

CL-10219544-3538

February 21, 2008

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

2008 FEB 27 PM 2:26

2008 FEB 26 P 3:17

Re: 95V-224
1996 Cadillac Eldorado VIN # 1G6EL12YXTU [REDACTED] (75K miles)

Dear Administrator,

I am writing you out of concern for a safety flaw with my 1996 Cadillac Eldorado. After driving my Eldorado for 45 minutes I experience loss of gauges, auto headlights, warning lamps and turn signal indicators. When this condition occurs it is usually on the freeway and everything blinks and flashes as if a switch was being rapidly turned on and off, after 2 minutes of this everything goes black. Sometimes after 20 more minutes of driving the cycle will repeat itself. I would speculate this is a short circuit or temperature related problem.

I have done considerable research of this problem and discovered that Cadillac issued a recall for these exact symptoms in recall campaign 96-C-10 (NHTSA #95V-224). This recall applied to all affected Cadillac Eldorados regardless of age, mileage, or ownership.

I have contacted Cadillac through their dealerships and also Cadillac headquarters regarding this issue. Cadillac has been very uncooperative in my attempts to remedy this safety issue. On all occasions I have spoke with Cadillac their response has been to deny that there is any such recall for a gauge problem with 1996 Eldorados. When I provide them with the recall number they claim it is not in their system. Only after I offer to fax them a copy of the recall are they able to find it in their system. They have now taken the position that my Eldorado falls outside of the production dates for this problem.

If my Cadillac is outside of the production dates of the recall then it is because Cadillac has underestimated or underreported the number of vehicles affected by this manufacturing flaw and given the record keeping I've seen so far I'm not surprised.

I do not expect Cadillac to warranty a 12 year old vehicle but I do expect them to address known safety issues that should have been corrected when the vehicle was new. I have asked Cadillac to perform this recall on my vehicle and agreed to be responsible for any further repairs in the event this does not remedy the problem. Cadillac has denied my request. I am asking your organization to direct Cadillac to perform this recall on my vehicle and investigate if there are more vehicles than Cadillac reported that should have been included in this campaign.

Sincerely

[REDACTED]

Anacortes, WA [REDACTED]

[REDACTED]

cc: Cadillac Motors
att: CM 1-14-08

LET
2/28/08
KB

January 14, 2008

COPY

Cadillac Motors
PO BOX 33169
Detroit, Michigan 48232-5169

RE: NHTSA 95V224000

Dear Sirs,

My 1996 Cadillac Eldorado (VIN 1G6EL12YXTU [REDACTED]) is exhibiting intermittent instrument cluster failures. In researching this problem I discovered Cadillac had issued a recall for this exact problem. For some reason my VIN was not included in this recall. My vehicle has exactly the same symptoms as described in this recall. I believe Cadillac may have under reported or underestimated the VIN numbers affected by this recall.

I would like for Cadillac to perform this recall on my Vehicle. Should this not remedy the problem I will assume responsibility for any additional repairs.

Sincerely,

[REDACTED]

Anacortes, WA [REDACTED]

[REDACTED]