



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: Newport Beach

**Manufacturer's Position:**

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We strive daily to maintain the highest levels of satisfaction with our products.

General Motors believes this vehicle meets the California Lemon Law and is willing to replace according to the rules of the California state-certified arbitration program.

**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     By phone     In person     In writing

Form completed by: Alejandra    Date: 2/14/2023

Future Contact: Angelica

Phone: 866-790-5600 Ext: [REDACTED] Fax: 866-215-9750

Please upload this form or return as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

CAMRF