



Service Request Activities – UCC PAR

Repo Date: Tuesday, September 1, 2020

Page 1 of 7

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

Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address				Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Oakland	Zip		State	CA	Sub-Area	Escalated to BRC
Last Name		First Name		Involved Dlr	F H Dailey Chevrolet	Safety	N/A
Daytime #		Evening #		Source	Phone	Updated	08/27/2020 08:44:15
Serial/VIN #		Mileage	18000	Priority	Medium	License #	Owner
Model	Bolt EV	Model Year	2019	Status	Closed	Opened	Aug 25, 2020 7:59 PM
Make	Chevrolet	Warranty Start	12/23/2018 00:00:00	Sub Status	Pend Diag/Cust Act	Closed	Aug 27, 2020 8:44 AM
Cust Concern	veh caught fire						
Customer Description	PAC SR# 9 has been created; do not assume or re-open this case. Please refer to Extended Description instructions in PAC SR#						

Pre-Par

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



Service Request Activities – UCC PAR

Repo Date: Today, September 1, 2020

Page 2 of 7

Incident Loc	Incident Desc
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	



Service Request Activities – UCC PAR

Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description	Explain Other		

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 8:44 AM	TZJVK5	TZJVK5	SR Closed - Pend Diag/Cust Act		Done	08/27/2020 08:44:15	Service Request has been Closed Pend Diag/Cust Act.
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
Aug 26, 2020 3:38 PM	BZ4GLV	TZJVK5	Notify CRM		Done	08/27/2020 08:44:09	The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR#
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2020 8:19 PM	TZJVK5	TZJVK5	Scheduled		Done	08/27/2020 08:44:12	check MR



Service Request Activities – UCC PAR

Repo Date: Tuesday, September 1, 2020

Page 4 of 7

				Follow up			
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 25, 2020 8:18 PM	TZJVK5	BZQXQ5	Manager Review	Case Review	Done	08/26/2020 07:44:10	
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Approved:							
Eugene/TeamLead/MAN							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2020 8:14 PM	TZJVK5	TZJVK5	VIN Scan		Done	08/25/2020 20:16:03	
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
vin scan:							
associated SR's:							
n/a							
Required Field Actions:							
n/a							
SCs:							
n/a							
Ownership Type:							
new							



Service Request Activities – UCC PAR

Repo Date: Today, September 1, 2020

Page 5 of 7

VIN Scan Completed

Reggiena•TREAD•SURVEY•Email•T1•MAN•LVL1
866-790-5600 ext [REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2020 7:59 PM	TZJVK5	BRCPARQ	Escalation	CAC to PAC	Done	08/26/2020 15:39:29	Escalation to PAC
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

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



Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 25, 2020 7:59 PM	TZJVK5	TZJVK5	Inbound Call Customer	Complex Request	Done	08/25/2020 20:13:23	battery --fire event
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]					
Comments							
name [REDACTED]							
add:							
phone: [REDACTED]							
email address:							
VIN: [REDACTED]							
mileage:							
cust states:							
veh caught fire							
it was the battery							
fire truck was there							
CRS adv:							
will esc the case you will be contacted within 3 bus days							
Reggiena•TREAD•SURVEY•T1•MAN•LVL1							
866-790-5600 ext. [REDACTED]							
Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		
N02		Electrical Start/Charge - Battery / Cables			Fire		

End of Report



Service Request Activities – UCC PAR

Repo Date: Tuesday, September 1, 2020

Page 7 of 7