

From: [REDACTED]

Date: January 16th, 2026

Phone: [REDACTED]

Email: [REDACTED]

To: General Motors LLC
Cadillac Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

RE: FORMAL NOTICE UNDER TEXAS LEMON LAW – SAFETY-RELATED ENGINE FAILURE

Vehicle: 2024 Cadillac Escalade

VIN: [REDACTED]

Current Mileage: approximately 23,000 miles

Dear General Motors,

This letter serves as formal written notice under the Texas Lemon Law regarding a serious safety-related defect involving my 2024 Cadillac Escalade.

On Sunday, [REDACTED] at approximately [REDACTED] while traveling at approximately 60 mph on [REDACTED] near the [REDACTED] the vehicle lost all propulsion without warning while my family and I were inside the vehicle, forcing me onto the shoulder of the freeway. Approximately three miles later, the vehicle again lost propulsion near [REDACTED] requiring a second emergency stop. These events created an immediate and serious safety risk.

Because the dealership was closed and unavailable at the time, the vehicle could not be inspected immediately. On [REDACTED] the vehicle again experienced loss of propulsion and was towed to Sewell Cadillac of Houston.

During inspection, the dealership advised that metal shavings were present in the engine oil, indicating internal engine damage, and that an engine teardown and likely full engine replacement are required due to engine failure.

Notably, this failure occurred after a prior safety recall inspection in which the engine was evaluated, oil was changed, and the vehicle was returned to service as having “passed.” The subsequent catastrophic failure raises serious concerns regarding the effectiveness of prior corrective actions and the overall safety and reliability of the vehicle.

This defect substantially impairs the use, value, and safety of the vehicle and constitutes a material safety defect under Texas law.

This correspondence constitutes final written notice and provides General Motors a reasonable opportunity to repair the defect as required by the Texas Lemon Law. I expressly reserve all rights and remedies available to me under Texas law.

Please provide a written response outlining how General Motors intends to proceed.

Sincerely,

[REDACTED]

From: [REDACTED]

Date: January 16th, 2026

Phone: [REDACTED]

Email: [REDACTED]

To: Corporation Service Company (CSC) Cadillac Customer Assistance Center
Address: 211 E. 7th Street, Suite 620,
Austin, TX 78701

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