

Matt,

Thanks for making me aware of this concern. Please write a SUFS for recall effectiveness and include the customer's message.

Christine,

Per the note below, a customer is complaining of a 6.2L engine failure after receiving the recall remedy. Can someone on your team connect with this customer to help discuss next steps with their specific vehicle and rental cost recovery while we look at recall effectiveness?

Thank you,

Jeff Ronne

Director - Emerging Issue Identification, Product Safety Analytics & Engineering Analysis
Global Product Safety Systems & Certification

jeffrey.w.ronne@gm.com



From: Matt Gedris <matthew.gedris@gm.com>

Sent: Tuesday, December 16, 2025 1:29 PM

To: Jeff Ronne <jeffrey.w.ronne@gm.com>

Subject: FW: [EXTERNAL] Engine Seizure After Recall Evaluation – 2024 Cadillac Escalade ESV Platinum Sport

Hi Jeff,

This is from an old coworker who had his engine seize on his Escalade after a safety inspection. Is there anywhere that I can send this to be able to help him out?

Thanks,

—

Matthew (Matt) Gedris
Business Applications Manager
Global Product Safety, Systems, and Certification



From: [REDACTED]
Sent: Tuesday, December 16, 2025 1:16 PM
To: Matt Gedris <matthew.gedris@gm.com>
Subject: [EXTERNAL] Engine Seizure After Recall Evaluation – 2024 Cadillac Escalade ESV Platinum Sport

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

ATTENTION: This email originated from outside of GM.

This email documents an engine failure and related events involving our 2024 Cadillac Escalade ESV Platinum Sport, VIN [REDACTED] that occurred shortly after a GM safety recall evaluation.

Prior to a planned trip to Florida, the vehicle was taken to Fox Cadillac of Novi for the 6.2L engine safety recall inspection. The dealership performed the required procedures, including engine testing, an oil change, and replacement of the oil fill cap to reflect the newly recommended oil viscosity. We were informed the vehicle passed the recall evaluation and was safe to drive to Florida.

We took the Escalade home, loaded it and attached our boat for the trip. After traveling less than 400 miles, the engine seized without warning.

At the time of failure, we were traveling at highway speed while passing a semi-truck in the fast lane on an uphill grade. There were no warning lights or alerts. Super Cruise disengaged, and a message appeared stating "Push start to engage Super Cruise." Believing this to be a Super Cruise issue, I attempted to re-engage it. The vehicle then rapidly lost speed. I depressed the accelerator and realized the engine had completely stopped. I attempted to restart the vehicle and was able to maneuver it one foot off the turnpike as it came to a stop. Given traffic conditions and the fact that we were towing a boat, this presented a serious safety risk.

We contacted OnStar for assistance. OnStar refused to arrange a tow capable of handling the vehicle and boat, which significantly delayed our removal from the turnpike. When a tow was eventually arranged, we were towed 90 miles in the wrong direction.

The dealership to which we were taken was located in an unsafe area and had all parking lots chained off, leaving no location to secure our boat. The tow truck driver transported us to a hotel my wife had set up while waiting along the side of the

turnpike. The hotel refused to allow us to park the boat and cancelled our reservation. We started over looking for a place to stay and located another hotel with an abandoned property next door, where we parked the boat.

The area was unsafe enough that the 6'2" 240lb tow truck driver visibly carried his handgun while walking me into the hotel and advised us to remain inside due to safety concerns. This occurred late Saturday night. We ate leftover food for dinner due to the circumstances.

The hotel conditions were awful. After the first night, there was no hot water, no food available for breakfast, and the water and beverage machine was inoperable, leaving no access to drinking water on site.

During the night, I periodically checked on the boat only to ensure it had not been stolen. On Sunday, I checked on the Escalade to ensure our belongings remained secure. Fortunately I had my own handgun or I would have felt overwhelmed by what I was going through.

Monday morning at 8:00 AM, the dealership contacted me to ask about the vehicle. I explained what had occurred. Approximately 20 minutes later, the dealership called back and informed me that the engine was seized and would need to be replaced. I was also told that the dealership had another vehicle with the same 6.2L engine experiencing the same failure. He told me this was a known defect and that the recall test was not effective. I was provided with the phone number for Cadillac/GM Customer Support.

When I contacted Cadillac/GM Customer Support, the representative expressed doubt that the vehicle could have been diagnosed that quickly and was unwilling to provide much assistance. I was told I could rent a vehicle at \$47 per day. I explained that a one-way rental to Florida capable of towing a boat and carrying our belongings was not available at that rate. I was told that this was not GM's problem and that GM would only reimburse \$47 per day if I rented a GM vehicle.

Due to the circumstances, I rented the only vehicle available that could accommodate our passengers and belongings for the remainder of the trip, a Ford Expedition Max. The cost of this rental exceeded \$3,000 for 10 days. I returned the rental on 12/11/25 and am currently handling my transportation needs independently.

This incident occurred shortly after the recall inspection and despite direct assurances that the vehicle was safe to operate. To date I have had no reimbursement for all the expenses we have incurred.

Sincerely,

[REDACTED]