



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

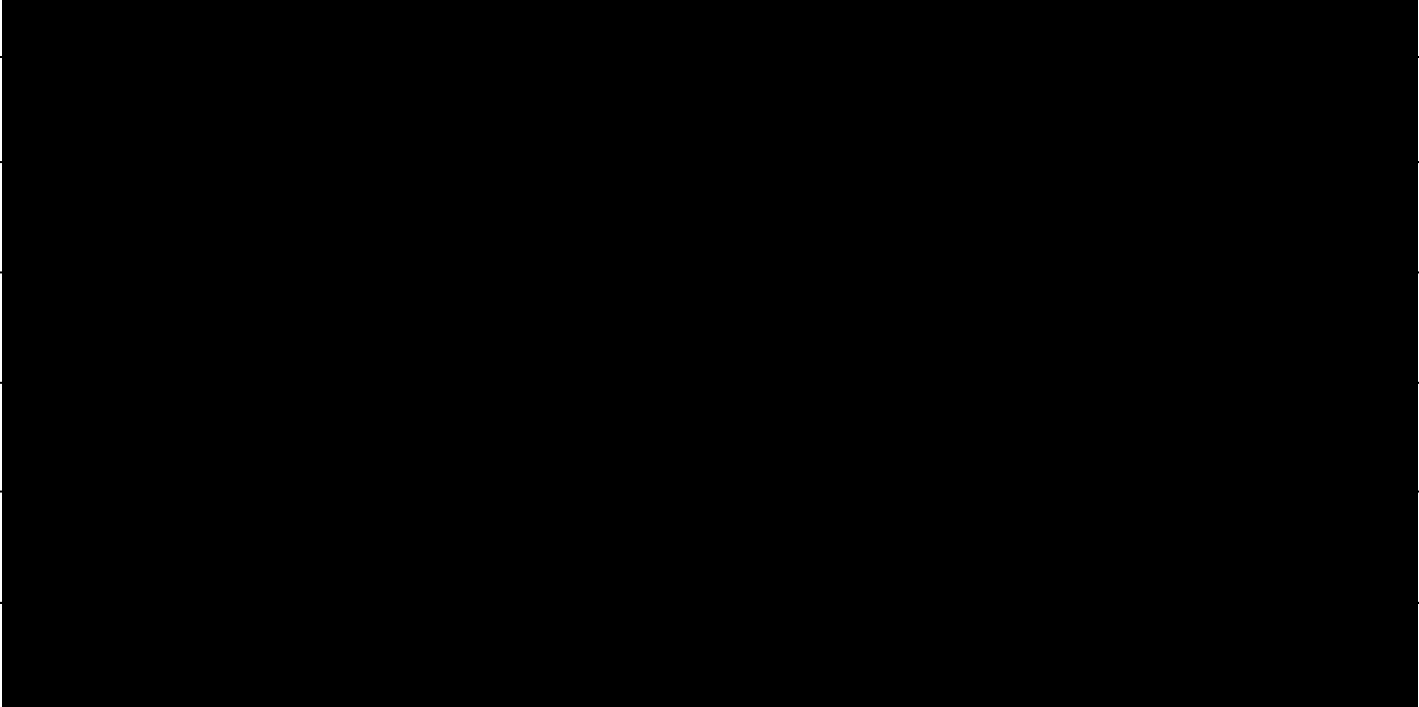
Please check if you or an immediate family member is a member of the military or a veteran.

Yes No

Please check if you are age 60 or older.

Yes No

Name:



Mailing Address:


Office/Suite:

City:



Zip:

Complaint Information

Products or Services Purchased:	
Date Purchased	Purchase Price:
Payment Method:	Where and how did you sign the contract (if applicable):?
Have you contacted other agencies? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Agencies Contacted and actions they took (if known): We have submitted to the NHTSA regarding this failure: 	

Complaint Summary

We own a 2023 Cadillac Escalade that suffered a sudden engine failure at around 52,954 miles while driving, despite having passed the GM recall inspection at Rohrich Cadillac in Pittsburgh, PA. The dealership has informed us that our vehicle is one of several awaiting engine replacements, with no loaners available, and no estimated repair timeline beyond "months."

GM customer care will not provide a comparable rental or pre-authorize coverage beyond their low daily cap of \$47, which does not cover anything remotely comparable with the local rental companies (Example provided). GM refuses to cover taxes and fees. GM also requires us to pay all rental costs upfront, with reimbursement only after repairs are finished, leaving us to carry the financial burden, including interest, for a well-known and serious manufacturer defect. GM has also provided inconsistent communication, requiring us to repeatedly initiate contact just to get basic updates or support. I have provide my last communication with GM stating my request.

We believe GM's handling of this defect constitutes unfair or deceptive practices, including:

- Failing to adequately address a known recurring engine defect
- Representing the vehicle as safe after an inspection that did not prevent failure
- Refusing to provide a comparable rental or loaner during an extended repair
- Placing the full financial burden of a defect-related failure onto us

We are requesting the Attorney General's assistance in securing a fair and timely resolution.

Complaint Resolution

We request the assistance to ensure GM provides a clear repair timeline and a comparable vehicle rental or loaner for the full duration of the engine repair, with all reasonable costs, including taxes and fees, covered so we are not financially burdened.

What is your race or ethnicity?

White (Not Hispanic/Latino)