

NVS-200

[Redacted]
[Redacted]
Belleville, New Jersey

10173270

October 31, 2006 10 AM 8:40

VIA CERTIFIED MAIL-Return Receipt Requested- Article No.: 7005-1820-0003-0724-1378

LEMON LAW SUPPLEMENTAL

Cadillac Customer Service Assistance Center
Cadillac Motor Car
P.O. Box 33169
Detroit, MI 48232-5169
ATTN: Lemon Law Division

Qda to
10173270

To Whom It May Concern:

This letter will serve to supplement my existing claim that I filed on or about October 10, 2006 concerning my leased 2007 Cadillac Escalade bearing vin # 1GYFK63897R [Redacted] purchased on July 13, 2006 from Pine Belt Automotive Inc, in Toms River, New Jersey.

On the fourth service and final repair visit (as noticed by my previous lemon law letter) with Pine Belt Automotive I was out of town when I was notified that it was supposedly repaired. I conveyed to them that I could not pick up the vehicle until my return. The dealer advised me that they would be able to drive or tow it back to my residence. I obviously would have preferred that they would tow it; but I was happy to learn that I did not have to waste another trip to the dealer and have more lost time.

The point I wish to highlight is the issue of the repair and the mileage that was noticed on the vehicle in question. In regard to the mileage, I brought the vehicle for repairs with 5,539 miles on the odometer and evidenced by the service document. When I got the vehicle back it read 6,007. Other than the ride back home, the mileage should have read 80 miles plus a nominal amount for assumed road testing - **BUT 468 miles?!** Where did they go? What my truck used for the parts and lunch wagon? How many people drove it? No one called me for authorization nor did they advise me on the use of the truck or the mileage.

The only sanction I gave early on was a road test when a mechanic asked to take it home and his home was approximately 80 miles, roundtrip. That was it, no other request was made aware to me - **THIS IS AN OUTRAGE!**

NAC
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11/17/06

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Belleville, New Jersey

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Lemon Law Supplement

The other issue, sorry to say, is the issue for repair was not addressed – the vehicle has the same problem and I cannot accept the vehicle with this defect. I remind you of the safety issues concerned here.

I need you to have the proper representatives contact me in resolving this matter quickly and properly. I have purchased four vehicles from this dealer in under a year; I want a new one to substitute the contract term or start a new contract moving forward with a new vehicle. If you cannot reach these terms, I want a complete refund for the monies I expended and to be compensated for the time I lost traveling to and from the dealer and time I lost from consulting.

I am assessing a short control date for your proposal to resolve this matter giving you ten (10) calendar days of receipt of this letter. I have not referred this matter to an attorney but I am ready to release him the case based on your actions or lack thereof.

You can reach me during the day at [REDACTED] and/or in the evening at [REDACTED]

Sincerely, [REDACTED]

[REDACTED]
Rider:
NHTSA Administrator
400 7th Street SW
Washington, DC 20590
CMRRR- Article No. 7005-1820-0003-0724-1578

Better Business Bureau Autoline Program
Counsel of the BBB, Inc.,
4200 Wilson Blvd, Suite 800
Arlington, VA 22203-1838
CMRRR-Article No. 7005-1820-0003-0724-1608

Pine Belt Automotive, Inc.
71 Route 37 East
Toms River, New Jersey 08753
CMRRR-Article No. 7005-1820-0003-0724-1592