

[REDACTED]
Sent: Wednesday, August 16, 2023 10:08 PM

To: Mary Barra (She/her/hers) <mary.barra@gm.com>; Mark Reuss <mark.reuss@gm.com>; Josh Tavel (He - Him) <josh.tavel@gm.com>; Customer Care Chevrolet <customercare@chevrolet.com>; CARS socialmedia <socialmedia@gm.com>

Subject: [EXTERNAL] Urgent Assistance Requested with Case No. [REDACTED] Ongoing Warranty and Service Issues with 2017 Chevrolet Volt

ATTENTION: This email originated from outside of GM.

I hope this email finds you well. My name is [REDACTED], and I have been a dedicated and loyal customer of Chevrolet for my entire driving life. My very first car was a 1996 Chevrolet Tahoe handed down to me from my father. I so enjoyed the vehicle, despite it being 20 years old when I began driving it, that I worked summers during high school to scrape together some money so that I could purchase my own Chevrolet when I went to college. I ended up purchasing a 2004 Chevrolet Colorado that took me all the way through college, grad school, and the start of my career. My family has had a long-standing relationship with Chevrolet, and we've always appreciated the quality and reliability of Chevrolet vehicles.

Unfortunately, I am reaching out today with a concerning and frustrating experience regarding my 2017 Chevrolet Volt (VIN [REDACTED]). My Volt recently experienced two known issues - the "Shift to Park" issue and the "BECM failure." My vehicle has suffered from two recognized issues, namely the "Shift to Park" problem and the "BECM failure." Despite being covered under the VOLTEC warranty, I've faced a disheartening series of obstacles in resolving these problems, resulting in financial stress, inconvenience, and a month-long wait at the dealership.

Here's a summary of the situation:

- On July 17, 2023, I took my Volt to Landers McLarty Chevrolet in Huntsville, Alabama. The dealership initially refused to cover the "Shift to Park" issue under warranty, but after a conversation with Chevrolet customer service and the assignment of case no. [REDACTED], they agreed to cover it.
- I was informed that the BECM failure part was on backorder without an expected arrival date. No loaner vehicle was provided, leading to the necessity of renting a car. Chevrolet customer service suggested that rental expenses might be covered, but I have not received any formal confirmation. Following Chevrolet's suggestion, I rented a vehicle from Hertz. My rental fees have so far reached \$2,131.36.

- A month has passed, and my vehicle remains unrepaired at the dealership. Communication regarding the BECM repair's timeline has been non-existent, resulting in considerable inconvenience.

Given these circumstances, I kindly request Chevrolet to perform the following:

- Buy Back the Vehicle: I am requesting Chevrolet to buy back the Volt at a total amount of \$23,975.83. This includes the purchase price, registration fees upon purchase, sales tax upon purchase, interest paid to date, and rental fees. It's worth noting that the current market value for a similarly equipped Volt ranges between \$21,998 and \$24,590, excluding additional fees and taxes.
- Transparent Communication: Immediate and clear information on the buyback status and timeline.

As someone who has invested in Chevrolet's brand values, this experience has unfortunately tarnished my perception. I sincerely hope for a prompt and fair resolution that will renew my faith in Chevrolet.

I appreciate your attention to this matter and eagerly await your response. If you require any further details or documentation, please don't hesitate to reach out.

Thank you for your time and consideration.

[REDACTED]

[REDACTED]