



ID Number Search Results

Complaints	Investigations	Recalls	Service Bulletins
1	N/A	N/A	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 12/03/2012 **Date of Incident:** 12/01/2012
Component(s): ELECTRICAL SYSTEM , POWER TRAIN **NHTSA ID Number:** 10487226

All Products Associated with this Complaint ▲

Vehicle Make - Model - Model Year(s)
 CHEVROLET VOLT 2012

Details ▲ **1 Associated Documents** ▼

Crash: No **Fire:** No **Number of Injuries:** 1 **Number of Deaths:** 0

Manufacturer: General Motors LLC

Vehicle Identification No. (VIN): 1G1RB6E4XCU...

SUMMARY:

DRIVER HAD RETURNED HOME, STOPPED CAR, DEPRESSED GEAR SHIFTER BUTTON TO PUT GEAR IN PARK, AND WAS ELECTROCUTED FROM THE POINT OF GEAR SHIFTER. THE VEHICLE WAS ALREADY SLATED TO BE "REPURCHASED" BY GM DUE TO OTHER ONGOING MECHANICAL MALFUNCTION ISSUES. THE VEHICLE WAS RETURNED TO THE DRIVER FOR USE WHILE THE NEW VEHICLE WAS BEING BUILT BY GM FOR DELIVERY TO THE DRIVER. WHEN THE VEHICLE WAS AT THE DEALERSHIP FOR ADDITIONAL MALFUNCTIONING REPAIRS, THE LAST TIME BEFORE INCIDENT (INCLUDING A MALFUNCTION WITH THE MAIN BATTERY COMPONENT THE DEALER DETERMINED) THE DEALER'S MECHANIC REPORTED FINDING A "STIFFNESS" OR MALFUNCTION WITH THE GEAR SHIFTER. THE DEALER ORDERED AND REPLACED A PART TO THE GEAR SHIFTER. THE DRIVER DROVE THE VEHICLE WITHOUT INCIDENT FOR ABOUT THREE WEEKS BEFORE THE ELECTROCUTION OCCURRED. GM WAS INFORMED OF THE INCIDENT IMMEDIATELY AFTERWARDS. GM INSTRUCTED DRIVER TO CALL 911 TO HAVE "FIRST RESPONDERS" DISCONNECT THE POWER IN VEHICLE. FIRE DEPT REFUSED TO CUT POWER CABLES IN VEHICLE, FOR LACK OF KNOWLEDGE OF THE SYSTEMS, AND FEAR OF THEIR SAFETY, SINCE THE DRIVER WAS NO LONGER IN DANGER INSIDE OF VEHICLE. LUCKILY, WHEN INCIDENT OCCURRED, DRIVER WAS ABLE TO QUICKLY REMOVE THEIR POINT OF CONTACT FROM GEAR SHIFTER BEFORE THE HAND AND ARM MUSCLES HAD INVOLUNTARILY CONTRACTED IN PLACE PERMANENTLY CLOSING THE CONTACT AND RESULTING IN FURTHER ELECTROCUTION. DRIVER SUSTAINED SIGNIFICANT ELECTRICAL SHOCK INJURY TO HAND/ARM INCLUDING PAIN, SHOCK, SORENESS, NUMBNESS, AND TINGLING SENSATION. SINCE INCIDENT, GM IS ONLY WILLING TO TRANSFER DRIVER TO THEIR PRODUCT ALLOCATION DEPARTMENT WHICH ACTS IN A LEGAL CAPACITY AND ACCEPTS CLAIM REPORTS FOR FURTHER INVESTIGATION. DRIVER'S IMMEDIATE CONCERN IS NOT TO SUE GMBUT TO INSURE ALL REASONABLE EFFORTS ARE MADE TO INFORM OTHER VOLT DEALERS OF INCIDENT AND HOPEFULLY PREVENT OTHER DRIVERS FROM BEING ELECTROCUTED. *TR.....UPDATED 01/30/13 *BF UPDATED 2/4/2013 *JS

10487226-6680

Fax

Santa Rosa Valley, CA
(fax)

To: Will Godfrey

From:

US Dept. Of Transportation
NHTSA - Office of Defects
Investigation
Defects Assessment Division

JAN 2 2013

Fax: 202 366 1767

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Phone: (202) 366-5231 (ph) X1767

Date: 12/10/2012

Re: Chevy Volt concern documents:

1. Repair order
2. ER Medical documents

Urgent

For Review

Please Reply

• **Comments:**

Dear Will,

Please find enclosed a copy of the Repair order for the Drive Motor Battery Junction Block and the ER Medical documents that the hospital sent home with us. Please let me know if you have any questions on either of those fronts.

Sincerely,

[Redacted signature block]

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CUSTOMER NO 91598	ADVISOR HOUSE DEAL	TAG NO 8254	INVOICE DATE 11/13/12	INVOICE NO CVCS492636
	HOUSE DEAL 540	MILEAGE 12,365	COLOR WHITE DIAMO	STOCK NO C12107
	YEAR/MAKE/MODEL 12/CHEVROLET/VOLT/4DR SDN		DELIVERY DATE 02/24/12	DELIVERY MILES 98
	VEHICLE ID NO 1G1RB6E4XCU		SELLING DEALER NO 20388	PRODUCTION DATE
	FTE NO	PC	RD DATE 10/24/12	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

CUSTOMER STATES ON CONVERSATION TO ADVISOR AT PARADISE CHEVROLET THAT VEHICLE TURNING ON AND OFF ON ITS OWN. PARADISE CHEVROLET ADVISOR ADVISED TO HOLD POWER BUTTON DOWN FOR 60 SECONDS TO TRY TO SHUT OFF VEHICLE. HOLDING DOWN BUTTON DID NOT SHUT OFF VEHICLE. VEHICLE CONTINUED TO TURN ON AND OFF ON ITS OWN DRAINING BATTERIES. VEHICLE TOWED IN TAKE PICTURE OF DASH DOWN LOAD IN FOR BEFORE BATTERY LOW CHECK FOR CODES UPON TOW IN FOUND DASH LIGHT ON CUSTOMER STATES WONT SHUT OFF FOUND 20 LOW VOLTAGE CODES CHARGE BATTERY AND RETEST SYSTEMS FOUND P01AA AND P0076 HIGH VOLTAGE PRESENT CODES TRY TO CLEAR SHOWING CURRENT CODES CALL TAC PERFORM HIGH VOLTAGE PRESENT TEST OK TAC RECOMMENDS CLEAR SECURED HIGH VOLTAGE CODES STILL CURRENT CODE. REPLACED DRIVE MOTOR BATTERY JUNCTION BLOCK REALY ASSEMBLY SMOKE TEST BATTERY ASSEMBLY BEFORE INSTALLATION CLEARED SECURED HIGH VOLTAGE STILL CURRENT RETEST FOR HIGH VOLTAGE OK RECONNECT AND RETEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22856646	RELAY 2.200		WARRANTY
JOB # 1	-1	22856646	CORE RETURN		WARRANTY
JOB # 1	1	22800959	KNOB 4.006		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

SET TIRE PRESSURE IN ACCORDANCE TO STATE REGULATION
LEFT FRONT
RIGHT FRONT
LEFT REAR
RIGHT REAR
SET TIRE PRESSURE TO SPECIFICATIONS
FREE SERVICE-NO CHARGE TO CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

PER INSPECTION FOUND TRANSMISSION SHIFTER BINDS
REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	110942	7657	10/24/12	TOW	WARRANTY
JOB # 1	110954	WAIT	11/13/12	CAR RENTAL	WARRANTY

ALTERNATIVE SOURCE INC. (800) 344-4254

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.