

SEP 18 2017

Department of Transportation

1200 New Jersey Ave. S. E.

Washington, D. C. 20590

And

NCCDB

1200 New Jersey Ave. S. E.

Washington, D. C. 20590

Re: Safety issues with the 2017 Cadillac XT-5

VIN #XT5-1GYKNARS8HZ [REDACTED]

To Whom it may concern:

I have written GMCA directly and filed a complaint about the above referenced automobile that I lease from GMCA. Copies of said letters attached.

This car has been in the dealership for repairs twice before the 1<sup>st</sup> oil change. IE: less than 5,000 miles. Days in shop first time about five, this time two. Both times I was told the battery was at fault. They rebuilt the battery holder the first time so it could make better contact and the second time they replaced the battery. I don't think the battery is the product at fault.

This car, and other make and models I understand, have the built in mechanism that when you stop at a red light or other places and your foot is on the brake the car dies and then restarts when you take your foot off the brake. This is all done, so I understand for fuel economy.

I'm not a mechanic or a car builder, but I believe this mechanism, whatever it's called is at fault. I think that this feature imposes a danger of trapping car and driver in traffic conditions that lead to dangers from many aspects.

My particular situation wasn't being stalled in traffic, but being out in public places and the car not starting. Nothing, no electrical of any kind would work. The car was dead. My only source of response was to call dealership and have them send out a loaner car and pick my car up for repairs, as I said, all before 5,000 miles.

I've driven Cadillac's for over twenty years, obviously with satisfaction. That's why I think this particular model has a default and is dangerous.

I've asked GMCA to replace this leased vehicle with another vehicle as I will always be very nervous as to whether my car is safe and if it will start when I'm out in it. I have doubts that this will happen, but regardless, this model and make of automobile, needs to be addressed.

NAM  
10-3-17  
UN

I thank you for your time in reading my letter



Collinsville, Texas [redacted]

Email: [redacted]

Pho. [redacted]

*Encl. 1*

*Copy*

GMC

PO Box 33172

Detroit, MI. 48232-5172

CC: James Wood Cadillac, Mike Holtzman

RE: Case # [REDACTED]

2017 Cadillac XT5-1GYKNARS8HZ [REDACTED]

To Whom it may Concern:

I leased the above referenced vehicle in January from GMC leasing, via James Wood Cadillac in Denton, Texas. Prior to this car I had leased a 2014 XRX from the same dealership. I had no problems with the previous automobile.

This car however, has been a different story. I haven't even had the first oil change yet and this is the second time I've had to call them and tell them to bring me a loaner and take this car in for repairs. It won't start when it's in this stage. I drive it, stop, kill the engine and then when I'm ready to leave all electrical is totally dead, lights won't burn, nothing.

The first time they took it in they reworked the thing that holds the battery moving it up as I understood so it made better contact. Then today, I get home, unload my groceries, go out to put car in garage and everything is dead. No electrical again.

I called and James Wood brought me a loaner and when they tried to start the car, it did start, which is the way it happened before. They took it in to see if they can figure out yet again, what's going on with the car.

Texas has a lemon law and I think this car qualifies for that. I would like to have another car because regardless of how well they think they fixed it, I will never be comfortable and feel safe driving this car.

I am [REDACTED] years old. I don't play the age game often with anyone, but I can tell you this, I could have been on any major highway and had this happen, and I would have been stranded, alone. I drive Cadillacs for one reason only, I want a dependable safe car, one that I can trust. So far, this car doesn't fit that description. A Ford would give me better service at a far cheaper price.

I thank you for taking the time to read my letter and I look forward to a solution that will work for both of us without me having to take this further.

Thanks,

[REDACTED]

Collinsville, Texas [REDACTED]

email: [REDACTED]

Pho: [REDACTED]

*Bollinsville Tx*

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DALLAS TX 750  
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