

CL-10630805-7055

August 15, 2014

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

General Motors
Cadillac Customer Assistance Center
PO Box 33169
Detroit, Michigan 48232-5169

AUG 22 2014

To whom it may concern:

I am writing regarding an incident I recently experienced with my 2006 Cadillac CTS;

On July 25, I was on vacation in Orlando, Florida. During the driving of my vehicle, I slowed down and braked to make a left hand turn. Immediately, upon placing my foot on the brake pedal, a noise was heard. Once I completely stopped, a burning smell was apparent and the brakes did not have the same feel as the pedal now felt loose and very close to the floor. I managed to make it back to the resort where my family and I were staying which was less about 1 mile away. Once I parked, the burning smell was very noticeable and the rim on my left front tire was so hot, one could not place a hand on it. The smell was so apparent that a security guard riding by stopped to ask if we needed assistance.

The very next day, I elected to have my vehicle towed to a local Cadillac Dealer, Massey Cadillac South. A few days later, I was informed that my caliper had locked up on the driver's front wheel and I needed brake repair for a total of approximately 1500.00. The service manager at Massey Cadillac also stated that she looked into recalls and could not find my vehicle as one being included in the recall campaign for brake issues and brake hoses. In fact, she could not locate any recalls for my vehicle. As I was out of town, I elected to fix what I needed to for my vehicle to be operational and safe and was advised the remaining items could be addressed at a later date.

I have since returned to my home and discovered, yes my vehicle was recalled in the 2010 campaign and brake hoses (2) were replaced. Now, 5,413 miles later, I need all (4) brake hoses replaced which will cost approximately 858.00? Am I to assume that I do have a vehicle with a defective braking system or did my local Cadillac Dealer in 2010 not do that work in accordance with the recall though I have an invoice that states it was done?

My vehicle may be aged as in years, mileage it is not. This vehicle is garage kept and used primarily for out of town travel. I own another vehicle that I use daily to purposely keep the miles off of my Cadillac. I am shocked and upset that a vehicle that is

ET
9314
SMD

taken very good care of and had 13,677 miles on it at the time of this incident has me facing a very expensive major repair which usually doesn't occur until thousands of miles later into a vehicle's ownership. This is not "normal wear and tear" in my opinion and the several local car mechanics I have spoken with.

To date, I have spent 432.43 after using one of Massey's promotional coupons and do not feel the remaining cost related to the replacement of all (4) of my brake hoses should solely be my responsibility. If the recall performed in 2010 was to fix any brake and brake hose issues, it was not successful on my vehicle.

I would appreciate a prompt response to my letter as I have yet to contact my local dealership and would like to move forward as quickly as possible in addressing my vehicle's repairs.



St. Augustine, Florida



cc: NHTSA
Enc: Invoice, Massey Cadillac
Invoice, Recall

CUSTOMER #: 104170

385800



Massey Cadillac South

A Caring, Servicing, Selling Dealer
8819 South Orange Blossom Trail
Orlando, Florida 32809
(407) 438-3838 · Fax (407) 240-3535

INVOICE

DUPLICATE 1
PAGE 1

ST AUGUSTINE, FL

HOME: CONT
BUS: CELL

SERVICE ADVISOR: 72916 RHODA ALLEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2006 Cadillac CTS.

10:36 28JUL14 10:48 30JUL14
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES WHILE DRIVING AT HIGHWAY SPEEDS THERE IS A RUBBER BURNING SMELL PLEASE ADVISE CAUSE: BURNING SMELL COMING FROM LEFT FRONT WHEEL SUS SUSPENSION CONCERN
88306 CC 190.88 190.88
1 19207441 (S) CALIPER 256.96 256.96 256.96
PARTS: 256.96 LABOR: 190.88 OTHER: 0.00 TOTAL LINE A: 447.84
13677 BURNING SMELL COMING FROM LEFT FRONT WHEEL 1.50 DURING DIAGNOSIS FOUND THE LEFT FRONT BRAKE CALIPER AND ROTOR SHOWING SIGNS OF LOCKING UP. REMOVED AND REPLACED THE LEFT FRONT BRAKE CALIPER AND TEST DROVE VEHICLE.

B CADILLAC COURTESY TRANSPORTATION-CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION AND HAS BEEN INFORMED TO RETURN THE LOANER WITH THE SAME AMOUNT OF FUEL AND ANY TOLL VIOLATIONS WILL BE CHARGED TO CUSTOMERS CREDIT CARD.
CTMS CADILLAC COURTESY TRANSPORTATION-CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION AND HAS BEEN INFORMED TO RETURN THE LOANER WITH THE SAME AMOUNT OF FUEL AND ANY TOLL VIOLATIONS WILL BE CHARGED TO CUSTOMERS CREDIT CARD.
88306 IR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C *No Interval Due *Vehicle History Indicates No Maintenance Interval Due
NID NO INTERVAL DUE
88306 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *Perform Multi-Point Inspection
IGM PERFORM MULTI POINT INSPECTION
88306 IPS (N/C)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.
SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 15% of the cost of labor up to a maximum of \$79.95.
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

Table with columns: PAYMENT METHOD, DESCRIPTION, TOTALS. Lists methods like CASH, CHECK, DISCOVER, INTERNAL and descriptions like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

Table with columns: DESCRIPTION, TOTALS. Lists descriptions like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER #: 104170

385800



Massey Cadillac South

A Caring, Servicing, Selling Dealer
8819 South Orange Blossom Trail
Orlando, Florida 32809
(407) 438-3838 Fax (407) 240-3535

INVOICE

DUPLICATE 1
PAGE 2

ST AUGUSTINE, FL

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 72916 RHODA ALLEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: 06, CADILLAC CTS, 1G6DP577360, 13677/13677, T6550

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO. NO., RATE, PAYMENT, INV. DATE. Values: 28JUL14 IS, 28JUL14 DD, 17:00 30JUL14, CSVC, 30JUL14

Table with columns: R.O. OPENED, READY, OPTIONS. Values: 10:36 28JUL14, 10:48 30JUL14

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Values: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE D: 0.00

EST: 507.43 29JUL14 12:32 SA: 72916

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 28.63

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
DESCRIPTION: BRK REPLACE ALL FOUR BRAKE CALIPER HOSES (FRONT LEFT CALIPER HOS
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED:
COMMENTS:
RECOMMENDED BY: 88306 CARRION DENIAL ADDED BY: 72916 ALLEN
LINE ASSOCIATED: ESTIMATE: 857.96

DESCRIPTION: BF Brake Fluid Exchange Car
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED:
COMMENTS:
RECOMMENDED BY: 88306 CARRION DENIAL ADDED BY: 72916 ALLEN
LINE ASSOCIATED: ESTIMATE: 168.38

*****THANK YOU FOR YOUR BUSINESS*****
*****HAVE A GREAT DAY!!!!!!!!!!!!!!!!*****

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 15% of the cost of labor up to a maximum of \$79.95. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X CUSTOMER SIGNATURE

PAYMENT METHOD
CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 48036

Table with columns: DESCRIPTION, TOTALS. Values: LABOR AMOUNT 190.88, PARTS AMOUNT 256.96, GAS, OIL, LUBE 0.00, SUBLET AMOUNT 0.00, MISC. CHARGES 28.63, TOTAL CHARGES 476.47, LESS INSURANCE 75.00, SALES TAX 30.96, PLEASE PAY THIS AMOUNT 432.43

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

SUMMARY:

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2005-2007 CADILLAC CTS VEHICLES. SOME OF THESE VEHICLES HAVE A CONDITION IN WHICH REPEATED FLEXING OF THE PASSENGER SENSING SYSTEM MAT IN THE FRONT PASSENGER SEAT MAT TO KINK, BEND, OR FOLD. THIS FLEXING CAN BREAK THE CONNECTIONS IN THE MAT. IF THIS OCCURS, THE AIR BAG WILL NOT DEPLOY IN THE PRESENCE OF A FRONT SEAT PASSENGER AND WILL DISABLE THE AIR BAG.

CONSEQUENCE:

NON-DEPLOYMENT OF THE FRONT PASSENGER AIR BAG IN THE EVENT OF A CRASH NECESSITATING THAT AIR BAG WILL REDUCE PROTECTION OF THE PASSENGER AND INCREASE THE RISK OR SEVERITY OF INJURY TO THEM.

REMEDY:

DEALERS WILL REPLACE THE PASSENGER SENSING SYSTEM FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ABOUT MARCH 15, 2011. OWNERS MAY CONTACT CADILLAC AT 1-866-982-2339, CHEVROLET AT 1-800-630-2438, GM AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

NOTES:

GM SAFETY RECALL NO. 100355. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

— RECALL Subject : FRONT BRAKE HOSE ASSEMBLIES

Report Receipt Date: MAR 17, 2010

NHTSA Campaign Number: 10V105000

Component(s): SERVICE BRAKES, HYDRAULIC

[All Products Associated with this Recall](#) ▼

[Details](#) ▲

13 As

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

GENERAL MOTORS HAS NOTIFIED NHTSA OF A DEFECT IN CERTAIN MODEL YEAR 2003-2007 CADILLAC CTS VEHICLES REGISTERED IN OR ORIGINALLY SOLD IN CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, WASHINGTON D.C., WEST VIRGINIA AND WISCONSIN. SOME OF THESE VEHICLES HAVE A CONDITION IN WHICH THE FITTING AT THE CALIPER MAY CORRODE DUE TO SNOW OR WATER, CONTAINING ROAD SALT OR OTHER CONTAMINANTS BEING RETAINED IN THE ROUTING SLEEVE. IF THE FITTING CORRODES SIGNIFICANTLY, THE BRAKE HOSE-TUBE WILL HAVE A LEAK.

CONSEQUENCE:

THE BRAKE HOSE-TUBE INTERFACE MAY RUPTURE SUDDENLY WITHOUT PRIOR WARNING AND INCREASE VEHICLE STOPPING DISTANCE MAY OCCUR INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS ARE TO REPLACE BOTH FRONT BRAKE HOSE ASSEMBLIES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MAY 2010. OWNERS MAY CONTACT CADILLAC AT 1-866-982-2339 OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

NOTES:

GM RECALL NO. 09149. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

— RECALL Subject : DRIVE AXLE SEAL LEAK , 1 INVESTIGATION(S)

Report Receipt Date: DEC 20, 2007

NHTSA Campaign Number: 07V589000

Component(s): POWER TRAIN

[All Products Associated with this Recall](#) ▼

375 PRIME OUTLET, INC. dba Premier Cadillac

375 Prime Outlets Blvd.
St. Augustine, FL 32084
(904) 823-3000

*Called
1150 am*

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 1:00 p.m. Saturday

R/O Open Date	R/O Number
7/27/10	6003938/1
R/O Close Date	Status
7/27/10	Pre-Invoice
Mileage In	Mileage Out
8264	8265
Service Advisor / Tag #	
Daniel Fravel/5712	
Vehicle Identification Number	
1G6DP577360	
Delivery Date	In-Service Date
1/22/10	2/25/06
License Number	

MV#: 80101			Work Phone	
ST AUGUSTINE, FL			Home Phone	
Year	Make	Model	Body	Color
2006	CADILLAC	CTS	4DR	BLACK
P0047				

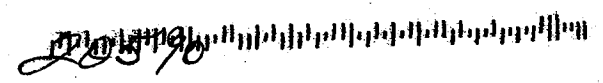
DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 96: CAMPAIGN/RECALL RECALL BRAKE HOSES Work performed by CHRIS KNECHT (343) Installed 12377967 :FLUID (08800-BOPCKT) Installed 19256888 :HOSE (04680-K) Installed 19256891 :HOSE (04680-K) COMPLETED	Warranty Warranty Warranty Warranty
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>	
<p>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p> <p>X</p>	



St Augustine, FL



National Highway Traffic
Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC



20570