

[REDACTED]
Sent: Tuesday, March 21, 2023 6:21 PM

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

Cc: Munhara Hamza <munhara.hamza@gm.com>

Subject: [EXTERNAL] 2017 Chevy Volt BECM Issue and Response

ATTENTION: This email originated from outside of GM.

Hello there,

I recently had an issue with my Chevy Volt suddenly not starting completely and and unable to sustain a charge or drive it.

GM Roadside Assistance provided fantastic assistance and care in getting my car towed to Rydell Chevrolet in Northridge, CA. They immediately conducted a scan and found that the Battery Energy Control Module Triggered a code indicating it cannot communicate with the device and vice versa to the rest of the car. There are some other communications based codes, which one would expect to see when the BECM has failed or is failing.

Jim Murphy (service consultant jmurphy@rydells.com) and his manager (service manager jhoubaugh@rydells.com) have also been incredibly helpful. However, there's a backlog of cars till they can do a deep assessment of my car. I have waited two days without a car and unable to go to work. I called Jim to ask why I haven't been approved for a loaner or rental since the issue is clearly the BECM. He politely explained that GM directed him to wait to approve a rental of any kind till it can be determined that this truly is an BECM issue because "there are other codes, and GM says it might be because a rodent chewed a wiring harness, which would not be covered."

I'm sure you can imagine my confusion as an official response from GM. The BECM problem is very, very well documented and even has a class action lawsuit attached to it (that I'm sure you're aware of). This explanation would be incredibly odd, and I've been unable to find any documentation that a rodent caused such a failure to this part—and it sounds like a poor excuse to attempt to simply not pay for a rental car or provide a loaner, and potentially try to not cover something that should obviously be a warranty repair.

All I'm asking is that a rental car be authorized by GM so my work can not be interrupted further, and that repairs be authorized and appropriate parts be delivered in a reasonable amount of time.

I don't understand how my car suddenly becoming a giant brick, doesn't immediately warrant at least a rental to be authorized under the Voltec warranty or California's CARB emissions warranty laws—instead proposing that it's because a rat ate my car....?

I understand you both are incredibly busy, and I would appreciate any and all assistance resolving this matter,

Warmest regards,

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County of Los Angeles

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