



SOUTH CAROLINA

DEPARTMENT OF CONSUMER AFFAIRS

Business Name General Motors Customer Care**Complaint ID** [REDACTED]**Complaint Summary**

Filed by DCA Admin	No
Is Complaint DCA Issue?	No
Days Open	5
Date Filed	11/19/2025
Date Assigned	11/24/2025
Analyst	Dia Pierre
Date Closed	None
Activity Status	Active
Complaint Category	VE06 Repairs on Motor Vehicles
Summary	Potential failure to properly repair problem. Consumer seeks compensation for damaged caused or full replacement of vehicle due to recall.
Resolution	
Refund	0.00
Additional Notes	
Complaint Decline Reason	
Business Response Decline Reason	
Date Sent to Business	
Business Response Date	

Consumer Filing

User Name	
Name	[REDACTED]
Address	[REDACTED]
Phone	[REDACTED]
Fax	
Email	
Preferred Contact Method	Email
Consumer Age Range	
Referral Source	Referred by a Non-Government Organization
Other Filings	
Complaint is involved in court case	No
Attorney is handling complaint	No
Date of Incident	None
Date Complained to Company	5/29/2025
Explanation of Complaint	In May of 2025, the engine went out in our 2022 Cadillac Escalade. This was due to a defect when engines were built that was recently discovered and has since led to a massive recall. The vehicle sat in the Jim Hudson service center for 6 weeks before our attorney reached out. The engine was replaced two days later. Since then, the vehicle has been in for repairs 6 times and approximately 5 more weeks. After engine replacement, we have had to replace the serpentine belt, water pump, starter and TWO batteries in a two month span. There were ZERO issues with the vehicle before engine replacement. The vehicle is currently back at Jim Hudson and has been for almost two weeks--with engine issues. The engine replacement has not resolved the issues that are involved with the mass recall. The vehicle will shut off in the middle of the roadway and is not able to be moved. It has become not only a financial liability but a safety issue as well. ...Show Less
Business Response (At time of incident)	

Desired Response	I would like for Cadillac/General Motors to purchase the vehicle back from us and offer us an Escalade that is not involved in the recall years at a fair price. This is our 4th Escalade in the past 6 years. We love it as a family car and have never had an issue until this recall. We are simply asking for General Motors to do the right thing and help us get rid of the Escalade that is unsafe/inoperable and provide a fair price for a new one. ...Show Less
Supporting Documents	None
Upload Attachment	

Business Information

Business Username	
Business Name	General Motors Customer Care
Business Type	Location
Business ID	
Email	None
Contact Address	PO Box 33170 Detroit, MI 48232
Physical Address	300 Renaissance Center Detroit, MI 48243
Phone	313.556.5000
Fax	None
Website	
Business Response	Business hasn't responded yet.
Supporting Documents	None
Upload Attachment	
DCA Regulated Business	No
Additional Notes	adrcaseupdate@gm.com updated 7/16/25 by VR 1.800.462.8782 1.800.231.1841 ext 5911772