

From: [REDACTED]
Sent: Saturday, December 27, 2025 2:41 PM
To: caseupdate@gm.com
Cc: [REDACTED]
Subject: FINAL OPPORTUNITY TO REPAIR – RECURRING SAFETY NONCONFORMITY (PRIOR RECALL REPAIR FAILED) Case Number | [REDACTED]

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

Dear GM Customer Care,

Thank you for the courtesy transportation materials. To be clear, this matter is not a courtesy transportation dispute.

The vehicle is currently out of service due to a recurring safety-related defect that was previously subject to a completed recall repair on December 11, 2025. The same safety condition has now reoccurred, rendering the vehicle unsafe to operate.

This constitutes a repeat safety nonconformity following a declared completed repair, not a transportation policy issue.

Accordingly, this correspondence should be treated as formal notice of a recurring safety nonconformity and a Final Opportunity to Repair under the Florida Motor Vehicle Warranty Enforcement Act.

Please escalate this matter to GM Legal and a Field Engineer/District Service Manager and advise in writing of next steps.

Please add this clarification to Case [REDACTED].

Sincerely,

[REDACTED]

On Sat, Dec 27, 2025 at 12:25 PM GM_Customer_Assistance <caseupdate@gm.com> wrote:

Good afternoon,

Please see the attached document, which outlines the Courtesy Transportation Program

offered by GM, as detailed in your Owner's Manual.

Thanks

Fonda on Behalf of Andrea

----- Original Message -----

From: [REDACTED]

Sent: 12/27/2025, 10:11 AM

To: caseupdate@gm.com

Subject: [EXTERNAL] Re: Cadillac Care Center | Case Number Confirmation | [REDACTED]

ATTENTION: This email originated from outside of GM.

Dear GM Customer Care,

I am writing to formally document that, while a rental vehicle has now been provided through Enterprise at the dealership's direction, the vehicle supplied is not comparable to our 2024 Cadillac Escalade.

The rental provided does not meet the standard of comparable transportation in terms of class, size, luxury level, or functionality. It was accepted under protest and solely to mitigate inconvenience, not as a waiver of any rights or acknowledgment that GM's obligation has been satisfied.

As of today, we continue to experience loss of use of a comparable vehicle due to:

- * A manufacturer-related defect rendering our vehicle inoperable, and
- * GM's and the dealership's inability to provide equivalent alternate transportation during the repair period.

This email serves as written notice that acceptance of a non-comparable rental does not cure the loss-of-use issue and does not resolve GM's obligations under warranty or applicable Florida consumer protection and lemon law statutes.

We respectfully request prompt written confirmation of how GM intends to remedy the lack of comparable transportation during the remainder of the repair period, including upgrade authorization or appropriate compensation.

Please ensure this correspondence is added to case number [REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

cell

On Fri, Dec 26, 2025 at 4:53?PM GM_Customer_Assistance
<caseupdate@gm.com<mailto:caseupdate@gm.com>> wrote:
Hello,

We appreciate the time you have taken to reach out to the Cadillac Care Center regarding your concerns.

For your reference, your case number from our conversation today is [REDACTED]

I can be reached at the number listed below, or by replying to this email directly.

Thank you.

Andrea | Cadillac Care Center | (800) 333-4223

Case Number #: [REDACTED]

[REDACTED]

[REDACTED]

thread::

[REDACTED]