



[REDACTED]

GMC Customer Assistance Center
GMC Ewing Dealership (Plano, TX)
Briggs Auto (For [REDACTED])

From:

[REDACTED]
[REDACTED]
[REDACTED]

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.

[REDACTED]

Legal Framework: Texas Lemon Law (Summary)

Under Texas law, the vehicle qualifies as a "**lemon**" if any of the following apply **within the first 24 months or 24,000 miles** (whichever occurs first):

- Four or more repair attempts for the **same defect**.
- Two or more attempts to fix a **serious safety hazard**.
- The vehicle has been **out of service for 30 days or more** cumulatively due to warranty repairs.

All three of these criteria appear to apply:

- **September 2024 failure** (Battery issue) → one repair attempt.
- **March 2025 failure** (Battery issue) → one repair attempt.
- **March 2025 failure** (gear/engine issue) → one repair attempt.
- **July 2025 recall repair** → second repair attempt for engine.
- **August 2025 catastrophic failure** → effectively a fifth attempt, still unresolved.
- The vehicle has clearly been **out of service for more than 30 days** between recall, engine failure, and back-ordered repair.

Texas law mandates that if a manufacturer cannot fix a vehicle after a reasonable number of attempts—or the vehicle remains unusable for the requisite amount of time—they must **either replace or repurchase** the vehicle.

Requested Resolution

Because the engine failure persists despite recall and repair efforts, and the vehicle is now immobilized with an indefinite wait for parts, I formally request:

1. **Replacement vehicle** of comparable 2024/2025 GMC Sierra Denali Ultimate, at no additional cost; **or**
2. **Buyback (repurchase)** under the Texas Lemon Law, including full refund (purchase price, taxes, title, license, and incidental costs), minus appropriate usage allowance as defined in statute.

I further request:

- Written confirmation of either resolution within **10 business days**.
- If not resolved, I will file a formal complaint with the Texas DMV's Lemon Law program and pursue remedies under both state law and the **Magnuson-Moss Warranty Act**, which provides fee-shifting for consumer legal costs.

[REDACTED]

Supporting Documentation

Please find enclosed or attached:

- Purchase agreement/invoice
- OnStar notification
- Recall notice
- Repair order from GMC Ewing

Given this is a near-new truck with immediate, severe failure post-recall repair—and now sitting unusable with an unknown repair timeline—such outcomes fall squarely within the protections afforded under Texas Lemon Law. I expect a prompt and complete resolution.

I look forward to your prompt response. You can reach me directly at [REDACTED] or [REDACTED].

Sincerely,

[REDACTED]

[REDACTED]

Founder & CEO

[REDACTED]

Enclosures: [Detailed invoices and documented communications regarding the additional work, and any other supporting documents will be provided as needed].

[REDACTED]

From: Onstar Member Services <onstarmemberservices@mp.gm.com>
Sent: Friday, May 30, 2025 10:10 PM
To: [REDACTED]
Subject: Advanced Diagnostics: This is a Diagnostic Alert for your GMC Sierra Crew Cab



Connected by



Dear [REDACTED],

A critical issue with the engine and transmission system in your 2024 GMC Sierra Crew Cab has been detected. Please service your vehicle immediately.

Please disregard this message if your vehicle is already in for service. Inaccurate notifications can be generated during service.

Please see your dealer for service.

EWING BUICK GMC
6425 DALLAS PARKWAY
PLANO, TX 75024
+19729643540

Account Information

Account Number: [REDACTED]

VIN: [REDACTED]

[Plans and Services](#) | [Privacy Statement](#)

Visit onstar.com for coverage map, details, and system limitations. OnStar acts as a link to existing emergency service providers. Services vary by model and conditions.

Running a check on your engine, transmission, anti-lock brakes and other key systems helps you be sure your car is being properly maintained and in top condition. With Diagnostic Alerts, you can set your preferences to receive a monthly diagnostic report or be notified of your vehicle's condition in real-time, via email, text, or a simple press of the blue OnStar button. Your car is self-diagnosing, so you can enjoy the experience of driving.

If you are deaf, hard of hearing, or speech impaired, you may now use the dedicated TTY connection to call us toll-free at 1.877.248.2080 or email us at TTY@onstar.com for assistance or with questions regarding your OnStar account.

This is an automated email - please do not respond.

To unsubscribe from receiving Advanced Diagnostics notifications, please log in to GMC.com or call 1.888.4.ONSTAR (1.888.466.7827).

If you need assistance, or if this is not the correct e-mail address, [contact us](#).

Ensure future OnStar email delivery - add notifications@onstar.com to your address book.

You can contact OnStar at the following address: Attn: OnStar Member Services, P.O. Box 1027, Warren, MI 48090-1027.

BUYER'S TAG RECEIPT - BUYER'S COPY

Tag Number:	[REDACTED]	Date of Sale:	JUL 24, 2024
		Expiration Date:	SEP 22, 2024
Issue Date:	Jul 24, 2024		
VIN:	[REDACTED]		
Year:	2024	Body Style:	PK
Make:	GMC	Model:	SIE
Major Color:	SILVER	Minor Color:	

Issuing Dealer:	EWING BUICK GMC
Dealer Number:	P20117

Purchaser

Name 1:

Address:

[REDACTED]
[REDACTED]
[REDACTED]

BUYER is required to keep this receipt in the vehicle until vehicle is
registered and metal plates are placed on the vehicle.

BUYER'S COPY



Complaint Number: [REDACTED], submitted electronically to NHTSA on 8/13/2025, 2:50:31 AM.

1. Vehicle Information

Vehicle Identification Number (VIN)

[REDACTED]

2024 GMC Sierra

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

☒ Electrical

☒ Engine

What happened?

In your own words, tell us what happened.

On July 31, 2025 while traveling on a highway, the vehicle lost drive power—the gear selector would not remain in Drive and reverted to Neutral for approximately 10 minutes. This created a serious safety hazard due to sudden loss of propulsion in moving traffic. The event was captured by OnStar, which emailed an automated incident alert. I later received a GM safety recall notice concerning potential engine loss of propulsion for vehicles with the 6.2L L87 engine (NHTSA 25V-274 / GM [REDACTED]). I presented the vehicle to Ewing Buick GMC (Plano, TX) on July 23, 2025 for recall service and retrieved it on July 28, 2025. Approximately one week later, during an interstate trip to Kansas City, the engine

catastrophically failed about one hour from my destination, leaving the vehicle disabled on the roadway shoulder. Roadside assistance towed the truck to Briggs Auto (KS). Briggs Auto diagnosed engine failure and ordered a replacement engine. I was informed the engine is on back-order with no estimated arrival, and the shop is under-staffed, prolonging repairs. The vehicle remains out of service. The sequence—pre-recall loss of propulsion, post-recall service, and then engine failure within a week—shows a serious safety defect that can lead to sudden loss of power at highway speeds, risking a crash. Frequency: Loss of propulsion occurred at least twice (March highway incident; subsequent engine failure in early August). Warning Lights/Messages: [Gear refuse to shift to Drive mode.] Injuries/Crashes: None, but risk was substantial due to sudden power loss. Dealer Involvement: Ewing Buick GMC (recall visit); Briggs Auto (diagnosis/engine order). Attachments/Supporting Docs: OnStar email, recall notice, repair orders, tow documentation, photos/video. Please investigate whether 2024 GMC Sierra trucks with the 6.2L L87 engine continue to pose a loss-of-propulsion risk after recall service and whether parts shortages/back-orders are delaying effective remedy

Additional Details

When did this happen?

8/1/2025

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

Was there a police report?

No

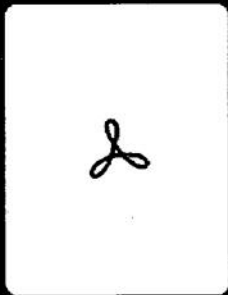
How fast were you going?

(in mph) (optional)

70

About how many miles were on the vehicle at the time of the incident? (optional)

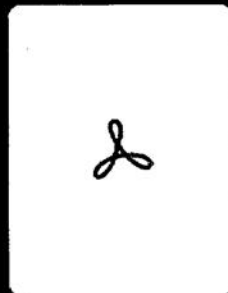
15838



Critical Battery Issue.pdf



Critical Engine & Transmission Issue.pdf



Lydia Painting Company - Formal Complaint & Lemon Law Request.pdf



Product Safety Recall
L87 Engine Loss of Propulsion (Related field action: See
Special Coverage N25249400J)
Completed: 2025-07-30

GM Program #	Status
[REDACTED]	Complete
NHTSA	Date Issued:
25V274	2025-04-24
Description	
General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 - 2024 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87). The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure.	
Safety Risk Description	
If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.	
Repair Description	
Dealers will inspect and, as necessary, replace the engine. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap, an oil filter replacement, and an owner's manual insert.	
Recall Completed	
2025-07-30	

Product Safety Recall.png



GM Program #	Status
[REDACTED]	Complete

Description

Certain model years and vehicle makes noted in the table above may have a condition where the battery is at risk for a drain following an over-the-air update.

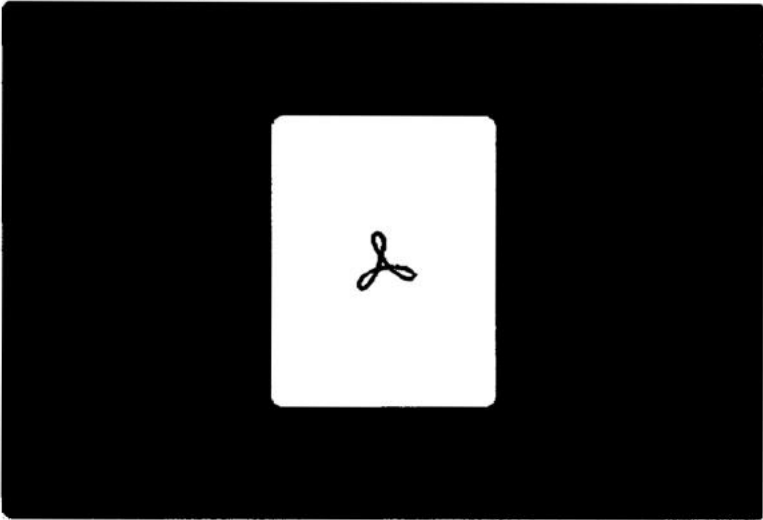
Repair Description

Dealers are to reprogram the serial data gateway module.

Recall Completed

2024-09-26

Serial Data Gateway Module Recall.png



Buyer's Tag Receipt -2024 GMC Sierra 1500 Denali Ultimate.pdf

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

☐

Name:

[REDACTED]

Email:

[REDACTED]

Address:

[REDACTED]

[REDACTED]

Phone:

[REDACTED]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

☐ **DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

☐ **I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-275-9171), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us (hyperlink nhtsa.webmaster@dot.gov) — be sure to include your complaint number in the email.



Customer Satisfaction Program

Serial Data Gateway Module

Completed: 2024-09-26

GM Program #



Status

Complete

Description

Certain model years and vehicle makes noted in the table above may have a condition where the battery is at risk for a drain following an over-the-air update.

Repair Description

Dealers are to reprogram the serial data gateway module.

Recall Completed

2024-09-26

Product Safety Recall

L87 Engine Loss of Propulsion (Related field action: See
Special Coverage [REDACTED])

Completed: 2025-07-30

GM Program #

[REDACTED]

Status

Complete

NHTSA

25V274

Date Issued:

2025-04-24

Description

General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 - 2024 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87). The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure.

Safety Risk Description

If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.

Repair Description

Dealers will inspect and, as necessary, replace the engine. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap, an oil filter replacement, and an owner's manual insert.

Recall Completed

2025-07-30

From: OnStar Notifications <notifications@onstar.com>
Sent: Thursday, March 13, 2025 4:00 AM
To: [REDACTED]
Subject: Advanced Diagnostics: This is a Diagnostic Alert for your GMC Sierra



Connected by



Dear [REDACTED],

The battery in your 2024 GMC Sierra is critically low. Start your vehicle as soon as possible and let the engine run to charge the battery.

Please disregard this message if your vehicle is already in for service. Inaccurate notifications can be generated during service.

Please note: you may be eligible for Roadside Assistance. If you are an OnStar subscriber, push the blue button in your vehicle to speak with an Advisor. If not, call GM Roadside Assistance at 1.866.415.5838.

EWING BUICK GMC
6425 DALLAS PARKWAY,
PLANO, TX 75024
+19729643540

Account Information

Account Number: [REDACTED]

VIN: [REDACTED]

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Visit onstar.com for coverage map, details, and system limitations. OnStar acts as a link to existing emergency service providers. Services vary by model and conditions.

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If you need assistance, or if this is not the correct e-mail address, [contact us](#).

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08/14/2025 12:13 PM GMT

Automated Process Virtual Assistant +

Virtual Assistant Thanks for reaching out!

Virtual Assistant I'm here to help. You can type things like "Schedule an appointment", "Shopping for a vehicle", or type "Help" for a full list of what I can do.

What would you like to do?

08/14/2025 12:14 PM GMT

You I am requesting a case number for a serious safety defect and post-recall engine failure on my 2024 GMC Sierra Denali Ultimate, VIN [REDACTED]. In March 2025 the truck lost drive on the highway (stuck in Neutral ~10 minutes; OnStar emailed incident alert). On July 23-28, 2025 Ewing Buick GMC performed recall repairs. One week later the engine catastrophically failed during an interstate trip; towed to Briggs Auto. Engine replacement is back-ordered with no ETA. I request a replacement or buyback under Texas Lemon Law and GMC's Customer Satisfaction Program. I have supporting documents ready.

Virtual Assistant We're transferring you to an agent.

Automated Process Virtual Assistant -

Automated Process Deshunda +

You

VIN:

Mileage: 15,838 (from your NHTSA complaint)

08/14/2025 12:15 PM GMT

Automated Process

Deshunda —

Automated Process

Renee +

08/14/2025 12:16 PM GMT

Renee

Hello, [REDACTED]. Thank you for reaching out to the General Motors Customer Care Team. My name is Renee. I would be happy to assist you with your inquiry. While I review your vehicle information, can you please confirm your phone, email and mailing address?

08/14/2025 12:17 PM GMT

You

[REDACTED]

You

[REDACTED]

You

[REDACTED]

08/14/2025 12:20 PM GMT

Renee

Thank you. I see here that you already have an open case regarding this vehicle. For your reference, that case number is [REDACTED]. Your advisor has reached out to your dealership to discuss your request for a buyback, and will follow up with you as soon as there is an update.

08/14/2025 12:22 PM GMT

You Can you provide me with a secure upload link for documents to be added to the case?

08/14/2025 12:23 PM GMT

Renee I can send you an email from your case file, and you can direct reply any documentation you would like to be automatically added to your case file.

08/14/2025 12:24 PM GMT

You That would be greatly appreciated.

Renee You are very welcome, I am happy to help! Do you have any additional questions or concerns at this time?

08/14/2025 12:25 PM GMT

You That would be all. How long before I receive the email from you?

08/14/2025 12:28 PM GMT

Renee I just sent it over, so you should be receiving it shortly.

08/14/2025 12:29 PM GMT

You Received. Have a blessed morning.

08/14/2025 12:30 PM GMT

Renee It is my pleasure, [REDACTED] there anything else I can assist you with? If not, thank you for contacting GMC. You may receive a survey on your experience with General Motors. We would appreciate your feedback! Feel free to reply here anytime, we're here to help!

PAF
01



AUG 18, 2025

\$20.70

0 Lb 4.30 Oz

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MAIL

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1 RATE ENVELOPE

TE ■ ANY WEIGHT

CKED ■ INSURED

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October 2023

OD: 12 1/2 x 9 1/2

AUG 21 2025

TO:

GNC CUSTOMER ASSISTANCE CENTER

P.O. BOX 33172

DETROIT, MI

48232 - 5172

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