

June 11, 2006

10161548

NHTSA, U.S. Department of Transportation  
Washington, DC 20590

To Whom It May Concern:

SUBJECT: CADILLAC OUTSIDE REAR VIEW MIRRORS

This letter is to complain and request investigation of the driver side rear view mirror, standard equipment on a 2001 Cadillac DeVille.

The mirror has a heating element in it to defrost the mirror and a chemical sandwiched between panes of glass that darkens when hit with a bright light. This complaint refers to the chemical that darkens the glass when hit with the lights of a vehicle behind the car.

It appears that the chemical is slowly leaking out of the glass. This makes the mirror difficult to use because of the different views in the mirror caused by the area that darkens, and the area that does not. Also there is a line of demarcation that further breaks up the view. Cost of repair is approximately \$600.00.

I have gone as far as I can in dealing with Cadillac and General Motors and they do not want to cover this defect. General Motors considers the rear view mirror a trim item and not a safety item. I have been dealing with this for over a year now and have decided my next course of action should be contacting the NHTSA with this letter.

My position is yes, the mirror is a trim item until General Motors adds their technology. At that point I feel they must take responsibility for that technology. It is their technology that has failed causing this safety problem. I also know I am not the only one with this problem. Many of these mirrors fail before the warranty expires and are handled as a warranty item. Also I believe that the mirrors fail more where they are exposed to extremes in weather. In New England where I live, we have 100 degree days and 0 degree days, with temperature swings of 40 degrees not uncommon.

Again, please consider this a complaint and formal request for an investigation of the driver side rear view mirror, standard equipment on a 2001 Cadillac De Ville.

Thank you,



[Redacted]  
BPPING, NH [Redacted]

*Marina*  
6/21/06