



C <[redacted]>

RE: [redacted] Follow Up [redacted]
1 message

To: [redacted] <[redacted]>
Cc: [redacted] <[redacted]>

[redacted]

I did speak to my manager, [redacted], who is also the warranty administrator. She does not really have any guidance nor input, as this is an out-of-our-hands type concern. [redacted] can not make decisions or offer compensation as we are not the selling dealer, and GM is the only entity that can help you to be satisfied with the process moving forward. At this point, we have done all we can do, and the truck is fixed as per GM's direction. We would like you to pick up the truck, please, and continue to negotiate with GM for any type of satisfaction you would expect. Sorry that I don't have more info to offer.

Sincerely,
[redacted]

From [redacted] <[redacted]>
Sent: [redacted]
To: [redacted] <[redacted]>
Subject: Re: [redacted] Follow Up [redacted]

[redacted]

I have been waiting for GM to discuss the next steps since they were reviewing options to buy the truck back. If I accept the truck, I want to make sure this is not taken as acceptance of my satisfaction. Do you have any input on this or someone at the dealership who would be able to answer or provide some guidance?

[redacted]

On [redacted] [redacted] <[redacted]> wrote:

[redacted]

Since your truck was already so clean, it is finished now. Have not done sticker yet, waiting for your direction.

[redacted]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] Follow Up [REDACTED]

Thank you for the update [REDACTED]! I appreciate it.

[REDACTED]

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

Good afternoon [REDACTED],

Wanted to let you know the engine arrived [REDACTED], and the tech had already removed the bad engine. He worked on it [REDACTED], and I expect it should be completed before the weekend.

I will keep you up to date.

Thank you,

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] Follow Up [REDACTED]

Hi [REDACTED],

It will be a brand new engine? Not rebuilt or used? I am unsure what to think of this. This is very unsettling. So, my block had a porous surface from the manufacturer which prevented the gasket from sealing correctly. Replacing the engine is no joke, and so many related parts are being torqued on, removed and reassembled. Not to mention, by the time this is completed, I will have been without a truck for [REDACTED]. I understand you are helping me and this is no reflection on you or [REDACTED], I am just extremely upset about this situation.

I am making a few [REDACTED] to understand my options.

Thanks for your assistance. I do appreciate it.

[REDACTED]

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

Good morning [REDACTED]!

You DO NOT need to pursue GM about the other bank of lifters. We have found coolant in the #8 cylinder, and have reached out to GM for technical assistance. They have indicated this is caused by porosity in the metal of the engine block. They have approved replacement of the entire engine assembly, and we have ordered same. Parts are [REDACTED] away. All of this is covered under warranty, of course. Let me know if you have questions or concerns.

Thank you,

[REDACTED]

From [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] Follow Up [REDACTED]

Hi [REDACTED],

I spoke to GM Customer Care. They are going to reach out at some point and they mentioned that they were going to approach you about going to the [REDACTED] for the dealership in regards to this situation. My argument is that if my vehicle came in at [REDACTED], you would be replacing all lifters. My truck is at [REDACTED], so you are only doing [REDACTED]. I would say that my situation is very close to that [REDACTED] mark and should be treated as part of the early lifter failure group. If it is a known issue, and replacements are being done at [REDACTED], I would say now is a good time to do them before I am driving down the highway and it causes potentially deeper issues with my camshaft or anything else. Not to mention, I was in my driveway starting the truck when this happened. If I am traveling or out of town, it is just more headaches and quite honestly, makes me feel uneasy about the reliability of my truck.

Anyway, that's my update for now.

Thanks for your assistance,

[REDACTED]

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

[REDACTED],

Spoke to tech & manager, and found [REDACTED] [REDACTED]. Unfortunately, the bulletin prevents us from doing all lifters unless vehicle has [REDACTED]. If there were any codes or evidence to indicate other lifters are a problem, we would go ahead, but we can not deceive GM to do so. We agree it is a better course of action, but our hands are tied. You can certainly advocate for yourself, and start a case with GM. Customer assistance is [REDACTED].

We DO have all parts in stock, and could likely have it finished [REDACTED], unless GM authorizes more repairs.

Good luck, and let me know how you make out.

██████████

From: ██████████ <██████████>
Sent: ██████████
To: ██████████ <██████████>
Subject: ██████████ Follow Up ██████████

Hi ██████████,

I don't want to be bothersome, but this is my ██████████ at reaching you ██████████. I called ██████████ ██████████ and ██████████ and was told you would return my call but I haven't heard back. You stated ██████████ that my truck would be towed last night from my house to ██████████ and it is still sitting here.

I am sorry if something has come up and you are unavailable, but a status update is all I am looking for. My new truck has been disabled for the ██████████ and still no idea of what is wrong. If ██████████ is too busy, I will continue on elsewhere but just give me the heads up.

My cell is ██████████.

Thank you,

██████████