INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

September 2, 2025

On or about March 19, 2025, my wife [redacted] was on her way to work in Kinston, NC, 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. Also, during this time, one of us was without a second vehicle, causing us to reschedule or cancel things.
- Paying for a vehicle that is not safe to operate.
- Having a loaner that's not equal to the vehicle we purchased. Again, causing family vacations to be canceled or altered due to not having the capacity to transport the number of people/luggage we could in the 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]