

Jackson, Norris <NHTSA>

CL-10241914-8673

2009 MAY -5 PM 3:31

From: NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]
Sent: Monday, May 04, 2009 2:44 PM
To: hotline-inquiries, NHTSA <NHTSA>
Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: Cadillac defective steering
Case Number:96113

Escalation: NHTSA **Status:** Closed
Date: 2009-05-04 **Time:** 14:44:44
Creation Date:2009-05-02 **Creation Time:**22:02:06

Description:

Entered on 05/04/2009 at 14:44:43 EDT (GMT-0400) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication

5/4/2009

ET
3:32
5/5/09
NJT

of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 05/02/2009 at 22:02:05 EDT (GMT-0400) by [REDACTED]

From: [REDACTED]

Comments:

Please refer to my complaint of last year, ODI ID Number 10241914. This problem has been a recurring problem and is getting worse. The power steering quits working during rainy weather, even when not driving through water. The mere high humidity causes the steering to malfunction. Today my wife drove the car and had near collisions three times due to the steering problem. Our authorized Cadillac dealer says this is a problem with all 2004 Cadillacs and is due to their design. Something must be done before somebody gets killed or seriously injured.

Please let me know if there is anything I can do to force General Motors to correct the problem.

Thank you,

[REDACTED]
From NHTSA Web Site.

Contact Information:

Last Name: [REDACTED]

First Name: [REDACTED]

Email Address: [REDACTED]

NHTSA ID: 84910

[.appriver.com](http://www.nhtsa.gov)

ODI #:

10241914