

3/16/22

[REDACTED]
The Villages, FL
Phone [REDACTED]

Claim [REDACTED]

To: NTSA

On 4/16/19 I purchased a 2016 Cadillac SRX with 24,518 miles on it. In October 2019 I had to replace all the tires, due to dry rot. At that time there was 35,219 miles on the car. The tires were purchased at Tire Choice {see invoice}

August of 2021, I received a recall notice on the toe link adjusters. {parts were not available at that time} October 2021 62,972 miles. I contacted Sullivan Cadillac, Ocala, FL as I had a humming noise coming from the rear of the car. At that time they did the recall and replaced left and right rear hub assemblies. {see invoice dated 10/21/21}. No mention of tire wear at that time.

Jan. 4, 2022 {64,489 miles} Discovered evidence of a leak in my driveway. Took it in to Sullivan. They said, "the oil filter was leaking". At that time they did an oil change [see invoice dated Jan 4, 2022], no mention of tire wear.

On January 17, 2022, I drove my granddaughter to Orlando Airport { approx. 70 miles} in a rain storm, the car hydroplaned and fishtailed all the way to the airport.

Feb 16, 2022 I drove to Tampa, returned home on the 19th. Backed the car in the driveway. Noticed my rear tires were bald and both had cords showing. The front 2 tires had normal wear.

On 2/21/22 called Sullivan Cadillac, they suggested I use Cadillac Roadside to take the car there. When the tow truck arrived, he refused to tow it for fear the tires would blow on the road and called for a flat bed. {see Pictures}

During the course of 4 days, Sullivan refuses to accept any responsibility for neglecting to report to me in January, that the tires were in poor condition. {see invoice dated 2/21/22} after replacing the tires it was determined the left rear shock was leaking and both rear shocks were replaced. [in Jan. 2022, did I really have an oil leak?] Was this in actuality normal wear and tear on the tires? Or related to improper installation of toe link adjusters?

It is just by the Grace of God that my tires didn't blow during my travels on the highways in Jan and Feb, causing injury or fatalities to myself or my passengers.

I appreciate your time and attention to this matter.

Respectfully submitted,

[REDACTED]

cc: G.M. product field action - Sullivan Cadillac
cc: Cadillac Customer Service

Customer Name: _____
Street Address or P. O. Box Number: _____
City: The Villages State: FL Zip Code: _____
Preferred Contact Telephone Number: _____
Preferred Contact Email Address: _____
Date Request Form and Supporting Documentation Submitted to Dealer: 3-17-22 (mailed)
Vehicle Identification Number of Involved Vehicle: 3GYFNCE38G _____
(17 Character)
Mileage at Time of Repair: 65,894 Date of Repair: 2.21.22
Amount of Reimbursement Requested: \$ 598.62

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for _____ in this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

The Villages, FL

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL



7021 0350 0001 5630 8900



20590

U.S. POSTAGE PAID
FCM LG ENV
LADY LAKE, FL
32159
MAR 17, 22
AMOUNT

\$5.51

R2307M152800-06

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

CL-11460647-7500

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

3/29/2022 11:14:20 AM



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