



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 | [REDACTED] | | | | | | |

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 | |
| █ | | █ | | 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 | |
| █ | | █ | | 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 ID: █, 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 | |
| █ | | █ | | Elm Chevrolet Company, Inc. | | 115361 | |
| Comments | | | | | | | |
| Confidential Comments | | | | | | | |
| Created | Created By | Assigned To | Activity Type | Sub-Type | Status | Actual Completion | Description |
| Aug 23, 2019 9:37 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

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|---|--------------------|-------------------|----------------------|-----------------------------|------|---------------------|-----------------------------|
| Aug 23, 2019 9:37 AM | TOMJACK | BZWLL8 | Dealer Communication | Case Creation - Phone Call | Done | 08/23/2019 09:37:59 | |
| Last Name | | First Name | | Account | | BAC Code | Dealer Case Creation |
| [REDACTED] | | [REDACTED] | | Elm Chevrolet Company, Inc. | | 115361 | |
| Comments | | | | | | | |
| 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 | | | | | | | |
| Confidential Comments | | | | | | | |
| UCC Information | | | | | | | |
| UCC Code | Description | | | Symptom | | | |

End of Report