

[REDACTED]
Sent: Tuesday, September 26, 2023 10:09 PM

To: Mary Barra (She/her/hers) <mary.barra@gm.com>; Munhara Hamza <munhara.hamza@gm.com>

Subject: [EXTERNAL] 2018 Chevy Volt 4+ Month Warranty Part Delay

ATTENTION: This email originated from outside of GM.

Good evening,

My name is [REDACTED], I am the owner of a 2018 Chevy Volt (VIN [REDACTED]). Starting in June of this year, I've been experiencing a myriad of issues with my vehicle, which include:

- My car constantly being unable to charge or hold a charge, with a "Not Able to Charge" error message displayed on my screen while my car is plugged in
- A "reduced propulsion" warning displayed when driving which results in a very laggy acceleration and response time, which I feel is a huge safety concern for me driving
- A "shift to park" error which has kept me stranded for up to an hour on multiple occasions until it has resolved itself by me continuously turning the car on and off
- No climate settings/AC due to the electric drivetrain not functioning properly, which spanned the entire summer

Due to the issues above, I took my car into Diane Sauer Chevrolet of Warren, Ohio in June of this year to have it inspected and repaired. I was told that the car needed a new high voltage battery/BECM which was all covered under the Voltec Warranty, and the replaced battery was ordered (according to Diane Sauer Chevrolet of Warren, Ohio) on 6/19/2023. **It has been 4 months since the warranty-covered part was ordered and the dealership still can not provide me with an ETA on when it will arrive.** I've been calling Diane Sauer Chevrolet of Warren, Ohio weekly since June to ask for an update and the dealership still says there is no update yet on whether the warranty-covered part has shipped. Due to the warranty-covered part not being shipped, I continue to face the issues mentioned above daily. These issues continue to grow worse and become more of an inconvenience and safety concern for myself, as this car is my daily driver and I do not have an alternative form of transportation.

Roughly two weeks ago I opened a case with Chevy Customer Care to see if they could look into the status of my delayed warranty-covered part, my case number is [REDACTED]. After a few phone calls with Chevy Customer Care during this two week period, they've also been unable to provide me with a reason as to why my part has not shipped yet, however the part ordered by Diane Sauer Chevrolet of Warren, Ohio is covered under warranty and should be able to be replaced within a reasonable amount of time.

I am very concerned at the lack of urgency that has been shown to me in regards to repairing my vehicle with parts that are covered under the Voltec warranty, and I find that waiting 4 months is an absurd amount of time with no estimated delivery or repair date in sight, given the increasing frequency of issues with my 2018 Chevy Volt that continue to happen on a daily basis. Please let me know what can be done to escalate the shipment of the warranty-covered part to Diane Sauer Chevrolet of Warren, Ohio.

Thank you,

[REDACTED]

[REDACTED]