

NEF-010

OCT 17 2018

CL-11143012-4353



Boynton Beach, FL [Redacted]

October 10th 2018

Cadillac Motor Car Division

PO Box 33169

Detroit MI 48232-5169

RE: HEADLIGHT DEFECT 2014 Cadillac SRX Vin # 3GYFNBE32ES [Redacted]

To Whom it May Concern:

My name is [Redacted] and my wife [Redacted], and I purchased a 2014 Certified Pre Owned SRX on 11/10/2017 (see attached). The vehicle was purchased with the current manufacturer's warranty still in place AND we purchased an extended warranty. There are currently approximately 38,500 miles on the vehicle.

In early September 2018 we noticed that the headlights appeared dim and were possibly malfunctioning. This became a condition that has rapidly worsened. By the beginning of October 2018, we were unable to see the road at night. The only safe way to drive the vehicle now at night (or in dark conditions) is with the high beam lights on at all times (which is not safe for oncoming traffic). Without them, we cannot see the road and or objects in our path. This includes (but is not limited to) other vehicles, animals, objects, or worse yet pedestrians.

We checked with our local mechanic about the problem and were told by one of their technicians that he had seen other model SRX's with the same issue. It was not the headlight lamps/bulbs, but the anti-reflective coating inside the lamp housing. He said he had a customer that had the same problem and Cadillac completely repaired the vehicle for her at no charge. I began looking online about this issue and other reported problems. We then discovered that there are numerous SRX owners that have and or had this same defective part/problem.

At this point we chose to contact our local Cadillac dealer (Ed Morse of Delray Beach Florida). A service advisor there, Gary, also informed us that they were aware of the problem and that it was not a warranted or recalled item (but would check with GM corporate to see if they would approve the repair). Gary called us back to tell us that GM was willing to pay half of the \$1,800.00 cost to replace

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both of the headlight housings. Therefore our cost would STILL BE \$900.00 plus tax!! Gary called us back not once but twice as a courtesy follow up insisting that he had escalated our problem to the assistant service manager of the dealership. Yet still the very best they could do was to charge us the \$900 plus tax to fix the headlights. This is UNACCEPTABLE.

At this point my wife and I became very confused as to why a company the size of GM/Cadillac would ignore an obvious and admittedly defective problem (and part). A problem that was (and is) putting owners, drivers, families and others on the road in danger and is absolutely a HAZARD to ALL INVOLVED. In the additional research I have done since then, I have seen where there have been seemingly random instances that GM/Cadillac has indeed paid for the full repair.

Please consider this as a request for full coverage of repairs ASAP before someone is injured or worse. My wife and I are extremely dissatisfied that we are now only able to drive the vehicle comfortably during the daytime only and have to drive a different vehicle at night.

Thank you.

Sincerely,

A large black rectangular redaction box covering the signature area.A smaller black rectangular redaction box covering contact information.

CC: NTSB

CC: Ed Morse Cadillac Delray Beach



RETAIL PURCHASE AGREEMENT

CUST#: [REDACTED]

Deal Number: 140818

Purchaser's Name(s): [REDACTED]

Date: 11/10/2017

Address: [REDACTED] BOYNTON BEACH FL [REDACTED]

County: PALM BEACH

Telephone (1): [REDACTED]

Telephone (2): [REDACTED]

DOB: [REDACTED]

E-mail: [REDACTED] D.L./State I.D.# [REDACTED] Issuing State: FL Exp. Date: 07/23/2020

The above information has been requested so that we may verify your identity. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR 2014	MAKE CADILLAC	MODEL SRX	COLOR BLU/Blue	STOCK NO. [REDACTED]
VIN/SERIAL NO. 3GYFNBE32ES [REDACTED]		ODOMETER READING <input type="checkbox"/> Not Accurate 23,572		SALESPERSON JOAQUIN GONZALEZ
THE VEHICLE IS: <input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED		PRIOR USE DISCLOSURE: <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> PREVIOUSLY LEASED <input type="checkbox"/> EXECUTIVE VEHICLE <input type="checkbox"/> RENTAL <input type="checkbox"/> OTHER		

WARRANTY STATEMENT	CASH PRICE OF VEHICLE	26375.00
We are selling this Vehicle to you AS-IS and we expressly disclaim all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, unless the box beside USED VEHICLE LIMITED WARRANTY APPLIES is marked below or we enter into a service contract with you at the time of, or within 90 days of, the date of this transaction. All warranties, if any, by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or other supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.	OPTIONAL ACCESSORIES/SERVICES	XXXXXX
	N/A	N/A
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) The information you see on the window form for this Vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. Traducción española: Vea el dorso. <input type="checkbox"/> Used Vehicle Limited Warranty Applies. We are providing a Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Limited Warranty.	FL DOC STAMPS	79.10
	N/A	N/A
TRADE-IN VEHICLE INFORMATION	GAP INSURANCE	750.00
	N/A	N/A
Year: N/A Make: N/A Model: N/A Color: N/A	TOTAL SELLING PRICE	27204.10
VIN/Serial No: N/A Odometer Reading: <input type="checkbox"/> Not Accurate N/A	LESS: TRADE-IN ALLOWANCE	N/A
Trade-In Allowance: N/A Balance Owed & Lienholder: N/A	LICENSE FEE	439.95
You agree that the Representations Regarding the Trade-In Vehicle in Paragraph 7 are true and correct. You further agree that the Dealership may immediately sell the Trade-In Vehicle even if it is sold prior to final financing approval by, or assignment of the Retail Installment Sale Contract to a financial institution. <input type="checkbox"/> IF THIS BOX IS MARKED, THE BALANCE OWED TO THE LIENHOLDER ON YOUR TRADE-IN VEHICLE IS ONLY AN ESTIMATE. WE HAVE NOT BEEN ABLE TO CONFIRM THE EXACT PAYOFF AMOUNT AS OF THE DATE OF THIS AGREEMENT. PLEASE READ PARAGRAPH 9 ON THE REVERSE SIDE BEFORE YOU SIGN BELOW. X N/A X N/A	PLUS: PREDELIVERY SERVICE CHARGE*	689.00
	<input type="checkbox"/> OPTIONAL ACCESSORIES/SERVICES: You have elected to purchase optional accessories and/or services. The purchase of these accessories/services is not required by Dealer.	<input type="checkbox"/> ELECTRONIC REGISTRATION FILING FEE*
*PREDELIVERY SERVICE CHARGE: These charges represent costs and profits to the Dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale.	<input checked="" type="checkbox"/> BATTERY FEE/ <input type="checkbox"/> TIRE FEE	1.50
*The Deposit/Down Payment received from you is not refundable, except as set forth in this Retail Purchase Agreement. In the case of a Deposit, we will refrain from selling the Vehicle for ____ days.	<input checked="" type="checkbox"/> NEW VEHICLE LEMON LAW FEE	N/A
X N/A X N/A	SUBTOTAL	28334.55
OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS	SALES TAX @ 6.0000 %	1629.73
<input type="checkbox"/> IF BOX IS MARKED, PLEASE SEE THE DELIVERY CONFIRMATION <input type="checkbox"/> IF UNX IS MARKED, PLEASE SEE THE CONDITIONAL (SPOT) DELIVERY AGREEMENT [Seller's Right to Cancel]	XXXXXX COUNTY TAX	50.00
	REGISTRATION AND TITLING FEES	N/A
	PLUS: BALANCE OWED ON TRADE-IN	N/A
	TOTAL AMOUNT DUE	30014.28
	LESS DEPOSIT/DOWN PAYMENT**	7500.00
	LESS REBATE	N/A
	N/A	N/A
	N/A	N/A
	LESS CASH DUE AT DELIVERY	N/A

Subject: Cadillac SRX Headlights

From: [REDACTED] >

Date: 10/6/18 8:43 AM

To: [REDACTED]@com >

Just an example...

See Attached


Cadillac SRX Headlights Problems - part 1.htm

car Car Problems

All Cars > Cadillac > SRX > Exterior Lighting > Headlights

Headlights Problems of Cadillac SRX - part 1

Cadillac SRX owners have reported 228 problems related to *headlights* (under the exterior lighting category). The most recently reported issues are listed below. Also please check out the statistics and reliability analysis of Cadillac SRX based on all problems reported for the SRX.

 Headlights problem of the 2015 Cadillac SRX 1 **Failure Date:** 10/03/2018


Headlights are extremely dim, it is impossible to drive when it is dark. I attempted to this morning as I needed to come in to work early and nearly wrecked. I had to pull over off the freeway and wait for daylight. I knew they were dim and because of that try to never drive at night but it is ridiculous that I own a vehicle I am unable to drive at dark.

[See all problems of the 2015 Cadillac SRX icon-go-page](#)

 Headlights problem of the 2011 Cadillac SRX 2 **Failure Date:** 09/25/2018

Moisture buildup in both of my headlights and made it hard to see at night and I ran off road

[See all problems of the 2011 Cadillac SRX icon-go-page](#)

 Headlights problem of the 2011 Cadillac SRX 3 **Failure Date:** 09/24/2018

The contact owns a 2011 Cadillac Srx. The contact stated that the low beam headlights were very dim and he could barely see the road when driving at night. The vehicle was not taken to the dealer or an independent mechanic for diagnostic testing. The manufacturer was notified of the failure. The vehicle was not repaired. The approximate failure mileage was 120,000.

 Headlights problem of the 2013 Cadillac SRX 4 **Failure Date:** 09/11/2018

Complaint involving dim headlights - poor lighting. My 2013 Cadillac headlights are dim with very low visibility and dangerous to drive at night. We are unable to clearly see any objects in the path of vehicle when driving at night. We took the vehicle in for diagnosis and were told it no longer under warranty and will have to pay \$2000 for repair. After researching further, other owners of this same vehicle have complained of the same issue and confessed that repair is only a temporary fix - there is a

manufacturer defect of the seal around the light fixture which allows condensation inside the bulb. We called gm and they boldly told us no warranty, no repair. What about safety??!!!! there are apparently several class action lawsuit - this should be illegal and gm should be held accountability for faulty products that is life threatening. Congress has to get involved!!!!.

See all problems of the 2013 Cadillac SRX [icon-go-page](#).

[car image](#) Headlights problem of the 2015 Cadillac SRX 5 **Failure Date:** 09/06/2018

My headlights are very dim , so dim I thought the left one was out completely. My headlights are discolored with condensation. I was unable to drive my vehicle at night coming home from work at night without using my high beam lights. I took my car to plaza Cadillac in leesburg, FL. They replaced both headlights with new ones. I am pleased that they acknowledged the headlight defect and failure but am reporting it because it needs to be a recall. I have read of others that are being given the run around and being charged for a flaw that is dangerous and gm should own up to and replace faulty headlights. I am the original owner of my Cadillac, purchased new from dealership.

[car image](#) Headlights problem of the 2013 Cadillac SRX 6 **Failure Date:** 09/02/2018

Just purchased a 2013 Cadillac. It is a beautiful vehicle but almost crashed the first time I drove it at night. Cannot see with headlights on dim. Help please. Vehicle was in motion. I had to drive at an unsafe slow speed quite a distance to get where I could pull over. This is a dangerous safety hazard. I've got to be able to drive at night. Dangerous! when you dim your headlights they barley shine at all. Looks as if they aren't on. Stopping and having to brake is very dangerous.

[car image](#) Headlights problem of the 2013 Cadillac SRX 7 **Failure Date:** 08/27/2018

Low beam headlights are unreasonably dim and it is unsafe to drive at night. Less than 5 feet of visibility. Car can't be driven at night due to the low output of light. Abstaining from driving at night for fear of having an accident and getting someone gets injured or something more serious. This needs immediate attention. Someone is welcome to come and visit and do a drive with us at night.

[car image](#) Headlights problem of the 2014 Cadillac SRX 8 **Failure Date:** 08/26/2018

Dim headlights are very low. Very unsafe to drive at night with dim lights on. We have noticed that the blinker is brighter than the actual lights. Very low visibility. When driving I often think the lights are not on when they are on low beam. Would not be able to see a child or animal (or any object) in path of vehicle when driving at night. Our Srx is black so I'm also concerned about other vehicles seeing us at night w/such poor lighting. Total defect in design. My husband will drive it at night, but I refuse to.

See all problems of the 2014 Cadillac SRX [icon-go-page](#).

[car image](#) Headlights problem of the 2011 Cadillac SRX 9 **Failure Date:** 08/25/2018

Low beam headlights are very dim, to the point of hardly being able to see the road. I've replaced the bulbs with no help.

car image Headlights problem of the 2014 Cadillac SRX 10

Failure Date: 08/20/2018

TI the contact owns a 2014 Cadillac Srx. The contact stated that the low beam headlights did not operate. The vehicle was not diagnosed or repaired. The dealer and manufacturer were not notified. The failure mileage was 117,000. The VIN was not provided.

car image Headlights problem of the 2011 Cadillac SRX 11

Failure Date: 08/15/2018

I have moisture in my headlight. The ballast and ignitor have friend from the moisture. Apparently this is a common fault and gm refuses to do anything. A class action suit needs to be refilled against them for their shoddy workmanship of their headlights.

car image Headlights problem of the 2015 Cadillac SRX 12

Failure Date: 08/06/2018

Low beam lights are not functioning at appropriate levels to see safely. Took the car to scranton GMC/chevy in vernon, CT and service department had it for a day, and returned it saying they found nothing wrong with the headlights but had no paperwork for me to sign or have. They also told me that they had called gm in regards to this. Knowing there are already class action suits out there and them not even writing this up leads me to believe they are attempting to suppress the reporting of this issue. I have trouble seeing with my low beams, and it is definitely not safe.

car image Headlights problem of the 2011 Cadillac SRX 13

Failure Date: 08/04/2018

Having issues with the headlight getting condensarion inside, it usally take a few days for this ro dry out.

car image Headlights problem of the 2012 Cadillac SRX 14

Failure Date: 08/02/2018

Headlights start randomly dimming to the point you can't see to drive, dash stability control & traction control lights keep going on and off. Engine fans turns on and won't turn off even after vehicle has been shut off.

See all problems of the 2012 Cadillac SRX [icon-go-page](#).

car image Headlights problem of the 2015 Cadillac SRX 15

Failure Date: 08/01/2018

TI the contact owns a 2015 Cadillac Srx. The contact stated that the low beam headlights were very dim and failed to provide adequate lighting. The failure prevented clear visibility while driving; therefore the high beam headlights had to be activated. The vehicle was taken to pikerton Chevrolet (925 north electric road, salem, virginia 24153, (800) 813-5960), but was not diagnosed or repaired. The dealer stated that nothing could be done to correct the failure. The manufacturer was not notified. The failure mileage was 21,000.

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Administrator NHTSA
Complaint Division
1200 New Jersey Ave S.E.
Washington, DC. 20590

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