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March 12, 2002

Customer Assistance Center
Cadillac Motor Car Division
P.O. Box 33169
Detroit, MI 48232-5169

Attn: Mr. Glen Nevrinvean

Dear M. Nevrinvean,

Following up on our phone conversation of yesterday (3/11/02), attached you will find a photocopy of my letter of 2/28/02 which prompted a call from Cadillac Wednesday March 06, 02. I was away from home when this call came in, thus the reason for my not returning same until yesterday.

It was very disappointing to hear from a Cadillac representative that there is nothing that can be done to eliminate this problem and I will have to live with this problem for as long as I own the vehicle. This is pretty much what the service technician at Schooley told me, as I advised in my letter of 2/28/02..

Also, to state that this problem is something that could be brought on by the excessive heat we experience in Florida is ridiculous. What about the heat in Mississippi and Arizona; I have lived in both states and have owned and driven Cadillacs in these states without any such problem.?

Another thing that bothers me greatly is that you stated a letter could not be written in response to my concerns, and when I asked WHY, your answer was ,because of problems related to liability. If Cadillac is concerned about liability, do you not think that I should be concerned about liability as well , should I have an accident due to brake failure and, God forbid kill somebody ?

In addition your comment about drivers "riding the brake" does not-would not apply in my situation for as I told you about 80% of the mileage I put on a vehicle occurs while driving long distances on Highways #75, #95. #24, #40 and #10. In the past I would expect to have brakes relined after 60/70,000 miles, but I cannot recall when it was necessary to work on the rotors due to warp.

I have owned/driven Cadillacs a long time and feel your response to my concern seemed extremely cavalier..

As you will note copy of this letter and my previous letter are being sent to various parties

Sincerely

Cc: Better Business Bureau
580 Village Blvd. #340
West Palm Beach, FL 33409

Consumer Protection Unit Palm Beach County
50 South Military Trail- Ste. 201
West Palm Beach, Fl 33415

NHTSA, U.S. Department of Transportation
Washington, D.C. 20590

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

(Page 1 through Page 4)

February 28, 2002

Customer Assistance Center
Cadillac Motor Car Division
P.O. Box 33169
Detroit, MI 48232-5169

To Whom it May Concern,

Attached you will find photocopy of a repair order for my 2001 Sedan De Ville. This repair was completed to my satisfaction and the vehicle is running well for the moment.

The reason for writing to you is a concern I have about a conversation with one of the service technicians at Schooley while I was waiting for my vehicle to be delivered from repair. In discussing the reason for the car being in the shop and the fact that the rotors had to be resurfaced, this gentleman said this is something to be expected on this vehicle in this climate and this kind of repair could occur for the life of the vehicle, possibly at the same mileage interval.

He mentioned something about a change in the composition of the brake pad that causes the rotor to warp. Assuming he knows what he is talking about, I felt it necessary to voice my concern as repair for this type of problem probably is costly and I do not feel as a faithful Cadillac owner of many years that I should have to bear the burden of this expense.

Also, I imagine other Cadillac owners who own cars that have the new composition brake pad are experiencing a similar problem. At least this is what I was lead to believe. Isn't there a different kind of pad available to replace those on my vehicle?

Thank you for a prompt response to this letter advising as to what my options are.

Sincerely,

