

FROM THE DESK OF

March 21, 2025

Subject: Complaint Regarding BECM Failure and Unfair Repair Costs - 2016 Chevrolet Volt

To the Investigations Team,
National Highway Traffic Safety Administration (NHTSA),
1200 New Jersey Avenue, SE,
Washington, DC 20590

Dear NHTSA Investigations Team,

I am writing to bring your attention to a serious and ongoing issue involving my 2016 Chevrolet Volt, which is experiencing the exact same Battery Energy Control Module (BECM) failure problem covered under Special Coverage Adjustment N232432680. This issue, which can result in reduced power mode, a no-start condition, or a no-charge condition, has been recognized by General Motors (GM) for model years 2016-2018 Chevrolet Volt vehicles.

GM has acknowledged this defect and extended the warranty for the BECM to 15 years or 150,000 miles, whichever occurs first, from the vehicle's original in-service date. This warranty extension is meant to cover BECM-related repairs at no charge to the customer.

Despite this, GM has repeatedly claimed that my vehicle is not covered under this campaign, even though my vehicle clearly matches the documented defect. My family has contacted GM numerous times about this problem since we became aware of the NHTSA investigation, but GM's representatives and various dealerships continue to dismiss our concerns, insisting that we must pay out-of-pocket for the repairs.

Over the years, we have been forced to reset the computer countless times to temporarily bypass the issue. Unfortunately, this only provided a temporary fix, as the problem would reoccur unpredictably, sometimes leaving the car completely inoperable and requiring it to be towed. This situation has not only been financially burdensome but

CONTACT

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has also created dangerous circumstances for my family members, especially my sister, who was stranded on multiple occasions due to the vehicle suddenly failing.

Recently, we had no choice but to purchase a new BECM from a Chevrolet dealer at a cost of approximately \$700.00. When we contacted GM again, they insisted that my VIN was not covered under the extended campaign, despite the fact that the campaign explicitly mentions model years 2016-2018.

Furthermore, I agreed to pay for the repair at the campaign's listed time of 5.3 hours, even at the excessive rate of \$250 per hour. However, once the dealer had possession of the vehicle, they claimed that campaign times and customer pay times are different. As a result, I was charged for 10 hours of labor, costing over \$2000.00, not including the parts.

Adding to the frustration, I have already reported this matter to your NHTSA complaint team but have received no response. This lack of communication is deeply concerning given the safety and financial implications involved.

It is unacceptable that GM refuses to cover the repair for a well-documented defect that is clearly part of the extended campaign. I am respectfully requesting the NHTSA to consider my case as part of your ongoing investigation and take appropriate action to ensure that GM upholds its responsibility to cover the repair costs for this defect.

My family should not be forced to bear the cost of a repair that GM has acknowledged as a widespread and hazardous issue. Additionally, I would appreciate a follow-up from your complaint team regarding my previous submission, as it appears to have been ignored.

Please feel free to contact me for additional information or documentation. Thank you very much for your attention to this matter, and I appreciate your consideration of my complaint.

Sincerely,

[REDACTED]

Rosemead, CA

[REDACTED]

Phone

Email

[REDACTED]

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