



IMPORTANT SAFETY RECALL

May 2025

Stilwell, OK

This notice applies to your vehicle, VIN: [REDACTED]

Dear [REDACTED]:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Cadillac Escalade vehicles equipped with the 6.2L V8 gas engine (RPO L87). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N252494000.

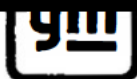
Why is your vehicle being recalled?

The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure. If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Cadillac dealer will inspect and, as necessary, repair or replace the engine. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap, an oil filter replacement, and an owner's manual insert, free of charge.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Cadillac dealer to have your vehicle serviced. You can also check the status of this recall at: <https://experience.gm.com/ownercenter/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement form that will be provided with the next letter.



6-24-2025
Service Dept.

Do you have questions?

For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V274.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N252494000

10-8-25

[REDACTED]

[REDACTED]

Stilwell, OK

Phone: [REDACTED]

E-Mail: [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington DC 20590

To whom it may concern:

IN RE: GM Recall N252494000

I received notice in May of 2025 that my 2021 Cadillac Escalade is involved in a recall. At first my dealer said the part to repair is not available? Then in September we stopped by my dealer and he said the recall does NOT involve my Cadillac. So I will attach a copy of my notice so there is no question they notified me I have a defective Cadillac.

Please someone tell me Why this happened ?

I want a different automobile !!!

By the way I find it very interesting that Regina A. Carto, Vice President of Global Product Safety and Systems FAILS TO PROVIDE HER ADDRESS?

Sincerely,

[REDACTED]

PS please do not call I will not take your call.

CC Regina A. Carto

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CERTIFIED MAIL



Retail



UNITED STATES
POSTAL SERVICE



U.S. POSTAGE PAID
FCM LETTER
STILWELL, OK 74960
OCT 08, 2025

20590

\$40.40

Department of Transportation

To: W41-306 324P504801-03

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT 10/15/2025 10:56:20 AM

National Highway Traffic Safety
1200 New Jersey Avenue, SE
Washington DC 20590

RDC 99

10/16/25
NEC

Stilwell, OK

20590-

10/11/25

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

National Highway Admin
1200 New Jersey Ave, SE
Washington, DC 20590

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☐ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2020 PSN 7530-02-000-9053

Domestic Return Receipt