

General Motors Product Field Action Customer Reimbursement Request Form

N252494000



Amount of Reimbursement Requested: \$ 10,922.17

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 _____ statements are genuine and I request reimbursement _____ by this letter.

Customer's Sig _____

Submit this request 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



TO: Reimbursement Department

FROM: [REDACTED]

I'm writing this letter today September 24th, because more than a month ago, on [REDACTED] to be exact, I went to the [REDACTED] GMC dealership to submit the documents related to the refund for recall [REDACTED] which is involved in my [REDACTED] vehicle. I've gone twice to ask how the process is going, and I haven't received an answer.

At the end of the customer reimbursement request form, it states that if more than 30 days have passed, I should contact the GM Customer Assistance Center at [REDACTED] which I have done several times and with all the operators I have spoken to they do not know how to tell me anything about this, that is why I am sending this letter directly to you asking for help please regarding this claim, since I was one of the affected customers the vehicle lost propulsion stopping on the express way and could cause an accident, that day I was with my family and that has remained as a very bad memory in my son, automatically a crane took the car to the dealer which took more than a month to fix it and they told me that I had to pay for the entire repair of the engine change and also the labor hours of the mechanics, attached to this letter I am sending you the request form, the description letter and the invoices of the repair, I appreciate you helping me please, all this has been a very bitter experience for me and for my family.

I now live in [REDACTED] and my phone number is [REDACTED]

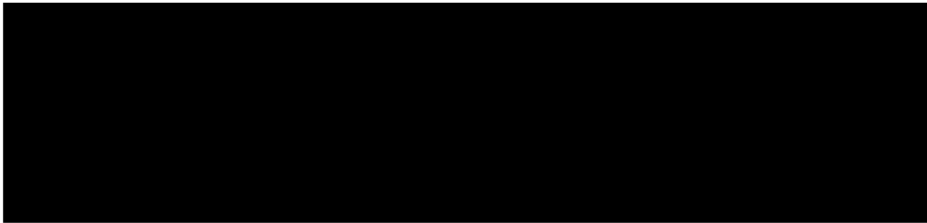
[REDACTED]

Description Letter



Description of the problem:

In February 2024, the vehicle suddenly stopped working while being driven, leaving me and my family inside the vehicle in danger, no accident happened, the vehicle was later towed and brought to the dealer, it was later determined that the vehicle had a faulty engine, and was changed after. In these moments, I paid for the entire repair because the dealer did not cover the repair charges.

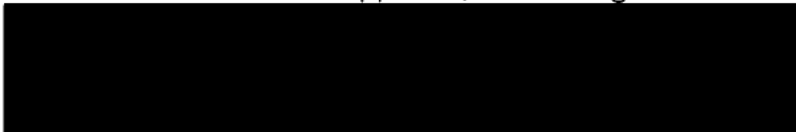


Total cost of the repair: **\$10,922.17**

Proof of Payment: It was paid in two parts, on March 5th, 2024, \$3,974.60 was paid, and on March 22nd, 2024, \$6947.57 was paid for the total of \$10,922.17.

Note:

Back when this situation happened, I was living under a different address, my new address is



23MAY22 DD 04APR22 18:00 22FEB24 195.00 CASH (22MAR24)

R.O. OPENED READY OPTIONS: SOLD-STK:NR261385 ENG:6.2 Liter

10:49 (22FEB24) 14:27 22MAR24
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE STALLED ADVISE
 D MISC

9639 CPMT		5800.00	5800.00
1 12740076 (ENGINE)	3974.60	3451.00	3451.00
1 12737086 (S) FILTER	10.04	8.38	8.38
1 85608074 (S) MOUNT	103.36	98.38	98.38
1 85608073 (S) MOUNT	113.02	107.61	107.61
9 19432331 OIL	11.18	8.92	80.28
1 84977658 (S) BLOCK	107.02	101.87	101.87
1 12669858 (S) BELT	67.28	57.58	57.58
1 12658178 (S) BELT KIT	92.10	76.90	76.90
1 12823 STARTER	299.98	299.98	299.98
CORE CHARGE C		40.00	40.00
1 11546600 BOLT	10.90	9.10	9.10
2 12346290 COOLANT	27.90	23.30	46.60

PARTS: 4377.68 LABOR: 5800.00 OTHER: 0.00 TOTAL LINE A: 10177.68

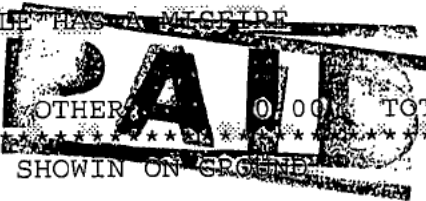
B CUSTOMER STATES AC IS BLOWING COOL NOT COLD
 D MISC

9639 INT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES FEELS LIKE VEHICLE HAS A MESSAGE
 D MISC

9639 INT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER STATES THERE IS A FLUID SHOWIN ON SERGE
 D MISC



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____ ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	22	GMC YUKON			79783/79789	T2650	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAY22	DD04APR22		18:00 22FEB24		195.00	CASH	22MAR24

R.O. OPENED: 10:49 22FEB24 READY: 14:27 22MAR24
 OPTIONS: SOLD-STK:NR261385 ENG:6.2 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		9639	INT				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

 E Customer Satisfaction Program-N222375790-N222375790-Park Assist
 Retrofit - Exp 01/31/27-07/11/2023
 CAUSE: Found open recall.
 RECALL RECALL
 9653 WG4 (N/C)
 1 85131832 MODULE (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
 Performed open recall. WCC: BFYZ208216798 / 40YX208218478 /
 FDYZ208223162 / 80YZ208223964

F Customer Satisfaction Program-N212354522-N212354522-Heated Vented
 Seats Retrofit Due to Chip Shortage - Front and Rear Seats -
 Expires February 28, 2026~11/03/2022
 CAUSE: Found open recall.
 RECALL RECALL
 9653 WG4 (N/C)
 1 85608072 MODULE (N/C)
 1 85608071 MODULE (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
 Performed open recall. WCC: 40YZ208224818

G Product Safety Recall-N222372380-N222372380-Third Row Seatbelt Buckle
 Retention-08/11/2022
 CAUSE: Found open recall.
 RECALL RECALL
 9653 WG4 (N/C)

<small>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED 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 ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR 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.</small>		DESCRIPTION	TOTALS
<small>*SHOP SUPPLY COSTS: We have added a charge equal to 7% of the total cost of labor and parts, not to exceed \$60.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).</small>		LABOR AMOUNT	
<small>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.</small>		PARTS AMOUNT	
DATE	CUSTOMER SIGNATURE	GAS, OIL, LUBE	
	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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Customer X _____ Customer X _____
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BLACK	22	GMC YUKON	[REDACTED]		79783/79789	T2650	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAY22	DD04APR22		18:00 22FEB24		195.00	CASH	22MAR24

R.O. OPENED	READY	OPTIONS:	SOLD-STK:NR261385 ENG:6.2 Liter			
10:49 22FEB24	14:27 22MAR24					
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G: 0.00

Performed open recall.

H MULTI-POINT INSPECTION. COMPLIMENTARY

MP MULTI-POINT INSPECTION. COMPLIMENTARY

9639 INT					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H: 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER	29.95
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COMPANY NAME	GWC EXCLUS
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	84
EFFECTIVE DATE	
DEDUCTIBLE	250.00
MILEAGE LIMIT	
BEGIN MILES	10
END MILES	100000
COMPONENTS	

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	LABOR AMOUNT	5800.00
	PARTS AMOUNT-	4377.68
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES *	29.95
	TOTAL CHARGES	10207.63
	LESS INSURANCE	0.00
	SALES TAX	714.54
	PLEASE PAY THIS AMOUNT	10922.17

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Customer X _____ Customer X _____

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ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
2	56	2	20100	3,974.60		
		2	22500	-3,974.60	163923	

PAID

CASH RECEIPT
ALL SALES FINAL
NO REFUNDS NO EXCHANGES

SALE AMOUNT

\$3974.60

SALE AMOUNT

\$6947.57

CUSTOMER COPY

SALE AMOUNT

\$3974.60

SALE AMOUNT

\$6947.57

CUSTOMER COPY

43