

RE: Fw: Engine change Escalade

From Patrick Bianchi SR <pbianchi@plazacadillac.com>

To [REDACTED]

Date Tuesday, January 6th, 2026 at 7:53 AM

I will review the call to determine what occurred and identify who was involved.

Regarding your engine, I was the one who informed you that the order had been placed and that we would receive an ETA the following day. Engines are sourced from different locations, and until the next day, we do not have visibility on when it will arrive at the dealership. Additionally, the two holidays contributed to further delays. My understanding is that the engine arrived later on Saturday, 12/27. The radiator, however, did not arrive until four days ago. At this time, I believe the vehicle is complete but still requires a test drive. I asked Harry to provide you with an update yesterday.

Regarding any compensation, this would need to be handled through Cadillac Customer Care, as the dealership's role is limited to administering the warranty. I can provide you with their contact information if you would like.

Lastly, I will investigate the other issue you mentioned and follow up accordingly.

Patrick

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

From: [REDACTED]

Sent: Saturday, January 3, 2026 6:22am

To: "pbianchi@plazacadillac.com" <pbianchi@plazacadillac.com>

Subject: Fw: Engine change Escalade

I wait for your answer.

Best regards

[REDACTED]

Sent from [REDACTED] for iOS.

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

On Wednesday, 12/31/25 at 03:46 [REDACTED] wrote:

Patrick,

Yesterday I was called by a disgusting person who has no basic manners. This woman (far from being a lady) exhibited behavior towards me, as the customer, that is entirely unacceptable. In my companies, this person would have been fired on the spot.

Please tell me the name of this person; it is now time to involve Cadillac. Furthermore, please provide the contact data of the owner(s) of your dealership.

I called yesterday with a major complaint and was treated very well by your female service advisor. The above call was the answer to my complaint!

On December 18, we spoke about my vehicle with [REDACTED] and you told me the new engine would arrive the next day. Since then, I have waited for information from you. By the 29th, when I called, nothing had happened. That is also unacceptable. You left me without a vehicle for 12 days! I let you know yesterday that I will go on a long trip today until February. No reaction, no offer! Instead, the rude woman told me I should deal with Cadillac!

That won't happen, besides my complaint about her. You are my point of contact.

I expect appropriate compensation for this disaster! I cannot travel in my luxury vehicle due to a problem that should never have occurred. Furthermore, I consider it utterly unacceptable that an engine blows up at 75,000 miles and suggest that Cadillac offer me a new vehicle. A vehicle with an exchanged engine is never, ever like the original from the factory.

Please handle this issue going forward in a better way.

Thank you!

Best regards

[REDACTED]

Patrick F Bianchi SR
Service and Parts Director
Plaza Cadillac
(352) 787-1323 Ex 231

