

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



12015 HESSE DRIVE
FARMERS BRANCH, TEXAS
UNITED STATES, 75234

GMC Customer Assistance Center
GMC Ewing Dealership (Plano, TX)
Briggs Auto (For Scott, Kansas)

From:
LYDIA PAINTING COMPANY
12015 HESSE DRIVE
DALLAS, TX 75234

Date: Tuesday, August 12, 2025

Vehicle Details

- **Make & Model:** 2024 GMC Sierra Denali Ultimate
- **VIN:** [REDACTED]
- **Purchase Date:** July 24, 2024
- **Current Mileage:** 15,838 Miles

Timeline & Issue Summary

1. **March 2025 – Vehicle Malfunction:**
 - The truck unexpectedly stopped on the highway and would not stay in Drive, reverting to Neutral.
 - The incident lasted approximately 10 minutes, and OnStar notified me via email.
2. **July 23–28, 2025 – Recall Repair:**
 - Performed recall-based engine repair at GMC Ewing.
3. **August 2025 – Catastrophic Engine Failure:**
 - One week after return, while driving to Kansas City, the engine failed ~1 hour before destination.
 - Vehicle was towed to Briggs Auto; diagnosis: complete engine failure.
 - Briggs Auto ordered a replacement engine, which is currently back-ordered indefinitely. They also cited staffing shortages as a delay factor.

LYDIA PAINTING COMPANY, LLC

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