

### Vehicle Information

VIN [REDACTED]  
Mileage 70,534  
Make CHEVROLET  
Year 2017  
Model VOLT

- Rentals of 10 or more calendar days - non-field action: Bulletin 07-00-89-037
- Field Action courtesy transportation beyond warranty coverage: Bulletin 17-NA-073
- Policy Adjustment - Request to deviate from Policy Evaluation Tool results
- Policy Adjustment - Request Policy on a vehicle with Extended Service Contract coverage
- GM owned buyback vehicle repairs beyond warranty coverage
- Customer request for reimbursement, goodwill expense, vehicle payment beyond dealer empowerment : Bulletin 11-00-89-005
- CPO Restricted Labor Op for manufacturer defect
- Warranty block repair: GM Service P&P Article 4.7
- Request to use non-GM part with customer disclosure: GM Service P&P Article 3.8
- Engine or transmission assembly replacement for customer satisfaction: Bulletin 20-NA-138
- 2010-16 SRX Headlight - Request to deviate from Policy Evaluation Tool results

### Customer Information

First Name: [REDACTED]  
Last Name: [REDACTED]  
Phone Number: [REDACTED]

### Dealership Information

**BAC:** 207662  
**Dealer:** STONEBRIAR CHEVROLET  
**GM Approver:** WARRANTY SUPPORT CENTER  
**Region:** SOUTH CENTRAL REGION  
**Role:** WARRANTY SUPPORT CENTER

### Service Event Information

Job Card # [REDACTED]  
Labor Op 5031010  
Base Time 4.9  
GM Rental Days 62

**Labor Op Description** Battery Energy Control Module Replacement

**OLH** **Total** 4.9

Non GM Rental