



Service Request Activity (All)

Report Date: Monday, March 23, 2020
Page 1 of 2

SR No.		Ref No.		BRC Type	N/A	Business Unit	TAC US
Account	Elm Chevrolet Company, Inc.	Site/BAC	115361	Cost Ast.		Area	Electric Vehicle
Last Name		First Name		GW SubType		Sub-Area	Energy Storage
Daytime #		Evening #		Approval	Not Initiated	Safety	
Involved Dir		Source		UCC		Updated	Sep 1, 2019 12:06 AM
Serial/VIN #		Contact Acctn.		Priority	Consultant	Owner	CZV6L6
Model	Volt	Source	Portal	Status	Closed	Opened	Aug 23, 2019 9:37 AM
Make	Chevrolet	License #		Sub Status	System Auto Close	Closed	Sep 1, 2019 12:06 AM
Year	2017	Warranty Start	Aug 22, 2016 12:00 AM	Cust Concern	no start		
Customer Description		Mileage	39401				

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/01/2019 00:06:46	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 09:43:42	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 ██████████ High Voltage Connectors . Eric E. Hill GM Technical Assistance Center							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 09:42:52	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							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 09:42:09	CZV6L6	CZV6L6	Call - Inbound		Done	08/23/2019 09:43:40	Inbound SR call with single record, SR# = [REDACTED]
Last Name		First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 09:37:49	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		
[REDACTED]		[REDACTED]		Elm Chevrolet Company, Inc.	115361		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/23/2019 09:37:08	TOMJACK	BZWLL8	Dealer Communication	Case Creation - Phone Call	Done	08/23/2019 09:37:59	Dealer Case Creation
Last Name		First Name		Account	BAC Code		
[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] Contact Number: [REDACTED] Diagnostics/Repairs Executed: none Results of Diagnostic/Repairs: needs battery engy mod							

End of Report