



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 100147

Date Received
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Repository
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BOISE State: ID Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]

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 answer, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6KD54Y71U147827
Make: CADILLAC Model: DEVILLE Model Year: 2001
Date Purchased: Oct 2001 Dealer's Name and Telephone Number: Larry Miller Cadillac
Original Owner: Dealer's City: Boise State: ID Zip Code: [Redacted] Engine: No. Cylinders: 8 Fuel Type: 87
Transmission Type: Auto Antilock Brakes Cruise Control Powertrain: North Star
Vehicle Component Code: 063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-OCT-2003 Failure Mileage: 60,000 Failure Speed: [Redacted] Intake manifold melted.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R16): [Redacted]
DOT No. (Example: DOTM1ABC086) Original Equipment Prior Repair Failure Location: [Redacted]
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), fatality, 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 (and if old part is available).

WHILE DRIVING AT [Redacted] MPH AND WITHOUT WARNING VEHICLE STALLED. THE CONSUMER OPENED THE HOOD AND NOTICED THAT THE INTAKE MANIFOLD MELTED. *AK while Driving on the Interstate The engine Died. - pulled over - Turned every thing off + it started - Did this Twice - Had just had 30,000 mile Service. The intake manifold melted. Why would they build the manifold out of Plastic?

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 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.


November 4, 2003

Amanda Buck
Customer Relationship Manager
Cadillac, General Motors Corporation
P.O. Box 33169
Detroit, MI 48232-5169

Dear Ms. 

I would like to take this opportunity to thank you for your prompt action when the Plastic intake manifold melted on our 2001 Cadillac. As I told you on the phone the local dealer here in Boise, Idaho kept our car for 12 days trying to get a part; however, you were able to get one in 20 minutes.

I have reported this problem to the U.S. Dept. of Vehicles and they said they were aware of the plastic intake manifold on G.M. cars and were compiling a file on this matter. With this in mind, I want to go on record that should this happen again while we have this car, even if the warranty has expired, G.M. will again take care of the matter as they did while the car was in warranty.


Cc: Tom Browning, manager
Larry Miller Cadillac, Boise, ID