

[REDACTED]
09.24.2025

General Motors Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Subject: Formal Notice of Intent to File Lemon Law Claim – 2024 Cadillac Escalade

Dear General Motors Customer Assistance,

I am writing to formally notify you of my intent to pursue a claim under my state's Lemon Law regarding my 2024 Cadillac Escalade, VIN: [REDACTED] which I purchased on [REDACTED] from Ed Morse Cadillac Tampa

Since purchasing the vehicle, I have experienced ongoing and unresolved issues, including:

- The car has broken down on the interstate on two separate occasions ([REDACTED]). It had to be towed to the dealership both times.
- The vehicle has been in for service 5 times for the same problem, and despite these repair attempts, the issues persist. The last time the service department had the vehicle they claimed they could not duplicate the issue even after I provided video proof.
- It has been out of service for a total of 55 days due to these problems.

These repeated and unresolved defects substantially impair the use, value, and safety of the vehicle and qualify the Escalade as a "lemon" under the applicable Lemon Law in Florida.

I am providing this letter as a final opportunity for General Motors to resolve this matter prior to initiating formal legal proceedings. I request either a full refund of the purchase price, including taxes, fees, and any incidental costs (including tow fees), or a replacement vehicle of equal value per Lemon Law guidelines.

Please contact me in writing within 10 days of receipt of this letter to confirm how you intend to resolve this matter. If I do not receive a satisfactory response, I will proceed with filing a Lemon Law claim through the appropriate legal channels.

Sincerely,

[REDACTED]