

APR 02 2018

March 21, 2018

General Motors Headquarters and Corporate Offices  
300 Renaissance Center  
Detroit, Mi. 48265

CL-11080342-7497

re: failure to notify and honor multiple recall alerts

Dear Sirs :

I purchased a 2006 Cadillac CTS, VIN 1G6DP577060 [REDACTED] from Bill Dodge Cadillac Westbrook, Maine, April, 2010. I paid for warranty to 100,000 miles. In February, 2018, repairs to my front, double, brake lines cost \$ 1446. I was never notified by G.M. of recall #10V105, dated Oct. 28, 2010, covering replacement of these defective brake lines. General Motor's recall # 15149, was never sent either, alerting me of brake line defect. Contacting the Dodge dealer, I was denied claim due to a yearly limitation. Present odometer is 91,632. I requested copy of warranty agreement, I was told it was not available. They were not going to consider obligation under their warranty. I contacted www. GMOWNERCENTER.com, was referred to customer service 1-800-458-8006. I was referred back to dealership. Dealership who referred me to 1-800-333-4223, and when I spoke to Vanessa, she refused to send me list excluding year and models that were denied warranty coverage. She would not refer me to her supervisor upon my request.

National Safety Board #'s 09149 and 15V225000 also refer to this defect. I've filed Complaint # 11080342 March 19, 2018 with that agency. I am awaiting call from our local WGME - T.V.'s Consumer Fraud reporter. I've placed my experiences on G.M. and Dodge dealership websites.

G.M.'s failure to notify me in a timely manner speaks volumes about it's integrity and procedure. I'm very sorry your organization, including the dealers who represent G.M., misrepresent, avoid and disregard what I was led to believe was a quality company, attentive to it's customers.

I am asking G.M. to consider compensation for replacement of defective and erroneously designed brake lines. I was only alerted to this defect in searching for any recall on CTS catalytic converters, which I now need, and may also be the subject of G.M. recall. I found the converter needing replacement @ \$ 900-1200 average cost. Your product reeks of poor quality as does your faulty effort at "customer service".

Very truly yours ;

[REDACTED]  
[REDACTED]  
Portland, Maine

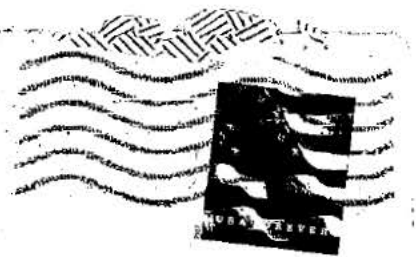
cc: Bill Dodge Dealership, Westbrook, Maine  
✓ Nat'l. Traffic Safety Agency  
WGME - T.V., Portland, Maine

NAM  
4.13.18  
10

Portland, ME

SO. MAINE FBDC 010

21 MAR 2018 PM 2 L



U. S. Department of Transportation  
att: National Traffic Safety Agency  
1200 New Jersey Ave SE,  
Washington, D.C. 20590

20590-

