



Service Request Activities – UCC PAR

Repo Date: Tuesday, July 21, 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 - Social Media
Address				Approval	Not Initiated	Area	Complaint Vehicle
City	Vienna	Zip		State	VA	Sub-Area	Operation or Design
Last Name		First Name		Involved Dlr	Koons Chevrolet	Safety	Other
Daytime #		Evening #		Source	Social Media	Updated	07/20/2020 09:55:04
Serial/VIN #		Mileage		Priority	Medium	License #	
Model	Bolt EV	Model Year	2019	Status	Open	Opened	Jul 20, 2020 9:50 AM
Make	Chevrolet	Warranty Start	11/29/2018 00:00:00	Sub Status		Closed	
Cust Concern	Vehicle Smoking						
Customer Description	*This is a Tier 2 Social Media SR. Do not assume case. Advise customer we will continue conversation via Social Media. See Guide3962*						

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	Explain Other
Description	

Activities								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 20, 2020 9:50 AM	SRMUSER	NZ0W1B	Social Media		In Progress		Chevrolet	
Last Name		First Name		Account		BAC Code		
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 20, 2020 9:50 AM	SRMUSER	NZ0W1B	Ownership Changed		Done	07/20/2020 09:50:31	Service Request Ownership has changed FROM: SRMUSER TO: NZ0W1B	
Last Name		First Name		Account		BAC Code		
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Jul 20, 2020 8:34 AM	NZ0W1B	NZ0W1B	Social Media	Follow Up	In Progress		Chevrolet	
Last Name		First Name		Account		BAC Code		



Service Request Activities – UCC PAR

Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Jul 19, 2020 10:22 AM	NZ0W1B	NZ0W1B	Social Media	Safety Initial	In Progress		
Last Name		First Name		Account	BAC Code		
Comments							
Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		
N02		Electrical Start/Charge - Battery / Cables			Smoke		

End of Report