

FIND NEW ROADS

Purchases 13 Jun 2017

CHEVROLET



[REDACTED]
2017 Chevrolet Volt

[REDACTED]
VANN GANNAWAY CHEVROLET
www.vanngannawaychevrolet.com
352-343-2400

Your coverage includes 2-year/24,000-mile* Chevrolet Complete Care

*See reverse side for details.

IMPORTANT INFORMATION

Section 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van, autocycle or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide the protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. For limited exceptions, see s. 316.613, F.S.

S. 320.0605, F.S., requires the registration certificate, or true copy of a rental or lease agreement, issued for any motor vehicle to be in the possession of the operator or carried in the vehicle while the vehicle is being used or operated on roads of this state.

S. 320.02 and 627.733, F.S., requires personal injury protection and property damage liability to be continuously maintained throughout the registration period. Failure to maintain the mandatory coverage may result in the suspension of your driver license and registration.

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

Mail To:

OXFORD, FL

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: DHSMV, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 44 / 2

T#
B#

FLORIDA VEHICLE REGISTRATION

PLATE		DECAL		Expires	Midnight Mon 01/9/2023			
YR/MK	2017/CHEV	BODY	5D	COLOR	TAN	Reg. Tax	Class Code	37
VIN				TITLE	127479145	Init. Reg.	Tax Months	
Plate Type	DVR	NET WT	3513			County Fee	3.00	Back Tax Mos
DL/FEID				2ND DL#		Mail Fee		Credit Class
Date Issued	10/20/2020	Plate Issued	2/1/2016			Sales Tax		Credit Months
						Voluntary Fees		
						Grand Total	3.00	

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

DVR - DISABLED VETERAN

* HANDICAP PLATE ELIGIBLE

LAST PAYMENT

✓ Nov. 12, 2021

\$750.15

PAYMENT HISTORY

STATEMENTS

Select Statement
October 2021



[VIEW](#)

VEHICLE ACCOUNT DETAILS

[REDACTED]
Jun. 13, 2017
Account Opened

[REDACTED]
60 months
Term

\$0.00
Interest Paid Last Year

\$31,285.41
Amount Financed

0.00%
APR

my rewards



ALBERT, thank you for being a My Chevrolet Rewards Member. Discover all the ways you can earn and



GM FINANCIAL

GM FINANCIAL • GM FINANCIAL LEASING

PO BOX 1510
Cockeysville, MD 21030

November 19, 2021

[REDACTED]
Oxford, FL [REDACTED]

[REDACTED]

Dear Customer,

Thank you for financing your vehicle with GM Financial. This letter confirms that your account was paid in full* and GM Financial has released its security interest in the vehicle.

Please contact your insurance provider to have GM Financial's name removed as the loss payee on your policy.

Additionally, please contact the appropriate registration office (Department of Motor Vehicles, County, Tax Assessor's Office or Secretary of State) regarding additional documents that must be submitted with the enclosed title or release of lien to remove GM Financial as lienholder.

If lien documentation is not included: 1) you have transferred ownership to another party, 2) there was a second lienholder disclosed on the title, or 3) your state uses an electronic lien system instead of issuing a paper title and we have notified them of our release of the lien electronically.

Please see the State Specific Notices section on the second page of this letter for additional information regarding the electronic lien system and requesting a paper title.

Thank you. We appreciate your business.

Sincerely,

GM Financial

* If the payoff funds are returned to GM Financial for any reason, this letter will be void and you will be required to return the certificate of title and/or contract documents.

SVTSMIS PAYFFC 00111001089494 ELT
MAIL

[REDACTED]

Maintenance Records

CUSTOMER #: [REDACTED]

[REDACTED]

Don Mealey Chevrolet

17185 State Road 50
CLERMONT, FLORIDA 34711
352 / 394-6176 - 407 / 656-9418

INVOICE

PAGE 1

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 6460 RACHEL WARD

GRAY	17	CHEVROLET VOLT	[REDACTED]	33880/33880	T692
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE	PAYMENT	INV. DATE
01JAN17 DD			16:00 25JUN19	140.00 CASH	25JUN19

R.O. OPENED	READY	OPTIONS:
11:44 25JUN19	12:53 25JUN19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A ROTATE 4 TIRES AND INSPECT BRAKES \$14.95
 ROTATED 4 TIRES AND INSPECTED BRAKES
 5379 CPC 14.95 14.95
 PARTS: 0.00 LABOR: 14.95 OTHER: 0.00 TOTAL LINE A: 14.95

B GM-GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS
 GMINSP GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS
 5379 IP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY HAZ. FLUID DISPOSAL & SHOP SUPPLIES FOR REPAIR ORDER 1.20

Thank You for your business. Please come again for your convenience we can now be reached on line at <http://www.dmchevy.com>
 Service Appointments available at our website Opt in on On Star and we will be notified at the same time you are for service and maint

PAID

JUN 25 2013

[REDACTED SIGNATURE]

SUPPLIES- A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE; MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
	CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	LABOR AMOUNT	14.95
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.20
		TOTAL CHARGES	16.15
		LESS INSURANCE	0.00
	SALES TAX	1.13	
	PLEASE PAY THIS AMOUNT	17.28	

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

CUSTOMER COPY

CUSTOMER #:



Don Mealey Chevrolet

17185 State Road 50
CLERMONT, FLORIDA 34711
352 / 394-6176 - 407 / 656-9418

INVOICE

PAGE 1

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 6460 RACHEL WARD

GRAY	17	CHEVROLET VOLT						
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE			PAYMENT	INV. DATE	
01JAN17 DD			16:00 14OCT19			140.00 CASH	14OCT19	

R.O. OPENED	READY	OPTIONS:
10:47 14OCT19	16:20 14OCT19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A Car Care Special. Includes Oil and Filter Change, top off fluids, check tire pressures, Tire Rotation, reset Tire Monitors if equipped, and a Free 27 Point GM Inspection.								
LOF11 COMPLETED GM DEXOS OIL AND FILTER CHANGE								
				4557	CPC	7.30	7.30	
1				12696048	(S) FILTER	6.00	6.00	
4				88865639B	5W30 SYNTH	4.00	16.00	
PARTS:				22.00	LABOR:	7.30	OTHER:	0.00
				TOTAL LINE A:				29.30

B DISMOUNT AND MOUNT FOUR NEW TIRES AND BALANCE. 215/50/R17 MICHELIN SAVER A/S								
25-4 MOUNT AND BALANCED FOUR NEW TIRES								
				4557	CPC	99.80	99.80	
tire4 tire tax per new tire sold						4.00	4.00	
4				22977596	M2155017	185.96	743.84	
4					TIRE DISP TIRE DISPOSAL FEE	2.75	11.00	
PARTS:				754.84	LABOR:	99.80	OTHER:	4.00
				TOTAL LINE B:				858.64

C GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS								
GMINSP GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS								
				4557	IP		(N/C)	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE C:				0.00

CUSTOMER PAY HAZ. FLUID DISPOSAL & SHOP SUPPLIES FOR REPAIR ORDER 2.34

PAID

CASH/CHECK VS

Thank You for your business. Please come aga
 For your convenience we can now be reached on
 line at <http://www.dmchevy.com>
 Service Appointments available at our website
 Opt in on On Star and we will be notified at
 the same time you are for service and maint

<small>SUPPLIES - A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.</small>	<small>the only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.</small>	<small>DESCRIPTION</small> LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	<small>TOTALS</small> 107.10 776.84 0.00 0.00 6.34 890.28 0.00 62.04
	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

CUSTOMER COPY

CUSTOMER #: [REDACTED]

Don Mealey Chevrolet

17185 State Road 50
CLERMONT, FLORIDA 34711
352 / 394-6176 - 407 / 656-9418

INVOICE

PAGE 1

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 4265 YOUNG SCOTT

GRAY	17	CHEVROLET VOLT	[REDACTED]	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
01JAN17 DD			16:00 09MAR20		140.00 CASH	11MAR20	44008/44008 T257

R.O. OPENED	READY	OPTIONS:			
10:09 09MAR20	16:54 11MAR20				
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

A Car Care Special. Includes Oil and Filter Change, top off fluids, check tire pressures, Tire Rotation, reset Tire Monitors if equipped, and a Free 27 Point GM Inspection.
 SCC Car Care Special. Includes Oil and Filter Change, top off fluids, check tire pressures, Tire Rotation, reset Tire Monitors if equipped, and a Free 27 Point GM Inspection.

8582 CPC		19.95	19.95
1 12696048 (S) FILTER	6.00	6.00	6.00
5 88865639B 5W30 SYNTH	4.00	4.00	20.00
PARTS: 26.00	LABOR: 19.95	OTHER: 0.00	TOTAL LINE A: 45.95

44008 ROTATED WHEELS AND TIRES FRONT TO REAR, ADJUSTED TIRE PRESSURES AS NEEDED. CHANGED ENGINE OIL AND FILTER

B GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS-- CHECK COMPRESSOR AND BATTERY PACK
 GMINSP GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS-- CHECK COMPRESSOR AND BATTERY PACK

8582 IP		(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00
		TOTAL LINE B: 0.00

C CUSTOMER STATES INTERMITTANTLY SHIFT TO PARK WARNING WHEN IN PARK CAUSE:

3000 TECH INSTALLED JUMPER HARNESS FOR SHIFTER

3371 WC2		(N/C)
1 84733196 F-HARNESS		(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00
		TOTAL LINE C: 0.00

D CUSTOMER STATES RATTLING NOISE COMING FROM DRIVERS SIDE OF DASH 60 MPH
 9000 SERVICE MANAGER ROAD TESTED HEARD NOISE COMING FROM LEFT SIDE DASH AREA NEED MORE

SUPPLIES- A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE; MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, PAPS, CARBUJETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

CUSTOMER SIGNATURE

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

CUSTOMER COPY

CUSTOMER #:

Don Mealey Chevrolet

17185 State Road 50
CLERMONT, FLORIDA 34711
352 / 394-6176 - 407 / 656-9418

INVOICE

PAGE 2

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 4265 YOUNG SCOTT

GRAY	17	CHEVROLET VOLT	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE	PAYMENT	INV. DATE	
01JAN17 DD			16:00 09MAR20	140.00 CASH	11MAR20	

R.O. OPENED	READY	OPTIONS:			
10:09 09MAR20	16:54 11MAR20				
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

DIAGNOSTIC TIME AT 140.00 PER HOUR CUSTOMER DECLINED

3371 IP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CUSTOMER PAY HAZ.FLUID DISPOSAL& SHOP SUPPLIES FOR REPAIR ORDER 3.68

Thank You for your business. Please come aga
 For your convenience we can now be reached on
 line at <http://www.dmchevy.com>
 Service Appointments available at our website
 Opt in on On Star and we will be notified at
 the same time you are for service and maint

PAID

MAR 11 2020

CASH/CHECK #
VS
By

SUPPLIES- A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE; MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
		LABOR AMOUNT	19.95
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	PARTS AMOUNT	26.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	3.68
		TOTAL CHARGES	49.63
		LESS INSURANCE	0.00
		SALES TAX	3.48
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	53.11

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

CUSTOMER COPY

CUSTOMER #:

Don Mealey Chevrolet

17185 State Road 50
CLERMONT, FLORIDA 34711
352 / 394-6176 - 407 / 656-9418

INVOICE

PAGE 1

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 2494 JAMES MADDEN

GRAY	17	CHEVROLET VOLT	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMIS	PAYMENT	INV. DATE	
01JAN17 DD			16:00 06APR20	140.00 CASH	06APR20	44757/44757 T1009

R.O. OPENED	READY	OPTIONS:
08:35 06APR20	11:43 06APR20	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A RECALL N192273600 OPEN PER VIS-EMISSIONS PIPE MAY RUB AGAINST A/C HOSE CONNECTOR
 CAUSE: COMPLETED OPEN RECALL CAMPAIGN
 9104663 INSTALLED THREE TIE WRAPS ON EVAPORATIVE HOSE BUMPER PER RECALL N192273600
 2248 WC2 (N/C)
 3 11509086 (S)STRAP (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: ZFAT
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 44757 INSTALLED THREE TIE WRAPS ON EVAPORATIVE HOSE BUMPER PER RECALL N192273600

B GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS
 GMINSP GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL SPECS
 2248 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Thank You for your business. Please come aga for your convenience we can now be reached on line at <http://www.dmchevy.com>
 Service Appointments available at our website
 Opt in on On Star and we will be notified at the same time you are for service and maint

SUPPLIES: A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE; MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
	CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	LABOR AMOUNT	0.00
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

CUSTOMER COPY

CUSTOMER #:

Don Mealey Chevrolet

17185 State Road 50
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INVOICE

PAGE 1

STATE OF FLORIDA REGISTRATION # MV-72694

SERVICE ADVISOR: 4265 YOUNG SCOTT

GRAY	17	CHEVROLET VOLT						
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE			PAYMENT	INV. DATE	
01JAN17 DD			16:00 17JUN20			140.00 CASH	18JUN20	

R.O. OPENED	READY	OPTIONS:			
11:28 17JUN20	10:18 18JUN20				
LINE	OPCODE	TECH TYPE HOURS	LIST	NET	TOTAL

A customer states check engine light on running fine
 1000 customer states check engine light on running fine
 8976 CPC 230.00 230.00
 PARTS: 0.00 LABOR: 230.00 OTHER: 0.00 TOTAL LINE A: 230.00
 47214 SOFTWARE WASOUT OF CALIBRATION. CAN TEST VEHICLE. CODE P2097
 STORED IN ECM HISTORY. UPDATE ENGINE CONTROL MODULE AND DRIVE MOTOR
 POWER INVERTER MODULE. CLEARED CODES AND TEST DROVE TO VERIFY.

B GM GOODWRENCH ON A ROLL INSPECTION FORM INCLUDING TIRE AND WHEEL
 SPECS
 GMINSP GM GOODWRENCH ON A ROLL INSPECTION FORM
 INCLUDING TIRE AND WHEEL SPECS
 8976 IP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 0.00 17JUN20 11:28 SA: 4265

CONTACT: *****

CUSTOMER PAY HAZ. FLUID DISPOSAL & SHOP SUPPLIES FOR REPAIR ORDER 18.40

PAID

JUN 18 2020

CASH/CHECK # VS DIS
By: [Redacted]

Thank You for your business. Please come aga
 For your convenience we can now be reached on
 line at <http://www.dmchevy.com>
 Service Appointments available at our website
 Opt in on On Star and we will be notified at
 the same time you are for service and maint

SUPPLIES- A CHARGE EQUIVALENT TO 10% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE; MAXIMUM CHARGE OF \$75.00. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TRANSMISSION CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, GLASS CLEANER, LITHIUM SPRAY LUBE, AND HAZARDOUS WASTE DISPOSAL, I.E. WASTE OIL, TRANSMISSION FLUID, COOLANT, FREON, BATTERIES, TIRES, PAINT AND HANDLING MATERIALS.	LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate and or repair order. Parts and labor are guaranteed for 12 months or 12000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and or repair order will correct any problem specified on the description of the complaint.	DESCRIPTION	TOTALS
		LABOR AMOUNT	230.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	18.40
		TOTAL CHARGES	248.40
		LESS INSURANCE	0.00
		SALES TAX	17.38
	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

GEORGE NAHAS CHEVROLET, INC.

4135 E. STATE ROAD 44
WILDWOOD, FL 34785
(352) 748-1122

CUSTOMER #:

INVOICE



PAGE 1

Repair Shop Registration Number: MV-82717

SERVICE ADVISOR: 299 JAMES EDWARDS

VIN		LICENSE		MILEAGE IN / OUT		TAG	
17 CHEVROLET VOLT		[REDACTED]		54810/54810		T4833J	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE	
01JAN17 DD			17:30 16APR21		CASH	16APR21	
R.O. OPENED		READY		OPTIONS: DLR:26483			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Maintenance Schedule - 48000 Miles							
LOFX DEXOS 1 OIL & FILTER SERVICE WITH MULTI-POINT VEHICLE INSPECTION.							
				257 CDEF		15.00	15.00
	1	12706595	(S) FILTER		7.95	7.95	7.95
	5	19420080	OIL		5.00	5.00	25.00
IROT ADD ON TIRE ROTATION WITH MA11 FOR GEORGE NAHAS OIL & FILTER CHANGE							
				257 CDEF		15.00	15.00
PARTS:	32.95	LABOR:	30.00	OTHER:	0.00	TOTAL LINE A:	62.95

B Recall - Increased Customer Notification							
CAUSE: .							
9105392 Hybrid Powertrain Control Module 2 Reprogramming with SPS							
				257 WPP		(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:		B:	0.00

C DIAGNOSTIC PROCESS, INCLUDES SCAN, VISUAL INSPECTION AND TROUBLE TREE VERIFICATION. DISASSEMBLY, PARTS, FLUIDS, AND REASSEMBLY NOT INCLUDED. C/S USB PORT WORKS ON APPLE PLAY OTHERWISE THE SOUND CRACKLES							
DP DIAGNOSTIC PROCESS, INCLUDES SCAN, VISUAL INSPECTION AND TROUBLE TREE VERIFICATION. DISASSEMBLY, PARTS, FLUIDS, AND REASSEMBLY NOT INCLUDED. C/S USB PORT WORKS ON APPLE PLAY OTHERWISE THE SOUND CRACKLES							
				257 CPC		125.00	125.00
PARTS:	0.00	LABOR:	125.00	OTHER:	0.00	TOTAL LINE C:	125.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

***SHOP SUPPLY COSTS:** We have added a charge equal to 7% of the total cost of labor and parts, not to exceed \$19.99, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

GEORGE NAHAS CHEVROLET, INC.

CUSTOMER #: [REDACTED]

4135 E. STATE ROAD 44
WILDWOOD, FL 34785
(352) 748-1122

INVOICE



PAGE 2

Repair Shop Registration Number: MV-82717

SERVICE ADVISOR: 299 JAMES EDWARDS

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
17	CHEVROLET VOLT	[REDACTED]		54810/54810	T4833J		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DD			17:30	16APR21		CASH	16APR21
R.O. OPENED		READY	OPTIONS: DLR:26483				
09:40 16APR21		15:02 16APR21					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

,,,, USB sockets and 3.5MM jack and sound quality is ok. Tested with technicians USB cord and Phone. No sound quality issues with either USB ports. Perhaps customer should try a different cord (Apple lightning cord is best for I phone users. If using plug in media (flashdrive) Please make sure media is formatted correctly for vehicle. FAT32 and NTSF format is the best.? WMA and Apple lossless files are not supported Consult owners manual infotainment supplement for details.

D CERTIFIED SERVICE MULTI-POINT INSPECTION
MPVI CERTIFIED SERVICE MULTI-POINT INSPECTION

257	CQS				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

EST: 143.11 16APR21 09:40 SA: 299
CONTACT: [REDACTED]

EST: 0.00 16APR21 09:40 SA: 299
CONTACT: [REDACTED]

CUSTOMER PAY **MISC ENVIROMENTAL-SHOP SUPPLIES CHARGE FOR REPAIR ORDER 13.16

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 7% of the total cost of labor and parts, not to exceed \$19.99, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
LABOR AMOUNT	155.00
PARTS AMOUNT	32.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	13.16
TOTAL CHARGES	201.11
LESS INSURANCE	0.00
SALES TAX	14.08
PLEASE PAY THIS AMOUNT	215.19

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

BECM Repair # 3

GEORGE NAHAS CHEVROLET, INC.

4135 E. STATE ROAD 44
WILDWOOD, FL 34785
(352) 748-1122



Repair Shop Registration Number: MV-82717
299 JAMES EDWARDS

In Shop Awaiting Part s-- Part delivered on 10/10/22 however Service Manager decided to install this part on another vehicle. Back is still Back ordered with no Estimate Delivery date.

From [REDACTED]
Sent: Tuesday, September 13, 2022 3:57 PM
To: George Nahas CHEVROLET (Tlitttle@georgenahaschevrolet.com)
<tlitttle@georgenahaschevrolet.com>; Jamie Edwards (jedwards@georgenahaschevrolet.com)
<jedwards@georgenahaschevrolet.com>; Ellwood (ellwood@gm.com) <ellwood@gm.com>
Subject: GM Points of Contact for BECM [REDACTED]

Attached is the team working on the Procurement and repair of the BECM for the 2017 Volt
[REDACTED] August 8, 2022, part #242969-00, with the spec case #
[REDACTED]

Please keep me posted on the progress of the delivery and repair.

From: GMADRUupdate@gm.com <GMADRUupdate@gm.com>
Sent: Monday, October 3, 2022 11:38 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Part request

PART 24296900 IS IN RAW AT A PROCESSING CENTER
WORKING WITH THE PLANT LIAISON TO CONFIRM PART
AVAILABILITY AND EXPEDITE MOVEMENT TO A SHIPPING
FACILITY. NEXT UPDATE 10/5/22

From [REDACTED]
Sent: Monday, October 10, 2022 5:28 PM
To: Jamie Edwards (jedwards@georgenahaschevrolet.com) <jedwards@georgenahaschevrolet.com>;
George Nahas CHEVROLET (Tlitttle@georgenahaschevrolet.com)
<Tlitttle@georgenahaschevrolet.com>
Cc: Ellwood (ellwood@gm.com) <ellwood@gm.com>
Subject: FW: Online FedEx Tracking [REDACTED]

Tony/Jeremie

Here is the FED EX tracking info for the part from Ellwood. Should be receiving it this week. Keep
me posted when I can pick-up the car once complete.

Thx [REDACTED]

From: TrackingUpdates@fedex.com <TrackingUpdates@fedex.com>
Sent: Monday, October 10, 2022 5:21 PM

To: [REDACTED]

Emails

From: [REDACTED]
To: william.kopicki@gm.com
Subject: 2017 volt BECM
Date: Wednesday, September 7, 2022 8:41:05 AM

Idear Mr Kopic

I've been an owner of several of your Volt beginning since the first generation in 2013. I purchased our 2017 Volt in 2016 I was totally happy with both vehicles until several months ago. The car started to display promotion reduce and engine light error. I dealer checked the diagnosis and determined that the failure of the Battery Energy Control Module (BECM) (part #242969-00 as well as a lack of availability of the replacement part.

This is a documented problem in the NHTSA database since 2016. The vehicle error messages on the dashboard include -unable to charge--reduced propulsion acceleration may be limited. The internal failure of the Battery Energy Control Module (BECM) (part #242969-00) for the 2017 Chevrolet Volt, as well as a lack of availability of the replacement part. This is a documented problem in the NHTSA database since 2016. The vehicle error messages on the dashboard include -unable to charge-. The internal problem in the NHTSA database since 2016. The vehicle error messages on the dashboard include -unable to charge-, -shift to park to start-, -reduced propulsion acceleration may be limited-. The internal

Sent from my iPhone

[REDACTED]

From: John Ferris <john.r.ferris@gm.com>
Sent: Monday, September 12, 2022 3:45 PM
To: [REDACTED]
Subject: Read: Battery Energy Control Module (BECM) availability, (part #242969-00)
Attachments: Read: Battery Energy Control Module (BECM) availability, (part #242969-00)

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

From:
To:
Bcc:
Subject:
Date:



le (BECM) availability, (part #242969-00)
Monday, September 12, 2022 1:02:00 PM

Dear Mr. Ferris

As the program Manager for Volt/Bolt vehicles, you must be aware of this issue and its resolution. Hundreds of volt owners are unable to get their Volts repaired today and need your attention to assist us, owners.

I'm writing you as a result of the lack of service received on my 2017 Volt [REDACTED] and the lack of availability of the replacement part. The car has been inspected by a Chevrolet dealer at George Nahas and confirmed the BECM is failing and needs to be replaced. The replacement BECM was ordered on August 8, 2022, Order [REDACTED] part #242969-00, with the spec case # [REDACTED] and neither GM nor the dealer will provide a delivery date for the part. This is a long-standing systemic problem with the 2017 Volt

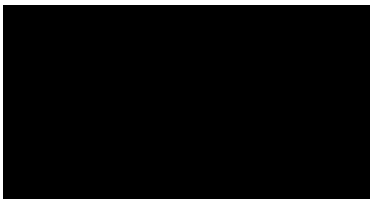
My 2017 Volt began with a dashboard display of "battery will not charge". It initially only charges for a few minutes then shuts quits charging. Then I decided to start the car and I got the propulsion power reduced message, and the check engine light is on. The vehicle's other error messages include--unable to charge-shift to park to start-, and reduced propulsion. The internal combustion engine will not engage even with a full battery charge.

I have researched online for the part and It appears to be available for immediate shipment on several GM parts sites, ex: [2016-2019 Chevrolet Volt Control Module 24296900 | GMPartsDirect.com](#). The dealer advised that any parts obtained by me although a Genuine GM parts will void any warranty. If GM cannot provide its dealership with this critical component GM should allow dealers to procure the GM Genuine part online and repair the vehicle.

There are no loaners and the dealer will not cover any rentals cost. I ask your attention in obtaining the failing part and aid in its repair or at a minimum cover the cost of the rental.

I look forward to your response on this matter.

Sincerely,



[REDACTED]

From: Craig Buchholz <craig.buchholz@gm.com>
Sent: Friday, September 9, 2022 3:45 PM
To: [REDACTED]
Subject: [REDACTED] Owner Complaint, of the availability of Battery Energy Control Module (BECM) (part #242969-00)
Attachments: Read: [EXTERNAL] Owner Complaint, of the availability of Battery Energy ... (7.35 KB)
Importance: High

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

From: [REDACTED]
To: [REDACTED]
Bcc: [REDACTED]
Subject: availability of Battery Energy Control Module (BECM) (part #242969-00)
Date: Monday, September 12, 2022 6:57:00 PM
Attachments: [Battery Energy Control Module \(BECM\) availability \(part #242969-00\) .msg](#)
Importance: High

Ellwood thanks for the call this evening. Attached are the two emails mentioned I sent to GM headquarters, Mr. John Ferris and Mr. Craig Buchholz

Looking forward to hearing from GM on the resolution on this matter.

[REDACTED]

From: [REDACTED]
Sent: Friday, September 9, 2022, 9:30 AM
To: craig.buchholz@gm.com
Subject: Owner Complaint, regarding the availability of Battery Energy Control Module (BECM) (part #242969-00)
Importance: High

Dear Mr. Buchholz

I'm writing you as a result of the lack of service received on my 2017 Volt ([REDACTED]), as well as a lack of availability of the replacement part. At the George Nahas Chevrolet, 4135 east state road 44, wildwood, FL 34785, at (352) 748-1122 service and part departments. With hundreds of volt owners unable to get their Volts repaired, GM must address this as fast as possible. The car has been inspected by a Chevrolet dealer to confirm the BECM is failing and needs to be replaced. The replacement BECM was ordered by the dealer well over a month ago, and neither GM nor the dealer will provide a delivery date for the part.

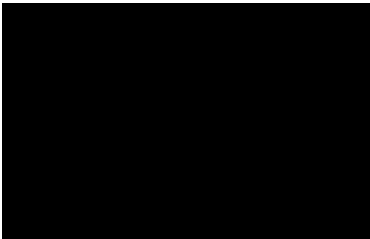
This long-standing issue of the failure of the Battery Energy Control Module (BECM) (part #242969-00) for the 2017 Chevrolet Volt, as well as a lack of availability of the replacement part, is renounced. This is a documented problem in the NHTSA database since 2016. The NHTSA database indicates approximately 500 complaints. Although no accidents or deaths were reported, this is a serious safety issue that NHTSA should address immediately with a mandatory safety recall. My 2017 Volt began on the dashboard display with the error "battery will not charge". I tried multiple outlets in my house and garage but all the same. It will only charge for a few minutes then shuts quits charging. Then I decided to start the car and I got the propulsion power reduced message, and the check engine light is on. The vehicle error messages on the dashboard include--unable to charge-

shift to park to start-, -reduced propulsion acceleration may be limited. The internal combustion engine engages even with a full battery charge on an intermittent basis. In several instances, there was a lack of power transfer to the wheels when in drive mode and traveling on roadways. It is unable to start or run now. Many postings on www.gm-volt.com reported that 2017 Volts would no longer turn on or would lose power when being driven, could not be driven, and had to be towed.

The BECM is on indefinite backorder, with no ETA. It appears to be available for immediate shipment on several GM parts sites, ex: 2016-2019 Chevrolet Volt Control Module 24296900 | GMPartsDirect.com. The dealer advised that any parts obtained by me although a Genuine GM parts will void any warranty.

There is no loaner from the dealer and no help on rental reimbursement. I ask your attention in obtaining the failing part and aid in its repair or at a minimum cover the cost of the rental.

Sincerely,



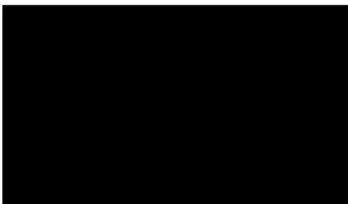
[REDACTED]

From: [REDACTED]
Sent: Tuesday, September 13, 2022 3:57 PM
To: George Nahas CHEVROLET (Tlittle@georgenahaschevrolet.com); Jamie Edwards (jedwards@georgenahaschevrolet.com); Ellwood (ellwood@gm.com)
Subject: GM Points of Contact for BECM Albert Gonzalez
Attachments: Ellwood2.vcf; Tony Little2.vcf; Jamie Edwards.vcf

Attached is the team working on the Procurement and repair of the BECM for the 2017 Volt [REDACTED]
Order [REDACTED] August 8, 2022, part #242969-00, with the spec case # [REDACTED].

Please keep me posted on the progress of the delivery and repair.

Sincerely



<p>Ellwood GM Headquarters Business Relations</p> <p>(866) 790-5600 [REDACTED] ork ellwood@gm.com</p> <p>300 Renaissance Ctr, Detroit, MI 48243.</p>	<p>Tony Little George Nahas CHEVROLET , Service Manager</p> <p>[REDACTED] ork [REDACTED] ork Tlittle@georgenahaschevrolet.com 4135 East State Road 44 Wildwood, FL 3...</p>
<p>Jamie Edwards George Nahas CHEVROLET Service Consultant</p> <p>[REDACTED]</p> <p>jedwards@georgenahaschevrolet.com 4135 East State Road 44 Wildwood, FL 3...</p>	

[REDACTED]

From: [REDACTED]

Sent: Monday, September 26, 2022 6:02 PM

To: 'john.r.ferris@GM.com' <john.r.ferris@GM.com>

Subject: Defectively designed component

Dear Mr. Ferris,

I'm just following up on an email I previously sent to you related to the BECM defect, The failure of this component continues to pose an unreasonable safety risk to all consumers.

I understand that you are busy, but I would appreciate it if you could review the email and respond with GM's resolution.

Yours sincerely
[REDACTED]

From: [REDACTED]

Sent: Monday, September 12, 2022 1:02 PM

To: john.r.ferris@GM.com

Subject: Battery Energy Control Module (BECM) availability, (part #242969-00)

Dear Mr. Ferris

As the program Manager for Volt/Bolt vehicles, you must be aware of this issue and its resolution. Hundreds of volt owners are unable to get their Volts repaired today and need your attention to assist us, owners.

I'm writing you as a result of the lack of service received on my 2017 Volt [REDACTED] and the lack of availability of the replacement part. The car has been inspected by a Chevrolet dealer at George Nahas and confirmed the BECM is failing and needs to be replaced. The replacement BECM was ordered on August 8, 2022, Order # [REDACTED] part #242969-00, with the spec case # [REDACTED], and neither GM nor the dealer will provide a delivery date for the part. This is a long-standing systemic problem with the 2017 Volt

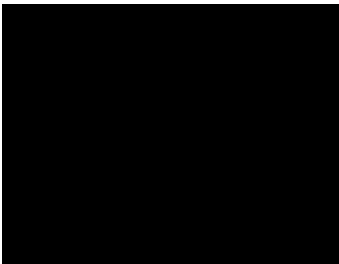
My 2017 Volt began with a dashboard display of "battery will not charge". It initially only charges for a few minutes then shuts quits charging. Then I decided to start the car and I got the propulsion power reduced message, and the check engine light is on. The vehicle's other error messages include--unable to charge-shift to park to start-, and reduced propulsion. The internal combustion engine will not engage even with a full battery charge.

I have researched online for the part and It appears to be available for immediate shipment on several GM parts sites, ex: [2016-2019 Chevrolet Volt Control Module 24296900 | GMPartsDirect.com](https://www.gmpartsdirect.com/parts/24296900). The dealer advised that any parts obtained by me although a Genuine GM parts will void any warranty. If GM cannot provide its dealership with this critical component GM should allow dealers to procure the GM Genuine part online and repair the vehicle.

There are no loaners and the dealer will not cover any rentals cost. I ask your attention in obtaining the failing part and aid in its repair or at a minimum cover the cost of the rental.

I look forward to your response on this matter.

Sincerely,



:

From: [REDACTED]
To: [REDACTED]
Subject: Update
Date: Wednesday, September 21, 2022 9:33:56 AM

Hi Ellwood

It's been a little over a week. Any status on getting the BECM replacement. What's the plan?

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: Monday, October 3, 2022 12:12 PM
To: [REDACTED]
Subject: FW: Part request

[REDACTED]

From: GMADRUupdate@gm.com <GMADRUupdate@gm.com>
Sent: Monday, October 3, 2022 11:38 AM
To: [REDACTED]
Subject: Part request

PART 24296900 IS IN RAW AT A PROCESSING CENTER
WORKING WITH THE PLANT LIAISON TO CONFIRM PART
AVAILABILITY AND EXPEDITE MOVEMENT TO A SHIPPING
FACILITY. NEXT UPDATE 10/5/22

[REDACTED]

From: [REDACTED]

Thursday, October 13, 2022 1:39 PM

To: [REDACTED]

Sent: Monday, October 10, 2022 5:28 PM

To: Jamie Edwards (jedwards@georgenahaschevrolet.com) <jedwards@georgenahaschevrolet.com>; George Nahas CHEVROLET (Tlittle@georgenahaschevrolet.com) <Tlittle@georgenahaschevrolet.com>

Cc: Ellwood (ellwood@gm.com) <ellwood@gm.com>

Subject: FW: Online FedEx Tracking - [REDACTED]

Tony/Jeremie

Here is the FED EX tracking info for the part from Ellwood. Should be receiving it this week. Keep me posted when I can pick-up the car once complete.

Thxs [REDACTED]

From: TrackingUpdates@fedex.com <TrackingUpdates@fedex.com>

Sent: Monday, October 10, 2022 5:21 PM

To: [REDACTED]

Subject: Online FedEx Tracking [REDACTED]



Online FedEx Tracking

This tracking update has been requested by:

Name: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Ship date
10/07/2022
BELLEVILLE, MI,
US



Scheduled delivery
10/10/2022
WILDWOOD, FL, US

In transit

Shipment Facts

Ship date	10/07/2022
Scheduled delivery	10/10/2022
Service type	FedEx Standard Overnight-Deliver Weekday
Standard transit date	10/10/2022 by 4:30 pm

Tracking results as of Oct 10, 2022 9:20p GMT

Date/Time	Activity/Location
-----------	-------------------

Disclaimer

Standard transit is the date and time the package is scheduled to be delivered by, based on the selected service, destination and ship date. Limitations and exceptions may apply. Please see the FedEx Service Guide for terms and conditions of service, including the FedEx Money-Back Guarantee, or contact your FedEx Customer Support representative.

To track the latest status of your shipment, click on the tracking number above.

This tracking update has been sent to you by FedEx on behalf of the Requestor [REDACTED] does not validate the authenticity of the requestor and does not validate, guarantee or warrant the authenticity of the request, the requestor's message, or the accuracy of this tracking update.

Thank you for your business.

© 2022 FedEx. The content of this message is protected by copyright and trademark laws under U.S. and international law. Review our [privacy policy](#). All rights reserved.

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, October 12, 2022 2:40pm
To: "Jamie Edwards (jedwards@georgenahaschevrolet.com)" <jedwards@georgenahaschevrolet.com>
Cc: "George Nahas CHEVROLET (Tlittle@georgenahaschevrolet.com)" <Tlittle@georgenahaschevrolet.com>, "Ellwood (ellwood@gm.com)" <ellwood@gm.com>
Subject: BECM FedEx Shipment [REDACTED] Delivery

Hi Jamie

Could you check if the Parts received the BECM? It appears to have been delivered on 10/10.
AI

FedEx® Tracking

DELIVERED

Monday

10/10/2022 at 11:00 am

Signed for b [REDACTED]

[↓ Obtain Proof of delivery](#)

DELIVERY STATUS

Delivered 

[✉ Get Status Updates](#)

TRACKING ID

[REDACTED]

FROM
BELLEVILLE, MI US

Label Created
10/7/2022 10:03 PM

PACKAGE RECEIVED BY FEDEX
ROMULUS, MI
10/7/2022 4:47 PM

IN TRANSIT
LEESBURG, FL
10/10/2022 7:57 AM

OUT FOR DELIVERY

DELIVERED
WILDWOOD, FL US

DELIVERED
10/10/2022 at 11:00 AM

[REDACTED]

From: [REDACTED]
To: jedwards@georgenahaschevrolet.com
Subject: RE: BECM FedEx Shipment [REDACTED] Delivery

Hey

According to FedEx Bill At George Nahas signed for it on Monday the 10th at 11:00 am.

DELIVERED

Monday

10/10/2022 at 11:00 am

Signed for by: BILL

 [Obtain Proof of delivery](#)

DELIVERY STATUS

Delivered 

 [Get Status Updates](#)

TRACKING ID

[REDACTED]



From: jedwards@georgenahaschevrolet.com <jedwards@georgenahaschevrolet.com>
Sent: Wednesday, October 12, 2022 3:11 PM
To: [REDACTED]
Subject: RE: BECM FedEx Shipment [REDACTED]

GOOD AFTERNOO ALBERT,I HAVE BEEN CHECKING WITH MY PARTS DEPARTMENT EVERYDAY FOR YOUR PART & IT STILL HAS YET TO COME.. AS SOON AS IT DOES GET HERE,WE WILL BE REPAIRING YOUR VEHICLE...



October 12, 2022

Dear Customer,

The following is the proof-of-delivery for tracking number [REDACTED]

Delivery Information:

Status:	Delivered	Delivered To:	Receptionist/Front Desk
Signed for by:	BILL	Delivery Location:	
Service type:	FedEx Standard Overnight		
Special Handling:	Deliver Weekday		WILDWOOD, FL,
		Delivery date:	Oct 10, 2022 11:00

Shipping Information:

Tracking number:	[REDACTED]	Ship Date:	Oct 7, 2022
		Weight:	2.0 LB/0.91 KG

Recipient:		Shipper:	
WILDWOOD, FL, US,		BELLEVILLE, MI, US,	

Reference

[REDACTED]

Proof-of-delivery details appear below; however, no signature is available for this FedEx Express shipment because a signature was not required.

Thank you for choosing FedEx

[REDACTED]

From: [REDACTED]
Sent: Thursday, October 13, 2022 2:34 PM
To: Ellwood (ellwood@gm.com)
Cc: jedwards@georgenahaschevrolet.com; George Nahas CHEVROLET (Tlittle@georgenahaschevrolet.com); john.r.ferris@GM.com; george@georgenahas.com
Subject: BBB AUTO LINE Case [REDACTED]

RE BECM FedEx Shipment [REDACTED] Delivery

Ellwood

This is to confirm our discussion this morning.

The dealership's response for the part you shipped via [REDACTED] is that they used this part to repair another vehicle. Be advised that the part is still on backorder with no estimated delivery date.

I spoke with George Nahas Bill, from the Parts Department, and Tony Service Department Manager this morning. They advised they receive the FED EX you had shipped for my car to be repaid on Monday 10/10/2022 as scheduled. However, Tony and Bill decided to repair another vehicle and not our vehicle.

Tony, then demanded that I take my vehicle to another dealership that he will not service the car, and that I need to return the rental they provided. Be advised, my vehicle will not start and I needed to tow it to their shop. The vehicle has been unrepairable since the part was ordered on Aug 8, 2022, more than 60 days ago.

As a Disable veteran with medical needs, I must retain the rental provided to make my scheduled appointment at the VA.

In our previous discussion, you mentioned an option to buy back the car. Please advise if this option is still available.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, October 12, 2022 4:55 PM
To: jedwards@georgenahaschevrolet.com
Subject: RE: BECM FedEx Shipment [REDACTED] Delivery

Hey

According to FedEx Bill At George Nahas signed for it on Monday the 10th at 11:00 am.

[REDACTED]

From: [REDACTED]
Sent: Thursday, October 13, 2022 3:48 PM
To: george@georgenahas.com
Subject: Service complaint

BBB AUTO LINE Case [REDACTED]

Dear Mr. Nahas

I am writting to advise you of the poor service I'm experiencing with Mr. Little, the Service Manager. in trying to have my vehicle repaired.

In Aug 2022 my 2017 Volt your service department diagnosed that the Battery's Electrical Control Module was defective and needed to be ordered. On Aug 8, it was ordered with a critical priority case number. I was advised that the BECM was back-ordered, with an unknown delivery date.

On Sep 22 with no repair date nor an arrival date, I opened a case with Better Business Bureau Auto Line [REDACTED]. Ellwood from the GM Buiseneee representative was assigned to address and resolve the matter. Ellwood kept me informed on the progress in obtaining the part. On Oct 5, Ellwood informed me the part was found in the GM facility and they would FEDEX as soon as possible. I informed Mr. Little of the status. On Oct 10, Ellwood provided me the FedEx Shipment tracking number [REDACTED] at which time I provided the tracking info to Mr. Little to be on the lookout.

Today I was advised that the part was received on 10/110, however, Mr. Lilltle decided to repair another vehicle. When I questioned why wasn't my vehicle repaired after the weeks I and Ellwood have been working with GM to locate the part Mr. Little decided to repair the other vehicle, and that I would get the next part ordered. I'll like to note the part is still Backordered with no delivery date expective.

I informed him it was unacceptable because Ellwood and I have been informing him of the progress as well as the FEDEX delivery. He then stated that I need to pick up my car that he would not service it and return the rental provided. The vehicle will not start and towing it to another dealership is unfeasible.

As a disabled combat veteran, with severe medical conditions, I need to retain the rental to make my appointments at the Orlando VA Medical Center.

As a former senior military officer, I have never been subjected to such bad customer service and berated in such a manner even after I have been working with GM for the procurement of the needed part.