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JAN 08 2016

SAFETY ISSUE  
Please  
urgently  
ASSIST ME!

[Redacted]

Copiague, New York [Redacted]

January 6, 2016

To Whom It May Concern:

APR 11 2016

I am experiencing some difficulties and I need your immediate assistance. I have done all the possible steps such as opening a case with Cadillac Customer Service (Case # [Redacted]) and having the dealership open a case with Technical Assistance (Case # [Redacted]). Unfortunately, it has not done anything but get me a generic answer that basically means I cannot be helped. Now I am writing to you hoping you can help.

I am leasing a 2016 Cadillac SRX. Let me begin by saying that my experience as a customer at Sarant Cadillac in Farmingdale, New York has been **OUTSTANDING!!!** Robert Rifkin my sales man and Bill Mcardle my service manager have gone above and beyond to help me.

My one **regret** is not putting my brand new SRX in reverse (**in the dark**) while test-driving. If you ask my sales rep Robert Rifkin, he will tell you I not only test-drove the vehicle I practice backing up. Yet, never once did it occur to me to test drive it in reverse during dusk. This is where the problem occurs. At dusk! Who knew? I have a brand new 2016 SRX and I am **miserable** because I can't feel safe in the car when backing out my **own house**. It's impossible to see and I live on a very narrow street where many kids have gotten hit by cars. I don't want to be someone who gets in an accident due to lack of being able to view properly. I really am having a serious concern for my safety with the camera in my less than one month of driving this brand new SRX. I cannot see at night. I don't know why Cadillac chooses to get a 360-degree "fisheye" lens with really low resolution. It will never be as good as the straight rear view system because it will not fill up the screen and the lenses apparently sacrifice clarity and brightness. The cameras are foggy in the day and are next to useless in the dark. Honestly the camera should be a straight rear view lens, because it is safer and does not compromise vision. With that being said I know this is not how the vehicle was designed.

Being I live on Long Island New York, I can expect that most nights will be rainy and winters will be windy, stormy, foggy, misty, and even snowy rendering misty, the rear camera utterly useless. As most drivers do, I turn my back to the rear when reversing (yes, even with the rare camera) and I use the mirrors to get out of

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parking spots and garages but that honestly is not why one buys a luxury car. A luxury car is not only for added comfort, but also for top of the line safety features to help better aid against accidents. Furthermore, this is not a "car" but an SUV with tinted windows and blocked view so a camera is needed because even while I am turning and using the mirrors, I still can't see how close I am to a curve or what's running behind me. I want to be as safe as possible, so my rare view camera is important. The fact I can't use my rare view camera after dusk, which is around 4:15 pm in New York, is a "HAZARD" and "SAFETY ISSUE." It concerns me that for General Motors according to the countless complaints online, this is already a known concern. A concern that many people are reporting on the Internet and sharing their complaints and experiences with others. They are letting people know that their complaints are being talked down and the response they are getting are similar to the following two remarks by GM customer service:

- a. Contacting your dealer will only result in the SAME RESPONSE  
"No fix yet. "
- b. "The camera is working as it was designed to."

I need help. Who can I turn to help me? What I want:

- a. **Either replace the camera with a better quality non-360 degree camera that functions well.**
- b. **Buy out my lease so I can leave on good terms and get safe in another vehicle.**

Sincerely

*P.S. I have plenty of "pictures and videos" I can show you of my problem if you provide me with an email address to send it to.*

*Please help me this is a serious issue  
on a new car "2016"*

*Help please*



Coppage, New York

← Available after  
3:30pm

Phone:

