

Advisor name: [REDACTED]

GMID: [REDACTED]

Symptom and component or UCC: J01

Prior dealer involvement: No

BAC: [REDACTED]

1. Cause: Engine No start

2. Status During Repairs: Inoperable

3. Repair Status (not needed for Par Pre Authorization): Complete

4. Business Case:

[REDACTED] has purchased 7 General Motors brand vehicle, 7 bought new.

The customer experienced engine failure when he took his vehicle to PERFORMANCE BUICK GMC OF WOODBRIDGE LLC. The dealer replaced the engine, which provided resolution to the customer's vehicle concern. The customer's vehicle was down for 14 days from 11/28/2025 to 12/12/2025. The customer received in warranty repair totaling 0.00.

Customer broke down on the freeway and sat for hours waiting for the tow truck and then still needed to get a way to get home.

Providing the customer with an Owner's Loyalty Certificate for \$5,000 will show the customer that General Motors stands behind their products, values customers, and will help retain this customer for years to come.

5. Owner Contact: [REDACTED]

6. Goodwill Type: OLC

CPO-OLC/OLC

1. Amount \$5,000

2. Contact's Date of Birth:

3. MSRP: \$100,000