



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 12D

Date Received  
2004 APR 29 AM 8:34  
05-APR-2004

Repository   
34  
Reference No.  
10065579

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: COLUMBIA State: LA Zip Code: [REDACTED]

Daytime 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: 05/19/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6DW52P15R714597  
Make: CADILLAC Model: FLEETWOOD Model Year: 1995

Date Purchased: 2-14-96 Dealer's Name and Telephone Number: VAN-TROW CADILLAC 318-387-2021 Engine: No: Cylinders: Fuel Type:

Original Owner:  Dealer's City: MONROE State: LA Zip Code: 71201

Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Vehicle Component Code: 020000 SUSPENSION Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 05-APR-2004 Failure Mileage: 34,000 Failure Speed: [REDACTED]

**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: DOTM18ABC036):  Original Equipment  Prior Recall 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 injuries.)

Crash:  Yes  No Fire:  Yes  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).

THE CONSUMER STATED THAT HE RECEIVED A RECALL BACK IN 1999, IT DEALT WITH HAVING THE BALL JOINTS AND KNUCKLE REPLACED. HE STATES THAT AT THAT TIME, HIS DEALER TOLD HIM THAT THERE WAS NOTHING WRONG WITH HIS VEHICLE AND THAT EVERYTHING WAS OK. NOW 20,000 MILES HE FINDS THAT THE NUT HAS CHEWED THE COTTER KEY OFF AND IN HALF. HE STATES WHEN HE TOOK THE VEHICLE TO THE DEALER AND SHOWED IT TO THEM, THEY SAID THAT THEY DO NOT HAVE TO REPAIR IT. CONSUMER STATES THAT HE COULD HAVE BEEN KILLED, BECAUSE HE IS TRAVELING UP AND DOWN THE HIGHWAY, AND HIS WHEEL IS ABOUT TO COME OFF. HE STATES THAT THE DEALER'S NAME IS VAN TROW OLDS AND CADILLAC DEALER, IT IS LOCATED AT 2015 LOUISVILLE AVENUE MONROE, LA 318 387 2021. HE STATES ALL HE WANTS IS HIS VEHICLE REPAIRED, WHERE THEY DID NOT REPAIR IT BEFORE. \*NM

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.

### GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Components - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G6DW32P15R714577
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#### VEHICLE INFORMATION

Manufacturing Model :	6DW69	Warranty Start Date :	10/05/1995				
BAIS Order Type :	10 - P.B.P./PL EVENT						
Delivering Dealer :	CADELLAC MOTOR CAR DIVISION P.O. BOX 3003 - ATTN PROD DEPT FARGO, ND 58004-0914	Selling Source :	12 - CADELLAC				
		Site Code :	09064				
		Business Associate Code :	130894				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PER Status :	Paid

#### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
48/5000 BUMPER TO BUMPER	10/05/1995	0 miles	10/05/1999	5000 miles
72/10000 SHEET METAL COVERAGE RUST THROUGH	10/05/1995	0 miles	10/05/2001	10000 miles
96/30000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/05/1995	0 miles	10/05/2003	30000 miles
48/50000 FEDERAL EMISSION	10/05/1995	0 miles	10/05/1999	50000 miles

#### CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/06/1999	036957	#	V9800 - 90C16-CAR STEERING COLUMN TRANS SHIFT CONTROL ADJUST	14659 miles
05/06/1999	036957	#	V9803 - 90C14 LOWER CNTRL ARM BALL JOINT-INSPECT	14659 miles
06/17/1998	027905	#	C6881 - COVER AND/OR PAD, FRONT SEAT CUSHION - SPLIT/DIVIDED SEAT	10674 miles
06/17/1998	027905	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10674 miles
06/10/1998	027671	#	E7600 - COLUMN ASSEMBLY, STEERING - R/R	10386 miles
03/11/1998	024970	#	D1830 - MCD A/C VAC	9373 miles
03/11/1998	024970	#	N2315 - SWITCH - DOOR LOCK - LEFT FRONT - REPLACE	9373 miles

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Print

## CAMPAIGN: LOWER CONTROL ARM BALL JOINT #96-C-14 - (02/01/1996)

**SUBJECT: LOWER CONTROL ARM BALL JOINT**

**MODEL: CERTAIN 1995-96 FLEETWOODS WITH RPO B9Q (CONVERSION)**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the customer letter, if the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 1995-96 model Cadillac Fleetwoods with RPO B9Q (Conversion Hearse) or RPO V4U (Coach Builder Limousine). The lower control arm ball joint attachment nut may be loose. This condition can cause the lower control arm ball joint to loosen, fatigue and separate from the front suspension knuckle. If separation were to occur with the vehicle in motion, loss of vehicle control may occur which could result in a vehicle crash without prior warning.

To correct this condition, all involved vehicles will have both front lower control arm ball joint attachment nuts inspected for proper torque. If the ball joint has loosened from the knuckle, both the ball joint and knuckle will be replaced.

### VEHICLES INVOLVED

Involved are certain 1995-96 model Cadillac Fleetwoods with RPO B9Q (Conversion Hearse) or RPO V4U (Coach Builder Limousine) built within the following VIN ranges:

1995 - From SR700132 Through and Including SR715111 1996 - From TR700024 Through and Including TR701778

Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) prior to beginning campaign repairs.

### DEALER LIST

A list of involved vehicles, which our records indicate were sold by or shipped to you, is enclosed with this bulletin. This list is in VIN sequence and contains customer names, addresses and telephone numbers obtained from Cadillac delivery records. This information will enable dealers to follow-up with customers whose vehicles are involved in this campaign and arrange for the correction to be performed as soon as possible. If no list is enclosed, none of the involved vehicles are known to be in your area at this time.

### DEALER CAMPAIGN RESPONSIBILITY

All un sold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repared per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers of vehicles recently sold from your vehicle inventory, are to be contacted by the dealer, and arrangements made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to each customer a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as

yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

#### CUSTOMER NOTIFICATION

On February 29, 1996 affected customers will be notified of this campaign on their vehicles by letter from Cadillac Motor Car Division. A copy of the customer letter is included with this bulletin.

#### COURTESY TRANSPORTATION

The availability of courtesy transportation to customers whose vehicles are involved in this campaign is of the utmost importance in maintaining customer satisfaction. Dealers are to take the steps necessary to ensure that these customers clearly understand that courtesy transportation is available and will be provided upon request at no charge. Dealers should submit such claims in the normal manner and appropriate credit will be issued.

#### PARTS INFORMATION

It is anticipated that approximately 5% of the knuckle/ball joint assemblies will require replacement for this condition during the life of the vehicle. Due to the small number of vehicles requiring knuckle/ball joint replacement, dealers are encouraged not to order campaign parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the knuckle/ball joint.

Parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPPO). A description is provided below. To ensure these parts will be obtained as soon as possible, they should be ordered from GMSPPO on a "CID" order using advice code "Z" with no special instruction code. All Goodwrench Parts System test dealers should order these parts on a "VIP" order.

Part Number Description Quantity/Vehicle

18021054 Knuckle, Left Hand (3/8) As Required 18021055 Knuckle, Right Hand (3/8) As Required 09766421 Ball Joint (5/8) As Required 12337997 Cotter Pin 3 Per Side 09963092 Seal, Spindle 1 Per Side

#### SERVICE PROCEDURE

Inspection - Nut Torque

1. Rotate vehicle steering wheel to the extreme right stop position.
  2. Gain access to right front lower ball stud attachment area through the forward area of the wheel well, remove lower ball joint outer pin.
  3. Utilizing a clicker type torque wrench set at 60 N.m (44 lb. ft.) and while attempting to tighten lower ball stud nut, determine which of the following conditions exists and proceed as required:
    - A.) Torque Wrench Clicks Prior To Nut Rotation [Nut torqued to more than 60 N.m (44 lb. ft.) as installed].
      - i. Reset torque wrench to 95 N.m (70 lb. ft.). Tighten ball joint nut until wrench clicks.
      - ii. Install new cotter pin. If pin can not be installed, tighten nut enough to align slot in nut with hole in ball stud and install new cotter pin. Nut rotation to align cotter pin hole is not to exceed one flat (60 degrees).
    - ii. Proceed to Step 4.
  - B.) Nut Rotates Prior To Torque Wrench Clicking [Nut torqued on less than 60 N.m (44 lb. ft.) as installed].
    - i. DO NOT perform any further work on this attachment at this time. Proceed to Step 4.
4. Rotate steering wheel to extreme left stop position and repeat Steps 2 and 3 on left ball stud attachment.

*Replace all of these parts*

5. If either the right/left or both lower ball stud nuts were torqued to LESS than 60 N.m (44 lb. ft.) as determined in Step 3, proceed to Step 6, "Nut Gap Inspection." If both lower ball joints were found to be torqued to MORE than 60 N.m (44 lb. ft.) as determined in Step 3, proceed to Step 10.

**Inspection - Nut Gap**

6. Raise and suitably support vehicle in such a manner that front suspension is hanging fully extended (full rebound position).
7. Loosen ball stud nut(s) at suspect attachment(s) four (4) complete revolutions. Inspect gap between nut lower surface and upper contact surface of knuckle (see figure below).
8. **NO GAP** (Ball stud IS NOT seated in knuckle).

Replace knuckle and lower ball stud following applicable Service Manual Procedure, Section 3C-3, Front Suspension. Check and adjust wheel alignment and toe-in after new knuckle and lower ball stud is installed. Proceed to Step 10.

OR

**GAP- (Ball stud is seated in knuckle)**

Tighten nut and torque to 95 N.m (70 lb. ft.), then tighten nut enough to align slot in nut with hole in ball stud and install new cotter pin. Nut rotation to align cotter pin hole is not to exceed one flat (60 degrees).

9. Lower vehicle.
10. Install GM Campaign Identification Label.

**GM CAMPAIGN IDENTIFICATION LABEL**

Upon completion of this campaign, a GM Campaign Identification Label should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides space to print in ink or type campaign number 96-C-14 and your five-digit Cadillac dealer code. Dealers are to take the steps necessary to ensure that these numbers are recorded and the label is properly affixed along with its clear protective plastic cover.

Additional labels and plastic covers are available at no cost by calling VISPAC, Incorporated at 1-800-269-5100, Monday through Friday 8:00 A.M. to 4:30 P.M. Eastern Standard Time. Please refer to Item Number 5 - 1015 when ordering.

**CREDIT**

Credit for this campaign will be issued upon receipt of a properly prepared warranty claim which includes the following information:

**REPAIR PART FAILED PARTS FAILURE LABOR LABOR PERFORMED COUNT PART ALLOW. CODE OPER. HOURS NO. ---**

Inspect Only 2 12337997 \*\* 96 V9865 0.4 Both Ball Stud Nuts Torqued Correctly Add: Gap Test One Side 0.1 Add: Gap Test Two Sides 0.2

Inspect/Repair 7 18021054 \*\* 96 V9866 2.2 Ball Stud Nut Torqued Correctly One Side Check One Side for Nut Gap and Replace Ball Stud/Knuckle Add: Both Sides Gap 0.1 Test, Re-torque One Side and Replace Ball Stud and Knuckle One Side

Check Both Sides For Nut 12 18021054 \*\* 96 V9867 3.3 Gap and Replace Ball Stud and Knuckle Both Sides

\* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours."

\*\* The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus 40% of all parts required for the repair.

\*\*\* Labor Operations V9866 and V9867 include Wheel Alignment and Front Toe adjustment.

March, 1996

Dear Cadillac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in some 1995-96 model Cadillac Fleetwoods with RPO B9Q (Conversion Hearse) or RPO V4U (Coach Builder Limousine). The lower control arm ball joint attachment nut may be loose. This condition can cause the lower control arm ball joint to loosen, fatigue and separate from the front suspension knuckle. If separation were to occur with the vehicle in motion, loss of vehicle control may occur which could result in a vehicle crash without prior warning.

To correct this condition, all involved vehicles will have both front lower control arm ball joint attachment nuts inspected for proper torque. If the ball joint has loosened from the knuckle, both the ball joint and knuckle will be replaced. Of course, this service will be performed at no cost to you.

The mailing of this letter has been coordinated to ensure that instructions for making this repair have been received by your dealer and that needed parts are available for your car. Please contact your Cadillac dealer as soon as possible to arrange a service appointment and courtesy transportation, if required. Please ask your dealer if you wish to know how much time is needed to perform this repair and process your vehicle.

The enclosed Campaign Owner Identification Card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary corrections in the shortest possible time. If you no longer own this vehicle, please let us know by completing this postage-paid reply card and returning it to us.

If you are not satisfied that we have done our best to correct this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington D.C. 20590, or call 1-800-424-9393 (Washington D.C. residents use 202-366-0123).

We are sorry to cause you any inconvenience; however, we have taken this action in the interest of your continued safety and satisfaction with our products. If you have any questions, please contact your Cadillac dealer or call our Consumer Relations Center at 1-800-458-8006.

Cadillac Motor Car Division General Motors Corporation

#### Figure 1

General Motors bulletins are intended for use by professional technicians, not a "do-it-yourselfer". They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions and know-how to do a job properly and safely. If a condition is described, do not assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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April 19, 2004

Mr. Alberto A. Jimenez  
Chief Correspondence Research Division  
Office of Defects Investigation  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Jimenez:

I am a very dissatisfied owner of a 1995 Cadillac. This car is like new and has only 37,000 miles on it. I purchased it from Van-Trow Cadillac, Inc. Monroe, La. In 1999 I had a recall on the car for inspection of the ball joints. The car had only 14,659 and at that time the dealer indicated the joints were okay and did not need replacing. In 2003 my wife was diagnosed with Myeloma, a cancer of blood disorder, University Hospital of Little Rock Arkansas was given to be the best place for treatment. I made numerous trips from Columbia, la to Little Rock Arkansas for about 6 months, I lost my wife to this terrible disease. The last couple of trips I noticed a looseness in my right front wheel. I checked it and found the ball joint nut had loosen until it was only holding by a few threads. The nut launched off, broke the cotter key and loosen past the hole that the cotter goes in and as I said was holding by a couple of threads. The nut was put back on and a new cotter key replaced. The only dealer close by was Wards, Chevrolet in Columbia. I explained this to the Shop Foreman and he advised me that a recall went out some time back concerning a default ball joint and knuckle concerning this car. he advised me to carry it to Van-Trow in Monroe, La as it was suppose to be repaired at no cost. I took it to Van-Trow and they advised me that it had been inspected in 1999 and was found to be tight. I advised them at that time the car was new with only 14,659 miles and now 20,000 miles later it showed up, they said there was nothing they could do because the nut on the ball joint was now tight and in specs.

I advised them that I had the nut put back on and a new cotter key installed. They just would not listen to me concerning it becoming loose, they said the one inspection they did in 1999 was all they were obligated to do. I showed them the recall and explained that the car was new because my wife and I had four cars and very little miles was put on any of them. To no affect from them I got in touch with Mr. Shannon Van Horn with Cadillac Motor Division (866-932-4368 ext #39358), he called Van-Trow in Monroe and they

**informed him that the nut was tight and in specs. Mr. Van Horn advised that when it was taken to them a few weeks before Mr. Ledbetter explained to them that the nut had backed off and there must be a reason for this, but they refused to do anything. Finally by persuasion they said if I paid to do the left side they would do the right side at a fee of \$600.00, Sir I have bought eight Cadillac Fleetwoods and this is not what you should expect from Cadillac Motor Company. I am in need of help and would appreciate it very much if you would advise them to take responsibility. I am sending recall campaign No. 96-c-14-02-01-1996 for your review.**

**Sincerely,**

**Columbia, La**

**cc: Mr. Michael J. Jordan  
Safety Defects Program Assistant**