

[REDACTED]
Sent: Monday, January 9, 2023 4:06 PM

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

Cc: s [REDACTED]

Subject: [EXTERNAL] Massive and indeterminate delay in obtaining BECM for 2017 Chevy Volt

ATTENTION: This email originated from outside of GM.

Hi Mary and Munhara,

In August 2016 I purchased a brand new 2017 Chevy Volt Premium vehicle with the VIN number of [REDACTED]. On Christmas day in 2022, my BECM failed. I was told by the dealer that it could take several months to obtain a new BECM. In the meantime, my vehicle is disabled and cannot be driven.

It is not acceptable to have to wait for an indeterminate amount of time to obtain a spare part for a vehicle that GM actively promoted and sold for several years. Apparently, this is a fairly common situation with this vehicle.

I would appreciate it if you could arrange for a shipment of BECM for 2017 Chevy Volt to the following address as soon as possible. Please include my name and VIN number with your shipment.

Castle Chevrolet North

175 N Arlington Heights Rd

Elk Grove Village, IL 60007

If you have any questions or concerns please feel free to contact me. Thank you and hoping for a quick resolution of this matter so I can continue to be a GM customer in the future.

Regards,

[REDACTED]

[REDACTED]

Naperville, IL [REDACTED]

Cell: ([REDACTED])