



## Service Request Activities – UCC PAR

Report Date: Monday, March 23, 2020

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### Service Request Detail

SR No.	[REDACTED]	Ref No.		Cost Ast.		BRC Type	N/A
Account	Elm Chevrolet Company, Inc.	Site/BAC	115361	GW SubType		Business Unit	TAC US
Address				Approval	Not Initiated	Area	Electric Vehicle
City		Zip	State	UCC		Sub-Area	Energy Storage
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir		Safety	
Daytime #	[REDACTED]	Evening #		Source	Portal	Updated	09/01/2019 00:06:47
Serial/VIN #	[REDACTED]	Mileage	39401	Priority	Consultant	License #	
Model	Volt	Model Year	2017	Status	Closed	Opened	Aug 23, 2019 9:37 AM
Make	Chevrolet	Warranty Start	08/22/2016 00:00:00	Sub Status	System Auto Close	Closed	Sep 1, 2019 12:06 AM
Cust Concern	no start						
Customer Description	U2603						

### 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	



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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
Sep 1, 2019 12:06 AM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	09/01/2019 00:06:46	Service Request has been Closed System Auto Close.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 9:43 AM	CZV6L6	CZV6L6	TAC Inbound Call	Diagnostics	Done	08/23/2019 10:03:15	.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
Comments							
Additional information provided on the call: Having a hard time disconnecting X3 at the BDU. Based on the information provided TAC recommends: Document [REDACTED], High Voltage Connectors . Eric E. Hill GM Technical Assistance Center							



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 9:42 AM	CZV6L6	CZV6L6	Ownership Changed		Done	08/23/2019 09:42:52	Service Request Ownership has changed FROM: BZWLL8 TO: CZV6L6
Last Name		First Name		Account	BAC Code		
█		█		Elm Chevrolet Company, Inc.	115361		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 9:42 AM	CZV6L6	CZV6L6	Call - Inbound		Done	08/23/2019 09:43:40	Inbound SR call with single record, SR# = █
Last Name		First Name		Account	BAC Code		
█		█					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2019 9:37 AM	BZWLL8	BZWLL8	Ownership Changed		Done	08/23/2019 09:37:49	Service Request Ownership has changed FROM: TACPHYB TO: BZWLL8
Last Name		First Name		Account	BAC Code		
█		█		Elm Chevrolet Company, Inc.	115361		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



# Service Request Activities – UCC PAR

Aug 23, 2019 9:37 AM	TOMJACK	BZWLL8	Dealer Communication	Case Creation - Phone Call	Done	08/23/2019 09:37:59	
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	<b>Dealer Case Creation</b>
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.		115361	
<b>Comments</b>							
Times In: 1 Days Down: 2 Customer Owned: Yes Vehicle at Dealer: Yes How did Vehicle Arrive: Driven High Voltage Certified: Yes Aftermarket Acc./Modifications: No Concern Duplicated: Yes Concern Intermittent: Yes SI Documents Used: Yes List of SI Documents: [REDACTED] doc# Contact Number: [REDACTED] Diagnostics/Repairs Executed: none Results of Diagnostic/Repairs: needs battery engy mod							
<b>Confidential Comments</b>							
<b>UCC Information</b>							
<b>UCC Code</b>	<b>Description</b>			<b>Symptom</b>			

End of Report