

**General Motors Product Field Action
Customer Reimbursement Request Form**

N252494000

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: Olmas park State: TX Zip Code: [REDACTED]

Preferred Contact Telephone Number (include Area Code): [REDACTED]

Preferred Contact Email Address: [REDACTED]

Date Request Form and Supporting Documentation Submitted to Dealer: 08/19/2025

Vehicle Identification Number of Involved Vehicle: [REDACTED]

(17 Characters)

Mileage at Time of Repair: 132,739 Date of Repair: 11/13/2024Amount of Reimbursement Requested: \$ 17,468.09**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document is true and accurate and I request reimbursement for the [REDACTED] letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.

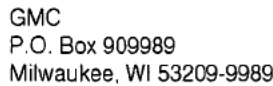
This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



SAN ANTONIO, TX

This notice applies to your vehicle, **VIN:**

Dear

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2022 model year GMC Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

- Your vehicle is involved in GM recall N252494000.
- Schedule an appointment with your GMC dealer.
- This service will be performed for you at **no charge**.

The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure. If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.

The recall remedy is an engine inspection. Your GMC dealer will inspect the engine. If your vehicle fails the inspection procedure, your vehicle's engine will be repaired or replaced. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap identifying the new required oil grade, an oil filter replacement, and an owner's manual insert free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour.

It is important that you schedule your vehicle for this recall inspection procedure as soon as possible. If your vehicle receives the recall inspection remedy, you will be provided additional protection if an engine failure occurs in your vehicle as a result of this condition. If this condition occurs on your vehicle within 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, your engine will be repaired or replaced at no charge. The terms of your vehicle's powertrain warranty govern your vehicle's coverage for engine failure. Diagnosis or repair for conditions other than the condition described above and engine failures that occur outside of your vehicle's powertrain warranty are not covered under this special coverage program.

For customers' vehicles already outside of the above years and/or miles, we are still offering reimbursement if the repair was completed prior to this mailing. Please follow the reimbursement steps below.

Qualifying repairs under this special coverage must be performed by a General Motors dealer.

Customers may not assign, and GM does not consent to any assignment of any Customer's rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.

What should you do?

You should contact your GMC dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

You may schedule your vehicle for repair, or for more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V274.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.


Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N252494000



CUSTOMER #:

INVOICE

Cavender



NORTH

17811 San Pedro Ave.
San Antonio, Texas 78232
210-640-1267

TX

HOME:

BUS:

CONT:

CELL:

PAGE 1

SERVICE ADVISOR: 17568 TRENT PALMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
OTHER	22	GMC YUKON XL			132739/132750	T6386	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08OCT24 DD			17:00 15NOV24		199.88	CK	03JAN25

R.O. OPENED	READY	OPTIONS: DLR:118664	Mailing Address				
07:19 15NOV24	13:52 03JAN25	[REDACTED]					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THE MESSAGE REAR AXEL DISENGAGED CAME ON WHILE DRIVING.
ABOUT 60 MILES LATER MESSAGE OVERHEATING PULL OVER TO IDLE CAME
ON. WHEN THE CUST PULLED OVER THE TRUCK SHUT OFF AND NOW WILL
NOT CRANK (ADVISE)

MISC REPLACED LEFT FRONT DOOR GLASS AND SUBLET
W/S REPLACEMENT

10010	C			303.88	303.88
1	84753151	16180CT	F-WINDOW	408.13	408.13
1	84734334	16005CT	WINDSHIELD	742.68	742.68
2	85639955	4128CT	(S) SEAL	14.38	14.38

SUBL AUTO CONCIERGE PO#3028181

C
PARTS: 1179.57 LABOR: 303.88 OTHER: 175.00 TOTAL LINE A: 1658.45
CUST DECLINED FURTHER DIAGNOSIS OR REPAIR 1.0

B CAVENDER MPI

MPI CAVENDER MPI

10010 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)
K

C** ..ENGINE REPLACEMENT ENGINE LOCKED UP INTERNAL FAILURE , ALL
NESSESARY GASKETS AND SEALS , EVACUATE A/C ,
EN80 Engine Assembly - Replace

10010	C			6888.88	6888.88
1	12740076	0000CT	ENGINE	2956.00	2956.00
			CORE CHARGE C	7000.00	7000.00

2	12682391	1079CT	(S) GASKET	4.25	4.25	8.50
1	12623437	0736CKT	(S) GASKET	23.92	23.92	23.92
8	12626354	3270CT	(S) GASKET	23.92	23.92	191.36
1	12679463	3163CT	(S) PIPE	32.84	32.84	32.84
2	12657093	3270CKT	(S) GASKET	32.18	32.18	64.36
10	11546600	3275BPCKT	BOLT	18.66	18.66	186.60

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

* SHOP SUPPLY COSTS:
We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.609 of the Texas Business & Commerce Code until the amount due is paid.

CUSTOMER #:

INVOICE

Cavander  GMC NORTH17811 San Pedro Ave.
San Antonio, Texas 78232
210-640-1267

PAGE 2

TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 17568 TRENT PALMER

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
OTHER	22	GMC YUKON XL					132739/132750		T6386
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
08OCT24 DD			17:00 15NOV24			199.88	CK	03JAN25	

R.O. OPENED

READY

OPTIONS: DLR:118664

07:19 15NOV24 13:52 03JAN25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	12679867	3901CT	(S) GASKET		3.45	3.45	3.45
2	12726902	3331CT	(S) SEAL KIT		181.07	181.07	362.14
1	12703668	3163CT	(S) PIPE		40.61	40.61	40.61
1	85575817	1219CT	W- (S) RADIATOR		567.26	567.26	567.26
1	85136335	1540CT	(S) HOSE		205.23	205.23	205.23
1	12658178	1066CT	(S) BELT KIT		128.47	128.47	128.47
1	12669858	1066CT	(S) BELT		100.92	100.92	100.92
1	15035747	3611CT	(S) SEAL		34.39	34.39	34.39
1	15077362	3611CT	(S) SEAL		30.97	30.97	30.97
2	13579648	9222BOPCKT	(S) SEAL		32.06	32.06	64.12
1	13579649	9190BOPCKT	(S) SEAL		34.85	34.85	34.85
1	13579646	9222BOPCKT	(S) SEAL		34.17	34.17	34.17
2	12346290	8800BOPCKT	COOLANT		29.98	29.98	59.96
9	19432334	8800BOPCK	0W20 DEXOS		9.63	9.63	86.67
1	85608074	0027CT	(S) MOUNT		187.67	187.67	187.67
1	85608073	0027CT	(S) MOUNT		187.60	187.60	187.60
-1	12740076	0000CT	CORE RETURN		7000.00	7000.00	-7000.00
1	12732343	2041CT	(S) STARTER		449.82	449.82	449.82
1	85015815	2483CT	(S) BLOCK		157.17	157.17	157.17
1	12716289	2240CKT	(S) WIRE		50.19	50.19	50.19

PARTS: 6249.24 LABOR: 6888.88 OTHER: 0.00 TOTAL LINE C: 13138.12

ESTIMATE: 0.00 22NOV24 14:16 SA: 17568

CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

69.95

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.				We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
					PARTS AMOUNT	
					GAS, OIL, LUBE	
					SUBLET AMOUNT	
					MISC. CHARGES *	
					TOTAL CHARGES	
					LESS INSURANCE	
				ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SALES TAX	
DATE				CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	
					PLEASE PAY THIS AMOUNT	

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Dealer CAR 2021 CDK Global LLC (06/21) SERVICE INVOICE TYPE 2 - ZS2C - "AS-IS" - TX - 9698033

CUSTOMER COPY

Date

CUSTOMER #: [REDACTED]

INVOICE

Cavender  GMC NORTH17811 San Pedro Ave.
San Antonio, Texas 78232
210-640-1267

TX

PAGE 3

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 17568 TRENT PALMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
OTHER	22	GMC YUKON XL			132739/132750	T6386	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08OCT24 DD			17:00 15NOV24		199.88	CK	03JAN25
R.O. OPENED		READY	OPTIONS: DLR:118664				
07:19 15NOV24		13:52 03JAN25					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for choosing Cavender Buick
GMC NORTH for your vehicle servicing needs.We hope we have earned a
"COMPLETELY SATISFIED" visit today and if not
PLEASE CONTACT YOUR SERVICE ADVISORWe look forward to earning your service.
ALL REPAIRS COME WITH A 2YR UNLIMITED MI WTY

0

618.65

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:**
We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order for shop supplies used in connection with this repair.

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UNLESS OTHERWISE
INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	7192.76
PARTS AMOUNT	7428.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	175.00
MISC. CHARGES *	69.95
TOTAL CHARGES	14866.52
LESS INSURANCE	0.00
SALES TAX	618.65

**PLEASE PAY
THIS AMOUNT** 15485.17

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Cavender Buick GMC North San Antonio
17811 San Pedro Ave
San Antonio, TX 78232

Customer Information:

Invoice Date: Friday, Jan 3, 2025

Description of Product/Services

Amount

Service Performed

\$15,485.17

Payment Details:

Paid On: Friday, January 03, 2025, 01:25 PM
Payment Type: Cash
Dealer Associate: [REDACTED]
Cashier: [REDACTED]

Vehicle Information:

2022 GMC Yukon XL

Tag #: [REDACTED]

Color: [REDACTED]

License Plate: [REDACTED]

VIN: [REDACTED]

THANK YOU!

Customer Signature

Cavender Buick GMC North San Antonio

Processed by myKaarma

CUSTOMER #: [REDACTED]

INVOICE

Cavender  GMC NORTH17811 San Pedro Ave.
San Antonio, Texas 78232
210-640-1267

TX PAGE 1

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED] SERVICE ADVISOR: 17233 HECTOR GARCIA

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
OTHER	22	GMC YUKON XL				130529/130529	T9532
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08OCT24 DD			19:00 08OCT24		199.88	CASH	18OCT24

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR:118664

11:18 08OCT24 19:29 18OCT24

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S: CUSTOMER STATES SERVICE LEVELING SYSTEM MESSAGE ON DASH CHECK
AND ADVISE

MISC REPLACED FRONT SPRINGS			
17281	C		
2	85016271	7412CT SPRING	538.48
2	85546609	7503CKT SPRING KIT	22.22
PARTS:	1076.04	LABOR:	906.88
		OTHER:	0.00
TOTAL LINE A:			1982.92

B C/S: N222372380 -THIRD ROW SEATBELT BUCKLE RETENTIONTHIRD ROW
SEATBELT BUCKLE RETENTIONCAUSE: RECALL THIRD ROW SEATBELT BUCKLE RETENTION
17281 W (N/C)
FC: E PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C C/S: N222375790 -PARK ASSIST RETROFIT - EXP 05/31/27PARK ASSIST
RETROFIT - EXP 05/31/27CAUSE: RECALL PARK ASSIST RETROFIT - EXP 05/31/27
17281 W (N/C)
1 85131832 2195CT MODULE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00D C/S: N242435631 -SERIAL DATA GATEWAY MODULE AND RADIOSERIAL DATA
GATEWAY, MODULE AND RADIO
RECALL SERIAL DATA GATEWAY MODULE AND RADIO17281 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E MULTI POINT INSPECTION

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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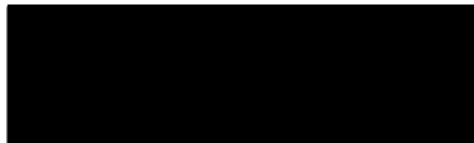


DRIVER LICENSE

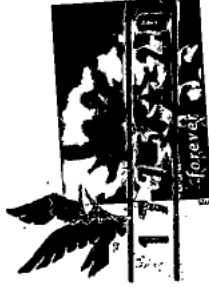


4d. DL: [REDACTED] 9. Class: C
4b. Exp: [REDACTED]
3. DOB: 03/12/1987 4a. Iss: [REDACTED]
1 [REDACTED]
2 [REDACTED]
8 [REDACTED]
SAN ANTONIO, TX
12. Rest: NONE 9a. End: NONE
16. Hgt: [REDACTED] 15. Sex: [REDACTED] 18. Eyes: [REDACTED]
5. DD: [REDACTED]

Mailing Address



CORPUS CHRISTI, TX 784
RIO GRANDE DISTRICT
25 AUG 2025 AM 2 L



177-3832025

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

CC, TX