



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 252

Date Received
2003 SEP 12 PM
13-AUG-2003

Repository
: 51
Reference No.
10033063

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MARSHVILLE State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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 [REDACTED] Date 9/25/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side #1G6KD5476YJ390979 Make CADILLAC Model DEVILLE Model Year 2000

Date Purchased 8/2/2000 Dealer's Name and Telephone Number ARNOLD PALMER CADILLAC Engine: NORTHSTAR Fuel Type: REG
Original Owner Dealer's City 8218 E. INDEPENDENCE State NC Zip Code 28227 No. of Cylinders 8

Transmission Type [REDACTED] Anti-lock Brakes Powertrain Vehicle Component Code 061100 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE
 Cruise Control Multiple Failure: X 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-AUG-2003 Failure Mileage 63130 Failure Speed MOTOR MOUNT LEFT STEERING TIE ROD

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

Crash Yes No Fire Yes No Number of Persons Injured N Number of Deaths N Reported to Police N

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

MOTOR MOUNT BROKE, CAUSING ENGINE TO MOVE AND RUPTURE THE AIR CONDITIONING SYSTEM. *AK
ALSO LEFT STEERING TIE ROD WORN TO POINT OF ALMOST FAILURE
ATTACHED YOU WILL FIND COPIES OF MY LETTER TO CADILLAC, THE REPAIR SHEET FROM ARNOLD PALMER & THE CLAIM SETTLEMENT FROM G.M.
WHILE THE CASH SETTLEMENT IS APPRECIATED I DO NOT FEEL THE SAFETY ISSUE HAS BEEN ADDRESSED, SINCE THE REPLACEMENT PARTS ARE THE SAME AS THOSE THAT FAILED, AND THOSE FAILURES ARE NOT

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

UNCOMMON TO THESE CARS, AS I HAVE BEEN TOLD.

June 14, 2003

Cadillac Customer Assistance Center
Cadillac Motor Car Division
P. O. Box 436004
Pontiac, Mi 48343-6004

Gentleman:

My name is [REDACTED] and I am writing you in regard to my 2000 Cadillac Deville vin#1G6KD54Y6YU340979. My first Cadillac was a 1998 Deville -a program car and had around 12,000 miles on it. It was a great car and I had no problems with it. When I traded it had about 45,000 miles on it. Prior to my '98 Deville, I had driven five Pontiac Grand Ams with no-serious problems.

In 2000 I retired from work as a senior product designer for IMO Industries after 45 years. IMO manufactures hydraulic oil pumps for the elevator industry; many pump services for the US Navy and the oil refinery and pipeline applications. As you can see, I have been involved with high quality machinery most of my life.

After retiring in April, 2000, my wife, [REDACTED] and I decided that since we were planning to travel extensively, we should think about a new car. We went to Arnold Palmer Cadillac in Charlotte and they made us a great deal for our 2000 Deville. This was like fulfilling a life-long dream of owning a brand new Cadillac, and up to this point we have been very well pleased with the car. It looks great, gets good gas mileage, and "rides like a Cadillac" should and has given us good reliable service.

Recently we noticed the air conditioning was not cooling as it should. I took it to Arnold Palmer's Service Department to have it checked out. What they found shocked me to almost disbelief.

The motor mount had broken causing the engine to crush a line to the air conditioner, causing it to

June 14, 2003

leak. I have been told that this is not uncommon for front drive Cadillacs with 60,000 to 100,000 miles. If this was not bad enough, they found the left tie rod had worn so badly that it was about to fail. There is no provision for lubrication to the tie rods, so there is no way to prevent this from wearing out. I just replaced all four original tires at 60,000 miles and had no indication of tire wear or front end problems.

These two problems are in my opinion serious life-threatening design problems and should be corrected by a recall. This is definitely not what should be expected from a Cadillac quality car. If this is the best General Motors can produce then no wonder the foreign manufacturers are taking over the automobile market. I purposely did not buy the extended warranty because I had confidence in the quality the Cadillac and General Motors names represented. I guess this was a mistake.

My Deville has 63,000 miles on it now, which is quite a few miles for a 2000 model car, but I believed a Cadillac would last much longer than this. I have a 1987 GMC Suburban with 137,000 miles on it and have had no serious problems. I know

general Motors can do better than my recent problems with my Cadillac. When motors fall out and the steering fails, people can get killed. Please look at these problems seriously.

I have no problem with the Service Department at Arnold Palmer Cadillac. They treated me real well and fixed the problems quickly and to my satisfaction. They even let me use a rental car at no charge while repairs were being made.

Attached you will find copies of the service and repair order. I truly feel the motor mount and tie rod are factory defects and any consideration for compensation would be appreciated.

June 14, 2003

I would appreciate a reply to this letter to determine if this should be reported to NHTSA.

Thank you,

[REDACTED]
Marshville, NC [REDACTED]

E-mail: [REDACTED]

Telephone [REDACTED]

CC: Mr. George Fisher
Arnold Palmer Cadillac
8218 E Independence Blvd.
Charlotte, NC ~~28103~~ 28227

June 15, 2003

Sincerely,

Your name goes here



July 30, 2003

[REDACTED]
Marshville, NC [REDACTED]

Service Request: S1-111474937

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Cadillac DeVille, which resulted in an unexpected repair expense to you.

We value you as a Cadillac owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$585.65. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Cadillac family. If you have any future questions, please feel free to contact our Cadillac Customer Assistance Center at 1-800-458-8006 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

David Rodriguez

David Rodriguez
Customer Relationship Manager

RS0005-A/sgj

**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).**