

August 22, 2008

CL-10242630-9810 2008 SEP 12 PM 2:47

CADILLAC CUSTOMER ASSISTANCE CENTER
CADILLAC MOTOR CAR DIVISION
PO BOX 33169
DETROIT MI 48232-5169

2008 AUG 28 A 2:22

TRAFFIC SAFETY

RE: Case No. _____

Dear Customer Assistance Center:

I called Cadillac Customer Assistance Center on August 13, 2008 with what I consider to be a serious safety defect with my 2008 Cadillac DTS Performance Sedan and have requested the repurchase of this car which I purchased September 29, 2007.

I have had this car in for repair three times for the following safety concern. While driving the chime sounds, doors unlock and lock, gauges and speedometer go to zero and cruise control disengages all happens simultaneously. Then the traction light comes on, gages come back up, the following messages come up on the drivers information screen, service brake assist, service park assist, service stabilitrak and cruise will not resume you must reset.

On August 13th I received a call from Cadillac telling me that on August 18th between 1:00 and 3:00 pm Eastern Standard Time Jessica White a Cadillac Mediator Specialist would me. I called Cadillac Customer Assistance Center at 3:30 pm to see why I received no call and was told she would be calling me August 19th between 1:00 and 3:00 pm Eastern Standard Time. I again called Cadillac Customer Assistance Center at 3:10 pm to see why I had not received a call and was told I would receive a call August 20th at 11:00 am Eastern Standard Times from Jessica White and if she could not call, he would be calling me, still no call.

Therefore I am writing this letter in an effort to resolve this serious safety defect.

Respectfully Submitted,

Deerfield OH

Ph
Fa

cc: National Highway Traffic Safety administration

ET
2:48
9/12/08
N.J.