

Date: January 6, 2026

General Motors / Cadillac Customer Assistance Center
P.O. Box 33169
Detroit, MI 48232-5169

Re: GM Case [REDACTED]
Vehicle: 2023 Cadillac Escalade
VIN: [REDACTED]

To Whom It May Concern,

I am writing regarding **GM Case #** [REDACTED] to formally document repeated and material warranty nonconformities involving my **2023 Cadillac Escalade**, VIN [REDACTED] and to request resolution beyond routine warranty repair.

Vehicle and Engine History

This vehicle has experienced **three catastrophic engine failures** within a very limited service life:

- The **first engine failure occurred in February 2024 at approximately 17,400 miles**, while the vehicle was owned by the original owner, a rental fleet company. General Motors replaced the engine under the factory warranty.
- I purchased the vehicle on **May 22, 2025**, from **J&S Autohaus Six** in Eastampton, New Jersey, at **43,622 miles**, for a purchase price of **\$72,500**, exclusive of extended service contracts and ancillary warranties.
- After driving approximately **8,000 miles over ten months**, the replacement engine catastrophically failed again in **December 2025 at approximately 54,000 miles**, rendering the vehicle inoperable. The vehicle required towing to **Pellegrino Buick GMC in Williamstown, NJ**, where General Motors authorized and installed a **third engine** under factory warranty.

General Motors also acknowledged a **known defect affecting these engines** and issued a **100,000-mile engine-only warranty**, confirming that these failures are not isolated incidents.

Material Warranty Nonconformity

Three complete engine assemblies within approximately **54,000 miles** constitutes a failure to conform to the written warranty. While the engines were replaced, the repeated catastrophic failure of the same major component has substantially impaired:

- The vehicle's reliability
- Its resale and trade-in value
- My confidence in the vehicle's long-term safety and ownership

Routine warranty repairs do not remedy these continuing harms.

Financial Impact

In addition to the **\$72,500 purchase price**, I have incurred and continue to incur:

- Significant upfront cash investment and trade equity
- Costs for extended service contracts and protection plans
- Towing expenses and loss of use
- Permanent diminished value due to the vehicle's documented engine history

These damages persist regardless of the most recent repair.

Demand for Resolution

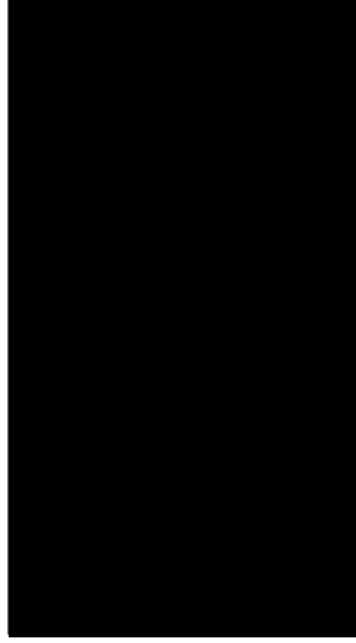
I respectfully request that General Motors provide a **meaningful resolution**, which may include:

- A **substantial cash settlement** reflecting diminished value, inconvenience, and loss of confidence; and/or
- **Enhanced extended warranty protection** beyond standard terms; and/or
- A **structured repurchase or alternative compensation discussion**, if appropriate

I seek to resolve this matter cooperatively and without litigation; however, I am prepared to pursue all remedies available under applicable **federal warranty law** should this matter not be resolved promptly.

Please respond **in writing within 30 days** of receipt of this correspondence so this matter may be concluded professionally.

Sincerely,



Motor Vehicle
Retail Order

J & S AUTOHAUS SIX LLC
1853 Burlington Mount Holly Rd
Westampton, NJ 08060

YEAR <u>2023</u>		MAKE <u>CADILLAC</u>		MODEL <u>ESCALADE</u>	
BODY TYPE <u>4WD 4DR SPORT</u>		EXT. COLOR <u>BLACK</u>		INT. COLOR <u>MILES</u> <u>43,622</u>	
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership: * Cash Purchase * Finance Purchase * Lease					
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.					
TO BE DELIVERED ON OR ABOUT					
Price of Unit		69,000.00			
Additional Equipment (options)		N/A			
TIRE & WHEEL		722.00			
N/A		N/A			
BLANK		2,800.00			
N/A		N/A			
N/A		N/A			
N/A		N/A			
N/A		N/A			
N/A		N/A			
N/A		N/A			
N/A		N/A			
IF A LEASE, THE FOLLOWING APPLY:					
MONTHLY PAYMENT AMOUNT \$		N/A			
TERM: <u>N/A</u> MONTHS		N/A			
MILEAGE PER YEAR		N/A			
CASH DUE AT DELIVERY \$		N/A			
IF A PURCHASE, THE FOLLOWING APPLY:					
TOTAL PRICE OF VEHICLE		72,522.00			
Less Trade-in		25,000.00			
N/A		N/A			
N/A		N/A			
Documentary Fee		Clerical Fee \$385.00		N/A	
Fee		Document Processing Fee \$110.00		\$495.00	
(SEE PARAGRAPH 16 ON TERMS & CONDITIONS PAGE)					

SERIAL NUMBER					
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.					
CHECK APPROPRIATE BOX					
☒ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.					
OR					
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.					
ALL USED VEHICLE SALES-DEALER'S OBLIGATION					
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.					
5 / 22 / 2025		X			
Date		Customer's Signature			
WAIVER OF DEALER'S OBLIGATION					
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).					
5 / 22 / 2025		X			
Date		Customer's Signature			

TOTAL TAXABLE AMOUNT		48,017.00	TRADE-IN DESCRIPTION AND ALLOWANCE	
State Sales Tax		2,995.63	Year 2018	Make CADILLAC Model ESCALADE
N/A			Serial No. [REDACTED]	Mileage 81,646
Registration/Title Fee (Estimated)		N/A	Trade-in Value 25,000.00	Date of 05/22/2025
(SEE PARAGRAPH 15 ON TERMS & CONDITIONS PAGE)			Less Balance Owed 8,950.00	
NET PAY-OFF ON TRADE-IN		256.00	Net Trade-in Allowance 16,050.00	
		8,950.00	Balance Owed to: N/A	
TOTAL			Address: -	
Deposit		60,218.63	Account No.: N/A	
N/A		15,000.00	Info. From N/A Good Thru 05/22/2025	
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY		N/A	Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.	
BALANCE DUE ON DELIVERY →		45,218.63	X	5 / 22 / 2025

Customer agrees that this Order on the face and on the reverse side and any attachments to it include all the terms and conditions of a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. I am 18 years of age or older and of full legal capacity to enter into this contract.

Accepted By: 05/22/2025X
 [REDACTED] Date 05/22/2025X
 Representative Date

Dealer Signature Customer's Signature

THIS ORDER IS SUBJECT TO CANCELLATION—DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS PAGE OF THIS ORDER BEFORE SIGNING.

ODOMETER DISCLOSURE STATEMENT

Federal law and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] state
(TRANSFEROR'S NAME - PRINT)

that the odometer now reads 81,646 (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle
described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading
reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

Year [REDACTED]	Make CADILLAC	Body Type 4WD 4DR LUXUR	Model ESCALADE
Vehicle Identification Number [REDACTED]			

X

TRANSFEROR'S NAME
(SELLER)

TRANSFEROR'S ADDRESS

DATE OF STATEMENT 05/22/2025

X

TRANSFeree'S NAME
(BUYER)

TRANSFeree'S ADDRESS

STATE CITY ZIP CODE



48232

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



UNITED STATES
POSTAL SERVICE

RDC 99

SO 17

