



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 1 of 14

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      | PAR                                        |
| Account              |                                                                                                 | Site/BAC       |                     | GW SubType   |                               | Business Unit | BRC                                        |
| Address              |                                                                                                 |                |                     | Approval     | Not Initiated                 | Area          | PAR                                        |
| City                 | Miami                                                                                           | Zip            |                     | State        | FL                            | UCC           | Electrical Start/Charge - Battery / Cables |
| Last Name            |                                                                                                 | First Name     |                     | Involved Dlr | Bomnin Chevrolet West Kendall | Safety        |                                            |
| Daytime #            |                                                                                                 | Evening #      |                     | Source       | Phone                         | Updated       | 07/13/2020 11:19:50                        |
| Serial/VIN #         |                                                                                                 | Mileage        | 20000               | Priority     | Medium                        | License #     |                                            |
| Model                | Bolt EV                                                                                         | Model Year     | 2019                | Status       | Closed                        | Owner         | BZ4GLV                                     |
| Make                 | Chevrolet                                                                                       | Warranty Start | 11/30/2018 00:00:00 | Sub Status   | Dissatisfied                  | Opened        | Jul 1, 2020 12:42 AM                       |
| Cust Concern         | Customer states vehicle caught fire from the battery                                            |                |                     |              |                               |               |                                            |
| Customer Description | This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Tonia at Extension # |                |                     |              |                               |               |                                            |

### Pre-Par

| PAR Notifier              | Incident Date/Time    | Injuries                   | # Other Veh | # People in Veh | Road Surface | Road Cond        | Fire Report#    | Police Report# |
|---------------------------|-----------------------|----------------------------|-------------|-----------------|--------------|------------------|-----------------|----------------|
| Owner                     | Jun 29, 2020 12:00 AM | N                          | 0           | 1               | Asphalt      | Dry              | NA              | PD [REDACTED]  |
| Driver Last Name          |                       | Driver First Name          |             | Height          |              | DOB              |                 | Disabilities   |
| [REDACTED]                |                       | [REDACTED]                 |             | 5'9             |              | [REDACTED]       |                 | NA             |
| Insurance Agent Last Name |                       | Insurance Agent First Name |             | Phone #         |              | Insurance Agency |                 |                |
| NA                        |                       | NA                         |             |                 |              |                  | Kemper Infinity |                |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 2 of 14

|                     |                                                                         |               |                                                                                                                                                                          |
|---------------------|-------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incident Loc        | Auto Body Perfection Body Shop, 9180 South Dixie Hwy, Kendall, FL 33156 | Incident Desc | Vehicle was sitting on the body shop's lot waiting for body repairs to the roof of the vehicle and dented and scratched. While sitting on the on the lot, it caught fire |
| Component           | battery under rear seat                                                 | Damage Desc   | vehicle fire                                                                                                                                                             |
| Vehicle Loc         | Insurance Lot                                                           | Add'l Info    | vehicle is totaled                                                                                                                                                       |
| Emergency Svc Names | NA                                                                      | Maint Loc     | NA                                                                                                                                                                       |

### PAR Detail

|                     |   |               |   |                      |             |               |   |                         |    |                      |    |
|---------------------|---|---------------|---|----------------------|-------------|---------------|---|-------------------------|----|----------------------|----|
| Collision           | Y | Non Collision | Y | Property Damage      | N           | Thermal Event | Y | Spec Equip              | NA |                      |    |
| Vehicle Speed       | 0 |               |   | Weather Condition    | hot and dry |               |   | Prop Owner              | NA | Property Type        | NA |
| Last Service Date   |   |               |   | Loc Last Service     |             |               |   | Property Location       | NA | Prop Est Repair Cost |    |
| Veh Est Repair Cost |   |               |   | Spec Equip Installer | NA          |               |   | Prop Damage Description | NA |                      |    |



## Service Request Activities – UCC PAR

Re Date: Wednesday, Oct 7, 2020

Page 3 of 14

|                        |                                       |                 |               |                          |                      |
|------------------------|---------------------------------------|-----------------|---------------|--------------------------|----------------------|
| Primary Veh Use        | Personal                              | Inspection Type | Inspected By  | Inspection Not Performed | Inspection Date/Time |
| Veh Damage Description | vehicle fire started from the battery |                 | Explain Other | NA                       |                      |

### Activities

| Created                                                                                                             | Created By | Assigned To | Activity Type            | Sub-Type | Status | Actual Completion   | Description                                   |
|---------------------------------------------------------------------------------------------------------------------|------------|-------------|--------------------------|----------|--------|---------------------|-----------------------------------------------|
| Jul 13, 2020 11:19 AM                                                                                               | BZ4GLV     | BZ4GLV      | SR Closed - Dissatisfied |          | Done   | 07/13/2020 11:19:50 | Service Request has been Closed Dissatisfied. |
| Last Name                                                                                                           |            | First Name  |                          | Account  |        | BAC Code            |                                               |
|                                                                                                                     |            |             |                          |          |        |                     |                                               |
| Comments                                                                                                            |            |             |                          |          |        |                     |                                               |
| Confidential Comments                                                                                               |            |             |                          |          |        |                     |                                               |
|                                                                                                                     |            |             |                          |          |        |                     |                                               |
| Created                                                                                                             | Created By | Assigned To | Activity Type            | Sub-Type | Status | Actual Completion   | Description                                   |
| Jul 10, 2020 12:59 AM                                                                                               | BZ4GLV     | BZ4GLV      | BRC PAR                  | Close    | Done   | 07/10/2020 13:03:56 | Closing PAC Case                              |
| Last Name                                                                                                           |            | First Name  |                          | Account  |        | BAC Code            |                                               |
|                                                                                                                     |            |             |                          |          |        |                     |                                               |
| Comments                                                                                                            |            |             |                          |          |        |                     |                                               |
| Closing PAC Case                                                                                                    |            |             |                          |          |        |                     |                                               |
| 1. Customer's allegation was that his verhicle caught fire from the battery while parked which totaled the vehicle. |            |             |                          |          |        |                     |                                               |
| 2. Customer has an approved insurance claim.                                                                        |            |             |                          |          |        |                     |                                               |
| 3. Customer was satisfied with information provided.                                                                |            |             |                          |          |        |                     |                                               |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 4 of 14

Tonia Jenkins/PAC/WMI

### Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Sub-Type                | Status | Actual Completion   | Description            |
|-----------------------|------------|-------------|---------------|-------------------------|--------|---------------------|------------------------|
| Jul 10, 2020 12:57 AM | BZ4GLV     | BZ4GLV      | BRC PAR       | Inspection Not Required | Done   | 07/10/2020 12:58:32 | No Inspection Required |

|           |            |         |          |
|-----------|------------|---------|----------|
| Last Name | First Name | Account | BAC Code |
| ██████    | ██████     |         |          |

### Comments

No inspection  
Customer has an approved insurance claim.

Tonia Jenkins/PAC/WMI

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type               | Sub-Type | Status | Actual Completion   | Description |
|---------------------|------------|-------------|-----------------------------|----------|--------|---------------------|-------------|
| Jul 6, 2020 7:05 PM | BZ4GLV     | BZ4GLV      | Scheduled Outbound Call Dlr |          | Done   | 07/10/2020 12:12:49 | Review      |

|           |            |         |          |
|-----------|------------|---------|----------|
| Last Name | First Name | Account | BAC Code |
| ██████    | ██████     |         |          |

### Comments

Review Case for closure

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type     | Sub-Type                   | Status | Actual Completion   | Description                |
|---------------------|------------|-------------|-------------------|----------------------------|--------|---------------------|----------------------------|
| Jul 6, 2020 7:05 PM | BZ4GLV     | BZ4GLV      | Ownership Changed | Ownership Escalated to BRC | Done   | 07/06/2020 19:05:57 | Ownership Escalated to BRC |

|           |            |         |          |
|-----------|------------|---------|----------|
| Last Name | First Name | Account | BAC Code |
|           |            |         |          |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 5 of 14

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------|----------------------|-----------------|-----------------|--------------------------|-----------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Confidential Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                    |                      |                 |                 |                          |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Created</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Created By</b> | <b>Assigned To</b> | <b>Activity Type</b> | <b>Sub-Type</b> | <b>Status</b>   | <b>Actual Completion</b> | <b>Description</b>    |
| Jul 6, 2020 6:50 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | BZ4GLV            | BZ4GLV             | BRC PAR              | Business Case   | Done            | 07/06/2020 18:55:05      | Insurance Questions   |
| <b>Last Name</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>First Name</b> |                    | <b>Account</b>       |                 | <b>BAC Code</b> |                          |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| Has an insurance claim adjuster been out to look at the vehicle? Yes<br>Did the insurance company approve / deny the claim? Going through the insurance process<br>Did the insurance company tell the customer to contact General Motors? No<br>What repairs have been approved by the insurance company? The vehicle is totaled<br>Are repairs being performed GM certified Dealer or a third party facility? No, the vehicle is totaled<br>What is the name of the Dealer or third party? Insurance Lot<br>What repairs have been completed? None |                   |                    |                      |                 |                 |                          |                       |
| <b>Confidential Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                    |                      |                 |                 |                          |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Created</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Created By</b> | <b>Assigned To</b> | <b>Activity Type</b> | <b>Sub-Type</b> | <b>Status</b>   | <b>Actual Completion</b> | <b>Description</b>    |
| Jul 6, 2020 6:47 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | BZ4GLV            | BZ4GLV             | BRC PAR              | Business Case   | Done            | 07/06/2020 18:50:31      | Incident Details-Fire |
| <b>Last Name</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>First Name</b> |                    | <b>Account</b>       |                 | <b>BAC Code</b> |                          |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |                    |                      |                 |                 |                          |                       |
| Incident Details – Fire<br><br>Incident occur when starting the vehicle? (comment area)<br>Customer's description of fire, smoke, or melt? Fire started from battery a Auto Perfection Body Shop<br>Police/fire report? Y Miami Fire<br>Report Number PD<br>Current Location (GM Dealer, 3rd Party, home) Insurance Lot<br>Address & Name: Not sure<br>Vehicle repairs started? No, vehicle is totaled<br>If yes, what repairs? NA                                                                                                                  |                   |                    |                      |                 |                 |                          |                       |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 6 of 14

Any vehicle damage unrelated to incident? Yes  
Describe: Vehicle was at a 3rd Party Body shop for a dent and scratches on the hood from hauling his bike going into his carport  
If yes, what damages?  
Last service on vehicle? What & where? Previous Accidents? Service date, service not needed, If yes, what damages?  
Aftermarket Modifications? NO  
Describe:  
Primary use of the vehicle? Personal usage  
Where & when was vehicle? Auto Body Perfection Body Shop, 9180 South Dixie Hwy, Kendall, FL 33156  
Current Mileage? 20,000  
Driver's DOB: [REDACTED]  
Driver Height? NA  
Driving restrictions? NA  
Insurance company name: Kemper Infinity  
Phone #:  
Insurance company refer customer to GM? N  
Insurance claim filed? Y  
If yes, ask insurance questions  
Customer allegation: Vehicle Fire  
Customer expectations: Does not know, but would think the dealership would give him an brand name car

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type | Sub-Type      | Status   | Actual Completion   | Description      |
|---------------------|------------|-------------|---------------|---------------|----------|---------------------|------------------|
| Jul 6, 2020 6:34 PM | BZ4GLV     | BZ4GLV      | BRC PAR       | Business Case | Done     | 07/06/2020 18:47:27 | Incident Details |
| Last Name           | First Name |             | Account       |               | BAC Code |                     |                  |
| [REDACTED]          | [REDACTED] |             |               |               |          |                     |                  |

### Comments

Incident Location & Address: Auto Body Perfection Body Shop, 9180 South Dixie Hwy, Kendall, FL 33156  
Incident Description: Vehicle was smoking in the parking lot 4 hours later  
Other vehicles involved? 0  
Owner Name: [REDACTED]  
Driver Name: NA  
Weather Conditions? Hot and sunny  
Road surface & conditions? On asphalt  
Vehicle Damage: fire consumed the vehicle  
Any property damage? N  
If yes, personal or 3rd party? NA



## Service Request Activities – UCC PAR

Report Date: Wednesday, October 7, 2020

Page 7 of 14

What was damaged? Rear seat damage melted  
Damage description and estimated cost:  
Property Location: NA  
Any Injuries? No  
If yes, who?  
Injury Description: No  
Seat Position:  
Was medical attention sought? No  
If yes:  
Treatment Location/name: NA  
What gear? If 4WD what setting? Parked  
Keys in vehicle or ignition? No  
Any warning lights/chimes? Describe: No  
Loud noises? Describe: No  
Driving or parked? Parked  
If Driving:  
What speed?  
Driving how long before incident? NA  
accelerating or decelerating?  
Driving straight or turning? Parked  
If turning, right or left?  
Towing trailer or hauling cargo? No  
If parked, how long? Parked  
Engine running or off? Turned off

### Confidential Comments

| Created                                                                                                                                                              | Created By | Assigned To | Activity Type          | Sub-Type     | Status   | Actual Completion   | Description |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|------------------------|--------------|----------|---------------------|-------------|
| Jul 6, 2020 6:25 PM                                                                                                                                                  | BZ4GLV     | BZ4GLV      | Outbound Call Customer | Made Contact | Done     | 07/06/2020 18:34:39 |             |
| Last Name                                                                                                                                                            |            | First Name  | Account                |              | BAC Code |                     |             |
|                                                                                                                                                                      |            |             |                        |              |          |                     |             |
| Comments                                                                                                                                                             |            |             |                        |              |          |                     |             |
| Contacted customer regarding vehicle fire, States that he had taken the vehicle to the body shop for roof repair as he scraped and dented the hood hauling his bike. |            |             |                        |              |          |                     |             |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 8 of 14

The Body shop called him 4 hours later stating that his vehicle was on fire and the fire dept was there putting the fire out. The origin of the fire was determined to be the battery which consumed the vehicle.

His insurance company is handling the claim and will be doing an investigation. Advised customer that we encourage him to continue with his claim and if his insurance company find a manufacturer's concern, they can go through the process of subrogation.

Tonia Jenkins/PAC/WMI

### Confidential Comments

| Created              | Created By | Assigned To | Activity Type   | Sub-Type | Status | Actual Completion   | Description |
|----------------------|------------|-------------|-----------------|----------|--------|---------------------|-------------|
| Jul 6, 2020 12:21 AM |            | BZ4GLV      | Email - Inbound |          | Done   | 07/06/2020 13:51:41 |             |
| Last Name            | First Name | Account     | BAC Code        |          |        |                     |             |
|                      |            |             |                 |          |        |                     |             |

### Comments

ATTENTION: This email originated from outside of GM.

Hi-

I have only received one phone call and called you back leaving a message. You have also made a new case number which is different from the original one that I received, which was 9-██████████, which differs from 9-██████████

I am readily available at any time. Please call me.

Thank you,

On Fri, Jul 3, 2020 at 3:45 PM <GMBRCPAC@gm.com> wrote:

Dear ████████ t ████████

Thank you for allowing the General Motors Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV. We have been unable to reach you using the preferred telephone number. In order to proceed to the next step in the review of your claim we need you to follow up with us. Please contact me using the contact information below, as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.



## Service Request Activities – UCC PAR

Report Date: Wednesday, October 7, 2020

Page 9 of 14

Thank you,

866-446-6963 Ext: [REDACTED]  
Tonia  
Chevrolet Product Assistance Claims  
[SR [REDACTED]]

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type                | Sub-Type | Status | Actual Completion   | Description |
|---------------------|------------|-------------|------------------------------|----------|--------|---------------------|-------------|
| Jul 3, 2020 3:45 PM | BZ4GLV     | BZ4GLV      | Scheduled Outbound Call Cust |          | Done   | 07/06/2020 13:43:56 | 3rd Attempt |

| Last Name  | First Name | Account | BAC Code |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] |         |          |

### Comments

Make final attempt customer initial

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type    | Sub-Type | Status | Actual Completion   | Description |
|---------------------|------------|-------------|------------------|----------|--------|---------------------|-------------|
| Jul 3, 2020 3:44 PM | BZ4GLV     | BZ4GLV      | Email - Outbound |          | Done   | 07/03/2020 15:45:40 | [REDACTED]  |

| Last Name  | First Name | Account | BAC Code |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] |         |          |

### Comments

Dear [REDACTED] t [REDACTED]

Thank you for allowing the General Motors Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV. We have been unable to reach you using the preferred telephone number. In order to proceed to the next step in the review of your claim we need you to follow up with us. Please contact me using the contact information below, as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.

Thank you,

866-446-6963 Ext: [REDACTED]  
Tonia



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 10 of 14

Chevrolet Product Assistance Claims  
[SR [REDACTED]]

### Confidential Comments

| Created             | Created By | Assigned To | Activity Type          | Sub-Type     | Status | Actual Completion   | Description              |
|---------------------|------------|-------------|------------------------|--------------|--------|---------------------|--------------------------|
| Jul 3, 2020 3:40 PM | BZ4GLV     | BZ4GLV      | Outbound Call Customer | Left Message | Done   | 07/03/2020 15:42:58 | [REDACTED] in [REDACTED] |

| Last Name  | First Name | Account | BAC Code |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] |         |          |

### Comments

Left message for customer to return call pertaining to his vehicle fire

Tonia Jenkins/PAC/WMI

### Confidential Comments

| Created              | Created By | Assigned To | Activity Type                | Sub-Type | Status | Actual Completion   | Description      |
|----------------------|------------|-------------|------------------------------|----------|--------|---------------------|------------------|
| Jul 2, 2020 11:00 AM | BZ4GLV     | BZ4GLV      | Scheduled Outbound Call Cust |          | Done   | 07/03/2020 14:01:13 | Customer Initial |

| Last Name  | First Name | Account | BAC Code |
|------------|------------|---------|----------|
| [REDACTED] | [REDACTED] |         |          |

### Comments

Make 2nd Attempt to contact customer

### Confidential Comments

| Created              | Created By | Assigned To | Activity Type | Sub-Type         | Status | Actual Completion   | Description |
|----------------------|------------|-------------|---------------|------------------|--------|---------------------|-------------|
| Jul 2, 2020 10:55 AM | BZ4GLV     | BZ4GLV      | Outbound      | Customer Initial | Done   | 07/02/2020 10:57:44 | [REDACTED]  |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 11 of 14

|                                                                 |  |            |               |                   |              |          |                     |
|-----------------------------------------------------------------|--|------------|---------------|-------------------|--------------|----------|---------------------|
|                                                                 |  |            | Call Customer |                   |              |          |                     |
| Last Name                                                       |  | First Name |               | Account           |              | BAC Code |                     |
| [REDACTED]                                                      |  | [REDACTED] |               |                   |              |          |                     |
| Comments                                                        |  |            |               |                   |              |          |                     |
| Left message for customer to return call regarding vehicle fire |  |            |               |                   |              |          |                     |
|                                                                 |  |            |               |                   |              |          |                     |
| Tonia Jenkins/PAC/WMI                                           |  |            |               |                   |              |          |                     |
| Confidential Comments                                           |  |            |               |                   |              |          |                     |
|                                                                 |  |            |               |                   |              |          |                     |
| Created                                                         |  | Created By | Assigned To   | Activity Type     | Sub-Type     | Status   | Actual Completion   |
| Jul 2, 2020 10:12 AM                                            |  | BZ4GLV     | BZ4GLV        | VIN Scan          | Case Receipt | Done     | 07/02/2020 10:57:38 |
| Last Name                                                       |  | First Name |               | Account           |              | BAC Code |                     |
| [REDACTED]                                                      |  | [REDACTED] |               |                   |              |          |                     |
| Comments                                                        |  |            |               |                   |              |          |                     |
| 1. Previous SRs:                                                |  |            |               |                   |              |          |                     |
| 2. Previous Goodwill                                            |  |            |               |                   |              |          |                     |
| 3. Field Actions:                                               |  |            |               |                   |              |          |                     |
| 4. Special Coverages:                                           |  |            |               |                   |              |          |                     |
| 5. Branded Title: Yes or No                                     |  |            |               |                   |              |          |                     |
| 6. Warranty Block: Yes or No                                    |  |            |               |                   |              |          |                     |
| 7. Selling Dealer:                                              |  |            |               |                   |              |          |                     |
| 8. Servicing Dealer:                                            |  |            |               |                   |              |          |                     |
| 9. Related Repairs:                                             |  |            |               |                   |              |          |                     |
| Confidential Comments                                           |  |            |               |                   |              |          |                     |
|                                                                 |  |            |               |                   |              |          |                     |
| Created                                                         |  | Created By | Assigned To   | Activity Type     | Sub-Type     | Status   | Actual Completion   |
| Jul 1, 2020 12:45 AM                                            |  | BZ4GLV     | EBRUMETT      | Ownership Changed |              | Done     | 07/01/2020 12:45:21 |
| Last Name                                                       |  | First Name |               | Account           |              | BAC Code |                     |
| [REDACTED]                                                      |  | [REDACTED] |               |                   |              |          |                     |
| Comments                                                        |  |            |               |                   |              |          |                     |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, Oct 7, 2020

Page 12 of 14

|                       |            |             |                              |               |          |                     |                  |              |
|-----------------------|------------|-------------|------------------------------|---------------|----------|---------------------|------------------|--------------|
| Confidential Comments |            |             |                              |               |          |                     | Customer Initial |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Created               | Created By | Assigned To | Activity Type                | Sub-Type      | Status   | Actual Completion   |                  |              |
| Jul 1, 2020 12:44 AM  | BZ4GLV     | BZ4GLV      | Scheduled Outbound Call Cust |               | Done     | 07/02/2020 10:55:47 |                  |              |
| Last Name             |            | First Name  | Account                      |               | BAC Code |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Comments              |            |             |                              |               |          |                     |                  |              |
| Confidential Comments |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Created               | Created By | Assigned To | Activity Type                | Sub-Type      | Status   | Actual Completion   | Description      |              |
| Jul 1, 2020 12:44 AM  | BZ4GLV     | BZ4GLV      | Notify CRM                   |               | Done     | 07/02/2020 10:57:55 | New Case         |              |
| Last Name             |            | First Name  | Account                      |               | BAC Code |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Comments              |            |             |                              |               |          |                     |                  |              |
| Confidential Comments |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Created               | Created By | Assigned To | Activity Type                | Sub-Type      | Status   | Actual Completion   |                  | Description  |
| Jul 1, 2020 12:43 AM  | BZ4GLV     | BZ4GLV      | BRC PAR                      | Case Assigned | Done     | 07/02/2020 10:57:50 |                  | Tonia/BZ4GLV |
| Last Name             |            | First Name  | Account                      |               | BAC Code |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Comments              |            |             |                              |               |          |                     |                  |              |
| Confidential Comments |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |
| Created               | Created By | Assigned To | Activity Type                | Sub-Type      | Status   | Actual Completion   | Description      |              |
| Jul 1, 2020 12:42 AM  | BZ4GLV     | BZ4GLV      | Escalation                   |               | Done     | 07/01/2020 12:42:46 | CAC to PAC       |              |
| Last Name             |            | First Name  | Account                      |               | BAC Code |                     |                  |              |
|                       |            |             |                              |               |          |                     |                  |              |



## Service Request Activities – UCC PAR

Repo Date: Wednesday, October 7, 2020

Page 13 of 14

### 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

### UCC Information

| UCC Code | Description                                | Symptom |
|----------|--------------------------------------------|---------|
| N02      | Electrical Start/Charge - Battery / Cables | Fire    |



## Service Request Activities – UCC PAR

Report Date: Wednesday, October 7, 2020

Page 14 of 14

End of Report