



Josh Stein
Attorney General

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CONSUMER PROTECTION
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November 22, 2022

General Motors
300 Renaissance Ctr
Detroit, MI 48243-1402

Re: File N [REDACTED]

Dear Sir or Madam:

The Consumer Protection Division has received additional correspondence from [REDACTED] regarding the complaint filed with our office. A copy is attached for your review.

Please submit your response electronically using your business' letterhead, indicating the name of the person sending the response. Your electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5mb, including attachments.

Sincerely,
Nathan G. Drosopoulos
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

Attachment(s)

From: [REDACTED]
Sent: Thursday, November 17, 2022 8:04 PM
To: [Drosopoulos, Nathan](#)
Cc: [REDACTED]
Subject: [REDACTED]
Attachments: [REDACTED] Funds Reimbursement for a Rental for your 2017 Chevrolet Volt, VIN [REDACTED]

Mr. Drosopoulos,

When [REDACTED] called to tell me GM had denied any wear and tear reimbursement for the use of a borrowed vehicle during the delay for parts, she indicated to me two key things: GM wanted to reimburse affected parties similarly and that, if the fuel receipts had been absent, GM would have reimbursed at 18 cents per mile. [REDACTED] 2017 Volt was diagnosed on 8/20/2022. In the attached email, dated 09/29/2022, you can see this is when [REDACTED] finally received anything close to enough information to obtain a rental vehicle. More than a month had passed and [REDACTED] had been forced to borrow a vehicle during this time while GM couldn't even provide the necessary details. Keep in mind, rentals in the Asheville area during the span from 8/20-10/20 were averaging \$130/day for a gas vehicle and [REDACTED] had been encouraged to rent an electric vehicle since she drives her Volt as an EV, utilizing its battery range. This cost was more than \$190/day for an EV rental. Despite the pricing, there was no supply available in the Asheville area and the closest rental was in Charlotte. GM would not confirm if travel expenses would be covered to obtain a rental from Charlotte, NC.

We specifically asked for wear and tear because the vehicle available to borrow was a 1993 Ford Ranger. For more than a year, we have been contacting tire manufacturers in an effort to find tires to buy in the original spec size. At that time the truck was built and sold with 14" wheels. In order to replace tires, we are being told to purchase new rims in a larger size and new tires. Knowing this is the case, we try to limit the miles put on this truck. It is a backup vehicle for a reason and would never have needed to be used had GM had the BECM part available in a timely manner or COMMITTED TO A RECALL since this affects Volts 2016-2019.

Being reasonable, we ask that GM reimburse the mileage (964 total miles) at the difference between the federal mileage reimbursement rate of 62.5 cents per mile, minus the 18 cents GM would have paid for fuel if receipts were not submitted. That total is an additional \$428.98. While GM may feel that is a lot, it is less than 1/4 the price to replace the tires on the truck. It is also less than the cost of a single WEEK of a rental vehicle. Sandra was entitled to rental coverage for more than 8 consecutive weeks!

Also, in regards to [REDACTED] mention that GM wanted to reimburse affected parties "similarly," I can prove GM hasn't been equitable, fair or similar to anyone in the Volt family affected by the BECM. I have proof of GM buying back a 2017 Volt at full purchase price in October 2022, I have proof that not all owners were offered GM Rewards points (in fact, I was never offered during my own month-long wait for a BECM and am filing a complaint in my home state concurrently with

this reply). I have numerous Volt owners who can attest they've been in a rental for more than four months.

So while I understand, \$428.98 is not small, it is much, MUCH smaller than what GM could have paid and it is still smaller than the wear and tear on the vehicle we used because GM took so long to get proper information to [REDACTED] in regards to a rental. Waiting over a month was completely unacceptable and we are only asking to be treated fairly.

Thank you for your assistance in this matter.

[REDACTED]

On Mon, 14 Nov 2022 at 15:23, Drosopoulos, Nathan <ndrosopoulos@ncdoj.gov> wrote:

Please see the attached correspondence regarding your complaint.

Regards,



Nathan Drosopoulos
Specialist, Complaint Program Section
Consumer Protection Division
(919) 716-6040
ndrosopoulos@ncdoj.gov
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ncdoj.gov

Please note messages to or from this address may be public records.

**STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
ATTN: Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001**

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