



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection
Secretary Randy Romanski

October 27, 2021

CL-11440191-3890

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Lake Mills WI [REDACTED]

RE: File 122782 (Refer to this number when contacting our agency)
General Motors Corp
Customer Asst Center PO Box 33170
Detroit MI 48232-5170

Dear [REDACTED]

Thank you for submitting your product safety concern about General Motors Corp.

The laws dealing with this issue are enforced by the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590
Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

You may contact them directly for information about your complaint.

Sincerely,

Heidi L. Barth
Regulatory Specialist - Senior
Investigation Unit
Bureau of Consumer Protection
Telephone: (608) 224-5179 FAX (608) 224-4677
Email: Heidi.Barth@wisconsin.gov
www.facebook.com/wiconsumer

Wisconsin - America's Dairyland

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

General Consumer Complaint

Your Information

Salutation [REDACTED]
First Name [REDACTED]
Last Name [REDACTED]
Address Line 1 [REDACTED]
City Lake Mills
State WI
Zip [REDACTED]
Home Phone [REDACTED]
Email [REDACTED]

Phone me between 8-4 at [REDACTED] Cell anytime
Best time to call [REDACTED]

Information about the person or business your complaint is against:

Business Name General Motors Corporation
Address Line 1 PO Box 33169
City Detroit
State MI
Zip 48232-5169

Name of the person you talked to [REDACTED]
Title of the person you talked to [REDACTED]

Your Complaint

October 4, 2021 Cadillac Motor Division P.O. Box 33169 Detroit, MI 48232 Re: Dangerous headlight situation Gentlemen: I have contacted you via email from your website. I am also sending the letter so I have a copy of the same. I purchased a 2014 SRX in March of this year. Mileage was at 97,320, VIN # 3GYFNGE34ES [REDACTED] I noticed the headlights on normal do not display enough light on the road at night to see appropriately as I almost hit a pedestrian! Consequently, we took the car in to be looked at. We thought that the headlights just needed an adjustment. Likewise, the high beam on the left side does not work properly. I consider this to be a very dangerous situation. I took the SRX to two dealerships, one said the headlights are not adjustable and that's just the way they are, and the other dealer said they would try to adjust them but the screws are frozen, and a high beam on the left side needed to be replaced. He was not comfortable trying to ?fix? the problem. Neither mentioned a Cadillac ongoing problem with the headlights. We then took it to a local body repair shop who said the reflector plates have deteriorated and an element needs to be replaced, however, he also stated this is an ongoing problem with the SRX headlights, and there actually was a lawsuit against Cadillac as this is considered a serious safety hazard. Replacement of the headlights does not really fix the problem; it continues even with the replacements! Be advised, this is a serious problem and considered a danger as you cannot see properly at night. We were told there is a cost assistance available at or for the dealership, please provide details as I am now afraid to drive at night. If I

would have known of this problem I never would have purchased an SRX, but kept my CTS!
Thank you. Sincerely [REDACTED] N [REDACTED] Lake Mills, WI [REDACTED]
Cell; [REDACTED]

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business? I Telephoned the Business

If other, describe the other method of contact. sent the attached letter

If printed ad, when was it printed?

If printed ad, where was it printed?

When did the first contact occur? 10/04/2021

How old is the person who had contact with the business? [REDACTED]

What product or service did you buy? 2014 Cadillac SRX

Was it advertised?

Date advertised?

Where advertised?

Did you sign a contract / agreement?

Date Contract Signed

Number on Contract, Policy or Receipt

Where were you when you signed the contract? Ewald Automotive

Payment Information

Amount Paid

Payment Method Check

Description of Payment Method (if "Other") check

Where did you pay the business?

Description of Payment Location

Interactions with the Business

Did you contact the business about your complaint? Yes

When did you contact the business? 10/04/2021

What happened when you contacted the business? nothing

Resolution Information

Have you filed this complaint with another agency? No

Agency name

What happened when you contacted the other agency?

Have you contacted a private attorney? No

Have you started court action? No

How do you feel this complaint should be resolved?*

I want them to replace the headlights! The car is not that old but is very dangerous to drive.



**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

CP

neopost®
10/25/2021
FIRST-CLASS MAIL
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041192205388

NHTSA
West Building
1200 New Jersey Ave SE
Washington, DC 20590 *LAST-STOP*

IRB-658 20590

