

For Your
Information

Spring Hill, FL

August 23, 2022

CL-11485155-1000

Mary Barra, Chair and Chief Executive Office
General Motors
300 Renaissance Ctr.
Detroit, MI 48243

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear Ms. Barra

This letter is to ask your assistance in the recall notice: GM# N212345940, NHTSA# 21V650; [REDACTED]
Status: INCOMPLETE. REMEDY NOT YET AVAILABLE for our Chevy Bolt VIN 1G1FZ650XM [REDACTED]

The vehicle was purchased in August 2021 by [REDACTED] our friend and neighbor for many years. Upon his death, we received the car which has had a safety recall for over a year on the battery. [REDACTED] and I have enquired several times via the GM Owners portal and the dealership; Castrota Chevrolet, 12930 US-19, Hudson FL 34667; about the recall status. The only answer we've received is, Recall Status: INCOMPLETE. REMEDY NOT YET AVAILABLE.

I find it very difficult to believe that a company such as GM does not have a fix or status for this issue. I also find it disheartening that GM, would continue to sell the vehicles including the 2022 Bolt without a remedy for this safety issue and put your customers at risk.

As an owner we are frustrated at the lack of communications put out by GM. Because of this recall we cannot enjoy the full use of this vehicle due to the safety concerns, the driving mileage limitations, and being unable to garage the vehicle. Therefore, we are asking for an accurate status and resolution of the recall, and what is GM going to do for the owners of these vehicles. A fix is in order and I would think an extension of the vehicle's warranty would, at a minimum, be a first step in good faith by GM.

We are looking forward to your timely reply on this issue.

Sincerely yours,

Cc. Mr. Jack Danielson, Director of National Highway & Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590

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Spring Hill, FL

Received 9/17 by ES
to NEF

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SAINT PETERSBURG FL
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Mr. Jack Danielson, Director
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1200 New Jersey Avenue SE
Washington, DC 20590

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