

Below is a summary of what happened with my wife's Chevy Volt and attached is the paper work for the work that was done.

1. Saturday 4/13/19 upon leaving in the morning all of a sudden, the car would not start.
2. She kept getting the "shift to park" error message.
3. Eventually she got it to start but once started the car had the following issues:
 - a. Car would not access the electric energy
 - b. AC was blowing out only warm air.
4. After being diagnosed I was told that the car had an issue with the Battery Energy Control Module. I did some research on this and it looks like some people who had to have their Battery Energy Control Modul replaced did so upon having the very first symptom listed above which was:
 - a. "shift to park" error message
5. The Battery Energy Control Module was under warranty and was fixed at no charge.
6. The Dealer said the shift to park error message was not covered under the warranty anymore and that we'd need to pay for that which we did.
 - a. As stated earlier, after some research I did it looks like it's possible that the problem with the Battery Energy Control Module was the culprit of all the issues including the "shift to park error" message.
 - i. Since everything started having issues at the exact same time it seems to make sense that it was caused by one thing and was not separate issues.
 1. Therefore, is it possible that everything should have been covered under warranty?



CHEVROLET

Rydell Automotive Group
18600 Devonshire St., Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
www.chevynorthridge.com

Form with fields: CELL/PAGER, TAG NO. 2528, INVOICE DATE 04/16/19, MILEAGE 40,428, STEV ICE M, DELIVERY DATE 04/21/19, DELIVERY MILES 10, SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. 04/13/19, COMMENTS, MO: 40428

PLEASE SEE YOUR SERVICE CONSULTANT FOR DETAILS
36PSI
36PSI
36PSI
36PSI



HUMMER



JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX C2CS JOB# 5 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$207.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$500.00 (+TAX) ON 04/15/19 AT 11:01am
BY [REDACTED] COMMENTS AUTH SHIFTER CONTROL

COMMENTS-----
4/9 BDCNG
04/15/19 @ 11:00 CUST AUTH REPAIRS JOB #4 UNDER EMISSION E,V
WARRANTY
CHANGED JOB 4 UNDER WARRANTY COVERED BY EMISSION EV 4/15/19
@11:10AM J.C.
04/15/19 PROVIDED RENTAL TO CUST.

TOTALS-----

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA [REDACTED]
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM. CLOSED SUNDAYS

RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION

CHEVROLET
TOTAL LABOR... 415.95
TOTAL PARTS... 108.30
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 19.45
TOTAL MISC CHG. 1.50
TOTAL MISC DISC -58.00
TOTAL TAX..... 12.14

TOTAL INVOICE \$ 499.34

COMPLETELY SATISFIED ??

* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1616, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE

CREDIT CARD

Vehicle Delivered
APR 16 2019
Rydell Chevrolet

BAR #AFRD00202745

EPA #CAL000236177

45570-18

FEEDER JOB GRAPHICS (818) 909-4713



CHEVROLET

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Vehicle information form including fields for customer name (PETEROME ROXAS), VIN (01CVZZ), tag number (9890), mileage (40,428), and dealer information.

LABOR - J# 1 01CVZZ CAR MAINT 1 SERVICE TECH(S):8632 9923 15.95
MAINTENANCE I SPECIAL LOF ROTATE 30- POINT INSPECTION
REPLACE AIR FILTER? YES OR NO
CHANGE OIL AND FILTER, ROTATE TIRES, AND 30-POINT INSPECTION
MAINTENANCE I SERVICE LOF ROTATE 30-POINT INSPECTION AS WELL
AND OTHER LISTED INSPECTIONS.
REPLACE AIR FILTER YES OR NO?

PARTS - QTY - FP-NUMBER - DESCRIPTION - UNIT PRICE -
1 12696048 FILTER 1.836 6.25
TOTAL - PARTS 6.25
G.O.G. & SUPPLIES - 5.0 0W20 DEXOS1 88865700 @ 3.890 /UNIT 19.45
TOTAL - GOG 19.45

MISC - CODE - DESCRIPTION - CONTROL NO -
HO HAZARDOUS OIL 1.50
TOTAL - MISC 1.50

JOB# 1 TOTALS - LABOR 15.95
PARTS 6.25
G.O.G. 19.45
MISC 1.50
TOTAL 43.15

JOB# 2 CHARGES - JOB# 1 JOURNAL PREFIX C2CS JOB# 1 TOTAL 43.15

LABOR - J# 2 01CVZM49 MAINTENANCE TECH(S):9923 0.00
DEXOS SERVICE
2E

JOB# 2 TOTALS -

JOB# 3 CHARGES - JOB# 2 JOURNAL PREFIX C2CS JOB# 2 TOTAL 0.00

LABOR - J# 3 15CVZ 15-A & ELECTRICAL TECH(S):8274 400.00

CUST STATES UNABLE TO TURN ON VEHICLE FROM ELECTRIC MODE,
TAKES SEVERAL TRY AND WILL TURN ON GAS MODE.. ERROR MESS
SHIFT TO PARK WARNING LIGHT COMING.
INTERNAL FAILURE IN FLOOR SHIFTER CONTROL ASSEMBLY CAUSING
VEHICLE TO DISPLAY SHIFT TO PARK.
DIAGNOSE AND CHECKED SHIFTER CABLE ADJUSTEMENT.
CHECKED CONNECTIONS AT CENTER CONSOLE CONNECTOR AND
SHIFTER CONTROL CONNECTOR,OK.REPLACE SHIFTER CONTROL
ASSEMBLY.CHECKED SHIFTER OPERATION WITH NO MORE ISSUE.

Vertical text on the left margin: BAR #ARD00202745, EPA #CAL000236177, 45573-18, REORDER JB GRAPHICS (818) 900-4713



CHEVROLET

Rydell Automotive Group
18600 Devonshire St., Northridge, CA 91324
(818) 832-1600
16 PARTS (818) 832-1660
rydellnorthridge.com

Form with fields: CELL/PAGER, PEROME ROXAS, TAG NO: 2528, INVOICE DATE: 04/16/19, MILEAGE: 40,428, STELV ICE, 17 CHEVROLET/VOL174H VOLT LT, DELIVERY DATE: 10/21/16, BILLING DEALER NO., PRODUCTION DATE, COMMENTS, MO: 40428

Table with columns: QTY, UNIT PRICE, TOTAL - PARTS. Row 1: 1, 13520827, CONTROL 4.004, 102.05, 102.05

Table with columns: SUBLET, VEND, INV.#, INV. DATE, DESCRIPTION, UNIT PRICE, TOTAL - SUBLET, INTERNAL. Row 1: [REDACTED], [REDACTED], [REDACTED], 04/16/19, RENTAL, 102.05, 102.05, 0.00

Table with columns: MISC, CODE, DESCRIPTION, CONTROL NO, UNIT PRICE, TOTAL - MISC. Row 1: CPC, COUPON DISCOUNT-CARS, [REDACTED], -58.00, -58.00

Table with columns: JOB# 3 TOTALS, LABOR, PARTS, MISC, TOTAL. Row 1: 3, 400.00, 102.05, -58.00, 444.05

Table with columns: JOB# 4 CHARGES, JOB# 3 JOURNAL PREFIX C2CS, JOB# 3 TOTAL, TOTAL. Row 1: 4, 3, 444.05, 444.05

Table with columns: LABOR, # 4 15CVZ307, 15-A & ELECTRICAL, TECH(S): 8274 9445, WARRANTY. Row 1: 4, 15-A & ELECTRICAL, 8274 9445, WARRANTY

CUST STATES THAT SES, A/C HOT AIR, EV RANGE 0 HAPPENING AT THE SAME TIME. CHECK AND ADVISE INTERNAL FAILURE IN BATTERY ENERGY CONTROL MODULE CAUSING TO SET MOST OF COMMUNICATION CODES IN BETWEEN INTERFACE CONTROL MODULES. U2603, U2604, U2605, U2606, U2617, U2618, U2619, U2620, U2621, U2622, U2623 AND U2624. SEE BULLETIN 18-NA-261. DIAGNOSE AND SCAN ALL VEHICLE MODULES. CHECKED CONNECTIONS AT DRIVE MOTOR BATTERY CONNECTORS, ALL OK. PERFORMED BULLETIN 18-NA-261. REPLACE BATTERY ENERGY CONTROL MODULE. PROGRAMED NEW BATTERY ENERGY CONTROL MODULE, CLEAR DTCS AND CHECKED SYSTEM OPERATION. OK NOW. OP CODE 5031010 4.9 ADDED .3 DIAGNOSE .4 TO SMOKE TEST BATTERY AFTER SEAL.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE, TOTAL - PARTS, WARRANTY. Row 1: 1, 24294960, MODULE 2.210, 2.210, 2.210, WARRANTY. Row 2: 1, 12378390, COOLANT 8.800, 8.800, 8.800, WARRANTY. Row 3: TOTAL - PARTS, 0.00

Table with columns: JOB# 4 TOTALS, JOB# 4 JOURNAL PREFIX C2CS, JOB# 4 TOTAL, TOTAL. Row 1: 4, 4, 0.00, 0.00

Table with columns: LABOR, # 5 30CVZ, *MPVI, TECH(S): 9923, 0.00. Row 1: 5, *MPVI, 9923, 0.00

PERFORM MULTI POINT VEHICLE INSPECTION CHECK AND SET TIRE PRESSURE CONSENT GIVEN TO RECEIVE TEXT MESSAGES FROM RYDELL CHEVROLET MPVI ARE BRIEF VISUAL INSPECTIONS ONLY. FURTHER DETAILED INSPECTIONS OR DIAGNOSIS MAY BE NECESSARY

Vertical text on the left margin: BAR #ARD00202745, EPA #CAL000236177, 45973-18, REORDER JOB GRAPHICS (018) 808-4713

MULTI POINT VEHICLE INSPECTION

Customer: [REDACTED]
 Phone: [REDACTED]
 Service Advisor: JEROME ROXAS

Vehicle Year/Model: 17 CHEVROLET VOLT
 [REDACTED]
 Technician: JAVIER HERMOSILLO

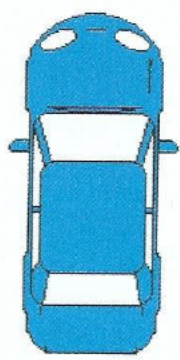
Date/Time: 04/16/2019 12:29:37
 Odometer: 40428
 RC [REDACTED] Tag: 2528

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
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Green Yellow Red Serviced

<input checked="" type="checkbox"/> <input type="checkbox"/> OnStar active	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> OnStar enrolled in Advanced Diagnostics Report	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> OnStar Dealer Maintenance Notification	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Service history check	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Reset oil life monitor	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Lubricate chassis components	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Tire rotation needed	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Tire alignment needed	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Tire balance needed	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Reset tire pressure monitor	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Tire sealant expiration date:	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Oil life monitor	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Exterior lights	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Wiper blade-driver	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Wiper blade-passenger	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Wiper blade-rear	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Windshield condition	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Cracks	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Chips	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Battery condition	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Battery cables & connections	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- transmission	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- drive axle	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- transfer case	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- engine cooling system	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- power steering	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- fuel system	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- windshield washer fluid	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Visible leak- diesel exhaust fluid	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Inspect safety belt components	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Inspect exhaust system	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> Inspect accelerator pedal	<input type="checkbox"/>

Front / Rear Brake Linings

LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

(See Note)

Inspection Not Taken

More than 50% remaining

20% to 50% remaining

Less than 20% remaining

Check Tires / Tread Depth


LF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RF <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
LR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red		RR <input checked="" type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

7/32" or Greater

4/32" to 6/32"

3/32" or Less

Check Battery Performance

	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Bad
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Actual Cold Cranking Amps

Factory Cold Cranking Amps

MULTI POINT VEHICLE INSPECTION

Customer: [REDACTED]
 Phone: [REDACTED]
 Service Advisor: JEROME ROXAS

Vehicle Year/Model: 17 CHEVROLET VOLT
 VIN: [REDACTED]
 Technician: JAVIER HERMOSILLO

Date/Time: 04/16/2019 12:29:37
 Odometer: 40428
 R: [REDACTED] Tag: 2528

INSPECTION RESULT - OK	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
Green Yellow Red		Serviced

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect passenger compartment air filter	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect engine air filter	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect hoses	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect belts	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect shocks and struts	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect steering components	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect axle boots or driveshaft and u-joints	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect compartment lift struts	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect floor mat fit and wear	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check horn operation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check ignition lock	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check starter switch	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check evaporative control system	<input type="checkbox"/>

Brake Inspection Comment: Front: 8MM Rear: 8MM