



Service Request Activities – UCC PAR

Report Date: Wednesday, August 5, 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	PAR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address				Approval	Not Initiated	Area	PAR
City	Vienna	Zip		State	VA	UCC	Electrical - General
Last Name		First Name		Involved Dlr	Koons Chevrolet	Sub-Area	PAC-ESIS Escalation
Daytime #		Evening #		Source	Phone	Safety	
Serial/VIN #		Mileage	14860	Priority	Medium	Updated	08/04/2020 15:54:40
Model	Bolt EV	Model Year	2019	Status	Open	License #	
Make	Chevrolet	Warranty Start	09/17/2018 00:00:00	Sub Status	Dissatisfied	Owner	HZMN2K
Cust Concern	Customer states vehicle was smoking and melted the back seat						
Customer Description	This is a duplicate PAC SR, Original SR for same customer is .Do not assume case. Forward any inquiries to PAC Advisor Kit at Extension #						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	Jul 4, 2020 12:00 AM	N	0	0	Asphalt	Dry	unknown	unknown
Driver Last Name		Driver First Name		Height	DOB		Disabilities	
[REDACTED]		[REDACTED]		unknown			unknown	
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
unknown		unknown				Geico		
Incident Loc	[REDACTED]	Vienna, [REDACTED] VA			Incident Desc	Customer states vehicle was parked in the driveway and the neighbors came over to inform the vehicle is smoking. Customer		



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Component	Unknown	Damage Desc	saw smoke from the rear and under the vehicle. No visible fire. The fire department had to put the smoke out three times because what burning was not being fully extinguished. After the smoke cleared, there was a noticed of the back seat was totally burned.
Vehicle Loc	tow yard	Add'l Info	unknown
Emergency Svc Names	unknown	Maint Loc	unknown

PAR Detail

Collision	NY	Non Collision	Y	Property Damage	N	Thermal Event	Y	Spec Equip	unknown		
	Vehicle Speed			0	Weather Condition	clear		Prop Owner	unknown	Property Type	unknown
	Last Service Date			Loc Last Service				Property Location	unknown	Prop Est Repair Cost	
	Veh Est Repair Cost			Spec Equip Installer	unknown			Prop Damage Description	unknown		



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Primary Veh Use	Personal	Inspection Type	Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Total vehicle loss - back seat possible point of origin		Explain Other	unknown	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2020 3:54 PM	HZMN2K	HZMN2K	Scheduled Follow-up		Scheduled Alarm		
Last Name		First Name		Account		BAC Code	
Comments							
Follow up to close.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2020 3:46 PM	HZMN2K	ESISBIQU	Escalation	ESIS-High Exposure Claims	In Progress		Escalating Case to ESIS
Last Name		First Name		Account		BAC Code	
Comments							
- This is a duplicate SR, original SR for customer issue was S							
This SR is being escalated because customer reached out to talk to supervisor and escalation activity is in here.							
Customer stated vehicle smoked and caught fire, melting the back seat completely.							
Vehicle is in possession of insurance company and there is an active claim ongoing.							



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A reporter from the ABC affiliate in Washington DC reached out to us seeking comment on this issue.

Give nature of issue, escalating SR to ESIS/Central Claims.

KITP/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 4, 2020 3:46 PM	HZMN2K	HZMN2K	SR Opened		Done	08/04/2020 15:46:35	SR in Status of Closed has been Re-Opened by HZMN2K
Last Name		First Name	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 31, 2020 11:36 AM	HZMN2K	HZMN2K	SR Closed - Dissatisfied		Done	07/31/2020 11:36:20	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 31, 2020 11:33 AM	HZMN2K	HZMN2K	BRC PAR	Close-No Offer to Repair/Rep	Done	07/31/2020 11:36:00	Closing PAC file
Last Name		First Name	Account	BAC Code			

Comments



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Allegation:
Customer alleges vehicle smoke and melted her back seat.
Resolution:
Unable to proceed, insurance company has taken possession of vehicle.
Case closed:
Dissatisfied.

KITP/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 30, 2020 8:40 AM	WZ0GQ7	HZMN2K	Notify CRM	Case Review Complete	Done	07/31/2020 11:27:56	See outbound call escalation notes

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

See escalation notes

Kimberly Smartt/PAC/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 30, 2020 8:39 AM	WZ0GQ7	WZ0GQ7	Outbound Call Customer	Escalation	Done	07/30/2020 09:17:18	Supervisor Escalation Call - Outbound to ████████

Last Name	First Name	Account	BAC Code
██████	██████		

Comments

Supervisor spoke with the customer

Customer feels that GM should look at her concern. She went on the NHTSA site and it said that the dealer should have contacted our team for this concern. She does understand why her case was closed before and why we are not concerned about her issue. This is a major issues and I saw at least 3 cars that had this issue.

Supervisor explained that once the insurance company is involved GM cannot get involved. You cannot have 2 claims at the same time. I



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understand that the insurance company has deemed it a total loss.

Customer states: I want GM to look at this concern, it is your responsibility. I want to stop my insurance claim and let you guys find out what is wrong with it.

Supervisor states: I do apologize but we will not be able to review the claim. If the insurance company feels it is a GM responsibility they will contact GM.

Where is the vehicle?

Customer states: It is at a tow lot. I can get it.

Supervisor states: The vehicle is at the insurance lot (confirmed by the customer) we will not be able to review your claim.

Customer wants to speak to someone higher.

Supervisor explained that there is no one else that can change the policy or that is customer facing.

Kimberly Smartt/PAC/WMI/TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 30, 2020 8:30 AM	HZMN2K	HZMN2K	Ownership Changed	Ownership Escalated to BRC	Done	07/30/2020 08:30:25	Ownership Escalated to BRC
Last Name	First Name		Account		BAC Code		
██████	██████						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 30, 2020 8:28 AM	HZMN2K	HZMN2K	BRC PAR	Business Case	Done	07/30/2020 08:29:12	Initial Incident Details - Fire
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
From Original SR [REDACTED]							



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Incident occur when starting the vehicle? No
Customers description of fire, smoke, or melt? Smoke, no visible fire
Police/fire report? Yes
If yes, request a copy
Current Location (GM Dealer, 3rd Party, home): Tow yard
Address & Name: IAA
Vehicle repairs started? No ,total loss
If yes, what repairs?
Any vehicle damage unrelated to incident?
Describe:
Last service on vehicle? What & where?
Unknown
Previous Accidents? No
If yes, what damages?
Aftermarket Modifications? No
Describe:
Primary use of the vehicle? Personal
Where & when was vehicle purchased?
Koons Chevrolet, 11/29/2018
Current Mileage? 14,860
Driver's DOB:
Driver Height?
Driving restrictions? No
Insurance company name: Geico
Phone #:
Insurance company refer customer to GM? No
Insurance claim filed? Yes
If yes, ask insurance questions
Customer allegation: faulty battery caused vehicle fire
Customer expectations: Compensation for vehicle loss

KITP/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 30, 2020 8:27 AM	HZMN2K	HZMN2K	BRC PAR	Business Case	Done	07/30/2020 08:28:08	Initial Incident Details - Customer
Last Name	First Name	Account	BAC Code				
Comments							
From Original SR							



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Incident Date & Time: 7/4/2020, 8:40 pm
Incident Location & Address: Parents home driveway
Incident Description: vehicle was parked in the driveway and the neighbors came over to inform the vehicle is smoking. Customer saw smoke from the rear and under the vehicle. No visible fire. The fire department had to put the smoke out three times because what burning was not being fully extinguished. After the smoke cleared, there was a noticed of the back seat was totally burned.
Other vehicles involved? No
Owner Name:
Driver Name:
Weather Conditions? Clear
Road surface & conditions? Asphalt, dry
Vehicle Damage: back seat and under carriage fire damage
Any property damage? No
If yes, personal or 3rd party?
What was damaged?
Damage description and estimated cost:
Property Location:
Any Injuries? No
If yes, who?
Injury Description:
Seat Position:
Was medical attention sought? No
If yes:
Treatment Location/name:
What gear? If 4WD what setting? park
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? 15 minutes
accelerating or decelerating?
Driving straight or turning?
If turning, right or left?
Towing trailer or hauling cargo? No
If parked, how long? 20 minutes
Engine running or off? off

KITP/WM/PAC

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Jul 30, 2020 8:06 AM	HZMN2K	HZMN2K	Type Inbound Call Customer	Voice Mail Received	Done	07/30/2020 08:08:46		
Last Name		First Name		Account	BAC Code			
Comments								
Customer was returning supervisor request for call. She apologizes and states best time to reach her is early in he morning or if necessary through email. time stamp on voice mail - 07/29/2020 - 5.56 pm / 8.56 pm eastern. KIT/WMI/PAC								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion		Description
Jul 29, 2020 8:56 PM	TZPV7K	HZMN2K	Notify CRM	Customer Called	Done	07/30/2020 08:23:14		***Assisting only***
Last Name		First Name		Account	BAC Code			
Comments								
Please, see IBCC								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 29, 2020 8:54 PM	TZPV7K	TZPV7K	Inbound Call Customer	Customer	Done	07/29/2020 20:56:34	***Assisting only***	
Last Name		First Name		Account	BAC Code			
Comments								
Customer called in through the Priority Recall Spanish line, on 7/29/2020, 7.34 PM CST Customer is seeking to speak with PAC agent Kit.								



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CSR transferred customer's call to extension [REDACTED]

Elmo/ATX/Spanish

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2020 8:46 PM	GZ9CD7	HZMN2K	Notify CRM		Done	07/31/2020 11:27:10	Assisting
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						

Comments

Customer reached out on Social Media seeking to speak with someone in charge of warranties. Said he's spoken with PAC team about his vehicle

CRS empathized and used provided info to locate this case. Informed customer that case agent is working diligently and scheduled to follow up again on 7/31. Advised customer to continue working directly with case agent

KevinImber/SoMe/DET/LVL2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2020 8:46 PM	SRMUSER	GZ9CD7	Social Media		Done	07/31/2020 11:32:12	[REDACTED], Chevrolet
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2020 4:03 PM	WZ0GQ7	HZMN2K	Notify CRM	Case Review Complete	Done	07/30/2020 08:08:56	Supervisor escalation complete
Last Name	First Name		Account		BAC Code		



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Rojas		Hajime					
Comments							
Supervisor left a message							
Kimberly Smartt/PAC/WMI/TL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2020 4:00 PM	WZ0GQ7	WZ0GQ7	Outbound Call Customer	Escalation	Done	07/29/2020 16:02:58	Supervisor Escalation Call - Outbound to 1 [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Supervisor left a message for the customer to give me a call back.							
Kimberly Smartt/PAC/WMI/TL							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2020 12:16 AM	HZMN2K	HZMN2K	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	07/31/2020 11:36:17	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
follow up							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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Jul 27, 2020 11:29 AM		HZMN2K	Email - Inbound	Continued Documentation	Done	07/27/2020 11:49:18	
Last Name		First Name		Account	BAC Code		[EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for 9 [REDACTED], [REDACTED]
[REDACTED]		[REDACTED]					
Comments							
ATTENTION: This email originated from outside of GM.							
Testing testing							
> On Jul 24, 2020, at 5:45 PM, [REDACTED]@gmail.com> wrote: > > Hello again. > Today Filipa left me a voicemail at 11:10am at [REDACTED]. I appreciate that she called me. I called back 5 minutes later but could not access her extension since I was driving, so I talked to Customer Service instead and asked them to please put me through to Filipa. Before they did so, I also asked them to update my contact info and add [REDACTED] as the best number to reach me. This is the same phone number I provided on my email below (today Friday 7/24 at 10:37am, before Filipa called me) and the same number I put on my Twitter DM to @Chevrolet on Tuesday 7/21/2020 at 12:06pm. Message copy/pasted below: > <image0.jpeg> > > "1. Best time to call you? (Include time zone. i.e: 9am eastern) > -9am Eastern Time > 2. Did anyone seek professional medical attention and if so, who? > -no > 3. Description of the damage to property, other than the vehicle: > -none > 4. Current Mileage: > -approximately 15,000 > 5. Email address: > [REDACTED] > 6. Phone numbers: > [REDACTED] > 7. Mailing address: > [REDACTED] > > Thank you." > > Your email below from Thursday 7/23 says: "We have been unable to reach you using the preferred telephone number." > > I just want to point out that I don't have any missed calls or voicemails from GM on my preferred number: [REDACTED] > ...							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 11:13 AM	HZMN2K	HZMN2K	Outbound Call Customer	Made Contact	Done	07/27/2020 11:55:18	
Last Name	First Name	Account	BAC Code				

Comments

Got customer back on the line, apologized and informed that due to a system issue her contacts show in our system twice and that is why initially i couldn't locate her case and her contact with OA of case.
Provided that case number to her [REDACTED]
Customer stated she wanted to talk to a supervisor but was told no one was available that day.
I explained to customer normally our supervisor takes 24 to 48 business hours to call back but they will do so.
She stated she did not understand why she had come to our department since she had a question about her warranty.
Explained to customer PAC would have received her case given the nature of concern - fire.
Explained to customer i could not assist with warranty concerns since i do not handle them and i did not want to give wrong information.
Offered to answer any questions customer might have, bu stated i am not trying to avoid you talking to my supervisor, simply to see if i can help right now and you don't need to wait.
Customer stated - i am a little frustrated right now i will call you or email you if any questions come to mind in the meantime.
OA - please feel to do so. i apologize for this mix up with your contacts and case numbers, i will correct this and make sure its all put together under one contact information only.
She conformed mailing address, phone number and email for me.
Updating it.

KITP/WMII/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 11:13 AM	HZMN2K	HZMN2K	Inbound Call Customer	Complex Request	Done	07/27/2020 11:41:15	
Last Name	First Name	Account	BAC Code				



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Comments							
Requested supervisors name - Kim and to talk to her. I apologized explained i was trying to unerstand hat was going on since i had no records of her talking to PAC before me. She stated she talked to someone in extension [REDACTED] on 07/15/2020. I attempted to place her hold and call dropped. KITP/WMI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 11:02 AM	HZMN2K	HZMN2K	Outbound Call Customer	Made Contact	Done	07/27/2020 11:39:21	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Made contact. Customer requested my name - Kit. Has already provided informed on 07/15 to PAC she claims. Called customer 8665229559 States she talked to someone called Jan (JAM tier1). manila and then to someone called Ranette from PAC. Customer provided case number : 9-[REDACTED] Research shows this is a tier 1 case - preliminary contact No other SR for customer or Vin shows under any department i can see. KITP/WMI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 10:58 AM	HZMN2K	HZMN2K	Research	Case Update	Done	07/27/2020 11:01:29	Customer information update
Last Name		First Name		Account		BAC Code	



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Rojas		Hajime					
Comments							
[REDACTED] IS CORRECT NUMBER FOR CUSTOMER							
HER NUMBER WAS NOT UPDATED CORRECTLY - ITS LISTED AS [REDACTED]							
KITP/WMI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 10:58 AM	HZMN2K	HZMN2K	Outbound [REDACTED] Customer		Done	07/27/2020 11:00:25	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Attempt to reach customer - wrong number.							
Person stated - no here by that name.							
KITP/WMI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2020 10:56 AM	HZMN2K	HZMN2K	Outbound Call Customer	Made Contact	Done	07/27/2020 10:58:03	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							



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Attempt to reach customer at number stated by her as best number to contact.

Call was rejected.

KITP/WMI/PAC

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Jul 24, 2020 5:45 PM		HZMN2K	Email - Inbound	Continued Documentation	Done	07/27/2020 10:55:13	[EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for [REDACTED], [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

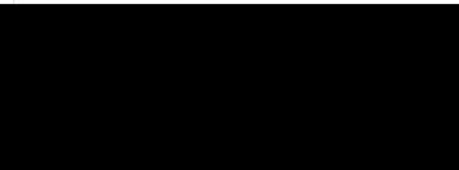
Comments

ATTENTION: This email originated from outside of GM.

Hello again.

Today Filipa left me a voicemail at 11:10am at [REDACTED]. I appreciate that she called me. I called back 5 minutes later but could not access her extension since I was driving, so I talked to Customer Service instead and asked them to please put me through to Filipa. Before they did so, I also asked them to update my contact info and add [REDACTED] as the best number to reach me. This is the same phone number I provided on my email below (today Friday 7/24 at 10:37am, before Filipa called me) and the same number I put on my Twitter DM to @Chevrolet on Tuesday 7/21/2020 at 12:06pm. Message copy/pasted below:

1. Best time to call you? (Include time zone. i.e: 9am eastern)
-9am Eastern Time
2. Did anyone seek professional medical attention and if so, who?
-no
3. Description of the damage to property, other than the vehicle:
-none
4. Current Mileage:
-approximately 15,000



Thank you."

Your email below from Thursday 7/23 says: "We have been unable to reach you using the preferred telephone number."

I just want to point out that I don't have any missed calls or voicemails from GM on my preferred number: [REDACTED].

Thank you,
[REDACTED]

> On Jul 24, 2020, at 10:37 AM [REDACTED] wrote:

>

> Hello. I called you b...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2020 11:10 AM	HZMN2K	HZMN2K	Outbound Call Customer	Left Message	Done	07/24/2020 11:13:36	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BAC Code		

Comments

Returning customer request for contact.
Went to voice mail.

Left message.

Let me know best time to call you today - i will reach out.
You can try to call me back but i may not be available, i will be out of the office for sometime today.
If not today we will talk on Monday for sure,

Thank you

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2020 11:08 AM	HZMN2K	HZMN2K	Inbound Call	Voice Mail Received	Done	07/24/2020 11:09:29	[REDACTED]

Last Name		First Name		Customer Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Returning request for callback.							
TIME STAMP - 1.25 pm / 4.25 pm eastern.							
KITP/WMI/PAC							
Confidential Comments							
Created		Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion
Jul 24, 2020 10:37 AM			HZMN2K	Email - Inbound	Continued Documentation	Done	07/24/2020 11:09:35
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
ATTENTION: This email originated from outside of GM.							
Hello. I called you back yesterday and left a message requesting an early morning phone. Please call me back.							
[REDACTED]							
> On Jul 23, 2020, at 4:12 PM, GMBRCPAC@gm.com wrote: > > Dear [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.							



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>
> Thank you,
>
> 866-446-6963 Ext: [REDACTED]
> Kit
> Chevrolet Product Assistance Claims
> [REDACTED]
>
>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 4:10 PM	HZMN2K	HZMN2K	Email - Outbound		Done	07/23/2020 16:12:27	ACTION NEEDED: PAC Case [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Dear [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]
Kit
Chevrolet Product Assistance Claims
[SR [REDACTED]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 11:23 AM	HZMN2K	HZMN2K	Scheduled Outbound		Done	07/27/2020 10:55:49	[REDACTED]



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Last Name		First Name		Call Cust			
[REDACTED]		[REDACTED]		Account	BAC Code		
Comments							
2 try at initial							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 11:16 AM	HZMN2K	HZMN2K	Outbound Call Customer	Customer Initial	Done	07/23/2020 11:22:54	[REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Customer Initial - went to voice mail. Left message requesting callback.							
KITPWWI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 8:24 AM	HZMN2K	HZMN2K	Research	Case Update	Done	07/23/2020 08:28:20	Escalation from Social Media to PAC
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
- Remainder of details in original [REDACTED] -							
Part 2:the same heavy white/gray smoke came out fast from underneath the front passenger side. I flagged the firefighters to turn around and they doused the car with water again. At this point it was around midnight. We went home and I drove back to the dealership at 3am to make sure the smoke hadn't started again and caused even more damage (the tow truck had parked it next to new cars).							
3 spontaneous combustions in 4 hours; door camera videos at my parents' didn't pick up movement between our arrival and the neighbor ringing the doorbell; Onstar diagnostics reports don't show anything electrically wrong with the car; no alterations had been made to it; and the							



Service Request Activities – UCC PAR

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dashboard didn't show any warnings during that one last trip. Based on the above, I believe the problem was a high voltage battery runaway thermal event.

5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): northern Virginia AIA: iaai.com/vehicledetails...

6. Was an insurance claim filed?: Y

7. Has the vehicle been repaired?: N

8. Did anyone seek professional medical attention? N

9. Did the part concern/allegation cause damage to anything outside the vehicle? N

Escalating to PAC for the thermal event

Amandamac/some/det/lvl2

KITP/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 8:19 AM	HZMN2K	HZMN2K	Research	Case Update	Done	07/23/2020 08:20:17	Vin
Last Name	First Name	Account	BAC Code				
██████	██████						
Comments							
Vin is associated							
KITP/WMI/PAC							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 23, 2020 8:14 AM	HZMN2K	HZMN2K	VIN Scan	Case Receipt	Done	07/23/2020 08:18:32	Vin Scan
Last Name	First Name	Account	BAC Code				
██████	██████						



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Comments

No open recalls
No SC
No applicable warranties
No previous SR

Selling dealer

BAC: 113658
J. B. A. CHEVROLET
7327 RITCHIE HWY
GLEN BURNIE MD 21061-3195
4107666300

KITP/WM/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2020 3:33 PM	BZ4GLV	HZMN2K	Ownership Changed		Done	07/22/2020 15:33:34	Service Request Ownership has changed FROM: BZ4GLV TO: HZMN2K
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2020 3:32 PM	BZ4GLV	HZMN2K	Scheduled Outbound Call Cust		Done	07/23/2020 11:22:23	Customer Initial
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2020 3:32 PM	BZ4GLV	HZMN2K	Notify CRM		Done	07/23/2020 08:14:33	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 22, 2020 3:25 PM	BZ4GLV	HZMN2K	BRC PAR	Case Assigned	Done	07/23/2020 08:14:29	Kit/HZMN2K/ext 5910830
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 22, 2020 3:20 PM	BZ4GLV	BZ4GLV	Escalation		Done	07/22/2020 15:24:35	CAC to PAC
Last Name		First Name		Account		BAC Code	
Comments							
Part 1: 1. Date of the incident: July 4th							
2. Was there an accident?: No							
3. Accident Location (State): VA							
4. Please describe the incident and what vehicle part is the alleged concern: See Manager Review for full details since it will not fit in one activity. customer stated the vehicle starting smoking 4 times and melted back seat.							
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): northern Virginia AIIA: iaai.com/vehicledetails...							
6. Was an insurance claim filed?: Y							
7. Has the vehicle been repaired?: N							



Service Request Activities – UCC PAR

8. Did anyone seek professional medical attention? N	
9. Did the part concern/allegation cause damage to anything outside the vehicle? N	
Escalating to PAC for the thermal event	
Amandamac/some/det/lvl2	
Confidential Comments	

UCC Information		
UCC Code	Description	Symptom
N01	Electrical - General	Melt

End of Report