

## Request for Field Service Engineer Assistance

*\*When being completed for BBB, arbitration, or State Lemon Law Case requiring immediate dispatch must have case or Reference #*

<b>GM Region</b>	Southeast
<b>Requestor:</b>	[REDACTED]
<b>Requestor's Title:</b>	Legal Assistant
<b>Date:</b>	March 8, 2023

**Request Type (please check appropriate box with an "X")**

<input checked="" type="checkbox"/>	Vehicle Inspection	<input type="checkbox"/>	Final Repair Attempt
<input type="checkbox"/>	Executive CAC case	<input type="checkbox"/>	CAC case / Customer Satisfaction
<input type="checkbox"/>	Regional Request	<input type="checkbox"/>	Other - please specify

Business Reason for Request:	(* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #.</i> Litigation GM Matter: [REDACTED] GM Matter [REDACTED]
Approximate date(s) when FSE will be needed	<i>(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)</i> Plaintiffs proposed a vehicle inspection within 30 days from March 7, 2023, at a mutually agreed time and place in the Brooksville, Florida area. Protocol for inspection and timing to be discussed with the GM attorney and GM outside counsel once an FSE is assigned.

**Required Information**

VIN:	N/A – 2016 Chevrolet Volt [REDACTED]
Dealer code:	114704
Dealership name:	REGISTER CHEVROLET, INC.
Dealer contact name:	[REDACTED]
Dealer contact phone number:	
Detailed Description of Customer Complaint:	Purported class action alleging that all 2016-2019 Model Year Chevrolet Volts (“Subject Vehicles”) are defective because the Battery Energy Control Module (“BECM”) can fail and cause the loss of propulsion “irrespective of the speed at which the vehicle is traveling” or result in a failure to start
GM Representative Contact Name	
GM Representative Phone number	
Service Request # (CAC/TAC)	

**Additional information (if available)**

Mileage:	
RO number:	

Times In for same complaint:	
Days Down:	