



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
(1-888-327-4238)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

2003 JUN 10 PM 12:16
12-JUN-2003

Repository ☐

Reference No.
10022939

OWNER INFORMATION (Type or Print)

Name

Address

City

BINGHAMTON

State NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☐ NO
Date 06/10/2003

VEHICLE INFORMATION

Make

CADILLAC

Model

CATERA

Model Year

1999

Date Purchased

JAN-2001

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

6

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ROCK-WATER-DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-JUN-2003

Failure Mileage

50504

Failure Speed

15MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18ABC036)

☐ 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

0

Number of Deaths

0

Reported to Police

N

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).

WHILE DRIVING AT VERY LOW SPEED IN A PARKING LOT STEERING WHEEL LOCKED. *AK

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

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

WHILE PULLING OUT OF PARKING LOCK, SUDDENLY THE STEERING WHEEL COLLAPSED
LOCKED-UP, PREVENTING CONTROL OF THE CAR. THIS OCCURRED AT LOW
SPEED (15MPH), THUS IT WAS SCARY BUT IT WAS MANAGEABLE TO BRING
THE CAR TO A STOP AND PARK. CAR SAFELY WITH A GREAT DIFFICULTY
AS NO STEERING ABILITY WAS AVAILABLE. THE CAR WAS TOWED
TO DEALERSHIP - MATTHEWS - PONTIAC - CROOKER - 15024 IN VERBA ALI AND
WAS DIAGNOSED TO HAVE A "ROCK CYLINDER RETAINER PIN BROKEN"
AS DESCRIBED BY DEALER INVOICE NO. 122324.
-NO DETAILS OR INVESTIGATION WAS CONSIDERED BY THE DEALER ON
BEHALF OF MY GREAT CONCERN ON THIS SAFETY ISSUE. AN
E-MAIL WAS SENT TO CADILLAC WITH NO RESPONSE OR
CONCERN. SPOKE WITH CADILLAC CUSTOMER REP. AND THEY
SHOWED NO CONCERN OR ANY INTEREST!!

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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 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, NVS-216
400 7th Street, SW
Washington, DC 20590

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NECESSARY
IF MAILED
IN THE
UNITED STATES

DEFECT INVESTIGATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

SUPPORT MDA



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(DASH) & DOT



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