



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

12/6/2022

Michelle Mock
General Motors Corporation
PO Box 33170
Detroit MI 48232

Dear Michelle Mock:

The Better Business Bureau received the enclosed complaint about your business. The complaint was submitted by [REDACTED] on 12/6/2022 and was assigned an ID of [REDACTED]. The consumer's complete contact information has been provided for your reference.

Please review the enclosed complaint details and provide your written response within the next fourteen (14) calendar days. If a response is not received within the allotted time frame, a follow-up letter will be sent. Should our office not receive a response after the follow-up letter, the complaint will be closed as no response. If additional time is needed to provide a response to our office, please call or email your complaint handler to request an extension.

If the complaint was received via email, click on the "Respond to this Complaint" link located on the left when you are ready to respond. If the complaint was received via postal mail or fax, please send your written response via email, fax, or postal mail. Once your response is received, we will forward that response to the complainant. Our goal is to assist you in retaining the business of your customer by resolving this dispute, however, we request your help to do so.

Feel free to call or email your complaint handler with any questions or if you would like to update your complaint receipt method on file. We ask that you send an email if you would like to receive future complaints via email so we may prevent any typos.

We look forward to working with you!

Regards,

Better Business Bureau
Sheryl Strong
Customer Engagement Specialist
Phone: [REDACTED] Fax: 248-356-5156
sstrong@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] - General Motors Corporation

Customer Information:

[REDACTED]
Aurora, CO [REDACTED]
Daytime Phone: [REDACTED]
E-mail: [REDACTED]

The details of this matter are as follows:

Complaint Involves:

Repair Issues

Customer's Statement of the Problem:

[REDACTED]

I purchased a brand new 2018 Chevy Volt which I mostly loved, until the point the EV control module died a little over 2 months ago. The dealership I had to get it towed to, tried to tell me it was just a 12V battery issue, replaced it and had me come to the dealership to pick it up. When I arrived, the service advisor drove it to the desk and the check engine lights all came back on and they shuttled me over to a rental car company. I have had to drive around a tiny little Geo Metro looking car for almost 2 months now as my vehicle is still down, waiting on parts. The Colorado snow makes this micro machine extremely unsafe. I can't swap it out because the dealership won't give permission, the GM customer service line won't call me back either, for over 3 weeks, to actually help resolve this safety concern, towing charges or the excessive time I have been without my first new car purchase. This is how they regard their customers. YOU are expendable, not worth the time investment and just another number on a balance sheet. There are more of YOU out there to coax into their glittery brand of EV vehicles that they cannot sustain. I highly suggest adding extended rental car insurance on you vehicle because they don't have the parts or labor bandwidth to support their endeavors, and YOU, the consumer will pay for it.

Desired Settlement:

Contact by the business

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.