



GMC • >

Monday 2:59 PM

Tap send to start

Thanks for reaching out!

By continuing, you consent to the information you provide being monitored and recorded by GM or those acting on GM's behalf, subject to the GM privacy statement, available at the link below.

GM Privacy Statement

gm.com



So we can best assist, please provide your first name.



Thanks! Please also send us your last name.



I'm here to help. You can type things like "Schedule an appointment", "Shopping for a vehicle", or type "Help" for a full list of what I can do.

What would you like to do?

I am reporting a **loss of acceleration safety** issue on my 2024 Cadillac Escalade. The vehicle lost power while driving at freeway speeds, required pulling over, and restarting the engine multiple times. This occurred **twice yesterday and once today**. The issue persists despite a prior dealer visit, and there is a related GM recall. I am requesting this be



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documented as a safety-related loss-of-power concern and a case be opened.

I didn't quite understand that. Please try rephrasing, keeping it short and specific.

Agent

We are connecting you to an advisor, and you will get a notification when we respond. In the meantime, let us know how we can help.

[REDACTED] here at the Customer Care Center, thank you for messaging us. My name is [REDACTED]. Hope you're having a great day. I see that you have already provided details about your concern. While reviewing your concern, how's your day so far?

I understand that you need assistance with your vehicle issue regarding the acceleration safety. There's a dedicated team that could better help you with this. Due to the nature of your inquiry, I'm transferring you to a team who is better equipped to assist you. I appreciate your patience while they take a moment to review our conversation and get back to you.

Hello! Thank you for reaching out to Cadillac Customer Care. My name is [REDACTED]. I apologize for the inconvenience you are having with the vehicle. I can look into the vehicle details to see if there are any recalls on the vehicle.

I am reporting a loss of acceleration safety issue on my 2024 Cadillac Escalade. The



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I am reporting a loss of acceleration safety issue on my 2024 Cadillac Escalade. The vehicle lost power while driving at freeway speeds, required pulling over, and restarting the engine multiple times. This occurred twice yesterday and once today. The issue persists despite a prior dealer visit, and there is a related GM recall. I am requesting this be documented as a safety-related loss-of-power concern and a case be opened. I also want to add that my family was in the vehicle at the time of the loss-of-acceleration incidents. This occurred at freeway speeds and required pulling over and restarting the engine. This increases my concern that this is a safety-related issue.

are you in need of a tow?

I appreciate the response. I would like this documented as a safety-related loss-of-power concern and a case number provided.

At this moment the vehicle is drivable, but it has experienced repeated loss of acceleration at freeway speeds requiring restarts. I am concerned about continued operation and am requesting next steps for inspection under this safety issue.

I would like to gather some information from you so i can create you a case. please provide your name, contact number and vehicle Vin

[REDACTED]

Important: Do not provide sensitive information like your phone number or email address.



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I would also recommend taking the vehicle back into the dealership

Thank you. your case numb

Thank you. I will reference case number 87284353 when bringing the vehicle to the dealership. Please confirm that the dealership will be instructed to evaluate this as a safety-related loss-of-acceleration concern under this case

What dealership will you be taking the vehicle into.

documented as a safety-related loss-of-acceleration issue.

I will reach out to the dealership to inform of the vehicle issues

Thank you. I will contact the dealership to inform them of the vehicle issues. Please ensure that Sewell Cadillac is notified of GM case number [REDACTED] that the concern is documented as a safety-related loss-of-acceleration issue.

is there anything else i can assist you with?

Hello, I am ending this chat session due to no



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Hello, I am ending this chat session due to no response. Thank you for contacting Cadillac Customer Care. If you have additional questions, please feel free to contact us again. We are here Monday through Friday from 8:00 am to 9:00 pm and Saturday 9:00 am to 6:00 pm EST. Have a great day!

Given the repeated loss of acceleration at freeway speeds, I do not feel it is safe to continue driving the vehicle. I'd like assistance with towing it to the dealership under GM case number [REDACTED]

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what would you like to do?

Agent

We are connecting you to an advisor, and you will get a notification when we respond. In the meantime, let us know how we can help.

I am following up to ensure my case number [REDACTED] updated. The dealership has advised that during inspection they found metal shavings in the oil, indicating internal engine damage, and that an engine teardown is required with a likely engine replacement due to engine failure. Please confirm this information has been documented under my case.

Thank you for reaching out to Cadillac, my name is [REDACTED]. I am sorry to hear that, I will make sure your advisor is made aware of this information. Was there anything else you would like us to know?

Thank you. At this time, I just want to ensure that the findings of metal shavings in the oil, internal engine damage, and the need for engine teardown with likely engine replacement are fully documented under my case number [REDACTED]. I do not have anything further to add at this moment.

Understood. Please reach back out if you need further assistance. Thank you for reaching out to Cadillac, have a great day.

Thank you for your assistance

Delivered



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Text Message • SMS
Mon, Jan 12 at 3:46 PM

Cadillac Roadside: Hello [REDACTED] your request has been received - Case number [REDACTED] estimated arrival is 59 minute(s). To cancel or change service call [REDACTED] Msg&Data Rates May Apply. Reply STOP to cancel texts.

Cadillac Roadside: Hello [REDACTED] to cancel your service request [REDACTED] If further help is needed call [REDACTED]

Cadillac Roadside: Hello [REDACTED] your driver from [REDACTED] UNITED TOWING & TRANSPORT is on the way.

Cadillac Roadside: Hello [REDACTED] your driver is on scene with your 2024 Escalade. If further help is needed call [REDACTED]

Cadillac Roadside: Hello [REDACTED] your vehicle is on the way to SEWELL CADILLAC

Cadillac Roadside: Hello [REDACTED] we see you have received service. Reply YES to confirm service was received or NO to get help.

The sender is not in your contact list.

[Report Junk](#)



Text Message • SMS

