

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

National Highway Traffic Safety Administration 1-888-327-4236 INTERNET:www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148
	Date Received: 22-FEB-2022 Repository: <input type="checkbox"/> Reference No: 11453483

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	ZIP Code	Evening Telephone Number
Kemah	TX	[REDACTED]	[REDACTED]
Email Address: [REDACTED]			

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	MAKE	Model	Model Year
3gyfmb39e [REDACTED]	CADILLAC	SRX	2014
Date Purchased	Dealer's Name and Telephone Number	Engine No: Cylinders	Fuel Type
	Ron Carter Cadillac 8323698228 <i>BIG STAR CADILLAC - 221-273-7000</i>	6	GAS
Original Owner <input type="checkbox"/>	Dealer's City	STATE	ZIP Code
	Friendswood	TX	77546
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<i>Auto</i>	<input type="checkbox"/> Cruise Control		Incident Date(s)
			01-FEB-2019

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 121000 EXTERIOR LIGHTING/HEADLIGHTS	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION		
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), Injury(ies).)</i>		
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured
		Number of Deaths
		Reported to Police
		N

Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2014 Cadillac SRX. The contact stated that the front headlights had become increasingly dim while in operation. The contact took the vehicle to a dealer to purchase replacement bulbs but was informed that the entire headlight module had to be replaced to fix the failure. The manufacturer was notified of the failure and offered him a gift card for an oil change. The vehicle was repaired. The failure mileage was unknown.

I had been told this was a recall to replace the headlights, but this was for a limited time. We were never notified of this recall, and feel the manufacturer should refund us the cost to repair.

1/19/2022

General Motors Co.

Cadillac

P.O. Box 909989

Milwaukee, WI 53209-9989

Attention: Big Star Cadillac

18100 Gulf Fwy

Friendswood TX 77546

To Whom It May Concern:

We are submitting for Case # [REDACTED], which was open through a conversation with GM on 1/19/2022. On 1/12/22 we were charged \$2334.95 to replace two complete Headlamp Assembly's. As a consumer we are surprised this service was not considered a recall by GM since it is a default in the Lamp system and dangerous to all Cadillac car owners. There were many forums and information available to read for owners regarding this specific hazard. During the payment of this replacement, we became aware of a "Core Return" charge for the defective Lamp system. This leads us to believe that a repair could have been initiated instead of a total replacement. We are seeking a refund or retribution for the paid services.

Regards,

[REDACTED]

[REDACTED]

Kemah TX [REDACTED]

[REDACTED]



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR BOBBY MILLER	21	TAG NO. 2748	INVOICE DATE 01/12/22	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 83,770	COLOR SILVER COAS	STOCK NO.	
[REDACTED]	[REDACTED]	YEAR / MAKE / MODEL 14/CADILLAC/SRX/4DR SUV FWD	DELIVERY DATE 10/05/13		DELIVERY MILES		
[REDACTED]	[REDACTED]	VEHICLE I.D. NO. 3 G Y F N B E 3 9 E S	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/12/22			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 83773	

LABOR	DESCRIPTION	TECH(S)	WARRANTY
JOB# 1 CHARGES			
J# 1 71CDZ020	CAMPAIGN/RECALL C/S: Product Safety Recall N212340980 : Rear Toe Link Separation Release Date 6252021 RECALL REPLACED REAR TOES LINK AND SET TOE PER RECALL 9105993 1.960HRS	1947	WARRANTY
PARTS	QTY--FP-NUMBER--DESCRIPTION--UNIT PRICE--		
	1 85571873 LINK 5.416 Y		WARRANTY 0.00
JOB# 1 TOTALS			
JOB# 2 CHARGES			
J# 2 64CDZ	ELECTRIC CAR GROUP C/S: CUSTOMER STATES THE HEADLIGHTS ARE VERY DIM. QUOTED DIAG FEE. INSPECT AND ADVISE. DO NOT USE!! HEADLAMP ASSEMBLY x 2 REPLACED BOTH HEAD LAMPS ASSEMBLY	1947	422.50
PARTS	QTY--FP-NUMBER--DESCRIPTION--UNIT PRICE--		
	1 23315408 HEADLAMP 2.725 N 861.88		861.88
	1 23315409 HEADLAMP 2.725 N 861.88		861.88
JOB# 2 TOTALS			
JOB# 3 CHARGES			
J# 3 00CDZ002	VEHICLE INSPECTION PERFORM VEHICLE INSPECTION REPORT PERFORM VEHICLE INSPECTION	1947	0.00
JOB# 3 TOTALS			
MISC	CODE--DESCRIPTION--CONTROL NO--		
JOB # A	N SHOP SUPPLIES		46.48
ESTIMATE			46.48
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)			

NOTICE PURSUANT TO PROPERTY CODE §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

TERMS: STRICTLY CASH
I authorize the repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I understand that a charge on my account is payable in full upon receipt of the invoice.

DISCLAIMER OF WARRANTIES
Any and all warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

The Reynolds and Reynolds Company, Form 48044-C (08/21)



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR BOBBY MILLER	21	TAG NO. 2748	INVOICE DATE 01/12/22	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 83,770	COLOR SILVER COAS	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 14/CADILLAC/SRX/4DR SUV FWD	DELIVERY DATE 10/05/13		DELIVERY MILES	
REPAIR, TX [REDACTED]	VEHICLE I.D. NO. 3 G Y F N B E 3 9 E S	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.C. DATE 01/12/22		
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: 83773	

ESTIMATE APPROVED ADDITIONAL COST OF \$2372.76 FOR TOTAL ESTIMATE OF \$2372.76 (+TAX) ON 01/12/22 AT 12:13p
BY [REDACTED] COMMENTS

COMMENTS
++WAITER++created 2022-01-03 10:05:00am taken by LeAnne Kerr

TOTALS -----

BIG STAR CADILLAC
SERVICE AND PARTS * MON-FRI 7:00AM-6:00PM
SATURDAY 7:00AM TO 2:00PM

TOTAL LABOR....	422.50
TOTAL PARTS....	1723.76
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	46.48
TOTAL MISC DISC	0.00
TOTAL TAX.....	142.21
TOTAL INVOICE \$	2334.95

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* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH
I authorize the repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I understand that a charge on my account is payable in full upon receipt of the invoice.

DISCLAIMER OF WARRANTIES

Any and all warranties on the products sold made by the manufacturer. I expressly disclaims all express or implied, including warranty of merchantability or particular purpose and neither authorizes any other person to assume liability in connection with the products. NOT RESPONSIBLE FOR DAMAGE TO CARS OR TRUCKS IN CASE OF FIRE, THEFT, OR OTHER CAUSE BEYOND OUR CONTROL.

3 STAR HYUNDAI
18100 GULF FREEWAY
FRIENDSWOOD, TX. 77546
281-283-7000

SALE

Clerk #: 000021

REF# [REDACTED]
Batch #: [REDACTED] 15:03:33
Inv/Tkt #: [REDACTED]
APPR CODE: 00004p
ENCRYPTED BY ELAVON
Trace: 15
MASTERCARD [REDACTED]

Chip **/*
AMOUNT \$2,334.95

APPROVED

CHASE MASTERCARD
AID: A0000000041010
TVR: 00 00 00 80 00
TSt: E8 00

THANK YOU

CUSTOMER COPY



If you believe you reasonably incurred covered headlamp replacement expenses in excess of the \$800 per headlamp limit (\$1,600 if two headlamps are replaced pursuant to the same repair order), you may submit a written request for review of your situation and supporting documentation with your Claim Form and Release.

The \$800 per headlamp limit and claim form procedure will be applied to each replacement of one or both headlamps, so you may claim reimbursement for any repeat replacement by submitting a separate Claim Form and proof of covered headlamp replacement expenses.

Please return the Claim Form and Release and the documentation showing covered expenses and any review requests by mail to the following address. To be eligible for reimbursement, the Claim Form and Release must be **postmarked no later than May 28, 2020**:

Cadillac Division, GM LLC
c/o Analytics Consulting LLC
P.O. Box 2009
Chanhassen, MN 55317-2009

To Request Diagnosis and Replacement of Headlamps

If you currently own a model year 2010-15 SRX and believe that its low-beam headlamps are currently exhibiting a moisture-related or dimness issue, or are concerned that such issues may arise in the future, you may take your vehicle to an authorized Cadillac dealer for diagnosis within 90 days of the date of this letter and, if you choose, headlamp replacement. If the authorized Cadillac dealer is unable to diagnose a moisture-related or dimness issue with your headlamp(s), you may nevertheless request a replacement of your headlamp(s). If you request a diagnosis and/or headlamp replacement, you will need initially to pay the dealer for any diagnostic charges and/or replacement costs, but GM will reimburse you for these payments if you submit a Claim Form and Release and dealer repair order to the address contained in this letter showing payment for eligible charges no later than **May 28, 2020**. General Motors will reimburse you for all of these charges in full subject to the \$800 per headlamp replacement limit and the review procedures outlined above. Each replacement headlamp shall be accompanied by GM's standard 12 month 12,000 mile parts replacement warranty.

We are sorry for any inconvenience you have experienced, however, we have taken this action in the interest of your continued satisfaction with our products.

If you have any questions please contact the Settlement Administrator at 1-888-305-1605.

Sincerely,

General Motors LLC