

Lemon Law Complaint Form

Case Number

[REDACTED]

Complainant Information

Complainant First Name

[REDACTED]

Complainant Last Name

[REDACTED]

Co-complainant First Name

Co-complainant Last Name

Complainant Address Line 1

[REDACTED]

Complainant Address Line 2

Complainant City

katy

Complainant State

Texas

Complainant Zip

[REDACTED]

Complainant Country

USA

Complainant Phone

[REDACTED]

Complainant Email

[REDACTED]

Vehicle Information

Vehicle Identification Number (VIN)

Purchase Date

04/10/2024

Vehicle Year

2024

Vehicle Make

Cadillac

Vehicle Model

Escalade

Vehicle Purchase Type

New

Current Mileage

23000

Mileage at the time of purchase

256

Date vehicle reached 24000 miles

Sent Date of Written Notice of Problem

01/16/2026

Describe any options added by the dealer.

Standard factory-installed options only. No aftermarket dealer-added modifications.

Dealer Information

Dealer Name	Type	Dealer Phone Number	Address Line 1	Address Line 2	City	State	Zip	Country
Sewell Cadillac of Houston	Selling Dealer		12221 Katy Fwy		Houston	Texas	77079	USA
Sewell Cadillac of Houston	Servicing Dealer		12221 Katy Fwy		Houston	Texas	77079	USA

Defect Information

Defect Description	Repair Visit Date IN	Repair Visit Date Out	Mileage
Defect: Repeated loss of propulsion and catastrophic engine failure creating a serious safety hazard On [REDACTED], this vehicle was presented to the dealership for an engine-related concern involving loss-of-propulsion symptoms. The vehicle was inspected and returned to service. However, the condition was not permanently corrected. On [REDACTED], while traveling approximately 60 mph on [REDACTED] near the [REDACTED], the vehicle experienced a sudden and complete loss of propulsion without warning. My family was in the vehicle at the time. Approximately three miles later, the vehicle again lost propulsion [REDACTED], forcing me to pull onto the shoulder twice without engine power in active highway traffic. Because the dealership was closed on January 11, I was unable to obtain immediate assistance. On [REDACTED], the vehicle experienced the same loss-of-propulsion condition again. Due to escalating safety concerns, the vehicle was towed to the dealership and removed from service. The dealership subsequently advised that the engine had suffered internal damage, including metal contamination, and that a full engine replacement was required. The vehicle has remained out of service while repairs have been attempted, with multiple projected completion dates provided and later revised. This defect constitutes a serious safety hazard due to unexpected loss of propulsion at highway speeds and substantially impairs the use, value, and safety of the vehicle. Given the prior repair opportunity, the recurrence of the same failure, and the need for a complete engine replacement at low mileage, I no longer have confidence in the reliability or safety of this vehicle.	10/30/2025	10/30/2025	20915
SAME AS PREVIOUS	01/12/2026		23000