

Subject: Re: vehicle buyback

Starting to feel like we are wasting time here. I've been driving a defective vehicle since becoming a Chevy customer. We're not talking about a defective tailgate or something like that, we are talking about the heart of the truck that has been a major issue and still is a major issue. GM receives my payment early, every month and in return, I still get to drive a truck that has major engine flaws. The customer is much more impacted by this than GM or your dealership.

2 trucks and 4 engines in two years. It's unacceptable and shouldn't have anything to do with bumper to bumper but all to do with the pain and suffering that comes with a poorly running vehicle. This is why most people buy brand new vehicles, to avoid all the issues that come with used vehicles. I'm on my fourth brand new engine at 38k. That's an average of just over 12,000 miles per engine. That's unheard of...

Also, this truck still doesn't drive right, but I've been giving it a couple weeks to see if there's any change. My guess is, it's still an engine with defective parts in it.... When I do bring it in, drive it for a week and I'll be SHOCKED if you came back and said it's driving as it should. If I have to take it to another dealership, that's what I'll do. You can feel the wheels stutter or almost like the entire truck rocks back and forth as it climbs up to speed. Could possibly be the bad/poorly manufactured crankshaft that ultimately drives the wheels? This has been incredibly depressing and exhausting.

Also, I received a phone call on behalf of Mary Barra on Friday, from a gentleman named Dominick from the "Executive Resolution Team". He told me he would be contacting me this week. Did this decision come from them?

On Tue, Jul 22, 2025 at 4:12 PM Joe Jackson
Anthony,

I know this is not the outcome with GM you were looking for, but \$5,000 towards a lease does change the payment quite a bit. In addition to that \$5,000 I will do what we can on our end to help if you want us to run prices on any new GM vehicles.

You can give me a call if you would like to discuss.

Joe Jackson

General Sales Manager

Bowman Chevrolet

248.575.5028

jjackson@bowmanchevy.com

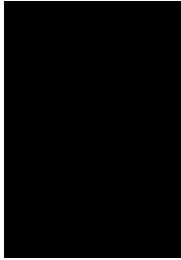


We just received the following answer from General Motors:

Per our discussion, with customer having 38k+ miles, we can issue \$5,000 OLC and customer can work on trading vehicle in. We are outside of the buyback period with it being outside of bumper to bumper.

Thanks.

I have copied
payment.



this email to further discuss options on how \$5000.00 would impact a lease

Thank you,

