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

Consumer Complaint Form

Attorney General David W. Sunday, Jr.

Bureau of Consumer Protection
15th Floor, Strawberry Square
Harrisburg, PA 17120

1-800-441-2555 – PA ONLY
1-717-787-9707

consumers@attorneygeneral.gov
www.attorneygeneral.gov

Your Information

Please check if you or an immediate family member is a member of the military or a veteran.
☐ Yes ☑ No

Please check if you are age 60 or older.
☐ Yes ☑ No

Name: [redacted]

Address [redacted]

City:	**State**:	**Zip**:	**County**:
Warrington	PA	[redacted]	Bucks

Best Phone Number:	**Alternative Phone**:	**Email Address**:
[redacted]		[redacted]

Who is the complaint against?

Business Name:	**Phone Number**:
General Motors (GM) - Kelly Cadillac	(717) 898-4000

Person to whom you spoke:
Kelley Kelly - Owner of Kelly Cadillac

Mailing Address:	**Office/Suite**:
1986 STATE ROAD	1986 STATE ROAD

City:	**State**:	**Zip**:
LANCASTER	PA	17601

Complaint Information

Products or Services Purchased:
2022 Cadillac Escalade ESV 4WD vehicle

Date Purchased
[redacted]

Purchase Price:
$124,000

Payment Method:
Other

Where and how did you sign the contract (if applicable):?
Business Location

Have you contacted other agencies?
☑ Yes ☐ No

Agencies Contacted and actions they took (if known)
NHTSA's Vehicle Safety Complaint Form online. Received Case Number: 11699920, submitted electronically to NHTSA on 11/17/2025, 5:39PM ET.
Waiting for an investigator to contact me regarding this case.
Contacted GM to report Complete Loss of Engine Propulsion 11/19/25 to get Case Number #: [redacted] to help dealership trying to help me troubleshoot and solve this engine issue.

Complaint Summary

At approximately [redacted] on Friday [redacted] while driving among tractor trailers in the passing lane at highway speed on westbound RT 30 close to mile marker 191 near Lancaster, PA, my 2022 Cadillac Escalade ESV Sport Platinum experienced a
complete loss of propulsion. This loss of propulsion turned a luxury vehicle I purchased to keep my wife and our 7 kids and 2 grandkids safe on the roads ... into a 6,000 pound threat to all motorists unlucky enough to encounter it. This happened about 35 miles from your office. You or your family could have collided with us at an intersection when this engine lost propulsion and this is a completely different issue in the courts.

This sudden and complete loss of propulsion occurred with no warning lights, no symptoms. It displayed a low level dash message later, but not during the incident. The dash displayed a Press Brake to Start message while I was driving - which told me the engine shutdown (in the passing lane at highway speed and later at an intersection leaving us sitting ducks to a tractor trailer).

The vehicle had previously been inspected as part of the GM engine loss of propulsion recall service (done by Fred Beans Cadillac in Doylestown weeks prior). The vehicle had passed that team's Pico recall inspection and was given the recall's recommended remedy/corrective action - (new oil [0W40], new oil filler cap for the higher weighted oil).

Customer had no reason to suspect this engine had any loss of propulsion issues, because it had passed the "Pico" recall procedure.

This vehicle's compete loss of power gravely endangered the lives of the vehicle's four occupants who were absolutely terrified during this experience.
I put the vehicle's hazard lights on and guided it to a stop on the right shoulder of [redacted] the mile marker [redacted]
I contacted my insurance provider's roadside assistance for a flatbed tow off the highway. The towing mechanic observed the dip stick had NO OIL visible on repeated attempts to read the dipstick as a reason the vehicle would not restart after many tries. Alternator and battery were tested by towing mechanics and found to be in good working order. They added oil because no oil registered on the dipstick. It did restart and drive 30 minutes before another total loss of propulsion on Mt. Wolf. A second tow truck was dispatched by State Farm he connected battery to his charger and found engine unable to start once again. Vehicle was eventually Flatbed to Kelly Cadillac for engine diagnosis.

We are awaiting Kelly Cadillac's diagnosis of the cause of this catastrophic failure with complete loss of propulsion at highway speed (after the recall was performed and
vehicle was cleared only weeks prior). However we still have the undiagnosed and unresolved loss of oil issue and

original problem where we had a lack of engine codes being properly stored).

Attached are also messages received from the vehicle (via SMS text and later from the Cadillac App) of the engine issue that were received AFTER the vehicle was stopped on the shoulder of highway.

This should be helpful to the mechanics as codes don't appear to have made it into history/storage in the vehicle - a problem I noted in the first service visit of this vehicle (see attached vehicle service history records where customer identifies Engine Concern - codes related and the dealer's team simply states cannot be duplicated). I also noted an unusually high consumption of oil between routine oil changes and had this vehicle in 3 times to troubleshoot this bizarre loss of oil - something still being monitored at the time of this engine's failure. Oil is lost at a rate of ~2 quarts in a few months with no leaks - it is quite disturbing.

The text message attached that says (service engine and transmission system...immediately) was received after the incident to my phone - it was NOT a code stored in the engine's history - how can that be.

Sorry for the length or redundancy within my note - this is all still very raw.
I have been without a vehicle since last Friday's terrifying experience.
I took a bus home 100 miles away with 3 children and just want to get this vehicle repaired properly - so it never happens again.

This vehicle never experienced any loss of propulsion prior to the incidents of [redacted]This vehicle should NOT be permitted Pennsylvania roads until fully diagnosed - root causes identified, confirmed and corrective actions taken.
Past experience has shown me that GM will NOT initially approve the dealership doing the right thing in this situation (replacing that engine immediately).
They will only do it when those who protect consumers and other drivers on the roads get involved and hold them accountable to provide a safe product.

This is my 8th GM vehicle.
I had one safety problem with a 1999 Suburban.
GM refused to cover that steering defect after an initial repair failed while driving - until I engaged the Pennsylvania AG's Office. Your office helped support the dealership's warranty claim and that compelled GM to fully cover the repairs which made that vehicle safe again. (Yes, I still own and care for that classic 1999 Suburban).

I also own a 2011 Cadillac pickup truck, it crossed 150,000 miles in 2023 and then the engine seized. GM had issues with 8-cylinder ECO-smart engines in those trucks. Those engines would cut 4 cylinders off to save fuel on the highway. It failed well out of warranty and I paid to put a new engine into it. It served my family well and will be on the road for many years to come. It is not a threat to other motorists and something I gladly maintain.

Why am I mentioning the other vehicles? I have experience with GM and will need your help to get them to do the right thing. I also wanted to share cases that when it's my responsibility, I have no problem paying for significant and immediate repairs to maintain my vehicles. In my experience - GM does not always listen to customers, they often deny initial warranty repairs that dealers recommend until the tension is so great that customers go without or pay themselves.
However, GM tends to listen when DOT, NHTSA and the Pennsylvania Attorney General's Office require safety defects and recalls be fixed immediately.

This vehicle is not safe. It cannot be allowed to harm people due to an engine that should be replaced, but GM choses to classify it as customer's concern not duplicated (CCND). Your office works to protect consumers from this behavior when preventable harm is involved. You helped me protect my family and other motorists 25 years ago and I need your help once more.

I appreciate you getting involved to help me resolve this quickly, so my family can once again trust the Cadillac brand to safely get us where we need to be.
Thank you!

[redacted]

Complaint Resolution

I simply want what I bought. I need to restore my vehicle to safety specs that does not pose a death-threat to fellow PA drivers.
Please help me support the amazing team at Kelly Cadillac to bring the AG's need to protect consumers and drivers in Pennsylvania to get the correct repairs approved by GM/Cadillac !

How did you hear about us?

My 8th GM product, Second time I need your help!

What is your race or ethnicity?

White (Not Hispanic/Latino)