

*OK to use my name on a recall 6/13/04
 GM Customer Service knows about it. See FILE #*

<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100147</p>	
<p>Date Received</p> <p>2004 JUL -6 04-JUN-2004</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10075713</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p>	
<p>Name</p>		<p>Address</p>		<p>E-mail Address</p>	
<p>City MIAMI BEACH</p>		<p>State FL</p>		<p>Zip Code</p>	
<p>Evening Telephone Number</p>		<p>Signature of Owner</p>			
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorized signature, NHTSA will NOT contact your name or address to the vehicle manufacturer.</p>		<p>YES <input checked="" type="checkbox"/> NO <input type="checkbox"/></p>		<p>Date 6/10/04</p>	
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>19K554Y71</p>		<p>Make CADILLAC</p>		<p>Model Buick</p>	
<p>Model Year 2001</p>		<p>Date Purchased 7 Nov 2001</p>		<p>Dealer Name and Telephone Number</p>	
<p>Original Owner</p>		<p>Dealer's City Miami</p>		<p>State FL Zip Code 33131</p>	
<p>Transmission Type Auto</p>		<p>Antilock Brakes <input checked="" type="checkbox"/> Powertrain</p>		<p>Vehicle Component Code 060000 ENGINE AND ENGINE COOLING</p>	
<p>Cruise Control <input checked="" type="checkbox"/></p>		<p>Multiple Failure: 2</p>		<p>Fuel Type Gas</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Incident Date(s) 17-APR-2004</p>		<p>Failure Mileage 20,300</p>		<p>Failure Speed 65</p>	
<p>04335 Crankshaft FL - Overstoring Sensor</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example: P215/65R15)</p>	
<p>DOT No. (Example: DOT1M18ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type</p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make</p>		<p>Date Manufactured</p>		<p>Model No./Name</p>	
<p>Seat Type</p>		<p>Installation System</p>			
<p>Child Seat Component Code</p>		<p>Failed Part</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
				<p>Number of Deaths</p>	
		<p>Reported to Police</p>			
<p>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).</p>					
<p>WHEN DRIVING 65 MPH VEHICLE STALLED, FORCING THE CONSUMER TO PROCEED TO NEXT. CONSUMER WAS ABLE TO RESTART THE VEHICLE. CONSUMER TOOK THE VEHICLE TO DEALERSHIP FOR INSPECTION, AND MECHANIC INSPECTED THE VEHICLE TO SEE IF THE PROBLEM COULD BE DUPLICATED. *AK</p> <p><i>Did not have chance to pull off road Put engine in Neutral and restarted in 10 seconds more or less gm defect file # 1-222381409</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

x Did not try. know about the problem

See attached letter to Bureau
Circuitry defect before and after
Also see service sign at
Ocean Center Bay Harbor and the
continued wiring problem with
LESTER

ATTACH 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-866-327-4236

DOT Auto Safety Hotline
(DASH 2 DOT)



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Washington, D.C. 20590

[REDACTED]
Miami Beach, Fl [REDACTED]
[REDACTED]

Re tile #

June 10th 2004

Mr. Don Woody, Service Mgr.
Braman Cadillac

FAX: 305 571 1218

Dear Mr. Woody:

*See Page 2
And Dealer's Bill*

Further to my 2 page Fax of 6-1-04 as well as faxed 10 Pages with additional letter dated June 8th and your return phone call of 6-8 in the afternoon, which disturbs me, because of the Implication that I am a Liar and Hector and Jorge are correct. To begin with the \$1,000.00 Service that Jorge claims I gave him trouble, is not correct. I was surprised about the size of the bill, but it's not the same as the bill of 27 May, with one important detail, I never knew about the cost in advance, since I as customer have never paid attention to the lower right hand corner, which gives you 3 options. In my case I never noticed this, and neither one of the two Service Writers called this to my attention, and in effect if this box is not checked asking for a estimate in advance or showing a limit amount against the repairs, all I ever did was sign the Work Order, in the bottom left hand corner, which was especially true with the Hector Case.

The reason I am so smart now is, that I did some research with another Dealership who pointed this out in detail. Let's forget about the \$1,000-Bill, I never asked for a Credit, the only memory I have is, that I was surprised about the amount, but since I never noticed or checked the Box, which is put on Work Orders by Fla Law, there was no requirement to do quote me in advance. This To end this once and for all, let me point out some logic about the May 27th Case.

Fact: I arrived at Braman Motors on that date at 11:21 AM. There was no else at the Service Arrival Area, except Hector who came out to greet me. After writing the Work Order, which was only for Warranty Repair of the 4355 Crankshaft Positioning Sensor, I signed and even if I had known about the Right Hand Box, which I did not, I would have paid no attention to it because of Warranty Work.

Fact: Since things were very slow at that time, and Hector knew by looking at the Nov. 2001 Del date of my Car, it's usually normal for all Service Writers to tell the Customer at that time, there some of Dealer recommended Service Items that should be done for a 2½ year Old Car, Did he forget to mention this, at that time because he did not think of that? You claimed in our phone call all the Fluid Change Items were necessary because of the age of the car, mileage of 20,372 not withstanding.

Fact Cooling System Fluid System Change: 50,000 miles
Transmission System Fluid Change 100,000 miles

My mistake: Calling Hector at approx. 1:00 PM and asking him to do the 22,500 Mile Service, which was never done, even though I did not pick my Car until NEXT MORNING. Instead, I recall he called me at home about 3:30 PM, telling me only about Transmission Fluid, but never quoted a Price, because I never checked the box, as explained. Since you Service Writers, at least in my case don't do this, maybe you should request this as SOP. Would appreciate your mailing a copy of the Actual Work Order to my Home.

Under the Circumstances, since I did not request an Estimate or Prices, even though I had NO IDEA at 11:30 what was going to happen, other than the Warranty work which was at N/C, I have a weak Legal Case. Your claim based on Hector's recollection that he quoted me Prices in Advance is NOT TRUE. He did not have to, since I did not check the Box. Since you appear to use this, instead of an Adjustment, I don't want or need a future \$100.00 Service Credit, please cancel this, since I will never use Braman Service again, most likely will trade my Car for a second 2004 Lexus GS 330, like my wife's, or may wait until Model Change later this year for a 2005 Model. Reason they are so successful, they know how to take care of Customers. Please read latest issue of Forbes for Confirmation of this. Look at their Table of Percentages, Lexus # 1 by huge Margins.

I talked with Deidre Carpenter of Cadillac Customer Service on 6-9, and need to send her a bunch of Supporting Documents, to proof the amount I paid, which I can't do until I get my June Visa Bill to prove Payment.

Still feel to quote Hamlet "There is something Rotten in the State of Denmark"

Very Truly Yours


CC Deidre Carpenter, Cadillac Cust Service Detroit.

MODE = MEMORY TRANSMISSION

START-JUN-08 18:42

END-JUN-08 18:58

FILE NO. =686

STN NO.	COMM.	RRR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	UK	#	[REDACTED]	016/016	00:05:45

-CMI

***** -305 685 3141 - ***** 385 685 3141- *****

CMI AUTOMOTIVE

5990 N. W. 163rd Street
 Miami, Florida 33014
 Telephone: 305 685 9651
 Toll Free: 800 426 4826
 Fax: 305 685 3141

FAX TRANSMITTAL SHEET

Name: Don Woody
 Company: Mgr. Bowman Court Serv.
 Date: 6/8/04
 Re: 10 Pages Enclosed
 Fax No: 305 571 1210
 From: Ernest M. Wallis

Brief Summary Of Contents Being Faxed:

*Please Make Sure That
 Mr. Woody Receives These
 10 Pages Today
 Important!!!*

[REDACTED]
Miami Beach, Fl. [REDACTED]

(O) [REDACTED]

(H) [REDACTED]

June 8th 2004

Mr. Don Woody
Service Mgr.
Braman Cadillac
FAX; 305 571 1218

See Page #2

Dear Mr. Woody:

I find very difficult to understand Braman's Customer Service Policy, which fails to return Phone Calls, originated by me in response to my original fax with detailed letter dated June 1, re 27 May Service Billing under RO of same date.

I talked originally with Jorge Rouco, on 6-3 who your Phone Operator at 576 6900, said was the Service Mgr. He claims he never received the first fax of 6-1, so I refaxed on 6-3 to his attention, copy enclosed. Never heard anything from him since then, that is why I called you 3 times yesterday June 7th and left messages on your Voice Mail with the same NEGATIVE RESULT, because the Braman Phone Operator told me yesterday, that you are the Service Mgr.

I also saw Jorge Garcia, who is my regular Service Writer, after your Cashier handed me the bill for 418.77, when I picked up the car on the morning of June 18th, and he did not seem to react positively, when I asked him to help, after explaining what happened to me on Thursday May 17th and he looked at the NOT authorized work done, on the Bill.

For your information, I am enclosing bill I paid for mostly Brake Service Work just 2,500 miles previously and I paid the \$990.05 without a complaint, so I am not a crank., which I think Jorge Garcia can attest to, even though I am very disappointed, that he has been of NO HELP in this case.

In talking with other Automotive Service Experts, 100% of their opinion is that at 20,000 miles City Driving only, there should have no need for any of the Fluids Changes, with the possible exception of the Injector Service which only represents \$139.95 out the total of \$418.77. Even that is doubtful; since the stalling was not due to Injectors, but Shorts on the Two I4355 Crankshaft Sensors. Never had any Overheating Problems etc. and it seems to me that the Service Tech and or Service Writer took advantage of me, to pile on the \$418.77 extra charges, possible to make more Commission?
Also as previously stated, none of these items are listed in the Maintenance Manual at 22,550 miles or Mileage before.

(2)

Mr. Woody, it would be very easy for me, to protest the total Charge with my City Bank Visa, but I don't want to do so, yet. Maybe Mr. Rouco or you will finally find the time to return my phone calls, so we can discuss the Issue, which is what Customer Service is supposed to be all about.

Since I might have been killed as the result of the Sensor Failure, only Dumb Luck prevented this on 826 on 6-17. I reported this to Cadillac Customer Service, and received the File No reported on my faxed letter of 6-1. Also if we can't straighten this out, by the simple process of Communication, when the GM Report Card arrives, Braman will receive an F.

Further I have reported the Sensor Failure by filing a Complaint with NHTSA, since my information has been, that this should have resulted in a Recall, because I understand that my incident, was not an isolated case. Proof, your Service Writer diagnosed immediately in front of his office, that I had a Sensor Problem, obviously based on past problems he knew about.

I will be at my office today until noon, and after 3:00 at home

[REDACTED]

MODE = MEMORY TRANSMISSION

START-JUN-01 10:00

END-JUN-01 10:03

FILE NO. =457

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		[REDACTED]	005/005	00:02:00

-CHI

-----305 685 3141-----

CMI AUTOMOTIVE

5590 N. W. 163rd Street
 Miami, Florida 33014
 Telephone: 305 685 9651
 Toll Free: 800 426 4826
 Fax: 305 685 3141

FAX TRANSMITTAL SHEET

Name: General Service Mgr
 Company: Branch Cadillac
 Date: 6/1/04
 Re: Repair Order # 204049
 Fax No: 305 571 1218
 From: Ernest M. Wallis

Brief Summary Of Contents Being Faxed:

Pages Faxed: 5

[REDACTED]
Miami Beach, Fl [REDACTED]

[REDACTED] (H) Rev Vin No: [REDACTED] Repair Order: 204049 - 27 May
04

June 1 2004

Service Mgr.
Braman Cadillac
Miami, Fl 33137

FAX: [REDACTED]

Dear Sir:

While in the past two weeks, I had one or two experiences of My Seville stalling while waiting at Traffic Light, the car restarted immediately and did not stall out again, until I had the following experience on Thursday May 17th.

While going East on the Palmetto Expressway (826) at approximately 10:50 AM in the middle of 4 Lanes with traffic moving at least 65 MPH, my Car stalled, and I am the luckiest guy in the world, that at that exact moment, there was no one directly behind, and I was able to quickly shift from Drive into Neutral and get the Car started again, before Traffic behind me caught up with me.

To have that Lull Of Heavy Traffic, directly behind me in this particular High Speed Lane, is an absolute Lucky Miracle, at Age 82 and $\frac{3}{4}$, it took a long time for my Heart Beat settled down, after thinking, what might have happened.

I used I-95 to get to your Service Department as quickly as possible and arrived there about 11:20 getting off at the Biscayne Ave. Exit of 195. I worried both on the access of 826 and I-95, about my stalling again, but fortunately this did not happen.

My regular Service Writer, Jorge Garcia was off on Thursday and Service Write Hector Socarras took care of my reported Problem. He knew immediately what the problem was, since there had been a number of the same experience, recently with other Cadillac's.

He talked about a J 4355 Crankshaft Positioning Sensor, I left the car and Braman found some one who drove me home, since the On Site Car Rental Agency was out of Cars, due to the upcoming Holiday, and after what I went through, I did not feel like messing with Enterprise



After getting home, I called Mr. Socarras and told him while my car was there, to do the 22,500 Mile Check Up. I received a Phone Call from him, about 3:30 PM, telling me that the Technician said my Transmission Fluid was dirty and needed to be changed, I did not

ask for the price, but when I picked up the car on Friday morning May 28th I was charged \$418.77 which included the following item per enclosed bill: Cooling System Flush, Transmission Flush, Injector Service, not of which were mentioned by Mr. Socarras, and it seems to me totally illegal to make those charges, to a car that was only used in City Driving with only 20,000 miles since delivery on 11-17-01. They never did the 22,500 mile Service, I requested, guess the other items were a lot more profitable.

I have also examined Maintenance and Owners Manual carefully and no place does it list the additional Items performed without MY AUTHORIZATION. I expect a full Credit, or at least a major adjustment to my Visa Charge Card.

Since General Motors NEVER HAD A RECALL on the J 4355 Sensor, which if the information given me by your Service Writer is correct, and should have been issued, I am sending copy of this letter, to Mr. Mark Leneve in Detroit.

Very truly yours


CC Mr. Mark Leneve, Gen Mgr. Cadillac Division Detroit, MI
File No: 

**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).**