

JUN 21 2010

6

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
Evansville, IN [REDACTED]

June 14, 2010

US Department of Transportation
NATSA
Office of Investigation NVS-210
1200 New Jersey Ave SE West Building
Washington DC 20590

RE: 2005 Cadillac Power Steering

To Whom It May Concern:

Attached are letters that have been previously submitted to the local dealership (Wright Motors Evansville, IN) and General Motors (Corporate Office Detroit, MI).

We did receive a call from GM (Dee Turner) who said the car is not under warranty and I informed him we had purchased extended warranty. He then said he would check with the dealership. They agreed that it does loose power steering, but they can't replicate it.

Again, Thursday, June 10 when I drove the Cadillac during a rainstorm, I came to a stoplight then began to turn right and I had no power steering for a second or two. It happened to my husband June 11 after a rainstorm that he lost power steering when attempting to turn.

Please for the safety and lifes of Cadillac drivers, pursue this powering steering failure as no consumer, whether under warranty or not, deserves to be a victim like Toyota owners.

Sincerely,

[REDACTED]

[REDACTED] (CO)
(H)

MC
062410
TGW

[REDACTED]
Evansville, IN [REDACTED]

May 24, 2010

Mr. Edward E. Whitacre, Jr
Chairman and Chief Executive Officer
PO Box 33170
Detroit, MI 48232-5170

RE: 2005 Cadillac Powering Steering

Dear Mr. Whitacre:

Enclosed are several letters that have previously been sent to our local Cadillac dealership in Evansville, Indiana.

My husband has complained about this matter for the past year. This month I was attempting to pull out on the highway and loss the powering steering. Being in the driver seat viewing vehicles heading toward you causes an unbelievable rush that no human should experience in any vehicle.

Please for the safety and lives of Cadillac drivers, pursue your powering steering failure as no consumer deserves to be a victim like Toyota owners.

Sincerley,

[REDACTED]

VIA FAX [REDACTED]

TO: Wright Motors
Attn: Service Dept

DATE: May 7, 2010

FROM: [REDACTED]

RE: 2005 Cadillac Power Steering

Last month you replaced some items that could be affecting our loss of power steering. I was charged for this service.

Again, Tuesday, May 4 at approximately 9am, I went to drive the Cadillac that had been sitting in a parking lot for approximately two hours. I went to turn a corner and loss power steering at the intersection of Morgan and Dexter in Evansville with traffic head on at me.

We have continuously brought the vehicle in for the same issue on these dates I can recall. (September 2009, January 2010, and March 2010.)

It seems like after rain that the power steering goes out inadvertently when attempting to turn corners.

Any other suggestion on how to resolve this known issue on Cadillac power steering.

via fax [REDACTED]

TO: Wright Motors
Attn: Service Department

DATE: January 21, 2010

FROM: [REDACTED]

RE: Cadillac Power Steering

I've had my Cadillac in for service on the power steering.
The problems happens when operating the car in rain
and/or moisture you can loose power steering.

Today, I had driven the car and parked it outside in the rain.
When I went to drive the car approximately two hours later
I lost power steering for four to five seconds when
turning the corner.

This is the same problem I've had with the power steering
previously. Please let me know what can be done
on this matter.

VIA FAX [REDACTED]

TO: Wright Motors
Attn: Shawn
Service Department

DATE: September 23, 2009

FROM: [REDACTED]

RE: 2005 Cadillac

Today, my wife brought in our 2005 white cadillac for service to Wright Motors. The power steering will inadvertently stop working while driving the vehicle which makes it quite dangerous operating the vehicle.

Your technician was able to replicate the loss of power steering, but cannot find the cause. You had advised that we could either pick up the vehicle and wait until the powering steer fails or Wright could keep the car for a few days to determine the cause of power steering failure.

Please call me at [REDACTED] when you have determine the cause and remedy for the power steering.

Evansville, IN

EVANSVILLE IN 476

15 JUN 2010 PM 1 T

2010 JUN 15

MAIL BACK



US Dept of Transportation
NATSA
Office of Investigation NKS-210
1200 New Jersey Ave SE West Bldg
Washington, DC 20590

