



The Office of
Minnesota Attorney General Keith Ellison
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November 15, 2023

General Motors LLC
Via Email: GMbusinessresourcecenter@gm.com

Re: [REDACTED]

File No: [REDACTED]

Dear Sir/Madam:

Enclosed is a copy of a *Consumer Assistance Request Form* this Office received from [REDACTED]. I ask that you review this matter as quickly as possible and address [REDACTED] concerns. I ask that you send a written response to this Office within ten (10) days of receiving this letter. Please provide a response to this Office by email or fax as follows:

Gerardo Orozco Guzman
Minnesota Attorney General's Office
Email: AG.Replies@ag.state.mn.us
Fax: (651) 282-2155

I thank you for your attention to this matter.

Sincerely,
/S/ Gerardo Orozco Guzman
GERARDO OROZCO GUZMAN
Consumer Services
(651) 296-3353 (Voice)
(651) 282-2155 (Fax)
Email: AG.Replies@ag.state.mn.us

Enclosure(s): Copy of *Consumer Assistance Request Form* from [REDACTED]

cc: [REDACTED]

|#5628707-v1

Consumer Assistance Request Form

Submission Date (CST) October 27, 2023 10:39 AM

Submission ID [REDACTED]

Your Information

Your Name [REDACTED]

Your Company/Organization (if applicable)

Your Street Address [REDACTED]

Your Street Address Line 2

Your City Hampton - Metro District (South)

Your State Minnesota

Your Zip Code [REDACTED]

Your Primary Phone [REDACTED]

Your Alternate Phone

Your Email [REDACTED]

Company Complained About

Name Company You Are Complaining About GM

Contact Person

Contact Person Title

Company Street Address

Company Street Address Line 2

Company City

Company State Minnesota

Company Zip Code

Phone Number

Company Email

Other Information

Have you contacted another agency? No

Agency You Contacted

Result of Contacting Agency

Have you filed a lawsuit? No

Court File No.

What was the result?

Product, Service, or Payment Involved

Product/Service Involved

Date of Purchase

Amount of Purchase (\$ USD)

Customer ID or Account Number

Explanation & Resolution

Explanation of the Problem

Our 2019 Chevy Silverado LTZ with 6.2 motor had a major engine failure involving the Dynamic Fuel Management Cylinder 3 months ago. We thankfully purchased an extended warranty by Total Easycare. The truck was towed to Valley Chevy in Hastings, MN. It has been torn apart so an inspector from the warranty company could come and take pictures. It was confirmed that the engine is blown and a replacement engine is needed. We are around 70 days of waiting for a new engine.

I have filed a complaint with GM. I am case number [REDACTED]. While I have received communication with "Shelby" still nothing has happened and there is no end in sight. Shelby has applied for 10,000 in "reward points" because of this frustration. The reward points can be used towards the purchase of another Chevy. 10,000 = \$100. The aggravation and frustration has far exceeded \$100!

Is this a lemon law issue? Do we have any recourse?

What do you want the company to do?

replace truck with comparable

Attachments

By choosing Accept below, I consent to and acknowledge that the information I am providing may be used and/or disseminated by the Minnesota Attorney General's Office: (a) to resolve the issue about which I am contacting the Office, including by contacting any person or entity complained against; (b) to communicate with me; (c) to other law enforcement agencies and/or consumer-assistance agencies; and (d) to otherwise assist in enforcing the law. Except as otherwise authorized by this consent, I understand that the information I am providing will be treated as "private data on individuals" under the Minnesota Government Data Practices Act, Minn. Stat. ch. 13, and shall not be used or disseminated except as authorized under the Act or other applicable state or federal law. I understand that I am not legally required to provide the information I have submitted in this form, but that my failure to do so may make it more difficult to resolve my concern.

Accept