZYHMP	BRCPARQ	Escalation	CAC to PAC	Done	07/01/2020 12:52:04	PAC Escalation
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments							
1. Date of the incident: Today / June 29, 2020							



2. Was there an accident?: No

3. Accident Location (State) body shop auto perfection / 9180 south sixty hwy kendal FL 33156

4. Please describe the incident and what vehicle part is the alleged concern:
Vehicle caught on fire in his parking lot, the fire started from the battery

5. Where is the vehicle currently located?
body shop auto perfection

6. Was an insurance claim filed?:
Yes

7. Has the vehicle been repaired?:
No

If yes to 8 or 9 below, send to ESIS:

8. Did anyone seek professional medical attention?
No

If Yes: Who was hurt?

9. Did the part concern/allegation cause damage to anything outside the vehicle?
No

10. Why are you Escalating this to PAC or ESIS? Fire Allegation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 6:45 PM	PZYHMP	VZ72HP	Manager Review	PAC/ESIS	Done	07/01/2020 10:14:17	PAC Escalation
Last Name	First Name	Account	BAC Code				
Comments							
Approved:							



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Annie / TL / CAC T1 / Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 6:45 PM	PZYHMP	PZYHMP	VIN Scan		Done	06/29/2020 18:45:46	CAC T1
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

No SR
FA# No
BNSR
Vin associated with the customer: Yes

Fernan- MNL -CAC Tier1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 29, 2020 6:33 PM	PZYHMP	PZYHMP	Inbound Call Customer	Complex Request	Done	06/29/2020 18:49:32	PAC / Vehicle got fired from the battery
Last Name	First Name	Account	BAC Code				
██████	██████						

Comments

> The customer called and wanted to report the incident happened with his car and as the dealership advised to call us. His vehicle got fired and the fire started from the vehicle battery and it happens while on the parking lot of Body Shop Perfection. There's no hurt in the incident and he said that the back seat and the middle of the car has damage and the fire department needs to fill it with dry chemical. He is looking an assistance regarding of this incident.

> I acknowledge and informed him that this will be forwarded for review and he will receive a call within 3 business days.

Fernan - MNL - CAC T1

Confidential Comments



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UCC Information

UCC Code	Description	Symptom
S96	Non Component GM	Chevrolet

End of Report