

### Customer Information

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

### Vehicle Information

VIN	Model	Make	Model Year	Mileage
[REDACTED]	Volt	Chevrolet	2018	44,882

Select reason for submitting claim pre-approval  
 If claim does not pertain to one of these reasons, pre-approval is not required.

- 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

### Business Case

Business Case  
 RENTAL CAR DURING PARTS ARRIVAL: \$1 DAY \$ \$1302.00. SPAC [REDACTED]

### Extended Rental Information

Reason for Extended Rental	Job Card Open Date	Job Card Closed Date	Rental VIN
Parts Bookorder	11/07/2022	12/14/2022	[REDACTED]

### Part Information

Part Number	SPAC Code	TAC Case #	CSO-3 Date
24298900	[REDACTED]		11/10/2022

### Daily Activity Tracker

Date	Comment
12/20/2022 11:18:29	VEHICLE CAME IN WITH REDUCE PROPULSION ERROR MESSAGE ON 11/07/2022. ENERGY CONTROL MODULE ORDERED ON 11/08/2022 SPAC CASE [REDACTED] PART ARRIVED 12/13/22. INSTALLED AND READY ON 12/14/2022. CUSTOMER PICKED VEHICLE UP ON 12/19/2022 TOTAL 31 DAYS \$ 1302.00

### Dealership Information

Dealer SAC	Dealer	GM Approver	Region
114107	Kevin Whitaker Chevrolet	JENNIFER CONRAD	SOUTHEAST REGION

GM Approver Note  
 WARRANTY SUPPORT CENTER

### Service Event Information

Job ID	Labor Op	Labor Op Description
[REDACTED]	60S1010	Battery Energy Control Module Replacement
Base Time	DLM	Total Hours
6.3	0.0	6.30
GM Rental Days	<input type="checkbox"/> Non GM Rental	
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**Provide Explanation of rental in Business Case section**

Enter the Total cost of the repair using **warranty rates**.  
 Customer Participation is the exact dollar amount collected from customer.  
 Dealer Participation is dollar amount dealer is contributing (not including repair at warranty rates).

Total Repair Cost	Customer Participation	Dealer Participation	Total Amount of GM Participation
\$2,686.24	\$0.00	\$0.00	\$2,686.24