

Summary of Call Regarding Case [REDACTED] – Vehicle Repair Concerns

From: GM_Customer_Assistance caseupdate@gm.com

To: [REDACTED]

Date: Wed, Oct 15, 2025, 6:36 PM

Dear Mr. [REDACTED],

Thank you for taking the time to speak with me today regarding your ongoing concerns with the repair process of your 2023 Chevrolet Silverado.

Summary of Key Points Discussed:

- **Vehicle Status:** Your Silverado is currently at Quality Chevrolet awaiting an engine replacement due to failure following recent recall-related service. You expressed frustration over the delay and lack of clear communication from both the dealership and General Motors.
- **Loaner Vehicle Concerns:** You were provided a Chevrolet [REDACTED], which you feel is inadequate for your needs, particularly for transporting work-related equipment. You previously received a Chevy Colorado, which was more suitable.
- **Communication Issues:** You noted delayed responses from your case advisor, Franklin, and expressed dissatisfaction with the timing and content of updates received. You mentioned having more current information than your advisor due to direct contact with the dealership.
- **Warranty and Coverage:** We reiterated that your vehicle is covered under factory warranty and special coverage related to the recall. Repairs are being completed at no cost to you.
- **Reimbursement and Goodwill Options:**
 - Rental reimbursement (up to \$44/day) may be considered if you rent a GM vehicle and provide documentation after repairs are complete.
 - GM Rewards Points may be offered post-repair, which can be used toward services, accessories, or payments if applicable.
 - Car payment reimbursement is only considered if the vehicle is at the dealership for 20+ days without a loaner.

- **Documentation Request:** You requested written documentation of all correspondence between GM and the dealership. We clarified that due to internal policy, we are unable to share internal system communications. However, a summary of our call is being provided via this email.
- **Next Steps:**
 - We will continue to follow up with you and the dealership every 2–4 business days.
 - Franklin has a follow-up call scheduled with you on Friday.
 - We will inquire with the dealership regarding the availability of a more suitable loaner vehicle.
 - Once repairs are complete, we will review your case for potential goodwill assistance.

We understand your concerns and sincerely apologize for the inconvenience and frustration this situation has caused. Please know that your feedback has been documented and shared with the appropriate internal teams.

If you have any further questions or would like to add additional information to your case, please don't hesitate to reach out.

Best regards,
Chevrolet Customer Assistance
Case [REDACTED]

thread::d[REDACTED]::

RE: [EXTERNAL] Re: Chevrolet Case update. [Case number: [REDACTED]]

From: GM_Customer_Assistance caseupdate@gm.com

To: [REDACTED]

Date: Thu, Oct 9, 2025, 7:48 PM

Dear [REDACTED],

Thank you for contacting Chevrolet with regard to your 2023 Chevrolet Silverado Crew Cab. For your reference, your case number from our conversation today is [REDACTED].

I can be reached at the number listed below, or simply reply to this email (please reply with history to this email for fastest response). Either the CE Manager or I will contact you with an update or resolution as quickly as possible.

Thank you,

Franklin
Chevrolet Customer Assistance
Phone Number: 1-866-790-5600 o-r 1-866-790-5700

[REDACTED]

From: [REDACTED] mcordova97@outlook.com

To: GM_Customer_Assistance caseupdate@gm.com

Date: Fri, Oct 10, 2025, 5:22 PM

Hi Franklin,

I'm following up regarding my open case ([REDACTED]) for my 2023 Chevrolet Silverado Crew Cab. When we last spoke, you mentioned you were reaching out to Quality Chevrolet for an update, but I have not received any further communication or timeline since then.

I was informed by the service technician, [REDACTED] at Quality Chevrolet, that GM approved a full engine replacement due to further internal damage, with an estimated completion time of approximately one month. While I understand that the L87 engine is in high demand due to the recall, this situation has now placed me under a serious financial burden.

My vehicle was previously at Quality Chevrolet from 07/28/2025–08/09/2025 after stalling on the highway. During that visit, GM released the remedy for recall N252494000, and I authorized an inspection for any symptoms associated with it. I was told my vehicle passed inspection, though the technician changed the oil from 0W-20 to 0W-40. Less than 500 miles later, the connecting rod failed — a symptom directly tied to this recall.

I believe something may have been overlooked during the prior diagnostic process, which has now resulted in significant downtime and financial loss. I have already been without the vehicle for over two weeks and am now being told to expect at least another month of delay. During this time, I am still expected to make full payments on a vehicle I cannot drive due to what appears to be a recall-related failure.

I can provide the previous service records from my vehicle's initial visit to Quality Chevrolet, which detail the repairs performed and the inspection results related to the recall, should that assist in reviewing my case.

At this stage, I am requesting that GM Corporate immediately review this case for expedited handling and to determine what compensation or payment coverage options are available for the period my vehicle remains inoperable. It is unreasonable for me to continue paying for a vehicle that is undrivable as a result of a known issue that should have been addressed during prior service.

Please provide an update as soon as possible regarding both the repair timeline and what steps GM will take to resolve the financial hardship this has caused.

Thank you for your prompt attention,

[REDACTED]

Get [Outlook for iOS](#)

From: GM_Customer_Assistance caseupdate@gm.com

To: [REDACTED]

Date: Tue, Oct 14, 2025, 9:15 PM

Dear [REDACTED],

Thank you for taking the time to speak with me today. I want to sincerely acknowledge the concerns you raised regarding your 2023 Chevrolet Silverado and the challenges you've experienced throughout this process.

Please be assured that your concerns have been thoroughly documented and escalated for internal review. Additionally, I have submitted your request for a supervisor callback. A supervisor will be reaching out to you within **24 to 48 hours**, during **business hours (9 AM to 5 PM)**, to further discuss your case and provide additional support.

We appreciate your patience and understanding, and we remain committed to working toward a resolution that meets your expectations.

If you have any further questions or need assistance in the meantime, please don't hesitate to reach out.

Warm regards,

Franklin

3 Emails

07/29/2025
2023 CHEVROLET SILVERADO 08:52
08/07/25
H: W: () -

(1) CUST STS VEH STALLED WHILE DRIVING & DID NOT COME BACK ON UPONS INSP TECH FOUND FUSABLE LINK IS OPEN, NO POWER GOING TO STARTER, RECOMMENDS REPLACE FUSABLE LINK & STARTER, STARTER CLICKS WHEN W ARM, BAD SPOT IN ARMATURE INSIDE STARTER REPLACED UNDER HOOD FUSE BLOCK AND STARTER, RECHECKED, VEHICLE NOW STARTS AND OPERATES AS DESIGNED (Tech:95) A			
	(BLOCK)	1	116.18
	(STARTER)	1	297.41
	Total Labor		224.42
	Total Parts		413.59
	Total Repair (Warranty)		638.01
(2) CUST STS GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION. (Tech:95) A			
	MPI	MULTI MULTI T95	.00
	Total Repair (Customer)		.00
(3) RECALL - N252494000 L87 ENGINE LOSS OF PROPULSION TECH PERFORMED PICOSCOPE INSPECTION- ENGINE PASSED THIS INCLUDES PERFORMING OIL CHANGE WITH HIGH VISCOSITY OIL, REQUIRE A NEW OIL FILL CAP & INSERT (Tech:95) A			
	(F) (CAP)	1	1.44
	(F) (FILTER)	1	8.98
	(F) (OIL)	8	113.20
	Total Labor		144.27
	Total Parts		123.62
	Total Repair (Warranty)		267.89
(4) LOANER (Tech:95) A			
	Labor	T95	.00
	Total Repair (Warranty)		.00

Next Service NOV '25 Lube-Oil-Filter	368.69	Labor	.00
	537.21	Parts	.00
	.00	Sublet	.00
	.00	Waste Dispos	.00
	.00	Oil/Grease	.00
	905.90	Sub Total	.00
	.00	Tax	.00
	905.90	Total	.00