

█ and Team,

Below is an email sent to █ from customer █ regarding 2017 Chevrolet Volt. Can you please review the email and handle as appropriate?

Thank you,

Alicia

**From:** Craig Buchholz <craig.buchholz@gm.com>  
**Sent:** Friday, September 9, 2022 3:45 PM  
**To:** Alicia Pitcher <alicia.1.pitcher@gm.com>  
**Subject:** Fwd: [EXTERNAL] Owner Complaint, of the availability of Battery Energy Control Module (BECM) (part #242969-00)

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**From:** █  
September 9, 2022 9:30:29 AM  
**To:** [craig.buchholz@gm.com](mailto:craig.buchholz@gm.com) <[craig.buchholz@gm.com](mailto:craig.buchholz@gm.com)>  
**Subject:** [EXTERNAL] Owner Complaint, of the availability of Battery Energy Control Module (BECM) (part #242969-00)

**ATTENTION:** This email originated from outside of GM.

Dear Mr. Bucholz

I'm writing you as a result of the lack of service received on my 2017 Volt [REDACTED], as well as a lack of availability of the replacement part. At the George Nahas Chevrolet, 4135 east state road 44, wildwood, FL 34785, at (352) 748-1122 service and part departments. With hundreds of volt owners unable to get their Volts repaired this must be addressed by GM as fast as possible. The car has been inspected by a Chevrolet dealer to confirm the BECM is failing and needs to be replaced. The replacement BECM was ordered by the dealer well over a month ago, and neither GM nor the dealer will provide a delivery date for the part.

This long-standing issue of the failure of the Battery Energy Control Module (BECM) (part #242969-00) for the 2017 Chevrolet Volt, as well as a lack of availability of the replacement part, is renounced. This is a documented problem in the NTSA database since 2016. The NTSA database indicates approximately 500 complaints. Although no accidents or deaths were reported, this is a serious safety issue that NTSA should address immediately with a mandatory safety recall. My 2017 Volt began on the dashboard display with the error "battery will not charge". I tried multiple outlets in my house and garage but all the same. It will only charge for a few minutes then shuts quits charging. Then I decided to start the car and I got the propulsion power reduced message, and the check engine light is on. The vehicle error messages on the dashboard include--unable to charge-shift to park to start-, -reduced propulsion acceleration may be limited. The internal combustion engine engages even with a full battery charge on an intermittent basis. In several instances, there was a lack of power transfer to the wheels when in drive mode and traveling on roadways. It is unable to start or run now. Many postings on [www.gm-volt.com](http://www.gm-volt.com) reported that 2017 Volts would no longer turn on or would lose power when being driven, could not be driven, and had to be towed. The BECM is on indefinite backorder, with no ETA. It appears to be available for immediate shipment on several GM parts sites, ex: 2016-2019 Chevrolet Volt Control Module 24296900 | GMPartsDirect.com. The dealer advised that any parts obtained by me although a Genuine GM parts will void any warranty.

There is no loaner from the dealer and no help on rental reimbursement. I ask your attention in obtaining the failing part and aid in its repair or at a minimum cover the cost of the rental.

Sincerely,

[REDACTED]

[REDACTED]

Oxford, FL [REDACTED]

[REDACTED]