



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 100145

Date Received: 2004 DEC 21 11:03 AM  
19-NOV-2003  
Repository:   
Reference No.: 10049302

OWNER INFORMATION (Type or Print)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: COSHOCTON State: OH Zip Code: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Evening Telephone Number: \_\_\_\_\_

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: \_\_\_\_\_ Date: 12/21/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: W06YRS4ROYR  
Make: CADILLAC Model: CATERA Model Year: 2000  
Date Purchased: 3/7/03 Dealer's Name and Telephone Number: Zanesville Cadillac Inc 1-800-954-3611 Engine: No. Cylinders: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
Original Owner:  Dealer's City: Zanesville Ohio 43701 State: OH Zip Code: 43701  
Transmission Type: Automatic  Antilock Brakes Powertrain: \_\_\_\_\_  
 Cruise Control Vehicle Component Code: 180000 TIRES  
Multiple Failure: 1 + can ruses/wheels

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-OCT-2003 Failure Mileage: 6000 Failure Speed: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: GOODYEAR Tire Model (Name or Number): EAGLE Tire Size (Example P215/65R15): 235/45R17 8W E  
DOT No. (Example: DOTM18ABC036): \_\_\_\_\_ Failure Location: \_\_\_\_\_  
Tire Component Code: 180000 TIRES Original Equipment:  Prior Repair:  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 or detail the incident(s), failure(s), condition, and injury/loss)

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).

TIRES ARE WEARING OUT FROM INSIDE AT 6,000 MILES. \*AK\*  
Heard noises and saw premature abnormal inner wearages tires  
reported this to dealer + tire distributor who were shown  
old tires + new tires  
New tires were purchased @ 27,382 miles  
11/6/03 Gmc manufacturer representative, M.S. V.  
Shepherd gave me complaint # 1163-182998

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice  
The Privacy Act of 1974 (Public Law 93-575) 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.

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

11-13-03 Car Dealer notated tires per 6624 miles  
Saw message - working tires  
11-13-03 Car alignment checked + brought up to manufacturer specs. although  
dealer stated alignment correct for job.  
11-20-03 Car dealer fixed brakes 34,145 miles (6762 miles on new tires)  
12-21-03 Both car dealer + Tire distributor saw car  
heard noise + saw premature leakage of tire

ADDITIONAL SHEETS IF NECESSARY

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. 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONAL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-218  
400 7th Street, SW  
Washington, DC 20590



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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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Date 11/23/03

Automobile 2000 Cadillac/Catera

Vehicle # WQGV54ROYR

Owner \_\_\_\_\_

Complaint: (Service Requested) Hear noise front area of car when  
braking or not braking - old tires had 21,753 miles on when car purchased 10/3  
1998 wearing noted - 21,753 miles at 10/3 and @ 6,000 miles  
(front) now wearing like old tires - complained to dealer + place  
where tires were replaced + put in (w/alignment) both inspected dealer +  
mechanic test  
drive cap't Rec'd noise. (w/alignment, checked tire tread - not wearing - all TOOD  
free to have dealer + mechanic check for problem with car, and to get  
independent 3rd party dealer - state next inspection. (As done & this report) S.

Service rendered by: ~~Scott~~ Ken

Place: Murray's Tire of Coshocton Address: 517 S 7<sup>th</sup> Street Coshocton, Ohio 43812

Phone Number: 740-6220472

AS Display Ad: ...\*from the leading Manufacturers, FIRESTONE, GOODYEAR, COOPER

Brake Service, Computer Alignment, Front End Repairs, Shocks, Batteries

Who recommended you to us: \_\_\_\_\_

List other parties Present: Kirza <sup>U</sup> Suggs 1

Check of Service Rendered and Findings/ Professional Opinion:

Test Drove

Heard noise: Location  Front wheel areas  
Rubbing and grinning sound  
Etc. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Inspected Tires on car Saw  Wearing

Front Tires (Encircled)  
 Back Tires (Encircled)

(Obtained old tires)  
also

Professional Impression of finding and recommendations:

Noise sound like cupping of tires, and or brake problem noise.

Recommended: Rotating tires and alignment done, and see if noise and wear persist, if persist it is a front Rotary/Sensory and Brake Problem.

Client was also informed of our policy if tires had been obtained from us.

Note Below any follow up Dates and information.

11/20/03 Client showed me and talked with me about the tire rotation and alignment aspects information done by the dealer. End of her appointment today to have the front brake pads replaced as well as being back in this area of car. Client says she checked with the Cadillac Company Contact Consultant person "Mrs. Shipton" who told her it was ok to have local Chevrolet dealer (Farrar Auto Center) to do her front brake pad replacement as client (Sarah) says she wasn't comfortable driving up the road to Jonesville Car dealer knowing she needs the front right brake pads replaced. Ken

**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).**