



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



August 22, 2025

[REDACTED]
[REDACTED]
Rosemead, CA [REDACTED]

NEF-109 rrr
Ref. No. 11641610

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Chevrolet Volt vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We received a previous report about your vehicle problem through our www.nhtsa.gov website on February 9, 2025 (Ref. No. 11641610). Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We are aware General Motors (GM) Special Coverage (N232432680) for MY 2016 through MY 2018 Chevrolet Volt vehicles. GM has decided to extend the warranty of the Battery Energy Control Module (BECM) to 15 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first. GM took this action as a result of ODI's investigation, preliminary evaluation (PE) 23002 to analyze a loss of motive power due to BECM failures in MY 2016 through MY 2019 Chevrolet Volt vehicles (resume enclosed). According to Carfax, at the time we received your complaint through our website, your vehicle had over 200,000 miles, which exceeds the mileage limitation for the Special Coverage Program. As such, your vehicle is ineligible for a free BECM replacement.

Please note that the special coverage program at issue was initiated by GM and is not a safety recall. The issuance of a special coverage program or extended warranty by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer special coverage programs to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's special coverage and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We encourage you to continue to work with GM and your local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a GM district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the internet complaint form at ftc.gov/complaint.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: PE23022

Prompted By: VOQ Review and EWR Field Report Review

Date Opened: 11/29/2023

Date: 03/03/2025

Closed:

Investigator: Sean A Hays

Reviewer: Sharon Yukevich

Approver: Tanya Topka

Subject: Loss of Motive Power due to the Battery Energy Control Module

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: General Motors, LLC

Products: 2016-2019 Chevrolet Volt

Population: 72,926

Problem Description: Alleged Battery Energy Control Module (BECM) failure can cause a loss of motive power, including a stall, reduced power state, or a no-start condition. Loss of motive power can occur at various speeds and vehicle may not have the ability to restart afterwards.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	200	15,436	0	0	15,574*	CONF
Crashes/Fires:	1	0	0	0	1	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This Preliminary Evaluation (PE) is closed with a manufacturer action. General Motors issued Special Coverage N232432680 on March 6, 2024.

Summary:

On November 29, 2023, the Office of Defects Investigations (ODI) opened PE23022 to investigate allegations of a loss of motive power, including a stall, reduced power state, and/or a no start condition due to the Battery Energy Control Module (BECM) in model year (MY) 2016-2019 Chevrolet Volt passenger car vehicles manufactured by General Motors (GM).

The BECM is located within the high voltage electric vehicle (EV) battery pack and monitors the temperature, current, and voltage of the high voltage battery cell groups. GM stated that the root cause was identified as an internal failure leading to a loss of communication within the BECM and does not pose a risk to motor vehicle safety. GM further stated that the failure cannot result in a complete stall, only a reduced power mode, no start condition, or a no charge condition. GM additionally stated that if these conditions occur, the driver will be warned via a Malfunction Indicator Lamp (MIL) and/or a reduced-propulsion message in the Driver Information Center (DIC). Data received and analyzed by ODI from all sources indicates that nearly all related BECM failures caused conditions aligning with GM's predicted outcomes. Despite the large number of warranty claims, nearly all failures were not safety-related, i.e., not a stall or reduced power mode. ODI is aware of a single minor crash and no injuries or deaths.

In March 2024, GM issued Special Coverage N232432680, which was mailed to consumers, addressing BECM failures in certain MY 2016-2018 Chevrolet Volt vehicles. This special coverage provides an extension of the warranty coverage for the BECM from 8 years / 100,000 miles to 15 years / 150,000 miles for all 2016-2018 Chevrolet Volts. Additionally, GM stated that replacement components are sourced from a different supplier and not susceptible to the failure.

In view of the Special Coverage issued by GM, the existing warranty coverage already in place, and the low number of safety-related occurrences, ODI is closing this Preliminary Evaluation (PE). The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency reserves the right to take additional action if warranted by future circumstances.

To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).