

[REDACTED]
Reno, Nevada
[REDACTED]

February 8, 2023

Sirs:

I am displeased with your service department and its failure over 9 months to read about and listen to my complaints about the operation of my 2014 Cadillac SRX. From its initial service in March, 2022 under warranty through the follow up drive after the service in September, your techs, including your shop foreman and the Cadillac guru told me the car performed without problems. Even during my panicked phone call on December 29, 2022 desperately seeking instructions to obtain service during a total breakdown in Oregon, you and your service personnel had no compassion, concern or care to help. It is now more than a month from that phone call and I still have not had a follow up from any personnel.

To Review the Issues and Service:

You can check the service records on this vehicle. As a reminder, it was brought in March under warranty with a 4 page handwritten report of transmission issues. The issue was so bad that it would barely shift while accelerating from a stop on the drive home from the dealer in Sacramento, a distance of 135 miles, on the day I purchased the vehicle (February, 2022). My report also included the description of the same issue I experienced—difficult, thumping shifting that gets worse the longer the auto is driven in a day—on the drive to Fallon, Nevada, a 63 mile drive from Reno. That drive also included the description of the vehicle rolling backward while attempting acceleration out of a driveway. Your tech had it for about a week, drove it, flushed the transmission, and concluded there was nothing wrong. Paid \$1600+ for service and left the car with you for over a week.

I was told modern care "hard shift"; therefore, I accepted this driving condition until my husband began driving the auto on a trip to Seattle. The thumps, "hard shifts" became more frequent and harder until September (see attached email).

Your shop foreman was assigned the repair, and at my request we took a drive together before the car was taken into service. On the one hour drive around Reno, the car gradually got worse until Dan felt the hardest shift. I was told that the "computer remembers how the driver drives", and performs accordingly (i.e. I took as an insult,

something I will never forget. This vehicle was intended for our new retirement travel adventures. Instead, we had breakdowns during both road trips, the last ending in a DOA automobile.

I don't need social media or business rating sites to express my dissatisfaction with your service and customer care. My story is enough.

I do not trust your company to provide quality, accurate diagnosis and repair. I do not trust the Cadillac brand anymore for performance and reliability. The solicitations you continue to send as offers to purchase my "well cared for vehicle" are irrelevant at this time, are they not?

Your brand message states: "Corwin continues to build its brand on family values and a philosophy of serving our guests, team members, and communities". I hope you appreciate and consider my family's financial loss and the frightful situation that we experienced this past year.



cc: Corwin Buick GMC Cadillac Reno, Manager
Lance Dattilo, Sales
Preston, Service Manager
Dan, Shop Foreman
Timothy F. Corwin, President
Steve Carlisle, Executive VP, Cadillac
NHTSA



Re: Hoping I can help

Thu, Aug 11, 2022 at 11:13 AM


To: LANCE DATTILO <ldattilo@corwinbuickgmc.com>

Dear Lance,

RE: Your Email

We dropped off our Cadillac SRX on 3-2-22, the earliest repair date your shop had, after purchasing the auto on 1-30-2022 in Sacramento with 88,732 odometer reading and a 3 month, 3000 mile dealer warranty. My wife complained the day she drove it home from Sacramento, stopping only at the Maverick gas station on North Virginia Street and the North Virginia Street exit, that the car didn't shift without a stall/jerk/thump from first to second to third when accelerating from the stoplight. She also complained about that issue on her trip to a project in Fallon, NV the following week along with a further issue of the auto rolling backwards when stopped in a driveway waiting to accelerate to proceed onto a city street.

These issues along with her history of February's driving, the the weeks before we could have an appointment, in Reno on her Saturday "outings" were dictated to the intake service person, who appeared to write all of this info down. My wife also gave a handwritten account of these issues to the intake agent. These issues state that by the time she drove from our house in Rancho Haven to 2 or 3 thrift stores in Reno to Reno Costco and proceeded up North Virginia through town, the University area and old North Virginia street to home, the auto would shift hard up the hill on North Virginia between the previously stated gears. My wife's statement is that the vehicle did this when it was "hot", having been driven 50 or more miles (i.e. compute the mileage from our home in Rancho Haven just to Reno--one way!).

As you can see from the invoice , the repairman didn't find any issues. It states he drove it 2 times, but doesn't state how far. We were told that this car was normal. We suggested, and we were told, he performed a transmission fluid change.

It isn't my car, but we took a family vacation this past week, which we had to cut in half because the vehicle is in worse condition. It is now out of dealer warranty, too.

On my drive between Pendleton, Oregon and Mt. Vernon, Washington, I decelerated in a 30 mph speed zone to a stoplight at 2 pm in Mt. Vernon with a HARD, jerking, thump from third to second and then into first as if I had stomped on the brakes or immediately shoved it into park. Bump, bump to a stop. On accelerating beginning then and getting worse, the vehicle shift between first and second and second and third has a loud clunk and HAAAARRRRRDDDDDD shift. It is feared that it won't get out of first when it is in the

drive mode. In fact, we drove using manual, hoping that it didn't shift back into manual 1 and stop altogether.

The transmission appears to be slipping, out of sync or broken. It's my wife's car. We cut our vacation short just hoping to get home. I had to shift the manual gears at the right RPM, because she doesn't drive stick shift and couldn't get it to work. It is now parked, out of warranty.

We have already paid \$1621.60 and left the car with you for 2 weeks. It is obvious that she wasn't joking when she told you there was a problem. It is apparent that the tech didn't drive it until it got hot. So, if clunks, thumps, no go from first to second, and hard downshift are "normal" according to your tech, then it is not what she expected from an automatic transmission. This is the way she would have driven a manual transmission: hard shift or no go/stop from gear to gear.

I don't have a problem paying for repairs, but your tech said that none was needed. Please advise if you can help.

Sincerely,

[REDACTED]
[REDACTED]
Reno, Nevada [REDACTED]
[REDACTED]

[Quoted text hidden]

[Quoted text hidden]

You are receiving this email because you inquired about or purchased a vehicle from Corwin Buick GMC Cadillac Reno recently or in the past. If you prefer not to receive further emails from us, click here to unsubscribe. Alternatively, you can send a written request to the address below. We'll remove you from our list as quickly as possible.

This email was sent to [REDACTED] on August 11, 2022

To contact us please visit <https://www.corwinbuickgmcreno.com> or call (775) 333-0000.

This email was delivered to you by:
Corwin Buick GMC Cadillac Reno
900 KIETZKE LN
Reno, NV 89502

since speed zones, stops, acceleration and deceleration were environmental not my driving pattern of hesitating or manually shifting an automatic car!). His preconceived notion was that it was the computer, even before attempting any repairs. He said that he drove it, and said that in consultation with Roger at TAC the valve bodies should be replaced and while in there he'd fix the module (I doubt he drove it before repairs, since the repair ticket states the same odometer reading in/out). Both were and reported that the car was fixed. Indeed, Dan said "you are getting a car better than new". Paid \$3900+ and had the car in the shop about 3 weeks.

A month later, we took a ride with Dan again because the problem persisted. The ride was only about 12 miles round trip. With my husband driving (not me, an "old lady"), the hard shift happened. Dan said, "normal".

The call to you and your service manager on December 29, 2022 occurred after the car broke down in pouring rain on I-5 in the middle of Oregon. Having shifted so hard while passing, it didn't accelerate fast enough to pass. Upon exiting, the car quit, rolling into the gas station unable to shift out of first gear. Luckily, the car didn't quit in heavy truck and car traffic in the middle of the expressway during heavy rain. I thank God that my family and dog weren't killed.

Phone calls to you and your staff were not caring or helpful. In addition, you have not followed up with me since that date.

For your information, the transmission failed completely. It would not go let alone "hard shift". The repairs to the transmission were estimated at \$7800+, a complete transmission replacement! But I had a "better than new" vehicle after your last repair. My warranty would have covered this repair, but instead I spent my money. The auto had \$0 trade in value and ended up in the red light, non-operable dealer auto auction!

I owned the car 11 months in 2022 with more than 1 month spent in your service department. It accumulated 15,780 miles with 2 issues happening on our vacation travels, including this last complete breakdown. I spent hard earned money to purchase it and make repairs all of which had no value.

Yes, I had a choice to sell it, but I relied on your service to resolve the issues. Instead, I relied on your expertise believing the drive was "normal".

I have owned Cadillac vehicles twice in my [redacted] years of driving, both of which were driven many years and between 100,000 – 225,000 miles. Never have I had any experiences with the auto or the dealership as this past year. You didn't listen to me any time with the symptoms, the fact that it acted worse when driven 50 miles or more (i.e. hot transmission gears!), and you didn't listen when I called in distress.

The total loss is heartbreaking. The fearful experience of a complete breakdown at 60 miles an hour on an expressway in the middle of a storm in the middle of nowhere is

[Redacted]
Reno, NV [Redacted]

RENO NV 895

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Consumer Affairs
1200 New Jersey Ave SE
Washington, DC 20590

