

Please see below for handling. Thanks!

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From: [REDACTED]  
Sent: Wednesday, December 10, 2025 5:04 PM  
To: [ExecutiveResolution@gm.com](mailto:ExecutiveResolution@gm.com)  
Cc: Grant Dixon <[grant.dixon@gm.com](mailto:grant.dixon@gm.com)>; [REDACTED]  
Subject: [EXTERNAL] Re: Case Escalation Ref GM Internal Complaint Case [REDACTED]

You don't often get email from [REDACTED] [Learn why this is important](#)

**ATTENTION:** This email originated from outside of GM.

Executive Resolution Team,

In response to the below email, we were contacted by an GM Employee claiming to be from the Executive Resolution Team last week (Charlie). We were informed that we would receive a call on Monday, which did not happen. We have called into GM on Monday at 4:45pm EST, Tuesday and again today to which each time we have been informed we would receive a call back that day. Today we were informed that "Charlie" had a call scheduled for today to call us - this again has not happened. There appears to be no direct route for GM's agents to transfer calls either to this supposed team.

The level of service from GM so far is not acceptable, the constant statements and broken promises made on calls is very questionable. We have made our position very clear, we have given GM the benefit of doubt and offered to work with you - however it appears that the sentiment of our position is not being taken seriously.

We require either an email or call by 10:30am EST tomorrow with next steps on GM's side. If this does not occur then we will then move to enforce a resolution via other means - which will include publicity of the safety issue.

Regards,  
[REDACTED]

On Dec 3, 2025, at 2:43 PM, [REDACTED] wrote:

Ref GM Internal Complaint Case [REDACTED]

Dear [REDACTED]

We own a 2023 GMC Yukon Denali Ultimate that has now undergone its second engine failure. We are awaiting the third engine to be installed by a dealer in Connecticut. My husband, cc'd here, has been dealing with GM and the dealership. While we now have another case opened with GM, there was a lot of pushback during conversations with any mention of an attorney associated to this. It appears that GM staff do not understand that I am an attorney.

For clarity, we would prefer to work directly with GM in hopes of swiftly coming to an agreement. However, your case manager informed us that we are looking at circa 90 days for any response. Additionally, your dealer/service department network have very limited loaner vehicles to which we seem unable to obtain. We are also unable to get approval for a loaner from a 3rd party because of an internal policy where a loaner is capped at \$40 per day. It very discouraging that we own your flagship GMC vehicle and receive this level of service.

It is also worth noting that during the first engine failure, the also dealership noted an issue with a component related to the steering. We were provided confirmation that the vehicle was safe to use after the engine was replaced while they waited for this additional component. It is also worth noting that the vehicle later had a steering failure, with our young children in the vehicle, when exiting a highway around a corner at speed.

We are requesting escalation of our internal case and swift resolution - noting that there is a serious manufacturing issue with these vehicles for multiple components, including the fact that we now require a third engine in the vehicle. This is outside all the other defects we experienced with this vehicle.

If we are unable to come to a swift resolution, we plan to explore the following options:

- Lemon Law Case via BBB

- Notification to NTHSA against the current case related to this vehicle (as both failures of engines happened under speed along with steering failure)
- Complaint raised via Department of Consumer Protection
- Notification to State AG

To help expedite the internal review of this escalation, please also find attached the original invoice from the dealer where the vehicle was purchased.

Regards,

<image001.png>



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