



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

3/21/2025

Shelly Samuel
General Motors Corporation
PO Box 33170
Detroit, MI 48232

Dear Shelly Samuel:

The Better Business Bureau has received information from one of your customers expressing concern with a recent business transaction. The concern was submitted on 3/19/2025 and was assigned an ID of [REDACTED]. Below is the information provided by the consumer. The BBB requests that you please review this information and respond within the next seven business days.

One of your Better Business Bureau benefits is our assistance in achieving a mutually satisfactory settlement when such a problem occurs. Your prompt reply will enable us to help you not only in resolving this matter, but also in retaining your customer's confidence and good will.

Sincerely,

Better Business Bureau
Rachael Strickler & Jennifer Skidmore
Customer Engagement Specialist
Phone: 248-799-0317 Fax: 248-356-5156
rstrickler@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] - General Motors Corporation

Customer Information:

[REDACTED]
[REDACTED]
Fairfield, ME [REDACTED]
Daytime Phone: [REDACTED]
E-mail: [REDACTED]

The details of this matter are as follows:

Complaint Involves:

Guarantee Or Warranty Issues

Customer's Statement of the Problem:

I have a 2020 Chevy Silverado that the engine completely seized on December 8, 2024, and the truck only has 66,000 miles on it. GM said that they wouldn't cover the engine replacement and that that I had to pay for the entire thing. I pushed back on them as this vehicle was still under warranty and that it should not have done that with that few of miles. I finally was able to put a claim in on the truck, but it was just to say that the engine blew and this was through GM customer service. I then proceeded to call the dealership where I purchased the

truck from Blaise Chevy in Warwick, RI., and talk with them and again I was told it was out of warranty and that I would have to pay for it. I fought them and said that this is a manufacturer issue and it needs to be fixed. They finally sent the paperwork into GM and they told me that I would have to pay \$9,150.00 out of pocket to fix the engine, and I told them there is no way I'm going to pay that for their issue. After the holidays, I contacted the dealership to ask them what I needed to do to proceed with getting the engine fixed and they had to submit the paperwork again as it had been over a month and GM came back with now I only need to pay \$6,000.00 out of pocket. I was confused as to how it could go down that much and then asked them to proceed with the repair, and was told in the next breath that they can't do it as there are no motors available to replace it. It has been over 3 months now and I still have not received a call as to when they could fix my truck and in the meantime I've had to still pay for a vehicle that I can't drive and also pay for a car rental as they wouldn't let me have a rental because they didn't have one that could be out that long. I'm asking for help to end my contract with GM financing so that I can move on. This has gone on way too long with no end in site, and has cost me double the amount it should have.

Complaint Background:**Order Number:****Disputed Amount:** \$50000.00**Desired Settlement:**

Other (requires explanation)

Refund; Correction to a credit report

Additional Comments from Consumer:*Here is the vin number* [REDACTED]

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.