

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 29, 2025

Good morning

Thank you for taking the time to read this letter. My name is [REDACTED] I purchased a 2021 Cadillac Escalade in 2023(At Cadillac dealership in Miami, FL). In 2024 my catalytic converter was replaced due to it being defected. This was covered in the warranty at the time. It took close to four months to resolve this issue, due to parts being back ordered. Now in 2025 I am having issues with my motor. I took it to a mechanic and stated it needs motor work because of some defects. I strongly believe I was sold a vehicle with defects. I am reaching out for assistance with repairs since the vehicle is no longer covered under warranty.

Can you please assist with this matter.

Please advise.



Thank you

D & L AUTOMOTIVE REPAIR LLC
 217 SE 1ST STREET STE B / BILLING: PO BOX 187
 Belle Glade,, FL 33430
 (561) 983-8450
 MV-92460
 Monday - Friday 8:00 AM to 5:30 PM
 dnlautomotive@outlook.com

9/18/2025 11:03:04 AM EDT

Estimate [REDACTED] - Sub Est 1

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Vehicle : 2021 Cadillac Escalade 6.2 L 376 CID V8 OHV (Pushrod)
 VIN : [REDACTED]
 Fleet #/Driver :
 Created : 9/17/2025 1:18:30 PM EDT
 Promised : 9/17/2025 2:18:30 PM

Service Writer [REDACTED]
 Tag/State [REDACTED]
 Color : Black
 Odometer In : 85751

Labor/Notes

<u>Technician</u>	<u>Description</u>	<u>Price</u>
	CUSTOMER CONCERN	
	DIAGNOSTIC / RUNNING ROUGH BUNCH OF LIGHTS ON DASH CHECK / OVER REAL GOOD ENGINE ASSEMBLY (COMPLETE) Remove & Replace	\$5,175.00
	Includes: R&I Wiper Link Assembly & Cowl Top Panel.	
	Includes: R&I Fender Liners.	
	Includes: R&I Front Bumper Cover and Headlamp Assemblies. DOES NOT include Headlamp adjustment.	
	Includes: R&I Cooling Module.	
	Includes: R&I Catalytic Converter.	
	Includes: R&I Air Cleaner.	
	Includes: R&I Alternator.	
	Includes: R&I Air Conditioning Compressor.	
	Includes: R&I Water Pump.	
	Includes: R&I Intake Manifold.	
	Includes: R&I Starter Assembly.	
	Includes: Drain and refill Cooling System.	
	Includes: Drain and refill Engine Oil.	
	Includes: Perform Filter Life Monitor Reset procedure.	
	DOES NOT include Air Conditioning System recover, evacuate and recharge. Includes: R&I Engine Assembly. Transfer Fuel and Electrical Assemblies and Engine Mounts.	
	DOES NOT include transfer of Manifolds, Valve Cover(s), Timing Cover(s), Oil Pan and/or Water Pump.	
	NOTE: For bare Engine, refer to Long Block - R&R.	

Parts

<u>Code</u>	<u>Description</u>	<u>Condition</u>	<u>Unit Price</u>	<u>Price</u>
	REMAN MOTOR	3yr 100K miles	\$6,500.00	\$6,500.00
	MISC FLUIDS		\$150.00	\$150.00

Note: JASPER
 Note: COOLANT, OIL

Labor	\$5,175.00
Parts	\$6,650.00
*Shop Supplies	\$55.00
Sales Tax	Default Rule @ 7%	\$831.60

Estimate \$12,711.60
Cash 11,500



WEST PALM BCH FL 334

1 OCT 2025 AM 3 L

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Cadillac Customer Assit Center

P.O. BOX 23169

48232-5164
Detroit MI 48232