

CL-10214992-

8970



[Redacted]
Dallas, Texas [Redacted]

18 JAN -8 PM 1:59

7007 1490 0405 0904 0305

December 13, 2007

Re: 1G6DM57TX60 [Redacted]
06/CADILLAC/CTS/CTS 2. 8L V6
Approximate Mileage: 28,200 (Warranty)

To The Administrator-National Highway Traffic Safety
400 Seventh St., SW.
Washington, DC 20590

BBB Auto

BBB Auto Line Program
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard---Suite 800
Arlington, VA 22203-1838
703/276-0634

FAXED

By: [Redacted]

Date: 12/14/07

1 of 29 pages

(703) 276-0634

6 pages plus No.# of 23 Enclosure's/Attachment's.

To All Parties Above:

This is a "formal" complaint. Our car is still under warranty (Approximately 28,200 miles). This is also about a "safety" issue (the dangerous brakes to our vehicle after a previous and unnecessary request to drive our car 100 miles (via Michael Davis), as well as a promise of a "free oil change" and "free detailing" to our car (via Mr. Gerald Brooks (Coney) after experiencing again, another previous and "horrific" customer service experience). A "proper estimate" request, for our broken rearview mirror (left- via 4 previous and different estimate's); and installation hardware to our lighter's (front and back).

The people involved in the most recent issue's are the following:

- Wayne Massey-General Manager, Massey Cadillac
- Michael Davis-Blue Team Service Manager, Massey Cadillac
- Alex Rodriguez-Service Director, Massey Cadillac
- Gerald Brooks(Coney)-Body Shop Director, Massey Cadillac

On Wednesday, December 05, 2007, we had a scheduled appointment at Massey Cadillac for servicing to our 2006 CTS (see letter dated, November 28, 2007 included in this "formal" complaint filing/fax).

When I [Redacted], arrived at Massey on December 05, 2007, I pulled into the service garage and waited approximately 6-7 minutes for a serviceman to come to my car. It didn't happen. I was totally ignored by all of the servicemen. I could see them, and they saw me (but I was totally ignored by all of them).

(Page 1 of 6 page's plus all documented Enclosure's)

ET
01/06/08
KJ

of the 1page note written to Mr. Massey dated, 12/05/07 @ 11:58a.m. signed by me on the back of a "Massey Cadillac Facsimile Transmittal Sheet" and included in this writing/filing).

For the record, I am tired of the blatant "racism and discrimination" practiced by this dealership's employee's. If I were a "male", this wouldn't have occurred. If I were of the "anglo race", this wouldn't have occurred. I've watched the way both, are treated on many other occasion's, during numerous visit's to Massey. There is a significant, and noticeable difference in treatment. It's a "serious internal problem" that requires special attention. It's not good for Cadillac's reputation. It is also my opinion, that their practice of racism/discrimination didn't just begin with me. It's performed too well, each visit.

There were no indication's on this day, that a scheduled servicing was expected(where we were concerned). The Customer Service that I received, was like always (another terrible and "horrific" experience). Therefore, it was in my "best interest", to leave with my car(on this day).

It was my purpose, to eliminate "any and all" complication's by confirming the said scheduling/appointment in writing to Massey's General Manager (prior to arriving on December 05, 2007). However, it didn't matter.

When I reported, the situation to Mr. Massey(on this same day), he treated the situation as if he wasn't surprised. He acted as if, my scheduled appointment meant "NOTHING". He made no comment's to Michael Davis' "improper and repeated behavior" demonstrated towards me. He summoned Mr. Rodriguez and Mr. Davis to his office. When they arrived, Mr. Davis reported to Mr. Massey that all he was trying to do was offer me "great" Customer Service. Mr. Rodriguez stated, that they were not racist or discriminatory(citing, "we have customer's of all race's").

I strongly "Dispute" Davis' claim of his "offer of great customer service".

I advised Mr. Rodriguez, Mr. Davis and Mr. Massey that I didn't feel comfortable speaking with them (three people-Massey Cadillac, against one-Customer) on numerous occasion's on this day. Mr. Massey, stated, "well you are accusing us of being "racist". You need to explain yourself". I advised him, I know what "racism and discrimination" feels like. This world is full of many different race's of people. But that fact, isn't indication that "racism and discrimination" doesn't exist at Massey Cadillac(must less this world/city). As we all know, there wouldn't be law's against the "improper behavior" if it didn't exist.

As of today, December 13, 2007, our car is still under warranty and in need

(3)

MAILED

BY: [REDACTED]

Date: 3/07/08

pages

12/11/07

12/11/07

the fuel gage(fluctuating). We approved it, not knowing at the time that Cadillac was already aware of the fuel gage fluctuation(see page 3-46 of the 2006 Cadillac CTS/CTS-V Owner Manual-see copy included in this writing):

"Fuel Gage

The fuel gage shows approximately how much fuel is in the tank. It works only when the ignition is in ON.

If the fuel supply gets low, the Fuel Level Low message will appear on the DIC and a single chime will sound. See DIC Warnings and Messages on page 3-61 for more information.

Hear are a few concerns some owners have had about the fuel gage. All of these situations are normal and do not indicate that anything is wrong with the fuel gage:

- At the gas station the gas pump shuts off before the gage reads full.
- The gage may change when you turn, stop quickly or accelerate quickly.
- It takes a little more or less fuel to fill the tank than the gage indicated. For example, the gage may have indicated that the tank was half full, but it actually took a little more or less than half the tank's capacity to fill the tank."

As of today, December 13, 2007, our car hasn't ran the same since receiving it on the 16th of October 2007. We have been experiencing problem's with our "braking system" (as described in our letter dated, November 28, 2007). We had no problems with our "braking system" prior to October 16, 2007.

It is important to document here, that our car is a GMAC "Smart Buy" (which we totally disagreed with at the time of purchase/and recalling of our first 2006 CTS (see faxed letter addressed to Mr. Massey dated, April 27, 2006 included in this writing). However, we were forced to accept the "Smart Buy", because we had already traded-in our 2002 Grand Am SE-VIN NO# 1G2NE52FFX2C [REDACTED] We were told that our car had been SOLD.

The "Smart Buy" Inspecting Your Vehicle For Wear states:

-MECHANICAL/ELECTRICAL AND MAINTENANCE:

"Does everything work the way it's supposed to? That includes power equipment, lights, audio equipment, security systems and other mechanical or electrical components. Has scheduled maintenance been performed as required?"

"Vehicle maintenance is the owner's responsibility."

-ALTERATIONS:

"Has anything been done to the vehicle that alters its appearance or performance?"

(5)

RECEIVED BY [REDACTED] DATE: 12/14/07
BBB 4/07
BBB 2/09
BBB 7/10
BBB 1/10

-GLASS AND LENSES:

"Examine the windshield - front and rear - and side windows for damage. Headlight, brake light, turn signal and all other lamp lenses should be checked."

When I received our car on the 16th of October 2007, it hadn't been detailed (this was reported to Mr. Massey before leaving the dealership on this same day). He promised, to have our car detailed, during the next servicing of our vehicle.

I also reported to him, that our car had been driven 135 mile's instead of the 100 miles requested (However, on their invoice it is documented: "25616 Fill Vehicle With Fuel And Test Drive 90 Miles. Unable To Duplicate Condition"(see complete letter plus enclosure's dated, November 28, 2007). Our mileage was 25616 when we left our car with Massey. It was 25751 when we received it from Massey(I documented it before leaving).

On September 08, 2007, we took our car to Massey for "Body Repairs" (due to a uninsured motorists' damage to our bumper). We requested at the time, to have the "depreciated value" of our car to submit to our insurance company. As of today, December 12, 2007, we have not received the "depreciated value"(see 1 page copy of a signed request dated, September 20, 2007 faxed on the same date at 12:34 midnight to Mr. Gerald (Coney) Brooks).

The other copy's of documented letter's are included in this writing, to be included in this filing with our BBB Auto "FORMAL" Complaint.

Requested Resolve:

To be made whole. "Early Release" from our contract (Smart Buy-GMAC). Massey, breached contract with us. Our car will probably "never" drive the same or be repaired properly again (retaliation). There's no "trust" after this last incident.

I look forward to hearing from you soon.

[Redacted signature area]

12/13/07
December 13, 2007.

Enclosure's: As documented through out this filing.

cc: Office of the Attorney General.
To All Other's Concerned.

(6)

RECEIVED BY [Redacted] Date: 12/14/07
to copy of 29 Nov 07

[Redacted]
Dallas, Texas [Redacted]

November 28, 2007

Via Certified Mail: 7007 0710 0002 5956 8476

Re: Brake System Inspection: (Brake System Warning Light; ABS System Warning Light; Traction Control Warning Light; Car Detailing; Front Lighter doesn't work/never has and Proper estimate for Left Driver Rear View Mirror.

Massey Cadillac, Inc.
Attn: Mr. Wayne Massey
11675 LBJ Freeway
Garland, Texas 75041

FAKED Date: *12/14/07*
10:6 PM EST TX 60
BBB Auto

Dear Mr. Massey:
Cadillac's Commitment to us states: "We are committed to assuring your satisfaction with your new Cadillac. Your Cadillac dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period."

This letter is confirming Wednesday, December 05, 2007 as the scheduled servicing appointment date for our car (2006 Cadillac CTS - Brake System Warning Light; ABS System Warning Light; Traction Control Warning Light; front lighter doesn't work inside of car; and Car detailing) per our telephone conversation at approximately 6:00pm. According to you, Massey will not have a loaner car until the above scheduled day/date.

Description of Concern: When turning into a parking space (left or right); or making a u-turn, a loud dragging noise is heard and felt. Even though my foot is on the brake, the car continue's to roll, and growl (preventing me from any control and all light's mentioned above lite-up when this happens). It's a very dangerous, unsafe and fearful experience.

On Monday, November 26, 2007, I [Redacted] finally contacted to you (via your telephone voice mail) concerning the situation and complication's with our car. I've been experiencing the problem described above (intermittently), since it was last serviced around October 11, 2007 (Free oil change-via Mr. Coney; Free Detailing-via Mr. Coney); Fuel gage fluctuates. I reported to you in writing (October 16, 2007), that there was no "Detailing" to my car (upon pick-up).

1 page of 3 plus documented attachment's.

As reported to you on November 26, 2007, I tried to contact you prior to November 26, 2007, and was told that you were in a meeting (each time). I also attempted to contact the service manager (via Mike Rich-Blue Team Service Manager). After he transferred me to the service manager, the telephone just rang. Mr. Rich, came back on line and stated, that he wasn't answering his page. He asked me, if there was anything he could do for me. I informed him that my vehicle needed servicing, but I would try to contact you about our concern's.

Our decision was based on our last two service visit's to Massey Cadillac (See copy of 3 page note hand-given to you on October 11, 2007 by me [REDACTED] at approximately 11:32am included in this writing):

"Mr. Massey 11:32am 10/11/07

I brought my car in today for service maintenance (oil change; gas excess; gas hand waivering back and forth. I believe that my mileage is approximately 25,616 (within my warranty). Everytime I come for servicing, there seems to be a problem. I'm told today, that I would need to leave my car for servicing. However, it's my understanding that the only available loaner is a Envoy (via Enterprise). I'm not comfortable driving a truck of any kind. I explained this on my last horrible experience here (a month ago). I need a loaner car to drive comparable to my car. This isn't much to ask.

Mr. Coney, promised me a free oil change and detailing from my last horrible experience here. I'm here today to receive the promised service, as well as the other servicing mentioned. However, I don't know why there's always complication's where I am concerned. Also, I will be writing you later concerning my side mirror (shattered on the driver's side). It was struck by a rock from a 18 wheeler. I have gotten at least 4 different estimate's on it. Respectful [REDACTED] 10/11/07 P.S. You can telephone me when you have a car available".

As for the different estimate's to replace the rearview mirror (left - driver's side), I have enclosed and numbered them (#1 thru #4 see enclosed and highlighted #1 = [REDACTED] #2 = [REDACTED]; #3 = [REDACTED] .5; and #4 = [REDACTED].

I am also including a copy of the last invoice (301987-2pages) received on October 16, 2007: Service Advisor: 15437 Michael G Davis; VIN: 1G6DM57TX60 [REDACTED] LICENSE [REDACTED]; MILEAGE IN/OUT: 25616/25616. The invoice doesn't indicate, the 135 miles driven by your service department. It was reported to us (via a telephone call by Mr. Davis), that it was necessary to drive our car 100 miles in order to ascertain what was causing the flucuation of the fuel gage. We did give him our permission. However, we later read according to the 2006 CTS/CTS-V Owner Manual (see copy of page 3-46 also included in this writing) documented.

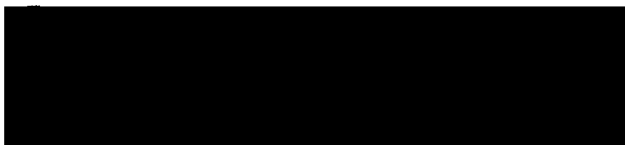
2 pages of 3 plus documented attachment's.

By: BBB Auto [REDACTED]
Date: 8 of 29 pages - Enclosure
1G6DM57TX60 [REDACTED]
12/14/07.

"Here are a few concerns some owners have had about the fuel gage. All of these situations are normal and do not indicate that anything is wrong with the fuel gage:

- At the gas station the gas pump shuts off before the gage reads full.
- The gage may change when you turn, stop quickly or accelerate quickly.
- It takes a little more or less fuel to fill the tank than the gage indicated. For example, the gage may have indicated that the tank was half full, but it actually took a little more or less than half the tank's capacity to fill the tank."

We would like to be treated as all other customer's are treated. Your attention to our concern's are appreciated. If I failed to mention anything, I will telephone you.



11/28/07

November 28, 2007.

Documented Attachment's: As indicated in this letter.

cc: Filed.

3 pages of 3 plus documented attachment's.

INDEXED

By: [Redacted]
Date: [Redacted]

BBB Auto [Redacted]
page 9 of 29 pages
136DM57TX60 [Redacted]
12/14/07 - Enclosure.

11:32 AM
Mr. Massey 10/11/07

- I brought my car in today for service maintenance (oil change; gas excess; gas hand wavering back and forth.)

- I believe that my mileage is approximately 25,616 (within my warranty). Everytime I come for servicing, there seems to be a problem.

- I'm told today that I would need to leave my car for servicing. However, it's my understanding that the only available leader is a Envoy (via enterprise).

→ next page

SEARCHED By: LO 01/29/08 - BB B Auto
Date: 12/14/07 - Enclosure
186DM57TA60

page #2 10/11/07
I'm not comfortable driving a truck of any kind. I explained this on my last horrible experience here (a month ago).

I need a leaner car to drive comparable to my car. This isn't much to ask.

Mr. Coney, promised me a free oil change & detailing from my last horrible experience here. I'm here today to receive the promised service, as well as the other servicing mentioned.

However, I don't know why there's always complications → over

RECEIVED
By: Bob Auto - 11 pages of 29.
Date: 12/14/07 (106DMS7TX60
Enclosure)

where I am
concerned.

Also, I will be
writing you later
concerning my
side mirror (shattered
on the driver's side).
It was struck by
a rock from a
18 wheeler. I have
gotten at least
4 different estimates
on it.

Respectfully
[Redacted Signature]

P.S. You can
telephone me
when you have
a call available.

88892694 277 03

Our tradition at Crest Auto Group is to
proudly create a team atmosphere that
empowers us to achieve and succeed in
every aspect of our dealership; always
surpassing our customer's expectations.

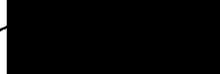
(#1)

166DM57TX60



FIXED

By:



BBB Auto

Date:

Page 12 of 29 pages - Enclosure
12/14/09 166DM57TX60



(#2)

Approx 436.00

After Coupon

LOF
Rotate
Fuel F.
Mirror



FAXED

By

Date: 13 of 29 pages
1/14/07
Enclosure,

BBB Auto



Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: 1G6DM57TX60 Year/Model: Date:

Repair Order #: VIN (last 8 digits): Odometer: MI: MII:

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR



Subscription activated

Remaining engine oil life: % Reset: N/A:

Air Conditioning Performance

WIPER BLADES

CHECK TIRES AND TREAD DEPTH

CHECK BATTERY

Diagram of windshield wipers with labels LF and RF.

LF: _____

RF: _____

Rear (if applicable)

Windshield condition

Cracks _____ Chips _____

(Check exterior condition)

LF 8/32 or Greater
7/32 to 4/32
3/32 or Less

RF 8/32 or Greater
7/32 to 4/32
3/32 or Less

PSI@: _____ set to: _____ PSI

LR 8/32 or Greater
7/32 to 4/32
3/32 or Less

RR 8/32 or Greater
7/32 to 4/32
3/32 or Less

PSI@: _____ set to: _____ PSI

(Check lamps)

Lowest Tread Depth: _____/32

Rotation needed Alignment needed Balance needed

Rotation performed Alignment performed Balance performed

LF LR RR

Wear Pattern/Damage

Diagram of a battery with label ACDelco.

Battery condition

Battery cables and connections

CHECK FLUID LEVELS

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

OK	FILLED	REQUIRES ATTENTION
<input type="checkbox"/>	Engine oil	<input type="checkbox"/>
<input type="checkbox"/>	Brake fluid reservoir	<input type="checkbox"/>
<input type="checkbox"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="checkbox"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input type="checkbox"/>	Power steering	<input type="checkbox"/>
<input type="checkbox"/>	Windshield washer	<input type="checkbox"/>

Diagram of a brake disc with labels LF and LR.

LF 7 mm (9/32) or greater
6 mm (8/32) to 4 mm (5/32)
3 mm (4/32) or less

LR 4 mm (5/32) or greater
3 mm (4/32)
2 mm (3/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

COMMENTS

- Inspect for visible leaks:
- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts - also check operation
- Inspect visual condition:
- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

(RM) 88892694 Nissan X-terra
BIN60 \$252.80 [25]
IN STOCK

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI Required Performed

MII Required Performed

Required Performed

09/04/2007 at 10:17 AM
34275

Job Number:

MASSEY CADILLAC, INC.

License #:34275 Federal ID #:460476882
11675 LBJ FREEWAY
GARLAND, TX 75047
(972)840-4100 Fax: (972)840-4306

PRELIMINARY ESTIMATE

Written By: TIM SHEPHERD
Adjuster:

Insured:	[REDACTED]	Claim #	
Owner:	[REDACTED]	Policy #	
Address:	[REDACTED]	Deductible:	
Day:		Date of Loss:	
Evening:		Type of Loss:	
Inspect Location:		Point of Impact:	
Insurance Company:			

BBB Auto
By: 14 of 29 pages
Date: 12/14/07 - Enclosure
(1G6DM57TX60 [REDACTED])

Days to Repair

2006 CADI CTS 6-2.8L-FI 4D SED Int:

VIN: 1G6DM57TX60 [REDACTED] Lic: Prod Date: Odometer:

- | | | |
|---------------------------|----------------------|-----------------------|
| Air Conditioning | Rear Defogger | Tilt Wheel |
| Cruise Control | Intermittent Wipers | Keyless Entry |
| Steering Wheel Controls | Dual Mirrors | Console/Storage |
| Traction Control | Fog Lamps | Clear Coat Paint |
| Metallic Paint | Power Steering | Power Brakes |
| Power Windows | Power Locks | Power Driver Seat |
| Power Mirrors | AM Radio | FM Radio |
| Stereo | Search/Seek | CD Player |
| Anti-Lock Brakes (4) | Driver Air Bag | Passenger Air Bag |
| Front Side Impact Air Bag | 4 Wheel Disc Brakes | Leather Seats |
| Bucket Seats | 6 Speed Transmission | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT DOOR				
2	Repl	LT Mirror assy w/o power fold	1	[REDACTED]	0.4	0.8
3	Add	for Clear Coat		[REDACTED]		0.2
Subtotals ==>				[REDACTED]	0.4	1.0

PRELIMINARY ESTIMATE

2006 CADI CTS 6-2.8L-FI 4D SED Int:

PAID BY:
12/14/07
LIB6 DM57TX60
Enclosure

(BBA
[Redacted]

Parts			
Body Labor	0.4 hrs @	\$ 40.00/hr	
Paint Labor	1.0 hrs @	\$ 40.00/hr	
Paint Supplies	1.0 hrs @	\$ 28.00/hr	
Body Supplies	0.4 hrs @	\$ 0.50/hr	

SUBTOTAL			\$
Sales Tax	\$ [Redacted]	@ 8.2500%	

GRAND TOTAL			\$
-------------	--	--	----

ADJUSTMENTS:
Deductible

CUSTOMER PAY			\$
INSURANCE PAY			\$

THIS IS JUST AN ESTIMATE BASED ON VISIBLE DAMAGE UPON INSPECTION ONLY. THIS IS NOT A CONTRACT FOR REPAIRS. ANY UNSEEN OR HIDDEN DAMAGE DURING THE REPAIR PROCESS WILL BE REPORTED TO THE NECESSARY PERSON OR PERSONS WITH A SUPPLEMENTAL AMOUNT.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1BK03 Database Date 07/2007, CCC Data Date 07/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

COVER SHEET

To: Mr. Wayne Massey, Massey Cadillac General Manager

From: [REDACTED] Consumers

Date: April 27, 2006

Fax: 972/840-432 [REDACTED]

FAXED By [REDACTED] Date: 4/27/06 @ 12:45p

Message:

Good afternoon. We are writing you concerning the telephone calls received yesterday, April 26, 2006, from Mr. Troutman-Salesman and yourself.

At approximately, 5:10p.m. yesterday, Mr. Troutman telephone our home. I returned the telephone call immediately. He stated, that we needed to come to Massey to sign another contract. He mentioned GMAC and the monthly payments being decreased. I ask him what was the decrease and he stated, that he didn't know. I requested that he ask and telephone us back. He did, with a increase of [REDACTED] monthly. I explained to him, that [REDACTED] was an increase. He stated, "well I don't know call Wayne, he's dealing with it now. I'm not making any money off of it now because he had to eat about [REDACTED] of the sale. GM, only approved the car for [REDACTED] Just call Wayne and he'll explain it to you". I stated, so basically you don't care? He stated, yeah! I told him that I would write you instead, and we hung up.

At approximately 6:01pm, you telephoned and left a message on the voice mail. At approximately 6:03pm, you telephoned, again. My ringer isn't working on my telephone in my bedroom(which is why I had to phone Mr. Troutman back the first time he phoned. The children told me that the telephone was ringing). Anyway, you stated, that we needed to come sign another contract(our monthly payments would be [REDACTED] monthly instead of the 47payments of [REDACTED] monthly beginning 05/22/2006-signed contract dated 04/07/2006, and 1 payment of [REDACTED] final payment due on 04/22/2010).

As you know, we expressed our feelings about the above "lease" GMAC-Smart Buy contract(above)in our letter to you(Via Certified Mail: 7005 1820 0003 8732 8404 - 3 pages, dated April 12, 2006). We want you to know, that we have never had to sign 3 contracts for a car before. We also want to make it "clear" to you, that we have all intentions on purchasing the car that we now have, and hope that Massey Cadillac will not make it a difficult transaction for us. We want to make it "clear" to you, that our intentions are just as they were when you met us(to purchase a new car - 2006 CTS). We want to make it "clear" to you, that we aren't happy customer's right now. There's been some "trust" lost by us. We have been deceived, disappointed, and disrespected(which goes totally

FAXED Date: 4/27/06 @ 12:45p
1960 DMS TRUBO
[REDACTED]

against Massey Cadillac's Mission Statement). However, we are trying to remain positive.

Hopefully, this will be our last contract to sign.

Because of DeCarlo's work schedule, we can't come sign the new contract until Saturday, April 29, 2006. We would like to have our attorney view the contract before signing it this time, as well as some time to read it ourselves. If you would fax a copy of it to us today, April 27, 2006, it would be greatly appreciated(972/228-1868-Please phone before faxing it so that I can turn on the fax machine. The telephone line and fax machine are of the same telephone line). I forgot to ask you, if it was a purchase contract or another lease contract. We prefer, a purchase contract(we signed a purchase contract the first time, on February 11, 2006 - safety recall).

Your cooperation will be greatly appreciated.

Sincerely,

[Redacted signature area]

April 27, 2006.
April 27, 2006.

Page 2 of 2

FAXED BY
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21 pp of 29
Enclosure
1640MS7K60

[Redacted]

FAXED BY
Date:

BBB Auto

[REDACTED]
Dallas, Texas [REDACTED]

April 12, 2006

Via Certified Mail: 7005 1820 0003 8732 8404

Massey Cadillac
Attn: Wayne Massey
11675 LBJ Freeway
Garland, Texas 75041

FAKED

By: [REDACTED]
Date: [REDACTED]

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BBB Photo - 12/14/07
Enclosure
UG6DM5TXLP

7005 1820 0003 8732 8404

Mr. Massey:

On April 03, 2006, I faxed(972)840-4328 you 10 pages concerning a "Safety Recall Notice" received on the 2006 Cadillac CTS that we purchased on February 11, 2006. On this same day, we had a scheduled appointment for repairs(concerning the same recall notice). We were very dissatisfied with the service received on this day. Later, we spoke with you concerning the part that fell from under the car after servicing was done. Mr. Johnny drove a loaner vehicle back to our house and drove our car to Massey.

On April 05, 2006, Mr. Troutman telephoned to say that he had been conversing with you for the past five days about our car situation. He stated, that you and he had concluded to take us out of the car purchased on February 11, 2006 and put us in another new car. I ask him, Why? and he stated, "because of the recall". He then asked, "when can you come to Massey. I advised him, that Carlo was at work. I explained to him, that I wasn't willing to pay more than the [REDACTED] that I was already paying. He stated, that we would "all" sit down and discuss a


SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: **** Confidential**
 Mr. Wayne Massey
 Massey Cadillac, Inc.
 11675 LBJ Freeway
 Garland, TX 75041

2. Article Number (Transfer from service label) **7007 0710 0002 5956 8476**

COMPLETE THIS SECTION ON DELIVERY

A. Signature 
 Agent
 Addressee
 C. Date of Delivery **11/3/07**
 D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No


3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

FAKED By: *BBB Auto*
 Date: *12/14/07*
11675 LBJ Freeway
Garland, TX 75041

7005 1820 0003 8732 8404

RECEIPT


GARLAND, TX 

Postage	0.39	UNIT ID: 0224
Certified Fee	2.40	
Return Receipt Fee (Endorsement Required)		Postmark Here
Restricted Delivery Fee (Endorsement Required)		Clerk: KNY71K
Total Postage & Fees	2.79	04/13/06

Sent to: *Mr. Wayne Massey*
 Street, Apt. No. or PO Box No.: *11675 LBJ Freeway*
 City, State, ZIP+4: *Garland, TX 75041*

7007 0710 0002 5956 8476

CERTIFIED MAIL RECEIPT
 (Domestic Mail Only. No Insurance Coverage Provided)

GARLAND, TX 

Postage	\$ 0.75	0224 07 Postmark Here 11/30 5:55pm
Certified Fee	\$2.65	
Return Receipt Fee (Endorsement Required)	\$2.15	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$5.55	11/29/2007

Sent to: *Mr. Wayne Massey*
 Street, Apt. No. or PO Box No.: *11675 LBJ Freeway*
 City, State, ZIP+4: *Garland, TX 75041*

Mr. Massey; 12/05/07 11:58 Am

I am taking my car back home. We can deal with this under different circumstances.

BBB Auto Enclosure

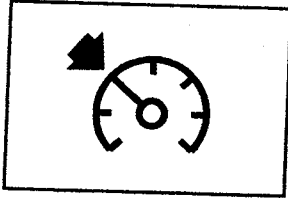
FIXED By: 12/05/07 Date: 12/14/07
IG6DM57X60

I will not deal with the racism from your staff,

I will not stand while your service technician reads my letter (sent to you via certified mail dated 11/03/07 (according to the postal service it was received 11/02/07). Today is 11/05/07, he has had plenty of time to read. This was a scheduled appointment. I have received terrible customer service I arrived here @ 11:35 Am.

12/05/07

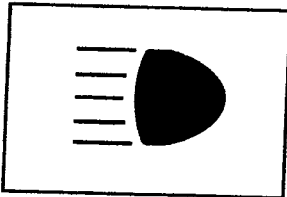
Cruise Control Light



This light comes on whenever you set your cruise control.

The light will go out when the cruise control is turned off. See *Cruise Control* on page 3-13 for more information.

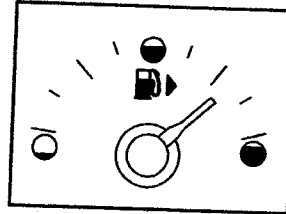
Highbeam On Light



This light comes on whenever the high-beam headlamps are on.

See *Headlamp High/Low-Beam Changer* on page 3-10 for more information.

Fuel Gage



The fuel gage shows approximately how much fuel is in the tank. It works only when the ignition is in ON.

If the fuel supply gets low, the Fuel Level Low message will appear on the DIC and a single chime will sound. See *DIC Warnings and Messages* on page 3-61 for more information.

Here are a few concerns some owners have had about the fuel gage. All of these situations are normal and do not indicate that anything is wrong with the fuel gage:

- At the gas station the gas pump shuts off before the gage reads full.
- The gage may change when you turn, stop quickly or accelerate quickly.
- It takes a little more or less fuel to fill the tank than the gage indicated. For example, the gage may have indicated that the tank was half full, but it actually took a little more or less than half the tank's capacity to fill the tank.

3-46

FAXED

By: *BBB Auto*
1G6DM5TXX60

Date: *18 of 29 pages Enclosure - 12/14/07*

"COVER SHEET"

TO: Mr. Wayne Massey, Massey Cadillac-Gen. Manager.

FROM: [REDACTED] Consumer

DATE: April 03, 2006

FAX TO: 972/840-4328 10pages. [REDACTED] 10310

RE: "SAFETY RECALL NOTICE" , detailing of car, touch-ups of car, and unsatisfactory service received this morning. 2006 CTS purchase date, February 11, 2006(VIN 1G6DM571T160 [REDACTED])

Message:

On March 29, 2006, a fax was sent to Mr. John Troutman concerning a "safety recall notice". Later on this same day, Mr. Troutman telephoned and left a voice mail message for us to telephone Mr. Neighbors-servicing for a appointment for the "safety recall". We also spoke with Mr. Troutman concerning the interior detailing promised(since it was never done at the time of purchase). He stated, that he would set it up at the time of servicing(10am today, April 03, 2006).

We have brought the car back on many many occasions since purchasing for touch-ups, etc.. To make a long story short, we aren't satisfied with the service provided today, April 03 2006(in spite of a scheduled appointment for service-see copy of 2page work order). It is our understanding, that no work was necessary to the "safety recall"(Customer No. 49538-[REDACTED])
Tag No. [REDACTED] - Invoice No. CDCS258170 - License No. [REDACTED] - Mileage 8, 993 - Color Silver Smok - Stock No. 260017 - Year/Make/Model 06/Cadillac/CTS/CTS 2.8L V6 - Deliver Date 02/11/06 - Delivery Miles

INDEXED
Date: [REDACTED]

CDCS

BBB Auto

17707 - (Customer) - page 27 of 29 pages, 57X60185561)

5,814 pg. 1 of 1 plus GM Goodwrench Multi-point vehicle inspection form. I noticed that there was no indication of an oil change necessary. Is it time for an oil change? If so, how much is it?

***According to the recall notice, "If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while you vehicle is at the dealership for this repair."(see copy enclosed with this fax). Because I didn't have a credit card, no courtesy car was provided(by Enterprise or Massey).**

When I arrived home(after the servicing of the car- approximately 11:45 a.m.), something plastic fell from under the front of the car. We spoke with Alex Rodriguez who requested that we dial 1-800-882-1112, roadside service was sent here to inspect the problem(see copy of Massey Cadillac 11501 E. Northwest Highway, Dallas, Texas 75218 dated, 4-3-06 written by 6328; Roadside Service Call# 0604710055).

After you spoke with 6328(at approximately 1:30pm), it was decided to send someone with a car and pick up our vehicle for repair.

It was discussed with Mr. Troutman last week that my wife had some things scheduled for today. One of which, was to pick up our son's Graduation Announcements and other senior accessories during the schools lunch time(this was the only day, that they would be at the school). Because of the events of today, we will have to drive to Mesquite to pick them up(see notice also included with this fax). As of this fax, no one has arrived.

RECEIVED
BY: [Redacted]
DATE: 04/14/06
19714/07 - [Redacted]
6328
CBBB [Redacted]

[Redacted]

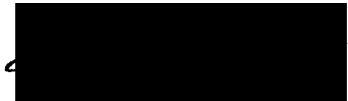
04/03/06

Dissatisfied Consumer. 04/03/06.

[Redacted]

"COVER SHEET"

To: **Mr. Gerald Coney, Body Shop Manager**
Massey Cadillac, Inc.
11675 LBJ Freeway
Garland, Texas 75041



FAXED By: [Redacted]
Date: 09/20/07
@ 12:34 mid.

From: [Redacted]

Consumers

Date: **September 20, 2007**

Re: **Recent Body Repairs CTS - 1G6DM57TX60** [Redacted]

Faxed To: **972/840-4306** Page 1 of 1.

Message:

Mr. Coney, we didn't receive the "depreciated value" of our car as we requested from you (while repairs were being done September 04-10, 2007). We would like to submit the information to the insurance company. You stated, that you would speak to Mr. Massey. However, you didn't get back to us.

If you could please provide us with this information, it will be greatly appreciated.



September 20, 2007
September 20, 2007

FAXED By: [Redacted]
Date: [Redacted]
2nd Receipt
09/21/07

FAXED By: [Redacted]
Date: 12/04/07
29 pgs of 29. [Redacted]
Enclosure
1G6DM57TX60 [Redacted]

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