

**From:** [REDACTED]  
**Sent:** Tuesday, April 4, 2023 11:06 AM  
**To:** Mary Barra (She/her/hers) <mary.barra@gm.com>  
**Subject:** [EXTERNAL] Re: The discontinued Volt

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

Ms. Barra,

Circling back to see if I might get a response from GM.

Thanks,

Bob

[REDACTED]

On Mon, Jan 30, 2023 at 12:40 PM [REDACTED]:

Dear Mrs. Barra,

When I was in Congress, I was a huge fan of the Volt. My office worked with [REDACTED] on the GM lobby team to advance the concept, especially in my role on the House Science Committee.

My Chief of Staff and I visited your research facility in Detroit and particularly enjoyed the display showing on a shelf every part in a Volt beside the (much longer) shelves showing every part of a Toyota Prius. (The point of the display being that the Volt was a simpler machine.)

In April 2017 my wife declared, "We've got to walk the talk; I'm going to test drive a Volt." She came home with said Volt and all had been well. Now, though, we've discovered the problem of having bought into a dead-end, discontinued technology no longer supported by the manufacturer.

Our Volt has just over 100,000 miles on it. When we bought it, we were told that, at the 100,000-mile point, it would need a new battery costing around \$10,000. We were content with that and bought the car for around \$40,000 from Boyd Chevrolet in Hendersonville, NC.

Today, I learned from Cameron Owens, the very helpful service advisor at Boyd Chevrolet, that the three battery packs are \$15,000 each. I've got to believe that the \$45,000 price tag for the replacement battery pack has to do with fact that the batteries are now a specialty product.

I'm disappointed that GM didn't make provision for customers like us by anticipating the battery replacement needs for our Volt.

[REDACTED]

[REDACTED]

[REDACTED]

Travelers Rest, SC [REDACTED]

[REDACTED]