



Texas Department of Motor Vehicles
eLicensing - Enforcement
4000 Jackson Ave
Austin TX 78731

GENERAL MOTORS LLC
MICHAEL GRACEY
100 RENAISSANCE CTR LEVEL B MAILROOM
DETROIT MICHIGAN 48243



Texas Department of Motor Vehicles

The Texas Department of Motor Vehicles (TxDMV) is now recovering canceled, damaged, or unneeded metal plates purchased by dealers, in-transit operators, converters, manufacturers, and distributors.

What does this mean for you?

- If you purchase metal plates, you are required to cancel the plates in eLICENSING when the plates are lost, stolen, damaged, or no longer needed.
- Canceled plates must be returned to the TxDMV. Plates may be mailed to or dropped off at any of the 17 Regional Service Centers across the state or at the TxDMV Headquarters.
- Licensees whose licenses are closed must return all plates, temporary tags, stickers, and plate receipts within 10 days of license closure.
- Visit TxDMV.gov for more information about this requirement including forms, office locations, and business hours, or contact us toll-free at 1-888-368-469.

If you are a dealer, you should continue returning your customers' motor vehicle metal plates to the local TAC office.

Motor Vehicle Division	Dealer eTAG	Enforcement Division	Texas Lemon Law
Licensing	1-877-933-2020	Complaints About Dealers	1-888-368-4689
1-888-368-4689	etag@TxDMV.gov	1-888-368-4689	
		enforcement@TxDMV.gov	

www.TxDMV.gov



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

September 25, 2025

EWING BUICK GMC
12015 Hesse Drive
Farmers Brnch, Texas 75234
VIA US MAIL

Michael Gracey
General Motors LLC
100 Renaissance Ctr Level B Mailroom
Detroit, Michigan 48243
VIA US MAIL AND EMAIL

RE: [REDACTED] Complainant vs.
General Motors LLC, Respondent
Case No. [REDACTED]

To the Parties Addressed:

A file has been opened with the Texas Department of Motor Vehicles on the above-referenced complaint. The complaint will be processed under Section **2301.604 (Repurchase/Replacement)** of the Texas Occupations Code until further review.

Please review the enclosed copy of the complaint and send your written comments along with the repair history, repair orders, and any other information available to the below address within **20 days** of the date of this letter.

Although written comments are being requested from the selling and servicing dealers, as applicable, they will usually not be joined as parties or respondents to the proceeding.

If you have any questions, e-mail john.dufour@txdmv.gov or call (512) 465-4080.

Sincerely,

[REDACTED]
John Dufour, Case Advisor
Lemon Law Section

Enclosures

cc: Laurence Braddell, Cadillac Customer Resource Manager
General Motors LLC
VIA EMAIL

Francette Yelverton
General Motors LLC
VIA EMAIL

Kevin P. Phillips, Business Resource Manager
General Motors LLC
VIA EMAIL

Lemon Law Complaint Form

Case Number

Complainant Information

Complainant First Name

Complainant Last Name

Co-complainant First Name

Co-complainant Last Name

Complainant Address Line 1

Complainant Address Line 2

Complainant City

Complainant State

Complainant Zip

Complainant Country

Complainant Phone

Complainant Email

Vehicle Identification Number (VIN)

[REDACTED]

Purchase Date

07/23/2024

Vehicle Year

2024

Vehicle Make

GMC

Vehicle Model

Sierra

Vehicle Purchase Type

New

Current Mileage

15838

Mileage at the time of purchase

4

Date vehicle reached 24000 miles

Sent Date of Written Notice of Problem

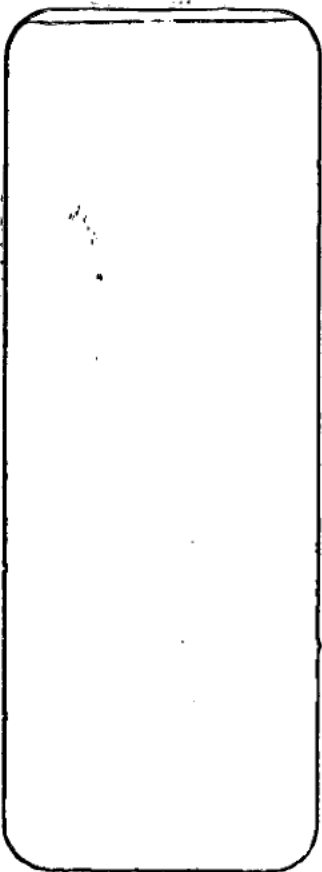
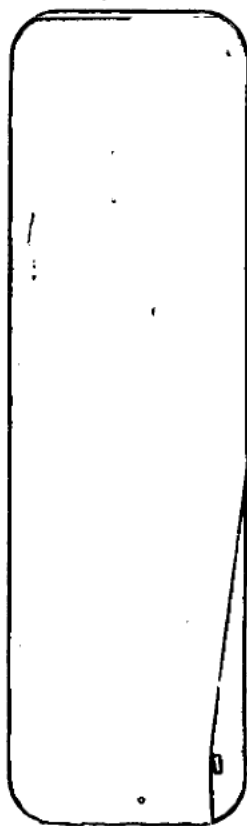
08/14/2025

Describe any options added by the dealer.

Denali Ultimate package; no additional dealer add-ons beyond standard equipment.

Dealer Name	Type	Dealer Phone Number	Address Line 1	Address Line 2	City	State	Zip	Country
EWING BUICK GMC	Selling Dealer		12015 Hesse Drive		Farmers Branch	Texas	75234	USA
EWING BUICK GMC	Servicing Dealer		12015 Hesse Drive		FARMERS BRNCH	Texas	75234	USA

Defect Description	Repair Visit Date IN	Repair Visit Date Out	Mileage
The vehicle has repeated and serious defects in the engine and transmission that create a safety hazard and render the vehicle unreliable. In March 2025, while driving on the highway, the truck suddenly lost drive and would not stay in gear, remaining stuck in Neutral for approximately 10 minutes. This created a dangerous situation in traffic and was reported by OnStar. On July 23, 2025, I brought the vehicle to Ewing GMC in Plano, Texas, for recall repairs related to the engine. The vehicle was returned on July 28, 2025. On August 2, 2025 (one week later), while traveling to Kansas City, the engine catastrophically failed and the truck had to be towed to Briggs Auto in Fort Scott, Kansas. The vehicle has remained out of service since then due to a back-ordered replacement engine. The vehicle is currently inoperable and has been out of service for over 30 days. These repeated failures constitute a serious safety hazard and qualify under Texas Lemon Law for repurchase or replacement.	05/15/2024		10000
SAME AS PREVIOUS	07/23/2025	07/28/2025	15000
SAME AS PREVIOUS	08/01/2025	08/27/2025	0



PRESORTED
FIRST CLASS



POSTNET
FIRST CLASS PERMIT NO. 1000
SEP 29 2025
US POSTAGE
\$00.641
ZIP 000010
213011462