



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 12, 2019

[REDACTED]

Whittier, CA [REDACTED]

NEF-109 nam
Ref. No. 11066212

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Chevrolet Volt. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Our office received an unprecedented increase in the number of correspondence this year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with regard to engine stalling and the other mechanical problems you experienced in MY 2015 Chevrolet Volt vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. We recommend that you continue to work with General Motors (GM) and your dealer to determine the cause of the stalling and other mechanical issues. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf

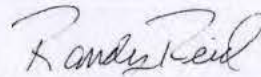
Your request to have your vehicle replaced or a refund does not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or the California Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a GM district manager regarding your problems. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

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You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement