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Form Approved: O.M.B. No. 2127-0008

FOR AGENCY USE ONLY



U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.

CORRECT MARK:

Date Received

01-Aug-02

Reference No.

Color

red

od-r

up-tr



STREET NO.

APT. NO.

MENOMONEE FALLS WI

CITY

STATE

ENTER ZIP CODE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

Yes
 No

In your name and address to the vehicle manufacturer.

SIGNATURE OF OWNER

7-17-02

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) Marked on bottom of windshield or driver's side

1G6CD5383M4319519

VEHICLE MAKE

CAD

VEHICLE MODEL

SEBASTIEN DEVILLE

MANUFACTURE DATE

05/15/92

MODEL YEAR

1992

VEHICLE MANUFACTURER

- BMW
- Daimler/Chrysler
- Ford
- General Motors
- Honda
- Hyundai
- Nissan
- Saab
- Subaru
- Toyota
- Volvo
- VW
- Other

PURCHASE DATE

New
 Used

DEALER'S NAME

WILD CADILLAC

CITY

WAUKESHA

STATE

WI.

ZIP CODE

53186

ENGINE SIZE

(CID/CC) 4.9

FUEL SYSTEM

- Turbo
- Fuel Injection

FUEL TYPE

- Diesel
- Gas

TRANSMISSION TYPE

- Manual
- Automatic

ANTILOCK BRAKES

- Yes
- No

RESTRAINT SYSTEM

- Driver-side Airbag
- Passenger-side Airbag
- 2-Point Belt
- Motorbelt
- 3-Point Belt

CRUISE CONTROL

- Yes
- No

DRIVETRAIN

- Front
- Rear
- 4-Wheel

VEHICLE TYPE

- Car
- Van
- Minivan
- Sport Utility
- Truck
- Motorcycle
- Other

DOORS

- 2-Door
- 4-Door

BODY STYLE

- Hatchback
- Pick Up Truck
- Sedan
- Stationwagon

COMPONENT

- Child Seat
- Electrical Lights & Alarms
- Engine & Cooling System
- Equipment
- Fuel System, Exhaust
- Heater, Defrost, Ventilation
- Interior
- Parking Brake
- Power Train
- Service Brakes
- Steering
- Structure
- Suspension
- Visual Systems
- Other

NO. OF FAILURES

0

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

INCIDENT DATE 11-20-96

TIRE NAME

COMPLETE TIRE SIZE

MILEAGE AT INCIDENT

TIRE BRAND

- BF Goodrich
- Cooper
- Firestone
- Goodyear
- Kelly Springfield
- Michelin
- Yokohama
- Other

VEHICLE SPEED AT INCIDENT

FAILED PART(S)

- Original
- Replacement

HANDICAPPED ADAPTIVE

- Yes
- No

FAILED PART(S) AVAILABLE?

- Yes
- No

NHTSA PREVIOUSLY CONTACTED?

- Yes
- No

Please describe

In detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.

CRASH

- Yes
- No

NUMBER OF PERSONS INJURED

0

FIRE

- Yes
- No

NUMBER OF FATALITIES

0

CAUSE OF INCIDENT

- Wear/Corroded/Rust
- Weak/Poor Fit/Loose
- Cut/Torn
- Disconnect/Fall Off
- Erratic/Poor Performance
- Excessive Effort
- Nasty
- Leaks
- Short
- Locks/Sticks/Grabs
- Stability/Vibration
- Broken

RESULT OF INCIDENT

- Explosion/Fire
- Loss of Control
- Poor Visibility
- Inadvertent Start
- Rollover
- Stalls
- Sudden Acceleration

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

*Water pump failures since purchase, 32,500 mi.
Water pump replaced 3-22-95*

- ① 11-20-96 48,599 mi
- ② 7-22-98 59,624 "
- ③ 4-29-98 59,664 "
- ④ 8-18-99 66,970 "
- ⑤ 3-16-01 74,632 "
- ⑥ 7-5-02 83,779 @ 686,444

These mechanical failures replacement and mileage at dates listed.

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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HS Form 350 (Rev. 8/99)

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

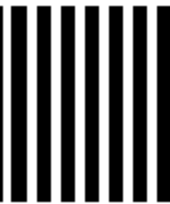
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE
OWNER
QUESTIONNAIRE
(VOLUNTARY)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline

Complete and return or place in your car manual for future use

Problem -

Cadillac 4.9 engine water pumps are defective and wear out fast (newspaper article enclosed)

Why hasn't this fault been corrected since the mechanical problem was found in these cars when they were newer?

at Crest Cadillac 262-781-2800 (latest service receipt is enclosed) the last faulty water pump replacement cost me \$696.44.

It seems I get about 8,600 mi. per pump on average. Or 8 cents per mile to replace it.

In comparison gas at \$1.49 at 22 mpg is 6.6¢ per mi.

I have owned new + used cars for 60 years and do not recall one other model having water pump problems.

I believe there should have been a recall or some compensation for this faulty design.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).**