

[Redacted]

FEB 22 2016

Copiague, New York [Redacted]

Re:

- a. Cadillac Customer Service (Case [Redacted])
- b. Service Request Number: [Redacted]
- c. Technical Assistance (Case [Redacted])

To whom it may concern:

I wrote to you back in January 06, 2016. I have not had a response. I can no longer continue to call, be placed on hold and then going through the frustrating ordeal of speaking to countless representatives and not having my issue ever addressed properly. This has been the case since December 2015. Calling is getting me nowhere, I need help. **THIS IS A URGENT SAFETY ISSUE AND I NEED IMMEDIATE ASSISTANCE AND SOMEONE TO INTERVENE PLEASE.** I am experiencing some difficulties and I need your immediate assistance. I have done all the possible steps such as calling and opening a case with Cadillac Customer Service (Case [Redacted]). I have also written to:

Cadillac Customer Assistance Center
P.O. Box 33169
Detroit, MI 48232-5169

They assigned me a Service Request Number: [Redacted]

I also have a dealership case with Technical Assistance (Case [Redacted]) Unfortunately although the situation has been acknowledged and tested by:

Mark Rosen
 Sales Manager
Sarant Cadillac
4339 Hempstead Tpke, Farmingdale, NY 11735
 mrosen@sarantcadillac.com
 Phone: 516-293-5000 x17

Here is my problem: I am leasing a 2016 Cadillac SRX. One week after owning the car, I made an appointment with Bill Mc Cardle (service manager) because of the miserable experience I had backing up and using the rear view camera. This car is costing me \$515 in payments each month, yet on this brand new vehicle my camera is not operational after dusk. The dealership realized this and replaced my camera with a new one. However, the new one was just as bad. Mark Rosen tested the car and noticed that the angle the camera was and the pixels were picking up and reflecting an extensive amount of light. He talked to his technical team and was told there was NOTHING they could do to change the position of the camera.

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The excuse given by all my cases was that the camera was functioning to specifications and that might have a bit of difficulty during inclement weather and at night. This explanation is unacceptable especially since I live on Long Island, New York and I can expect that dusk will start around 4:30 pm. During the winter months and most days will be rainy in the winter, foggy, misty, windy and/or stormy. All of this will render the rear view camera useless.

A luxury car is not only for added comfort, but also for top of the line safety features to better help aid against accidents. Furthermore, this is not a "car" but an SUV with tinted windows and a blocked view so a camera is needed because even while I am turning my head and using the mirrors to aid me, 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 rear view mirror is important. The fact that I can't use my rear view camera after dusk is a "HAZZARD" and a "SAFETY ISSUE." It concerns me that for General Motors according to countless complaints I have read online, this is already a known concern. A concern that many people are reporting on the internet and sharing their experiences with others. They are letting people know that their complaints are flowed by two remarks by GM customer service:

a. "No fix yet."

b. "The camera is working as it was designed to"

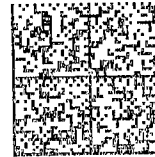
I need help. Who can I turn to, to help me? What I want:

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

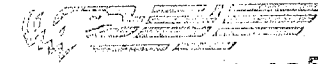
P.S. I have plenty of "pictures and videos." I can show you my problems he same way I submitted the images to my dealer if you provide me with an email to send it to.

**PLEASE HELP ME, THIS IS A SERISOUS ISSUE ON A NEW CAR "2016'
AND I HAVE BEEN COMPLAINING ABOUT THIS PROBLEM
SINCE I PURCHASED THE VEHICLE.**

Hempstead, NY



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