

[REDACTED]
Fort Myers, Florida
[REDACTED]

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

August 18, 2021

Safety Concern – 2014 Cadillac SRX headlights

Dear Sirs,

I am writing to express my sincere safety concerns over very dim headlights on my 2014 Cadillac SRX. When using the dim setting (not brights) they are useless at night. If you are not driving on a well-lit city street, you have to use the brights. Of course, oncoming drivers are not happy about that.

I brought this up to the service advisor at my Cadillac dealer during a routine service visit. They said the reflector material in the headlight deteriorates which causes the problem and it isn't covered under warranty. That the solution was to totally replace the headlight assembly which was very expensive.

When I questioned why there wasn't a safety recall, they said there had been quite some time back but according to the records they had, my VIN number wasn't in that recall.

I recently received a recall notice N212340980 having to do with a potential loose toe link. However, the dim headlights seem like a much more serious safety issue.

I want Cadillac to replace these unsafe headlights at no cost to me because of the safety hazard they represent.

2014 Cadillac SRX
VIN # 3GYFNBE35E [REDACTED]
Mileage 62,167

Dealer Val Ward Cadillac
12626 S Tamiami Trail
Fort Myers, Florida 33907

Sincerely

[REDACTED]

Fort Myers, FL [REDACTED]
PH [REDACTED]

CC: National Highway Traffic Safety Administration

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Fort Myers, FL [Redacted]

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National Highway Traffic Safety Admin
1200 Jersey Ave., SE
Washington, DC 20590

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