



[REDACTED], Santa Maria CA [REDACTED]

Cadillac Customer Assistance
Cadillac Motor Car Division
P O Box 33169
Detroit MI 48232-5169

Ladies and Gentlemen:

I retired from GMC/Delco/Engineering after 36 years of service.

I have owned a long list of GM automobiles, over 1/2 of which were Cadillacs. I have never experienced this type of transmission malfunction before and I have never experienced such lack of consideration from a Cadillac dealership before.

My problem has to do with the time delay experienced between stopping in forward travel, shifting into reverse and then waiting for the transmission to engage in reverse. The dealer says that GM specification allows that delay to be as much as .8 seconds long. I can not accept that. I can not believe GM would do that. This time delay can be a serious safety hazard when executing a Y-turn and you find yourself surprised by an 18 wheeler bearing down on you. .8 seconds can feel like an eternity in this situation.

The situation is exacerbated when you forward stop in a down hill direction and shift into reverse to back-up up-hill. Once you stop and shift into reverse, the car rolls forward uncontrollably while the engine races attempting to go backward. When the time delay finally ends the transmission engages with a violent WHOP. Enough of these WHOP's and something in the transmission is going to blow. I could be stranded at night on some country road, or the uncontrollable forward roll could put me over the edge of a mountain road.

I brought this problem to the attention of the dealership when the car was relatively new. We have talked about it several times since. A few months ago the dealer agreed to arrange a meeting with a Cadillac factory representative. But that was months ago and nothing has happened. My patience is gone and my tolerance is gone. This is a safety hazard and I should not have to live with it. In spite of the soothing attitude of the dealership, my years of engineering experience tell me something is seriously wrong and must be fixed.

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I am convinced that the Cadillac dealership, Home Motors of Santa Maria CA, is not dispensing Cadillac quality service. They give the distinct impression that they feel I do not have a serious problem and they do not want to be bothered with it.

Maybe some component in the transmission is not working right, or maybe the transmission computer controls are not programed correctly, but whatever the cause the problem must be fixed. For safety reasons, that time delay must be eliminated.

As a matter of fact, anyone who has ever had to rock a car back and forth in deep snow knows that an 8 second time delay is about $7\frac{1}{2}$ seconds too long.

The car is a 2005 Cadillac DeVille
Purchased in December 2004
Present mileage is 13800

Please Help,

CC: NHTSA and
Home Motors

20 January 2006