

[REDACTED]  
Reno, Nevada  
[REDACTED]

February 18, 2023

Sirs:

I have not had a reply from you since my last letter. Enclosed is the document related to the repair needed after the breakdown. I would have expected a response by now.

As a reminder:

1. Your service technician said the transmission was operating normally during his March inspection and no repairs were needed. Although I had a long, handwritten description of the serious, whiplash shifting, he said the car was normal. I had a full warranty that covered a transmission repair. *96,000 miles*
2. Your shop foreman worked on the car for 3 or more weeks in September. After a long test drive in which the car reacted with hard, stalling shifts, he had a preconceived idea that the "brain" had learned how I drove; therefore, it needed re-programming. Although he was told that the car had to be manually shifted in sport gear during a day's driving, both in the mountains and at sea level, he still stated that the "brain learns how the driver drives" (i.e. this old lady taught the car how to act).  
He and a guru decided it was the valves (heart) and module (brain), and not the transmission (broken leg), so they replaced both at my expense. The transmission warranty from March had expired. *98,000 miles*
3. A month after the "expert, professional repair", "better than new car" and "with a lifetime warranty", your shop foreman was taken on another, shorter drive. He said the thumping shift was "normal" and better than it had been before the fix. I felt like a complaining, old woman and accepted his word that the car was acting normally.
4. On my holiday trip home on December 29, the car had extremely hard, whiplash, nearly stopping shifts in all gears while accelerating and decelerating on the expressway to the point of grinding between 5<sup>th</sup> and 6<sup>th</sup> gear while passing, then coasting on the nearest exit with loud clunk and stall into first gear, where it stayed as I pulled into a gas station in the middle of nowhere Oregon in the pouring rain.

5. 5 days later the Cadillac technician in Oregon immediately diagnosed the broken transmission: the cold car wouldn't shift into any gear! A diagnosis a simpleton could make: transmission broken (broken leg!!). *104,000 miles*

I was told that my "lifetime warranty" would not cover any parts or repairs, because you had fixed the heart and brain, not the broken leg—the item I had been told was "normal" since March! The estimated cost to repair is attached. The auto had \$0 trade in value. It was a steel can of parts!

6. The Cadillac Roadside assistance you told me to call for a tow to the nearest dealer on December 29 never called back. To this date, they have never called!

This is the "service" I have received and paid for. To date no one from your company or Cadillac corporate has been in touch with me.

I am extremely upset. I had a warranty in March, but your tech didn't do anything to replicate the conditions under which the car acted poorly, leaving me to continue to drive under these operating conditions, which probably caused more harm.

Your shop foreman and guru decided in September that it was my driving habits that caused the issues. They didn't test drive to replicate what I told them I had experienced.

Furthermore, the car was used when I bought it, and the issue occurred within the first hours of me bringing it home; therefore, logic would say that the computer wasn't reprogrammed in a 1.5 hour drive from Sacramento to Reno. Moreover, they all said that the car performed "normally" after their fix, and that I had a "lifetime warranty" at any dealership. Well, none of this is true, especially the "lifetime warranty" based on your service—your decisions and conclusions of what to fix.

The car never came home. It was DOA at the Oregon dealer. You never bothered to call me after the Oregon dealer questioned you about what had been repaired (I assume they told you that the transmission was broken).

The car had no trade in value. Your repairs and warranty were worthless. It was a worthless piece of metal, losing what I paid for the car and all the repair costs!

In addition, your inattention to my first correspondence indicates to me that you really don't care to listen to your customers, and that reality is passed to all levels within the corporation from the service tech to the executive level. I am just a number: You got paid and that is the end of it.

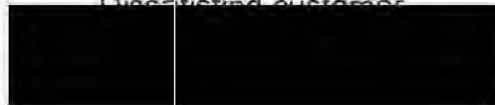
I suppose this is how you treat your family, as your motto states customers are like family. Is this really how you want your wives and mothers to be treated? Is it more important to gobble up more dealerships than to service and respect your current customers? Is this customer service?

Is it the best business practice to ignore the customer, because their problem will go away?

I suspect you will have more issues like mine with your GM products in the next 1 to 10 years. The 2021 GMC Terrain rental car with 33,000 miles acted the same way on our drive home from Oregon: hard shift and barely getting along the highway. You might want to start collecting transmissions now to repair these aging cars! The inexpensive, lightweight metal components used in modern cars would be suspicious culprits to me.

I expect a response from you and corporate within 30 days to resolve this problem regarding the service and repairs to my car that resulted in DOA in the middle of nowhere Oregon from the condition I first reported in written detail in March, 2022 and in verbal, demonstrated detail during an hour's long drive in September with your foreman!

Disappointed customer



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



# Kendall Chevrolet Cadillac

## Repair Order Estimate

Printed Date: January 5, 2023

We have performed our multi-point inspection on your vehicle and the following services were recommended.

### EXISTING SERVICES

Job	Quote
TRANSMISSION DIAGNOSIS CUSTOMER STATES THERE WAS A SHUDDER WHEN COMING TO A STOP	330.00
MULTI-POINT INSPECTION CUSTOMER STATES PERFORMING A COMPLEMENTARY MULTI-POINT VEHICLE	INTERNAL
TIRES & ALIGNMENT	7,474.46
Existing Service Total	7,804.46

### SUGGESTED SERVICES

Blank area for suggested services.

Reno, NV

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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NEF

NHTSA Headquarters  
1200 New Jersey Ave SE West Bldg  
Washington, DC 20590

