 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 120 Date Received 2004 MAR 31 AM 8:53 03-MAR-2004		Repository <input type="checkbox"/>
					Reference No. 10081292
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number	E-mail Address	
Address					
City	DETROIT	State	MI	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA SHALL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date: 3/12/2004					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side		Make	Model	Year	
3GYEK63N92		CADILLAC	ESCALADE	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
April, 2002	Aldette CADILLAC INC 7100 Orchard Lake		No: Cylinders		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
	West Bloomfield	MI	48322		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
	<input type="checkbox"/> Cruise Control		06000 ENGINE AND ENGINE COOLING		
			Multiple Failures: 2		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
03-MAR-2004					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM1BABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			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 in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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).					
CONSUMER COMPLAINED ABOUT INTERMITTENT STALLING. EACH TIME CONSUMER TOWED VEHICLE ON A FLAT BED TO THE DEALER, BUT DEALER WAS UNABLE TO RESOLVE THE PROBLEM. CONSUMER FELT IT WAS DANGEROUS TO DRIVE VEHICLE. *AK					
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.					

U.S. DEPARTMENT OF TRANSPORTATION

DETROIT, MICHIGAN

HOME

CELL

March 12, 2004

TO WHOM IT MAY CONCERN,

I AM VERY CONCERN ABOUT MY SAFETY DRIVING THIS 2002 ESCALADE. IT WASN'T EVEN A WEEK AFTER I GOT THIS TRUNK IT STOPPED ON MY, I HAD TO GET A FLAT BED TO COME GET IT. AUDETTE'S SERVICE DEPARTMENT WAS UNABLE TO FIX THIS PROBLEM BECAUSE A MONTH LATER IT HAPPEN AGAIN, AND ONCE AGAIN A FLAT BED CAME TO GET IT. THEN A FEW MONTHS LATER I HAD TO HAVE A FLAT BED COME OUT BECAUSE IT WOULD NOT START. THIS HAS BEEN A ON GOING THING WITH THIS TRUNK. IF IT ISN'T ONE THING IT IS ANOTHER. NOW ON MARCH 1, 2004 I WAS DRIVING AND THIS TRUNK JUST STOPPED ON A BUSY STREET. THIS LADY IN THE CAR BEHIND ME ALMOST HIT THE BACK OF IT, SHE ROAD ALL ON THE SIDE WALK NOT TO HIT ME. THAT WAS IT FOR ME!! I HAVE HAD ENOUGH OF AUDETTE TELLING ME THEY DO NOT KNOW WHAT IS WRONG WITH THIS TRUNK. THEY HAD IT FOR ALMOST TWO WEEKS AND THEY REPLACED THE BATTERY TO SAY THIS IS THE PROBLEM. COME ON GET REAL. THEY TOLD ME THEY DROVE THIS TRUNK BUT IT DID NOT HAPPEN TO THEM. THIS DOES NOT MAKE IT SAFE AT ALL. THEY TOLD ME I AM JUST GOING TO HAVE TO TAKE A CHANCE ON DRIVING THIS TRUNK, AND HOPE IT DOESN'T HAPPEN AGAIN!! WELL I HAVE THE TRUNK HERE IN MY DRIVEWAY, AND THERE IS NO WAY I WILL DRIVE IT AGAIN. NO WAY!! THIS TRUNK IS NOT SAFE FOR ANYONE TO DRIVE. I AM PAYING \$685.00 A MONTH FOR A TRUNK I AM SCARED TO DRIVE. NOW YOU TELL ME WHO IS WRONG. I AM SO SCARED SOMEONE IS GOING TO GET HURT OVER THIS TRUNK AND IT STOPPING WHEN EVER IT FEELS LIKE IT. SO PLEASE CAN SOMEONE HELP ME.

Sincerely,





Customer Assistance Center

February 23, 2004

[REDACTED]
Detroit, MI [REDACTED]

Service Request: [REDACTED]
Customer Relationship Manager: Katherine Prince

Dear Ms. [REDACTED]

We would like to discuss your request for assistance regarding your 2002 Cadillac Escalade EXT, but we have been unsuccessful in our attempts to contact you.

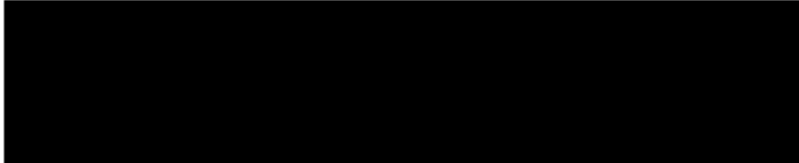
To help us review your request in a timely manner, please contact our Cadillac Customer Assistance Center at 1-800-458-8006 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

FEB 23, 2004

I CONTACT CADILLAC CUSTOMER ASSISTANCE CENTER AND THEY TOLD ME SORRY BUT THERE IS NOTHING WE CAN DO FOR YOU UNLESS YOU PAY \$7000.00 TO GET OUT OF THIS TRUCK. I TOLD THEM I WILL KEEP IT IF I HAVE TO PAY FOR A TRUNK THAT RUNS WHEN IT WANTS TO. I'M NOT GOING TO PAY FOR SOMETHING AND NOT HAVE IT. I REALLY DO NOT UNDERSTAND WHY THEY JUST WON'T ADMIT TO SELLING ME A LEMON!



CUSTOMER ASSISTANCE
CENTER GENERAL
MOTOR CORPORATION
P.O. BOX 33169
DETROIT, MICHIGAN 48232

DETROIT, MICHIGAN
HOME [REDACTED] CELL [REDACTED]

March 4, 2004

TO WHOM IT MAY CONCERN,

I [REDACTED] SERVICE REQUEST [REDACTED] WOULD LIKE FOR YOU ALL TO KNOW MY 2002 PICK-UP IS IN THE SHOP AGAIN. THIS TIME SOMEONE ALMOST GOT HURT. I WAS ON MY WAY HOME FROM WORK WHEN IT JUST SHUT DOWN AGAIN. A LADY ALMOST HIT THE BACK OF IT, SHE HAD TO RUN UP ON THE SIDEWALK TO KEEP FROM HITTING ME. THERE WAS NOTHING I COULD DO. THIS TRUNK IS A DEATH TRAP, AND I WILL KEEP PAYING FOR IT, BUT I WILL NEVER DRIVE IT AGAIN!! AM SCARED THE NEXT TIME SOMEONE WILL GET HURT OR DIE. THIS IS SO SAD THAT NO ONE AT G.M. CARES ENOUGH TO HELP ME WITH THIS ON GOING PROBLEM. I KNOW FOR A FACT THAT NONE OF YOU WOULD BE WILLING TO DRIVE THIS TRUNK, AND PUT YOUR LIVES AT RISK TO SEE WHAT IS REALLY HAPPENING HERE. I ALSO SPEAK WITH SOMEONE OFF THE RECORD AT THE DEALERSHIP, AND THEY TOLD ME THEY REALLY DO NOT KNOW WHAT IS WRONG WITH THESE TRUNKS, AND MINE IS NOT THE ONLY ONE WITH THIS PROBLEM. SO I JUST THOUGHT YOU ALL WOULD LIKE TO KNOW THE UP DATE ON YOUR TRUNK. 2005 CAN NOT COME FAST ENOUGH FOR ME.

Signature [REDACTED]



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10062055

Your Complaint Information

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : DETROIT, MI [REDACTED]
 USA
 Daytime Phone : [REDACTED] Ext :
 Evening Phone : [REDACTED] Fax :
 Email : [REDACTED]

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Complaint Information

Description : I WAS ON MY WAY HOME FROM WORK WHEN MY TRUNK JUST STOPPED ON A BUSY STREET(ORCHARD LAKE ROAD) A LADY BEHIND ME ALMOST HIT ME,SHE RAN ALL UP ON THE SIDEWALK.THIS HAS HAPPEN BEFORE,AND NO ONE SEEMS TO KNOW WHAT THE PROBLEM IS.THIS TRUNK IS UN SAFE FOR THE ROAD.

Incident Date : 3/1/2004 Fire : No
 Num. Fatalities : Crash : No
 Num. Failures : Property Damage : No
 Num. Injured : Police Report : No
 Referral Source : MAIL

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Vehicle Information

VIN : 3GYEK53N9 [REDACTED] Purchase Date : 4/1/2002
 Year, Make and Model : 2002/CADILLAC/ESCALADE Original Owner : Yes
 # of Cylinders : Trans. Type : AUTOMATIC
 Engine Size : VehicleDetails Usage : RECREATIONAL
 Cruise Control : Yes Antilock Brakes : Yes

Current Mileage :

Speed :

Failure Mileage :

Powertrain : 4 WHEEL DRIVE

Body Style : 4-DOOR

Fuel System : FUEL INJECTION

Fuel Type : GAS

Vehicle Component Information

Component 1: ENGINE AND ENGINE COOLING:ENGINE

OEM: Yes

Vehicle Dealer Information

Dealer : 1

Name : AJDETTE

Dealer Type : SALES DEALER

Address : 7100 ORCHARD LAKE

WEST BLOOMFIELD
MI 48322

Dealer Phone: 2485517200

Dealer Fax:

Email:

[top](#)

Success!
Complaint Accepted. Thank you for your input.

First Name: [REDACTED]
Last Name: [REDACTED]
Age Range: 30 - 39
Street Address: [REDACTED]
City: detroit
State or Canadian Province: Michigan
Country: UNITED STATES
Zip Code or Postal Code: [REDACTED]
E-Mail Address: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Subject of Your Complaint: Automobile
Name of Company You Are Complaining About: general motors corporation
Street Address: [REDACTED]
City: detroit
State or Canadian Province: Michigan
Country: UNITED STATES
Zip Code or Postal Code: [REDACTED]
Phone Number: (800)4588006Ext.
How Did the Company Initially Contact You?: Mail
How Much Did the Company Ask You to Pay?: 7000
How Much Did You Actually Pay the: 16440

Company?:**How Did You** Bank Account Debit**Pay the****Company?:****First Name****Last Name:****Explain Your
Problem:
(Please limit
your complaint
to 2000
characters.):**

on 4/1/02 leastcadillac pickup from audette not even a week after i had it i began having problems with this trunk,frist i smelled wirers burning.then it just stopped on me on a busy street,i had to have it towed(would not start).then again i had to have a tow trunk come out to start it for me.then again it stopped on a busy street,once again i had to have it towed.then once again i aiway have a hard time starting this trunk.i keep taking it in for service,and everytime they say it is something diffrent.i have had this problem for the whole two years of my least,and i have another years to go.well i have had it this time i was on orchard lake on my way home from work,and right in front of the dealarship it just stop,and said cheak engine light came on.this lady almost ran right into the back of me,she ran all on the sidewalk not to hit me(there was nothing i could do!it justed stopped).i am scared to get back behind the wheel of this trunk.i do not want to get hurt,or hurt someone.so please help me.i have talked to g.m.,and they want me to pay \$7000.00 to get out of this trunk.i feel i am being treated unfairly,and i am and have been paying for a "lemon".no one will help me.i have wrote letters,and talked to everyone but no one will listen to me.all they care about is the money not anyone staffy.this trunk is a death trap.

New Complaint

Success!
Complaint Accepted. Thank you for your input.

First Name: [REDACTED]
Last Name: [REDACTED]
Age Range: 30 - 39
Street Address: [REDACTED]
City: DETROIT
State or Canadian Province: Michigan
Country: UNITED STATES
Zip Code or Postal Code: [REDACTED]
E-Mail Address: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Subject of Your Complaint: Automobile
Name of Company You Are Complaining About: AUDETTE CADILLAC
Street Address: 7100 ORCHARD LAKE
City: WEST BLOOMFIELD
State or Canadian Province: Michigan
Country: UNITED STATES
Zip Code or Postal Code: 48322
Phone Number: (248)8517200Ext.
How Did the Company Initially Contact You?: Phone
How Much Did the Company Ask You to Pay?: 7000
How Much Did You Actually Pay the: 16440

Company?:**How Did You** Bank Account Debit
Pay the**Company?:****First Name****Last Name:****Date Company** 03/03/04 (MM/DD/YYYY)
Contacted You:**Explain Your**
Problem:**(Please limit**
your complaint
to 2000
characters.):

WELL MY SELLS MAN TOLD ME IT IS NO LONGER THE DEALERSHIPS PROBLEM.HE SAID IT IS GENERAL MOTORS.HE TOLD ME IN ORDER TO GET OUT OF MY LEAST EARLY I WOULD HAVE TO PAY \$7000.00.I ALSO SPEAK WITH SOMEONE WHO WORKS AT THE DEALERSHIP,AND THEY TOLD ME OFF THE RECORD -MY TRUNK IS NOT THE ONLY ONE IN SERIVE FOR THIS PROBLEM,AND THAT THEY REALLY DO NOT KNOW WHAT THE PROBLEM IS THAT IS CAUSING THESE TRUNKS TO JUST STOP ON HIGHWAYS FOR NO REASON.SO WHEN ARE THEY GOING TO FINE OUT THE PROBLEM?WHEN SOMEONE GETS HURT OR KILLED BEHIND THE WHEEL OF ONE OF THEM?I AM SO SCARED IT MIGHT BE ME.I DO NOT WANT TO GET BEHIND THE WHEEL OF THIS TRUNK ANYMORE.I HAVE PAIDED ALL MY PAYMENTS OF \$685.00 A MONTH ON TIME,AND I WILL CONTENTAL TO DO SO,BUT I WILL NOT DRIVE IT AGAIN.PLEASE HELP ME.

New Complaint

Membership No.: **36YER63N92** Card Year: [Redacted]

Name: [Redacted]

CLUB NAME (IF OTHER THAN AAA MICHIGAN) 1. Reg. 2. Plus Club Code:
GEM - AAA

Service Facility: [Redacted] Service Date: **2/28/03**

Pre-existing damage. Please Note Above (Member signs below)

GARAGE WAIVER: I RELEASE THE SERVICE FACILITY AND THE AUTO CLUB FOR ALL DAMAGES DONE TO THE AUTOMOBILE THAT RESULTS FROM THE SERVICE FACILITY'S AT...

MEMBER SIGNATURE: [Redacted]

Service Person: **END** Truck # **74** Call No. **1 4 6 6**

1. Breakdown Location - Nearest 2 cross streets and city:
MAPLE + ORCHARD

YEAR: 1. G.M. 2. Ford 3. Chry. 4. Toyota 5. Honda 6. Nissan 7. Other Model:
02 X ESCALADE

2. Tow Destination - Nearest 2 cross streets and city:

1. Hood Start 2. Flat Tire 3. Lock Out 4. Fuel 5. Stuck 6. Accident 7. Mechanical

1. Wipe To Breakdown 1. Night Call 1. Flatbed Done Plus Tow Mile 1. Fuel Dirty Plus Wincing No. of Trucks Wincing Time 1. 1-30 2. 31-60 3. 61-90

DAMAGES RESULTING FROM THE ACTIONS OF THE SERVICE FACILITY ARE THE SOLE RESPONSIBILITY OF THE FACILITY AND SHOULD BE REPORTED IMMEDIATELY TO THE SERVICE FACILITY OWNER.

1. MEMBER SIGNATURE AND CHECK / WAITING TIME BELOW MEMBER PHONE NO.

MEMBER: PLEASE CHECK WAITING TIME FOR TRUCK
 Minutes Written → 1. 1-15 2. 16-30 3. 31-45 4. 46-60 5. Over 60

**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).**