



# DAVE YOST

OHIO ATTORNEY GENERAL

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

## Complaint Detail

Complaint No. [REDACTED]

Date Entered: 5/19/2025

**Consumer:**

[REDACTED]

CINCINNATI, OH [REDACTED]

[REDACTED] Primary

[REDACTED] Email

m

**Supplier:**

General Motors Chevrolet Division

PO BOX 33170  
DETROIT, MI 48232-5170

(866) 790-5700	Primary
(880) 414-6322	Primary 2
(800) 545-7125	Primary 3
(800) 545-7125	Daytime
(866) 790-5600	Daytime
(866) 790-5700	Daytime
(880) 414-6322	Daytime
gmbusinessresourcecenter@	Email
gm.com	

Motor Vehicles/Vehicle Repair

**Purchase Information:**

Problem Area:	Recall
Purchase Date:	
Total Price:	\$ 11,000.00
Disputed Amount:	\$ 11,000.00
Amount Paid So Far:	

**Auto Information:**

Make:	Chevrolet
Model:	Silverado
Year:	2019
Purchase Mileage:	20000
Current Mileage:	106000
Warranty Type:	Unknown
Vin:	[REDACTED]

**Description:**

My 2019 Chevrolet Silverado has been down since February with a blown engine. GM has come out with a recall or special policy pertaining to the 21-24 L87 6.2 motors. My vehicle has the same issue and the same RPO code (L87). The dealer says this will not be covered. My father owned a Chevrolet dealer Glenway Chevrolet in Cincinnati until 2009. I was the fifth generation. Family company started in 1919. Which I worked for 20 years. Since then I have bought 3 Malibu's, Cruze, Acadia, Tahoe, Suburban, and most recent vehicle the Silverado. I would like GM to step up for this issue on my vehicle which is utterly ridiculous. No loyalty with this company. I guess a 100 years doesn't mean a dang things anymore I guess.. I would like to resolve this the right way knowing that it's the same engine and it's there failure. I am making payment on a truck I can even drive it. Very dissatisfied and disappointed in this company. Most likely my last GM vehicle. Also every family member I have that was in involved with the business feels the same way. Disappointed is not the words. Probably won't even get a response or resolution. Out of at \$11,000 dollar repair which is there fault. They want to pay \$800. This company is a scam and puts out a bad product. They have no loyalty. I will never buy another GM vehicle. Lost a good customer here. Utterly unprofessional.

**Desired Resolution:**

GM needs to step up to the plate and take care of this whole repair due to the national failure with this engine

Complaint No. [REDACTED]