



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

Repository

20-OCT-2004

Reference No. 38
10097228

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City MARIETTA State GA 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 authorized NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/6/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6ET1297XL
Make CADILLAC Model ELDORADO Model Year 1999
Date Purchased 15-JAN-02 Dealer's Name and Telephone Number CLASSIC CADILLAC - 770 394 9100 Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City Sandy Springs, Atlanta GA State GA Zip Code 30350
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING Multiple Failures: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-FEB-2002 Failure Mileage 36000 Failure Speed 50,000

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: DOTM15ABC136) 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, 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).

THE VEHICLE STALLED WHILE DRIVING AT VARIOUS SPEEDS OF 25 MPH OR MORE. ALSO THE CONSUMER HAD A CONCERN THAT THE TAIL LIGHTS WOULD GO OUT WHEN THIS PROBLEM OCCURRED WHILE DRIVING AT NIGHT. THE VEHICLE HAS BEEN TO THE DEALER ON FIVE SEPARATE OCCASIONS AND THEY WERE UNABLE TO CORRECT THE PROBLEM. *18

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 responses 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 responses, 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)

Please see the attached letter of which we have had no response.

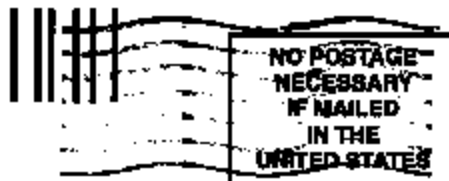
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



VEHICLE OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE TRO FORM
OR

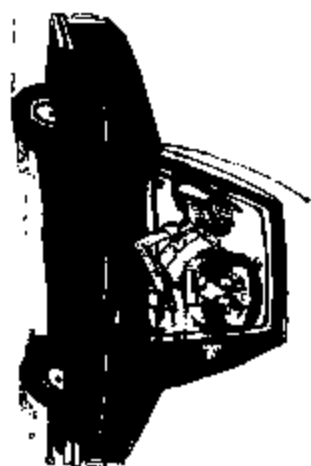
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

FAX

TO: Bob Lange 313 665-0746
From O. Michael Abney
omabney@bellsouth.net
770-218-9734

This is my last direct effort in an attempt to clear up information filed in customer claim number 1-269-397-917 which is being handled by Mr. Warren Adams at 1-866-942-4368 ext: 48511 and the car is at Classic Cadillac, Atlanta.

Mr. Ron Ely, service manager with Classic advised me that when the Stability system is engaged that the rear BRAKE Lights do not come ON. My wife has had numerous mechanical problems with this vehicle prior to last week and this is reflected in the history file so I will not go back too far. The car's engine was replaced last week and we went to the dealership on Saturday to pick it up and return the rental. We had not gone more than twenty (20) miles when the Stabilization system engaged without cause and warning. Fortunately for family no one was to the rear of the car at that occurrence. This is the first time this type problem occurred with me but the second with my wife in the car. It released the engagement then I went about 100 feet and it engaged the second time, then after a second or two it released again. I drove slowly to a nearby place to make a call to the dealership. My wife went to call and I stayed with the children and the car. She was told by the dealership that there was nothing they could do and they advised she bring the car in on Monday. Needless to say, I was not amused and proceeded to the dealership, approached the man who my wife had spoken to, let him know my mind in a clear manner. He made arrangement for a loaner, and we left the dealership. On Monday I spoke to Mr. Ron Ely and which time he informed me that when the Stability System engages that the rear Stop lights do not come ON and will not come on until the driver presses the brake paddle. If this is TRUE, you have a major safety design flaw and I will not jeopardize the safety of my family until you (GM) and/or the dealership can give me assurance in writing that this is not the absolute truth. In this driving environment, if that vehicle suddenly stops as it did with me on Saturday someone will be plowing into the rear of the car, that just happens to be where you (GM) advise and where I have my two little one ride. If GM truly wants to be as is willing to act, please resolve this issue. I do not intend to put my family in harms way if in deed the brake lights do not come on when this system is engaged whether or not my wife or anyone else presses the brake paddle. Please handle this today!

