

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

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JUL 30 2010
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[REDACTED]
Charlestown, R.I.
July 18, 2010

July 23, '10

Administrator NHTSA
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Subject: Head Rest

Gentlemen:

Recently I purchased a 2010 Cadillac DTS. Unfortunately, my wife cannot drive the car since the head rest is too far forward when she adjusts the seat for driving, and it forces her head down! Thus it is unsafe for her to drive this car.

I have contacted the local dealer who referred me to Cadillac Customer Assistance. Cadillac stated they would do nothing for me, in spite of the fact that my wife cannot safely drive the car.

All that is needed is to have the two head rest supports bent backwards a small amount to solve the problem. Years past, Cadillac had head rest adjustment both up and down as well as forward and back. Have they eliminated the front to back feature as a cost savings or safety feature? If it is a safety feature, than all Cadillac cars in prior years should be recalled!

Since I have had the car for a month, it is now considered "used" and to trade it in for something else would be too expensive.

I look forward to a timely resolution to this safety problem.

Yours very truly,

[REDACTED]

Tel: [REDACTED]

Copies:
Cadillac Customer Assistance
Herb Chambers Dealership



PROVIDENCE RI 029

24 JUL 2010 PM 4T



Charlestown RI [redacted]

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