

April 2012

Dear Volt Customer:

Your satisfaction with your 2011 or 2012 model year Chevrolet Volt is very important to us. Therefore, we are contacting you with a Customer Satisfaction Program intended to improve your ownership experience

GM has developed an enhanced 120 volt charge cord that is intended to provide a more consistent and reliable charging experience. We ask you to bring in your original cord so we can exchange it for the new one. (The optional 240 volt home charging unit is not affected.)

What You Should Do: We recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this charge cord exchange. By scheduling an appointment, your dealer can ensure that the new enhanced charge cord will be available. If you have purchased additional 120 volt charge cords, please inform your dealer so that additional replacements will also be available. Please bring your 120 volt charge cord(s) with you to the dealership for the exchange.

If you have any questions that your dealer is unable to answer, please contact your Volt advisor. The contact information is 877-4-VOLT-INFO (877-486-5846) or Voltda101@gmexpert.com.

We sincerely regret any inconvenience or concern that this situation may cause. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Volt provides you with many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

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