



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 100192

Date Received: 01-SEP-2004  
Repository:   
Reference No.: 10090222

OWNER INFORMATION (Type or Print)

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Address: [Redacted] Evening Telephone Number: [Redacted]  
City: ELK GROVE State: CA Zip Code: [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 owner signature, provide your name and address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: Sept 1st 2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6KD54Y41U [Redacted]  
Make: CADILLAC Model: DEVILLE Model Year: 2001  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Hubacher Cadillac Engine: No. of Cylinders: 8 Fuel Type: Gas  
Original Owner:  Dealer's City: Sacramento State: CA Zip Code: [Redacted]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 111000 ELECTRICAL SYSTEM: BATTERY  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-JUN-2004 Failure Mileage: 73977 Failure Speed: 0 BATTERY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

POSITIVE TERMINAL ON THE BATTERY FELL OFF THE BATTERY, CAUSING THE BATTERY TO LEAK, AND BURN A HOLE IN THE BASE OF THE BATTERY COMPARTMENT. CURRENTLY, VEHICLE HAS NO ELECTRICAL POWER. \*AK

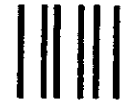
inside CAR - under back seat

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.

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

I drove to My Credit UNION, when I came back out the CAR door would Not open with the push button door opener. I used the Key to Enter the car. when I put The Key IN, NOTHING Happen. NO Electric power ANYwhere. I called My daughter who came over with jumper cables. I got The CAR STARTED AND drove home. when I lifted the back Seat out I found the positive terminal had fallen out of The battery AND Acid had eaten a hole in the CAR Floor board. I went to the Cadillac dealer & told them The Story. they said to buy a New battery so I could ~~drive~~ drive in in for repair. The said they would repair it at No cost to me. AND PAY Me for The battery that I bought. They repaired it but have Not paid me \$113.00 battery ~~cost~~ COST.



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation

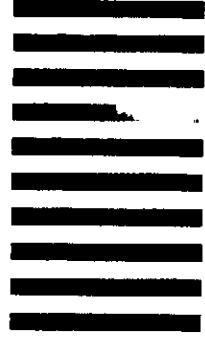
National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

**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

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**VEHICLE OWNER'S QUESTIONNAIRE**  
**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

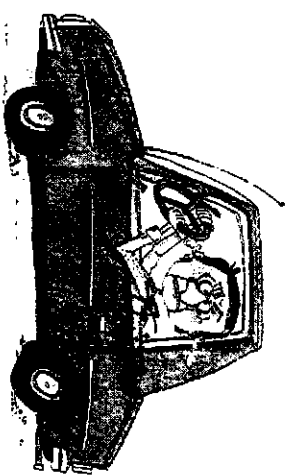
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

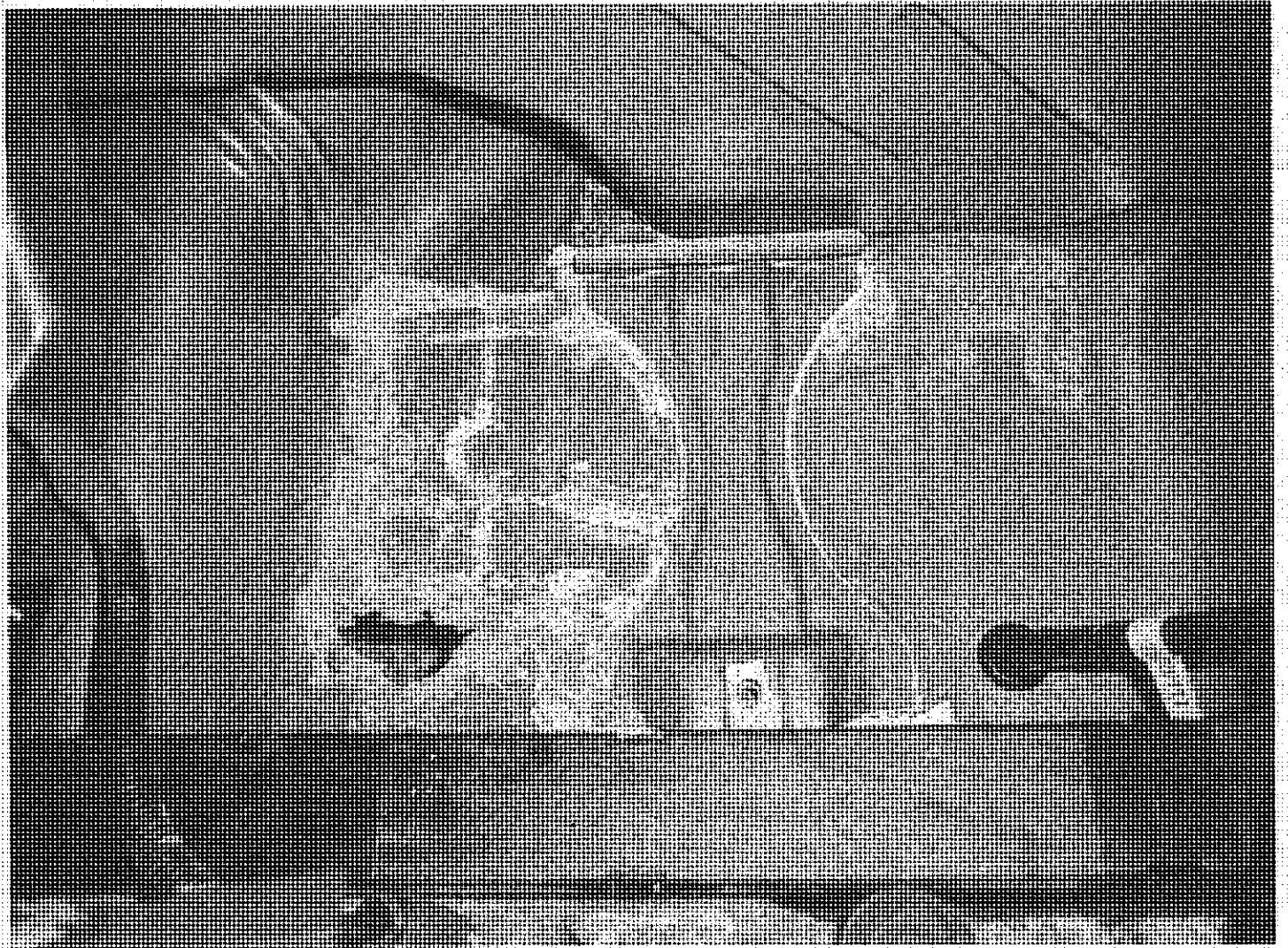
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(DASH) 2 DOT



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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).