

Trip Interruption

From: GM Trip Interruption (gmtripinterruption@aaanortheast.com)

To: [REDACTED]

Cc: gmproactive@gm.com

Date: Thursday, February 5, 2026 at 06:06 PM CST

Thank you for contacting Cadillac Roadside Assistance. We apologize that a roadside event negatively impacted your recent travel experience.

Below is a summary of what we discussed:

- Your Powertrain benefit coverage allows for trip interruption assistance, when you are traveling a significant distance from your home, and the disablement is warranty related. Trip interruption benefits assist with unplanned expenses incurred while waiting for vehicle repairs. Your vehicle must be serviced by a GM Dealer and require an overnight stay. Please refer to your vehicle owners' manual for additional information and requirements.

Please proceed with making your necessary arrangements for lodging, and rental if necessary.

- We include the following hotel choices for reimbursement consideration (Holiday Inn, Red Roof Inn, Candlewood Suites, Best Western, and Courtyard by Marriott)
- Your benefits coverage allows for \$40 per day per person for food.
- If making accommodations for a rental vehicle, your daily approved rental rate is \$47 a day.

You will receive an email in one to two business days from a GM Proactive Outreach Advisor outlining the next steps for processing the reimbursement, and the reimbursement address. Receipts detailing expenses will be required for reimbursement consideration and must be submitted within 60 days of this notification. Please reply all to the email thread to send in documentation.

Thank you for contacting Cadillac Roadside Assistance Center.

Case Number #: [REDACTED]

1. Reason for disablement: Engine Failure
2. VIN: [REDACTED]
3. Dealership performing the repairs: Casper GMC Cadillac 6301 E 2nd St, Casper, WY 82609
4. Date of the incident: 12/31/2025
5. [REDACTED]
6. [REDACTED]
7. [REDACTED]
8. Trip Interruption Mileage from home: 1270
9. Did customer contact Roadside for initial tow Y/N: Yes
10. Is this a reimbursement consideration request for a service already rendered outside of GMRSA? Y/N: No