

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

MAY -1 2015

[REDACTED]
Greenville, NC [REDACTED]

March 23, 2015

N T S B

490 L'Enfant Plaza

Washington, DC 20 594

Very serious security problems with Cadillac Seville, 2004 (and other models !?)

Dear N T S B,

According to information in media GM's security problems are limited to its small cars (and concern ignition).

Driving a big GM car, a Cadillac Seville 2004, I feel obligated to report to you this frankly does not seem to be correct (not the whole picture).

Over the last year I have - without result - contacted GM (see encl) about the sudden loss of power steering, when driving in wet weather, with my Cadillac.

During the last couple of weeks this has happened to me twice when driving here in Greenville, NC and - needless to say - it is quite horrifying.

Imagine this would happen when you drive at high speed on the highway !!

My conscience does not allow me to let this go on unreported and uncorrected with thousands of cars out there, suddenly losing their power steering !

Strangely enough, my dealer states "this is a n(o)rml characteristic (f)or this car" (encl).

I believe I have now done what I can do as a single consumer to draw the pertinent attention to this serious traffic security problem.

Yours sincerely, [REDACTED]
[REDACTED]

Encl - 2 letters to GM, their response, dealer's customer copy

NAM
5115
SMD


Greenville, NC

2014-03-07

Ms Mary Barra, CEO
General Motors, Corporate Headquarters
400 Renaissance Center, # 2500
Detroit, MI 48243

Is our Cadillac Seville safe to drive - in rain ??

Dear Ms Barra,

We have what we believe may be a safety problem with our Cadillac Seville 04 we have not been able to satisfactorily resolve with our dealer here in Greenville, NC and thus want to draw to your attention.

So, it happened a couple of times, when we were driving in rain, that the power steering suddenly ceased to function. It was very alarming to me - and even worse to my wife !

We talked to our dealer and they suggested a repair, including the change of some parts (cost ca 2,000 \$).

Of course, we could just but follow this suggestion !

Unfortunately, also a f t e r this repair the problem has occurred and the dealer n o w claims "this is a normal characteristic of this car." (this we were n o t told prior to the repair !)

We now avoid driving in the rain - which is of course somewhat troublesome when you are out there and want to drive home.

We must ask - is it really possible that the power steering, suddenly, will not be functioning at our Cadillac - and at so many other Cadillac's ?? To us that seems very strange !!

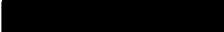
As I am sure you understand it is a very uncomfortable, yes frightening, feeling, when the power steering suddenly does not function. Imagine, if it would happen when you are passing a big truck in the highway at say 65 miles an hour !!

We love the car - it is, was it not for this terrible problem, the best car we had (that is why we have kept it for so long) ! - And we have driven many Volvos - and some Mercedes - in the old country.

That is why we wonder if you - or some of your engineers at GM/Cadillac - can give us, or our dealer, the recipe for the final and safe resolution to this problem !

Many thanks for your attention to this matter.

Yours sincerely,


encl.



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NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: GREENVILLE, NC [REDACTED]
STATE: NC ZIP: [REDACTED]
PHONE: [REDACTED]
E-MAIL: [REDACTED]
VEHICLE MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED]
VEHICLE TYPE: [REDACTED] VIN: [REDACTED]

A STATES ABOUT A MONTH AFTER SERVICE TO STEERING RACK, WAS GOING THRU HEAVY RAIN AND P/S TIGHT FOR A FEW SWCS.
M ADVISED

LABOR: 18 IC hrs. 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 (N/C)

....69595 TEST DROVE CAR, POWER STEERING WORKING TO MANUFACTURERS
....SPECS. IF YOU HIT A PUDDLE ON THE RIGHT SIDE OF CAR IT WETS THE BELT
....AND CAN CAUSE THE STEERING TO STIFFEN FOR VERY SHORT AMOUNT OF TIME
....THIS IS A NORMAL CHARACTERISTIC OF THIS CAR.

B REFER TO RO# [REDACTED] FROM 5-3-13 @ 67669 FOR LAST WORK ON STEERING GEA
M ADVISE

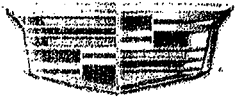
LABOR: 18 IC hrs. 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00 (N/C)
SUBL WASH AND VACUUM PQ#128193 (N/C)

INTERNALIZED WASH AND VACUUM
PER MIKE SKEEN

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COMPLETELY SATISFIED WITH ALL THEIR VISITS
TO BROWN & WOOD. YOU MAY RECEIVE AN E-MAIL
FROM THE MANUFACTURER. IF YOU FEEL YOU
CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY
SATISFIED" PLEASE CALL MIKE SKEEN OR BILL
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4. Parts	1	0.00	0.00
5. Other	1	0.00	0.00
TOTAL			0.00



March 25, 2014

[REDACTED]
Greenville, NC [REDACTED]

Service Request Number: [REDACTED]

Dear [REDACTED]

Thank you for contacting Cadillac regarding your 2004 Cadillac Seville. Unfortunately, we have been unable to reach you by email to assist you with this situation.

In order to resolve your concern quickly, please provide us with the information listed below. You may either mail the form to our address listed below or email us at our Cadillac Executive Office at executiveassistant.com Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

At Cadillac, our commitment to customer satisfaction is a top priority. Again, thank you for contacting us. We look forward to serving you.

Sincerely,

Cadillac Executive Office

Cadillac

[REDACTED]
Greenville, NC [REDACTED]

2014-04-10

Ms Mary Barra, CEO
General Motors, Corporate Headquarters
400 Renaissance Center, # 2500
Detroit, MI 48243

Is our Cadillac Seville safe to drive - in rain ?? - - - (Letter 2)

Dear Mary,

In reception of a March 25 letter (encl 1) from "Cadillac Executive Office" I must address you once again in this matter.

(Because - I am going out from the letter (encl 1), albeit not making any such reference, and being anonymous/not signed, is in response to my letter of March 7 (encl 2).

First - it goes without saying, that I do not expect you personally to respond to my concern about the safety of our Cadillac Seville - B U T, I must suggest it would have seemed accurate that the matter had been delegated to someone in your organization who dealt with it s e r i o u s l y.

And this I cannot - even with the most positive attitude - say about the March 25 letter !!!

That it is not signed - i e no one is taking responsibility for the letter - I have already addressed !

That no one wishes to assume responsibility for it I can understand, because it has been so unqualified, yes sloppy, written (n o t what you would expect from Cadillac !)

It asks for information "listed below." But no such information is listed, instead a form is enclosed, encl 3 (which I have filled out).

And, as you can see, the form asks for information that I had already provided with my March 7 letter a n d its encl - now encl 4. - Thus, "to summarize your concerns" seems just to indicate the "Cadillac Executive Office" has not even bothered to read the March 7 letter to you !

Another nail in the coffin re the March 25 letter - "mail the form to our address listed below." - As you can see - there is no address listed below !!

To summarize - my serious concern about the safety of our Cadillac has N O T been treated with the seriousness it must deserve by your organization, rather more or less dismissed through sending out a pre-printed "boilerplate" letter with the hope I may give up the whole thing.

When your dealer has suggested that it "is a normal characteristic of this car" (encl 4) that the power steering suddenly does not function, I do not think that is the most fruitful way to handle this issue !

Please instruct your organization to answer our question - Is our Cadillac Seville safe to drive - in rain ??

Yours sincerely,



Vehicle Identification Number 1G6KS34YX4W [REDACTED]

Delivery Date Dec. 2006

Current Mileage 75500

Telephone Numbers:

Cell () Home ()

Selling and/or Servicing Dealer(s) Name Brown & Wood

City Greenville State NC

Please summarize your concern(s)

see encl. letter to Ms Barra (March 07) +
+ copy of Brown & Wood document.

1/30/09-Warren/

Carroll