


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



To Whom It May Concern,

I am writing to formally request a vehicle buyback for my 2019 GMC Denali (VIN ) due to repeated and unresolved engine failures under warranty. My vehicle has now experienced three separate engine failures under warranty, the most recent of which has left it inoperable at the dealership with no available replacement engine or a clear estimated date for when an engine is available, the dealership called it a galactic backorder.

As a sole proprietor of a home service business that owns one vehicle, my vehicle is the backbone of my operations. Each failure has resulted in substantial business disruption and out-of-pocket costs, including unexpected dealership charges despite the vehicle being under warranty. The continued downtime has had a direct impact on my ability to earn a living.

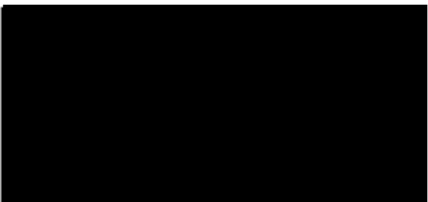
It is also my understanding that new engines for this model are currently unavailable and there is no clear resolution timeline. Given that this is the third engine failure, I have no confidence that a replacement—if or when one becomes available—will provide a lasting solution.

Due to the repeated failures, extensive time spent in repair, financial hardship, and the absence of a reliable resolution, I am formally requesting that General Motors repurchase this vehicle under applicable Lemon Law or goodwill consideration. The vehicle is located at Freedom GMC in Greenville TX.

Please advise on the next steps for initiating the buyback process. I am happy to provide service records and documentation as needed.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,



# BRITAIN CHEVROLET

GREENVILLE, TEXAS

4495 Interstate 30 - Greenville, TX 75402  
Phone: (903) 450-4216 · Fax: (903) 450-1288

SO# [REDACTED]

## CUSTOMER COPY CUSTOMER COPY



Printed 01/28/2025 3:05:45 PM

User 6042 Page 4

Customer No	[REDACTED]	Advisor Charles Flores	Promised 12/06/2024 5:00 PM	Tag# 3827
		Shop MS	Opened 12/06/2024 10:40 AM	Location
		Priority	Cashiered	PO #

License	Odom In 109756	Odom Out 109758	In Service Date 09/16/2019	Stock No
Year 2019	Make GMC	Model SIERRA 1500	Model Number TK10543	Color
Vehicle ID No	Selling Dealer		Extended Warranty	Delivery Date
Engine 6.2L ECOTEC3 V8			Fleet #	

Term Cash

Correction SUBLET

**TOLD CUSTOMER 2 TO 3 DAYS FOR DIAG !!!**

Labor	0.00
Parts	314.92
Fees	0.00
Supplies	0.00
Warr Deductible	1,841.47
<b>Sub-Total</b>	<b>2,166.39</b>
Tax	25.98
<b>Total Invoice</b>	<b>2,182.37</b>

**Additional Work Authorization**

Date / Time	Contact	Phone Number	Comments	Amount
01/24/2025 10:31:08 AM	[REDACTED]	[REDACTED]	Approved	\$314.92
01/27/2025 7:57:52 AM	[REDACTED]	[REDACTED]	approved	\$404.13

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**Shop Supply Costs**

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DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE \_\_\_\_\_

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SO# [REDACTED]

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User 6042 Page 1

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Term Cash

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Shop	MS	Opened	12/06/2024 10:40 AM	Location	
Priority		Cashiered		PO #	

License	Odom In	Odom Out	In Service Date	Stock No
	109756	109758	09/16/2019	
Year	Make	Model	Model Number	Color
2019	GMC	SIERRA 1500	TK10543	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
Engine	6.2L ECOTEC3 V8	Fleet #		

Request	Description	Job	CSR	Status
ENGINE	C/S CHECK ENGINE LIGHT IS ON AND FLASHING AND YOU HEAR A LOUD TICKING NOISE IN THE ENGINE COMPARTMENT ADVISE (CHECK THE HISTORY)	1	6042	Original

Labor	Description	Amount
ENGINE	C/S CHECK ENGINE LIGHT IS ON AND FLASHING AND YOU HEAR A LOUD TICKING NOISE IN THE ENGINE COMPARTMENT ADVISE (CHECK THE HISTORY)	
ENGINE	Teardown	

Part	Description	Shp	SL	Bin	Price	Amount
12626354	GASKET	8	Y	301D		
12619828	ROD	1	Y	101		
12664915	GUIDE	4	Y	101		
12698946	LIFTER	16	Y	101		
12346290	COOLANT	3	N	304		
19432334	DEXOS 0W20	8	N	BULK		
12735811	FILTER	1	Y	601		
12677002	PIPE	1	Y	108		
12679463	PIPE	1	Y	108		
12657093	GASKET	2	Y	127		
11546600	BOLT	10	N	301G		
15077362	SEAL	1	Y	301D		
15035747	SEAL	1	Y	301F		
12378521	SEALANT	1	N	129		
12682391	GASKET	2	Y	103		
12619787	GASKET	2	Y	100		
11546959	BOLT	19	Y	100		
11611976	BOLT	1	Y	100		
12688943	GASKET	2	Y	126		

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SO# [REDACTED]

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User 6042 Page 2

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	Shop MS	Opened	12/06/2024 10:40 AM	Location	
	Priority	Cashiered		PO #	

License	Odom In	Odom Out	In Service Date	Stock No
	109756	109758	09/16/2019	
Year	Make	Model	Model Number	Color
2019	GMC	SIERRA 1500	TK10543	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
Engine	6.2L ECOTEC3 V8	Fleet #		

23129010	GASKET	1	Y	300F
12666993	SEAL	1	Y	300E
12664912	CAMSHAFT	1	Y	201
12731637	VALVE	1	Y	102
12621086	SEAL	2	Y	300E
19459511	SPARK PLUG	1	Y	105
19459511	SPARK PLUG	1	Y	105

Technician 6127 -  
 Cause found engine has collapsed lifter on number 1 cylinder. found number 1 intake has lifter coming apart with bent push rod. found number 1 exhaust with cam lobe damage.  
 Correction evac ac system complete. remove engine assembly complete. removed both cylinder heads, oil pan and front engine cover complete. removed camshaft assembly complete. installed new lifters and guides complete. installed new head gaskets and 1 new push rod due to damage. Reinstalled engine complete. vacuum filled cooling system complete. recharged AC system YsMB% 8Q5G0000Es&000 4062390 9.8 OLH 13.5

Request	Description	Job	CSR	Status
WASH	NO CHARGE WASH AND VACUUM	2	6042	Original
Labor	Description			Amount
WASH	NO CHARGE WASH AND VACUUM			
Technician	9999 -			
Cause	NO CHARGE SERVICE			
Correction	COMPLETED			

Request	Description	Job	CSR	Status
ENGINE	please price both engine mounts	3	6024	Approved

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SO# [REDACTED]

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User 6042 Page 3

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Term Cash

Advisor	Charles Flores	Promised	12/06/2024 5:00 PM	Tag#	3827
Shop	MS	Opened	12/06/2024 10:40 AM	Location	
Priority		Cashiered		PO #	

License	Odom In	Odom Out	In Service Date	Stock No
	109756	109758	09/16/2019	
Year	Make	Model	Model Number	Color
2019	GMC	SIERRA 1500	TK10543	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
Engine	6.2L ECOTEC3 V8	Fleet #		

Labor	Description	Shp	SL	Bin	Price	Amount
ENGINE	please price both engine mounts					0.00
Part	Description					
85608073	MOUNT	1	Y	222	157.43	157.43
85608074	MOUNT	1	Y	224	157.49	157.49
Technician	6127 -	Parts Total				314.92
Cause	Replace both engine mounts per estimate	Request Sub-total				314.92
Correction	Completed					

Request	Description	Job	CSR	Status		
ENGINE	damaged while performing repair, starter need to be replaced	4	6116	Approved		
Labor	Description	Shp	SL	Bin	Price	Amount
ENGINE	damaged while performing repair, starter need to be replaced	1	Y	203		
Part	Description					
12732343	STARTER					
Technician	6127 -					
Cause	Remove and replace starter					
Correction	Completed					

Request	Description	Job	CSR	Status
SUBLET	SUBLET FOR FOR TOW	5	6042	Approved
Labor	Description	Type	CSR	Amount
SUBLET	SUBLET FOR FOR TOW	ISUB	JACKY	
Sublet	Description			
11819.1	281/PETTY'S SERVICE CENTER/Sublet Inventory			
Technician	9999 -			
Cause	SUBLET			

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GREENVILLE, TEXAS

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Phone: (903) 450-4216 · Fax: (903) 450-1288

**SO #** [REDACTED]

### CUSTOMER COPY CUSTOMER COPY



Printed 05/23/2023 4 03:29 PM

User 5586 Page 1

<b>Customer No</b>	<b>Advisor</b> Eric Domagalski	<b>Promised</b> 05/16/2023 5:00 PM	<b>Tag</b> 1520	
	<b>Shop</b> MS	<b>Opened</b> 05/16/2023 12:33 PM	<b>Location</b>	
	<b>Priority</b> 10	<b>Cashiered</b>	<b>PO #</b>	
	<b>License No</b>	<b>Odometer In</b> 56138	<b>Odometer Out</b> 56144	<b>InServ Date</b>
	<b>Year</b> 2019	<b>Make</b> GMC	<b>Model</b> SIERRA 1500	<b>Model No</b> TK10543
	<b>Color</b>	<b>Selling Dealer</b>	<b>Extended Warranty</b>	<b>Delivery Date</b>
	<b>Engine Size</b> 6.2L ECOTEC3 V8	<b>Fleet #</b>		

Term CASH

Request	Description	Job	CSR	Status
ENGINE	CUST STS VEHICLE SES LIGHT ON AND FLASHING AND ENIGNE RUNNING ROUGH, VEHICLE SMOKING OUT EXHAUST EXCESSIVE. ADVISE	1	5586	Original

Labor	Description	Amount
ENGINE	CUST STS VEHICLE SES LIGHT ON AND FLASHING AND ENIGNE RUNNING ROUGH, VEHICLE SMOKING OUT EXHAUST EXCESSIVE. ADVISE	

Part	Description	Shp	OH	SL	Price	Amount
12731742	FILTER	1	88	Y		
19432334	DEXOS 0W20	8	517	N		
12619787	GASKET	2	4	Y		
12682391	GASKET	2	3	Y		
24504031	SEAL	1	1	Y		
12626354	GASKET	8	42	Y		
12657093	GASKET	2	7	Y		
12679463	PIPE	1	1	Y		
12679867	GASKET	1	0	Y		
11546600	BOLT	10	65	N		
12690558	ENGINE	1	0	N		
CORE CHARGE	CORE CHARGE 12690558	1	0			
11547372	BOLT	1	2	Y		
19432442	SEAL KIT	2	0	Y		
12677002	PIPE	1	1	Y		
15035747	SEAL	1	11	Y		
15077362	SEAL	1	9	Y		
23129010	GASKET	1	1	Y		
12346290	COOLANT	1	20	N		
12669858	BELT	1	2	Y		

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SO# [REDACTED]

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User 6024 Page 3

Customer No	[REDACTED]	Advisor Enc Domagalski	Promised 05/16/2023 5:00 PM	Tag# 1520
		Shop MS	Opened 05/16/2023 12:33 PM	Location
		Priority	Cashiered 05/31/2023 8:26 AM	PO #
License		Odom In 56138	Odom Out 56144	In Service Date 09/16/2019
Year 2019	Make GMC	Model SIERRA 1500	Model Number TK10543	Color
Vehicle ID No [REDACTED]		Selling Dealer	Extended Warranty	Delivery Date
Term Cash		Engine 6.2L ECOTEC3 V8	Fleet #	

Labor	Description	Amount
27P	NO CHARGE MULTI POINT VEHICLE INSPECTION	
Technician	6078 -	
Cause	MPI	
Correction	COMPLETED	

Request	Description	Job	CSR	Status
WASH	NO CHARGE WASH AND VACUUM	3	5586	Original

Labor	Description	Amount
WASH	NO CHARGE WASH AND VACUUM	
Technician	9999 -	
Cause	NO CHARGE SERVICE	
Correction	COMPLETED	

Labor	0.00
Parts	0.00
Fees	0.00
Supplies	0.00
<b>Sub-Total</b>	<b>0.00</b>
Tax	0.00
<b>Total Invoice</b>	<b>0.00</b>

**Declined Services**

Code	Description	Amount
ESE	Replace motor	\$0.00

Reason: Repair per cost cap and SM JB

\*\* Declined Services prices are subject to change

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DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE \_\_\_\_\_

**ALL PARTS ARE NEW UNLESS OTHERWISE** NOTICE PURSUANT TO 70.0001, TEXAS PROPERTY CODE 1, the undersigned am the person (or the authorized agent) of the person who is obligated to pay for the repair of the motor vehicle described in this repair order. I understand that the dealership may retain possession of my vehicle until the amount due for the repairs is paid. I further understand that if the dealership relinquishes possession of the vehicle in return for

# BRITAIN CHEVROLET

GREENVILLE, TEXAS

4495 Interstate 30 - Greenville, TX 75402  
Phone: (903) 450-4216 · Fax: (903) 450-1288

SO # [REDACTED]

## CUSTOMER COPY CUSTOMER COPY



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User 5586 Page 3

Customer No	Advisor Eric Domagalski	Promised 05/16/2023 5:00 PM	Tag 1520
[REDACTED]	Shop MS	Opened 05/16/2023 12:33 PM	Location
[REDACTED]	Priority 10	Cashiered	PO #

License No	Odometer In 56138	Odometer Out 56144	InServ Date	Stock No
Year 2019	Make GMC	Model SIERRA 1500	Model No TK10543	Color
Vehicle ID No [REDACTED]	Selling Dealer	Extended Warranty	Delivery Date	
Engine Size 6.2L ECOTEC3 V8		Fleet #		

Term CASH

Labor	Description	Amount
27P	NO CHARGE MULTI POINT VEHICLE INSPECTION	
Technician	6078 -	Parts Total 0.00
Cause	MPI	Labor Total 0.00
Correction	COMPLETED	Request Sub-total 0.00

Request	Description	Job	CSR	Status
WASH	NO CHARGE WASH AND VACUUM	3	5586	Original
Labor	Description	Amount		
WASH	NO CHARGE WASH AND VACUUM			
Technician	9999 -	Parts Total 0.00		
Cause	NO CHARGE SERVICE	Labor Total 0.00		
Correction	COMPLETED	Request Sub-total 0.00		

Labor	0.00
Parts	0.00
Fees	0.00
Supplies	0.00
<b>SUB-TOTAL</b>	<b>0.00</b>
Tax	0.00

**TOTAL INVOICE 0.00**

### Declined Services

Code	Description	Amount
ESE	Repace motor	\$0.00

Reason: Repair per cost cap and SM JB

\*\* Declined Services prices are subject to change

Text Messaging: Britain Chevrolet has the ability to contact you via Mobile texting in regards to vehicle servicing or information requests. Please be advised that standard charges may apply.

Express Pay: payments are made on a secure site, however Britain Chevrolet is not responsible for any personal information shared during the authorization of the payment via the Online Express Pay method. By proceeding to the payment screen, you are acknowledging this possibility and releasing Britain Chevrolet from any liability associated with this method.

### Shop Supply Costs

We have added a charge equal to 10% of the total labor not to exceed \$42.05, to the Repair Order for shop supplies used in the connection with this repair.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE

NOTICE PURSUANT TO 70.0001, TEXAS PROPERTY CODE

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JUL 29 2025

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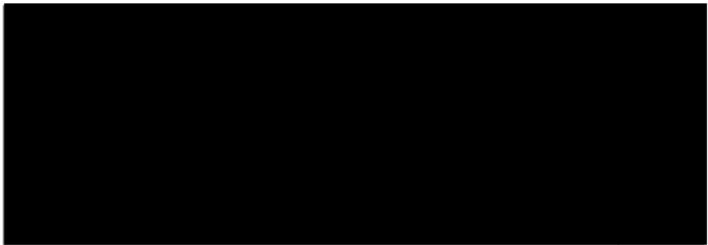
TD TAG



SHIP TO: **GENERAL MOTORS  
CUSTOMER ASSISTANCE CENTR  
PO BOX 33170  
DETROIT MI 48232-5179**

XXXX X710 6418 0801 6474 31  
Label 884-01, Feb. 2024  
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October 2023  
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