



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received
2003 APR 14
10-MAR-2003

Repository
AN 0-52
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SAN ANTONIO State: TX Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

VIN: 1G0K0164Y4U274820 Make: CADILLAC Model: DEVILLE Model Year: 2000
Date Purchased: 8 Jun 2000 Dealer's Name and Telephone Number: Ken Batchelor Cadillac Engine: No. Cylinders: 6 Fuel Type: Diesel
Original Owner: Dealer's City: SAN ANTONIO, TX State: TX Zip Code: 78230
Transmission Type: [] Automatic Brakes: Powertrain: [] Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 08-MAR-2003 Failure Mileage: 46000 / 45859 Failure Speed: []

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [] Tire Model (Name or Number): [] Tire Size (Example P215/85R15): []
DOT No. (Example: DOTM4L9ABC036) Original Equipment Prior Repair Failure Location: []
Tire Component Code: [] Tire Failure Type: []

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [] Date Manufactured: [] Model No./Name: []
Seat Type: [] Installation System: []
Child Seat Component Code: [] Failed Part: []

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [] Number of Deaths: [] Reported to Police: []

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHEN THE BRAKE WAS APPLIED, THE VEHICLE ACCELERATED AND HIT A CURB. *JB

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

[REDACTED]
San Antonio, TX [REDACTED]
[REDACTED]

February 28, 2003

[REDACTED]
San Antonio, TX [REDACTED]
[REDACTED]

To: [REDACTED]

I am writing to notify you of the problems I am experiencing with my 2000 Cadillac, Deville, VIN 1G6KD54YU272620. I purchased this vehicle from your dealership June 8, 2000. The vehicle was involved in a traffic accident on December 18th of this year and was towed to your location for repair on that date. Since the vehicle was in for repairs I requested that they also repair the On Star system. I was told that the repairs would take approximately two and a half weeks because of the holidays. I called to check on the vehicle several times after the two and half weeks because no one from your service department ever called me. On one occasions I mentioned not to forget the On-Star repairs.

I contacted you approximately three and a half weeks later requesting that you help me get my vehicle repairs completed. I received my vehicle back on 15 Jan. 2003, total cost \$6,896.41. Allstate Insurance Company paid for these charges.

When I got home with the vehicle I discovered that the On-Star system hadn't been fixed. Ultrasonic rear parking assist system wasn't working after they replaced the rear bumper. There were several places that hadn't been painted on the new fenders. The vehicle was returned to the shop for the second time.

When I got the vehicle back this time I look under the hood and discovered that the plastic that covers the fan and front of the engine was damaged and not replaced. The engine had been cleaned so your service personnel had to have seen this damage. I contacted Mr. Ram Rodriguez, Collision Center Manager and informed him of the

additional damage. Michelle in your Service Department then contacted me. I explained to her the following, that I had discovered reddish fluid leaking below the transaxle dipstick location. The vehicle would level every time I stop the vehicle. That the gas gauge wasn't working because it indicated that I was one quarter low and when I fill the tank it took 8.5 gallons of gas. The vehicle was returned to the shop for the third time.

I received my vehicle back with the plastic cover installed. I was told that the reddish fluid was coming from the coolant overflow and that I had nothing to worry about. I don't remember what I was told about the vehicle leveling or the gas gauge. The leveling appeared to be fixed at this time.

I then begin hearing a ping noise coming from the rear of the vehicle. I jacked the vehicle up and looked under the vehicle and noticed that the bolts that hold the two axles together appear to be installed too high. It was during this inspection of my vehicle that I noticed that someone had placed something between the hinges to hold the left rear door open when they replaced the left rear fender. There was a small amount of paint missing from the hinges. Looking for additional damages I noticed that someone had damaged the tinted window on the left rear door. Ram had these damages repaired and I explained to him that I hope that everything was fixed as I was leaving for Las Vegas very shortly, February 19, 2003. The vehicle was returned to the shop for the fourth time.

While refueling my vehicle I discovered that the gas pipe below the gas cap was loose. The gasket that keeps the pipe from rattling was loose. This occurred obviously when they replaced the left rear fender. Ram had it fixed here in my garage, which I did appreciate. Fifth time

While returning from Las Vegas we experienced the following problems on 24-25 February 2003 during a major ice storm here in Texas.

The gas gauge was giving false reading causing me to run out of gas in Las Cruces, New Mexico. We had major transaxle problems. We had to stop once more in the ice storm when the transaxle warning light came on in Uvalde, Texas. I added transaxle fluid and was able to make it to

San Antonio at 10:00 p.m. on 25 February, I feel that the gas gauge and the above transaxle problems should have been repaired after I brought them to your service personnel attention. Michelle told me that there had been a recall on my model vehicle transaxle belts. When I told her about the reddish fluid leak someone should have looked into this more thoroughly. These two things could have been life treating to my wife and I in the remote area that we were traveling.

Cruise control not operating at times, at other times making the vehicle jump when engaging the control.

Heat control not working when engaged. The Texas Highway Department stopped us from using IH-10 in Fort Stockton, 25 February. It was 19 degrees during the ice storm. The heat gauge works sometime and at other times it doesn't.

The right passenger vent whistles has been looked at and was replaced by your service personnel sometime ago.

Whistling noise coming from rear of vehicle possible mufflers. The vehicle is presently in the shop for repair again for the sixth time.

I have taken my vehicle back to your Dealership mainly because of your location. I like your waiting rooms and the way you provide free vehicles when your vehicle is being repaired. The way they deliver the vehicle to your home after the vehicle has been repaired. On two other occasions my vehicle battery was dead. Your service personnel came to my home and replaced the batteries and I was able to make my golf game on Sunday morning. These replacement batteries took less than 45 minutes, that's outstanding service.

Please contact me on receipt of this letter to arrange a mutually convenient date and time for you and I to discuss this letter.

Sincerely,

San Antonio, TX
March 6, 2003

I am writing to notify you of the problem I experienced at the V.A. hospital, March 6, 2003.

After getting into my vehicle I turn on the ignition of the vehicle and the vehicle immediately accelerated. Thinking that perhaps if I put it into gear and keeping my foot on the brake at it would stop accelerating. When this didn't help I turned the vehicle ignition off. I waited a few moments and turn the vehicle once more and tapped on the gas pedal several times in an attempted to get the vehicle to stop accelerating. I turn the vehicle off and tried again. The vehicle responded normally this time. While pulling out of the parking space the vehicle accelerated once more causing me to travel over the parking curb with the brake applied. I turn the vehicle off once more and waited for approximately five minutes and again the vehicle seem normal. Approximately a half-mile from my home the vehicle accelerated again. Keeping my foot on the brake I made it to my home.

I then contacted Ken Batchelor Cadillac and they towed the vehicle to their location for repair. I was then informed that the cruise control cable housing came out and hung up the throttle.

**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).**