

Re: [EXTERNAL] Re: Cadillac Case [REDACTED]

From: [REDACTED]
[REDACTED]
[REDACTED]

Date: Wednesday, December 3, 2025 at 12:13 PM EST

Emily,

Thank you for the response but unfortunately, the information you provided below is not reasonable. We have been responsible in our ownership and have relied on certified Cadillac dealership (solely Rohrich) for all general maintenance and warranty repairs. When we received the recall notice, we brought the vehicle in and was told that the vehicle passed inspection and the oil was changed. Despite this, the engine failed WHILE DRIVING. We cannot accept any solution that will leave us with an out of pocket cost and months of rental expense that you deem non-reimbursable due to this engine failure. With a multiple month timeline for repairs, inadequate coverable or reasonable rental cost, a reimbursement cost that gives us no comparable vehicle select from, GM will need to coordinate the rental directly and pay this during the time period we are out of a vehicle or arrange with Rohrich Cadillac to provide a loaner, so we are not financially burdened.

To be clear: This is not a maintenance or normal wear issue. This was a sudden failure tied to a well known and documented recurring problem with these GM engines, despite our vehicle passing the recall inspection.

We have submitted a tracking number with the NHTSA regarding this failure [REDACTED]

If this cannot be resolved at your level, please escalate this to the appropriate person that can.

Thanks,
[REDACTED]

Sent from my iPhone

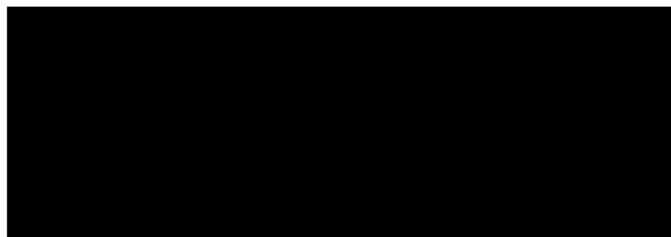
On Dec 3, 2025, at 10:21, GM_Customer_Assistance <caseupdate@gm.com> wrote:

Good morning,

The repair order is for the repairs currently being conducted on your vehicle and is given by Rohrich after repairs are completed. The fully paid rental invoice must be sent to Cadillac Customer Care via email and will be investigated after repairs are completed. A rental rate above \$47 cannot be guaranteed as they are reviewed on a case-by-case basis at the time of submission for reimbursement. All taxes and fees are non-reimbursable.

Please let me know if you have any other questions!

Emily
Cadillac Customer Care
1-800-333-4223



ATTENTION: This email originated from outside of GM.

I wanted to follow up on this email.

Thanks,
[REDACTED]

Sent from my iPhone

On Dec 1, 2025, at 15:12, [REDACTED]:

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Hi Emily,

I have some more questions.

- 1) The order repair, is that something I have to get from Rohrich or will you all get that from the dealer?
- 2) When we get the rental vehicle, when is the reimbursement? Do I submit that that paid invoice to GM (You)? Can I submit this as soon as I pay the invoice to not incur interest? I ask as this repair, according to the dealership, is going to take ~2 months for the engine and they did not specify the labor to install it. From below, you're requiring these invoices to be submitted within 15 days of the repairs which would mean we are holding these payments for months incurring interest?
- 3) As discussed over the phone, the max rate is \$47 dollars, however, with our car and booster seats, that rate will put us in a smaller vehicle which will not be practical. I want to verify that I don't get a vehicle which is practical for our needs, but then GM comes back and declines this leaving us with an out of pocket expense. Can I verify a vehicle prior to reserving it to make sure this is covered?
- 4) To verify your daily rate, you have that other fees including taxes are NOT covered? Is this correct? By getting this rental, we will still be responsible for payment out of our pocket for the taxes?

Thanks,
[REDACTED]

From: GM_Customer_Assistance <caseupdate@gm.com>

Date: December 1, 2025 at 11:28:50?AM EST

To: [REDACTED]
[REDACTED]

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Hello [REDACTED]

Below you will find our policy pertaining to rental reimbursement due to the downtime on your 2023 Cadillac Escalade Super Cruise [REDACTED], ROHRICH CADILLAC.

GM will cover a daily rate of up to \$47/day from a 3rd party rental agency until the repair is concluded. Any other fees including taxes, insurance, fuel, taxes, other fees and optional add-ons such as navigation, toll road devices, satellite radio are not reimbursable.

To get this processed for you as quickly as possible, we need the below:

A copy of the repair order showing the date the vehicle arrived and the date it was repaired. In the event you are experiencing a part delay and your vehicle is not yet repaired, this is not required.

Rental agreement with rates and any additional charges. Proof-of-payment for the rental invoice, which can be satisfied by submitting the front and back copy of a cashed check; a credit card receipt that identifies payee, payer, and paid amount; a bank or credit card statement that identifies payee, payer, and paid amount; or the rental invoice marked paid and showing a zero balance. For your protection, please blacken out any account numbers or other personal information. As soon as we receive this documentation, we will proceed with evaluating this request.

Documentation must be submitted within 15 days of repair completion to be reviewed for

reimbursement. Repairs completed more than 30 days ago will not be considered.

If you have additional questions, please respond to this email or contact me at the phone number and extension below.

Sincerely,

Emily | Cadillac Customer Care

Please keep the information below in your reply to connect this to your case.
1-800-333-4223

[REDACTED]
[\[https://gm-onecrm.my.salesforce.com/servlet/servlet.ImageServer?oid=00DDn00000DCkt8&esid=018Pg00000usYm1&from=ext\]](https://gm-onecrm.my.salesforce.com/servlet/servlet.ImageServer?oid=00DDn00000DCkt8&esid=018Pg00000usYm1&from=ext)

[REDACTED]