



A division of **BBB National Programs, Inc.**

**MANUFACTURER RESPONSE FORM  
(CALIFORNIA ARBITRATION POSITION STATEMENT)**

Case Number: [REDACTED]

Vehicle: 2017 Chevrolet Volt

Customer Name: [REDACTED]

VIN: [REDACTED]

Probable Hearing Location: N/A

**Manufacturer's Position:** General Motors regrets that [REDACTED] is dissatisfied with their 2017 Chevrolet Volt. General Motors continued success depends upon the satisfaction our customer receive from their vehicles, which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited warranty for 3 years or 36,000 miles whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have, and will continue to address all concerns per the terms of the warranty.

At this time, we do not believe that [REDACTED] their 2017 Chevrolet Volt meets the criteria of the California Lemon Law, or the General Motors Program summary.

All of the concerns that [REDACTED] has brought to the attention of the dealer in regards to their 2017 Chevrolet Volt for Transmission issues have been addressed. If there are any current concerns on the vehicle we request that [REDACTED], make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of this vehicle.

We respectfully ask that [REDACTED] request for repurchase of their 2017 Chevrolet Volt be denied and that [REDACTED] continue to work with General Motors per the terms of our written warranty coverage.

**Documentation Provided (please check):**

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: \_\_\_\_\_

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

GM will participate in a hearing    X By phone     In person     In writing

Form completed by:  Lily  Date:  9 / 07 / 2021

Future Contact:  Same as above

Phone:  800-231-1841  ext: [REDACTED]

**BBB National Programs, Inc.**

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