

March 11, 2022

GMC Consumer Compliant Department

P.O. Box 33170

Detroit, MI 48232-5172

Re: Virginia Motor Vehicle Warranty Enforcement Act

VIN# [REDACTED]

2021 GMC Yukon Denali

To Whom it May Concern:

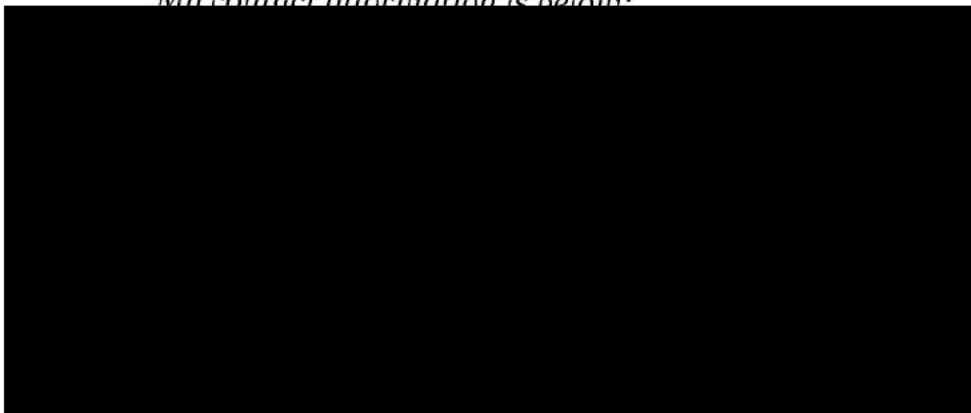
Please consider this formal notice that I have initiated a complaint to the Commonwealth of Virginia Office of the Attorney General as well as BBB Auto Line.

As of today, we are still waiting for the approval for a new engine install along with other necessary repairs. These issues have been going on since the engine seized and GMC dealership service center Manager considered the engine a "catastrophic failure".

We have tried to resolve the issues with no timely response nor satisfactory attempt to rectify the situation. It has become a safety issue as well as I have been forced to call OnStar at least 4 times as I was broken down on the side of the road. You can reference all my cases with full detail of what has transpired since 9/29/2021 – current case # 9-7196710013.

We have given more than enough time for GMC to handle our concerns in a timely and professional manner. I simply can't continue to pay for a car I haven't been able to drive in months, along with personal property taxes, insurance, etc. I have lost valuable time without a vehicle to drive which has resulted in a loss of income. Mentally my family has dealt with this for months, the toll has been very difficult. Contact calls to GMC, dealerships = to be jerked around with no consideration of what we are being put through. This is the "brief" description of all that has transpired. It was too much to put in the initial formal notice.

My contact information is below:

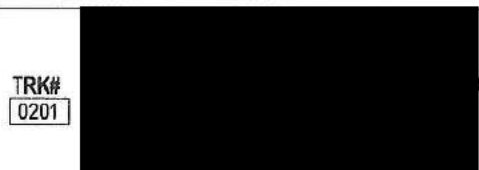


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