



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 100078

Date Received
2004
28-JUN-2004

Repository
Reference No.
10080008

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City HOULTON State ME 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 6/1/04

VEHICLE INFORMATION

.. your vehicle identification number located at bottom of windshield on driver's side 1GBKD64Y7YU208558		Make CADILLAC	Model DEVILLE	Model Year 2000
Date Purchased 7-1-00	Dealer's Name and Telephone Number QUAK AUTO SALES 1-800 54CHEVY		Engine: No. Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City BANGOR	State ME	Zip Code 04401	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 080000 ENGINE AND ENGINE COOLING Multiple Failure: 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-JUN-2004	Failure Mileage 43077	Failure Speed 62	
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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: DOTMALBABC036)	<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
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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 62 MPH VEHICLE STALLED. THIS CAUSED LOSS OF STEERING AND BRAKES. CONSUMER TOOK VEHICLE TO THE DEALERSHIP FOR OVER A YEAR. DEALER REPLACED DIFFERENT PARTS, BUT PROBLEM RECURRED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

1-2-04 0900

CALLED WAYNE AT CARROLL'S

TOLD THEM: CAR IS INOPERABLE WHEN WET. ^{SERVING} CHECK "ENGINE" LIGHT IS ON CONSTANT. ^{SOON}

SITAKES VIOLENTLY, STALLS, LIGHT FLASHES WHEN WET. HE TOLD ME I COULD LEAVE THE CAR AND THEY WOULD TRY TO WORK IT IN BUT HE DOUBTED THEY COULD DUPLICATE THE PROBLEM AND THEY HAD NO LOANERS. "THAT'S THE QUESTION OF THE DAY."

CALLED CADILLAC 1-800-882-1112
ELVIRA CORTIZ, MUST CALL

1-800-458-8006 ← NARRANT. ROMAN?
MUST TAKE CAR TO DEALERSHIP.

ASSET# 1-175 476 002

866-942-4368
EXT. 47281

Main Identity

From:
To: <service@carrollsautesales.com>
Sent: Thursday, January 22, 2004 1:06 PM
Subject: continuing problems with 2000 Deville

DAVE STEEVES
SERVICE MANAGER

THE FOLLOWING PROBLEMS REMAIN UNRESOLVED:

1. UNKNOWN IF MOISTURE PROBLEM HAS BEEN CORRECTED DUE TO DRY WEATHER SINCE SERVICE.
 2. GREASE STAIN ON DRIVER'S SEAT.
 3. STALLS INTERMITTENTLY.
 4. THE MORNING AFTER SERVICING THE SECURITY LIGHT STAYED ON AFTER THE VEHICLE WAS RUNNING. THIS WAS THE PRELUDE OF ALL THE INFO CENTER PROBLEMS BEFORE.
 5. THE SAME MORNING THE CHECK COOLANT LEVEL LIGHT CAME ON, AND CONTINUES TO COME ON, PRIMARILY WHEN THE VEHICLE IS COLD.
 6. THE DRIVER'S SEAT HEATER DOES NOT WORK. I CAN START THE CAR, WAIT TEN MINUTES AND ALL THE SEATS AND SEAT BACKS ARE WARM AND THE DRIVER'S SEAT AND BACK ARE STONE COLD. I REALIZE THIS IS (LITERALLY) A "SEAT OF THE PANTS" DIAGNOSTIC METHOD, BUT A SEAT HEATER THAT DOES NOT HEAT DOES NOT WORK.
 7. RECENTLY MY WIFE COULD NOT START THE CAR WITH KEY #1. "STARTING DISABLED" I TRIED WITH HER KEY AND GOT THE SAME MESSAGE. I THEN STARTED THE CAR WITH KEY #2. THEN I STARTED THE CAR WITH KEY #1 AND THE INFO CENTER TOLD ME I WAS DRIVER #2, ALTHOUGH I WAS RUNNING THE CAR ON KEY # 1 I RESTARTED THE CAR WITH KEY #1 AND IT AGAIN TOLD ME I WAS DRIVER 2. I HAVE NO IDEA WHAT THIS MEANS, BUT MY WIFE HAS NO DESIRE TO DRIVE THIS CAR AND RISK GETTING STRANDED WITH IT.
 8. SOMETIMES THE DOORS UNLOCK WHEN THE CAR IS PUT IN PARK, SOMETIMES THEY DONT.
- I CALLED CADILLAC'S CUSTOMER ASSISTANCE CENTER (MISNOMER) AND LEFT THIS INFORMATION ON MARIAN ROAMAN'S VOICE MAIL. I HAVE HEARD NOTHING.

HOULTON ME

1/22/2004

1-24-04 VEHICLE RUNNING

SECURITY LEGION

"SERVICE THEFT SYSTEM"

verizon

verizon online

Print E-Mail

Print

Close Window

From: <vzeedhdl@verizon.net>  Block Sender | Block Domain
 Date: 2004/06/26 Sat PM 07:55:38 GMT
 To: <service@carrollsautosales.com>
 CC: 
 Subject: [Fwd: [Fwd: 2000 cadillac deville defects]]

>
 > From: <vzeedhdl@verizon.net>
 > Date: 2004/06/26 Sat PM 07:35:08 GMT
 > To: <customerassistance@cadillac.com>
 > CC:
 > Subject: [Fwd: 2000 cadillac deville defects]
 >
 >>
 >> From: <vzeedhdl@verizon.net>
 >> Date: 2004/06/23 Wed AM 12:03:31 GMT
 >> To: <carrolls@ainop.com>
 >> CC:
 >> Subject: 2000 cadillac deville defects
 >>
 >> Service Manager
 >> Carrolls Auto Sales
 >>
 >> Dear Sir,
 >>
 >> On June 11, 2004 I took the Cadillac Deville (vin: 1G6KD54Y7YU
 >> owned by the Estate of _____ to your service department. The
 gentleman behind the desk looked at the vehicle and said he would order the
 parts to replace the driver side mirror(distorted) and the side marker light
 (1/3 full of water) on the same side. He stated he would call me when the parts
 came in.
 >>
 >> On June 20, 2004 I was driving the car on the TCH near Woodstock NB with
 the cruise set at exactly 100 kilometers/hour, the posted limit. It was raining
 lightly and the road was wet. Without warning, the car stalled. I was very
 fortunate this happened in a rural area, and not in Boston traffic 2 weeks
 earlier. I was also fortunate that I realized what had happened and gradually
 pulled off the road. The vehicle restarted after 5 to 10 seconds of cranking.
 >>
 >> I don't have any idea what is causing these repeated moisture problems and
 had hoped it was fixed in February. Since then, the vehicle will sometimes
 start rough and occasionally stall, but never before at highway speeds.
 >>
 >> I will be in Prasque Isle the evening of June 23, 2004 and will leave the
 vehicle at your facility at that time. The warranty expires 7-01-2004, and the
 vehicle clearly is defective.
 >>
 >> Please contact me at _____ or (cell) _____ to further discuss
 this matter.
 >>
 >> Thank You,
 >>
 >>
 >>

verizon

verizon online

Print E-Mail

Print

Close Window

From: assist@cadillac.com [redacted] Block Sender | Block Domain**Date:** 2004/06/28 Mon PM 01:59:18 GMT**To:****Subject:** RE: Re: RE: Cadillac DeVille Owner Assistance

Dear

Thank you for your prompt response to Cheri's request for additional information regarding your 2000 Cadillac DeVille. Please consider this confirmation of our receipt of your email. In addition, we have added the information you provided to request number 1-230718913, and sent a notification to Cheri Odom on your behalf. They are scheduled to follow-up with you on Monday, June 28.

If you should need to contact us immediately, simply reply to this message or call our Cadillac Customer Assistance Center at 1-800-458-8006. Customer Relationship Managers are available seven days a week, 24 hours a day.

Again, thank you for contacting Cadillac.

Sincerely,

Nina Berry
Customer Relationship Manager
Cadillac Customer Assistance Center

Originating Email Address: vzeedhdl@verizon.net
#Subject=RE: Re: RE: Cadillac DeVille Owner Assistance

---Original Message---

From: vzeedhdl@verizon.net
Sent: 6/27/04 3:13:11 PM
To: assist@cadillac.com
Subject: Re: RE: Cadillac DeVille Owner Assistance

I can be reached at:

>
> From: assist@cadillac.com
> Date: 2004/06/27 Sun PM 06:01:51 GMT
> To: lecummings@verizon.net
> Subject: RE: Cadillac DeVille Owner Assistance

> Dear

>
> Thank you for contacting the Cadillac Customer Assistance Center. We appreciate you taking the time to write us in regards a sputtering and stalling concern with your 2000 Cadillac DeVille.

>
> We sincerely apologize for the stalling concerns that you are experiencing with your 2000 Cadillac DeVille. We understand this can be very frustrating and would like the opportunity to assist you further. Due to the nature of your concern, it is necessary to continue this communication via telephone.

>
> Please reply to this email with a date and time that I may contact you, along with the telephone number where you can be reached during this time. I am available Monday-Friday from 8:30 am - 5:15 pm CST. Or to reach me by telephone, please call our Cadillac Customer Assistance Center at 1-866-942-4368 ext.48317.
>
> I have documented your concern with the Customer Assistance Center. Your request number is 1-230718913. Please refer to this number when contacting the Customer Assistance Center.
>
> If you should need to contact us in the future, simply reply to this message or call our Cadillac Customer Assistance Center at 1-800-468-8008. Customer Relationship Managers are available 24 hours a day, seven days a week.
>
> Again, thank you for contacting Cadillac.
>
> Sincerely,
>
>
> Cheri Odom
> Customer Relationship Manager
> Cadillac Customer Assistance Center
>
> For more information regarding the maintenance and care of your vehicle, please visit www.cadillac.com/owners. This free online service offers vehicle and ownership-related information and tools tailored to your specific Cadillac.

>
>
>
>
>
>
>
> #Subject=RE: Cadillac DeVille Owner Assistance

> —Original Message—

> From:
> Sent: 6/26/04 3:25:23 PM
> To: assist@cadillac.com
> Subject: Cadillac DeVille Owner Assistance

>
>
> What is the Nature
> of your concern? : VehicleConcern

>
> Message : Vehicle has a severe moisture
> problem and shakes and
> sputters and stalls when wat. I
> have been trying for over a
> year to get this fixed as per
> the warranty and have been
> totally frustrated. When i went
> to pick up the car today it
> started and sat ther and shook
> and sputtered for 8-10
> seconds, then I shut it off and
> left it there. This car is still
> under warranty and Cadillac

> has an obligation to fix it
>
> VIN : 1G6KD54Y7YU
>
> Vehicle : 2000 DeVille
>
> Preferred Dealer : Carrolls Auto Sales
>
> Is this a GM
> Authorized Dealer : yes
>
> Name of your
> contact at the
> dealership : Wayne/Dave
>
> When was your
> last visit to
> the dealership : today
>
> Current Mileage : 43077
>
> Name :
> Email Address :
> Address :
>
> : HOULTON, ME
>
> Depending on the
> nature of your
> concern, to assist
> you in a timelier
> manner, may we
> contact you
> via Phone : yes
>
> What is the
> best time of
> day to reach you : EVENINGS
>
> Daytime Phone Number :
> ex.
> Evening Phone Number :
> ex.
>
>
>
>
> _____
> Email Address :
>
>
>
>

PITONED WHERE ODOM - 6-28-04 10:55

LEFT VOICE MAIL TO CALL 532-2882

²⁸ 1-800-424-9393
CALLED NHTSA 11:00 REPORTED AS SAFETY DEFECT

Q.D.I. # 100080008

OFFICE OF DEFECT INVESTIGATIONS

²⁸ CALLED CARROLLS 1-800-698-9910
WAYNE: WILL TAKE TO DAVE AND TRY SOMETHING

²⁸ PITONED WHERE ODOM AGAIN AT 11:45 ES,
LEFT VOICE MAIL TO CALL 207-532-6484 4:00-5:15 CS

²⁸ WHERE ODOM CALLED 1805. I INFORMED
HER VEHICLE IS UNSAFE. SHE WILL CONTACT
CARROLLS AND CALL ME 6-29-04

²⁹ NO CALLS FROM CARROLLS OR CAD. ASST. CTR

²⁹ 10:35 CALLED BBB AUTO LINE 1-800-955-5100
(WWW.BBB.ORG) NEED REPAIR HISTORY

CASE #
CAD0445293

1-6-04 - 35,289 - CARROLL
2-5-04 - 36,541 - CARROLLS

6-23-04 43,077 - "

~~8-13-03 ? - "~~

~~1-23-03 18,725 - OUTSIDE (1504)~~

WAYNE,

264-3114
1-800-698-9910

87303

09:55

FUEL PUMP FAUCING - REPLACED

NO INTO CENTER PROBLEM
NO CODE

NO SEAT PROBLEM

10-10-03

TEMP 34° AM

NOON 34° (ACTUAL 60-65)

1:00 34°

5:00 34°

(ACTUAL 5-70)

11-12-03

RESET ALLIANCE
WHEN STARTED

11-15-03 HEAVY MOTOR TRAPPING
ON STARTING (374)

STALLED AT TRANSFER STATION
TUPLE

12-25-03 FOG 48°

VIOLANT SHAKING, ME STARTING
GEORGE ENGINEERSON LEFT
FLASHDIVE

1-1-03 LIGHT ON ALL DAY
GUSON, 35° WET HEAVILY AFTER

**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).**