

Today 3:42 PM

5:36

Good afternoon, We opened a TAC case with GM, and gathered all of the information we have. Since the vehicle has not acted up while here.

test drive. Penske Cadillac Buick GMC Southbay  
any stalling, and no codes have returned, the engineers are telling us that there are no recommended repairs, and that the vehicle is good to be released back to you. When would you like to pick it up? Thanks  
--Penske Cadillac Buick GMC Southbay

Thanks for the update. I appreciate you opening the TAC case and looping GM engineering in.

At this time, I'm not comfortable accepting return of the vehicle given its documented intermittent stalling history presented during normal operation, and your note that engineers have "no recommended repairs" and no identified root cause.

As previously requested, I would like to speak with the GM regional or corporate representative regarding a final resolution, including my loss of use during the extended period the vehicle has been out of service. I will continue using the loaner vehicle under our existing arrangement until that consultation is complete.

Please also provide the GM TAC case number and any written notes or guidance from engineering for my records.

Thank you.



Text Message • SMS



I am sorry, but you will have to return the rental vehicle, and pick up your...