

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

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

September 3<sup>rd</sup> 2015

Dear Sirs

SEP 11 2015

My name is [REDACTED], I am the owner of a 2011STS Cadillac, Vin #1G6DW6ED4B0 [REDACTED]. I had written to you on July 16, 2015 regarding a safety issue with my car. As of today I have not had even had the courtesy of an acknowledgement that my letter was received. However, I guess it is possible that my letter was lost in the big bureaucratic jungle know as the Federal Government.

I thought that the NHTRA was the government watchdog for the auto industry and had the best interest of the American consumer as your Mantra.

I have not had much better results with the Cadillac Customer Assistance Center. However, I did receive a Case Number.

I have attached a copy of my original letter to you,

Please contact me at ASAP at [REDACTED]

[REDACTED]

NM  
9115  
SMD

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

July 16<sup>th</sup> 2015

Dear Sir's

My name is [REDACTED] I am the owner of a 2011 STS Cadillac, VIN # 1G6DW6ED4B0 [REDACTED], I have had a serious problem with my car, that only happens now and then, the cruise control kicks in without me engaging it. When this happens I really have to be in control of my vehicle.

I have reported this problem to my service advisor at the dealership on a number of occasions, I have left the car with them to troubleshoot the problem twice, they were not able to resolve the problem.

My hope is that some other Cadillac owners have notified you of similar problems and that a solution is within reach. Perhaps a service bulletin has been prepared and issued ,that my service advisor is not aware of, which will lead to a complete resolution to this dangerous problem. My hope is that a solution can be found that will remedy the problem before we have a serious accident

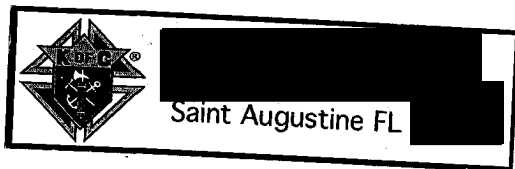
I can be contacted by mail at [REDACTED] St Augustine ,Florida [REDACTED] or by phone at [REDACTED]

Sincerely,

[REDACTED]

Copy to: Cadillac Customer Assistance Center  
Cadillac Motor Car Division  
P O Box 33169  
Detroit, Mi. 48232-5169

Fields Cadillac  
375 Outlet Mall Blvd.  
St. Augustine, Fl.32084-2597



JACKSONVILLE FL 320

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WASHINGTON, DC 20590

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