



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 241

Date Received

25-AUG-2004

Repository

Reference No. **NY 3-00**
10089680

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City **WEST BOYLSTON** State **MA** Zip Code _____

Daytime Telephone Number _____

E-mail Address _____

Evening Telephone Number **SAME**

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 **11/11/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1G6KS62Y6SU** Make: **CADILLAC** Model: **SEVILLE** Model Year: **1995**
Date Purchased: **OCT - 1996** Dealer's Name and Telephone Number: **RAGSDALE CADILLAC'S 608/832-7876** Engine: No. Cylinders: **8** Fuel Type: **Gas**
Original Owner: Dealer's City: **AUBURN** State: **MA** Zip Code: **01501**
Transmission Type: **AUTOMATIC** Antilock Brakes Cruise Control Powertrain: **REAR WHEEL DRIVE** Vehicle Component Code: **072200 FUEL SYSTEM, GASOLINE; DELIVERY; HOSES, LINES/PIPING, .**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **17-AUG-2004** Failure Mileage: **24014** Failure Speed: _____

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: DOTMALSABC034): _____ Original Equipment 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: Yes No Fire: Yes No Number of Persons Injured: **0** Number of Deaths: **0** 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).

RECALL 04V110000/FUEL RAIL TUBING: CONSUMER RECEIVED THIS RECALL NOTICE, AND THE DEALER WANTED TO CHARGE HIM FOR REPLACING THE SPARK PLUG WIRING DURING THE RECALL REPAIRS. *AK
DEALER: RAGSDALE CADILLAC AUBURN, MA. TEL# 866-706-2326 CONTACT: MELISSA
PLS SEE ATTACHED COPY OF RECALL NOTICE - PLS NOTE THAT
"NO CHARGE" IS IN BOLD LETTERING. - ALSO PLS NOTE ATTACHED
SERVICE RECOMMENDATIONS FROM "ALDATA" DOES NOT
RECOMMEND IGNITION WIRE REPLACEMENT AT ALL. . .

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.



August 2004

Dear Cadillac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 1995 model year Cadillac Seville vehicles. These vehicles have a condition in which the original equipment nylon tubing used in the fuel rail construction may degrade and crack. Cracking of the fuel rail can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly engine stalling due to loss of fuel pressure to the engine. If this event were to occur, and if an ignition source were present, an engine compartment fire could occur.

What Will Be Done: Your Cadillac dealer will inspect and, if necessary, replace the engine fuel rail with a new stainless steel fuel rail. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately one hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Cadillac dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Cadillac dealer be unable to schedule a service date within a reasonable time, you should contact the Cadillac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.866.962.2339. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2622.

If, after contacting the Cadillac Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.927.4238.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Program Information Online: More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Cadillac Motor Car Division
General Motors Corporation

Enclosure
04014A

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Recall Processing Center
P.O. Box 909889
Milwaukee, WI 53209-9889



04014 1G8KS52Y6S 12 0000072

WEST BOYLSTON, MA

MAIL THIS FORM ONLY if any of the items below apply to this vehicle.
This will help us in contacting the present owner/lessee and ensure that
you do not continue to receive notifications for this vehicle.

CHECK (X) APPROPRIATE BOX.

My new address OR Vehicle sold/traded to:

Owner Name _____

Address _____

City, State, Zip _____

Phone () _____

I have never owned/leased this vehicle.

Vehicle was damaged beyond repair and scrapped.

Vehicle was stolen and not recovered.

Other: _____

By providing the information above you are authorizing an update
to our records for this vehicle.

CUSTOMER REPLY FORM

To mail: Fold so the return address on the back of this panel is showing.
Place a piece of tape on each of the shorter ends to seal the mailer.

FILE 1-249731540

FELIX

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 7500 MI or 12000 KM

Inspect

Brakes and Traction Control.....

Lubricate

Steering and Suspension.....

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil.....

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine.....

Rotate

Tires.....

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 15000 MI or 24000 KM

Inspect

(E) Air Filter Element.....
Replace if driving in dusty conditions.

Lubricate

Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine.....

(S) = Service Warranty Requirement
(E) = Emission Warranty Requirement
(B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.mac,sauto-repair.com

Maintenance: Normal Service 22500 MI or 36000 KM

Inspect

Brakes and Traction Control.....

Lubricate

Steering and Suspension.....

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil.....

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine.....

Rotate

Tires.....

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 30000 MI or 48000 KM

Flush

- (E) Cooling System.....
Drain, flush and refill cooling system (or every 60 months since last service, whichever occurs first). Inspect hoses. Clean radiator, condenser, pressure cap and neck. Pressure test the cooling system and pressure cap.

Inspect

- (E) Drive Belt.....
Or every 24 months.
- (E) Fuel Tank.....
Inspect the fuel tanks, cap and lines for damage or leaks. Inspect the fuel cap gasket for any damage. Replace parts as needed.
- (E) Ignition Cable.....

Lubricate

- Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

- (E) Air Filter Element.....
- (E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.
- (E) Oil Filter, Engine.....

(S) = Service Warranty Requirement
(E) = Emission Warranty Requirement
(B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 37500 MI or 60000 KM

Inspect

Brakes and Traction Control..... _____

Lubricate

Steering and Suspension..... _____

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil..... _____

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine..... _____

Rotate

Tires..... _____

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 45000 MI or 72000 KM

Inspect

- (E) Air Filter Element.....
Replace if driving in dusty conditions.

Lubricate

- Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

- (E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.
- (E) Oil Filter, Engine.....

(S) = Service Warranty Requirement
(E) = Emission Warranty Requirement
(B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 52500 MI or 84000 KM

Inspect

Brakes and Traction Control..... _____

Lubricate

Steering and Suspension..... _____

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil..... _____

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine..... _____

Rotate

Tires..... _____

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 60000 MI or 96000 KM

Flush

- (E) Cooling System.....
Drain, flush and refill cooling system (or every 60 months since last service, whichever occurs first). Inspect hoses. Clean radiator, condenser, pressure cap and neck. Pressure test the cooling system and pressure cap.

Inspect

- (E) Drive Belt.....
Or every 24 months.
- (E) Fuel Tank.....
Inspect the fuel tanks, cap and lines for damage or leaks. Inspect the fuel cap gasket for any damage. Replace parts as needed.
- (E) Ignition Cable.....

Lubricate

- Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

- (E) Air Filter Element.....
- (E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.
- (E) Oil Filter, Engine.....

(S) = Service Warranty Requirement
(E) = Emission Warranty Requirement
(B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 67500 MI or 108000 KM

Inspect

Brakes and Traction Control..... _____

Lubricate

Steering and Suspension..... _____

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil..... _____

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine..... _____

Rotate

Tires..... _____

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 75000 MI or 120000 KM

Inspect

(E) Air Filter Element.....
Replace if driving in dusty conditions.

Lubricate

Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System for every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine.....

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 82500 MI or 132000 KM

Inspect

Brakes and Traction Control..... _____

Lubricate

Steering and Suspension..... _____

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil..... _____

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine..... _____

Rotate

Tires..... _____

(S) = Service Warranty Requirement

(E) = Emission Warranty Requirement

(B) = Both Service and Emission Warranty Requirement

Mac's Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 90000 MI or 144000 KM

Flush

- (E) Cooling System.....
Drain, flush and refill cooling system (or every 60 months since last service, whichever occurs first). Inspect hoses. Clean radiator, condenser, pressure cap and neck. Pressure test the cooling system and pressure cap.

Inspect

- (E) Drive Belt.....
Or every 24 months.
- (E) Fuel Tank.....
Inspect the fuel tanks, cap and lines for damage or leaks. Inspect the fuel cap gasket for any damage. Replace parts as needed.
- (E) Ignition Cable.....

Lubricate

- Steering and Suspension.....
Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

- (E) Air Filter Element.....
- (E) Oil.....
Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.
- (E) Oil Filter, Engine.....

(S) = Service Warranty Requirement
 (E) = Emission Warranty Requirement
 (B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsauto-repair.com

Maintenance: Normal Service 97500 MI or 156000 KM

Inspect

Brakes and Traction Control.....

Lubricate

Steering and Suspension.....

Lubricate the grease fittings in the suspension and steering linkage, the transaxle shift linkage, parking brake cable guides and underbody contact points and linkage.

Replace

(E) Oil.....

Change engine oil and filter as indicated by the GM Oil Life System (or every 12 months, whichever occurs first). Reset the system.

(E) Oil Filter, Engine.....

Rotate

Tires.....

-
- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement

Mac,s Auto Repair
490 Main st.
Cherry Valley
Ma. 01611
508-892-0281 fax 508-892-0136
WWW.macsanto-repair.com

Maintenance: Normal Service 100000 MI or 160000 KM

Replace

(E) Spark Plug.....

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- (S) = Service Warranty Requirement
 - (E) = Emission Warranty Requirement
 - (B) = Both Service and Emission Warranty Requirement