

May 8, 2006

To Whom It May Concern at the NHTSA,

I just wanted a copy of my Attorney General Complaint against GM/Cadillac in regards to my 2000 Cadillac Catera to be filed with your office. If you read through my letter and look through the invoices I was able to attain you will see how dangerous and unsafe this vehicle is. It shouldn't be on the road at all. By looking at the complaints from other consumers in regards to this same vehicle model, I'm far from alone.

Luckily nobody has died in this car yet but there has been several close calls due to the random and constant power failures while driving. I stopped paying on the vehicle in the beginning of February and purchased a vehicle that was safe to drive. I refuse to pay for a car that cannot be fixed or traded. If needed I'd rather take the hit in my credit than continue risking any lives in this hazardous car.

Please read through all my information. Any assistance you could provide in helping me to fight GM/Cadillac on this vehicle would be appreciated. Also, please post a copy of my attorney general complaint letter on your website so it can be added to the many that are already out there in regards to the 2000 Cadillac Catera.

Thank you,

[Redacted]

Saugus, MA
[Redacted]

2006 MAY 16 09:54

Peggy
5/12/06



Tom Reilly
Attorney General

Office of the Attorney General
Consumer Complaint Form
Consumer Complaint and Information Section
One Ashburton Place
Boston, MA 02108
(617) 727-2200 (617) 727-0434 (TTY)

Consumer Information:

Name: [Redacted]
Address: [Redacted]
City/State/Zip: Smyers, MA [Redacted]
Daytime Phone: [Redacted]

Business/Complaint Against:

Name: General Motors / Cadillac
Address: _____
City/State/Zip: _____
Phone: (800) 333-4223

You are not required to answer but, are you 60 years or older? yes ___ no

If you seek a reasonable accommodation in filing a complaint or with completing this form, please call (617) 727-2200. If you wish to communicate via TTY service, please check here ___ or call (617) 727-0434.

Product/service involved: 2000 Cadillac Catera

Cost of product/service: 21,209 Amount paid to date: 9,000

Date of transaction: 2/2003 Was a contract signed? Yes

How did you pay for product? cash ___ check ___ credit card ___ installment plan/loan

Was product/service advertised? mail ___ radio/tv ___ newspaper ___ telephone ___ Internet ___

Have you complained directly to the company: in person ___ by phone ___ by letter ___

To whom: _____ Date: _____

What resolution do you seek? I want the remainder of my loan paid and my credit report cleared

For complaints regarding motor vehicles only, please provide the following information:

Make/Model: 2000 Cadillac Catera Year: 2000 Purchased: new ___ used

Vehicle Identification Number (VIN): W66N54A3YR02659 Date of purchase: 1/22/2003

Note: The VIN may be found on your title or registration.

Mileage at purchase: 23,326 Current mileage: 90,000 Purchase price: 21,209

Total number of business days vehicle has been in the repair shop: 45 days total

For complaints regarding utilities only, please mark the categories that apply:

(For utilities related questions only, please call the Utilities Hotline: 888-514-6277 toll free)

Telephone _____	Billing _____	Unauthorized Charges _____
Wireless _____	Rates _____	Harassment/Rudeness _____
Electric _____	DSL _____	Other _____
Gas _____		

(please continue →)

Have you contacted another agency? Yes
If yes, what is the name of the agency?

NHTSA

Have you hired an attorney? Not Yet
If yes, what is the attorney's name?

Please sign the complaint form below after describing your complaint in detail. Include all relevant names and other information, and describe any action you have taken to resolve this dispute and how the business has responded to you. Attach additional pages if necessary. Be sure to include clear copies of receipts, sales contracts, warranties, claim checks and other relevant documentation supporting the facts set forth in this complaint.

PLEASE SIGN BELOW. KEEP YOUR ORIGINALS - SEND COPIES ONLY.

Please see attached letter

CONFIDENTIALITY

Under most circumstances, the text of your complaint will be considered a public record, a copy of which is available to any member of the public upon request. In response to such requests, this Office generally will not disclose your name, address, phone number, or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint submitted by you. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

Signature: _____

Date: May 3, 2006

May 3, 2006

[REDACTED]
Saugus, MA [REDACTED]

To Whom It May Concern,

I'm filing a complaint against GM/Cadillac in regards to my 2000 Cadillac Catera. We purchased this vehicle the last week of January 2003. This car is a death trap and has been a lemon since day one. We're extremely lucky no one has been killed in or because of this vehicle. I can understand why they stopped making the Catera. It's too the point that I do not feel safe driving this vehicle. It's been in for repairs more times than I can count and the root problem is electrical. I've been told by several dealers that this car cannot be fixed and there's no way to find the root electric issues. We've been told this since the first power failure when it was under warranty. I tried to trade the vehicle and several dealers told me they weren't interested. They didn't even ask how much I owed. Therefore, with a vehicle that can't be fixed and can't be traded I have no choice but to give it back to the bank and purchase a vehicle I don't have to worry about dying in on a daily basis.

The car has had numerous power failures while driving. One of the most recent was in August 2005 in the middle of an intersection with my kids in the car screaming as cars were heading right at us. \$1500 in repairs later and the car had another power failure within a week. I got it fixed again and within a month I had to change the battery for the fourth time in 2 ½ years. Then on February 1, 2006 I had a power failure on a major expressway. If I hadn't been in the right lane I probably would have been killed. That was the last straw. Another problem is if the car starts after a period of time with a computer reset then there's no way the dealer can fix anything. According to Cadillac the car must stay dead. A lot of times it restarts with a computer reset after an hour or so. This model vehicle should be banned from the road.

This car has serious electrical defects. I've replace lights numerous times. At present my fog light blinks when my directionals are used. I have a burn mark in the driver's seat because of a short in the heating system. The moonroof still does not work correctly and when used causes power failure. That has also been replaced. I've replace the sensors more than once. Gaskets and seals have also been replaced more than once. The car also has severe stability problems that aren't ever picked up on a diagnostic. After doing a lot of research I found that I'm not alone with this poor excuse for a car. I found several reports on the NHTSA website about the 2000 Cadillac Catera. All of the reports stated all the exact same problems as I experienced. Several had even exploded. I'm sure mine would of if I kept driving it. After the last power failure I have not driven it since. I'm giving it back to the bank and I refuse to ever pay another dime on this coffin on wheels. I've been told the reason a lot of dealers will not take this car in trade is that it's too much of a liability and it's blacklisted in the industry. I've paid more on repairs than the car will ever be worth. I'm filing this report with the NHTSA also.

The bottom line is I believe Cadillac should pay the remainder of my loan and clear my credit in regards to this nonsense I've had to deal with. I've paid thousands in repairs and have missed several days of work because of this car, not alone all the anxiety and stress caused because of not knowing when the failures would strike next. In technical terms this doesn't qualify under the lemon law. However, this car is and always has been a lemon and I will fight Cadillac to the bitter end on this car.

If I have to, I will get a lawyer and sue GM/Cadillac. Although I know there are several previous owners of this model that want to file a Class Action so that may be the best route. I've attached several invoices from repairs to this vehicle. I wasn't able to get all of them as I've lost a few and a couple dealers refused to give us copies for obvious reasons.

Thank you,

[REDACTED]

**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).**