



SOUTH CAROLINA  
DEPARTMENT OF CONSUMER AFFAIRS

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

**Complaint Summary**

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

## Consumer Filing

<b>User Name</b>	
<b>Name</b>	[REDACTED]
<b>Address</b>	[REDACTED] Columbia, SC [REDACTED]
<b>Phone</b>	[REDACTED]
<b>Fax</b>	
<b>Email</b>	
<b>Preferred Contact Method</b>	Email
<b>Consumer Age Range</b>	
<b>Referral Source</b>	Referred by a Non-Government Organization
<b>Other Filings</b>	
<b>Complaint is involved in court case</b>	No
<b>Attorney is handling complaint</b>	No
<b>Date of Incident</b>	None
<b>Date Complained to Company</b>	5/29/2025
<b>Explanation of Complaint</b>	<p>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.</p> <p><a href="#">...Show Less</a></p>
<b>Business Response (At time of incident)</b>	

<b>Desired Response</b>	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.  <a href="#">...Show Less</a>
<b>Supporting Documents</b>	None
<b>Upload Attachment</b>	

## Business Information

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