

From: [REDACTED]
Date: Sunday, October 2, 2022 at 8:40 AM
To: Munhara Hamza <munhara.hamza@gm.com>
Subject: [EXTERNAL] Urgent - GM Customer needs your help!

ATTENTION: This email originated from outside of GM.

Dear Ms. Hamza,

Following is a copy of an email that I sent to Ms. Barra.

Any help that you can provide toward a resolution would be greatly appreciated.

Best regards,

[REDACTED]

October 2, 2020

Mary Barra, Chief Executive Officer, GM (via email)

Re: Urgent – GM Customer need your help

Dear Ms. Barra,

I purchased my 2018 Volt new, in March of 2019. As a fellow engineer, and former owner of a Prius, I recognized the Volt as a pinnacle of modern automotive engineering.

In July, with about 30,000 miles and as advised by the oil life monitor, I scheduled my second oil change appointment for July 11, 2022. When July 11 arrived, my car was unable to power on, and I had to have it transported via flat bed to my dealer. They later advised that my Volt had a failed BECM (Battery Energy Control Module).

I'd like to state for the record that my dealer (Gengras Chevrolet in East Hartford, Connecticut) is handling the experience as best as they can, and I am entirely satisfied with their efforts. They've been great to work with. However, they're at the mercy of General Motors parts supply, waiting for delivery of a replacement BECM. Each call to my dealer yielded the same response – "We're still waiting for the part, it's on backorder, and GM does not have any ETA for a part."

On about September 8, 2020, I made a call to the Chevrolet Customer Assistance center (at 1-877-4-Volt). My Volt (VIN [REDACTED]) was assigned Case Number [REDACTED]

I have since received a handful of calls from the Customer Assistance center. Each call has advised "We still don't have any information about a potential delivery of a replacement BECM". A few weeks ago, I was advised that my case would be transferred to a "Parts Delay Department". I was excited because I expected that they would have some useful information for me. I was disappointed to find that escalation to the Parts Delay Department brought only more of the exact same information: "We don't have any information about a potential delivery of a replacement BECM."

At the least – it's nice to hear from someone that presents some form of interest, care and/or sympathy. However – more so than a kind voice on the other end of a phone – what I really want is to have my car returned to service.

I understand that there is a global pandemic. However, it is clear from the various online communities devoted to owners of the Volt that BECM failures were known as early as 2018 to impact Volts with 35,000 – 50,000 miles. That is, GM has known this part is prone to failure at specific age/mileage for at least two years before the pandemic, and apparently did little to resolve it. Perhaps the pandemic-induced supply chain exacerbated the problem, but it does not entirely explain the poorly managed parts inventory.

As an engineer who once worked for a Tier I GM supplier – I understand supply chains sufficiently to understand that GM procures these BECMs on some form of schedule. I also understand (expect) that GM should understand how many Volts are awaiting BECMs, and for how long. Therefore, it should not be that difficult for one of the largest automotive manufacturers to compile a list indicating an approximate schedule for delivery of replacement BECMs to each Volt awaiting one in an orderly fashion.

However, each of my interactions with Customer Support results in the same answer: "I don't have any information".

Each day that my car is in the shop represents a day that I do not derive the benefit of the Warranty. That is, the various Warranties provide some peace of mind in terms of durations of ownership (and use) for which material defects will be the responsibility of the manufacturer. The warranties that were active as of July 11 are each being reduced by the duration that the car is unusable, as is caused by material defect. I have spoken with GM Customer Support about extending my active warranties for each day from July 11 until the car is returned to service. GM Customer support indicated that they could extend the Voltec warranty, but not the PowerTrain (or any other) warranty, which makes no sense to me.

I have three asks:

- 1) Can you please see that the repair of my Volt is expedited in a fair and equitable manner?
- 2) Can you please see that someone respond to me with real information describing when I can expect to have my volt returned to service?
- 3) Can you please see that all of my warranties that were active on July 7 are properly extended by the duration from July 7 to the date that the repair is completed?

Copies of this letter will be sent to (and appropriate cases will be initiated with):

- The National Highway Traffic Safety Administration
- The Connecticut Attorney General's Office
- The Better Business Bureau
- Munhara Hamza

Sincerely,

[REDACTED]

[REDACTED]

Wethersfield CT [REDACTED]

[REDACTED]

[REDACTED]

VIN [REDACTED]