

[REDACTED]  
**Sent:** Wednesday, May 17, 2023 5:29 PM

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

**Subject:** [EXTERNAL] 2017 Chevrolet Volt - Back Ordered Part (BECM)

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

Hello Ms Barra,

First, I wouldn't be sending you this email except that I have run out of options on how to solve my problem. I bought a 2017 Volt in 2019 with 39K miles on it. This has been a great commuter car for me for the past four years. On January 20th, it was determined by my local Chevrolet Service Center (Boardwalk Chevrolet, Redwood City, CA) that the Battery Electrical Control Module (BECM) had failed and would need to be replaced. I was told this was under warranty and would have to be ordered. I was also informed that they are on backorder and had no understanding as to when it would be available. Believing that I would be without my Volt for a few weeks, I didn't think of asking for a loaner. We are now at four months, and I still don't have a working car (which I pay monthly loan payments and insurance on) and I have had to borrow a 22yr old truck to commute to work. I have called the service center numerous times and left voicemail messages, which they do not return. I escalated it to your national support center (800-222-1010 case [REDACTED]) and after two weeks it was determined that there is nothing they can do and I need to work with Boardwalk Chevrolet.

I am asking for you or someone from your office to help me resolve this problem so I can get the Volt operational. As I stated, this has been a great car for me and I would prefer to have it fixed.

I can be reached either by email or by phone. Thank you in advance for your help.

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Regards,

[REDACTED]

[REDACTED]

[REDACTED]

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Thanks,



"The key to immortality is first living a life worth remembering"

- Bruce Lee