



## Chevrolet Volt battery fire investigation

Dec-1-2011

A [press release](#) has been issued by General Motors in response to the recent news of a battery fire that occurred in a Chevrolet Volt, three weeks following an NHTSA crash test. This event has led to an investigation of the fire by NHTSA.

As indicated in the press release, GM has pointed out the following facts regarding the Volt:

- The Volt is a very safe vehicle that has a five-star safety rating.
- There have been no electrical fires on public roads and NHTSA is not investigating any potential failure of the vehicle while in operation.
- NHTSA has not requested GM to stop production, or to issue a safety recall.

If you currently have a Volt in operation or in the order pipeline, your PHH Account Team will contact you to discuss any questions that you may have. It is PHH's understanding, through conversations with our GM representative, that a GM Service Account Executive will be contacting you to provide you with a copy of GM's Volt owner letter (you can also read the letter [here](#)), and to allow you the opportunity to discuss the situation in more detail.