



Service Request Activities – UCC PAR

Repo 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	PAR
Account		Site/BAC		GW SubType		Business Unit	BRC
Address				Approval	Not Initiated	Area	PAR
City	Oakland	Zip		State	CA	UCC	Electrical Start/Charge - Battery / Cables
Last Name		First Name		Involved Dlr	F H Dailey Chevrolet	Safety	
Daytime #		Evening #		Source	Phone	Updated	09/30/2020 16:58:36
Serial/VIN #		Mileage	18000	Priority	Medium	License #	Owner
Model	Bolt EV	Model Year	2019	Status	Open	Opened	Aug 26, 2020 3:34 PM
Make	Chevrolet	Warranty Start	12/23/2018 00:00:00	Sub Status		Closed	
Cust Concern	Vehicle caught fire due to the battery						
Customer Description	RVDC case. Do not assume. Forward inquiries to Amy at 866-802-6625						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	Aug 25, 2020 12:00 AM	N	0	0	Asphalt	Dry	unsure	ba
Driver Last Name		Driver First Name		Height	DOB		Disabilities	
na		na		na		na		
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
na		na				State Farm		



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Incident Loc	[REDACTED] San Francisco, CA AT&T			Incident Desc	[REDACTED] had driven the vehicle to work in the morning and parked. Someone heard a weird noise. They described it as a whiny sound. This person was toward the front of the lot and the vehicle was parked toward the back. This person saw smoke coming out of the passenger side wheel wells. They could not see the drivers side. This person called the fire department and then [REDACTED]. It was not fully engulfed in flames until after the fire department was there. The fire department said the smoke was coming from the back seat. They pulled the seat out and saw a smoldering situation. They did not indicate what. The fire department put water on it which did not work so they used a chemical that made it flash. They then used water again because the vehicle was engulfed. They emptied the entire truck of water to put it out. The battery disengage handle had melted off and the car was fully charged. The fire department said it was the battery that caused the fire. When [REDACTED] got there the fire depa			
Component	battery			Damage Desc	totally burned from the dash back but the motor was not touched			
Vehicle Loc	F. H. Dailey Chevrolet			Add'l Info	na			
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	dry			Prop Owner	na	Property Type	na	



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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		
Primary Veh Use	Personal	Inspection Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	totally burned from the dash back but the motor was not touched			Explain Other	na		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 30, 2020 4:53 PM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Cust		Scheduled Alarm		Items seeking reimbursement for
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



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Sep 30, 2020 4:37 PM	CZ9D7Y	CZ9D7Y	Outbound Call Customer	Made Contact	Done	09/30/2020 16:53:23	
Last Name		First Name		Account	BAC Code		Call - Outbound to
Comments							
asked me about the 2 lease payments that she has paid since this has started. OA advised Repurchase would handle any of the financial stuff. I am calling because I would handle any reimbursement for personal items lost in the fire.I need a list of the items lost and receipts for their stated that she does not have the receipts. OA advised her to find the item online, take a photo of the the item and the price. Send the photos to me and we will review it for possible reimbursement. OA confirmed she had our email address.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 30, 2020 4:35 PM	CZ9D7Y	CZ9D7Y	Inbound Call Customer	Voice Mail Received	Done	09/30/2020 16:36:36	called
Last Name		First Name		Account	BAC Code		
Comments							
was calling about reimbursement for the personal property that was lost.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 30, 2020 4:34 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	09/30/2020 16:34:49	RE: [EXTERNAL] Re: PAC Pre-Repair Authorization ID for Repairs or Towing 9-
Last Name		First Name		Account	BAC Code		
				F H Dailey Chevrolet	272795		
Comments							



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Your welcome.

Elaine

[THREAD ID:9-2VP7318]

-----Original Message-----

From: [REDACTED]
Sent: 9/25/2020 11:35:16 AM
To: GMBRCPAC@gm.com
Subject: [EXTERNAL] Re: PAC Pre-Repair Authorization ID for Repairs or Towing [REDACTED], [REDACTED], [REDACTED]

ATTENTION: This email originated from outside of GM.

Thank you

On Fri, Sep 25, 2020 at 7:52 AM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Upon receipt of this Pre-Repair Authorization, for the above listed Service Request Number, please verify that the information listed below is correct. Make sure that the customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount information is correct.

Servicing Dealer BAC 272795

Dealer Contact [REDACTED]

Dealer Fax [REDACTED]

Job Card number [REDACTED]

Job Card Date 8/27/20

VIN [REDACTED]

Odometer 18000

Labor Op 0600006

Labor Time (hrs) estimate

Dealer's mechanical warranty rate per hour

Total Labor Estimate

Parts total

Misc 107.93

Tow

Sublet



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Claim total 107.93

Total claim before taxes: \$ 107.93

Customer Compliant Category:09

Complaint Code: 0090

Description: No customer complaint-Other issues

Cause Code:9090

Description: Other-Field Action/Tech Bulletin

Correction Description: Repair Vehicle

Pre Authorization ID: [REDACTED]

Approved

Date Entered: 9/4/20

Entered By [REDACTED]

PAC Advisor: Elaine Locke/PAC/WMI

If everything is correct, please submit as a Warranty C...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2020 11:36 AM		CZ9D7Y	Email - Inbound		Done	09/30/2020 16:34:45	[EXTERNAL] Re: PAC Pre- Repair Authorization ID for Repairs or Towing 9-
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

ATTENTION: This email originated from outside of GM.

Thank you

On Fri, Sep 25, 2020 at 7:52 AM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED]

Upon receipt of this Pre-Repair Authorization, for the above listed Service Request Number, please verify that the information listed below is correct. Make sure that the customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount information is correct.

Servicing Dealer BAC 272795



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Dealer Contact [REDACTED]
Dealer Email [REDACTED]
Dealer Fax [REDACTED]
Job Card number [REDACTED]
Job Card Date 8/27/20
VIN [REDACTED]
Odometer 18000

Labor Op 0600006
Labor Time (hrs) estimate
Dealer's mechanical warranty rate per hour
Total Labor Estimate
Parts total
Misc 107.93
Tow
Sublet
Claim total 107.93

Total claim before taxes: \$ 107.93

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: [REDACTED]

Approved
Date Entered: 9/4/20
Entered By: Margaret
PAC Advisor: Elaine Locke/PAC/WMI

If everything is correct, please submit as a Warranty Claim Transaction (ZREG) using the Labor Operation Code 0600006. Complete the required fields as appropriate. The system will prompt the Service Agent to enter all of the associated part numbers, labor hours, and other expenses that ma...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2020 10:51	CZ9D7Y	CZ9D7Y	Email -		Done	09/25/2020 10:52:29	PAC Pre-Repair Authorization



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AM	Outbound	ID for Repairs or Towing 9-
Last Name	First Name	Account
BAC Code		
Comments		
Dear ,		
Upon receipt of this Pre-Repair Authorization, for the above listed Service Request Number, please verify that the information listed below is correct. Make sure that the customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount information is correct.		
Servicing Dealer BAC 272795		
Dealer Contact		
Dealer Fax		
Job Card number		
Job Card Date 8/27/20		
VIN		
Odometer 18000		
Labor Op 0600006		
Labor Time (hrs) estimate		
Dealer's mechanical warranty rate per hour		
Total Labor Estimate		
Parts total		
Misc 107.93		
Tow		
Sublet		
Claim total 107.93		
Total claim before taxes: \$ 107.93		
Customer Compliant Category:09		
Complaint Code: 0090		
Description: No customer complaint-Other issues		
Cause Code:9090		
Description: Other-Field Action/Tech Bulletin		
Correction Description: Repair Vehicle		
Pre Authorization ID:		
Approved		
Date Entered: 9/4/20		
Entered By:		
PAC Advisor: Elaine Locke/PAC/WMI		



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If everything is correct, please submit as a Warranty Claim Transaction (ZREG) using the Labor Operation Code 0600006. Complete the required fields as appropriate. The system will prompt the Service Agent to enter all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Towing, Sublet, etc).

In the "Authorization/Comments" section of the Transact...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 24, 2020 9:37 AM	BZZGCJ	CZ9D7Y	Notify CRM	Goodwill Approved	Done	09/25/2020 10:53:27	Pre-Auth (Repair) Edited

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 24, 2020 9:37 AM	BZZGCJ	BZZGCJ	Administer PAR PreAuth	Rev GWM PreAuth Sent	Done	09/24/2020 09:49:59	Pre-Auth (Repair) Edited

Last Name	First Name	Account	BAC Code

Comments

CORRECT - THIS SHOULD BE UNDER MISC NOT PARTS, THERE IS NO GM PART NUMBER ASSIGNED.

Servicing Dealer BAC 272795

Dealer Contact

Dealer Email

Dealer Fax

Job Card number

Job Card Date 8/27/20

VIN

Odometer 18000

Labor Op 0600006

Labor Time (hrs) estimate



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Dealer's mechanical warranty rate per hour

Total Labor Estimate

Parts total

Misc 107.93

Tow

Sublet

Claim total 107.93

Total claim before taxes: \$ 107.93

Customer Compliant Category:09

Complaint Code: 0090

Description: No customer complaint-Other issues

Cause Code:9090

Description: Other-Field Action/Tech Bulletin

Correction Description: Repair Vehicle

Pre Authorization ID [REDACTED]

Approved

Date Entered: 9/4/20

Entered By: Margaret

PAC Advisor: Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 23, 2020 3:31 PM	CZ9D7Y	CZ9D7Y	Outbound Call Dealer	Left Message	Done	09/23/2020 15:36:32	Call - Outbound to SVM [REDACTED]

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

Comments

OA left a message that I got his message and an email from [REDACTED] in RVDDC. I was able to figure from [REDACTED] email what was wrong and I put it though as a part forgetting there would be no part number. I have already send it to the compensation department to correct it. Once they notify me it has been done I will send him another email and they will key it as misc. instead of a part. OA apologized. for the mistake.

Elaine Locke/PAC/WMI

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 23, 2020 2:32 PM	CZ9D7Y	BZZGCJ	BRC GW PreApproval	Approved to Submit	Done	09/24/2020 09:45:52	Submitted for GW offer approval
Last Name		First Name		Account		BAC Code	
Comments							
CORRECT - THIS SHOULD BE UNDER MISC NOT PARTS, THERE IS NO GM PART NUMBER ASSIGNED.							
Servicing Dealer BAC 272795 Dealer Contact Dealer Email Dealer Fax Job Card number 27/20 VIN Odometer 18000 Labor Op 0600006 Labor Time (hrs) estimate Dealer's mechanical warranty rate per hour Total Labor Estimate Parts total Misc 107.93 Tow Sublet Claim total 107.93 Total claim before taxes: \$ 107.93 Customer Compliant Category:09 Complaint Code: 0090 Description: No customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Repair Vehicle Pre Authorization ID: Approved							



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Date Entered: 9/4/20
Entered By: Margaret
PAC Advisor: Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 23, 2020 9:56 AM	CZ9D7Y	CZ9D7Y	Inbound Call Dealer	Voice Mail Received	Done	09/23/2020 09:58:14	SVM [REDACTED]

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

Comments

He was calling because the claim for the car cover is rejecting. He also wanted to know when the vehicle will be removed from his dealership. Call him at [REDACTED]

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 22, 2020 5:36 PM	CZ9D7Y	CZ9D7Y	Inbound Call Customer	Voice Mail Received	Done	09/22/2020 17:39:17	[REDACTED] called

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

Comments

She heard from Amy that we are not going to wave the \$750 upgrade fee. She wants to know who above me can she talk to about this. If she has to she will hire an attorney and go to the press. She has all kinds of nice pictures. She has the time if that is what we want her to do.

Elaine Locke/PAC/WMI

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Sep 22, 2020 9:20 AM	CZ9D7Y	CZ9D7Y	Inbound Call Customer	Voice Mail Received	Done	09/22/2020 09:21:19	[REDACTED] called	
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code		
Comments She was calling for an update on the repurchase.								
Elaine Locke/PAC/WMI								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion		Closing PAC claim
Sep 9, 2020 11:09 AM	CZ9D7Y	CZ9D7Y	BRC PAR	Close-Resolved with Repurchase	Done	09/09/2020 11:11:14		
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code		
Comments Vehicle caught fire while parked.								
No inspection performed								
Resolution: GM assistance provided with repurchase. Vehicle being returned to Engineering in Warren.								
Closing PAC claim satisfied.								
Elaine Locke/PAC/WMI								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Sep 9, 2020 11:07 AM	CZ9D7Y	CZ9D7Y	BRC PAR	Inspection Not	Done	09/09/2020 11:11:16	Inspection Not Required	



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Last Name	First Name	Account	Required	BAC Code
[REDACTED]	[REDACTED]			
Comments No PAC inspection required. Vehicle is being repurchased.				
Elaine Locke/PAC/WMI				
Confidential Comments				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 8, 2020 11:30 AM	TZ2R0Q	TZ2R0Q	Ownership Changed		Done	09/08/2020 11:30:39	Service Request Ownership has changed FROM: CZ9D7Y TO: TZ2R0Q

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
Sep 4, 2020 4:39 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	09/04/2020 16:40:17	PAC Pre-Repair Authorization ID for Repairs or Towing 9-

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		
Comments Dear [REDACTED], Upon receipt of this Pre-Repair Authorization, for the above listed Service Request Number, please verify that the information listed below is correct. Make sure that the customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount information is correct. Servicing Dealer BAC 272795 Dealer Contact [REDACTED] Dealer Fax [REDACTED] Job Card number [REDACTED]			



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Job Card Date 8/27/20

VIN [REDACTED]

Odometer 18000

Labor Op 0600006

Labor Time (hrs) estimate

Dealer's mechanical warranty rate per hour

Total Labor Estimate

Parts total 107.93

Misc

Tow

Sublet

Claim total 107.93

Total claim before taxes: \$ 107.93

Customer Compliant Category:09

Complaint Code: 0090

Description: No customer complaint-Other issues

Cause Code:9090

Description: Other-Field Action/Tech Bulletin

Correction Description: Repair Vehicle

Pre Authorization ID: [REDACTED]

Approved

Date Entered: 9/4/20

Entered By: Margaret

PAC Advisor: Elaine Locke/PAC/WMI

If everything is correct, please submit as a Warranty Claim Transaction (ZREG) using the Labor Operation Code 0600006. Complete the required fields as appropriate. The system will prompt the Service Agent to enter all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Towing, Sublet, etc).

In the "Authorization/Comments" section of the Transaction...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2020 3:52 PM	BZZGCJ	CZ9D7Y	Notify CRM	Goodwill Approved	Done	09/04/2020 16:40:18	Pre-Auth (Repair) [REDACTED]
Last Name	First Name	Account	BAC Code				



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Comments Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2020 3:52 PM	BZZGCJ	BZZGCJ	Administer PAR PreAuth	GWM PreAuth Sent	Done	09/04/2020 16:03:23	Pre-Auth (Repair)
Last Name		First Name		Account		BAC Code	
Comments Servicing Dealer BAC 272795 Dealer Contact Dealer Email Dealer Fax Job Card number Job Card Date 8/27/20 VIN Odometer 18000 Labor Op 0600006 Labor Time (hrs) estimate Dealer's mechanical warranty rate per hour Total Labor Estimate Parts total 107.93 Misc Tow Sublet Claim total 107.93 Total claim before taxes: \$ 107.93 Customer Compliant Category:09 Complaint Code: 0090 Description: No customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Repair Vehicle							



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Pre Authorization ID [REDACTED]

Approved

Date Entered: 9/4/20

Entered By: Margaret

PAC Advisor: Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2020 9:53 AM	CZ9D7Y	BZZGCJ	BRC GW PreApproval	Approved to Submit	Done	09/04/2020 16:01:58	Submitted for GW offer approval
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Servicing Dealer BAC 272795

Dealer Contact [REDACTED]

Dealer Email [REDACTED]

Dealer Fax [REDACTED]

Job Card number [REDACTED]

Job Card Date 8/27/20

VIN [REDACTED]

Odometer 18000

Labor Op 0600006

Labor Time (hrs) estimate

Dealer's mechanical warranty rate per hour

Total Labor Estimate

Parts total 107.93

Misc

Tow

Sublet

Claim total 107.93

Customer Compliant Category:09

Complaint Code: 0090

Description: No customer complaint-Other issues

Cause Code:9090

Description: Other-Field Action/Tech Bulletin

Correction Description: Repair Vehicle



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Pre Authorization ID:

Approved/Rejected:

Date Entered:

Entered By:

PAC Advisor: Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2020 9:50 AM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	09/04/2020 09:53:10	RE: [EXTERNAL] Re: PAC Case Final Resolution – Repurchase
Last Name	First Name	Account	BAC Code				
		F H Dailey Chevrolet	272795				

Comments

I do not know how you will receive the \$100. Ask repurchase when they contact you. The case has been submitted to the repurchase team this morning and I expect them to pick it up the first part of next week.

Elaine

[THREAD ID:]

-----Original Message-----

From:

Sent: 9/3/2020 07:07:47 PM

To: GMBRCPAC@gm.com

Subject: [EXTERNAL] Re: PAC Case Final Resolution – Repurchase , ,

ATTENTION: This email originated from outside of GM.

Elaine,

Here is a copy of the invoice I created for the Bolt. The invoice only reflects the cost of the car cover. I'm assuming that the \$100.00 will come into play once the pre-authorization is created so it can be submitted through global. Thanks



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On Thu, Sep 3, 2020 at 12:57 PM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

The investigation of this PAC Case has concluded and a complete review by General Motors was conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of the case. Information gathered during the review is confidential and proprietary which is not to be shared outside of General Motors.

Based upon all available information, the request for GM assistance will be granted with a repurchase offer. This repurchase is being offered in the interest of customer satisfaction and loyalty. It is not being offered as a result any manufacturing concerns involving vehicle materials...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 4, 2020 9:47 AM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Field		Done	09/09/2020 11:12:08	Repurchase accepted
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
Sep 4, 2020 9:44 AM	CZ9D7Y	CZ9D7Y	Research		Done	09/04/2020 09:44:43	Associate VIN
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					

Comments

Verified the VIN was associated to the customer.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Sep 4, 2020 9:42 AM	CZ9D7Y	CZ9D7Y	Type BRC PAR	Esc to Rep-Non Mandated Trade	Done	09/04/2020 09:43:47	Escalating to Repurchase
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
RVDC [REDACTED]							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 7:08 PM		CZ9D7Y	Email - Inbound		Done	09/04/2020 09:53:04	[EXTERNAL] Re: PAC Case Final Resolution – Repurchase [REDACTED], [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
ATTENTION: This email originated from outside of GM.							
Elaine, Here is a copy of the invoice I created for the Bolt. The invoice only reflects the cost of the car cover. I'm assuming that the \$100.00 will come into play once the pre-authorization is created so it can be submitted through global. Thanks							
On Thu, Sep 3, 2020 at 12:57 PM <GMBRCPAC@gm.com> wrote:							
Dear [REDACTED]							
The investigation of this PAC Case has concluded and a complete review by General Motors was conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of the case. Information gathered during the review is confidential and proprietary which is not to be shared outside of General Motors.							
Based upon all available information, the request for GM assistance will be granted with a repurchase offer. This repurchase is being offered in the interest of customer satisfaction and loyalty. It is not being offered as a result any manufacturing concerns involving vehicle materials or workmanship.							



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You will receive \$100 for your time spent facilitating the repurchase. If the vehicle is not already at your dealership, PAC will arrange for the vehicle to be transported there. We will have the GM Reacquired Vehicle Disclosure Center (RVDC) contact you to complete the process.

If there were any additional expenses related to this PAC case (towing, inspection), send PAC a detailed Final Repair Order at your dealer hourly war...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 5:36 PM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Field		Done	09/04/2020 09:43:42	send to repurchase
Last Name	First Name		Account		BAC Code		
██████	██████						

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 5:30 PM	CZ9D7Y	CZ9D7Y	Inbound Call Customer		Done	09/03/2020 17:36:04	██████ called
Last Name	First Name		Account		BAC Code		
██████	██████						

Comments

OA stated I just saw her email and listened to her voicemail. ██████ stated she wanted to check one more time before she left the dealership to make sure what she sent me was ok. OA said yes ██████ said the dealership only has the LT with the fast charge and it is a difference of \$750. They do not order the other kind and could not find one within 300 miles. OA said let repurchase know when they call you. OA stated I forgot to mention before to keep track of your lease payments and let repurchase know that when you speak to them. I will send this case over to them and they will probably contact you next week.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

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Sep 3, 2020 5:26 PM	CZ9D7Y	CZ9D7Y	Type Inbound Call Customer	Voice Mail Received	Done	09/09/2020 11:12:00	██████ called
Last Name		First Name		Account	BAC Code		
██████		██████					
Comments							
She is at the dealer and they do not have the same package she has on her. They do not make it anymore.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 4:58 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:47	[EXTERNAL] Re: PAC Introduction and Photo Request for ██████████
Last Name		First Name		Account	BAC Code		
██████		██████					
Comments							
ATTENTION: This email originated from outside of GM.							
Ms Elaine- here is the lease info and new VIN # As I said in my voicemail they do not have the vehicle I have (without dc fast charger) within 300 miles so hopefully you can work your magic with this VIN.							
Many thanks, ██████							
On Thu, Aug 27, 2020, 10:32 AM <GMBRCPAC@gm.com> wrote:							
Dear ██████████,							
Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV.							
Please provide photos of the following owner documents:							
1. The owner's driver's license							
2. The current registration							



Service Request Activities – UCC PAR

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3. The vehicle's title (if available), front and back or first page of the lease agreement

Also find out if there is a fire department report and send me a copy.

If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 4:17 PM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	09/03/2020 17:36:14	VIN, Financial info dlr - final RO
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
Sep 3, 2020 3:56 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	09/03/2020 15:57:57	PAC Case Final Resolution – Repurchase [REDACTED], [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Dear [REDACTED]

The investigation of this PAC Case has concluded and a complete review by General Motors was conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of the case. Information gathered during the review is confidential and proprietary which is not to be shared outside of General Motors.



Service Request Activities – UCC PAR

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Based upon all available information, the request for GM assistance will be granted with a repurchase offer. This repurchase is being offered in the interest of customer satisfaction and loyalty. It is not being offered as a result of any manufacturing concerns involving vehicle materials or workmanship.

You will receive \$100 for your time spent facilitating the repurchase. If the vehicle is not already at your dealership, PAC will arrange for the vehicle to be transported there. We will have the GM Reacquired Vehicle Disclosure Center (RVDC) contact you to complete the process.

If there were any additional expenses related to this PAC case (towing, inspection), send PAC a detailed Final Repair Order at your dealer hourly warranty rates. After PAC receives the Final Repair Order, a Pre-Repair Authorization number will be generated and provided to you in order to be compensated for the repairs. The steps for submitting the transaction in Global Warranty Management will be provided with the Pre-Repair Authorization number.

Customer Name: [REDACTED]

Vehicle YMM: 2019 Chevrolet Bolt EV ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 3:50 PM	CZ9D7Y	CZ9D7Y	Outbound Call Dealer	Made Contact	Done	09/03/2020 16:17:18	Call - Outbound to SVM [REDACTED]

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

Comments

OA advised we are repurchasing the vehicle. We are doing a trade and the customer said she was going to come to town today to look for another vehicle. Once she provides me with financial info and the VIN from the new vehicle it will go to the repurchase department. Once repurchase has the case someone will be in contact to pick up the vehicle and bring it back to MI. OA will send an email on the resolution. [REDACTED] asked if he had to wait to get paid for the final RO until the end of the repurchase? OA stated no because I am paying him for what he did for me so he can send it now. Anything for repurchase they will handle. [REDACTED] said he has the RO and it is only for the car cover they purchased. OA explained once I get the RO I have to get a pre-auth number and will send him an email with the labor op, pre-auth number and instructions on how to key. This is keyed as a pre-auth claim not a GM authorization claim. OA stated the customer called me yesterday because she wants to get something out of her vehicle and said I needed to give permission. [REDACTED] the chemicals leaking is dangerous. OA stated she needs her tracker for the toll roads is all she wanted. He said that was ok.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Sep 3, 2020 3:40 PM	CZ9D7Y	CZ9D7Y	Type Outbound Call Customer	Made Contact	Done	09/03/2020 16:17:22	Call - Outbound to Meredith [REDACTED]
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments OA provided the repurchase resolution. OA explained that I need the name, address, phone number and account number for her lease payments. I also need her to go to the dealership and find another vehicle and give me the VIN number. [REDACTED] asked if this dealer does not have a vehicle she wants can she go to another dealer? OA suggested she asked if they will do a dealer trade but if not we can work with another dealer. If they choose a vehicle with upgrades she will be responsible for those. Once I have that information it will go to the repurchase department and they will handle the financials working with her and the dealership [REDACTED] said they have an upcoming lease payment and asked if they should make it. OA advised her to keep making those payments. OA also advised she can get what she needs out of the old vehicle. [REDACTED] stated she will go look for a dealer today. OA advised her I still have to call the dealer and let them know the resolution. OA stated I am here tomorrow but will be off on Monday and Tuesday.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 3, 2020 9:26 AM	KZ3B0J	CZ9D7Y	Notify CRM	Case Review Complete	Done	09/03/2020 16:17:24	see resolution
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
Sep 2, 2020 5:48 PM	CZ9D7Y	CZ9D7Y	Outbound Call Customer	Made Contact	Done	09/02/2020 18:09:05	Call - Outbound to [REDACTED] [REDACTED]
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments							



Service Request Activities – UCC PAR

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She needs the tracker back because there is a deposit on it. OA advised I will have to find out if I can give permission for the dealer to let you into the vehicle. I will let her know as soon as I do. OA stated the update on her case is it is currently under review. [REDACTED] said the dealership told her that we would be sending someone out. OA stated I don't know that is what we are going to do. That is what we might do for a gasoline powered vehicle but I don't know if it is going to be the same for an electric vehicle. I also don't know if the chemicals leaking will have an impact. [REDACTED] asked for a timeline as her husband doesn't have a vehicle. OA stated we give an estimate of 30 days or more but it all depends on the issue we are looking at. OA explained it is a very step by step process of gathering information, reviewing it under we feel we can make the resolution decision.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 5:46 PM	CZ9D7Y	CZ9D7Y	Inbound Call Customer	Voice Mail Received	Done	09/02/2020 17:48:18	[REDACTED] called
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

She went to the dealer to get stuff out of the vehicle and they said no one is allowed in the vehicle because of toxic chemicals. They would need my permission to let her do that. She has already been in the vehicle. Call her.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 5:45 PM	CZ9D7Y	CZ9D7Y	Inbound Call Customer	Voice Mail Received	Done	09/02/2020 17:48:20	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

She was looking for an update and she is without a car. Call her.



Service Request Activities – UCC PAR

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Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 1:02 PM	KZ3B0J	TECHRVWQ	BRC PAR	Business Case	Done	09/03/2020 09:26:47	Case Resolution - Repurchase
Last Name	First Name	Account	BAC Code				

Comments

Steve Franklin BRM verbal approval to repurchase as a straight or trade repurchase to help expedite return to EA - Warren for additional inspection. Full usage applies but if need room to negotiate.

Please provide update when repurchase accepted and case sent to RVDC. thank you

Resolution Statement:

In the interest of customer satisfaction and other considerations, recommend the vehicle be repurchased. KIM/PAC/WMI/TCL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 10:04 AM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Field	Cancelled - Completed Early	Done	09/03/2020 16:17:39	Next Steps
Last Name	First Name	Account	BAC Code				

Comments**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 10:03 AM	CZ9D7Y	TECHRVWQ	Notify CRM		Done	09/02/2020 13:02:08	See Consultation
Last Name	First Name	Account	BAC Code				

Comments



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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 2, 2020 10:01 AM	CZ9D7Y	CZ9D7Y	BRC PAR	Business Case	Done	09/02/2020 10:04:51	Consultation
Last Name	First Name		Account		BAC Code		

Comments

Dealership Photo Log, Customer Photo Log, and BARS are attached.

Dealer statement: Unfortunately I can only get some of the requested information listed on this email. I can not have my employees go inside the vehicle or move it due to the condition it is in. You can not get closer than a couple of feet from the car before you get overwhelmed with electrical fire fumes combined with leaking acid and fire extinguisher smell. It is too strong and toxic to inhale. attached are the only pictures of the car that I can take. Please expedite the process, as this car was towed in during non business hours without our knowledge and was left in front of the dealership for all incoming customers with like vehicles to see.

Not sure what the miles are, and have no keys to this vehicle. It can not start in its condition anyways so I guess that not having keys really does not matter. This vehicle never returned to the dealership after the initial purchase so we have no R.O.'s or history in our system other than the internal PDI ro before the sale.

Should we do a Raytheon Inspection on this vehicle?

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 6:39 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:50	[EXTERNAL] Re: PAC Case Dealer Preliminary Information Request for
Last Name	First Name		Account		BAC Code		

Comments

ATTENTION: This email originated from outside of GM.

Not sure what the miles are, and have no keys to this vehicle. It can not start in its condition anyways so I guess that not having keys really does not matter. This vehicle never returned to the dealership after the initial purchase so we have no R.O.'s or history in our system other than



Service Request Activities – UCC PAR

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the internal PDI ro before the sale.

On Thu, Aug 27, 2020 at 3:32 PM [REDACTED]:

On Thu, Aug 27, 2020 at 3:32 PM [REDACTED]:

Hello,

Unfortunately I can only get some of the requested information listed on this email. I can not have my employees go inside the vehicle or move it due to the condition it is in. You can not get closer than a couple of feet from the car before you get overwhelmed with electrical fire fumes combined with leaking acid and fire extinguisher smell. It is too strong and toxic to inhale. attached are the only pictures of the car that I can take. Please expedite the process, as this car was towed in during non business hours without our knowledge and was left in front of the dealership for all incoming customers with like vehicles to see.

On Thu, Aug 27, 2020 at 1:05 PM <GMBRCPAC@gm.com> wrote:

[REDACTED]

Additional information is needed to determine the next best steps on this Product Assistant Claims (PAC) case by gathering some preliminary information related to the incident. Please provide all the following required in...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 6:35 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:45	[EXTERNAL] Re: PAC Case Dealer Preliminary Information Request for [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

ATTENTION: This email originated from outside of GM.

On Thu, Aug 27, 2020 at 3:32 PM [REDACTED]

Hello,

Unfortunately I can only get some of the requested information listed on this email. I can not have my employees go inside the vehicle or move it due to the condition it is in. You can not get closer than a couple of feet from the car before you get overwhelmed with electrical fire fumes combined with leaking acid and fire extinguisher smell. It is too strong and toxic to inhale. attached are the only pictures of the car that I can take. Please expedite the process, as this car was towed in during non business hours without our knowledge and was left in front of the dealership for all incoming customers with like vehicles to see.



Service Request Activities – UCC PAR

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On Thu, Aug 27, 2020 at 1:05 PM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Additional information is needed to determine the next best steps on this Product Assistant Claims (PAC) case by gathering some preliminary information related to the incident. Please provide all the following required information:

1. Your assessment of vehicle's conditions as related to customers alleged vehicle defect
2. Your Dealership's Previous Repair Orders (RO)
3. Vehicle Wide DTC report with Module Information from GM Diagnostic tool
4. Freeze Frame Failure Records (if available)
5. Vehicle Condition Photos
 - a. Driver (Left) side exterior
 - b. Passenger (Right) side exterior
 - c. Front e...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 6:34 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:54	[EXTERNAL] Re: PAC Case Dealer Preliminary Information Request for [REDACTED], [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

ATTENTION: This email originated from outside of GM.

Hello,

Unfortunately I can only get some of the requested information listed on this email. I can not have my employees go inside the vehicle or move it due to the condition it is in. You can not get closer than a couple of feet from the car before you get overwhelmed with electrical fire fumes combined with leaking acid and fire extinguisher smell. It is too strong and toxic to inhale. attached are the only pictures of the car that I can take. Please expedite the process, as this car was towed in during non business hours without our knowledge and was left in front of the dealership for all incoming customers with like vehicles to see.

On Thu, Aug 27, 2020 at 1:05 PM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Additional information is needed to determine the next best steps on this Product Assistant Claims (PAC) case by gathering some preliminary information related to the incident. Please provide all the following required information:



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1. Your assessment of vehicle's conditions as related to customer's alleged vehicle defect
2. Your Dealership's Previous Repair Orders (RO)
3. Vehicle Wide DTC report with Module Information from GM Diagnostic tool
4. Freeze Frame Failure Records (if available)
5. Vehicle Condition Photos
 - a. Driver (Left) side exterior
 - b. Passenger (Right) side exterior
 - c. Front exterior
 - d. Rear exterior
 - e. Image of concern and affected area
 - f. Clo...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 4:27 PM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Dlr		Done	09/02/2020 10:01:06	Photos, etc.
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 4:26 PM	CZ9D7Y	CZ9D7Y	Research		Done	08/27/2020 16:27:27	Car Cover
Last Name	First Name	Account	BAC Code				

Comments

Dealership is going to purchase a car cover for the vehicle and PAC will reimburse him at the end of the case.

Elaine Locke/PAC/WMI

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 4:04 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	08/27/2020 16:05:36	PAC Case Dealer Preliminary Information Request for 9-
Last Name		First Name	Account		BAC Code		[REDACTED], [REDACTED]
[REDACTED]		[REDACTED]					
Comments							
Dear Gabe,							
Additional information is needed to determine the next best steps on this Product Assistant Claims (PAC) case by gathering some preliminary information related to the incident. Please provide all the following required information:							
1. Your assessment of vehicle's conditions as related to customers alleged vehicle defect 2. Your Dealership's Previous Repair Orders (RO) 3. Vehicle Wide DTC report with Module Information from GM Diagnostic tool 4. Freeze Frame Failure Records (if available) 5. Vehicle Condition Photos a. Driver (Left) side exterior b. Passenger (Right) side exterior c. Front exterior d. Rear exterior e. Image of concern and affected area f. Close-up image of concern g. Vehicle Certification Label with VIN visible h. Close-ups of tires/wheels and undercarriage i. Any additional applicable photos << Insert any special photos requested >>							
You will be reimbursed for your time as appropriate at your dealership's warranty rate. Please do not perform any vehicle repairs unless direct to do so by PAC.							
Customer Name: [REDACTED]							
Vehicle YMM: 2019 Chevrolet Bolt EV							
VIN: [REDACTED]							
SR Number: [REDACTED]							
Allegation: The vehicle caught fire while it was parked.							
If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854. Please consult...							



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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 4:02 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	08/27/2020 16:03:57	PAC Dealer Introduction to PAC Case Handling for 9-
Last Name	First Name	Account	BAC Code				

Comments

Dear ,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case. In this email you will find a brief overview about what to expect when assisting with a PAC case.

PAC cases require a complete review of all available information and a thorough investigation to determine if there is any indication of a GM manufacturing defect or safety concern exists. Each case is handled individually, based on the facts of the case, to determine an appropriate resolution. During the PAC case, an advisor may need assistance from your dealership to obtain or facilitate the following:

1. Vehicle Identification and condition photos
2. Vehicle data (DTCs, freeze frame failures)
3. Previous Repair Orders
4. Detailed Dealer inspection and diagnostics
5. Hosting a 3rd- Party inspection
6. Repair Estimate
7. If approved by PAC, providing the customer a rental or loaner vehicle

During the investigation, it is important to provide any new details and pertinent information to the PAC team. We may need to arrange to have the vehicle delivered to your dealership if it is not already there. Please do not make any repairs to the vehicle.

At conclusion of the investigation, PAC will provide a final resolution for the case. PAC may offer to repurchase or provide repair assistance. However, the PAC investigation may determine that GM is not responsible, resulting in the customer and dealer working together to resolve the concern an...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:54 PM	CZ9D7Y	CZ9D7Y	Inbound Call Dealer		Done	08/27/2020 16:26:05	SVM called
Last Name	First Name	Account	BAC Code				



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Comments

OA explained that PAC investigates product allegation such as this and will compensate the dealership for any time spent on the case. [REDACTED] was hesitant because of the condition of the vehicle and said yes if it can move quickly. OA stated cases can take 30 days or more to complete. [REDACTED] is concerned because the tow company dropped the vehicle at their front doors after hours and they have a lot of Bolt customers. OA advised if there is some where else they can put it we will pay for the towing. Also will reimburse him for a car cover. [REDACTED] stated he doesn't really have anywhere to put it and because of the condition and it is leaking acid he doesn't want to move it. He will put a cover over it. OA will send him an email with a list of photos, DTC's etc. that we need from the vehicle. We understand he may not be able to get any DTC's because of the condition.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:35 PM	CZ9D7Y	CZ9D7Y	Inbound Call Dealer	Voice Mail Received	Done	08/27/2020 16:26:29	SVM [REDACTED] called
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

He was returning my call. He will be available the rest of the day. He leaves at 4 pm pacific time.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:32 PM	CZ9D7Y	CZ9D7Y	Scheduled Outbound Call Dlr	Cancelled - Completed Early	Done	08/27/2020 16:26:42	SVM [REDACTED] - assist (CA)
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments



Service Request Activities – UCC PAR

Confidential Comments							Associate VIN
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	
Aug 27, 2020 3:30 PM	CZ9D7Y	CZ9D7Y	Research		Done	08/27/2020 15:31:23	
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Verified the VIN was associated to the customer.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Call - Outbound to SVM F. H. Dailey [REDACTED]
Aug 27, 2020 3:25 PM	CZ9D7Y	CZ9D7Y	Outbound Call Dealer	Left Message	Done	08/27/2020 15:31:25	
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					
Comments							
[REDACTED]							
OA left a message regarding this vehicle that is at his dealership that was involved in a vehicle fire. Customer has filed a product allegation case and I was calling to see if they can assist us. OA provided the VIN and my contact information. OA advised that I am on eastern time.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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Aug 27, 2020 3:24 PM	CZ9D7Y	CZ9D7Y	Ownership Changed	Ownership Escalated to BRC	Done	08/27/2020 15:24:55	
Last Name		First Name		Account	BAC Code		Ownership Escalated to BRC
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:06 PM	CZ9D7Y	CZ9D7Y	BRC PAR	Business Case	Done	08/27/2020 15:31:29	Incident Details - Fire
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Incident occur when starting the vehicle? no							
Customers description of fire, smoke, or melt? Smoke - dark gray; fire - orange flair, and orange when engulfed							
Police/fire report? She thinks there may be							
If yes, request a copy cust is going to check							
Current Location (GM Dealer, 3rd Party, home) GM							
Address & Name: F H Dailey Chevrolet							
Vehicle repairs started? no							
If yes, what repairs?							
Any vehicle damage unrelated to incident? no							
Describe:							
Last service on vehicle? What & where? customer has had no problems with the vehicle since purchase and no service done							
Previous Accidents? no							
If yes, what damages?							
Aftermarket Modifications? no							
Describe:							
Primary use of the vehicle? personal							
Where & when was vehicle purchased? 12/23/18 BAC 272795							
Current Mileage? 18000							
Driver's DOB: na							
Driver Height? na							
Driving restrictions? na							
Insurance company name: State Farm							
Phone #:							
Insurance company refer customer to GM? no							
Insurance claim filed? no							
If yes, ask insurance questions							
Customer allegation: The vehicle caught fire while it was parked.							



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Customer expectations: This is a manufacturer defect. They would like to have the vehicle replaced for remainder of the lease or be able to walk away.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:05 PM	CZ9D7Y	CZ9D7Y	BRC PAR	Business Case	Done	08/27/2020 15:31:32	Initial Incident Details - Customer
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Weather Conditions? dry							
Road surface & conditions? Asphalt, dry							
Vehicle Damage: totally burned from the dash back but the motor was not touched							
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?							
Keys in vehicle or ignition?							
Any warning lights/chimes? Describe: when [REDACTED] parked the car he got a message that one of the tires was low; fire department said there was a nail in the tire, otherwise no warning lights							
Loud noises? Describe: someone in the parking lot heard a whiny noise							
Driving or parked? parked							
If Driving:							
What speed? na							
Driving how long before incident? na							
accelerating or decelerating? na							
Driving straight or turning? na							
If turning, right or left?							
Towing trailer or hauling cargo? na							

If parked, how long? Since 7 am that day
Engine running or off? na

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:04 PM	CZ9D7Y	CZ9D7Y	BRC PAR	Business Case	Done	08/27/2020 15:31:36	Initial Incident Details - Customer
Last Name	First Name	Account	BAC Code				

Comments

Incident Date & Time: 8/24/20 5 pm

Incident Location & Address: 1330 16th Street, San Francisco, CA AT&T

Incident Description: [REDACTED] had driven the vehicle to work in the morning and parked. Someone heard a weird noise. They described it as a whiny sound. This person was toward the front of the lot and the vehicle was parked toward the back. This person saw smoke coming out of the passenger side wheel wells. They could not see the drivers side. This person called the fire department and then [REDACTED]. It was not fully engulfed in flames until after the fire department was there. The fire department said the smoke was coming from the back seat. They pulled the seat out and saw a smoldering situation. They did not indicate what. The fire department put water on it which did not work so they used a chemical that made it flash. They then used water again because the vehicle was engulfed. They emptied the entire truck of water to put it out. The battery disengage handle had melted off and the car was fully charged. The fire department said it was the battery that caused the fire. When Meredith got there the fire department had all the doors open and the back bumper off the vehicle.

Other vehicles involved? no

Owner Name:

Driver Name: n/a

(continued)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 2:18 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:29	[EXTERNAL] Re: PAC Introduction and Photo Request for [REDACTED]
Last Name	First Name	Account	BAC Code				

Comments



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ATTENTION: This email originated from outside of GM.

Here are the final photos of the damage.

On Thu, Aug 27, 2020, 10:32 AM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV.

Please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back or first page of the lease agreement

Also find out if there is a fire department report and send me a copy.

If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 2:16 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:34	[EXTERNAL] Re: PAC Introduction and Photo Request for [REDACTED], [REDACTED] pt 2
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
ATTENTION: This email originated from outside of GM.							



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On Thu, Aug 27, 2020, 10:32 AM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV.

Please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back or first page of the lease agreement

Also find out if there is a fire department report and send me a copy.

If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854.

Thank you,
866-446-6963 Ext [REDACTED]
Elaine
Chevrolet Product Assistance Claims
[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 2:13 PM		CZ9D7Y	Email - Inbound		Done	09/09/2020 11:11:41	[EXTERNAL] Re: PAC Introduction and Photo Request for [REDACTED], [REDACTED] pt1
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

ATTENTION: This email originated from outside of GM.

Ms Elaine- Thank you so much for helping us with the crazy!
Attached please find
the scan of the lease
A copy of the registration (not current)
[REDACTED]



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And part 1 of the pictures.

I received an incident number from San Francisco FD but I'm not sure how to get a copy of a report. Incident number is [REDACTED]

I will send more pictures in the next email.

Thank you,
[REDACTED]

On Thu, Aug 27, 2020, 10:32 AM <GMBRCPAC@gm.com> wrote:

Dear [REDACTED],

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV.

Please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back or first page of the lease agreement

Also find out if there is a fire department report and send me a copy.

If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854.

Thank you,
866-446-6963 Ext [REDACTED]
Elaine
Chevrolet Product Assistance Claims
[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 1:29 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	08/27/2020 13:32:00	PAC Introduction and Photo Request for [REDACTED], [REDACTED]
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Dear [REDACTED],							



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Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2019 Chevrolet Bolt EV.

Please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back or first page of the lease agreement

Also find out if there is a fire department report and send me a copy.

If you need anything from PAC, please use the contact information below, referencing the Service Request number. You can reply directly to this email with any attachments or fax to 586-920-0854.

Thank you,
866-446-6963 [REDACTED]
Elaine
Chevrolet Product Assistance Claims
[REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 12:58 AM	CZ9D7Y	CZ9D7Y	Outbound Call Customer	Customer Initial	Done	08/27/2020 12:58:45	Call - Outbound to [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

Comments

Called [REDACTED] to conduct the customer initial.

Elaine Locke/PAC/WMI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
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Aug 27, 2020 11:08 AM	CZ9D7Y	CZ9D7Y	VIN Scan	Case Receipt	Done	08/27/2020 12:12:23	VIN Scan
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Previous [REDACTED] tier 1 closed 8/27/20							
Goodwill offered: none							
Recalls: none							
Special Coverage: none							
Branded Title? no							
Warranty Block? no							
Selling dealer: Delivery Information Delivery Service Agent: 272795 F H DAILEY CHEVROLET 800 DAVIS ST SAN LEANDRO CA 94577-1512 5103515800 . Delivery Date: 12/23/2018 Delivery Type: 015---RETAIL LEASE - INDIVIDUAL Delivery Odometer: 4							
Servicing dealer: No service history							
Related repairs: none							
Airbags: n/a							
Purchase history: Vehicle is under [REDACTED] in 360, one vehicle purchase.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 26, 2020 3:37 PM	BZ4GLV	CZ9D7Y	Ownership		Done	08/26/2020 15:37:31	Service Request Ownership



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Last Name		First Name		Changed Account		BAC Code		has changed FROM: BZ4GLV TO: CZ9D7Y
[REDACTED]		[REDACTED]						
Comments								
Confidential Comments								
Created		Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 26, 2020 3:36 PM		BZ4GLV	CZ9D7Y	Scheduled Outbound Call Cust		Done	08/27/2020 17:06:42	Customer Initial
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
Aug 26, 2020 3:36 PM		BZ4GLV	CZ9D7Y	Notify CRM		Done	08/27/2020 17:06:46	New Case
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
Aug 26, 2020 3:35 PM		BZ4GLV	CZ9D7Y	BRC PAR	Case Assigned	Done	08/27/2020 11:08:38	Elaine/CZ9D7Y/ext [REDACTED]
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
Aug 26, 2020 3:34 PM	BZ4GLV	BZ4GLV	Escalation		Done	08/26/2020 15:34:50	CAC to PAC
Last Name	First Name	Account	BAC Code				
Comments							
1. Date of the incident: 08/25/2020							
2. Was there an accident?: N							
3. Accident Location (State): CA							
4. Please describe the incident and what vehicle part is the alleged concern: battery caused the veh to be on fire							
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): dealer --F H Dailey Chevrolet							
6. Was an insurance claim filed?: N							
7. Has the vehicle been repaired?: N							
If yes to 8 or 9 below, send to ESIS:							
8. Did anyone seek professional medical attention? N							
If Yes: Who was hurt?							
9. Did the part concern/allegation cause damage to anything outside the vehicle? N							
If Yes: What was damaged? (Building, house, wall, other)							
10. Why are you Escalating this to PAC or ESIS? veh caught fire							
Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		
N02		Electrical Start/Charge - Battery / Cables			Fire		



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End of Report