

07/02/2025

General Motors Product Field Action Customer Reimbursement Request Form

N252494000

Mileage at Time of Repair: 73776 Date of Repair: 7.22.24Amount of Reimbursement Requested: \$ 5685.36**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 is for reimbursement for the expense of

Customer's Signature: _____

Submit this request form with the following information: 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





Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

Dear [REDACTED]

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 exists in certain 2021 model year Chevrolet Silverado vehicles equipped with the 6.2L V8 gas engine (RPO L87). As a result, GM is conducting a safety 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 N252494000.
- Schedule an appointment with your Chevrolet 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 Chevrolet 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 asslgn, 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 Chevrolet 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. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N252494000



16:31 24JUN25 15:58 26JUN25

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A MULTI POINT VEHICLE INSPECTION

MPVI MULTI POINT VEHICLE INSPECTION

4415 FLIER II, JAMES LIC#: M285004

CC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 0.00

94383 PERFORMED MULTI-POINT INSPECTION

B N252494000 CUSTOMER STATES PERFORM RECALL - L87 Engine Loss of Propulsion

CAUSE: RECALL

9107931 PICOSCOPE INSPECTION- ENGINE PASSED

4415 FLIER II, JAMES LIC#: M285004

W

1 12713787 (S) CAP

(N/C)

1 12737081 (S) FILTER

(N/C)

8 19432867 0W40 SC MOBIL1

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 0.00

94383

PERFORMED RECALL AND ENGINE PASSED

WARRANTY CLAIM CODE = FDYN282578775

PERFORMED LOF AND INSTALLED NEW CAP

C CUSTOMER STATES HAD ENGINE REPLACEMENT LAST YEAR AND HAD COST OUT OF POCKET, HE GOT PAPERWORK IN THE MAIL REGARDING RECALL, AND REIMBURSEMENT, NEED TO INSPECT AND THEN FOLLOW PROCEDURE MOVING FORWARD.

TO CUSTOMER STATES HAD ENGINE REPLACEMENT LAST

YEAR AND HAD COST OUT OF POCKET, HE GOT

PAPERWORK IN THE MAIL REGARDING RECALL, AND

REIMBURSEMENT, NEED TO INSPECT AND THEN

FOLLOW PROCEDURE MOVING FORWARD.

4415 FLIER II, JAMES LIC#: M285004

CC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 0.00

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They Also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Registration No. F122580
All Parts installed are new
unless specified otherwise.

TOTALS

Customer Signature _____

Customer Printed Name _____ Date _____

X

THE BUYER HEREBY AGREES TO THE FACTS AND TERMS HEREIN AND IS ADVISED BY THE MANUFACTURER, THE SELLER, OR A REPAIR PERSON THAT THE WARRANTY IS LIMITED TO THE SELLER'S OBLIGATION TO REPAIR OR REPLACE THE DEFECTIVE PARTS AND ACCESSORIES. THE SELLER'S OBLIGATION TO REPAIR OR REPLACE THE DEFECTIVE PARTS AND ACCESSORIES IS LIMITED TO THE SELLER'S OBLIGATION TO REPAIR OR REPLACE THE DEFECTIVE PARTS AND ACCESSORIES. THE SELLER'S OBLIGATION TO REPAIR OR REPLACE THE DEFECTIVE PARTS AND ACCESSORIES IS LIMITED TO THE SELLER'S OBLIGATION TO REPAIR OR REPLACE THE DEFECTIVE PARTS AND ACCESSORIES.

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)

X

The Factory Warranty constitutes all of the warranties with respect to the Sale of this item. The Seller hereby disclaims all warranties, express or implied, including the implied warranty of merchantability or fitness for a particular purpose. Any liability in connection with the Sale of this item shall be limited to the extent of the actual cash value of the item at the time of the loss. Any liability in connection with the Sale of this item shall be limited to the extent of the actual cash value of the item at the time of the loss.

SALES TAX

PLEASE PAY THIS AMOUNT

Invoice No: **1645599**

INVOICE

Berger

ESTIMATE: 0.00

24JUN25 16:31 SA: 4533

CONTACT:

Our Certified Service offers Limited Lifetime Parts Warranty on Select Parts. Any dealer installed GM Part is warranted. Ask for specific details.

NEED BRAKES? NEED TIRES? CALL US TODAY!

Consult your Service Advisor for details.

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Customer Signature

Customer Printed Name _____ Date _____

[illegible]

*The Factory Warranty Conditions All Of The Warranties With Respect To The Sale Of This Transfems. 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 Accepts Any Other Poth To Assume For It. Any Liability In Connection With The Sale Of This Transfems.

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Customer Copy

Customer Number: 498022

Invoice No: 1594654

Barber

OPTIONS: DLR:44044

R.O. OPENED READY

14:49 11JUL24 15:41 22JUL24

LINE OPCODE TECH TYPE HOURS

A MULTI POINT VEHICLE INSPECTION - TOW IN, PARKED IN MEDIUM DUTY AREA

BETWEEN PREP AND JOES STALLS.

MPVI MULTI POINT VEHICLE INSPECTION - TOW IN,

PARKED IN MEDIUM DUTY AREA BETWEEN PREP AND JOES STALLS.

4415 FLIER II, JAMES LIC#: M285004

CC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 0.00

73786 PERFORMED MULTI-POINT INSPECTION

B CUSTOMER STATES WHILE TOWING THE MOTOR DIED AND NOW WON'T START, SAID HE HAS HAD A CHECK ENGINE LIGHT ON FOR A WHILE, GOT AN OIL CHANGE, AND THEY READ OFF THE CODE FOR LIKE A VCC OR SOMETHING TYPE CODE HE DIDN'T REMEMBER, NEXT DAY DRIVING TOWING A SMALL UTILITY TRAILER IT LOST POWER, COULDN'T ACCELERATE, AND SHUT OFF, PUT INTO NEUTRAL HE SAID, AND THEN WOULDN'T START BACK UP, CHECK AND ADVISE

CAUSE:

AS11 CUSTOMER STATES WHILE TOWING THE MOTOR DIED AND NOW WON'T START, SAID HE HAS HAD A CHECK ENGINE LIGHT ON FOR A WHILE, GOT AN OIL CHANGE, AND THEY READ OFF THE CODE FOR LIKE A VCC OR SOMETHING TYPE CODE HE DIDN'T REMEMBER, NEXT DAY DRIVING TOWING A SMALL UTILITY TRAILER IT LOST POWER, COULDN'T ACCELERATE, AND SHUT OFF, PUT INTO NEUTRAL HE SAID, AND THEN WOULDN'T START BACK UP, CHECK AND ADVISE

4415 FLIER II, JAMES LIC#: M285004

CC

1 86788215 (S) HOSE

3 88864314 COOLANT

8 12626354 (S) GASKET

2 19432442 (S) SEAL KIT

5791.50 5791.50
171.85 171.85
28.20 28.20
7.14 7.14
29.03 29.03

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They Also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.		Registration No. F122580 All Parts installed are new unless specified otherwise. CUSTOMER ACKNOWLEDGED RECEIPT OF COPY THEREOF.	DESCRIPTION	TOTALS
Customer Signature _____	Date _____		LABOR AMOUNT	5791.50
Customer Printed Name _____			PARTS AMOUNT	171.85
			GAS, OIL, LUBE	28.20
			SUBLET AMOUNT	7.14
			MISC. CHARGES	29.03
			TOTAL CHARGES	29.03
			TOTAL INSURANCE	57.12
			SALES TAX	58.06
			PLEASE PAY THIS AMOUNT	

THE BUYER'S WARRANTY ON THIS VEHICLE AND THE VEHICLE'S PARTS IS LIMITED TO THE MANUFACTURER'S WARRANTY. THE BUYER'S WARRANTY IS LIMITED TO THE MANUFACTURER'S WARRANTY. THE BUYER'S WARRANTY IS LIMITED TO THE MANUFACTURER'S WARRANTY. THE BUYER'S WARRANTY IS LIMITED TO THE MANUFACTURER'S WARRANTY.

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Invoice No: **1594654**

Berger

LINE	OPCODE	TECH	TYPE	HOURS	80.49	78.52	78.52
1	12677002	(S)	PIPE		18.78	18.78	18.78
1	12679463	(S)	PIPE		28.86	28.86	28.86
1	12679867	(S)	GASKET		30.10	30.10	30.10
2	12657093	(S)	GASKET		16.35	16.35	16.35
10	11546600	BOLT			32.57	32.57	32.57
1	15035747	(S)	SEAL		29.35	29.35	29.35
1	15077362	(S)	SEAL		12.60	12.60	12.60
6	15032594	NUT			2.24	2.24	2.24
2	12682391	(S)	GASKET		24.21	24.21	24.21
8	19459511	(S)	SPARK PLUG		9.40	5.20	5.20
1	12737081	(S)	FILTER				
8	19432334	OW20	ACDelco dexos1 Full Synthetic				
	Gen 2				8.55	8.55	68.40
1	12732343	(S)	STARTER		376.40	376.40	376.40
1	85575814	W-	(S)RADIATOR		572.11	572.11	572.11
1	12690558	ENGINE			4726.70	4726.70	4726.70
	CORE CHARGE C				7000.00	7000.00	7000.00
-1	12690558	CORE	RETURN		7000.00	7000.00	-7000.00
1	85015807	(S)	BLOCK		123.82	123.82	123.82
1	12700664	(S)	TUBE		34.51	34.51	34.51
	GM&A GM POLICY DEALER 10% DISCOUNT						
	CC						
	4067490	ENGINE	REPLACEMENT				
	4415	FLIER II, JAMES	LIC#: M285004				
		W					(N/C)
	MISC GM PARTICIPATION						
	CC						
	MISC GM PARTICIPATION						
	W						
	PARTS: 6964.31	LABOR: 5791.50	OTHER: -7822.01	TOTAL LINE B:			4933.80
	73786	ENGINE					(N/C)

1320 UPON INSPECTION I FOUND THAT THE VEHICLE WILL NOT START. I THEN

DECIDED TO TRY AND TURN THE ENGINE OVER WITH A BREAKER BAR AND MOTOR IS

[illegible]

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Customer Copy

Customer Number: 498022

Invoice No: 1594654

INVOICE

Berger

OPTIONS: DLR:44044

READY

14:49 11JUL24 15:41 22JUL24
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

SEIZED SOLD AND WILL NOT MOVE. I THEN REMOVED THE OIL FILTER AND FOUND IT FULL OF METAL. I THEN REMOVED THE STEERING GEAR AND THE FRONT DIFF AND THEN THE OIL PAN. I THEN FOUND THAT THE FRONT ROD BEARINGS ARE SPUN AND SEIZED. I THEN PERFORMED A/C EVAC WARRANTY CODE 247J4C0PKE0L50MV0000. I THEN REMOVED THE COOLER SET UP AND THEN THE ENGINE. I DID REPLACE THE STARTER DUE TO THE SEIZED ENGINE DAMAGED THE STARTER AND THE BATTERY FUSE BLOCK BLEW SO I REPLACED THAT ALSO. I THEN REMOVED THE RADIATOR FROM THE STACK AND REPLACED IT ALONG WITH NEW ENGINE OIL COOLER LINES DUE TO METAL IN OIL. I THEN TRANSFERRED ACCESSORIES OVER TO THE NEW ENGINE AND INSTALLED. I THEN REASSEMBLED THE VEHICLE WITH ALL NEW SEALS AND GASKETS AND THEN RECHARGED THE A/C WARRANTY CODE 247K6R37360000JR0000. I THEN FILLED THE ENGINE WITH OIL AND COOLANT AND THEN DEGREASED THE ENGINE. I THEN PERFORMED A CRANK VARIATION LEARN AND THEN TEST DROVE THE VEHICLE AND VEHICLE NOW RUNS LIKE IT SHOULD.

NEW ENGINE # 40196934

OLD ENGINE # T2211381CU8X1216

C COULD NOT GET CODES, OR SAVI TO WORK FROM WHERE ITS PARKED, WILL NEED TO RUN VIS WHEN VEHICLE GETS INSIDE, ALONG WITH GLOBAL WAS DOWN WHEN IT WAS WRITTEN.

IO COULD NOT GET CODES, OR SAVI TO WORK FROM WHERE ITS PARKED, WILL NEED TO RUN VIS WHEN VEHICLE GETS INSIDE, ALONG WITH GLOBAL WAS DOWN WHEN IT WAS WRITTEN

4415 FLIER II, JAMES LIC#: M285004

CC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** Complete Deluxe Detail-Truck-Van-SUV (Interior cleaning, conditioning and deodorizing, engine degreasing, cleaning and dressing, pressure washing and claying exterior areas as needed, followed by the

CDD Complete Deluxe Detail-Truck-Van-SUV

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They Also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Customer Signature

CUSTOMER ACKNOWLEDGED
RECEIPT OF COPY THEREOF.

Customer Printed Name

Date

THE ONLY WARRANTY AVAILABLE TO THIS PARTY AND WHICH MAY BE OBTAINED BY THE PURCHASER OF THE SAID VEHICLE UNDER THE SAID WARRANTY IS THE WARRANTY OF MERCHANTABILITY OF THE SAID VEHICLE. THE SAID WARRANTY IS LIMITED TO THE SAID VEHICLE AND DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES. THE SAID WARRANTY IS LIMITED TO THE SAID VEHICLE AND DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES. THE SAID WARRANTY IS LIMITED TO THE SAID VEHICLE AND DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES.

THE FOLLOWING WARRANTY COVERAGE IS NOT COVERED BY THE SAID WARRANTY. THE SAID WARRANTY DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES. THE SAID WARRANTY IS LIMITED TO THE SAID VEHICLE AND DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES. THE SAID WARRANTY IS LIMITED TO THE SAID VEHICLE AND DOES NOT COVER ANY OTHER EQUIPMENT, PARTS OR ACCESSORIES.

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)

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Customer Copy

Invoice No: **1594654**

Berger

10/10/2013

NO. OPENED | **READY** | **OPTIONS: DLN:44044**

14:49 11 JUL24 15:41 22 JUL24

[illegible]

LIST	NET	TOTAL
------	-----	-------

(Interior cleaning, conditioning and deodorizing, engine degreasing, cleaning and dressing, pressure washing and claying exterior areas as needed, followed by the 4241 SPAANS, JUSTIN LIC#: 999

4241 SPAANS, JUSTIN LIC#: 999

3

DATE	DESCRIPTION	AMOUNT	TOTAL
01/01/2025	LABOR	329.95	329.95
01/01/2025	PARTS	0.00	329.95
01/01/2025	OTHER	0.00	329.95
01/01/2025	TOTAL	329.95	329.95

73786 6 00 DETAIL. COMPLETED AS DIRECTOR

ESTIMATE: 372.90 19JUL24 16:07 SA: 4533

CONTACT:

ESTIMATE: 0.00

CONTACT: 1100021 14:43 SA: 4333

CONTACT:

M.T.S.C.

42.95

42. Certified Service offers Limited Lifetime
s Warranty on Select Parts.

Dealer installed GM part is warranted for specific details.

BRAKES? NEED TIRES? CALL US TODAY!

It your Service Advisor for details

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 6121.45
PARTS AMOUNT	\$ 6964.31
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ -6503.48
TOTAL CHARGES	\$ 6582.28
LESS INSURANCE	\$ 1275.58
SALES TAX	\$ 378.66
PLEASE PAY THIS AMOUNT	\$ 5685.36

Customer Copy

Berger Chevrolet

2525 28th St SE

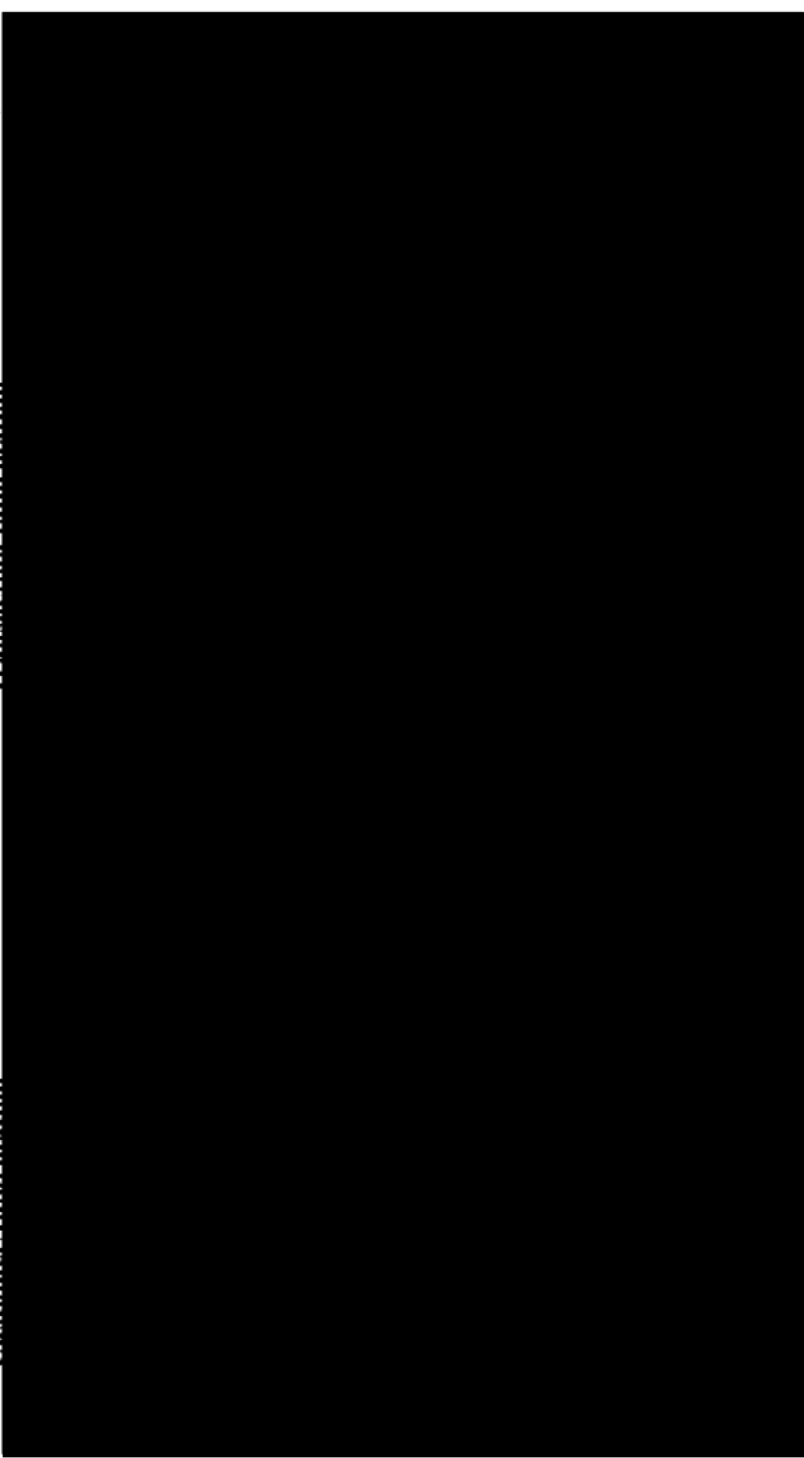
Grand Rapids

Michigan

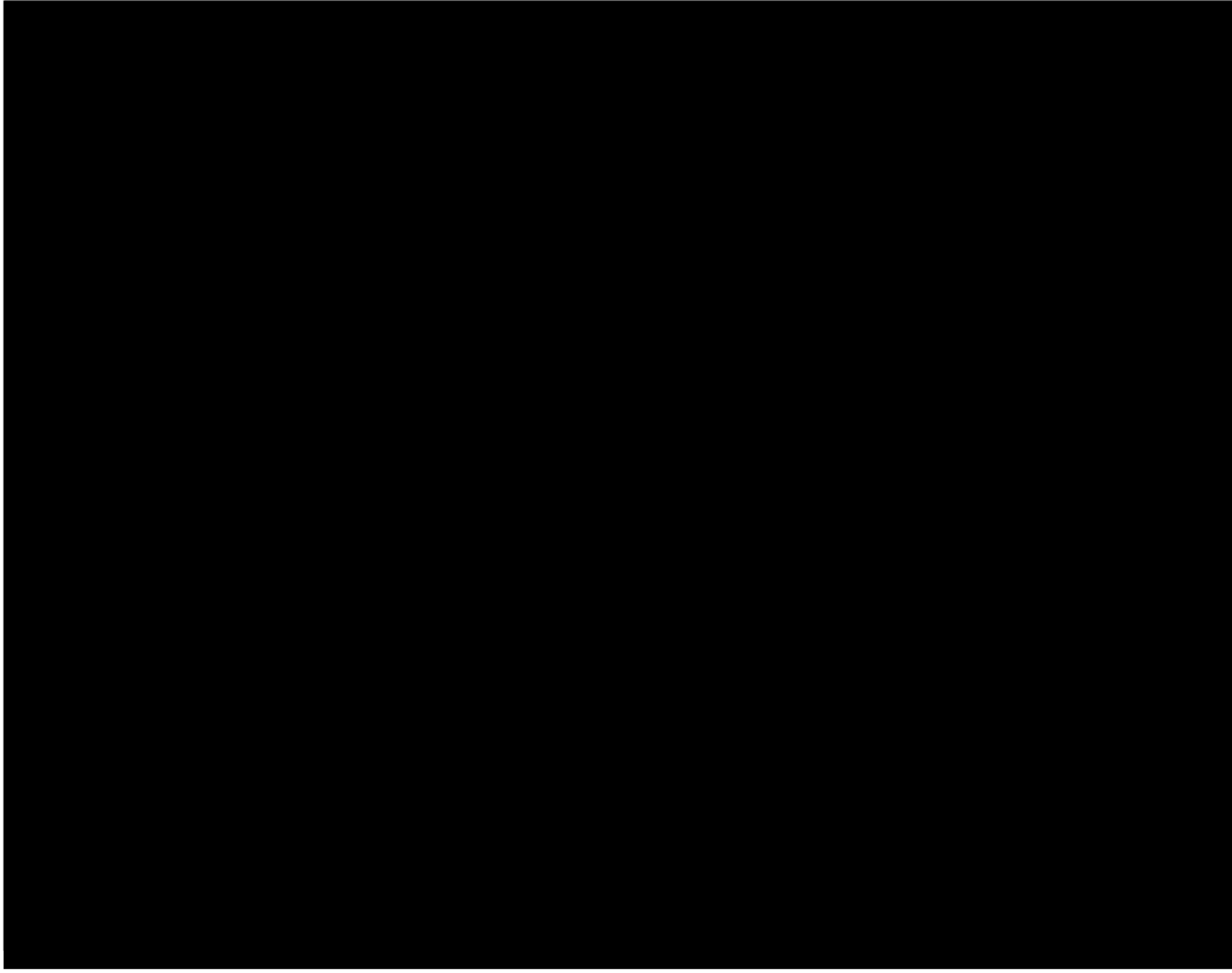
6169495200

Customer Information

Transaction Information



I Agree to Pay Above Total Amount According to Card Issuer agreement (Merchant agreement if Credit voucher).



ONLY TO SEAL



PRESS FIRMLY TO SEAL

UNITED STATES
POSTAL SERVICE.

Retail

PRIORITY®
MAIL

US POSTAGE PAID

\$10.10

Origin: 49301
06/30/25
2500100301-22

PRIORITY MAIL®

0 Lb 3.10 Oz

RDC 03

EXPECTED DELIVERY DAY: 07/02/25

B051

SHIP
TO:

PO BOX 33170
DETROIT MI 48232-5170

USPS TRACKING® #



9505 5123 9537 5181 3996 60



apply).
International destinations.

Required.

See the

Conditions of coverage.

Schedule free Package Pickup,
scan the QR code.



USPS.COM/PICKUP

