



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

Date Received

Od or _____
rt dt _____
od rt _____
up lr _____

2003 APR 18 PM 12:18

Reference No.

10017429

OWNER INFORMATION (Type or Print)

Name _____
Street No. _____ Apt. No. _____
City Whiting State N.J. Zip Code _____

Daytime Telephone Number _____

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 4/10/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>W06VR52R1WR099342</u>		Make <u>CADILLAC</u>	Model <u>CATERA</u>	Year <u>1998</u>
Purchased Date <u>JUNE-2001</u>	Dealer's Name <u>PATTERSON CHEVROLET</u>		Engine Size (CID/CC) <u>3</u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	Dealer's City <u>TRENTON</u>	State <u>N.J.</u>	Zip Code _____	No. Cylinders <u>6</u>
Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorized ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>WATER PUMP</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) <u>42,000</u> Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? ☐ Yes ☒ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>NONE</u>	Number of Fatalities <u>NONE</u>	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Vehicle became disabled on a weekend in Atlantic City. We called 3A's & had car towed to gas station. Gas station said Fuel Pump was bad. We asked them to fix it since we had to go home to Trenton. Car was fixed. Price was \$484. After arriving home my grandson said there was a Recall on the Fuel Pump. We contacted Cadillac. They agreed on the faulty pump & issued us a Refund. Two weeks later - also in A.C. The car would not start. Since it was a weekday we had it towed to the Cadillac shop. They said it was the Timing Belt & we were insured. Since we had our

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7082

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WARRANTY AND EXTENDED WARRANTY. A FEW DAYS LATER THEY SAID THE ENGINE WAS POSSIBLY DAMAGED BECAUSE THE GAS STATION PUT GREEN ANTI FREEZE IN THE VEHICLE INSTEAD OF RED. THEY SAID THEY WILL NOT HONOR THE WARRANTY. THEY ALSO REFUSED TO PUT THEIR ACCUSATIONS AGAINST THE GAS STATION IN WRITING. I FEEL IF THE CBA WAS NOT FAULTY TO START WITH WE WOULD NOT BE IN THIS POSITION NOW.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS 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



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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

(V00Q)

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OR

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and dial toll free at

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