



Service Request Activities – UCC PAR

Report Date: Today, September 1, 2020

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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	08/27/2020 16:27:57
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	This is a PAC SR. Do not assume case. Forward any inquiries to PAC Advisor Elaine at						

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]		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
Aug 27, 2020 6:39 PM		CZ9D7Y	Email - Inbound		In Progress		[EXTERNAL] Re: PAC Case Dealer Preliminary Information Request for 9 [REDACTED], [REDACTED] I
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
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 the internal PDI ro before the sale.							
On Thu, Aug 27, 2020 at 3:32 PM [REDACTED] :							



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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:

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 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		In Progress		[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.

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

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]



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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		In Progress		[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:

1. Your assessment of vehicle's conditions as related to customers alleged vehicle defect
2. Your Dealership's Previous Repair Orders (RO)



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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		Scheduled Alarm		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							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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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			
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 directed to do so by PAC.						
Customer Name:						
Vehicle YMM: 2019 Chevrolet Bolt EV						
VIN:						
SR Number:						
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...						
Confidential Comments						



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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

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 27, 2020 3:30 PM	CZ9D7Y	CZ9D7Y	Research		Done	08/27/2020 15:31:23	Associate VIN
Last Name		First Name		BAC Code			
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	Description
Aug 27, 2020 3:25 PM	CZ9D7Y	CZ9D7Y	Outbound Call Dealer	Left Message	Done	08/27/2020 15:31:25	Call - Outbound to SVM F. H. Dailey Chevrolet
Last Name		First Name		BAC Code			
Comments							
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
Aug 27, 2020 3:24 PM	CZ9D7Y	CZ9D7Y	Ownership Changed	Ownership Escalated to BRC	Done	08/27/2020 15:24:55	Ownership Escalated to BRC
Last Name		First Name		BAC Code			



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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				
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. 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.							



Service Request Activities – UCC PAR

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				

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 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



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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: ██████████, CA AT&T

Incident Description: ██████ 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 ██████. 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		In Progress		[EXTERNAL] Re: PAC Introduction and Photo Request for ██████████
Last Name	First Name	Account	BAC Code				
██████████	██████████						

Comments

ATTENTION: This email originated from outside of GM.

pt 3

Here are the final photos of the damage.

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

[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		In Progress		[EXTERNAL] Re: PAC Introduction and Photo Request for [REDACTED]
Last Name		First Name	Account		BAC Code		[REDACTED], [REDACTED]
[REDACTED]		[REDACTED]					pt 2

Comments

ATTENTION: This email originated from outside of GM.

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



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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		In Progress		[EXTERNAL] Re: PAC Introduction and Photo Request for [REDACTED]
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]
And part 1 of the pictures.



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

I will send more pictures in the next email.

Thank you,

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 1:29 PM	CZ9D7Y	CZ9D7Y	Email - Outbound		Done	08/27/2020 13:32:00	PAC Introduction and Photo Request for 9. [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Dear [REDACTED],							
Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation							



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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 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
Aug 27, 2020 11:08	CZ9D7Y	CZ9D7Y	VIN Scan	Case Receipt	Done	08/27/2020 12:12:23	VIN Scan



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AM							
Last Name	First Name	Account	BAC Code				
██████████	██████████						
Comments							
Previous SRs ██████████ 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 ██████████ in 360, one vehicle purchase.							
Elaine Locke/PAC/WMI							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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Aug 26, 2020 3:37 PM	BZ4GLV	CZ9D7Y	Ownership Changed		Done	08/26/2020 15:37:31	Service Request Ownership has changed FROM: BZ4GLV TO: CZ9D7Y
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 3:36 PM	BZ4GLV	CZ9D7Y	Scheduled Outbound Call Cust		Done	08/27/2020 17:06:42	Customer Initial
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 3:36 PM	BZ4GLV	CZ9D7Y	Notify CRM		Done	08/27/2020 17:06:46	New Case
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 3:35 PM	BZ4GLV	CZ9D7Y	BRC PAR	Case Assigned	Done	08/27/2020 11:08:38	Elaine/CZ9D7Y/ext 5914364
Last Name [REDACTED]		First Name [REDACTED]		Account		BAC Code	
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		



Service Request Activities – UCC PAR

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End of Report