

CERTIFIED MAIL®

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

LLC

7588

RECEIVED OCT 30 2019

General Motors, LLC
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

October 26, 2018

VIA U.S. CERTIFIED MAIL

General Motors, LLC
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

Re:

Date of Sale: January 28, 2017

To Whom it May Concern:

Please be advised that I represent [REDACTED] in a warranty claim related to the above-referenced 2017 Chevrolet Volt. Pursuant to the North Carolina New Motor Vehicles Warranties Act, the North Carolina Uniform Commercial Code, and the Magnuson-Moss Warranty Act, I am putting you on formal notice that my client has experienced significant problems with this vehicle since its purchase on January 28, 2017. Specifically, the Vehicle has experienced problems with the following components or systems:

- Battery and Electrical System

These issues have been persistent and unable to be fixed since the first repair attempt that took place on October 06, 2017. The manufacturer's warranty covers the defect or condition, or series of defects or conditions, which began within the warranty period. You have had at least 5 unsuccessful repair attempts, including one that is currently ongoing, lasting over twenty business days. These unresolved problems create a significant concern for the Vehicle's long-term mechanical soundness, substantially impair its value to my client, and have caused him to lose confidence in the Vehicle's safety and reliability.

**NOTICE OF OPPORTUNITY FOR FINAL REPAIR ATTEMPT AND
FINAL OPPORTUNITY TO COMPLY WITH N.C.G.S. § 20-351.3**

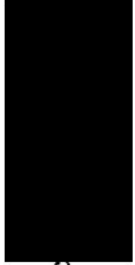
Pursuant to the North Carolina New Motor Vehicles Warranties Act, please consider this letter your statutory notice that you now have fifteen (15) calendar days during which to correct the above-mentioned nonconformity or series of nonconformities. If you are unable to do so, then:

client requests that the Vehicle be repurchased or replaced with a comparable new vehicle pursuant to N.C.G.S. § 20-351.3. Refusal to comply with this statutory requirement will be deemed to be unreasonable.

This letter also serves as the required ten-day written notice under N.C.G.S. § 20-351.7 of my client's intent to commence legal proceedings against General Motors, LLC if the needed repairs are not completed, and we cannot reach a mutually agreeable resolution to this dispute.

Please be sure to direct all future contact with my client through this office. Thank you for your time and attention to this matter. I look forward to working with you to achieve an amicable resolution.

Best Regards,



cc