



State of Wisconsin
Jim Doyle, Governor

10113469

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

2005 MAR -2 AM 3:56

February 15, 2005

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 447922 (Refer to this number when contacting our agency)

BAYFIELD WI

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

COPY

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

Agriculture generates \$31.5 billion for Wisconsin

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Department of Agriculture, Trade and Consumer Protection

JAN 24 2005

Motor Vehicle Repair

Please attach copies of all documentation that supports your complaint, such as: invoices, receipts, repair orders, estimates, photographs, loan documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [Redacted]

Home Phone: [Redacted]

Work Phone: () [Redacted] ext. [Redacted]

Email: [Redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: AM

Address: [Redacted]

PO Box: [Redacted]

Apt. # [Redacted]

City: Dayton

State: OH

Zip: [Redacted]

County: [Redacted]

2. What business is your complaint against?

Name of business or repair shop: General Motors - Cadillac Division

Address: P.O. Box 33169

PO Box: [Redacted]

Apt. # [Redacted]

City: Detroit

State: MI

Zip: 48242-5169

County: 70

Phone: (800) 458-8006

Name of person you talked to: Amande Lee

Title: Customer Relationship Manager

Information about your complaint: (last service call) (02) 866-762-4368 Ext. 49688

3. Date of transaction: 1 Month: Dec Day: 29 Year: 2004

4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

5. Type of vehicle involved: Make: Cadillac Model: Escalade EXT Year: 2003

VIN: 2G4EK63NE

6. At the time of the repair, was the vehicle covered by a salvage certificate? Yes No

7. How did you deliver your vehicle to the shop? Drove it in It was towed It was towed and I was along

8. What repairs did you ask the shop to do? Power steering fails when brakes applied at slow speed

9. Were instructions written on the original repair order? Yes No

10. How did you first order the repairs? By telephone (and) In person, by speaking to a shop representative

By written instructions Other, explain: Service Manager - Driven

11. Did you receive a price estimate before the work was started? on Warranty Yes No

If yes: List amount of estimate \$ [Redacted]

Was the estimate written on the original repair order? Yes No

Did you sign the estimate section of the work order? Yes No

12. Did you receive a copy of the original repair order before repairs were started? (attach copy if available) Yes No

13. Were additional repairs performed? Yes No

If yes: List the additional repairs: [Redacted]

Did the shop provide a new total estimate for all repairs? Yes No

Did you approve the additional repairs? Yes No

How did you approve? By phone In person

14. In your opinion, did the shop: Recommend repairs that were not needed? Yes No

Make repairs without permission? Yes No

Force you to pay for repairs that were done without your permission? Yes No

Fail to return replaced parts upon request? Yes No

Charge for repairs that were not made? Yes No

Charge for repairs that were not needed? Yes No

Fail to perform the repairs in a satisfactory manner? Yes No

Refuse to honor a written guarantee? Warranty Yes No

IMPORTANT: More questions on the back page (over)

Regulation 304

CP 2/03

15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? Yes ☐ No ☒
16. List the amount of the final repair bill: Warranty - zero (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? ☒ Yes ☐ No
18. Did you contact the business about your complaint? ☒ Yes ☐ No When? Half dozen visits - day What happened? Said I have to live with it
19. Have you filed this complaint with another agency? ☒ Yes ☐ No Agency name? Cadillac What happened? They cannot repair it Customer Assistance Center GM will not fix it
20. Have you contacted a private attorney? ☒ Yes ☐ No Have you started court action? ☒ Yes ☐ No

21. Describe your complaint in detail. (Please provide two copies of any papers, including the invoice, contracts, proof of payment, warranties.) Attach additional sheets if necessary. Power steering fails when brakes are applied at slow speed. I nearly drove into side of Bank building while entering Drive-in lane. Dealer attempted to fix by doing various kinds of brake work. Did pressure test on power steering. Have had truck in for service on this problem half dozen times. Never fixed. And now GM tells me they have no fix and I have to live with it. I complained to the Cadillac Customer Assistance Center and after several weeks they have confirmed there is no fix. I think GM has a safety flaw here which they admit to in service bulletin Document 1576233 but they say "no repairs should be attempted as this is a characteristic of the vehicle". This is not acceptable.

22. How do you feel your complaint should be resolved? (please be specific) Simply fix the problem under warranty - when the brakes are applied at any speed the power steering should not be lost causing a loss of steering. The wheel locks up - cannot steer. GM needs to fix it.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature _____

Date: 1-21-05

Return this form to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	SOUTHWEST REGIONAL OFFICE
3800 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 140A	PO Box 898
East Clark WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-898
(715) 839-3848	(414) 288-1231	(920) 448-6100	(608) 224-4990
FAX: (715) 839-3845	FAX: (414) 288-1235	FAX: (920) 448-5188	FAX: (608) 224-4993

(800) 422-7128

FAX: (608) 224-4939

TDD: (608) 224-5058

EMAIL: datcp hotline@datcp.state.wi.us

WEBSITE: <http://www.datcp.state.wi.us/>

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Document ID# 1576733

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99 - 05 Chrevolet/GMC/Cadillac/Hummer H2 all Full Size Trucks Utilities and Vans Lack of Steering Assist when Stopped or During Parking Lot Type Maneuvers - kw brake power oil hard noise booster low #PIT3310 - (Dec 9, 2004)

99 - 05 Chevrolet/GMC/Cadillac/Hummer H2 All Full Size Trucks Utilities and Vans Lack Of Steering Assist When Stopped or During Parking Lot Type Maneuvers

The following diagnosis might be helpful if the vehicle exhibits the symptom described in the PI.

Condition/Concern:

Some customers may comment on a lack of steering assist when stopped or during parking lot type maneuvers.

Recommendation/Instructions:

Please follow normal diagnostics in SI2000 for this condition. If vehicle passes the Power Steering Pressure Test Procedure this may be a normal condition. A lack of steering assist could occur if the brakes are applied and turning the steer wheel with the vehicle stopped or during parking lot type maneuvers. No repairs should be attempted as this is a characteristic of the vehicle. Any customer concerns should be referred to the Area Vehicle Manager (AVM) and a Field Product Report should be submitted by following bulletin 02-00-89-002C.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

Models:

(99-05 Chevrolet All Full Size Trucks, Utilities and Vans) and (99-05 GMC All Full Size Trucks, Utilities and Vans) and (02-05 Cadillac All Full Utilities) and (03-05 Hummer H2)

This is "the" problem
GM refuse to fix it



Customer Assistance Center

December 28, 2004

[REDACTED]
[REDACTED]
Bayfield, WI [REDACTED]

Service Request: 1-292736917

Customer Relationship Manager: Erin Mitchell

Dear [REDACTED]

Thank you for your recent comments regarding your 2003 Cadillac Escalade EXT. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Cadillac Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Cadillac Customer Assistance Center at 1-800-458-8006 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Cadillac and your dealer's mutual goal is your total satisfaction with Cadillac products and services. We look forward to talking with you soon.

Sincerely,

General Motors Corporation

Cadillac

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**