



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 N252494000/001/002). 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 tom 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 N252494003)

Completed: 2025-07-30

GM Program #	Status
N252494000	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



Customer Satisfaction Program

Serial Data Gateway Module

Completed: 2024-05-26

GM Program #
N242435631

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
2024-05-26

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]

Farmers Branch, TX

[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.

