

Advisor name: Michelle

GMID : TZ77WM

Symptom and component or UCC: J01

Prior dealer involvement: No

BAC: 321848

1. Cause: Engine No start

2. Status During Repairs: Inoperable

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

4. Business Case:

LOWELL CAVE 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 65 days from 10/27/2025 to 12/31/2025. The customer received in warranty repair totaling 0.00.

Providing the customer with Vehicle Payment Reimbursement for \$2,303.34 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: ALEX MARSTERS, 6032038888

6. Goodwill Type: Vehicle Payment Reimbursement

Required for Reimbursement/Mobility Reimbursements

1. Amount: \$2,303.34

2. Repair Start: 10/27/2025

3. Repair Completion: 12/31/2025

4. Days to Repair: 65

5. Dealer Provided Courtesy Transportation: No

6. Customer Obtained Alternate Transportation: No

7. Reimbursement Type: Vehicle Payment

8. Payable To: ALEX MARSTERS