



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

2/9/2023

Shelly Samuel
General Motors Corporation
PO Box 33170
Detroit MI 48232

Dear Shelly Samuel:

The Better Business Bureau received the enclosed complaint about your business. The complaint was submitted by [REDACTED] on 2/6/2023 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
Candice Rugenstein
Customer Engagement Manager
Phone: (248) 799-0339 Fax: 248-356-5156
crugenstein@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] General Motors Corporation

Customer Information:

[REDACTED]
Portsmouth, NH [REDACTED]
[REDACTED]

The details of this matter are as follows:

[REDACTED]

SEE attached "Chevy Volt Casey Finch Letter". Failed BECM on 2017 Chevy Volt, part on significant backorder (part of two TSB), rental reimbursement offered by GM, etc. The Chevy Volt battery energy control module class action lawsuit was filed in the U.S. District Court for the Eastern District of Michigan (Southern Division): [REDACTED] v. General Motors, LLC. The plaintiff is represented by Weitz & Luxenberg, P.C., Branstetter Stranch & Jennings, PLLC, and the Indian and Environmental Law Group, PLLC.

Desired Settlement:

Billing Adjustment

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.