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NVS-200



Cadillac
P.O. Box 909989
Milwaukee, WI 53209-9989

SAFETY RECALL NOTICE



CL-10374548-8493

10153 1GYFK638X8R [REDACTED] 12 0018072

[REDACTED]
WESTMINSTER, MD [REDACTED]



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

Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 model year Cadillac Escalade vehicles equipped with a heated washer fluid system (HWFS). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2008 model year Cadillac Escalade, VIN 1GYFK638X8R [REDACTED] is involved in safety recall 10153.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

A recall was implemented on some vehicles in 2008 to add a fuse to the HWFS control circuit harness to address the potential consequences of a printed circuit board electrical short. However, there have been new reports of thermal incidents on HWFS modules after this improvement was installed. These incidents resulted from a new failure mode attributed to the device's thermal protection feature. Their significance varies from minor distortion to considerable melting of the plastic around the HWFS fluid chamber. In some circumstances, it is possible for the heated washer module to cause a fire.

What will we do?

Your Cadillac dealer will permanently disable and remove the heated washer fluid system. In addition, because the heated washer feature will be disabled, the dealer will provide a customer satisfaction payment of \$100 to the customer. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

NM
01/04/2011
KB



An updated page for your Owner Manual will be provided and inserted at the time of service to document that the feature has been permanently disabled and removed from your vehicle.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your Cadillac dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

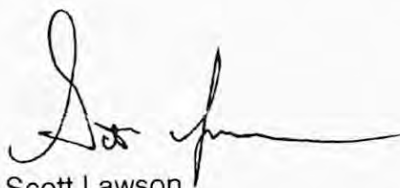
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition repaired in the past, you will still need to take your vehicle to your Cadillac dealer for additional repairs.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.866.982.2339 (TTY 1.800.833.2622). More information about your vehicle can be found at the GM Owner Center at www.gmownercenter.com

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson
Director,
Customer and Relationship Services

Enclosure
10153-1



DEC 8-2010

ATTN: Mr Scott Lawson

THE MAIN REASON WE TURNED THE 2008 CADILLAC ESCALADE
VIN # 1G4YFK638XP [REDACTED] INTO THE NEAREST
DEALER WAS BECAUSE THE CAR SMELLED LIKE

IT WAS BURNING OR WIRING WAS BURNING IN THE
CABIN PART OF THE ESCALADE. MY WIFE IS
DISABLED AND I WAS AFRAID SHE WOULD GET BURNED
UP AND COULDN'T GET OUT OF THE CAR IF IT WOULD
BECOME FULLY INVOLVED IN FLAMES. SHE WAS ON
HER WAY BACK FROM HER DOCTOR WHEN THE CAR

BECAME FULL OF SMELL OF BURNING PLASTIC OF
WIRES. I MET HER AT THE NEAREST DEALER
CHEESAPEAKE CADILLAC LOCATED AT 10240 YORK ROAD
COCKEYSVILLE MD 21030. GMAC SEND ME A NOTICE
THAT THEY ARE DEMANDING MORE MONEY FOR THE
CAR WE TURNED IN TO THEM. THE BALANCE THAT
THEY HAVE ON MY CREDIT REPORT IS \$1,899.52

I THINK THAT WITH THE CONDITION THE CADILLAC
HAD WITH THE OVERHEATING OF THE ELECTRICAL SYSTEM,
I THINK GMAC SHOULD WRITE THAT PART OF
THE LEASE OFF.

THANK YOU,
[REDACTED]

(I'VE OWNED 8 NEW CADILLACS
OR
TRAILED

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 12-8-10

17-Character Vehicle Identification Number (VIN): 1G4FK638XR [REDACTED]

Current Mileage of Vehicle: 27720 *BURNING SMELL IN ESCAPE*

Mileage at Time of Repair: _____ Date of Repair: NOT REPAIRED *TURNED*

Claimant Name (please print): [REDACTED] *LEASED*

Street Address or PO Box Number: [REDACTED] *CADILLAC*

City: WESTMINSTER State: MD Zip Code: [REDACTED] *IN*

Daytime Telephone Number (include Area Code): [REDACTED] *TO*

Evening Telephone Number (include Area Code): [REDACTED] *CHEV DEALER*

Amount of Reimbursement Requested: \$ 1,899.52

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261



GMAC SMARTLEASE ODOMETER STATEMENT THIRD PARTY INSPECTIONS

GMAC ACCOUNT #	CUSTOMER NAME	DATE RETURNED	PLATE #/LOCATION
		5/21/10	
VIN NUMBER	BODY TYPE	YEAR	MAKE
1GYFK638X8K	4DR	08	CAD
	MODEL/TRIM LEVEL	COLOR	PRIMARY DL
	ESC	BLUE	
PULL AHEAD: Yes No Last 8 digits of REPLACEMENT VIN:			
DEALERSHIP NAME	DEALERSHIP ADDRESS	TELEPHONE #	CONTACT PERSON (Print)
Chesapeake, Cadillac Oldsmobile Jaguar	10240 York Road Cockeysville MD 21030	410-666-6000	MR. O'ROURKE MR. PARSINI

ODOMETER DISCLOSURE STATEMENT

Federal Law (and State law, if applicable) requires that the lessee disclose the mileage to the lessor in connection with the transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. Complete the disclosure form below and return it to the lessor.

I, X [REDACTED] state that the odometer now reads 27720 miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements checked.

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- I hereby certify that the odometer reading is NOT the actual mileage, and should not be relied upon.

Lessee's Name _____	Lessor's Name _____
Street _____	200 Renaissance Center
Address _____	Detroit, MI 48202
City, State and ZIP _____	Date Disclosure Form Sent to Lessee _____
Date of Statement _____	Date Completed Disclosure Form Received from Lessee _____
Lesser's Signature _____	Lessor's Signature _____
X [REDACTED]	X [REDACTED]

TO BE COMPLETED BY GMAC CUSTOMER:

Has vehicle been damaged in your possession? Yes No If yes, amount of damage \$ _____

Has the damage been repaired? Yes No

If yes, date repaired _____ MINOR SCRATCHES PASSENGER SIDE - FRONT / DOOR / REAR FEND

If no, if an insurance claim needs to be (or has been) filed, please complete the section below:

Insurance Company _____ Phone # _____ Claim # _____

Are you purchasing this vehicle? Yes No

Vehicle remotes (key fobs) returned with vehicle? Two One None

If vehicle equipped with a navigational system - were all navigation DVD/CD's returned? N/A Yes No

IMPORTANT An inspection service will inspect your vehicle for excess wear as defined in your lease agreement. GMAC will advise you of any amounts you owe based upon the results of the inspection. Signature acknowledges that the information is true and correct and the vehicle is being returned with all original equipment.

CUSTOMER X [REDACTED] BY _____ DATE _____

TO BE COMPLETED BY DEALER (check one):

VEHICLE PICK UP REQUEST DEALER PURCHASING VEHICLE

DEALER _____ BY _____ DATE _____

GMAC

P.O. Box 380901 Bloomington MN 55438

(877) 290-9533

June 16, 2010

[REDACTED]
Westminster, MD [REDACTED]

Account No: [REDACTED]

Dear [REDACTED]

We have determined the amount you owe upon early termination of your lease agreement. A balance of \$11,899.52 is due. This amount was calculated as described in your lease agreement.

Unpaid balance as of the date of repossession: Part A	\$	13,200.82
Less – Insurance or service contract refund credits	-	0.00
Remaining net balance	\$	13,200.82
Results of sale:		
Less – Surplus: Part B	-	1,701.30
Or add – Early excess mileage and wear charges: Part C	+	0.00
Add – Costs of retaking the vehicle (Includes attorney's fees of \$0.00)	+	400.00
Add – Sales and use taxes on excess mileage and wear charges	+	0.00
Less – Security deposit	-	0.00
Less – Other funds received*	-	0.00
Deficiency balance (amount owed GMAC)	\$	11,899.52

Part A. Unpaid balance as of the date of repossession

Base monthly payment times the number of monthly payments not yet due	\$	10,941.95
Less – Unearned lease charges	-	5,026.73
Amount owed for monthly payments not yet due	(1) \$	5,915.22
Add – Past due monthly payments (including sales tax, etc)	+	7,107.92
Add – Unpaid late charges and extension fees	+	177.68
Add – Unpaid fees and taxes	+	0.00
Add – Other charges	+	0.00
Unpaid balance as of the date of repossession	\$	13,200.82

June 16, 2010

Part B. Surplus from sale of vehicle

Any excess of the vehicle sale price above the Termination Value shown in item 15 of your lease agreement will reduce the amount you owe for monthly lease payments not yet due, but not other amounts you may owe. If there is no excess, the sale price of the vehicle will not change the amount you owe unless there is excess mileage or wear. See Part C below.

Proceeds from sale of vehicle		\$	40,600.00
Less - Termination Value		-	38,898.70
Subtotal	(2)	\$	1,701.30
Surplus (Lesser of (1) above or (2). If negative, surplus is zero.)		\$	1,701.30

Part C. Early Excess Mileage and Wear Charges

If your vehicle sold for less than the Termination Value (Item 15 of the lease agreement), you may owe an early excess mileage and wear charge. This charge is the lesser of the loss from the vehicle sale or the total excess mileage and wear charge.

Excess mileage charge (miles at \$0.00 per mile)		\$	0.00
Add - Excess wear		+	458.36
Total excess mileage and wear charge	(3)		458.36
Loss from vehicle sale (if vehicle sold for less than Termination Value)	(2)		0.00
Early excess mileage and wear charge (Lesser of (2) or (3))		\$	0.00

A balance of \$11,899.52 is due. However if you are unable to pay the full amount now, please call us immediately at (877) 290-9533 to allow us to work with you to develop a payment plan.

Sincerely,



Consultant
SmartLease Department

Registered, Certified Mail

Note: Other funds received can include an additional security deposit you paid during the lease, credits applied to excess mileage, excess wear or any other charges owing, refunds we've received for cancelled optional insurance, service, maintenance or other agreements, and amounts credited to your account for promotional programs, unused extra mileage and amounts you paid that are not yet due.



Westminster, MD



Administrator, NATIONAL Highway Traffic Safety Admin.
1200 NEW JERSEY AVENUE - SE.
WASHINGTON, DC 20590