

CA CEC Alert – Action Required: Case [REDACTED], VIN [REDACTED]
[REDACTED] Mileage

GMCACUpdate@gm.com <GMCACUpdate@gm.com>

Tue 2/21/2023 3:43 PM

To: Sam Balanon <sbalanon@tracychevrolet.com>; Tensi Watts <twatts@tracychevrolet.com>

Can you please advise on the following:

- (1) Open RO [REDACTED]
- (2) Date vehicle came to the dealership: *2/17/23*
- (3) Diagnosis: *> See Attached RO*
- (4) Complaint: *> See Attached RO*
- (5) Is the customer in a loaner vehicle: *No*
- (6) The reason the repairs have taking over 5 days:
- (7) Is this a warranty repair? *Yes*

Thanks for all your help

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[REDACTED]

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



CUSTOMER #: [REDACTED]

INVOICE

3400 AUTO PLAZA PARKWAY
TRACY, CA 95304
PHONE: 209-835-4500
FAX: BUS. OFFICE 209-835-6246
PARTS DEPT. (209) 229-7111
EMAIL: www.tracychevrolet.com

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BAR # ARD 254179
EPA # CAL 000330423

MANTECA, CA

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELI [REDACTED]

SERVICE ADVISOR: 431 ALONSO PEREZ LOPEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	17	CHEVROLET VOLT	[REDACTED]		58868/58875	T2269
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN17 DD			18:00 17FEB23		0.00 CASH	21FEB23
R.O. OPENED		BOOKED	OPTIONS: DLR:06222 ENG:1.5_Liter_DOHC_Hybrid			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE BATTERY ENERGY CONTROL MODULE HAS SEEMS TO FAILED. STATES THE VEHICLE IS NOT STARTING. NOT READY TO SHIFT AND DISPLAYS SHIFT TO PARK. CHECK AND ADVISE

CAUSE: .
DIAG DIAGNOSTIC WORK
143 WC

(N/C)

57000 battery was completely discharged. has no codes stored that relate to high voltage system set. most likely when battery was discharged. recommend extended road test to check for codes setting. CONTACTED CUSTOMER TO OBTAIN MORE INFORMATION, CUSTOMER STATES THIS USUALLY HAPPENS WHEN BATTERY IS RAN DOWN TO 0 MILES AND VEHICLE IS RAN ON ENGINE ONLY. CHARGED VEHICLE FOR COUPLE HOURS. GOT OVER 20 MILES ON IT. ROAD TESTED AND RAN BATTERY DOWN TO ZERO AND CONTINUED DRIVING ON ENGINE POWER ONLY FOR 2 MILES. LET VEHICLE SIT FOR ABOUT 20-30 MINUTES TO RECREATE ISSUE, VEHICLE STARTS AS DESIGNED AND RUNS AND DRIVES AS DESIGNED. NOTIFIED CUSTOMER. CUSTOMER IS GOING TO TAKE VEHICLE DUE TO TIME RESTRAINTS. NOTIFIED CUSTOMER TO HAVE US NOTIFIED IF ANYTHING OCCURS

B GM MULTI POINT INSPECTION AND ADJUST TIRE PRESSURES. You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding customer service updates or offers via auto-dialer text. You may opt out at any time.

CAUSE: MULTI POINT VEHICLE INSPECTION
27 GM MULTI POINT INSPECTION AND ADJUST TIRE PRESSURES. You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding customer service updates or offers via auto-dialer text. You may opt out at any time.

(N/C)

143 ISP

ORIGINAL ESTIMATE: \$						FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
DATE						AUTHORIZED			LABOR AMOUNT	
TIME						ADDITIONAL AMOUNT			PARTS AMOUNT	
PHONE #						REVISED TOTAL			GAS, OIL, LUBE	
									SUBLET AMOUNT	
									MISC. CHARGES	
									TOTAL CHARGES	
									ADJUSTMENTS	
									SALES TAX	
									PLEASE PAY THIS AMOUNT	



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ACKNOWLEDGE RECEIPT OF THIS INVOICE AND HAVE RECEIVED A COPY OF THIS INVOICE.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, coolant, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, filters, grease, paint, touch-up paint, certain replacement parts, and particulates from component wear. When we advise your car, we will help you use these products safely. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code §20249.5 et seq.) For further information about Proposition 65, go to www.p65.ca.gov.

CUSTOMER COPY

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SERVICE ADVISOR: 431 ALONSO PEREZ LOPEZ

BUS:	COLOR	YEAR	CELL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN17 DD			18:00 17FEB23		0.00 CASH	21FEB23

R.O. OPENED	BOOKED	OPTIONS:	DLR:06222	ENG:1.5_Liter_DOHC_Hybrid
11:39 17FEB23	14:14 21FEB23			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE: 215.00				17FEB23 11:39	SA: 431		
CONTACT: *****							

Thank you for choosing TRACY CHEVROLET
for your parts and service needs
If you are visiting for warranty concerns,
the Factory may send you a survey. If for
any reason you cannot answer completely
satisfied, please call The Service Manager
Sam Balanon @ 209-835-4500 x7119



ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						ADJUSTMENTS	0.00
						SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE			PLEASE PAY THIS AMOUNT	0.00

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