

We performed all that is part of engine seized confirmation and replacement. Anything above and beyond this needs to be authorized by GM. WE did not ha bolts because engine would not turn over. we had to remove engine pan, and bearings to turn motor over. we did not take your trans apart at all and is not p anything else since you are out of warranty. I only have with in my power to send a tech out there to scan vehicle. (no prints) load test battery and charging wait for GM.

-----Original Message-----

Subject: Re: Diagnostic reports – “Freeze-frame not stored” is not acceptable for safety-critical faults

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

Thank you for your reply. I understand low voltage can trigger multiple modules and communication faults. However, your message still does not address the Transmission Now – Unable to Shift Soon” and “Service Electric Parking Brake.” Those warnings require a documented root-cause diagnosis and verification A few points for clarity:

1. **OnStar is not a substitute for a full dealership diagnostic scan.**

Please do not rely on “OnStar only shows low voltage” as proof that no other issues exist. The vehicle is displaying transmission/shift and EPB faults, v

2. **If low voltage is involved, the cause must be identified and documented.**

Replacing the battery alone may not resolve the root cause if the issue is charging/alternator output, voltage drop, grounds, loose connections, harnes I need written measured results for:

- Battery load test (measured values)
- Charging system/alternator output test (measured values)
- Voltage drop/ground integrity checks (measured values)

And I need a **saved/printable full module scan**—not a brief code read.

1. **Your statement about “pre-scan codes” is exactly why I’m asking for documentation.**

If the transmission/EPB-related faults were present on the pre-scan, they should have been addressed or formally ruled out with documented test resu

2. **The engine failure was a complete seizure at highway speed, and you had difficulty separating the engine from the transmission.**

That creates a legitimate concern for converter/front pump/flexplate/interface damage. A “clear codes and drive” approach is not acceptable in that con

So please provide, by return email:

A) The actual **service-lane pre-scan report** you say was sent to GM (date/time, mileage, module list, and DTC list).

B) Any **post-repair verification evidence** (scan / road test notes / re-scan). If none exists, confirm that in writing.

C) Your written plan to diagnose and correct the transmission/EPB warnings (root cause, not code clearing), including how you will verify the repair.

I will not drive the vehicle with an “Unable to Shift Soon” warning. If you want to proceed with a battery/voltage check, that’s fine as a first step, but it does not Also, you mentioned calling GM—please provide the name of the person you spoke with and any case/TAC reference number.

the fault looks like they are caused by low voltage. when module experience low voltage, they will do things like this. you’re on star monitors your car all it was replaced last with in the battery warranty. your vehicle has no other warranty other than the engine. all those codes on pre scan were also becaus left for me to do is send someone out and check out and replace battery. at that time scan with scanner to make sure all is ok. i will call gm in a bit to info

-----Original Message-----

Subject: Re: Diagnostic reports – “Freeze-frame not stored” is not acceptable for safety-critical faults

If the transmission and brake/EPB faults you sent were truly **pre-repair**, that does not resolve anything — it makes the situation more serious.

Those faults are safety-related. If they were present before the engine replacement, they should have been **diagnosed and corrected (or formally rule** vehicle with “Service Transmission Now – Unable to Shift Soon” and “Service Electric Parking Brake” is not acceptable.

So please answer these questions in writing:

1. If the transmission/EPB faults were pre-repair, **what specific diagnosis and repair actions were taken to address them**, and what objective test evidence, road test verification)?
2. If you are saying there is no saved post-scan, **what documentation of post-repair verification exists** after the engine replacement and road test
3. Please provide the actual **service-lane pre-scan report** (date/time, mileage, full module list, and DTCs) that you say was sent to GM, and any veri

To be clear: whether the faults were pre-repair or post-repair, they must be properly diagnosed and corrected — not explained away or cleared without dc

every time a car gets towed in or drives in it gets a pre scan. This get sent to GM for warranty purpose. Gm does not require a post scan. I never said

Subject: Re: Diagnostic reports – "Freeze-frame not stored" is not acceptable for safety-critical faults

Hello [REDACTED]

Thank you for the update. However, your message creates a **serious documentation gap**.

You are now stating that the diagnostic reports you sent were **pre-repair codes** and that "post codes do not [show]." That is not an acceptable answer. My questions are straightforward:

1. Where are the post-repair scans?

After an engine replacement, the standard procedure is:

- pre-repair full module scan (baseline),
- post-repair full module scan,
- road test, and
- post-road-test verification scan.

Please provide the **post-engine-replacement** scan(s) from **01/07/2026** through delivery on **02/02/2026** (including any re-scan performed at delivery). If

1. Transmission and EPB warnings must be addressed directly

The vehicle is displaying:

- "Service Transmission Now – Unable to Shift Soon"
- "Service Electric Parking Brake"

These are safety-related warnings. Offering to "come out to read codes" while simultaneously stating you cannot provide post-repair scans strongly suggests you do not address the transmission/TCM/park mechanism concern in any meaningful way.

1. Mobile visit is not an adequate substitute

A driveway code read is not a substitute for proper dealership-level diagnosis, documentation, and verification. If you want to send someone out, it must be followed by towing to the dealership if transmission/EPB codes are present.

I am requesting the following, in writing, today:

- A) The post-repair scan documentation (or confirmation that it was not performed)
- B) Your plan to properly diagnose and correct the transmission/EPB issue (not just clear codes)
- C) Confirmation of towing/loaner logistics as previously discussed, given the "Unable to Shift Soon" warning

Separately, please do not suggest I drive the vehicle to the dealership. With an "Unable to Shift Soon" message, the vehicle should be treated as potentially unsafe. Meanwhile, my case with Cadillac remains open, and I will provide them with the same documentation request and your response.

that doc i sent you were pre repair codes do not post. and I'm sorry that is not acceptable. I offered to send someone out they can read codes and read them. I will have to wait till i can't have a loaner or just come get to check over. this is all I can do acceptable or not. sorry

-----Original Message-----

Subject: Re: Diagnostic reports – "Freeze-frame not stored" is not acceptable for safety-critical faults

Hello [REDACTED]

Thank you for your message. However, your statement that you can only print **date and mileage** because "freeze-frame data is not stored" is not an acceptable answer. The vehicle is displaying "**Service Transmission Now – Unable to Shift Soon**" and "**Service Electric Parking Brake**." Your own reports also show EPB/brake-related codes, and a broad low-voltage/communication pattern. For an event of this severity—immediately after a major powertrain repair—simply a list of DTCs with mileage.

If your tool cannot print a traditional "freeze-frame," then you must provide the equivalent diagnostic evidence that GM systems typically make available:

1. Complete module DTC report (all modules)

- Current / History / Pending and "Failed since cleared" status for PCM, TCM, ABS/EPB, BCM, etc., with date/mileage.

1. Module supporting records in place of freeze-frame

- Any available **Failure Records / Snapshot Data / Event Data / Environmental data** for the relevant modules (especially TCM/Transmission and ABS)

1. Measured diagnostic results (with numbers)

- Battery load test results (measured values)
- Charging system/alternator output test results (measured values)
- Voltage drop / ground integrity testing results (measured values)
- Relevant live data readings captured during diagnosis (system voltage, charging voltage, network status, etc.)

Please understand my position clearly: **a date/mileage-only code printout does not demonstrate that the vehicle was properly diagnosed or ve** failure and engine replacement followed by safety-related transmission and parking brake warnings.
Accordingly, please provide by return email:

- The complete module DTC report for my vehicle, and
- The supporting records/data listed above (or a written statement identifying exactly which items are not available and why), and
- Your written root-cause plan to correct the underlying issue (not simply clearing codes), including how you will verify the repair (road test + post-

Sincerely,

[Redacted]

[Redacted]



[Redacted]



Patrick F Bianchi SR

[Redacted]



[Redacted]

