



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 100161

Date Received
2003 OCT 12 PM 12:53
10-SEP-2003

Repository
Reference No.
10038615

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City MCDOWELL State KY 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?
In the absence of your name or address to the vehicle manufacturer. YES NO
Signature of Owner [Redacted] Date 9/29/03

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G6KS84Y5YU1197108
Make CADILLAC Model SEVILLE Model Year 2000
Date Purchased 01-MAY-00 Dealer's Name and Telephone Number MWA CHRYSLER INC
Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
WILLIAMSON NY NY 25611
Transmission Type Automatic Manual
 Antilock Brakes Powertrain
 Cruise Control F.M.C.
Vehicle Component Code
061000 ENGINE AND ENGINE COOLING: ENGINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-SEP-2003
Failure Mileage 45000
Failure Speed 20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/55R15)
DOT No. (Example: DOTM19A8C036) 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: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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 (use if old part is available).

THE VEHICLE STALLED WITHOUT WARNING. THE DEALER HAD NOT DETERMINED THE CAUSE. *JB
VEHICLE HAD STALLED FEW TIMES BEFORE BUT WOULD ALWAYS RESTART
THE LAST TIME WOULD NOT RESTART.
UNFORTUNATELY VEHICLE WAS ON GRASS ABOUT 20 MILES PER HOUR
HAD NO CONTROL OF VEHICLE
SENDING COPY OF WORK ORDER.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

CUSTOMER #: MO6446

214804

MOORE CHEVROLET, INC.

WORKORDER

1626 WEST THIRD AVE.

P.O. BOX 2158

WILLIAMSON, WV 25661

PHONE: 304/235-7119

MCDOWELL KY

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HOME: [REDACTED] BUS:

SERVICE ADVISOR: 6138 COTEN, RANDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
EXT CRIM R2000		CADILLAC SEVILLE	1G6KS54Y5YU197108		45102/77/04	T710
DEL DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
06MAY2000			17:00 08SEP03		58.00	CASH
R.O. OPENED	READY	OPTIONS: STK:313953A ENG:4.6L_V8_DOHC TRN:UTO_W/OD				
08SEP2003 08:12	8-17-03					

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
 >> THE ABOVE SERVICE BE PERFORMED NOW <<

W O R K O R D E R

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A WCH94 CUSTOMER STATES VEHICLE OUT WHILE DRIVING AND WON'T START
 P1634 Ignition / Switch Circuit Dtc. Veh will not crank
 WIRE SERIOUS ABOUT FOLLOWED TROUBLE FREE VEH HAS PUTTING SERVICE BACK IN THE SERVICE DEPT. I G N 1 Circuit. Remove 2 Rad + Gain Access to Ignition Switch connector, check Circuit 3 to front fuse block, check circuit 3 to front fuse block, Found no Ignition. Add on I G N 1 Fuse or Pin I G N Fuse. Recheck voltage at front fuse block, checked P.A.J terminal E10 in connector G2, Batter voltage: check Ignition 1 Relay Relay OK voltage at Relay, but no ground, Found 6.124 to be loose. Removed cleaned and tightened veh starting now.

EXCLUSION OF WARRANTIES

Warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of address.

PRELIMINARY ESTIMATE

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY