

February 28, 2025

APR 4 '25 8:0

NHTSA Headquarters
ATTN: Vehicle Safety
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

To Whom it May Concern:

Please reference the attached letter to the Cadillac Customer Assistance, to date, I have not received a response.

I am requesting your prompt attention to help me get relief from this safety problem.

Sincerely,

A solid black rectangular redaction box covering the signature area.

ra

[REDACTED]
Indianapolis, IN [REDACTED]

January 6, 2025

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

To Whom it May Concern:

I have owned my 2016 Cadillac SRX since November 2015. I have two issues that I would like to write to you about.

I was concerned from the onset of owning the car that there was no backup camera and when I mentioned that and was prepared to get a backup camera, I was told that I would have to take the vehicle to Ziebart and have that done there. Unfortunately, Ziebart was not able to install the parts into the Cue Screen and the mechanics had to modify that with a new rearview mirror with the camera parts. I did not like it at the time, and I still do not like that feature.

Also, from the beginning of my ownership, I noticed that the headlights were not very bright, and I mentioned that to the Service Advisors, both at the Fisher and Greenwood Dealerships. Now the headlights, in my honest opinion, are a safety concern and should be addressed by Cadillac.

Initially, when the dealerships told me that I could get the lights changed for over \$2,000, I called the 1-800 number. It was never mentioned to me that the lights were a problem for other 2015 and 2016 owners and, no correspondences were ever sent to me telling me that I could be reimbursed for the cost of replacing the headlight housing. Please find enclosed copies of two attempts to correct the defect with the headlights at a local Automotive Company because \$2,000 was not in my budget.

I am writing to inform you that those two LED light installations still have not corrected the dim to almost zero lighting of those headlights. Currently, when I drive at night, I must hold the lever to drive with the bright beams.

When I spoke to the Corporate Office last week, I was offered a \$3,000 loyalty discount on the purchase of a brand-new Cadillac. I am a [REDACTED] and currently undergoing [REDACTED] and my budget does not include getting into additional debt currently.

I appreciate your prompt attention/satisfactory resolution to this matter.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

MALLESS AUTOMOTIVE
4525 WEST 71ST STREET
INDIANAPOLIS, INDIANA 46268
(317) 329-8039
FOR ALL YOUR AUTO SERVICE NEEDS

Repair Order [REDACTED]

Date : 8/13/2024

Page : 1

Center :

Customer : [REDACTED]
 Address : [REDACTED]
 City : INDIANAPOLIS, IN [REDACTED]
 Phone 1 : [REDACTED] Ext :
 Phone 2 : [REDACTED] Ext :

Vehicle : 2016 CADI SRX
 License : D948JL
 VIN : [REDACTED]
 Engine : V6-3564CC 3.6L DOHC Trans : A
 Mileage : 130300

Op	Tech Qty	Description Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
MS 002	999	LABOR TO CHECK HEADLIGHTS SEEM DIM. CUSTOMER CAN NOT SEE ROAD. SEE HISTORY					
EL 000	119	LABOR TO REPLACE BOTH HEADLIGHT BULBS USING LED LIGHTING					277.78
	1.00		LED HEADLIGHT BULBS				
	1.00		LAST BULB INVOICE CREDI				
NO 001	999	NOTE: AAA MEMBER DISCOUNT APPLIED					
	999	NOTE: LED SYLVANIA LED H11 HEADLIGHT BULBS AND WIRING HARNESSSES.					
				Discount			-16.28

Payments:
 Cash, \$281.48, on 08/13/24

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

[REDACTED]

Customer, by signing above, [REDACTED] car's receipt of this Repair Order and the '24 Month/24,000 Mile Nationwide Limited Repair Warranty' (Limited Warranty) from Malless Automotive. Customer further acknowledges that Customer has read, understands, expressly agrees and accepts all of the charges for repair work, parts, labor, and other services subject to the express terms and conditions set forth in the Repair Order and Limited Warranty. THE LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. UNDER NO CIRCUMSTANCES SHALL MALLESS AUTOMOTIVE BE LIABLE IN CONTRACT, TORT, OR OTHERWISE FOR SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE.

Labor :	\$146.50
Parts :	\$115.00
Sublet :	\$0.00
Other Fees :	\$0.00
Supply Charg	\$11.15
Subtotal :	\$272.65
Sales Tax :	\$8.83
Paid By :	Total :
Cash	\$281.48
Pay Ref :	Paid :
	\$281.48
	Due :
	\$0.00

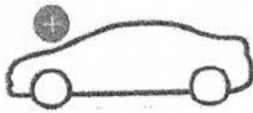
1-24 of 96 results for "sylvania H11 high performance silverStar ultra halogen bulb"

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Enter a new vehicle

Delivery Day

Get It by Tomorrow

Department

Any Department

Automotive

- Car Care
- Car Electronics & Accessories
- Automotive Exterior Accessories
- Automotive Interior Accessories
- Lights, Bulbs & Indicators
- Motorcycle & Powersports
- Oils & Fluids
- Automotive Paint & Paint Supplies
- Automotive Performance Parts & Accessories
- Automotive Replacement Parts
- RV Parts & Accessories
- Automotive Tires & Wheels
- Automotive Tools & Equipment
- Automotive Enthusiast Merchandise
- Heavy Duty & Commercial Vehicle Equipment

Customer Reviews

& Up

Brands

- SYLVANIA
- HELLA
- OSRAM

Top Brands in Automotive

Popular Brands

Price

\$10 - \$44+



Go

Deals & Discounts

All Discounts

Bulb Type

Halogen

Wattage

- 50 to 59.9 W
- 60 W & above

Seller

- Pattern.
- Sixity Auto

See more



Switch Today, See Better Tonight

Shop the Sylvania Store on Amazon

SilverStar

SilverStar Ultra

XtraVision

Sponsored

Results

Check each product page for other buying options.



Sponsored

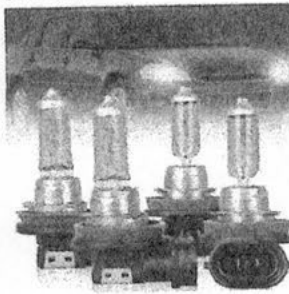
RECON

Ultra Bright Xenon Gas Halogen Headlight Bulbs For Car Truck SUV Vehicle High Low Beam 12V - 2 Pack...

\$19.95 (\$9.98/Count)

FREE delivery Wed, Aug 14
Or fastest delivery Aug 9 - 12

Add to cart



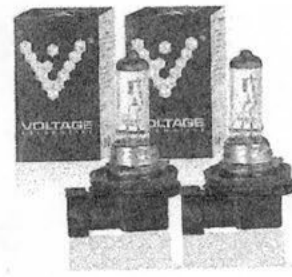
Sponsored

H11 High Performance Halogen Headlight Bulb For Chevy Impala 2006-2013 Light Bulbs High Beam Low...

\$39.99

Save 10% with coupon
FREE delivery Aug 12 - 14
Or fastest delivery Aug 9 - 13

Add to cart



Sponsored

H11 Light Bulb (Pair) - Standard Halogen Replacement For High Beam Low Beam Fog Lights Driving...

2,663

300+ bought in past month

\$12.98 (\$6.49/Count)

FREE delivery Sun, Aug 11 on \$35 of items shipped by Amazon
Or Prime members get FREE delivery Tomorrow, Aug 7

Add to cart

Overall Pick



SYLVANIA



MALLESS AUTOMOTIVE
4525 WEST 71ST STREET
INDIANAPOLIS, INDIANA 46268
(317) 329-8039

FOR ALL YOUR AUTO SERVICE NEEDS

Repair Order [REDACTED]
 Date : 7/18/2024
 Page : 1
 Center :

Customer Address City: INDIANAPOLIS, IN Phone 1 : [REDACTED] Ext : Phone 2 : [REDACTED] Ext :	Vehicle : 2016 CADI SRX License : D948JL VIN [REDACTED] Engine : V6-3564CC 3.6L DOHC Trans : Mileage : 129088
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Op	Tech Qty	Description Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
EL 000	119		LABOR TO REPLACE DRIVERS AND PASSENGER FRONT HEADLIGHT BULBS AT CUSTOMERS REQUEST. USE UPGRADED BRIGHTER HEADLIGHT BULBS.				248.77
	1.00		XTRA VISION BULBS X2				
				Discount			-16.28

Payments:
 Cash, \$247.59, on 07/18/24

OK Bad	Recommendation	OK Bad	Recommendation	OK Bad	Recommendation
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Customer, by signing above, expressly acknowledges Customer's receipt of this Repair Order and the '24 Month/24,000 Mile Nationwide Limited Repair Warranty' (Limited Warranty) from Malless Automotive. Customer further acknowledges that Customer has read, understands, expressly agrees and accepts all of the charges for repair work, parts, labor, and other services subject to the express terms and conditions set forth in the Repair Order and Limited Warranty. THE LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. UNDER NO CIRCUMSTANCES SHALL MALLESS AUTOMOTIVE BE LIABLE IN CONTRACT, TORT, OR OTHERWISE FOR SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE.

Labor :	\$146.50
Parts :	\$85.99
Sublet :	\$0.00
Other Fees :	\$0.00
Supply Chrg :	\$8.49
Subtotal :	\$240.98
Sales Tax :	\$6.61
Paid By : Total :	\$247.59
Cash :	
Pay Ref : Paid :	\$247.59
	Due : \$0.00



24 MONTHS / 24,000 MILES LIMITED NATIONWIDE REPAIR WARRANTY



WHO MAKES THIS LIMITED WARRANTY

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This limited warranty is made by the Independent Repair Facility ("Facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty may be honored by other Facilities participating in this program, or other authorized non-participating facilities anywhere in the United States. This warranty is not a warranty of Federated Auto Parts Distributors, Inc. or Automotive Business Solutions, Inc., their affiliates, subsidiaries, their employees or members/owners. Automotive Business Solutions Inc. serves as the administrator only.

WHAT IS COVERED BY THE LIMITED WARRANTY

This warranty covers the following types of repairs and services, subject to the exclusions listed within:

- Air Conditioning, heating and climate control systems
- Brake system
- Engine cooling system
- Electrical system, including the starting and charging systems
- Engine performance, drivability services and repair
- Exhaust system
- Fuel system
- Ignition system
- Electronic engine management system and on-board computer systems, (engine, body, brake and suspension computers)
- Cruise control system
- Steering/suspension system, wheel bearings, CV joints/U-joints, Half-shafts and driveshafts
- Other minor repairs

The Independent Repair Facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 24 months or 24,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. This warranty is conditioned on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance during the warranty period. Warranty repair costs shall in no case exceed the costs of the original repair or service. If there is a defect in either materials or workmanship within the warranty period, the independent Repair Facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

A buyer of covered products or services has the right to have warranty service performed during the warranty period. The warranty period will be extended for the number of whole days that the vehicle has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect, and the buyer notifies the warranty administrator of the failure of the repairs within 90 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law.

WHAT IS NOT COVERED BY THIS WARRANTY

You must pay for any non-warranty service you order to be performed at the same time as any warranty service. This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the Facility or Facility employees). The Facility's employees and/or agents do not have authority to modify the terms of this warranty, nor to make any promises in addition to those contained within this warranty. THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

REPAIRS AND SERVICES EXCLUDED FROM THE LIMITED WARRANTY

This warranty does not cover repair(s) or service(s) except as listed in the section, "What is Covered by this Warranty," even though the Facility may offer other services. Repairs and services excluded from the Limited Repair Warranty include:

ENGINE:

Any internal repairs, replacement of internal components, or replacement of the engine assembly.

TRANSMISSION, TRANSAXLES:

Automatic or Manual - any internal repair or component replacement requiring the removal of the transmission or transaxle from the vehicle or disassembly of same.

CLUTCHES: Clutch component(s), assembly repair or replacement.

DRIVE AXLE/DIFFERENTIAL ASSEMBLY:

Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive/axle differential assembly.

1. Ring gear, pinion gear and other related gears.
2. Associated bearing with above.

AUTO BODY, PAINT, MOLOING REPAIR:

Any repair or materials related to auto body repair work. Glass replacement or repairs.

COMMERCIAL VEHICLES

TIRES

HOW TO OBTAIN WARRANTY SERVICE

You must keep a copy of the original repair invoice and present it when seeking service under this warranty. If warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same.

If you are less than 25 miles away from the original repair Facility, you must return your vehicle to that Facility for any warranty repairs. If you are more than 25 miles from the original Facility, then you must call the Warranty Administrator prior to any warranty repair work being performed, at 800-351-8438, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 9:00 a.m. to 6:00 p.m., excluding holidays. The Administrator will direct you to the nearest participating Facility. If there are no participating locations in your area, you may take your vehicle to a non-participating Repair Facility in your area. If the non-participating Repair Facility will not accept payment from the Warranty Administrator, you must pay for the warranty service and submit your original repair invoice (or legible copy) and subsequent warranty repair invoice (or legible copy) to the Administrator for review, within 90 days of the date of repair. If your vehicle is inoperable, and you are further than 25 miles from the original facility, you may be eligible for certain towing benefits, to a maximum of \$75.00. You may also be eligible for Rental Car benefits if your vehicle cannot be repaired the same day due to circumstances beyond your control. The maximum benefit is 2 days at a maximum of \$40.00 per day, as determined by the Warranty Administrator.

HOW TO CONTACT THE WARRANTY ADMINISTRATOR

Federated Warranty Program Administrator
P.O. Box 33535
Denver, CO. 80233
800-351-8438

MALLESS AUTOMOTIVE

4525 WEST 71ST STREET
INDIANAPOLIS, INDIANA 46268

(317) 329-8039

FOR ALL YOUR AUTO SERVICE NEEDS

Work Order # [REDACTED]

Date Printed : 8/5/2024

Page : 1

Writer : ERIC STAMBAUGH

Customer [REDACTED] Address [REDACTED] City : INDIANAPOLIS, IN [REDACTED] Phone 1 [REDACTED] Ext : Phone 2 [REDACTED] Ext :	VEHICLE 2016 CAD I SRX LICENSE D948JL VIN [REDACTED] ENGINE V6-3564CC 3.6L I TRANS MILEAGE FLEET #
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Parts				Labor				
OH	Quan	Part Number	Description	Price	Op Tech	Description	Time	Charge
					NO 001999	Sylvania H11 High Performance SilverStar Ultra Halogen Headlight Bulb (Pack of 2) Line: SYL Item: H11SU/2BP	0.00	
						HEAD LIGHT BULBS USED ON INVOICE 0075012		

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation
		WARNING LAMPS			NOISE			
		ENGINE PERF			BODY DAMAGE			
		BRAKE PERF			GLASS DAMAGE			
		TRANS. PERF			OTHER			
		VIBRATION			OTHER			
		PULLING			OTHER			



Indianapolis,



NEP



MH 5th Headquarters
attn: Vehicle Safety
1200 New Jersey Ave SW
West Building
Washington, DC 20590