



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100218

Date Received

17-SEP-2004

Repository

Reference No.
10092612

OWNER INFORMATION (Type or Print)

Name

Address

City RIVERSIDE

State CA

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 10/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

CADILLAC

Model

ELDORADO

Model Year

1996

Date Purchased

MAR 11, 2002

Dealer's Name and Telephone Number

DUTTON MOTOR COMPANY 951-687-2020

Engine:

No. Cylinders 8

Fuel Type:

GAS

Original Owner

Dealer's City

RIVERSIDE

State

CA

Zip Code

92514

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

R/W DRIVE

Vehicle Component Code

073100 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RA

Multiple Failure: 2 ? NO FAILURE HAD YET OCCURRED

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

16-SEP-2004

Failure Mileage

(80,000)

Failure Speed

FUEL RAIL RECALL REPAIR FROM GM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTN7-UBABC38)

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:

(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).

NHTSA RECALL 04V110000 REGARDING FUEL RAIL TUBING. VEHICLE WAS TAKEN TO AN AUTHORIZED DEALERSHIP FOR THE RECALL. SERVICE MANAGER INFORMED CONSUMER THAT IN ORDER FOR THEM TO PERFORM REPAIRS THEY WOULD HAVE TO PERFORM WORK ON THE THROTTLE BODY, AND IT WOULD COST CONSUMER \$890.00. CONSUMER INFORMED MANAGER THAT HE WANTED VEHICLE BACK, AND THAT HE WOULD TAKE IT TO ANOTHER DEALERSHIP. HOWEVER, MANAGER ADVISED CONSUMER THAT HE WOULD HAVE TO PAY \$95.00 FOR THEM TO PUT BACK THE VEHICLE TOGETHER. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) 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.

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

ON THE NEXT DAY, THE DEALER SAID HE COULD PERFORM THE RECALL REPAIR WORK AT NO CHARGE. THIS SATISFIED ME TO MY FULLEST EXPECTATION AND I WENT AWAY COMPLETELY HAPPY. I CALLED DOT (AGAIN) TO RESCIND MY ORIGINAL COMPLAINT, BUT THE WHEELS WERE APPARENTLY IN MOTION AND COULD NOT BE STOPPED. I NOW WISH THAT THE DEALER BE HELD BLAMELESS ON ALL COUNTS IN THIS MATTER AND NOT LEFT WITH ANY RECORD NEGATIVE TO HIS COMPANY'S SERVICE.

THANK YOU

10/6/04

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



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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and dial toll free at

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

VEHICLE
OWNER
QUESTIONNAIRE