

My Experience with the Mahwah Cadillac Warranty Scam.

After getting jerked around at Johnson Cadillac and finally getting my money back I found a Cadillac I liked at Gold Coast Cadillac in Oakhurst NJ and had what I would say was a “sign and drive “ experience. It was a 2023 CT5 with 9k miles and the car was PRISTINE. I looked it over, top to bottom, front to back and inside and out and not only did it NOT have any scuffed up rims or peeling taillights like the Johnson Jokers Cadillac did but it didn't have ANYTHING wrong I could see anywhere. I test drove the car like I did the other car and the ride was just as smooth as it looked and so I agreed on terms for the sale, left the jeep at the dealer and drove the Cadillac home.

Since I've owned the car I hadn't had any need to bring it to any dealer until I received a letter in the mail from Cadillac telling me that my computer needed to be updated. BUYING a car and an acceptable distance traveled to BUY one is one thing and I had a great experience with Gold Coast Cadillac down in Oakhurst but that is too far for me to drive for maintenance on the car. Knowing that Johnson Cadillac was filled with liars my search for a dealer was narrowed down and I went to Mahwah Cadillac to have the computer updated. Felt like a routine visit with dropping my car off, getting a loaner and then picking my car up a few days later. No charge obviously because everything was under warranty.

During my time owning the car I've received atleast 6-8 letters in the mail all stating that there was a problem with my warranty and to contact them. Knowing that I had a 125,000 mile full coverage warranty I just kept putting them into the paper shredder. That is until I received the last letter. The last letter said all the same stuff and that there was a problem with my warranty but THIS letter had a dealerships name(Mahwah Cadillac) at the top and the General Managers name (Paul Ciriello) signed at the bottom. These were scam letters I thought and NOW I'm getting one with the dealers name on top and the general managers signature on the bottom that I brought my car to, ONE TIME, for a simple visit? Needless to say I called the number on THAT piece of paper.

I called the number, told the man that answered about the piece of paper I received and that it said there was a problem with my warranty. The man on the other end asked me for my customer number at the top of the paper and I gave it to him. He came back telling me my name and the year/model car I had. I asked him how many miles did my warranty have on it already knowing what I had and didn't need anything. He replied “Hold on” and returned a minute later with a response of 50,000 miles. I told him that wasn't right and that was a red flag to me. His next reply was “You bought that brand new from us here right?” . I told him “NO and that was another red flag”. We went back and forth for a minute and I tried getting his name with no response. He stopped talking to me.

I hung up the phone and called Mahwah Cadillacs main number and spoke to the receptionist. I told her i received that letter in the mail with a description of what happened and asked to speak to somebody important there. After answering all her questions she transferred me over to the head of finance. The amount of time on hold told me she told the finance manager my story before he came on the phone and his first words to me were "Yeah, what's up?". Thats the entrance to a conversation from somebody who doesn't care and isn't going to help you in case you already haven't met someone like this. I started to tell him about the letter and he immediately replied with "That's not us." and telling me those are scams. I started laughing (Thinking it was a scam to) telling him the letterhead said Mahwah Cadillac and asked him if that's where he worked and if Paul Ciriello was his boss. He replied "Yes". I told him there was a number on the paper that I called and he asked me for the number, told me he would call it himself and that he would get back to me with a response.

This was on a Monday and I didn't hear anything back on Monday or Tuesday and when Wednesday came and nobody called me, I called THEM back. Again spoke to the receptionist and told her the reason for my call and unfortunately had to go through the entire story again only to be told that the finance manager wasn't in yet but that she would give him the message.

That was Wednesday and I didn't hear anything from them on Thursday or Friday either so guess what? I called THEM again on Friday. Sounded like a scam to me and the Finance manager told me himself he felt it sounded like a scam but it had Mahwah Cadillac on top with Paul Ciriello's signature on the bottom so when I called on Friday I asked to speak to the general manager, Paul Ciriello. Again this girl wanted to go through the whole story but I was tired of telling HER. After some jerking around and being put on hold for awhile she connected me only for it to go to voicemail. I left a very detailed message describing the reason for my call and my name and phone number with a request to contact me only to be ignored.

I'm persistent about this because I brought my car to Mahwah Cadillac ONCE for a simple, easy visit, and there's a good chance during the time I own the car I might have to bring it back in to a Cadillac dealer being it has a 125,000 mile bumper to bumper warranty but I would never go back to the lying scumbags at Johnson Cadillac and now the ONLY CADILLAC dealer I've brought my car to for service looks like their sending me a scam letter. The finance manager won't call back and now neither will the guy whose signature is on the bottom of the scam letter.

I went down to Mahwah Cadillac in person and spoke to Mr. Junior one of the sales guys there soon after. Told him to grab his boss so I could tell them both the story and he went and returned with his boss. Started to tell these 2 guys the story about the letter and the sales manager on key started denying the letter was theirs. I pulled a copy of the letter out, gave it to the sales manager and that's when an

attempt at an excuse came out. He tried to tell me that the company that sent me that letter probably got my information from motor vehicles. That excuse wasn't fitting into the story and I explained why but I had already given him the letter that was sent to me as proof, told him I would like a response from the owner considering HIS name was on the bottom of the letter and asked for their business cards so I could email them something.

I left the building, got in my car and emailed the sales guy, sales manager and the owner the same letter I sent Johnson Cadillac after they tried fucking me over with that "Certified" BS. Unfortunately the email sent to Junior and his boss got blocked so I went back inside and told the sales manager with the understanding that the owner would get his email but when I got home I got an email saying their whole domain wasn't working. I noticed afterwards that I had a misspelling in their email address domain and THAT is why the emails didn't go through but that was a blessing in disguise as I learned MUCH more when I visited them the second time.

That's when I decided to make this website. To not only show Mahwah Cadillac the shit experience I had at Johnson Cadillac but to show as many people as possible so they don't get fucked. That's when on my next visit to Mahwah Cadillac to tell them of my website and give them some business cards to promote it the sales manager tells me something that if Mahwah Cadillac wasn't already NOT trustworthy then now their definitely NOT trustworthy now.

I went back to Mahwah Cadillac after making the website and spoke with the sales manager and told him about the site giving him some business cards. I told him again that his motor vehicle excuse didn't work because me, the Cadillac and motor vehicles were connected with Gold Coast Cadillac and I didn't have any problems there. Me, the Cadillac and Mahwah Cadillac were connected with ONE VISIT to update the computer in the car and if the scammer got my information it was from the Mahwah visit and so how did he get that one document in Mahwah Cadillacs computer system? I told him either Mahwah Cadillacs system got HACKED, they SOLD my information, they GAVE my information away OR Mahwah Cadillac IS the scammer.

I couldn't believe it when he told me after I left the last time he did some research and told me Paul Ciriello is not just the owner of the Cadillac dealer but partnered up with a warranty company as well. Well would it be the same fucking company that sent me that letter I gave a copy of to Mahwah Cadillac that told me there was a problem with my warranty?

That letter was an attempt to get money from me, by purchasing something I didn't need, under the false pretense of me having an inadequate warranty (telling me I had a 50,000 mile warranty when my warranty is 125,000 miles) which wasn't true.

How could anybody ever trust you and for that letter Mahwah Cadillac you are now added to the site. That sounds illegal. Somebody should investigate you as well. Good job Paul.