

Out of Pocket Expenses GM Customer incurred due to Catastrophic Engine Failure – twice – on the evening of Nov 14th 2025.

[REDACTED]
Warrington, PA [REDACTED]
[REDACTED]
[REDACTED]

Hello [REDACTED],

Below is the portion of expenses being requested for reimbursed by GM.

Also listed are the supporting details and receipts where available.

We were just trying to travel safely and return home – I was unaware we would need to ask for receipts to submit later.

First Tow Truck (Drivers paid \$40 each, no receipt requested)

\$80 cash

(Tow Drivers/both mechanics helped troubleshoot the problem

add oil and restart the vehicle – they successfully added the oil and restarted vehicle

so we could continue our trip - thinking it was just low oil – not propulsion recall issue... because this vehicle weeks prior had passed the recall inspection procedures)

Uber to AutoZone (for newly required 0W40 Oil {remediation from recall} \$21.98* credit card

Oil was not registering on the oil stick Tow Truck mechanics figured

that was the cause of the engine issue / and no restart)

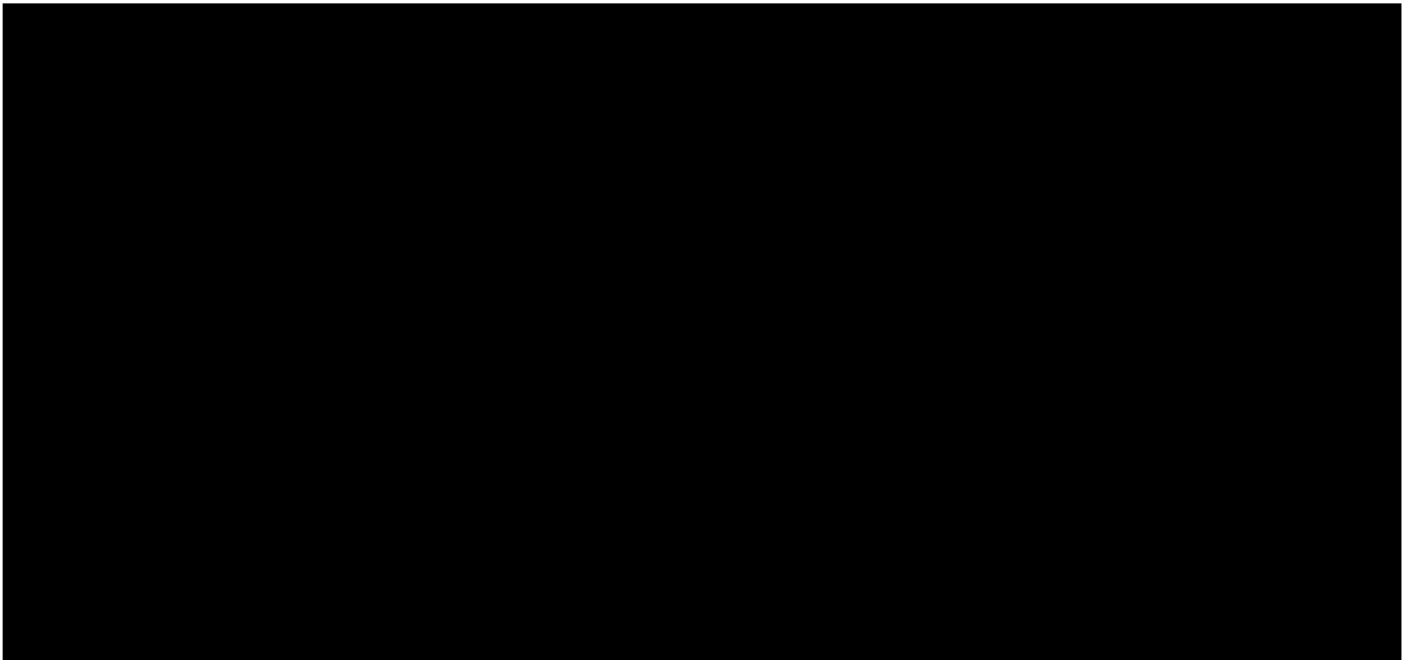
Three 5-Qt bottles purchased for {\$121.95} to get vehicle restarted

1 bottle used – 2 were not, but are now no longer usable due to the engine back to the 0W20 spec.

Posted

Date	Description	Amount
✓ Nov-14-2025	Uber	\$21.98
Transaction date	Nov-14-2025	
Posted date	Nov-17-2025	
Type	Purchase	
Card ending in	████████	
Reference number	████████████████████	
Category	Taxicabs/limousines	
Additional information	Uber USA https://www.uber.com/	

Here is the route Uber drive took to pick up the prescribed recall 0W40 oil.



You rode with Wael

5.00★

Uber Driver – Tip

\$100 cash

████████████████████ he also helped verify no oil was leaking under vehicle at that my children were safe on the highway during the breakdown by positioning his vehicle to direct traffic away from us as the mechanics worked to restart the vehicle on the shoulder)

Second Flat Bed Service Fee (Agero towed to Kelly Cadillac)**\$45 credit card**

State Farm charges for flatbed over 10 miles – dealership was 16 miles away.

AGERO ROADSIDE ASSIST		\$45.00	⊖
[REDACTED]		45 AAdvantage® miles	
MERCHANT NAME	SWOOP ROADSIDE ASSIST		
ON STATEMENT AS	AGERO ROADSIDE ASSIST		
MERCHANT LOCATION	SAN FRANCISCO CA 94133		
TRANSACTION DATE	Friday, Nov 14th, 2025		
POST DATE	Sunday, Nov 16th, 2025		
PURCHASED BY	[REDACTED]		
MERCHANT CATEGORY	TOWING SERVICES		

Second Flat Bed Driver Tip (no receipt requested)**\$40 cash**

This second tow truck was charged by State Farm due to distance needed to safely get the truck to Kelly Cadillac in Lancaster (GT 10miles) and this driver needed to deploy 4 dollies to safely get truck on flatbed, it was lots of extra work needed cause the vehicle would not restart and the mechanic was unable to put the truck into neutral, so I tipped him appropriately.

100-mile Bus Ride home for the failed vehicle's 4 passengers**Currently Customer is not requesting reimbursement to return 4 passengers****safely home from vehicle failure which stranded them over 100-miles from home.**

Customer reserves the right to revisit this decision based solely upon GM's response to his other requested reimbursements. This entire ordeal was one of the most frustrating, anxiety inducing and avoidable problems with any of the 8 GM vehicles I have owned (4 still owned – 2 Escalades and 2 Suburbans). I am trying to lower my good-faith request and beg GM to be reasonable and empathic in return.

Rental Car taxes (Hertz – Chevy Tahoe)**\$219.20 credit card****daily taxes forced on customer's credit card for duration of rental**

HERTZ #0589916	\$219.20 219 AAdvantage® miles
MERCHANT NAME	Hertz
ON STATEMENT AS	HERTZ #0589916
MERCHANT LOCATION	KNG OF PRUSSA PA 19406
TRANSACTION DATE	Wednesday, Dec 24th, 2025
POST DATE	Tuesday, Dec 30th, 2025
PURCHASED BY	
MERCHANT CATEGORY	HERTZ CORPORATION

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The merchant location may not match the physical address where you made your purchase. It is common for merchants to use the address of a central branch, headquarters, etc.

TOTAL Requested Reimbursements (291.20 + 40 + 100 + 21.98 + 80):**\$533.18**

Separate from the partial expense reimbursements being sought above – there remains Items yet to be addressed by GM regarding this incident:

- Customer's Loss of use of their vehicle for more than a month as well as lost time from work picking up and returning rental vehicle.
- Thank God there was no loss of life or serious physical injuries – but the Customer and his children (along with one of their classmates) experiencing a horrific night where their lives (and others on the road) were endangered by this vehicle - due to a DOUBLE engine failure. This engine failure was caused by gross negligence from parts quality testing for preventative defect identification, effective batch controls on engine parts that would have allowed rapid and effective recall identification and precise remediation ...just to name a few. In addition, GM's woefully inadequate recall procedure was conducted by a very competent dealership – the prescribed procedure allowed this engine back on the road after claiming it “passed” GM's recall inspection procedure and remediations. This nightmare has been relived daily – since Nov 14th.