

[REDACTED]
Sent: Monday, September 26, 2022 10:44 AM

To: Mary Barra (She/her/hers) <mary.barra@gm.com>

Subject: [EXTERNAL] Re: Case [REDACTED] Status update for your 2017 Chevrolet Volt concern

ATTENTION: This email originated from outside of GM.

Good morning Ms. Barra,

I haven't heard back from you or anyone else from GM. My next step will be to reach out to an attorney experienced in breach of warranty statutes in Florida. I would prefer to handle this directly with someone at GM and avoid going down the path of a lawsuit but at this point I don't know what else I can do.

Please have someone contact me regarding the buy back of the 2017 Volt that the dealer can't get a part for. It's been in the shop for 64 days now and no one can give me a firm ETA on the required part.

Regards,

[REDACTED]
Sent from my iPhone

On Sep 23, 2022, at 13:54, [REDACTED]:

Spoke with Ron in sales at Mike Maroone Chevrolet today. He tells me that they cannot take the vehicle on trade or purchase it from me until it's fixed. This is contrary to what you told me.

He also spoke to the parts manager and was told they're not even sure they're building the required part anymore.

At what point is enough going to be enough? It's been more than 60 days since the car was dropped off at the dealership. My feeling at this point is that GM should be offering to buy back this vehicle if they can't come up with a part to comply with the warranty and get it back on the road.

Please let me know what GM plans to do about this.

Thanks,

[REDACTED]

Sent from my iPhone

On Sep 22, 2022, at 15:05, [REDACTED] wrote:

This is what I get every week. Please do something.

[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: CustomerCare@chevrolet.com

Date: September 22, 2022 at 12:15:28 EDT

[REDACTED]

Subject: Case [REDACTED] update for your 2017 Chevrolet Volt concern
Reply-To: CustomerCare@chevrolet.com

Good afternoon [REDACTED]

We have the following update for your 2017 Chevrolet Volt, case number [REDACTED]

We are still experiencing a delay on the part(s) needed to repair your 2017 Chevrolet Volt. We understand this is a significant inconvenience and we continue to work diligently to resolve the delay. If further information is made available, you will be contacted by your dealer or myself. Thank you again for your patience and please contact me to discuss any additional questions or concerns you may have. **There is still no ETA on the delivery of the part needed for your repair. The next update will be 9/29.**

I can be reached at the number listed below or emailed at CustomerCare@Chevrolet.com (please reply with history to this email for fastest response).

We also provide the option to communicate via SMS text as we understand that your time is extremely valuable. To initiate an SMS text conversation, text "ASSIST1" to 23689.

By texting "ASSIST1" to 23689, you accept terms at <http://sms-us.gm.com> and agree to receive SMS text messages from General Motors, OnStar, or those acting on our behalf using an automatic telephone dialing system to your mobile telephone number requesting a response. This is not required as a condition to conduct business with us. When you opt-in, you are also confirming that you are the primary account holder or authorized user to consent to receive SMS text messages.

To opt-out of receiving text messages for this service, reply STOP to 23689. Send HELP to 23689 for more information. Message frequency varies and automated responses may be provided 24/7. Message and data rates may apply. Visit <http://www.gm.com/privacy-statement> for our Privacy Statement.

Thank you,

Misty

Chevrolet Customer Assistance

Part Delay Team

Phone Number: 1-866-790-5600

Extension Number:

