

From: [REDACTED] <[REDACTED]>
Sent: Thursday, July 17, 2025 6:07 PM
To: Rhonda Jensen (General Manager) <rjensen@bowmanchevy.com>
Cc: Mat Kostrzewa <mkostrzewa@bowmanchevy.com>; Joe Jackson (John Bowman Chevrolet Inc) <jjackson@bowmanchevy.com>; Katie Coleman <kbc Coleman@bowmanauto.com>; Mary Barra <mary.barra@gm.com>
Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

Okay, I just got off the phone with them for the second time today. Maybe it just hasn't made it to you folks yet. She did mention that Mat does have all this information now, so maybe tomorrow I'll hear back from you, I hope.... Is it possible they are closing the "buyback" case because a new case of a "straight repurchase" is opening or opened?

Again, I just want my hard earned money back that has been going to a defective vehicle since day one.

Thanks again,

[REDACTED]

On Thu, Jul 17, 2025 at 5:48 PM Rhonda Jensen <rjensen@bowmanchevy.com> wrote:

Hello [REDACTED],

General Motors has not yet provided us with a final decision regarding your buyback case. Mat Kostrezwa is currently working with our contact at GM to pursue what they refer to as a "straight repurchase," as you've indicated that you'd like to move on from this dealership—and possibly Chevrolet or GM altogether.

Mat is awaiting a callback from his contact and is hoping to receive an update by tomorrow. As mentioned previously, the terms of the buyback are ultimately between you and General Motors. However, please know that Bowman Chevrolet is committed to helping facilitate the process on your behalf.

We are actively working on this from our end and continuing to do what was outlined in the last email.

Sincerely,

Rhonda Jensen

Executive Manager

Bowman Chevrolet, inc.

rjensen@bowmanchevy.com

248-577-5030

From: [REDACTED] <[REDACTED]>

Sent: Thursday, July 17, 2025 3:30 PM

To: Rhonda Jensen <rjensen@bowmanchevy.com>

Cc: Mat Kostrzewa <mkostrzewa@bowmanchevy.com>; Joe Jackson <jjackson@bowmanchevy.com>;

Katie Coleman <kbcoleman@bowmanauto.com>; mary.barra@gm.com

Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

CAUTION: This email originated from outside of the Bowman Auto Group. Do not click on any links or open any attachments unless you recognize the sender and know the content is safe.

Rhonda, I was informed by GM today they will not be buying the truck back, based on the information they have. Again, this is my 2nd truck in 2 years and I'm currently on my 4th engine. (3 bad engines in 2 years) This 4th engine is also a recalled engine with the thicker oil that now causes lower performance, along with having a bad/defective part internally. All of which I didn't agree on when signing a lease.

I'm reaching out one last time to see if there is anything this dealership is willing to do before I'm forced to take a different approach, here. Please advise on any options we might have.

On Fri, Jul 11, 2025 at 6:52 PM [REDACTED] <[REDACTED]> wrote:

Thank you.

On Fri, Jul 11, 2025 at 6:47 PM Rhonda Jensen <rjensen@bowmanchevy.com> wrote:

[REDACTED],

Thanks for the reply. I have instructed my staff to keep me informed as your request for repurchase moves forward.

All of your concerns have been communicated to GM.

Thanks,

Rhonda

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From: [REDACTED] <[REDACTED]>
Sent: Friday, July 11, 2025 12:06:37 PM
To: Rhonda Jensen <rjensen@bowmanchevy.com>
Cc: Mat Kostrzewa <mkostrzewa@bowmanchevy.com>; Joe Jackson <jjackson@bowmanchevy.com>; Brent Sobczak <bsobczak@bowmanchevy.com>

Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

CAUTION: This email originated from outside of the Bowman Auto Group. Do not click on any links or open any attachments unless you recognize the sender and know the content is safe.

Rhonda, thanks for getting back to me. I've been asking to talk with you for weeks now and kept getting the runaround. It would have been nice to chat prior to things getting to this point.

This doesn't change the fact I was told a fib about getting a brand new engine that has never had a defective part in it. I believe all calls are recorded on your end, if that needs to

be checked. I made it very clear, I wasn't going to accept another defective engine. I don't care about the fact they are giving the "OK" on these engines with a thicker oil. It was never intended for this engine (main component) to operate with a defective part and a thicker oil. Exactly why the [REDACTED] is still taking the [REDACTED]. Anybody with some common sense knows that. This is where I struggle with knowing the whole time my payment has been going to a defective vehicle and it still is.

I understand you want to stick up for your crew, because that's what good leaders do, but the truth is the truth. It's felt very intimidating the last two times I've been at that Dealer, constantly feeling the need to stick up for myself. This whole situation is wrong and has been from the very beginning.

I understand you don't build these vehicles. I'm just asking for the same help that was provided last time, because that's what's owed here. This situation is no different, besides the truck making it 10,000 miles more than the last one (on the first engine). We are on the 3rd engine this truck has had, since coming from the factory.

With that being said, let's not ignore this headlight issue. Should a headlight be taking on water at this mileage? I've never been in any accidents or anything. The only FACT we do know is these headlights have been yanked out multiple times now by your service department. I asked to have it replaced, based on this knowledge and it gets ignored because I'm 2k over bumper to bumper? This is what we call exceptional customer service? The first time that were pulled out, the truck had to go back into the body shop because of all the scratches they left on the bumper. Also, the bumper wouldn't even stay clipped in because of some clips that were broken when reinstalling.

Rhonda, you were very helpful doing the right thing last time. I'm asking we do the same thing here so I can simply have a fresh start, elsewhere. I've never had this type of experience with new vehicles. Nobody should have to deal with this.

Thank you,

On Fri, Jul 11, 2025 at 10:44 AM Rhonda Jensen <rjensen@bowmanchevy.com> wrote:

Good morning, [REDACTED],

I want to take a moment to address the concerns you've raised regarding your vehicle and your experience with our dealership and staff.

First, please know that we take great pride in delivering exceptional products and customer service. It's clear from your message that you feel we've fallen short of that commitment in this instance. At the same time, I want to express my confidence in my staff — I know they work thoughtfully and always with the customer's best interests in mind.

I was personally involved in the previous buyback situation, and at that time, I understood the matter was resolved to your satisfaction.

In this current matter, Mat has been working closely with you and following all GM guidelines and recommendations throughout the repair process. As a GM franchise, we are required to follow the procedures and protocols they provide, including parts sourcing and repair steps covered under warranty. Every action taken has been aligned with those requirements.

I understand that you have now opened a case directly with GM, and after speaking with Mat and Doug yesterday, I'm aware that Mat has agreed to help move that case forward. As you know from your prior experience, the decision for a vehicle buyback lies solely with General Motors, not with Bowman Chevrolet. That said, we will continue to support you throughout the process to the best of our ability.

GM has reached out to Mat this morning regarding your case. He emailed them with your request, and we are awaiting instructions from them. Either GM or Mat will be reaching out to you with additional information.

Thank you,

Rhonda Jensen

Executive Manager

Bowman Chevrolet, inc.

rjensen@bowmanchevy.com

248-577-5030

From: [REDACTED] <[REDACTED]>

Sent: Thursday, July 10, 2025 7:00 PM

To: Mat Kostrzewa <mkostrzewa@bowmanchevy.com>; Joe Jackson <jjackson@bowmanchevy.com>; Rhonda Jensen <rjensen@bowmanchevy.com>; Brent Sobczak <bsobczak@bowmanchevy.com>

Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

CAUTION: This email originated from outside of the Bowman Auto Group. Do not click on any links or open any attachments unless you recognize the sender and know the content is safe.

I'm writing this email to state all the issues I've had since becoming a Chevy customer. I'm pursuing a buyback for the current truck I am in, not only due to all the engine problems, but also due to this tarnished relationship we now have.

Since day one, I've been paying full price for an underperforming vehicle. I work too hard for every penny I have to afford a nice vehicle, only to realize my money has been going to a defective vehicle the whole time I've been a customer.

In the first truck, also a 6.2L, I had 3,000 miles on the truck before I started hearing noises coming from the engine. I took it into service and the next day they told me everything was perfectly fine and you're okay to drive the truck. One week later, I was broken down on the side of the highway. After a long battle, you were able to purchase the truck back and I was able to lease the truck that I'm currently in.

My current truck, the first day I got home with it, I realized I kept hearing a noise coming from the rear end. I noticed the collar for the upgraded exhaust was never clamped down so I had to do that on my own. At 14,000 miles, the engine fails on this truck. At this point, a new engine was installed. I received the truck back sometime between late April and early May of 2024. On May 19, 2024, I started the truck and noticed a knocking/ticking noise coming from the engine. I sent a video to this group, asking if this is how a brand new engine is supposed to sound. Nobody ever responded back, which was a shame, given all the issues and headaches we've already been through.

Since nobody responded, I assumed just keep driving the vehicle. Overtime, the truck was noticeably losing power, still making the knocking noise at startup, and would bog down when pushing the gas. At this point, the recall was in place. I brought the truck into Matt for them to look at. Day one, they were not able to duplicate the noise. Day two, they were able to duplicate the noise and told me it would be a lengthy process due to not having all the answers on the recall and how GM wanted to handle it. Mind you, this engine is knocking already.... After 21 days, I received a phone call to come pick my truck back up. I asked [REDACTED] (service) if any repairs were made. He said "nope, they put the new oil in". As if this was going to fix a knocking engine.... Before I even left the dealership that day, I started another video on my phone and started the truck, and believe it or not, the engine was still knocking. I took the video right back to Matt, which he agreed it's still making that noise. He told me to go ahead and drive it anyway and to make a case with GM to have the truck bought back.

I made a case with GM to have the truck bought back. Two days later, I get a call they are going to put in ANOTHER "new" engine. At this point, I've already made my mind up about getting this truck bought back.

I took the truck in on 6/27 and got it back today. Prior to this engine being installed, I shared with Matt my concerns on the approach they would take when getting the new engine. I asked Matt if this would be an engine that was never recalled or ever had a defective part, because I was worried they would grab another Crate engine that was recalled, replace the oil with the [REDACTED] and call it good. He ASSURED me this would be an engine that has never been defective at any point and went on to tell me it would actually be the next [REDACTED] of the [REDACTED]. Not knowing too much about the next [REDACTED], I did a little research and noticed the new [REDACTED] isn't coming out until 2027. At this point, I asked Matt about this and was given some round about answer to shut me up.

After receiving the truck, today and going over the paperwork on what was done, I noticed they put in the [REDACTED] 0 oil along with the new identifier cap. Now, correct me if I'm wrong, but the new [REDACTED] engines are not recalled and are still taking the "normal oil" [REDACTED]?? Totally an unacceptable way to fix an ongoing problem.... I went to asked [REDACTED] about this and he immediately had an attitude, so I asked for Matt. I was told Matt just left for lunch. At this point, I went into the dealership and talked to Doug (Sales managers) about my current buyback case, which he was unsure of. He goes to service and brings Matt back (thought he was at lunch...). Matt then says, "What do you mean you want your truck bought back, we just put a brand new engine in it". It's all the reasons above why this truck needs to be bought back, for everything that I've gone through since becoming a Chevy customer. I one hand Matt says you won't have another defective engine being put back in this truck then all of a sudden I have another defective engine being put back in this truck with a new oil that's supposed to be the magical fix. LET'S BE HONEST HERE, THIS IS A BAND-AID TO BUY GM TIME WITH ALL THESE DEFECTIVE ENGINES. THE IDEA WITH THE THICKER OIL IS TO GET LONGEVITY OUT OF THE DEFECTIVE PART TO HOPEFULLY SCATTER THE ENGINE FAILURES, INSTEAD OF HANDLING THEM ALL AT ONCE. I as a customer do not want to be part of this process nor did I sign up for this headache when I first went with Chevy.

Just a few more important things to add. When they installed the second engine in this truck, I went to pick up the truck and noticed the bumper hanging out along with scratches all over it. I also noticed a big chip taken out of the driver side wheel. With that being said, they had to keep the truck for another week to repaint the bumper and to order another rim. I took the truck back for a day and realized scratched in writing on the paint for the body shop to buff out. At this point, I had to make another trip back out there for them to buff that out.

A few weeks ago, I came into the dealership asking for Rhonda because the service center told me that she was there. The lady at the front desk, then brought me back Brent, who showed up with his hands in his pockets, never introducing himself, staring at me. At this point, I reached my hand out to shake his hand and introduced myself. Brent then says "yeah, what's up" I was completely shocked at how I was being treated and I asked Brent if we could go somewhere private to talk and maybe be treated like a customer. Brent turns around and heads to his office and I follow. We had a long conversation about me wanting to have this truck bought back. He claimed to have sent Rhonda and email to help get the ball rolling. Never heard back on this. Before leaving the dealership today, I made another case to have this vehicle bought back and I called to give the Case number to Brent and to Matt. When I gave the case number to Brent, he started asking me questions to get caught back up with what's going on. When he started acting clueless, I told him again that I wanted to speak with Rhonda and cut out the middleman. At this point, Brent gets pretty upset and tells me to stop calling him and that he's not willing to help anymore. I explained to Brent I never wanted to talk to him in the first place. I just wanted to talk to Rhonda, especially since he doesn't have the right mindset or mentality to deal with these stressful situations. Instead, he decided to take the tough guy approach like he did when he When he approached me with his hands in his pockets.

Another note I'd like to make after the second engine was installed. I started getting moisture in the passenger side headlight so I talked to Matt about that when they were going to replace this engine. I asked him when they replace engines. Do they take out the headlights completely and he confirmed that they do. Obviously, something happened when they removed this headlight for it to start collecting water. When I dropped the truck off on 6/27, I asked Matt if they could go ahead and take care of the headlight while it was in there getting the engine done and he said he would do everything he can. Of course, nothing was done to fix the headlight.

Now, this Dealership has a pretty good reputation, according to google. At this point, I'm so upset with how things have been handled over the two years to the point of wanting all of my money back. I'm hoping we can make this happen quickly, Without headache. I will wait until Tuesday next week to get a phone call from someone that can actually help before I'm left with no choice, but to put this on the Google review, to express how I've been treated and ALL the issues that have come from here, specifically.

I have so far made 26 payments, on this defective truck, totaling an amount of \$18,457.14. I would like this money back and to be able to move on from this relationship. I don't even feel comfortable coming in there anymore with how I've been treated. I feel like I constantly need to stick up for myself versus feeling like somebody is helping me there. Please get me out of this truck so I can start a new chapter with a different brand.

My Cell: [REDACTED]

Case #: [REDACTED]

On Thu, Jul 10, 2025 at 3:39 PM [REDACTED] > wrote:

FYI. This is from May 19, 2024, roughly 3 weeks after installing the previous defective engine.

----- Forwarded message -----

From: [REDACTED] >

Date: Sun, May 19, 2024 at 9:14 AM

Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

To: Aimee Sloas <asloas@bowmanchevy.com>, Joe Jackson <jjackson@bowmanchevy.com>, Rhonda Jensen <rjensen@bowmanchevy.com>

I would add Matt but don't have his email. Is this a normal noise when starting a brand new engine?

On Wed, May 15, 2024 at 3:53 PM [REDACTED] > wrote:

This just gets better and better. Nice little note for the body shop, I just noticed today....



On Tue, Apr 23, 2024 at 8:05 AM Aimee Sloas <asloas@bowmanchevy.com> wrote:

Morning! I didn't want to call you this early but wanted to let you know the engine came in yesterday afternoon! Ray will keep you posted and call you as soon as it is done! Have a great day!

Thank you,

Aimee

From: [REDACTED] <[REDACTED]>
Sent: Friday, April 19, 2024 5:46 PM
To: Jason Lee <jlee@bowmanchevy.com>
Cc: Aimee Sloas <asloas@bowmanchevy.com>
Subject: Re: Bowman Chevrolet RO [REDACTED] engine tracking information

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Thanks All.

On Fri, Apr 19, 2024 at 4:54 PM Jason Lee <jlee@bowmanchevy.com> wrote:

These may not be the easiest screens to read, but these are the tracking screens for GM's shipments. This is for the engine P [REDACTED], ordered for you [REDACTED]. GM's estimate is currently showing an arrival date of 4/23 to 4/26.

Jason Lee

Parts Consultant

Bowman Chevrolet

[6750 Dixie Hwy.](#)

[Clarkston, MI 48346](#)

248 - 575 - 5000

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