

Background:

- Car has been unable to start since Sunday 1/22/2023.
- Car was towed to dealer on Tuesday 1/24/2023 (in anticipation of Thursday 1/26/2023 appt at Portsmouth Chevrolet)
- I researched symptoms and told Portsmouth Chevrolet that it appears to be a failure of the Battery Engine Control Module (BECM) (which also appeared to be related to a “shift to park” issue as well as problem with 12v battery).
- Thursday 1/26/2023 - Portsmouth Chevrolet reported BECM failure, shift to park issue, and 12v battery issues that would require estimated \$2,900 in repairs

Main Concerns:

- BECM is a know problem on Chevy Volts
 - **Technical Service Bulletin 18-NA-261**
 - June 24, 2018 - advised warranty repair until June 30, 2019 (I bought my car from Portsmouth Chevrolet July 2, 2019 - assumed it would be replaced)
 - Updated TSB March, 2022 to include 2019 model year and updated part (original BECM was reported to have faulty soldering)
 - Part is on significant backorder - recent GM Forum posts have reported 1-3 months. Portsmouth Chevrolet cannot order
 - **Class Action Lawsuit**
 - filed in Nov 2022 related to the BECM and other issues.
- BECM failure likely linked to “shift to park” and 12v battery issue
- GM Customer support offered rental reimbursement based on
 - Portsmouth Chevrolet had no loaners
 - Part was on significant backorder unavailable
 - I confirmed multiple times that I could go ahead with rental and be reimbursed... as of 2/6/2023 was told by phone agent that it was not guaranteed to be covered
 - (SEE TEXT THREAD DOCUMENT)

Minor Concerns:

- Challenges and confusion with communication
- 1st text rep Sarah gave me a 6 day estimated response after first contact
- Text rep Sarah → text rep Nicole
- Was told Nicole would call back → Nicole texted stating she wasn't phone rep
- Assigned to phone rep Ryan who mentioned BECM ordered 1/26 (neither me nor Portsmouth Chevrolet was informed)
- Follow up with Ryan - never called back transferred to another agent (SEE EMAIL)

Expectations:

- GM in coordination with Portsmouth Chevrolet provide assistance with BECM component (at a minimum)
 - “Shift to park”and 12v battery also appear connected to failure of BECM
- GM provides reimbursement for rental given the backorder and long wait for part
 - This falls under the **“Vehicle is unsafe to drive (concerns with stalling, brake failure, steering issues, inoperative headlamps, etc)**
 - BECM failure led car to hit “propulsion reduced” error while driving... losing vital acceleration making it dangerous to drive = hence, this falls under “stalling”
 - Furthermore, I confirmed several times that I could go ahead with rental by GM reps.