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

NHTSA

Complaint Number: 11714023, submitted electronically to NHTSA on 1/28/2026, 5:03:51 PM.

1. Vehicle Information

Vehicle Identification Number (VIN)

[redacted]
2024 CADILLAC ESCALADE

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

- ☑ Electrical
- ☑ Engine
- ☑ Power Train

What happened?

In your own words, tell us what happened.

Component/System Involved: Engine / Powertrain and Vehicle Electronic Control Systems, including Serial Data Gateway Module Description of Failure: While driving at highway speed (approximately 60 mph), the vehicle experienced a sudden and complete loss of propulsion without warning. Engine power was lost while traveling on an interstate, forcing me to pull onto the shoulder without propulsion. The loss-of-power event occurred more than once during the same trip. The vehicle was towed to an authorized Cadillac dealership for inspection. Dealer diagnosis confirmed internal mechanical engine failure, including metal debris present in the engine oil, requiring full engine replacement. During diagnostic procedures, the dealership also identified electrical communication faults involving the serial data gateway module, including voltage fluctuation and wiring chafing within the vehicle harness. These faults caused loss-of-communication conditions between control modules and required repair. Safety Risk: The loss of propulsion occurred at highway speed with passengers present in the vehicle, creating a serious safety hazard. Sudden power loss on an interstate increased the risk of collision due to the inability to maintain speed or maneuver safely in traffic. Confirmation / Inspection: The failure was confirmed by an authorized Cadillac dealership. The engine was removed and replaced due to internal damage. Electrical communication faults related to the serial data gateway module were also confirmed and repaired. Warning Indicators: No warning lamps or alerts were displayed prior to the loss of propulsion. Communication faults were identified during post-failure diagnostics. Current Status: The vehicle has undergone engine replacement and electronic repairs and is currently under post-repair monitoring due to the severity and safety implications of the failure. Availability for Inspection: The vehicle and repair documentation should be available through dealership

Additional Details

When did this happen?	[redacted]
Was there a crash?	No
Was there a fire?	No
Was there an injury or fatality?	No
Was there a police report?	No
How fast were you going? (in mph) (optional)	60

About how many miles were on the vehicle at the time of the incident?(optional) 23000

Exhibit I - Certified Letter Sent to GM.pdf

Exhibit D - Service Record -L87 Engine Loss of Propulsion[redacted]df

Report Type: Repair Invoice

Exhibit B - Initial Safety Failure Incident & Repair Timeline.pdf

Exhibit C – Tow & Immobilization Evidence.pdf

Report Type: Photo

Exhibit G- GM Communications - Certified Letter Receipt - Tow Messages.pdf

EVIDENCE INDEX.pdf

Vehicle Report Front.pdf

Report Type: Repair Invoice

Service Record - Engine Replacement - Serial Gateway Module - January 2026.pdf

Report Type: Repair Invoice

Exhibit F -Photographic Evidence - Metal Shavings in Oil.pdf

Report Type: Photo

Exhibit K-1 - Transcript of Dealership Video.pdf

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:
[redacted]

Email:
[redacted]

Address:
[redacted]

Phone:
[redacted]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

☐ **DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

☐ **I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-275-9171), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us (hyperlink nhtsa.webmaster@dot.gov) — be sure to include your complaint number in the email.