



Complaint Number: 11723689, submitted electronically to NHTSA on 3/11/2026, 3:55:19 PM.

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

1. Vehicle Information

Vehicle Identification Number (VIN)

2016 CHEVROLET VOLT

2. Incident Information

Problem Parts

☒ Fuel/Propulsion System

Which parts of your vehicle were affected?

What happened?

In your own words, tell us what happened.

After experiencing loss of power and loss of propulsion on the highway, took the car to Tropical Chevrolet in Miami Shores, FL. after diagnosing the car for \$287.37 (credited to the estimate total of \$3101.20), the dealership replaced the Battery Energy Control Module and bled the battery pack cooling system. We paid the bill (\$2665.89). On January 4, 2026 the check engine light came on again when the propulsion was reduced again, while driving on a highway. Tropical reported that the cause of the failure was their failure to replace or do the original repair at all. They replaced the exhaust gas recirculation valve and refilled the cooling system. The parts should be covered by warranty. We filed a claim with GM 2 months ago and still have not been reimbursed.





Additional Details

When did this happen?	11/21/2025
Was there a crash?	No
Was there a fire?	No
Was there an injury or fatality?	No
Was a police report filed?	No
Location	On Route 95 North of Miami
Speed (in mph) at time of incident? (optional)	Not answered
About how many miles were on the vehicle at the time of the incident? (optional)	Not answered

3. Contact Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:


Email:


Address:



[REDACTED]
[REDACTED]
[REDACTED]
Lake Oswego, OR [REDACTED]

Phone: [REDACTED]
[REDACTED]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

☐ **DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

☐ **I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-275-9171), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.



General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [REDACTED]
Street Address or P. O. Box Number: [REDACTED]
City: Portland State: OR Zip Code: [REDACTED]
Preferred Contact Telephone Number (include Area Code): [REDACTED]
Preferred Contact Email Address: [REDACTED]
Date Request Form and Supporting Documentation Submitted to Dealer: _____
Vehicle Identification Number of Involved Vehicle: [REDACTED] (17 characters)
Mileage at Time of Repair: 89,676 Date of Repair: 1/2/2026
Amount of Reimbursement Requested: \$ 2,952.26

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment [REDACTED] payment.

My signature to this document is genuine and I request reimbursement for the [REDACTED] in this letter.

Customer's Signature: [REDACTED]

Submit this request for [REDACTED] dealer for processing. All reasonable and customary costs to [REDACTED] that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____
Request Denied: _____ Date: _____ Reviewed By: _____
Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

RE: [REDACTED]

2016 Chevrolet volt repair: Tropical Chevrolet 2025-2026

The problem with the car was that the car was experiencing failures while being driven. There were warnings regarding reduced power. When the warning appeared the car actually couldn't proceed as usual. While on the rte 95 north of Miami the car couldn't make it up a slight hill nor could it keep up with traffic. The engine repeatedly stopped running, causing a dangerous situation on the road. It could not charge at times, and at times could not be started.

There was a warning "**Propulsion Power Reduced**" appearing on the dashboard. The car was taken to Tropical Chevrolet on Nov 21, 2025 and received an estimate to repair of \$3,101.20.

Customer paid, at that time \$286.37 as the cost of diagnosis.(invoice attached)

The car continued to experience propulsion problems and was taken back to Tropical where the repair was completed on Jan. 2, 2026. At that time customer paid \$2,665.89 (having been given credit for the diagnosis.

The car was repaired at Tropical Chevrolet, Miami Shores Florida. The repair to the car was to replace the Battery Energy Control Module, and to bleed the battery pack cooling system.

The customer received the car on January 2, 2026. The repair was done at Tropical Chevrolet. (Invoice attached)

On January 4, 2026 the check engine light came on again, and the propulsion was again reduced. This happened on the highway again and the car was taken to Tropical again and left the keys in the drop box (it was a Sunday and repair there was closed).

Tropical reported that the cause of the failure was something they had failed to replace or do at the original repair. They replaced the exhaust gas recirculation valve, refilled the cooling system, etc. a copy is attached.

Customer received the car after that repair on Jan. 5, 2026. (Invoice attached)

Cost reimbursement being requested:

Nov 21, 2025..... \$ 286.37 (diagnosis)

Jan 2, 2026..... \$ 2,665.89 (repair)

TOTAL..... \$2,952.26 (diagnosis + repair)

Proof of payment from both Tropical Chevrolet receipts and copies of the transactions downloaded from customer's American Express card.



Lake Oswego,

PORTLAND OR RPDC 972

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NHTSA

1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20580

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