

**General Motors Product Field Action
Customer Reimbursement Request Form**

N252494000

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: Charlotte State: NC Zip Code: [REDACTED]

Preferred Contact Telephone Number (include Area Code): [REDACTED]

Preferred Contact Email Address: [REDACTED]

Date Request Form and Supporting Documentation Submitted to Dealer: [REDACTED]

Vehicle Identification Number of Involved Vehicle: [REDACTED]

Mileage at Time of Repair: 117,704 Date of Repair: 30 DaysAmount of Reimbursement Requested: \$ 10,409.56**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.

This section to be completed by dealer (please print)

Bulletin No.: [REDACTED] Request Approved: ☒ Date: 8-16-24 Amount: \$ 10,409.56

Request Denied: _____ Date: _____ Reviewed By: [REDACTED]

Reason: Customer paid for engine replacement

If denied, please provide a copy of this form to the customer and retain original for your files



Cadillac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

CHARLOTTE, NC

June 2025

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 2022 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 recall N252494000.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

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?

The recall remedy is an engine inspection. Your Cadillac dealer will inspect the engine. If your vehicle fails the inspection procedure, your vehicle's engine will be repaired or replaced. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap identifying the new required oil grade, an oil filter replacement, and an owner's manual insert free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour.

It is important that you schedule your vehicle for this recall inspection procedure as soon as possible. If your vehicle receives the recall inspection remedy, you will be provided additional protection if an engine failure occurs in your vehicle as a result of this condition. If this condition occurs on your vehicle within 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, your engine will be repaired or replaced at no charge. The terms of your vehicle's powertrain warranty govern your vehicle's coverage for engine failure. Diagnosis or repair for conditions other than the condition described above and engine failures that occur outside of your vehicle's powertrain warranty are not covered under this special coverage program.

For customers' vehicles already outside of the above years and/or miles, we are still offering reimbursement if the repair was completed prior to this mailing. Please follow the reimbursement steps below.

Qualifying repairs under this special coverage must be performed by a General Motors dealer.

Customers may not assign, and GM does not consent to any assignment of any Customer's rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.

What should you do?

You should contact your Cadillac dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

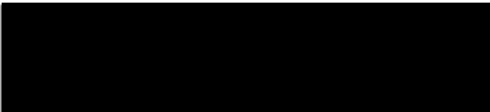
Do you have questions?

You may schedule your vehicle for repair, or 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

Enclosure
GM Recall: N252494000



CADILLAC OF SOUTH CHAR
10725 PITEVILLE ROAD
PINEVILLE, NC 28134

08/16/2024

16:43:04

CREDIT CARD

MC SALE

Card #
Chip Card:
AID:
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:



SALE AMOUNT

\$4000.00

CADILLAC OF SOUTH CHAR
10725 PITEVILLE ROAD
PINEVILLE, NC 28134

16:43:04

CREDIT CARD

MC SALE

Ca
Chip Card:
AID:
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:



SALE AMOUNT

\$6409.56

CUSTOMER COPY

CADILLAC OF SOUTH CHAR
10725 PITEVILLE ROAD
PINEVILLE, NC 28134

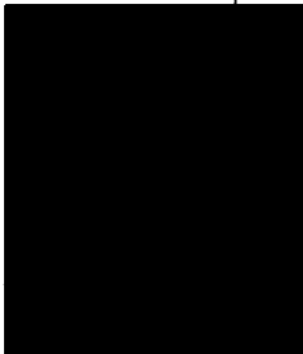
08/16/2024

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SALE AMOUNT

\$4000.00

CUSTOMER COPY

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10725 PITEVILLE ROAD
PINEVILLE, NC 28134

08/16/2024

16:43:04

CREDIT CARD

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Chip Card:
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SALE AMOUNT

\$6409.56

CUSTOMER COPY

CUSTOMER #:

INVOICE



Cadillac
of South Charlotte

CHARLOTTE, NC

PAGE 1

10725 PINEVILLE RD. PINEVILLE, NC 28134

(704) 556-7400
(855) 588-1752

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9223 JUSTIN SAKSENBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	22	CADILLAC ESCALADE ES			117704/117704	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMIS	TE	PAYMENT	INV.
07AUG22 DD			18:00 15AUG24		0.00 VMDC	16AUG24
R.O. OPENED	READY	OPTIONS: DLR:188069				

10:33 16JUL24 16:46 16AUG24

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES BELT BROKE AND FELL OFF. 866-766-4622

DIAG engine replacement

9261 CX

4938.12 4938.12

1 85575818 W- (S) RADIATOR

271.07 271.07 271.07

1 12639087 (S) MANIFOLD

316.91 316.91 316.91

8 12626354 (S) GASKET

3.58 3.58 28.64

1 12346290 COOLANT

27.90 27.90 27.90

1 15035747 (S) SEAL

19.70 19.70 19.70

1 15077362 (S) SEAL

17.75 17.75 17.75

2 12657093 (S) GASKET

18.21 18.21 36.42

1 85136335 (S) HOSE

143.52 143.52 143.52

1 13579649 (S) SEAL

20.50 20.50 20.50

1 13579648 (S) SEAL

18.86 18.86 18.86

2 85639955 (S) SEAL

7.19 7.19 14.38

1 13579646 (S) SEAL

20.10 20.10 20.10

1 13579648 (S) SEAL

18.86 18.86 18.86

8 19432331 OIL

11.18 6.99 55.92

1 12735811 (S) FILTER

10.93 10.05 10.05

1 12689541 F- (S) STARTER

342.18 342.18 342.18

10 11546600 BOLT

9.08 9.08 90.80

6 15032594 NUT

6.00 6.00 36.00

1 12740076 ENGINE

2644.44 2644.44 2644.44

1 12679463 (S) PIPE

12.51 12.51 12.51

1 12703668 (S) PIPE

21.58 21.58 21.58

2 12682391 (S) GASKET

1.12 1.12 2.24

1 12658178 (S) BELT KIT

89.84 89.84 89.84

1 12669858 (S) BELT

67.28 67.28 67.28

1 12679867 (S) GASKET

16.89 16.89 16.89

1 85015815 (S) BLOCK

107.02 107.02 107.02

1 88864539 49AGM

261.44 261.44 261.44

1 BF BATTERY FEE

0.00 0.00 0.00

REPLACED ENGINE PERFORMED DIAGNOSIS. STARTER FUSE BLOWN DUE TO
ENGINE BEING MORE DIFFICULT TO TURN THAN NORMAL. MANUALLY TURNING
ENGINE TOOK MORE EFFORT THAN NORMAL. PULLED OIL FILTER, FOUND EXCESSIVE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

INVOICE



Cadillac
of South-Charlotte

CHARLOTTE, NC

PAGE 2

10725 PINEVILLE RD. PINEVILLE, NC 28134

(704) 556-7400

(855) 588-1752

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9223 JUSTIN SAKSENBERG

#COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		22	CADILLAC ESCALADE ES					117704/117704		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. D.
07AUG22 DD				18:00 15AUG24				0.00	VMDC	16AUG24
R.O. OPENED			READY		OPTIONS: DLR:188069					

10:33 16JUL24 16:46 16AUG24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

GLITTER IN FILTER. DRAINED OIL TO CONFIRM EXCESSIVE GLITTER. REPLACED ENGINE.

B CUSTOMER STATES WANTS REAR BRAKES CHECKED

BRK NO ISSUE FOUND WITH BRAKES

9261 IPS

BRAKES IN GOOD HEALTH

(N/C)

C *No Interval Due; *Vehicle History Indicates No Maintenance Interval Due

NID NO INTERVAL DUE

9261 IPS

(N/C)

D *Perform Multi-Point Inspection

ICAD MULTI POINT INSPECTION

9261 IPS

(N/C)

E** DIFF SERVICE REAR BASIC

DIFFR DIFF SERVICE REAR BASIC

9261 CMNT

2 75164 ULTRA GUARD LZ75W90 FULL

159.95 159.95

72.51 72.51 145.02

SWMS20P SPEEDWAY MOTOR SPORTS 20% OFF PARTS AND LABOR UP TO \$150

CC

-150.00 -150.00

10 10 PERCENT LABOR/PARTS DISCOUNT

CC

-100.00 -100.00

ESTIMATE: 530.13

16JUL24 10:33 SA: 9223

CONTACT:

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PARTS AMOUNT	
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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Cadillac
of South Charlotte

CHARLOTTE, NC

PAGE 2

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BUS: CELL

SERVICE ADVISOR: 9223 JUSTIN SAKSENBERG

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BRAKES IN GOOD HEALTH

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TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

INVOICE



Cadillac
of South Charlotte

CHARLOTTE, NC

PAGE 3

10725 PINEVILLE RD., PINEVILLE, NC 28134

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BUS: CELL: 117704/117704

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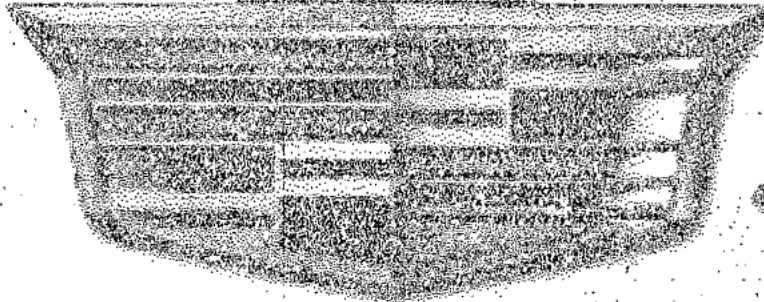
10:33 16JUL24 16:46 16AUG24

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

HERE AT CADILLAC OF SOUTH CHARLOTTE,
OUR GOAL IS FOR YOU TO BE "COMPLETELY
SATISFIED". IF WE CAN IMPROVE YOUR
EXPERIENCE; PLEASE CONTACT OUR SERVICE
MANAGER, SHAWN WALCK AT (704) 556-7400.

THANK YOU FOR CHOOSING
CADILLAC OF SOUTH CHARLOTTE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	5098.07
PARTS AMOUNT	4857.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	9955.89
LESS INSURANCE	250.00
SALES TAX	703.67
PLEASE PAY THIS AMOUNT	10409.56

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Charlotte, NC

CHARLOTTE NC 280

28 JUN 2025 PM 2 L



Doyle Brie



General Motor Product Field Action
Po Box 33170
Detroit, MI 48232-5170