

[REDACTED]
15h ago

To: [mary.barra, executiveresolution](#) [View Details](#)

ATTENTION: This email originated from outside of GM.

Once again, Hello Mrs. Barra and the GM team,

I hope the upcoming Holiday season finds you all well, and surrounded by those you care most about.

I wrote the forwarded e-mail below in May about my 2022 GMC Yukon XL Denali (VIN [REDACTED]) as you were beginning to roll out the recall information on the L87. I received some communication from Amira with your executive resolutions team shortly after that, stating no remedy was yet available. In June, I heard from them again stating my Vehicle was ready to be remedied. The reference number for that communication was [REDACTED].

On June 16, 2025 I had the recall service/testing for campaign N252494000 -- L87 Engine Loss of propulsion, performed at GMC of Rochester, in Rochester, MN. My vehicle "passed" the test, and since then, I have been running the 0W-40 Oil. I now have 44,750 miles on my Yukon XL.

Two weeks ago I got the first paid oil change using 0W40, at around 43,500 miles. I also paid for transmission fluid and filter change, transfer case fluid change, front and rear differential fluid changes, and a new battery since that maintenance was due as well; these services cost \$1,770.17

Yesterday, after work, I started my Yukon XL heading on some errands. About 3 minutes into that journey, the engine started knocking like I have never heard before. Immediately, my heart sunk; guessing I may have just lost my L87. Since I was close by my dealer, I was able to drive there. (GMC of Rochester, Rochester, MN)

I pulled in the service drive. The service manager listened to my vehicle with the hood up and said, "That is definitely coming from the engine, I don't want you to drive it out of here and get stranded somewhere. We will diagnose it tomorrow." My service advisor wrote it up, said they don't have any loaner vehicles available right now, and offered a shuttle ride home.

Today, my dealer notified me that the engine has failed. The dealer said there was debris in the oil pan which they believe was rod bearing material. Needless to say, this is disappointing, as I had expected that passing the recall testing was a sign I would not have this problem. Alas, I am now in the queue for an engine replacement under the powertrain warranty. I was informed to expect it to take 30-60 days to receive a new engine, get it installed, and get my vehicle back on the road.

My service advisor set up a rental with Enterprise Rent a Car so I have something to drive until my vehicle is repaired. I appreciate this. It is about the best the dealer can do, given the situation.

At this point, I am beyond disappointed in this very expensive purchase. I am not disappointed in my dealer, they have been more than helpful. I am very disappointed in GM, as the overall quality of this particular vehicle has been far below my expectations.

I have lost all confidence in this vehicle and will be scared to put my family in it and drive it far from home, even after it is repaired. I do not have the confidence to use it for the reasons I purchased it: taking me places to make memories, enjoying family outings together, as a tool to haul cargo wherever I need to take it, and for a comfortable and strong towing vehicle for my boat.

I have owned this vehicle for 46 months. Assuming this engine replacement takes 30 days, it will have been in the shop and out of usable service for more than 50 days.

My request to you:

- * Please review my vehicle's complete service history.
- * Provide me with your assessment whether my vehicle has delivered the type of customer experience you want one of your loyal customers to have. Are you proud of this vehicle and how it reflects on your company's brand? Would you want one of your loved ones or closest friends to have this experience?
- * Suggest how you might restore my confidence in my vehicle and your brand.

It is indeed unfortunate this has happened. As I expressed in the attached note, I truly understand the predicament you are in with these defective engines due to my role as a director in Quality Assurance at a Fortune 500 company. I am sure you didn't set out to disappoint your loyal customer base; but, at least in this case, you did.

Thanks again for taking the time to listen. I look forward to hearing from you.

--

[REDACTED]
[REDACTED]
Rochester, MN [REDACTED]
[REDACTED]

Owner of 9 GM Vehicles
Customer since 1993

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Fri, May 2, 2025 at 3:05 PM
Subject: 32 Year GM Customer with Defective L87
To: mary.barra@gm.com<mailto:mary.barra@gm.com>
<mary.barra@gm.com<mailto:mary.barra@gm.com>>

Dear Ms. Barra and the GM Team,

I write to you today as a longtime GM customer. I drove my mom and dad's 1984 Chevrolet Caprice Wagon when I was learning to drive in 1986. Mom and dad then provided me a 1986 Chevrolet Cavalier

sedan as my "first car." In college I drove a 1988 Toyota Tercel, and in 1993, upon graduation from College, my wife and I bought a 1993 Geo Prism for her to drive. I limped along in my Tercel until 1996 when I traded it for a 1996 Chevy Tahoe LT. In 1998, I traded that '96 for another Chevy Tahoe. When our family grew, we traded my wife's Prism for a 1999 Chevy Venture, and in 2000, I traded my '98 Tahoe for a 1999 Suburban. In 2004, I traded that Suburban for a 2004 Suburban. In 2012, as my daughter was nearing driving age, I added a 3rd vehicle to the fleet and bought a 2012 Malibu. In 2013, I traded my 2004 Suburban for a 2013 Suburban. In February of 2022, I traded that Suburban for a 2022 Yukon XL Denali.

All told, I have owned 9 GM vehicles:

- 1993 Geo Prism
- 1996 Chevy Tahoe
- 1998 Chevy Tahoe
- 1999 Chevy Suburban
- 1999 Chevy Venture
- 2004 Chevy Suburban
- 2012 Chevy Malibu
- 2013 Chevy Suburban
- 2022 GMC Yukon XL Denali

Over the past 32 years, they have all been maintained at a GM franchised dealer near my home in Rochester, MN. The Chevys at House Chevrolet in Stewartville, MN, and the Yukon at GMC of Rochester. I have found all of them except the 2022 to be very reliable, and requiring few repairs, when properly maintained.

This reliability is the primary reason why, when my children finally graduated college and were on their own, and it was time for dad to treat himself to a new vehicle, I bought the Denali for the bargain sticker price of almost \$87,000; only \$4k short of what I paid for my first house in 1993. It had a stellar reputation for refinement and quality, was beautiful and tastefully designed, it rides like a dream, and is a great place to spend a road trip.

However, of all the GM vehicles I have owned, it has been the most problematic. It had a build issue with the front passenger door interior panel; it has been plagued with annoying software defects; issues with the illuminated front emblem; air suspension leaked and required 2 weeks in the shop to fix; the still yet to be fixed "audio cutout" in the radio software; a seatbelt recall; a transmission valve body software recall; improper daytime running light illumination recall; and now, is part of the L87 Engine recall. Feel free to inquire about the service/warranty history of this vehicle for yourself; I am sure I am forgetting a few of the issues.

Through all of it, the good people at GMC of Rochester have always taken care of me, and done their best to apply the best software fixes GM has to offer; replaced the illuminated front emblem 2x; and performed all the recalls. I have a folder full of repair orders that is thicker after 3 years and 35,000 miles than the combined RO's on the last 3 Honda CRV's my wife has owned.

What was I expecting with this vehicle? The same reliability I had on all my previous GM vehicles, or better. General maintenance, and a few things here or there (shocks, brakes, tie rod ends, etc). I certainly didn't expect to be worried every time I get in about whether or not my engine will throw a rod through the block and leave me stranded on the road. Will this happen? Not sure, only time will tell. That said, I

can tell you I have attempted to discuss with the good people in service at GMC of Rochester, and they don't know what to tell me either.

My previous Tahoes and Suburbans took me, pulling my boat, on my annual fishing trip to Canada and home many times. Not once did I worry I would not make it. I am seriously contemplating if I need to rent a vehicle to take me and my fishing buddies north this year.

Perhaps I should trade the Yukon for a new one, with an engine built post July 1, 2024? But it pains me to even think that way. First, it would be a serious financial loss; second, I find it incredibly wasteful. I should expect almost 3 tons of USA designed and built metal to last more than 3 years and 35,000 miles, right? That I even need to perform this mental exercise is mind blowing. You can see from the list above, never before did I hesitate to buy a GM vehicle. Now I hesitate to get in and hit the start button as I don't know what sort of defect will rear it's head next. And never once in those other 8 vehicles, did I ask myself "will the engine die on this trip?"

What would I ask you to do? I don't even really know. How might you restore the confidence in my vehicle? How would you convince me to consider another GM product? How can I feel safe driving down the road at 70MPH in an almost 3 ton vehicle with a 4500 lb boat behind me?

I see information is coming fast and furious about the L87 under my hood, but as of this moment, all I now know is my engine is suspect. No advice on if or whether it needs replacing, when that could happen, and what I am to do in the interim.

I know the difficulty in making quality decisions; it is often gut wrenching. I hold a position as a director in quality with my current professional pursuits. I would never leave my customers questioning if it was safe to put their family in one of my products. I am an engineer by trade, and in all my years of engineering work, safety and protection of life and limb always went above all else.

Yes, I know I am just a single individual, and probably a blip and decimal point on your bottom line. That said, as a customer of General Motors for over 32 years, I thought you might like to understand where I sit. So, If anything, please make sure the current owners of vehicles equipped with defective L87's understand the plan, and most importantly, make sure we know when and if it is safe to get behind the wheel of these (very) expensive vehicles. Don't leave us in the dark anymore, and don't take another 6 months to make it right.

Honestly, after thinking about it a bit more, I do know what you could do to make me feel better. Cease production of all new vehicles with the L87, and don't produce another single new vehicle with the L87 until you replace/repair every remaining defective engine on the road that is putting your customers in danger. That single action would increase the supply of repair engines, and demonstrate to me that you actually care about my safety and that of your other owners and the general public over your bottom line.

The VIN of my current Yukon XL Denali is [REDACTED].

I'd welcome your feedback or recommendation about what I am supposed to do with this beautiful, but defective Yukon until it can be made safe again.

--
[REDACTED]

Rochester, MN

Owner of 9 GM Vehicles

Customer since 1993