

Allen, TX

JAN 24 2023

January 9, 2023

Cadillac Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169

CL-11504437-1000

To Whom It May Concern:

Re: Cadillac CT5 Vin #1G6DP5RK7N [REDACTED]

My wife and I purchased a Cadillac CT5 Sport on March 23, 2022 from the Sewell Cadillac Dealership in Grapevine, Texas. The vehicle's heated steering wheel was not factory installed due to a shortage of computer chips. We received a \$25 discount on the sticker for this inconvenience.

We were told we would get a call to install the heated steering wheel in about 5-6 months. It has now been almost 10 months. The dealer tells us that new vehicles have been arriving with heated steering wheels installed by the factory. I would have thought that you would clear the backlog of customers who have already PAID for their vehicles before installing on new vehicles. The dealer tells us that they have no control over when the parts will be available for install. They say only Detroit knows when parts will be available for customers who paid for their cars almost 10 months ago.

The \$25 discount wasn't even enough to buy a good pair of gloves to keep our hands warm. I would like Cadillac to forward the necessary parts immediately to the Sewell Cadillac Dealership in Grapevine, Texas for installation in our CT5. If the missing features cannot be installed immediately, we expect additional compensation.

Enclosed is a copy of the window sticker showing the \$25 discount for the failure to factory install the heated steering wheel feature. Thank you for your attention to this matter.

Sincerely,

[REDACTED]

CC: National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

CC: Carl Sewell, CEO
Sewell Motor Company, Inc.
3860 W Northwest Highway
Suite 104
Dallas, TX 75220

CS



2022 CT5 SPORT

EXTERIOR: INFRARED TINTCOAT
INTERIOR: WHISPER BEIGE/JET BLACK
ACCENTS

PULL THIS STRIP TO EXPOSE ADHESIVE

Visit us at www.cadillac.com

STANDARD EQUIPMENT

ITEMS LISTED BELOW ARE INCLUDED WITH EVERY CADILLAC CT5

- ***OWNER BENEFITS***
- 4 YEAR / 50,000 MILE¹ BUMPER-TO-BUMPER LIMITED WARRANTY
- 6 YEAR / 70,000 MILE¹ POWERTRAIN LIMITED WARRANTY, ROADSIDE ASSISTANCE & COURTESY TRANSPORTATION
- FIRST MAINTENANCE VISIT
- WHICHEVER COMES FIRST SEE CADILLAC.COM OR DEALER FOR TERMS, DETAILS & LIMITS
- ONSTAR RV SERVICES & IN-FLY HOTSPOT CAPABLE. SEE ONSTAR.COM FOR TERMS

PERFORMANCE

- DRIVETRAIN, REAR-WHEEL DRIVE
- ELECTRONIC PRECISION SHIFT
- THREE, LOW PROFILE, ALL-SEASON, RUN-FLAT

- PERFORMANCE MESH GRILLES
- REAR SPOILER
- ROCKER MOLDING EXTENDING
- DRIVER MODE SELECTOR
- STEERING WHEEL, LEATHER, PERFORMANCE RUN W/ ALLOY RADIATOR SHIFTERS

LUXURY & CONVENIENCE

- SEATS, DRIVER & FRONT PASSENGER 10-WAY ADJUSTABLE INCL. 4-WAY POWER LUMBAR
- SEAT, REAR GRAY FOLDING
- MEMORY SETTINGS, DRIVER
- STEERING COLUMN, POWER TILT & TELESCOPING
- PEDESTAL, ALLOY DRIVER
- LIGHTING, LED HEADLAMPS & TAIL LAMPS
- LIGHTING, LED INSIDE AMBIENT
- WIPERS, RAIN-SENSITIVE
- SUNROOF WITH HEAT, ALL ACCESSIBLE WITH

- SUBSCRIPTION SOLD SEPARATELY
- WIRELESS PHONE CHARGING
- ADAPTIVE CRUISE CONTROL

SAFETY & SECURITY

- FORWARD COLLISION ALERT
- PEDESTRIAN BRAKING
- SAFETY ALERT SEAT
- TEEN DRIVER
- ENHANCED AUTOMATIC EMERGENCY BRAKING
- REVERSE AUTOMATIC BRAKING
- REAR CROSS TRAFFIC ALERT
- BUCKLE TO UNLOCK
- LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT
- TIRE PRESSURE MONITOR SYSTEM
- LANE KEEP ASSIST W/ LANE DEPARTURE WARNING
- FOLLOWING DISTANCE INDICATOR

OTHER

- #1 WRECKED LUXURY CARLIN IN INITIAL QUALITY, 2 YEARS

IN A ROW, J.D. POWER, 2021
BEST JOPOWER.COM RANKING

BASE MSRP (EXCLUDES DESTINATION CHARGE)

STANDARD VEHICLE PRICE \$42,999.00

OPTIONS & PRICING

VEHICLE EQUIPPED WITH THE FOLLOWING OPTIONS:

- PARKING PACKAGE: 1,790.00
- REAR CAMERA MIRROR
- REARVIEW, OUTSIDE HEATED POWER, ADJUSTABLE, POWER-FOLDING
- AIR CLEANER
- STEERING COLUMN, POWER TILT & TELESCOPIC
- HANDS-FREE DECKLID RELEASE
- AUTOMATIC PARKING ASSIST WITH BRAKING
- DEAD PEDESTRIAN ALERT
- HD SURROUND VISION
- SURROUND VISION RECORDER

WHISPER BEIGE/JET BLACK ACCENTS 1,390.00

W/ LEATHER SEATING SURFACES 1,400.00

ULTRAVISION SHROOD 1,400.00

NAVIGATION AND BOSE PREMIUM AUDIO PACKAGE 1,350.00

BOSE PERFORMANCE SERIES PREMIUM 15-SPEAKER SYSTEM 1,225.00

INFRARED TINTCOAT 1,190.00

CLIMATE PACKAGE:

SEATS, DRIVER & FRONT PASSENGER POWER LUMBAR MASSAGE

SEATS, DRIVER & FRONT PASSENGER HEATED

SEATS, DRIVER & FRONT PASSENGER VENTILATED

TECHNOLOGY PACKAGE: 1,100.00

HEAD-UP DISPLAY

WHEELS, 19" ALLOYS 600.00

WITH SATIN GRAPHIC FINISH

INTERIOR PROTECTION PACKAGE: 285.00

DEALER INSTALLER

CREDIT - NOT EQUIPPED WITH HEATED STEERING WHEEL INCLUDES LATER RETROFIT -25.00

TOTAL OPTIONS \$10,465.00

TOTAL VEHICLE & OPTIONS \$53,464.00

DESTINATION CHARGE 1,195.00

TOTAL VEHICLE PRICE* \$54,659.00

EPA DOT Fuel Economy and Environment

Fuel Economy

27 MPG
combined city/hwy

23 city
33 highway

3.7 gallons per 100 miles

Midsize car range from 15 to 17.2 MPG
The best vehicle rate: 14.2 MPG

You spend \$1,750
more in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost

\$1,650

Fuel Economy & Greenhouse Gas Rating



Smog Rating



Midsize car range from 15 to 17.2 MPG
The best vehicle rate: 14.2 MPG

fuelconomy.gov

Calculates your vehicle's fuel economy and greenhouse gas emissions

Gasoline Vehicle

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score

Based on the combined ratings of frontal, side and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash

Driver Passenger
★★★★★
★★★★★

Side Crash

Front seat Rear seat
★★★★★
★★★★★

Rollover

★★★★★

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

www.safercar.gov or 1-888-327-3236

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 46%

MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 21%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT: LANSING, MI U.S.A.

COUNTRY OF ORIGIN: U.S.A.

ENGINE: UNITED STATES

TRANSMISSION: UNITED STATES

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

VEHICLE IDENTIFICATION NUMBER (VIN): 1G111510000000000

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

Other Information

ALLEN, TX

NORTH TEXAS TX P&DC
DALLAS TX 750
11 JAN 2023 PM 7 L



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC
20590

20590-

