

Customer Name: [REDACTED]

VIN#: [REDACTED]

Y,M,M: 2017 Chevrolet Volt

Lawsuit: N/A

Law Firm Info: Norris Law Firm

PC: J. Matthew Norris

[REDACTED]

F#: 919-926-1676

E: matt@lemonlawnc.com

A: 1033 Bullard Court, Suite 207

Raleigh, North Carolina 27615

Date on Demand/Complaint Letter: October 26, 2018

In-Service Date: 01/28/17

CAM: Wes Preece

P: [REDACTED]

E: wes.m.preece@gm.com

BRM: Bobby N Qureshi

P: [REDACTED]

E: bobby.qureshi@gm.com

Legal Assistant

Name: Mary Livingston

Email: mary.livingston@gm.com

P#: [REDACTED]

VIN Scan

Comments: Previous SR's Found: Yes

[REDACTED] US

Opened- 10/06/17-11/04/17

Concern - recalls

Resolution - reviewed Document ID: [REDACTED] the connector in the fuse cover related to the p0a0c should not cause codes if has the latest calibrations per PIC6211A and team meeting

[REDACTED] S

Opened- 06/14/18-06/26/18

Concern - CEL ON AND MAKES A LOUD NOISE WHEN VEHICLE GOES INTO ENGINE START MODE

Resolution - Replaced wire harness assembly

[REDACTED]

Opened- 07/03/18-07/14/18

Concern - No start intermittently

Resolution - Similar concerns have had to replace the BECM.

[REDACTED] US

Opened- 10/18/18- Still open

Concern - CEL ON, WONT ALWAYS DRIVE IN ELECTRIC

Resolution - You would be correct if there are no loose terminals the only thing left is the BDU or loose Terminals I'm

[REDACTED]

not there so I cannot tell you which one it is.

[REDACTED]
Opened- 10/19/2018-10/19/2018
Concern - Restricted Part for PQC/TAC SR [REDACTED]
Resolution - Part Order

[REDACTED] BBB ADR
Opened- 10/26/2018- still open
Concern - Filing with BBB
Resolution - Still open

Open Recalls- Y/N
Branded Title/ Warranty Block – No
Previous Goodwill-No

Selling Dealer Name: Hendrick Chevrolet Buick GMC Cadillac Southpoint
BAC: 113968
A: 127 Kentington Dr
Durham, NC 27713
P: 919-354-7800

Service Manager: Cassandra Miller
GMID: CMILLER7246
E: cassandra.miller@hendrickauto.com

DMA: Timothy (Tim) Groves
P: [REDACTED]
E: tim.groves@gm.com

- Note attached form needs to be sent to TACHELP@gm.com
- Email Subject line to include BRC Case # and FRA

This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Luis at EXT [REDACTED] If caller is a customer, refer them to their attorney.

