

From: [REDACTED]
Sent: Friday, January 20, 2023 4:23 PM
To: Mary Barra (She/her/hers) <mary.barra@gm.com>
Subject: [EXTERNAL] Query

ATTENTION: This email originated from outside of GM.

Hi, Mary. I apologize for sending this out of the blue, but I hope I may take up a few minutes of your time.

I, like many Gen 2 Volt owners, am having a SERIOUS issue with my beloved car. The BECM has failed, and my amazing vehicle is inoperable and stranded 50 miles from home.

This is my fifth consecutive Chevrolet vehicle - since getting my driver's license in 2009, I've had a 2001 Tracker 5-speed, a 2003 Silverado 1500, a 2004 Silverado 1500 4x4, a 2012 Gen 1 Volt, and my 2017 Gen 2 Volt.

All of the vehicles have been loved so deeply they've been awarded names and become family - not just to me, but to all of us in the household. My then-toddler son thanked the sadly totaled Gen 1 Volt (dubbed [REDACTED]) for saving his life in a crash. The car was a total loss after being T-boned and pushed across two lanes of traffic and into a signpost, but he and my husband walked away unscathed.

My son, even now, nearly ten years down the line from that event, joins me in vocally insisting on Chevrolet only vehicles for our family.

In short, I am among the most loyal of Chevy product purchasers. I would be hard pressed to find another automaker whose products I would even CONSIDER purchasing, let alone write a 30,000 dollar check for on the spot like I did for our Gen 2 Volt (her name [REDACTED])

But as of the 4th of January, our car is experiencing some difficult, dangerous issues - issues which GM Authority reports GM has known about since 2018, but has allowed to be a proverbial ticking time bomb. People have gotten hurt ignoring the warning signs of an impending BECM failure. Risking the lives of our family and anyone else on the road who might be unfortunate enough to hit this nearly 4000 pound behemoth if it becomes stranded is NOT an option.

This leaves us only the option of getting around in our aging Silverados (██████████" the 2003, and ██████████" the 2004) and waiting for an opening to repair ██████████ the Volt.

██████████ is currently sitting just outside the service bay at Lewis Auto Group in Liberal, KS - because when we realized she had a problem, we made an appointment with them for as soon as possible - Thursday the 12th of January.

On Sunday the 8th of January, my husband drove the car to the dealership while I followed in another vehicle. He parked the car behind the shop, slipped the key fob into an envelope with his name and phone number and dropped it into the key drop as we had been instructed in a phone call Friday the 6th. He even took a moment to add a note with a description of the car's recent behavior - the "propulsion power is reduced" message and odd hiccuping sound upon acceleration - and the codes he'd been able to pull from the MyChevy app.

We had been told on the phone call with the service department Friday the 6th that they would bring a technician in from Wichita that week to handle the car, as they did not have a certified electrical technician on staff. They've brought in technicians for us previously, from as far away as Kansas City, so there was definitely a precedent and I felt there was no reason to question it.

However, on Wednesday the 11th, my husband received another phone call from the service department, stating they were unable to address our vehicle's issue and we would need to collect it. He was told that no one had ever said a word to him about bringing in a technician from another city and that Lewis Auto Group did not ever do that. Upon asking who the fellow from Kansas City who'd fixed our vehicle previously was, if not a technician from another dealership, he was hung up on! He attempted to call back and went through the dealership's main phone line - where his requested transfer to the service department was dropped several consecutive times.

At this point, we simply asked the woman who answered the phone the next time to have the key locked into the car. We planned to bring the spare fob and limp the 50 miles home, and reassess from there.

This is no longer an option. In the time they have had the car, it has been taxed to its limit and the BECM has totally failed. The car will not do anything more than unlock and power on accessories. It will not power on completely and does not shift into gear. Even a full battery reads as zero range, and even in hold mode, the trip there on Sunday the 8th zeroed the battery.

Our insurance will not cover a tow to another shop, only to our home, which is 10 miles out in the country between Guymon and Goodwell, Oklahoma.

The only shop within 300 miles of us to have a certified electrical technician on staff is in Amarillo, Texas. This is an additional two hours south of our home location; nearly three hours south of the car's current location.

GM (case # [REDACTED]) tried on our behalf to arrange a transfer from Liberal to Amarillo yesterday and again today. We were informed this afternoon that the transfer had been blocked. We are now without a reliable daily driver vehicle for the foreseeable future, and there is a large volume of snow in the forecast this weekend.

We understand that often, parts are hard to come by. We also understand that sometimes the right people aren't in the right places to facilitate necessary repairs. What no one here - or in Liberal, in Amarillo, or at any one of the dozens of other dealerships we have called and asked - seems to have an answer to is how to get this fixed.

This is why I have elected to go all the way to the top and ask you for any kind of help or direction you may be able to provide.

The nearest possibility we have seen is to rent a trailer, rent a truck with a towing capacity of greater than 5000 pounds, and haul it three hours ourselves. This seems rather unfair for a situation that should have been addressed before the car was resold in 2018.

I adore every single one of my many Chevrolet vehicles. I have no desire to let go of the one that makes it possible for me to tackle my day-to-day Mom duties on battery power and also long haul trips without range anxiety. I just find myself running out of options otherwise.

I remain hopeful that someone of your position and power might be able to tell me what I'm handling incorrectly, or whom to ask for even a little nudge in the direction of proper resources. I'm desperate to get my car back - running! - and return to normal life.

Thank you for your time and your assistance.