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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)** NWS 200

OCT 14 2010

Valparaiso, IN
August 30, 2010

CL-10364752-7354

Cadillac Customer Assistance Center
P.O. Box 33169
Detroit, MI 48232-5169

To Whom It May Concern,

We purchased a 2010 Cadillac DTS, VIN number 1G6KH5EY0AU that now has a mileage of 8,800 miles from Schepel Cadillac, 2929 W. Lincoln Highway, Merrillville, IN 46410. It is a beautiful car but has two serious design flaws.

When we picked up the car after it had been delivered to the dealership I, the wife, noticed one design flaw as we drove away. The headrest of the passenger side seat was extremely uncomfortable for me. The headrest on the driver's side did not bother my husband as he is much taller than I am. However at five feet five inches I could not adjust the headrest so that it would not hit me in the back of my head. The headrest is titled forward and I could not sit all the way back in the seat as the headrest would be pushing on my head. I tried adjusting the seat's position to not avail. Finally I told my husband we would have to take the car back to the dealership as I could not ride comfortably in the passenger's seat.

The salesman couldn't give us an answer about the problem with the headrest so he took us to the service department. There a serviceman didn't know what to do but the salesman solved the problem by turning the headrest backwards so that it would not strike my head. That means the headrest is no longer fastened in place but at least I can ride in the car comfortably.

The second major design flaw is with the seatbelts in the rear seats. We discovered that most of our friends found it very difficult to fasten those seatbelts. After struggling to fasten the seatbelts some friends just decided to leave the seatbelts unfastened. We tried the seatbelts and also found that it was most difficult if even possible to get them fastened.

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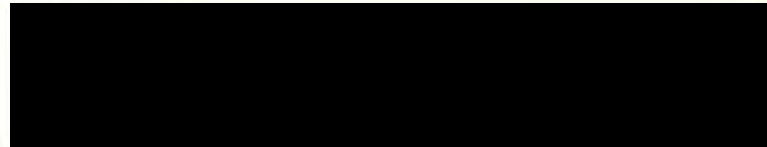
We took the car to two different dealerships in Florida where we spend the winter months and the dealerships told us the rear seatbelts had a design flaw. Unless you were a very thin person the seatbelts could not be fastened. The mounting brackets for the seatbelts are not long enough. One dealership in Florida gave us black adjustment belts to attach to the back seatbelts so they were longer.

We are now in our home in Indiana. We took the car back to the dealership where we purchased the car. We asked for new seatbelts as the black adjustment belts do not look good attached to the beige seatbelts of the car. People who ride in our car immediately notice them and ask why we have the black seatbelts attached to the beige ones. It is rather embarrassing to say it is a design flaw of Cadillac and it certainly doesn't give your company a good name! The Cadillac is an expensive car and yet it looks dowdy with the two colored seatbelts.

The serviceman at the Indiana dealership inferred that the back seatbelts could be fixed if he could weld a longer mounting bracket to which the seatbelts are attached. However, the Cadillac Company would not allow the dealership to do so as the design of the seatbelts cannot be changed even though it has an obvious flaw. We tried the back seatbelts in a showroom car and the same problem was noticed. Even the serviceman had a difficult time fastening the back seatbelts.

We have owned Cadillac in the past as well as other makes of cars. Our experience with this Cadillac will certainly negatively influence our purchase of a Cadillac in the future. A seatbelt design flaw is a major one and reflects most unfavorably on your company.

Sincerely,

A solid black rectangular redaction box covering the signature area.

cc: Office of the Secretary of Transportation
U.S. Department Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590



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