

08/14/2025 12:13 PM GMT

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

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?

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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 [REDACTED] +

You

VIN: [REDACTED]

Mileage: 15,838 (from your NHTSA complaint)

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Automated Process

[REDACTED]

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?

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You

[REDACTED]

You

[REDACTED]

You

[REDACTED] Farmers Branch TX [REDACTED]

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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.

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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?

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

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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] Is 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!

