

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____

State: _____

Zip Code: _____

Preferred Contact Telephone Number (include Area Code): _____

Preferred Contact Email Address: _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____

(17 Characters)

74576 - 03/20/2025

Mileage at Time of Repair: 74652 - 04/11/2025 Date of Repair: _____

Amount of Reimbursement Requested: \$ ~~8,000.00~~ 1,044.74

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expenses incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



IMPORTANT SAFETY RECALL

June 2025

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 – 2024 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87). As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N252494002.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure. If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.

What will we do?

The recall remedy is an engine inspection. Your GM dealer will inspect the engine. If your vehicle fails the inspection procedure, your vehicle's engine will be repaired or replaced. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap identifying the new required oil grade, an oil filter replacement, and an owner's manual insert free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour.

It is important that you schedule your vehicle for this recall inspection procedure as soon as possible. If your vehicle receives the recall inspection remedy, you will be provided additional protection if an engine failure occurs in your vehicle as a result of this condition. If this condition occurs on your vehicle within 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, your engine will be repaired or replaced at no charge. The terms of your vehicle's powertrain warranty govern your vehicle's coverage for engine failure. Diagnosis or repair for conditions other than the condition described above and engine failures that occur outside of your vehicle's powertrain warranty are not covered under this special coverage program.

For customers' vehicles already outside of the above years and/or miles, we are still offering reimbursement if the repair was completed prior to this mailing. Please follow the reimbursement steps below.

Qualifying repairs under this special coverage must be performed by a General Motors dealer.

Customers may not assign, and GM does not consent to any assignment of any Customer's rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, and those repairs were completed prior to this mailing, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

You may schedule your vehicle for repair, or for more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V274.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carlo
Vice President
Global Product Safety and Systems



Deacon Jones Chevrolet
GMC of Kingston
1043 US 258 N
Kingston, NC 28504
Phone: (252) 522-3611

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	03/20/25	Status
R/O Close Date	03/21/25	Reprint
Mileage In	74576	Mileage Out
Service Advisor / Tag #	Jessica Bright/1064	
Vehicle Identification Number		
Delivery Date	00/00/00	In Service Date
Color		License Number
Year	2023	Make
Model	TAHOE	Body
	CHEVROLET	4WD 4DR Z71

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR MULTIPOINT: PERFORM MULTI POINT INSPECTION DATA STORAGE FEE Sub Total: Labor: .00 Parts: 1.99 Total: 1.99	1.99
#2 - MR CS: CUSTOMER STATES CUSTOMER STATES THAT THE VEHICLE SHUT OFF WHILE DRIVING DOWN THE ROAD Caused by NO CRANK, NO START, ALL LIGHTING COMES ON, SPUN ENGINE OVER BY HAND, FOUND THE MAIN BATTERY FUSEIBLE LINK - THE 400 AMP FUSE - FUSED. NEED TO START WITH REPLACING THE FUSEIBLE LINK ASSEMBLY AND CHECKING OPERATION AND CLEARING CODES- Tech: AARON PAUP (AP3) Installed 85015815 :SL-N-BLOCK (02483-CT) INSTALLED NEW BATTERY MAIN FUSEIBLE LINK ASSEMBLY - STARTED ENGINE - CHECKED OPERATION- CLEARED CODES AND TEST DROVE VEHICLE - CHECKS OK AT THIS TIME	333.00 137.83
Total Fees Amount 1.99	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*	LABOR 333.00 PARTS 137.83 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX I.D. 31.78 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE 504.60 KA2-VS/MC/DISC 021575 504.60
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	

9:14

Signal strength icon 97%

< Back

Transaction details



\$75.00

Description

Billy Becks Towing & Aut

Posted date

03/21/2025

Authorized date

03/21/2025

Status

Posted

Categories

Auto & Transport



Appears on your
statement as

BILLY BECKS
TOWING & AUT
BEAUFORT NC

Charged by



Card number



Dispute transaction



Home



Products



Search



Chat

3:00

96

Close

My Claim

Menu

TAHOE Z71 Roadside

March 19, 2025 | Claim



**We paid Cross Country, Agero's
parent company \$100.00 by
electronic funds transfer on
March 22.**

Electronic funds should be available within 3
business days.

[View Estimates, Payments and Coverage](#)



Message an adjuster.

Send a message or upload claim documents
and photos.



Autozone 06863

1504 LIVE OAK ST
BEAUFORT, NC
(252) 248-6004

Rewards Account

CORE TRADE-IN -1 @ 1/22.00 -22.00 P
*000319458 CORE TRADE-IN
H7-AGM
Duralast Platinum Battery, EA 244.99 P
#000319458 H7-AGM
H7-AGM
Duralast Platinum Battery, EA
#000319458 CORE CHARGE 22.00 P
#000245149 BTP-1 1.99 P
AGS Battery Terminal and
Cable Protector, 0.14 OZ

SUBTOTAL 246.98
STATE TAX @ 6.75% 16.16
SALE TOTAL 265.14
XXXXXXX 265.14
Approval # 021480

Data Source: CHIP

App Name/Label: VISACREDIT
AID: A0000000031010
FC: 215C3C2001B95F77

REG # 03 CSR #01 RECEIPT # 231209
STORE TRANS # 706904
STORE # 06863
DATE 03/21/2025 19:05
OF ITEMS SOLD: 2



* 0 6 8 6 3 7 0 6 9 0 4 0 3 2 1 2 5 *

Member: DANNY HAMMONS

As of 03/21/2025 at 18:04:53 PM CST

Your Credits Balance: 1 of 5

Don't worry about losing your receipt!
Access your purchase history and view
program terms and conditions at
www.autozone.com/rewards

Autozone Rewards Support: 1-800-741-9179

PERSONAL WARRANTY INFORMATION

HAMMONS, DANNY

28655

(828) 391-0911

2023 Chevrolet Truck Tahoe LS 2ND

Item: 000319458 H7-AGM DURALAST PLATINUM

4 YEAR/48 MONTH WARRANTY

Battery Limited Warranty

This warranty lasts from the day you
buy the battery to the end of the
warranty period on this receipt. This
warranty expires when you sell or
transfer your vehicle.

This warranty excludes failure due to
improper installation, other faulty
parts, low fluid levels, abuse, off-road
or stationary power unit usage. This
warranty does not apply to non-marine
batteries used in marine applications.

THIS LIMITED WARRANTY REPRESENTS THE
TOTAL LIABILITY OF AUTOZONE FOR ANY
BATTERY. ALL OTHER WARRANTIES IMPLIED
BY LAW APPLICABLE TO THE BATTERY SHALL
BE LIMITED TO THE WARRANTY PERIOD
STATED ON THIS RECEIPT. AUTOZONE MAKES
NO OTHER WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING THE IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE. AUTOZONE SHALL NOT
BE LIABLE FOR ANY INDIRECT, SPECIAL,
INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on
how long an implied warranty lasts, or
exclusion or limitation of incidental or
consequential damages, so the above
limitations may not apply to you. This
limitations apply to all states.

5369 Hwy. 70 West
MOREHEAD CITY, N.C. 28557
Phone: (252) 726-8128
www.kurtischvrolet.com

CELL: 919-754-711C

[illegible]

5369 Hwy. 70 West
MOREHEAD CITY, N.C. 28557
Phone: (252) 726-8128
www.kurtischevrolet.com

CELL:

CUSTOMER NO.

TOP JEWELL

813 952

INVOICE DATE 04/11/25

1/1/2013

ALHOYCS
LICENSING UNIT

MILEAGE - 1

CLUB SUMMIT WHIT

YEAR	MAKE	MODEL
73	CHEVROLET	TRUCK/TAHOE/TAHOE 4WD LT

DELIVERY MILES

SELLING UNITS

PRODUCTION DATE

433

P.O. NO.

BUSINESS: PLONGE

COMMENTS

MO: 7465

COMMENTS -

ALLY.
AUTH # 45845388
ALLY TO PAY \$12,239.10
CUSTOMER TO PAY \$100 (DEDUCTIBLE)

TOTALS:

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMEX XPRESS [] OTHER [] CHARGE *
 * DATE PAID _____ CASHIER _____ *

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS, IF FOR ANY
REASON YOU CANNOT CHECK COMPLETELY SATISFIED, PLEASE CONTACT
MATTHEW HALL OR CARLIS HARDIN, YOUR SERVICE DEPARTMENT
TEAM

CUSTOMER SIGNATURE

TOTAL - MISC	480.00
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GEMENTS MADE.

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, included but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES
ON ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT
OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



100

5369 HWY 70 W

MOOREHEAD CITY, NC 28557

2527268128

Cashier: JIVEY LEWIS

Transaction 007697

Take! **\$100.00**

CREDIT CARD SALE \$100.00

VISA 6554

Read this copy for statement validation

APR 25 3 03 PM '64
FBI - MEMPHIS

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840. 84

03.03.2025

W. A. WOLFEN

Accession No. 510100630958

Auth No. C11075

DATE: JAN 14 1964

File: A000010031010

ACHWKNM: VISA

C-Content: 81% 1H6XZM30Q8

Clear Privacy Policy

<https://naver.com/privacy>

On or about [REDACTED] my wife [REDACTED] was on her way to work in [REDACTED] when the 2023 Chevy Tahoe she was driving completely shut down while traveling down the road (the brakes, steering, and all electrical functions were not operating fully, and the vehicle went into neutral and would not start back). We submitted a claim to our insurance company, USAA, for the \$100.00 tow bill dated March 22, 2025, to have the vehicle towed to a nearby dealership in Kinston, NC (Deacon Jones Chevrolet). This caused my wife to miss 3 hours of work for her shift that night, and she had to have a coworker pick her up. The following morning, her parents had to drive an hour to pick her up from work. She then used one of their cars for the remainder of her work week. She received a call from Deacon Jones and was told the car was repaired and ready for pickup on March 21, 2025. When she arrived at the dealership and was given the keys, the Tahoe would not crank. A technician came out, jumped the car off, and got it started. We paid 504.60 and were told that a main battery fuse was causing the issues and that it was repaired at that time. Approximately an hour later into her drive home that day, the vehicle had another complete shutdown while traveling on a major multiple-lane highway running approximately 70mph. This time almost caused an accident as she attempted to cross lanes to safely coast to the side of the road. The brakes, steering, and all electrical functions were not operating fully, and the vehicle went into neutral again and wasn't operational. I, [REDACTED] had to close my business and drive 45 minutes to pick up my wife. We paid \$75.00 out of pocket to have it towed to Kurtis Chevrolet of Morehead City, NC, on March 21, 2025, where the vehicle was purchased. During the first two weeks, the dealership didn't have a loaner available. This caused me to stop all business operations for my wife to utilize the business vehicle so she would not miss any more work. It was later determined that a new engine was needed, and a loaner became available. The Tahoe remained in the shop for almost a month before being released to us on April 11, 2025, with the new engine installed, and us paying \$100.00 deductible to Ally. During this time, the dealership informed us of the national recall for that model/series for those motors to be recalled and replaced. On June 27, 2025, the Tahoe once again had a complete shutdown (same as before) and was towed by Billy Becks and billed to Kurtis. We were informed that the engine would have to be replaced again. On August 18, 2025, my wife picked up the Tahoe from Kurtis, and not even 30 minutes down the road, it had another complete shutdown (same as before). Again, on a major highway, nearly causing another accident, so again, Billy Beck was called to have it towed back and billed to Kurtis Chevrolet.

Additional Notes/Thoughts:

- The repeated times we had to close the business or stop operations for me to pick up my wife and transport her from point A to point B. Additionally, during this time, one of us was without a second vehicle, which caused us to reschedule or cancel various things.
- Paying for a vehicle that is not safe to operate.
- Having a loaner that's not equal to the vehicle we purchased. Again, this causes family vacations to be canceled or altered because we lack the capacity to transport the number of people/luggage we can in Tahoe. This caused us or someone else to drive more than one vehicle.
- The hassle and frustration during the whole situation
- A previous customer claim to GM was submitted for the initial engine replacement, where we were given 100 dollars in GM Points for the inconvenience.
- We feel we shouldn't be responsible for paying a deductible of \$100.00 to Ally nor the \$500.60 to Decon, when Decon, Kurtis, and GM knew there was going to be a national recall days/weeks/months prior. (They knew the issues of the battery fuse blowing as a safety function, along with not having fully functional brakes, steering, and all electrical functions not operating fully, and the vehicle going into neutral and would not start back, were all part of a bad engine.
- We have not been spoken to or have we been called by any of the maintenance department managers, dealership managers, after asking to talk to someone about why we are continuing to have this problem. NOTE, we were told when we paid the \$100.00 deductible on the first motor that this new motor doesn't fail under the national recall because it's not the same class/model/series motor since it is classified as a new motor (2025 motor).

We have been understanding and patient during this whole situation and process. How many more issues are we going to have to continue this process before someone is killed or injured due to the lack of a vehicle that's not operational or reliable due to the problems we have faced over the last few months? Ourselves or someone else could have been seriously injured or killed because of the constant, unsafe situations this vehicle continues to place us in.

Thank you,



[REDACTED]

Detroit, MI 48232-5170

PO Box 33170

Reimbursement Department

[REDACTED]

