



[REDACTED]
FARMERS BRANCH, TEXAS
UNITED STATES [REDACTED]

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

From:
LYDIA PAINTING COMPANY
[REDACTED]
DALLAS, TX [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.

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[REDACTED] | **FARMERS BRANCH, TEXAS** [REDACTED] | TEL [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.

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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]@lydiapainting.com.

Sincerely,

[REDACTED]

[REDACTED]
Founder & CEO
Lydia Painting, LLC

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

LYDIA PAINTING COMPANY, LLC

[REDACTED] | FARMERS BRANCH, TEXAS [REDACTED] | TEL: [REDACTED]