

Cadillac Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169



June 27, 2025

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2024 Cadillac Escalade ESV, which resulted in an unexpected repair expense to you.

We value you as a Cadillac owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$312.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Cadillac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Cadillac.com or call us at 1-800-458-8006.

Sincerely,

Cadillac Customer Assistance Center
Service Request [REDACTED]

