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 100182

Date Received	Repository
10-AUG-2004	2004 SEP -8 AM 7:34
	Reference No. 10087636

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City SAN JOSE | State CA | 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 8/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1G6KD54Y7Y[redacted]	CADILLAC	DEVILLE	2000

Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
March 2000	Cadillac of Menlo Park Tel: 650/688-7575	8	Gas

Original Owner	Dealer's City	State	Zip Code
☒	Menlo Park	CA	94025

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	FRONT WHEEL DRIVE	036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 1 + 1 + 1 = 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
10-AUG-2004	200	

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)	☐ Original Equipment ☐ Prior Repair	Failure Location:	Dented right front Rim
		Tire Failure Type	

Tire Component Code

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	3	0	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).

ABS BRAKING SYSTEM OPERATED POORLY. VEHICLE DID NOT STOP, RESULTING IN EXTENDED STOPPING DISTANCE. NEITHER THE DEALER OR MANUFACTURER WERE WILLING TO DEAL WITH THE ABS BRAKE PROBLEM. . ALSO. AIR BAGS WILL NOT DEPLOY UNLESS THE VEHICLE WAS HIT HEAD ON. *AK WEN REPAIR WAS DONE AT DALER IT WAS REVERSED WITH CHIPED FRONT WINDO AND DACK WAS/IS SCRATCH, AT TIME OF MALANACAL HISTORY IN SPECHON CAR SHOWED NO NEGITIVE HISTORY, I OWNER WEN delivered CAR HAD STRONG RIGHT DRIFT WAS GIVEN DUE BILL FOR ALLIGNMENT BUT DEALER REFUSED TO HONOR THIS DUE BILL I BELIVE THE CAR SOLD TO ME WAS NOT THE CAR I AGREED TO BY

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 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. BASE THIS ON THE HISTORY OF CAR HISTORY DISCLOSED AT TIME OF MY INSPECTION WITCH IS DIFFERENT THAN THE CAR WITCH WAS DELIVERED I WAS SHOWN 1 OWNER AT INSPECTION AND FOUND 6 OWNER AFTER DELIVERY

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

WHEN I TALKED TO DEALER OWNER OF THE DISCREPANCYS HE PROMISED TO REPAIR OR REPLACE THE CAR IN FACE TO FACE MEETING WHEN I GOT HOME FROM THE MEETING I RECIEVED A MESSAGE HIS COMPANY WOULD NOT HONOR OUR BILL OR CHARGE WITHHELD OR ALLOW HIS STORE TO EVER WORK ON MY CAR OR DISCUSS MY CONCERNS WITH ME AS I HAD PREVIOUSLY INFORMED HIS STAFF I FELT THE SERVICE GIVEN WAS F- NOT A+ AS I LEFT WITH INCOMPLET REPAIRS HIS MESSAGE TO MY VOICE MAIL SAID THE F- RATING WAS DIRTY LANGUAGE I BELIVE I PURCHASED A GOOD HISTORY AND WELL PERFORMING CAR BUT WAS SOLD A DIFFERENT CAR WITH BAD HISTORY AND DANGEROUS CAR ACTIVITIES EVIDENCED BY POOR HANDELING, STOPING LEADING TO 2 SEPERATE COLISIONS I ALSO HAD PROBLEMS REGISTERING THE CAR IN ORIGIN AT TIME OF DELIVERY ATTACH ADDITIONAL SHEETS IF NECESSARY

AS THE CAR WAS DELIVERED WITH NO PAPER WORK AND DMV REFUSED TO REGISTER I WAS LEFT IN DMV PARKING LOT AND REGISTERED SEVERAL DAYS LATER WITH OUT MY PRESENCE OR THE PRESENCE OF THE SELLING DEALER

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 79179 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

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DASH2DOT

and dial toll free at

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