

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

wrong with the car, no alterations had been made to it, and the dashboard didn't show any warnings during that one last trip. Based on the above, I believe the problem was a high voltage battery runaway thermal event.

Between midnight and 3 am I made several attempts to contact Chevy, the dealership, etc. I got a hold of someone from the dealership via iMessage and I told them what happened. I could not get a hold of anyone at Chevrolet itself. I tried your online iMessage platform but got what looked to be a robot menu of a response. I called your warranty phone number but the call dropped after a phone tree. I can send you all my call logs. The next day I called the dealership and they told me that if the cause is under warranty, that the warranty would pay. I tried to get help from them during the week but they said they would not be able to give me any updates and to call my insurance. I was under the impression that the dealership would help me through this process and with the warranty.

Was a field product report even filed with GM? Around July 9th we got word that the insurance declared it a loss. We told our insurance to not close the claim because the car is still under warranty. We have not taken any money from them. As I said earlier, the dealership told me that if the cause is under warranty that the warranty would pay.

They worked so hard to get me to buy this car, but then left me to fend for myself after a situation that was potentially life threatening and caused by your vehicle. Vehicles don't catch fire by just sitting there.

On July 9, I immediately contacted your customer service number and they set up an appointment with your PAC team for Wednesday 7/15 at 8am. The PAC rep heard my story but at the end said that because I contacted my insurance before contacting GM, that there was nothing they could do for me and that was their policy. Where can I find a copy of that policy? Was it provided to me when I bought the car? Again, from midnight of the incident until around 3 am I tried to get help from Chevrolet and from the dealership. Even on Wednesday 7/15 I called the dealership and a sales manager told me that there was nothing they could do, that GM tells them what to do, the dealership does not tell GM what to do. Do you tell dealerships to avoid warranty claims and tell them to lead customers towards working only with the insurance company even if the car is under warranty? This is very frustrating and it seems to me that GM/Chevrolet is trying to sweep the issue under the rug, hope I take the insurance money and not go through the warranty so they have deniability that they knew their vehicles have faulty batteries, that their vehicles are defective and they could seriously injure or even kill people.

I want GM/Chevrolet to investigate the cause of the thermal event so that other people don't get hurt. I want to file a warranty claim with GM/Chevrolet and if the cause of the thermal event is due to a product under warranty, I want GM/Chevrolet to at least honor the warranty.

As of today 7/19/2020 the car is at the northern Virginia AIAA: [REDACTED]

You have no reason not to investigate. The car is still under your warranty.

I would greatly appreciate you working with me and my family to restore our trust in your company and your vehicles. Thank you.

Yesterday at 10:21 PM 9 tags

Private Replying To [REDACTED]

Thank you for following up and sharing these details [REDACTED]. While we are unable to guarantee a specific outcome, we are more than willing to confirm your situation has been documented and the appropriate teams have taken any needed steps. When you have a moment, please send us your VIN or case number. We hope to hear from you again soon.

Amanda M.

To learn more about our Privacy Policy, please visit the following link: <https://www.gm.com/privacy-statement.html>

1 hr ago 2 tags

Internal Note by Amanda Mac 1 hr ago

Safety follow up restarts as customer responded but did not provide info to confirm case or documentation

@chevrolet **Private** [REDACTED]

59 min ago 3 tags

Private Replying To [REDACTED]

We appreciate you providing this [REDACTED]. At this time, we need additional information to escalate this to the appropriate teams. When you have a moment, please provide the information below.

1. Best time to call you? (Include time zone, i.e. 9am eastern)
2. Did anyone seek professional medical attention and if so, who?
3. Description of the damage to property, other than the vehicle:
4. Current Mileage:
5. Email address:
6. Phone numbers:
7. Mailing address: