

Dear [REDACTED]

14 JAN 2026

I am writing to formally request that the following customer statement be added as an addendum to the permanent service record associated with Repair Order # [REDACTED] for my 2022 GMC Yukon XL Denali.

This addendum is intended to accurately document the sequence of events, clarify certain statements in the repair order, and preserve unresolved safety and reliability concerns.

1. Engine Oil Level and Consumption Clarification

The repair order notes that the engine was “2 quarts low” and references the addition of oil between oil changes. I would like to clarify that this description may inadvertently conflate the oil consumption history of the original engine with the circumstances surrounding the current replacement engine.

With the original engine, I had previously experienced abnormal oil consumption that required the addition of oil between service intervals, a concern that was evaluated at that time and was reassured there was nothing concerning. However, with the current replacement engine, I have **not** been adding oil between services.

The replacement engine had fewer than approximately 2,000–2,500 miles when the “Low Engine Oil” warning appeared. Upon seeing this alert, I brought the vehicle in for service the next morning, without continued operation or repeated topping off. During my initial phone discussion, I was advised by the service advisor (Anthony) that there was “barely any oil” remaining in the engine at the time of inspection. The concern was therefore an acute and abnormal oil loss in a newly installed engine, not routine oil consumption between service intervals.

Given the discrepancy between the verbal assessment and the written description, and the potential for confusion with the prior engine’s history, I respectfully request that this clarification be included in the service record, as the difference between a near-empty oil condition and a modest low-oil condition has important implications for assessing possible internal engine damage and long-term reliability.

2. Driver Assistance / Forward Collision System Malfunction

Although the repair order states that the Driver Assistance / Forward Collision warning could not be duplicated, within approximately three miles of leaving the dealership following vehicle pickup, the instrument cluster displayed “Service Driver Assist System” and “Forward Collision System Unavailable.” Photographs showing these warnings and the corresponding odometer readings were taken immediately and are available for attachment to the service file.

This demonstrates that the safety system fault remains present and is intermittent, rather than resolved.

3. Passenger Power Running Board Malfunction

Later the same evening, the passenger-side power running board again exhibited the exact malfunction previously reported: repeated deployment and retraction after door closure until the vehicle reached driving speed, at which point it finally stowed. This occurred after the concern had been documented as “could not duplicate,” confirming that the condition persists.

4. Radio / Antenna System Concern

The AM/FM radio remains inoperative. I was advised that diagnostic testing indicates a fault in the antenna system and that repair would require replacement of the roof-mounted antenna assembly integrated into the rear spoiler, with repainting, at an estimated cost exceeding \$2,000. This condition arose following the engine replacement and has not yet been corrected. Given the extent of disassembly required and the timing of the failure, I remain concerned that this represents an additional post-repair electrical or harness-related defect contributing to diminished vehicle value and reliability concerns.

Given that these items involve the powertrain, active safety systems, powered exterior components, and infotainment, I respectfully request that this entire statement be attached to the permanent service record as a customer addendum to accurately reflect the condition of the vehicle at and immediately following delivery.

For completeness, I have also attached the written statement I provided at the time of vehicle drop-off (dated December 21, 2025), which is referenced in the RO as “please see letter in car.” This document details the same concerns regarding oil loss in the replacement engine, prior history with the original engine, and the driver assistance, running board, and radio issues. I am attaching it to ensure that my original, contemporaneous description is accurately preserved in the service record.

Thank you for your assistance in ensuring that the service documentation is complete and accurate.

Dan Perrington
2022 GMC Yukon XL Denali
VIN: [REDACTED]

RO #: [REDACTED]



Hello,

21 Dec 2025

I am writing to formally document and request service for multiple ongoing issues with my vehicle that require prompt attention. Several of these concerns affect safety, reliability, and confidence in the recent repairs performed.

1) Excessive Engine Oil Consumption (New Engine)

The new 6.2L V8 engine was replaced due to a catastrophic failure less than three months ago (broke down in WY and had vehicle towed to SLC, UT to Jerry Seiner North Salt Lake City GMC Dealer for engine replacement ~ 6 weeks). Since the replacement, the vehicle has been driven around 2,000 miles and is already displaying a low engine oil level warning. There are no visible oil leaks or drips, which strongly suggests excessive oil consumption.

I recall having the same issue with the original engine, which required me to add approximately four quarts of oil between services. At that time, Alpine inspected the vehicle but reported that no issues were found. Given that this problem is now occurring again with a brand-new engine that has only ~2,000 miles, I am extremely concerned that an underlying issue has not been properly identified or resolved, which raises serious concerns about the vehicle's reliability and my ability to confidently drive it long distances or out of town.

2) Forward Collision Warning / Driver Assistance System Failure

The Forward Collision Warning System has stopped functioning, and the instrument cluster displays a message indicating that the Driver Assistance System requires service. This safety system failure occurred without warning and remains unresolved, raising concerns about the proper operation of critical driver assistance features.

3) Passenger-Side Automated Running Board Malfunction

The passenger-side automated running board intermittently deploys and retracts multiple times after the doors are closed. This behavior continues until the vehicle is put into motion and reaches a certain speed, at which point the running board finally retracts and remains stowed. This repeated and unintended cycling indicates a malfunction in the automated side step system and raises reliability and safety concerns.

4) AM/FM Radio No Longer Locating Stations

Since the engine replacement, the AM/FM radio has been unable to properly locate broadcast stations. At most, it will identify one FM station and no AM stations. This issue did not occur prior to the engine replacement, suggesting a possible connection to work performed during the engine installation, such as antenna, wiring, grounding, or module-related components.

Given the number, severity, and recurrence of these issues—particularly following major warranty work—I am requesting a thorough diagnostic review of the vehicle and a clear plan for resolution. Please advise on next steps, including timelines for inspection and repair, and whether any additional testing or escalation is required.

Thank you for your attention to these matters. I look forward to your prompt response and recommended resolutions.

Sincerely,

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