

Hi Team,

BCC'ing Workflow to create a US VIN.

[REDACTED] keep an eye out for a case and have the adviser put it in DOC Only until it is determined where the vehicle is being repaired.



Samantha (Sam) Guza
Business Performance Lead
Executive Resolution Team
samantha.guza@gm.com cell: [REDACTED]

From: Kyle Blondin <kyle.blondin@gm.com>

Sent: Friday, July 25, 2025 2:50 PM

To: [REDACTED] <salvador.barba@gm.com>; Samantha Guza
<samantha.guza@gm.com>; Peggy Stokes <peggy.stokes@gm.com>; Skyler Korinek
<skyler.1.korinek@gm.com>

Cc: Jordan Robinson <jordan.robinson@gm.com>; Dilara Ozcan (C) <dilara.ozcan@gm.com>; Zubair
Noorani <zubair.noorani@gm.com>

Subject: RE: [EXTERNAL] Re: GM Customer Care [REDACTED]

We are trying to determine what the best timeline for the Canadian dealer to order the engine and have a tech available to repair once engine is received.

There is a chance the customer may demand we tow vehicle back to US dealer unrepaired.

If we do perform the repair in Canada we would love to have your assistance expediting the part ...

Should know soon.



Kyle Blondin
Engagement Lead, CAC Canada
kyle.blondin@gm.com tel [REDACTED]

From: [REDACTED]

[REDACTED] Friday, July 25, 2025 2:33 PM

To: Kyle Blondin <kyle.blondin@gm.com>; Samantha Guza <samantha.guza@gm.com>; Peggy Stokes
<peggy.stokes@gm.com>; Skyler Korinek <skyler.1.korinek@gm.com>

Cc: Jordan Robinson <jordan.robinson@gm.com>; Dilara Ozcan (C) <dilara.ozcan@gm.com>; Zubair
Noorani <zubair.noorani@gm.com>

Subject: RE: [EXTERNAL] Re: GM Customer Care [REDACTED]

Do we need to expedite an engine to get the repair completed?

Thanks,
Salvador Barba

C: [REDACTED]



From: Kyle Blondin <kyle.blondin@gm.com>

Sent: Friday, July 25, 2025 2:32 PM

To: [REDACTED] Samantha Guza
<samantha.guza@gm.com>; Peggy Stokes <peggy.stokes@gm.com>; Skyler Korinek
<skyler.1.korinek@gm.com>

Cc: Jordan Robinson <jordan.robinson@gm.com>; Dilara Ozcan (C) <dilara.ozcan@gm.com>; Zubair
Noorani <zubair.noorani@gm.com>

Subject: RE: [EXTERNAL] Re: GM Customer Care [REDACTED]

Sorry Sal... the vehicle will not be repaired by Monday... he will be returning home on Monday without the vehicle.



Kyle Blondin
Engagement Lead, CAC Canada
kyle.blondin@gm.com tel [REDACTED]

From: [REDACTED] <salvador.barba@gm.com>

Sent: Friday, July 25, 2025 2:31 PM

To: Kyle Blondin <kyle.blondin@gm.com>; Samantha Guza <samantha.guza@gm.com>; Peggy Stokes
<peggy.stokes@gm.com>; Skyler Korinek <skyler.1.korinek@gm.com>

Cc: Jordan Robinson <jordan.robinson@gm.com>; Dilara Ozcan (C) <dilara.ozcan@gm.com>; Zubair
Noorani <zubair.noorani@gm.com>

Subject: RE: [EXTERNAL] Re: GM Customer Care [REDACTED]

Thanks Kyle – Please keep this attribution updated with the progress. If I may ask what was the solution to get the vehicle repaired by Monday?

@Sam lets get a Doc Only case in Exec for when/if we need to transition it to our side we can take it over with the details.

Thanks,
Salvador Barba

C: [REDACTED]



From: Kyle Blondin <kyle.blondin@gm.com>
Sent: Friday, July 25, 2025 2:27 PM
To: [REDACTED] <salvador.barba@gm.com>; Samantha Guza <samantha.guza@gm.com>; Peggy Stokes <peggy.stokes@gm.com>; Skyler Korinek <skyler.1.korinek@gm.com>
Cc: Jordan Robinson <jordan.robinson@gm.com>; Dilara Ozcan (C) <dilara.ozcan@gm.com>; Zubair Noorani <zubair.noorani@gm.com>
Subject: FW: [EXTERNAL] Re: GM Customer Care [REDACTED]

Happy Friday Team

I believe our Canadian Care team is going to need your assistance with this case once the travelling US customer [REDACTED] returns to the US on Monday.

In Summary customer recently purchased a used 2022 Sierra (vehicle details below) and the L87 recall Field Action was completed prior to the customer taking possession of the vehicle.

[REDACTED] travelled to Canada for a hunting trip and experienced an engine failure.

We were working to try to get the customer home leaving the truck behind, but it looks like Mr Remington has found a solution and will be back in Missouri on Monday.

I will be discussing with Canadian DSM and US District Manager strategy on repair and reunite of the vehicle once vehicle is fixed.

Reaching out because customer has stated contacting his lawyer and dissatisfaction with selling dealership.

I do believe we will have to transition the customer interaction to the US team once customer returns home.

We will still work on reunite plan and fix...

Would you be able to assist communicating with US customer beginning Monday when back in US.

Selling US dealer:

BAC	Dealer Name	Address
[REDACTED]	Lotspeich Automotive	[REDACTED]

Servicing CAN dealer:

BAC	Dealer Name	Address
[REDACTED]	Dryden Chevrolet Buick GMC Ltd.	[REDACTED]

2022 Sierra
[REDACTED]

[REDACTED]

Email Info:

[REDACTED]



Kyle Blondin
Engagement Lead, CAC Canada
kyle.blondin@gm.com [REDACTED]

From: gmcanada.care@gm.com <gmcanada.care@gm.com>
Sent: Friday, July 25, 2025 1:55 PM
To: Kyle Blondin <kyle.blondin@gm.com>
Subject: RE: [EXTERNAL] Re: GM Customer Care [REDACTED]

Hello Kyle,

Please find below the email chain with the customer and his wife's responses to my email.

Let me know if you need any additional information or clarification.

Best regards,
[REDACTED]

Customer Service Advisor
General Motors of Canada Company

To ensure receipt of any response, please be sure to reply directly to this email. Do not modify or delete the thread ID below. If it is deleted, your response may not be received.

[THREAD ID [REDACTED]]

[REDACTED]

Sent: Friday, July 25th, 2025 5:48:48 pm

To: [REDACTED]
CC: "gmcanada.care@gm.com" <gmcanada.care@gm.com>
Subject: [EXTERNAL] Re: GM Customer Care [REDACTED]

ATTENTION: This email originated from outside of GM.

To make a long story short, I'm not paying to title this truck, pay sales tax, or make payments on a vehicle I can't drive given the circumstances. If we can't get a GM remanned (not some aftermarket remanned motor from Mexico) or new GM motor back in this truck and on the road in the next two weeks I'm going to lawyer up and get my money back all together. You guys have until Monday the 28th when I get back state side to have a proposal put together to make this right. After Monday I will be putting it in front of our attorney and letting them handle it from there. Thank you.

On Fri, Jul 25, 2025 at 12:35 PM [REDACTED]:
Sirs,

During our buying process of the vehicle currently sitting in Dryden Ontario with a blown motor, that mind you we haven't even titled or made a payment on yet, my wife and I were never informed of the current recalls on the 6.2 motor. There is also a stop sell currently put on this motor without having a prior inspection on the recalled parts. Considering this motor didn't make it 2000 miles down the road after it was sold to us I'd say it's safe to assume that if there were an inspection it was pencil whipped. Either way, we did not receive an inspection certificate that it was investigated prior to the sale. This is fraud.

I had to have the owner of the outpost camp I am currently staying at install star link at our cabin 185 miles from civilization just so that I can get in the loop. My issue may eventually be with GM but currently it is with Lotspeich Chevrolet.

Julie, is there any way you can get me a lead time on a new motor installed on the Canada side? Sounds like [REDACTED] is being told it's several months out on the US side.

I am incredibly close to contacting our attorney when I get back state side and washing my hands of this truck all together. I am terribly disappointed that our local dealer would allow this truck to be sold on their lot with the issues it's known to have and not disclosing it and inspecting the recall first. This could have been my wife and children on the side of the highway 1500 miles from home with no cell phone reception.

If [REDACTED] can get a motor in the next couple of weeks we will have it repaired there and Lotspeich can facilitate how to get it back to my front door. Otherwise Lotspeich can have it shipped to McCarthy Chevrolet in Lees Summit and have a motor put in it there if it can be done in the next couple weeks.

Please keep [REDACTED] or I in the loop. This needs to be figured out by Monday morning the 28th of July 2025 or I'm washing my hands of the dealings and I'll be having my attorney handle it from there.

On Fri, Jul 25, 2025 at 12:35 PM [REDACTED] wrote:
I don't need help getting home. I will copy in the email I sent lotspeich Chevy where we purchased the vehicle to bring you up to speed.

On Fri, Jul 25, 2025 at 12:32 PM [REDACTED] wrote:

[REDACTED]
I have looped my husband in on this email chain.
He is not able to receive calls where he is.

I don't think the main concern anymore is getting my husband home, we have scrambled to find other arrangements.

The concern now is getting the vehicle fixed and back home or getting out of the nightmare all together, we have not even owned this vehicle for 30 days.....

[REDACTED] please advise.

From: gmcanada.care@gm.com <gmcanada.care@gm.com>

Sent: Friday, July 25, 2025 11:54 AM

To: [REDACTED]

Subject: GM Customer Care [REDACTED]

Hello [REDACTED]

My name is [REDACTED] and I'm the new advisor assigned to assist your [REDACTED] [REDACTED]
[REDACTED] regarding his 2022 GMC Sierra.

I would appreciate the opportunity to speak with him directly to ensure we can provide the best possible support. Could you kindly share my contact information with him so he can reach out at his convenience?

Additionally, are you able to confirm when he is expected to leave the hunting site, or if there is a specific date planned for his return?

I'd be happy to have a more in-depth discussion about the matter. You can reach me at **1-800-263-3777**, extension **5926969**.

Thank you for your assistance, and I look forward to connecting soon.

Best regards,



Customer Service Advisor
General Motors of Canada Company

To ensure receipt of any response, please be sure to reply directly to this email. Do not modify or delete the thread ID below. If it is deleted, your response may not be received.