



Battery Electric Vehicle (BEV) - Charging Issues Worksheet For eService



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For any Battery Electric Vehicle experiencing charging issues, a copy of the worksheet below should be completed and submitted with the eService case.

	Charging Information Worksheet.pdf
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BEV Charging Information

eService Case: _____

Vehicle Serial: _____

Dealer Charger Information

Brand of Charger at Dealer (ex. Heliox)	
Charger KW Rating (ex. 50 KW)	
Is the Charger Freestanding or Networked?	Freestanding Networked
If Networked, which Control Company? (ex. ChargePoint)	
Access Control Only or Control and Billing?	Access Control Control and Billing
Does this vehicle charge at the Dealer?	Yes No

Customer Charger Information

Brand of Charger at Dealer (ex. Heliox)	
Charger KW Rating (ex. 50 KW)	
Is the Charger Freestanding or Networked?	Freestanding Networked
If Networked, which Control Company? (ex. ChargePoint)	
Is the Charger Public or Private Access?	Public Private
Access Control Only or Control and Billing?	Access Control Control and Billing
Do any other Volvo/Mack Vehicles charge on this charger?	Yes No
Do Vehicles from Another OEM charge on this charger?	Yes No