

VOLT

CUSTOMER #:



2770 WAIWAI LOOP, HONOLULU, HI 96819

PHONE (808) 831-2560

A DIVISION OF JN GROUP INC. ESTABLISHED 1961

"where your experience matters"

\*INVOICE\*

PAGE 1

EWA BEACH, HI

HOME

BUS:

CELL:

SERVICE ADVISOR: 127 CARRIE FELIPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	16	CHEVROLET Volt			75652/75655	T4144

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB16 DD			17:00 18JAN23		0.00	CASH	24JAN23

R.O. OPENED	READY	OPTIONS:
10:14 18JAN23	12:09 24JAN23	ENG:1.5_Liter_DOHC

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

A CHK AND REPORT CHK ENGINE LIGHT IS ON  
400 PARTS ON B/O  
723 CSC 0.00 0.00

75652 LOST COMMUNICATION TO HPCM#2  
PARTS ON B/O NO ETA FOR PART THIS PART IS COVERED UNDER EMISSION WARRANTY COOLANT NOT COVERED CUSTOMER WILL HAVE TO PAY FOR COOLANT VERIFIED CONCERN, 8 U CODES ALL FOR NO COMMUNICATION WITH HPCM#2, WILL DO HPCM#2 UPDATE RECALL FIRST, DID SO AND NOW THE HPCM#2 IS COMMUNICATING, CLEARED ALL CODES, AND RECHECK OPERATION, ROAD TEST 5 MILES, VEHICLE OPERATING AS DESIGN, however, vehicle came right back, with code u2619/00 thru u2624, and per si dg, doc #5107213, and 4163312 says to replace battery energy control module, p&a sent LABOR OP CODE AND TIME #5031010 5.5

B CHK AND REPORT CAR WONT START AT TIMES  
400 REFER TO LINE E  
723 CSC 0.00 0.00

75652 RELATED TO LINE E RELATED TO LINE E

C N202307990  
RECALL REFER TO LINE E  
723 CSC 0.00 0.00

75652 PERFORMED ON LINE E PERFORMED ON LINE E

D N202307990  
RECALL REFER TO LINE E  
723 CSC 0.00 0.00

75652 PERFORMED ON LINE E PERFORMED ON LINE E

E RECALL N202307990 INCREASED CUSTOMER NOTIFICATION  
CAUSE: F  
RECALL PERFORMED RECALL  
723 WSCC (N/C)

75652 HPCM2 RECALL UP DATE PER SI, PERFORM HPCM#2 UP DATE RECALL,

SUPPLIES - A TOKEN CHARGE EQUIVALENT TO 14.7% OF THE PARTS AND LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE.  ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.  I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS: THIRD PARTY PAYMENTS DUE	
		SALES TAX	
(SIGNED) SERVICE MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #



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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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HOOK UP MDI2, PERFORMED HPCM#2 REPROGRAM, AND SET UP, CLEAR CODES, RECHECK OPERATION, VEHICLE OPERATING AS DESIGN \*\*\* LABOR OP CODE AND TIME #9105392 0.4, WARRANTY CLAIM CODE FOR PROGRAM [REDACTED] \*\*\*

F RECALL N192273660 EMISSIONS PIPE MAY RUB AGANIST A/C HOSE CONNECTOR RECALL PARTS ON B/O 723 CSC 0.00 0.00

75652 EMISSION PIPE RECALL PER SI DOC #5569213, INSPECT EMISSION PIPE FOR DAMAGE, REMOVE ENGINE COVER, AIR TUBE, AND PCV PIPE, INSPECT THERE IS NO DAMAGE, INSTALLED A RUBBER HOSE FOR NOW TILL PIPE PROTECTOR COMES IN

G CHEVROLET CERTIFIED SERVICE MULTI-POINT VEHICLE IN-SPECTION (COMPLIMENTARY)

GM CHEVROLET CERTIFIED SERVICE MULTI-POINT VEHICLE IN-SPECTION (COMPLIMENTARY) 723 CSC 0.00 0.00

75652 AUTO POINT MPI PERFORMED MULTI POINT INSPECTION SHEET ON THE WEB SITE

SUPPLIES - A TOKEN CHARGE EQUIVALENT TO 14.7% OF THE PARTS AND LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) SERVICE MANAGER OR AUTHORIZED PERSON (DATE)

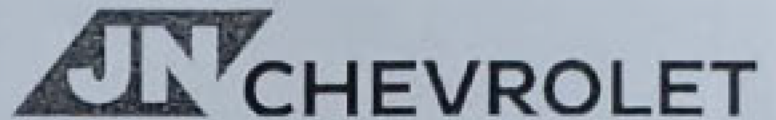
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I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS THIRD PARTY PAYMENTS DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:



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WORKORDER

PAGE 1

SERVICE ADVISOR: 127 FELIPE, CARRIE

EWA BEACH, HI

HOME

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	CHEVROLET Volt			75660/	T4555	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB16 DD			17:00 08FEB23		0.00	CASH	
R.O. OPENED		READY	OPTIONS: ENG:1.5_Liter_DOHC				
08FEB2023 14:12							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	400	723	CSC	CHK AND REPORT CAR WILL NOT START AT TIMES
# B	400		CSC	CHK AND REPORT SHIFT TO PARL LIGHT WILL COME ON AT TIMES
# C	400		CSC	CHK AND REPORT CHECK ENGINE LIGHT COMES ON AT TIMES
# D	GM		CSC	CHEVROLET CERTIFIED SERVICE MULTI-POINT VEHICLE IN-SPECTION (COMPLIMENTARY)

**ESTIMATE:** YOU WILL BE PROVIDED WITH A WRITTEN ESTIMATE OF CHARGES FOR REPAIRS MADE TO YOUR VEHICLE. YOUR BILL WILL NOT EXCEED THE ESTIMATE BY MORE THAN FIFTEEN PERCENT (15%) IF THE ESTIMATED COST OF REPAIRS IS LESS THAN ONE HUNDRED DOLLARS (\$100). UNLESS YOU APPROVE A LARGER AMOUNT BEFORE REPAIRS ARE FINISHED. IF THE ESTIMATED COST OF REPAIRS IS MORE THAN \$100 YOUR BILL WILL NOT EXCEED THE ESTIMATE BY MORE THAN TEN PERCENT (10%) UNLESS YOU APPROVE A LARGER AMOUNT BEFORE REPAIRS ARE FINISHED. IF YOU WISH TO WAIVE YOUR RIGHT TO RECEIVE A WRITTEN ESTIMATE OR NOTICE OF AN INCREASE IN ESTIMATED REPAIRS PLEASE INITIAL BELOW AND COMPLETE THE "CUSTOMER'S WAIVER OF RIGHT TO A REPAIR ESTIMATE" AND/OR "CUSTOMER'S CONSENT TO INCREASE COST OF REPAIRS ABOVE THE ESTIMATE PRICE" FORM(S).

I wish to receive a written estimate. In person: \_\_\_\_\_  
 By Fax to: \_\_\_\_\_ By E-Mail to: \_\_\_\_\_  
 I wish to waive my right to a written estimate and to complete the "Customer's Waiver of Right to a Repair Estimate" form.  
 I wish to waive my right to notice of an increase in the original estimated price and to complete the "Customer's Consent to Increase Cost of Repairs above the Estimate Price" form.  
 The cost for preparing an estimate is \$ \_\_\_\_\_.

**SHOP SUPPLY COSTS:** A charge equal to 14.7% of the total cost of labor and parts, not to exceed \$35 will be added to the Repair Order for shop supplies used in connection with the repair. \$2.50 Documentation storage fee.

**PAYMENT TERMS:** I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs, including labor, materials, and supplies. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component, but do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

**By Signing Below:** I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer X \_\_\_\_\_ Date \_\_\_\_\_  
 Dealer CAP 2014 Ford Drive, LLC (808) 831-2660 FAX (808) 831-2660

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED 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 ANY 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 THE ORIGINAL PARTS 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.

**SUBCONTRACTED REPAIRS:** Some repairs must be subcontracted due to the type of service required.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**STORAGE CHARGES:** I understand that a storage charge equal to \$175.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 24 hours from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

**PARTS:** All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements and may be installed at our discretion. Additional information is available upon request. Except for warranty parts (which will be presented to you for examination and not returned), and except for transmissions, differentials, and engine blocks, you are entitled to have replaced parts returned to you upon request.

Discard Replaced Parts \_\_\_\_\_ (INITIAL) Save Replaced Parts \_\_\_\_\_ (INITIAL)

CUSTOMER COPY

VOLT

CUSTOMER #: [REDACTED]

\*INVOICE\*



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EWA BEACH, HI [REDACTED]

PAGE 1

HOME [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 127 CARRIE FELIPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	16	CHEVROLET Volt	[REDACTED]		75652/75655	T4144

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75652 LOST COMMUNICATION TO HPCM#2  
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75652 RELATED TO LINE E RELATED TO LINE E

C N202307990  
 RECALL REFER TO LINE E  
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75652 PERFORMED ON LINE E PERFORMED ON LINE E

D N202307990  
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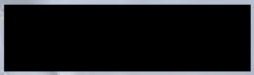
75652 PERFORMED ON LINE E PERFORMED ON LINE E

E RECALL N202307990 INCREASED CUSTOMER NOTIFICATION  
 CAUSE: F  
 RECALL PERFORMED RECALL  
 723 WSCC (N/C)

75652 HPCM2 RECALL UP DATE PER SI, PERFORM HPCM#2 UP DATE RECALL,

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		MISC. CHARGES	
		TOTAL CHARGES	
		LESS: THIRD PARTY PAYMENTS DUE	
(SIGNED)	SERVICE MANAGER OR AUTHORIZED PERSON (DATE)	SALES TAX	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
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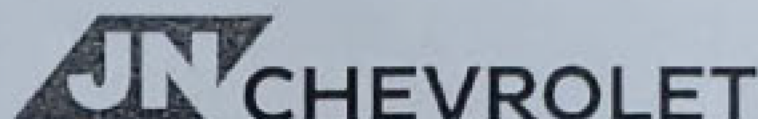
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MISC. CHARGES	0.00
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LESS: THIRD PARTY PAYMENTS DUE	0.00
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PLEASE PAY THIS AMOUNT	0.00

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EWA BEACH, HI

SERVICE ADVISOR: 127 FELIPE, CARRIE

BUS:		CELL:					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
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R.O. OPENED		READY	OPTIONS: ENG:1.5_Liter_DOHC				
08FEB2023 14:12							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
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I wish to receive a written estimate. In person: \_\_\_\_\_  
 By Fax to: \_\_\_\_\_ By E-Mail to: \_\_\_\_\_  
 I wish to waive my right to a written estimate and to complete the "Customer's Waiver of Right to a Repair Estimate" form.  
 I wish to waive my right to notice of an increase in the original estimated price and to complete the "Customer's Consent to Increase Cost of Repairs above the Estimate Price" form.  
 The cost for preparing an estimate is \$ \_\_\_\_\_.

SUBCONTRACTED REPAIRS: Some repairs must be subcontracted due to the type of service required. PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**SHOP SUPPLY COSTS:** A charge equal to 14.7% of the total cost of labor and parts, not to exceed \$35 will be added to the Repair Order for shop supplies used in connection with the repair. \$2.50 Documentation storage fee.

**STORAGE CHARGES:** I understand that a storage charge equal to \$175.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 24 hours from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

**PAYMENT TERMS:** I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs, including labor, materials, and supplies. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component, but do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

REVISED ESTIMATE	DATE	TIME	BY
ESTIMATE (1)			
ESTIMATE (2)			
ESTIMATE (3)			

**By Signing Below:** I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

**PARTS:** All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements and may be installed at our discretion. Additional information is available upon request. Except for warranty parts (which will be presented to you for examination and not returned), and except for transmissions, differentials, and engine blocks, you are entitled to have replaced parts returned to you upon request.

Customer X \_\_\_\_\_ Date \_\_\_\_\_  
 DealerCAP 2014 Ford Drive, LLC (06/13) WORKORDER TYPE 2 2202C "AS IS" HI-9893742

Discard Replaced Parts \_\_\_\_\_ (INITIAL) Save Replaced Parts \_\_\_\_\_ (INITIAL)

CUSTOMER COPY

In February of 2016 my wife [REDACTED] and I purchased a 2016 Chevrolet Volt new from Capital Chevrolet in San Jose, California.

The car has been completely paid off and we own it outright and have the title. We are a military family and in June 2019 we subsequently moved to Honolulu, Hawaii.

In December of 2022 we started having frequent issues getting our Volt to start (turn on). If we could get the car started, we would then sometimes have trouble getting it to turn off once we reached our destination. Rather than turning off, the car would display a message to "Shift to Park". It would take several attempts shifting between drive and park to get the vehicle to register that it was indeed in park and allow us to turn off the vehicle. Sometimes this would take 30 minutes or more. Once the car was off, we would then plug it in to charge the battery (it is a PHEV). At this point we would receive a message on the dash indicating vehicle is unable to charge.

On December 9th, 2022 I called JN Chevrolet in Honolulu, HI to advise them of the issues we were having with the car and to schedule a diagnostic inspection. The earliest date they could give me for the diagnostic inspection was January 18th 2023. The car was essentially unusable while waiting for this appointment.

Once at JN Chevrolet on January 18th 2023, their service advisor recommended a few recall updates in addition to a diagnostic to assess the issues the vehicle had been having.

About a week later I received a call from JN Chevrolet service department saying the recall updates were complete but my car also needed the Battery Energy Control Module replaced (BECM). I was advised the BECM replacement was under warranty and there would be no charge, however they did not have one in stock and would have to order the part. I was told the recall updates should have taken care of the issues I had been having and I could pick up my car and drive it as normal while awaiting the BECM.

I picked up my car from JN Chevrolet and began driving home. Unfortunately, the car only made it about 100 yards out of JN Chevrolet's parking lot before it stopped working. The service department was in the process of closing for the day, but I was able to get the attention of a couple of employees who pushed my car back to the dealership parking lot. They told me to call the next day and speak with my service advisor.

When I called, the service advisor said they had thought my Volt would work as normal but apparently it was going to require the new BECM to be installed before the car could be used as normal. Because the car was inoperable, it stayed in the JN Chevrolet parking lot. A couple of weeks later (I believe in February 2023) a JN Chevrolet service advisor called me to

inform me the BECM had arrived however they needed to wait for further guidance from GM regarding the BECM installation. The service advisor seemed to be a bit unclear on details of the delay origins but it seemed to have had something to do with Chevrolet updating BECM software for installations? She said there were several Volts in shop with the exact same issue and that they'd had to turn away additional Volts until they can complete repairs on those already there. I was told the 2 other Chevrolet dealerships on Oahu that have certified Volt Technicians are experiencing the same delays.

It has now been about 130 days without my car and JN Chevrolet says they have no ETA on when they can complete repairs on my car. The car and necessary parts are at JN Chevrolet but apparently they are awaiting further guidance from GM/Chevrolet. I was again assured this will all be covered under manufacturer's warranty which is great, but when?