

**Cauthorne, Margaret**

From: Jimenez, Alberto  
Sent: Wednesday, September 03, 2003 10:22 AM  
To: Cauthorne, Margaret  
Subject: FW: ODI# 10031843

*Michelle  
Please log this in  
A.S.A.P.  
Give to Margaret*

10031843

IVOQ - File a  
Complaint.htm

Margaret: See if there is an investigation or recall. If not research complaint file for evidence of a safety defects. Let me see it then answer it to the address on the report.

-----Original Message-----

From: Doernberg, David On Behalf Of TIS  
Sent: Wednesday, September 03, 2003 8:52 AM  
To: Jimenez, Alberto  
Subject: FW: ODI# 10031843

Hello Al:

This person wants the status of his case. I indicated that his complaint status request has been forwarded to ODI.

Thank you,

David  
ext. 64947

-----Original Message-----

From: [REDACTED]  
Sent: Tuesday, September 02, 2003 5:03 PM  
To: TIS  
Subject: ODI# 10031843

Sirs,

Please provide a status update on my electrical file case (ODI #10032843, see attached).

Thank you for your help.

Respectfully,  
[REDACTED]

2003 SEP -5 AM 7:09

Get MSN 8 and help protect your children with advanced parental controls.  
<http://join.msn.com/?page=features/parental>

NHTSA LOGO This page is 508 compliant

# Office of Defects Investigation

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1-888-DASH-2-DOT  
(1-888-327-4236)



## VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10032843

Click on the "Print Complaint" button to see a print version of the confirmation your records. [Print Complaint](#)

### Consumer Information

Name :—

Org. Name :—

Address :—

City, State, Zip :— Austin, TX  
USA

Daytime Phone :—

Ext :—

Evening Phone :—

Fax :—

Email :—

### Complaint Information

Description :—

Electrical smoldering fire within the dash harness P/N90493373 of my 1997 Cadillac Catera VIN #W06VR52R2VR. No actual flames were seen before the 80 amp main fuse opened. I did see the dash harness at the Cadillac dealership and most if not all wires in the harness had their shielding melted clean away about 1/2". The exposed wires shorted together and caused the fuse to open. I was told the authorized dealership was the only people able to determine the cause of the fire.

was a manufacturing failure but that they were not actually able to make the determination. They pointed out it possible that anyone could have done something to contribute to this issue. They would say if there was any evidence of tampering though when asked to look for it. Cadillac Factory Service Alexandra Valladards opened file #1-13044930-14-03 and offered to look into any possible assistance but said there would be little to none. When I asked should report this to NHTSA they then threatened to withdraw the file and any possible assistance. By talking to the manager Terra Seibel, the file I was would remain open but not available to anyone.

Incident Date : 8/8/2003 Fire : Yes  
 Num. Fatalities : 0 Crash : No  
 Num. Failures : 1 Property Damage : No  
 Num. Injured : 0 Police Report : No  
 Referral Source : INTERNET OTHER

**Vehicle Information**

VIN : W06VR52R2VR [REDACTED] Purchase Date : 1  
 Year, Make and Model : 1997/CADILLAC/CATERA Original Owner : 1  
 # of Cylinders : 6 Trans. Type : 1  
 Engine Size : 3.0 letter VehicleDetails Usage : 1  
 Cruise Control : Yes Antilock Brakes : 1  
 Current Mileage : 49343 Speed : 0  
 Failure Mileage : 49343 Powertrain : 1  
 Body Style : 4-DOOR Fuel System : 1  
 Fuel Type : GAS



**Vehicle Component Information**

Component ELECTRICAL OE  
 1: SYSTEM:WIRING:INTERIOR/UNDER

DASH

Vehicle Dealer Information

Dealer : 1

Name : Covert Cadillac Dealer Type : SERVICE D

Address : 11750-B Research

Austin  
TX 78759

Dealer Phone: 512-583-3400

Dealer Fax:

Email:



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**DRAFT**

*to Junit*

*3022 Nov 10 928 42*

NVS-216mc  
Ref No: 10032843

[Redacted]  
Austin, TX [Redacted]

Dear [Redacted]

**DRAFT: 9/3/03**

Thank you for your e-mail correspondence dated September 3, 2003, regarding the status of your Vehicle Owners Questionnaire (VOQ) *concerning the electrical problem you experienced with your Model Year 1997 Cadillac Catera.* ~~We regret any inconvenience our delay may have caused you.~~

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

*10029364*

*10029364 → We appreciate - - -*

A search of our database relative to problems associated with the electrical system, specifically the fire within the dash of the 1997 Cadillac Catera vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided was been entered into our database. It will be

*electrical problem you experienced with your Model Year 1997 Cadillac Catera.*

considered with future reports to identify safety defect trends that may require our attention.

~~Furthermore, if it can be determined through our analysis and investigation that a safety-related defect exists in motor vehicles, a manufacturer would be required to recall those vehicles regardless of the warranty status. However, under our statute of limitations, we cannot require a manufacturer to exercise any recall without charge for vehicles beyond 10-years of age. This 10-year limitation applies only to the manufacturer's responsibility to repair a defect free of charge as part of a safety recall campaign under the Federal statute.~~

*Manpower  
it's a  
1997*

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

**Sincerely,**

**Alberto A. Jimenez, Chief**  
**Correspondence Research Division**  
**Office of Defects Investigation**  
**Enforcement**

**Enclosure**