

From: [REDACTED]  
Sent: Thursday, January 8, 2026 12:26 PM  
To: Mary Barra <[mary.barra@gm.com](mailto:mary.barra@gm.com)>; Mark Reuss <[mark.reuss@gm.com](mailto:mark.reuss@gm.com)>; [REDACTED]  
>  
Subject: Re: [EXTERNAL] Re: Cadillac Executive | Case Update | [REDACTED]

You don't often get email from [REDACTED]. [Learn why this is important](#)

Good Afternoon Mary and Mark,

We have been patient for years now trying to get a resolution only meet with more prolonged issues every time.

We have a Cadillac Escalade that is on its third motor and the last one started knocking 350 miles in.

We have been without this vehicle more than 160 days at this point.

We have been prolonged and cases closed delaying action to just be told now that we at past the window which is very convenient for your company that have us the run around this entire time.

This vehicle left us stranded in the middle of the highway with no warning lights the second time we had to beg for the truck to be looked at and it took 6 months then suddenly oh the motor needs to be replace again. The technicians at the shops are not competent and the customer service is horrible. No follow up or information provided. File cases and try and be orient but then finally follow up to find out case has been closed.

The truck value has fell so hard most dealers won't even consider a quote. This is no fault but the truck having two possible three motor replacements.

We have not had the truck as full month since September.  
No reimbursement on payments or anything.

This truck is a safety hazard to drive as it can cut off without warning.

We need a resolution now. Your company manufactured these vehicle that could turn into literally death traps with no engine warning lights to notify us of catastrophic engine failure.

- [REDACTED]

On Thu, Jan 8, 2026 at 12:07 PM [REDACTED] wrote:  
Hey Jenna, the other very unprofessional rude case worker just called my husband stating that the case is closed. Said there's nothing Cadillac can do because of the vehicle being used.

She said you don't know none this stuff and you don't know what your doing.

We asked to speak to her supervisor but at this point i have emailed and posted to CEO a complaint on multiple platforms. If we do not have a resolution within the next week of this truck being bought back or an minimal provided the difference between what a dealer will offer and what is due on our loan we will be going to the news stations to have a report done on GMC and the numerous safety concerns that comes with these issues. The customer service has prolonged this for two years now telling us it's outside of the window.

We were purposefully strung along by Cadillac to prolong so we could not get any assistance based this persons information.

At this point it's not a lemon law issue it is a vehicle warranty issue and it cant be fixed properly.

This is past ridiculous for a brand such and GM / Cadillac to have such rude and unprofessional processes. My husband tells me you have been the only professional person out of the 4/5 people he has spoken too.

Cases are closed out with out notification which happened way before he was able to get you.

This practice and purposely prolonged are ability to get reimbursed for this vehicle.

On Wed, Jan 7, 2026 at 2:23 PM Cadillac Executive

<[cadillacexecutiveresolution@gm.com](mailto:cadillacexecutiveresolution@gm.com)> wrote:

Hello [REDACTED]

Apologies for the confusion, anytime a BBB case is filed, we step down to allow that process to take place. If that case has been cancelled or denied, I am happy to take back over. I am going to reach out to Samantha and the service manager to get a current update on your vehicle. In the meantime, please feel free to reply with any updates or questions you may have.

Thank you,

Jenna | Cadillac Executive | (800) 333-4223

Case Number #: [REDACTED]

----- Original Message -----

From: [REDACTED]  
Sent: 1/6/2026, 9:54 PM  
To: [cadillacexecutiveresolution@gm.com](mailto:cadillacexecutiveresolution@gm.com)  
Cc: [REDACTED]  
Subject: Re: [EXTERNAL] Re: Cadillac Executive | Case Update | 76344154

Jenna,

You advised me to file the claim with the BBB in which they closed the case and advised to work with you all.

I'm attaching my wife to the email so she can email back faster.

She will send more information.

[REDACTED]  
On Jan 6, 2026, at 1:05?PM, Cadillac Executive <[cadillacexecutiveresolution@gm.com](mailto:cadillacexecutiveresolution@gm.com)> wrote:

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Good morning [REDACTED]

My apologies, we are unable to assist on this case at this time since a case was filed with the BBB. You do have a new case assigned and I have made the team aware that you are seeking an update.

Thank you,

Jenna | Cadillac Executive | (800) 333-4223  
Case Number #: [REDACTED]

----- Original Message -----

From: [REDACTED]  
Sent: 1/6/2026, 9:28 AM  
To: [cadillacexecutiveresolution@gm.com](mailto:cadillacexecutiveresolution@gm.com)  
Subject: [EXTERNAL] Re: Cadillac Executive | Case Update | [REDACTED]

ATTENTION: This email originated from outside of GM.

Good morning Jenna,

I just reached out to you but was unable to reach you. I'm just checking in to see do you have an update status on my vehicle that's at Jim Hudson please if you can give me a call [REDACTED] thank you.  
[REDACTED]

On Dec 27, 2025, at 8:28?PM, [REDACTED] wrote:

?Thank you for the follow up.  
[REDACTED]

On Dec 26, 2025, at 12:52?PM, Cadillac Executive <[cadillacexecutiveresolution@gm.com](mailto:cadillacexecutiveresolution@gm.com)> wrote:

? Dear [REDACTED]

I hope you had a wonderful Holiday!

I just wanted to send a quick follow up since we were closed for the Holiday. The dealership has initiated a technical assistance case, which I have escalated for high priority. I did reach out to Samantha today but due to the Holiday, there may be some delays. I do appreciate your continued patience and will follow up with you next week.

If you have any additional questions or need further clarification, please do not hesitate to reach out. I can be reached at the number listed below, or by replying to this email directly. For your convenience, you may reference the case number provided below.

Warm regards,

Jenna | Cadillac Executive | (800) 333-4223

Case Number #: [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]