

For follow up

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**From:** [REDACTED]  
**Sent:** Tuesday, October 18, 2022 10:42:10 AM  
**To:** john.roth@gm.com <john.roth@gm.com>; mary.barra@gm.com <mary.barra@gm.com>; munhara.hamza@gm.com <munhara.hamza@gm.com>  
**Subject:** [EXTERNAL] Poor customer care - warranty service for Chevy Volt 2018, case [REDACTED]

ATTENTION: This email originated from outside of GM.

Hello GM executives,

I am writing with a certain amount of frustration in getting my car's repair resolved. My 2018 Chevy Volt Premier has trouble with the propulsion system and is in the AutoNation West Chevrolet service center for diagnosis and repair (since Aug 29, 2022).

Since dropping it off I have had difficulty getting responses from the service center on the diagnosis, prognosis, and warranty coverage. After 2 weeks I attempted to pick up the car to use it for critical transportation over the weekend only to be notified when in person that it would be dangerous to attempt to drive. It was then that the some second hand information was given to me that the car had a failed BECM and that a replacement was on order with no known delivery date.

They could not say whether it was covered by warranty, although I have since learned through my own research that it should be, and the dealership would not offer replacement transportation. I have escalated this to GM Customer Care with the above mentioned case number and have had contact with Lori, my care advisor, but she seems to ignore critical questions I have about warranty coverage, rental car reimbursement, and queries on potential vehicle buy-back due to dissatisfaction with the propulsion system problems.

This has affected my outlook on GM products and support. This experience suggests to me that GM is not in control of the quality of its electric vehicle development and certainly inhibits consideration of future GM vehicles for purchase. In summary, I own a Chevy Volt that's not drivable, it can't be fixed in the foreseeable future, and I am stuck trying to resolve my transportation shortcomings as a result. Please use this example to emphasize better communication and service to your customers, because this one is suffering.

Sincerely,

[REDACTED]