

08/29/2025

General Motors Product Field Action Customer Reimbursement Request Form

N252494000

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

This section to be completed by customer (please print)

(17 Characters)

Mileage at Time of Repair: 132,739 Date of Repair: 11/19/2024

Amount 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 request reimbursement for

Customer's Sign

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





GMC
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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.

IMPORTANT

- 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**.

Why is your vehicle being recalled?

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.

What will we do?

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.



Enclosure
GM Recall: N252494000



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

1 84753151 16180CT F-WINDOW
1 84734334 16005CT WINDSHIELD
2 85639955 4128CT (S) SEAL

SUBL AUTO CONCIERGE PO#3028181

C

303.88
408.13
742.68
14.38

175.00
1658.45

PARTS: 1179.57 LABOR: 303.88 OTHER: 175.00 TOTAL LINE A:
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:
K (N/C) 0.00

C** ..ENGINE REPLACEMENT ENGINE LOCKED UP INTERNAL FAILURE , ALL
NESSESARY GASKETS AND SEALS , EVACUATE A/C ,

EN80 Engine Assembly - Replace

10010 C

1 12740076 0000CT ENGINE

CORE CHARGE C

6888.88
2956.00
7000.00

0

2 12682391 1079CT (S) GASKET
1 12623437 0736CKT (S) GASKET
8 12626354 3270CT (S) GASKET
1 12679463 3163CT (S) PIPE
2 12657093 3270CKT (S) GASKET
10 11546600 3275BPCKT BOLT

4.25
23.92
23.92
32.84
32.18
18.66

2956.00

6888.88
2956.00
7000.00

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 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 limited in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. This vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

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 refuses to release 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 § 70.009 of the Texas Business & Commerce Code until the amount due is paid.

DealerCAR 2031 CDK Group LLC (09/21) SERVICE INVOICE TYPE 2 - 2520C - "A-S-E" - TX - 0918029

CUSTOMER COPY

Date

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	2240CT	(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

WARRANTY DISCLAIMER	ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. 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 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.	SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
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. 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	
			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 retains 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 § 9.009 of the Texas Business & Commerce Code until the amount due is paid.

DealerCAP 2021 CDK GLOBAL LLC (00071) SERVICE INVOICE TYPE 2 - 250C - AS-IS - TX - 969603

CUSTOMER COPY

Date

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 ADVISOR
We look forward to earning your service.
ALL REPAIRS COME WITH A 2YR UNLIMITED MI WTY

0	WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. 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 ENTITLED TO RECOVER FROM THE DEALERSHIP ANY 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 limited 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.	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 7192.76 7428.81 0.00 175.00 69.95 14866.52 0.00 618.65 15485.17
	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 rolls in and possesses 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 § 9.009 of the Texas Business & Commerce Code until the amount due is paid.

Description of Product/Services

Service Performed

Amount

\$15,485.17

Payment Details:

Vehicle Information:
2022 GMC Yukon XL

Customer Signature

Cavender Buick GMC North San Antonio

Processed by myKaarna

LINE OP CODE 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

906.88 906.88

2 85016271 7412CT SPRING

538.48

515.80

1031.60

2 85546609 7503CKT SPRING KIT

22.22

22.22

44.44

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 RETENTION

CAUSE:

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 05/31/27

CAUSE:

RECALL PARK ASSIST RETROFIT - EXP 05/31/27

17281 W

(N/C)

1 85131832 2195CT MODULE

0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE C:

0.00

D C/S: N242435631 -SERIAL DATA GATEWAY MODULE AND RADIO SERIAL DATA

GATEWAY MODULE AND RADIO

RECALL SERIAL- DATA GATEWAY MODULE AND RADIO

17281 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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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.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DATE

PLEASE PAY

THIS AMOUNT

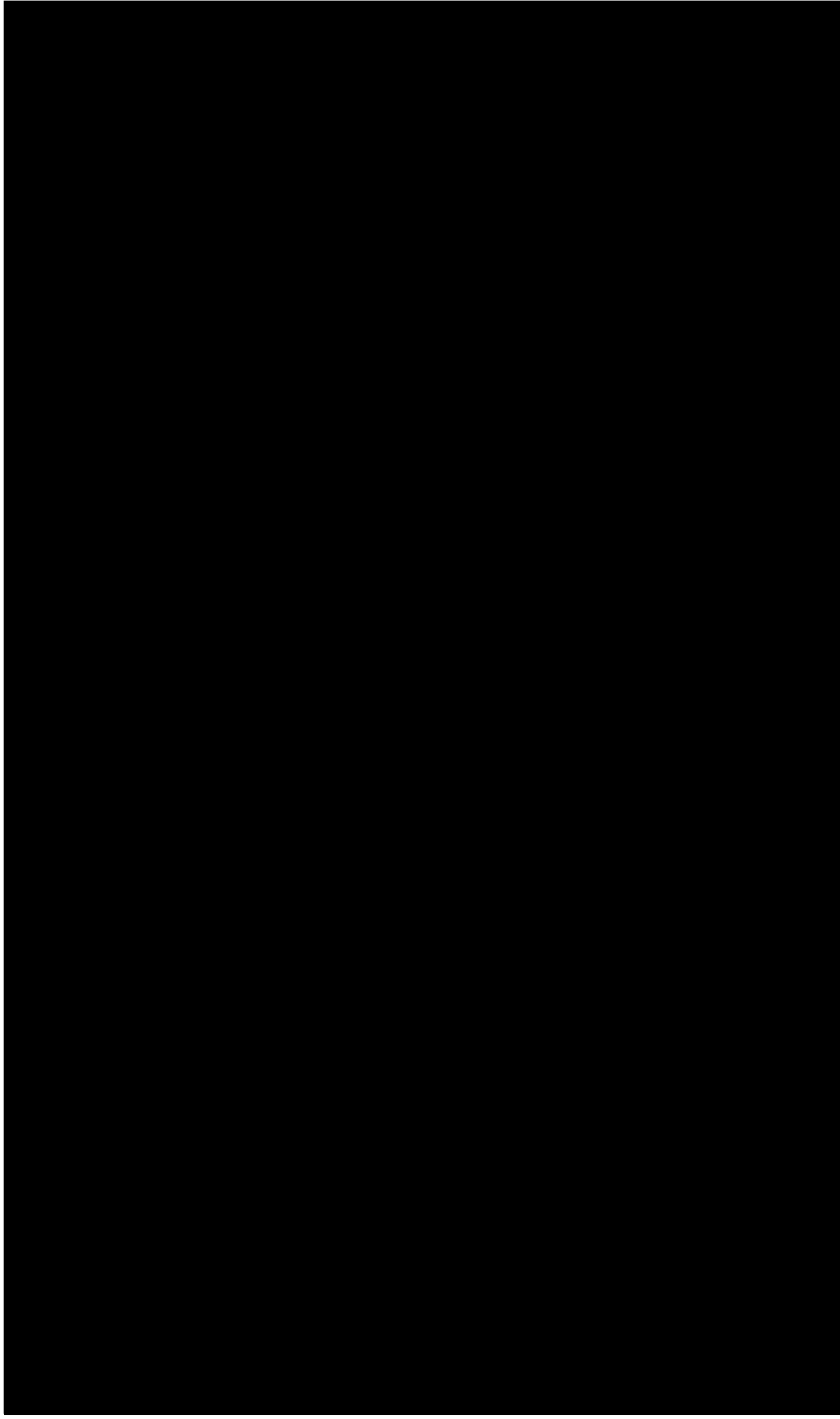
TOTALS

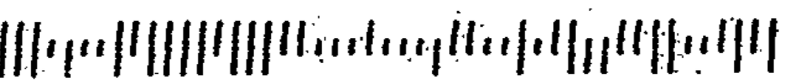
NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership repairs/repairs itemized in this invoice are not returned for payment via a check, money order 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 this 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.

DealerCAP 2021 CDK Global, LLC (06/21) SERVICE INVOICE TYPE 2 - 2512C - *AS-IS* - TX - 9898039

CUSTOMER COPY

Date





48232-S17070

