



Service Request Activities – UCC PAR

Report Date: Tuesday, February 2, 2021

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 - Veh Down
City	STOWE	Zip		State	VT	UCC	Electrical - General		Sub-Area	Initial Failure/Repair
Last Name		First Name		Involved Dlr	Lamoille Valley Chevrolet		Safety	Other		
Daytime #		Evening #		Source	Phone		Updated	02/01/2021 13:13:51		
Serial/VIN #		Mileage		Priority	Medium	License #	Owner			
Model	Bolt EV	Model Year	2017	Status	Open		Opened	Jan 29, 2021 10:50 AM		
Make	Chevrolet	Warranty Start	05/16/2017 00:00:00	Sub Status			Closed			
Cust Concern	PAC Escalation									
Customer Description										
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					

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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

Report Date: Tuesday, February 2, 2021

Page 3 of 7

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
Feb 1, 2021 12:35 AM	SVC_UADUS ER		Manager Review	PAC/ESIS	Done	02/01/2021 13:13:59	Review for PAC
Last Name		First Name		Account		BAC Code	
Comments							
Approved.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2021 12:34 AM	SVC_UADUS ER		Overflow Documentation		In Progress		Escalation to PAC
Last Name		First Name		Account		BAC Code	
Comments							
the part concern/allegation cause damage to anything outside the vehicle? NO							
If Yes: What was damaged? (Building, house, wall, other)							
10. Why are you Escalating this to PAC or ESIS? product allegation fire							
Confidential Comments							

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Service Request Activities – UCC PAR

Report Date: Tuesday, February 2, 2021

Page 4 of 7

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2021 12:34 AM	SVC_LADUS ER		Escalation	CAC to PAC	In Progress		Escalation to PAC
Last Name	First Name	Account	BAC Code				
Comments							
1. Date of the incident: 1/27/2021							
2. Was there an accident?: NO							
3. Accident Location (State): VT							
4. Please describe the incident and what vehicle part is the alleged concern: VEHICLE DOOR> Customer states that he was driving the vehicle home and he went to check the mail. He noticed that there was smoke coming out the drivers door. He got in the vehicle and pulled the vehicle all the way into the driveway and went and got the fire extinguisher and put the fire out. He states that he did see flames at the drivers door area. The vehicle was not charging when this happened, he states that he did get the interim software on the vehicle for the recall N202311730. He states that he did have smoke inhalation and did not seek medical treatment and he states that he feels ok. He states that he called roadside and the tow company would not tow the vehicle because they were worried about it catching fire again, but they did come the next morning and tow the vehicle to the dealership.							
5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other): dealership LAMOILLE VALLEY CHEVROLET							
868 VERMONT ROUTE 15 E HYDE PARK, VERMONT 05655-9723 Sales Phone:(802) 888-4942							
6. Was an insurance claim filed?: He states that is it pending depending on diag of why there was a fire.							
7. Has the vehicle been repaired?: No							
If yes to 8 or 9 below, send to ESIS:							
8. Did anyone seek professional medical attention? no							
If Yes: Who was hurt?							
9. Did							
Confidential Comments							

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Q8_NCONF000000672



Service Request Activities – UCC PAR

Report Date: Tuesday, February 2, 2021

Page 5 of 7

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2021 12:15 AM			Outbound Call	Made Contact	Done	02/01/2021 12:20:33	f/u
Last Name		First Name		Account		BAC Code	
Comments							
R. Reached out to the customer about the case to gather more information.							
E. Documented							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2021 12:12 AM			Ownership Changed		Done	02/01/2021 12:12:43	Service Request Ownership has changed FROM: VZ3M00 TO: TZFFHY
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2021 10:55 AM	SVC_UADUS ER		Scheduled Follow up		Done	02/01/2021 12:15:24	Follow Up
Last Name		First Name		Account		BAC Code	
Comments							
Will check back for any updates three business days.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

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Q8_NCONF000000673



Service Request Activities – UCC PAR

Report Date: Tuesday, February 2, 2021

Page 6 of 7

Jan 29, 2021 10:53 AM	SVC_UADUS ER	VZ3M00	Research	VIN Scan	Done	02/01/2021 12:15:20	VIN Scan: CCC - CAC Tier 1
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
CASE HISTORY:							
SR Number: [REDACTED] Business Unit: CCC - CAC Tier 1 Created: 01/29/2021 10:50:48 Abstract: Call - Inbound - Customer - PAC							
Escalation Contact's Last Name [REDACTED] Contact's First Name [REDACTED] Cost Assistance Type: No Goodwill Offered BRC Type: N/A Status: Open							
CASE VEHICLE STATUS:							
VIN: [REDACTED]							
Status: Bought New Still Retained							
SELLING DEALER:							
BAC: 115072							
Name: LAMOILLE VALLEY CHEVROLET							
Address: 868 VERMONT ROUTE 15 E HYDE PARK, VT 05655-9723 US							
CUSTOMER NAME: [REDACTED]							
Branded Title: No							
Warranty Blocks: No							
Open Recalls:							
Recall number: N202311730, Type: ZPSR, Type Description: Product Safety Recall, Description: High Voltage Battery May Melt or Burn, Release Date: 2020-11-13T00:00:00							
Bumper to Bumper Limited Warranty: Out							
OTHER VEHICLES OWNED BY CUSTOMER: None							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2021 10:50 AM	SVC_UADUS ER	VZ3M00	Inbound Call Customer	Complex Request	Done	02/01/2021 12:15:17	Call - Inbound - Customer - PAC Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

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Q8_NCONF000000674



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Page 7 of 7

Comments

Reason: Customer called to inquire about the next steps he would take: His vehicle burst into flames, he has taken it to a dealership but has not yet received a diagnosis.

Expectation: Informed him he would need a diagnosis to continue, but reviewed the steps we would take to create a PAC case. Customer will call back with a diagnosis.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2021 10:50 AM	SVC_UADUSER	VZ3M00	Ownership Changed		Done	01/29/2021 10:50:49	Service Request Ownership has changed FROM: SVC_UADUSER TO: VZ3M00
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N01	Electrical - General	Flame

End of Report

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