

From: [REDACTED]
Sent: Wednesday, November 16, 2022 7:45 AM
To: Mary Barra (She/her/hers) <mary.barra@gm.com>
Subject: [EXTERNAL] Volt Repair under warranty

ATTENTION: This email originated from outside of GM.

Dear Ms Barra,

I am writing to you as a last resort for help getting my 2017 Volt repaired. On August 17 it was determined that the computer needs to be replaced. This is under warrantee. The issue is no one can tell me when the car will be repaired. I have been working with Chevrolet Customer Assistance and Davidson Automotive dealer in Rome NY. I am very concerned because they are both telling me that there is no ship date for the part, and it is likely there may never get the part because the Volt is no longer made. The dealer has been very supportive and has provided a loaner which is very appreciated. Customer Assistance has been trying to help. But my concern is that winter is approaching and the dealer says they cannot store the car in doors in a protected area. So, there is a strong likely hood that the car will be exposed to the elements all winter long. I live in upstate NY where it is not uncommon for lots of snow and 20 below temperatures. I have asked if I can just store it in my garage and they tell me that I cannot have a loaner if the Volt is not at the dealer site. I have asked about renting a garage close by and it is the same answer. I even offered to pay for the rent.

If the Volt cannot be fixed in a reasonable time, then ir seems reasonable to either.

1. store it where it is protected from further damage. The dealer says they have no inside storage space.
2. Let me store it while I have the loaner.
3. Buy it back from me or accept it as a trade at the used car value for its make, year and model and I will buy a GM car at Davidson. Just don't tell me the value is low because it needs repair.

Please help, I am trying to be reasonable. I understand the supply chain issues but as a car under warrantee it should be repaired in a reasonable time or replaced

Best Regards and Thank you in advance.

[REDACTED]

[REDACTED]

Clinton NY [REDACTED]