



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 1220

Date Received

Repository ☐

25-OCT-2004

Reference No.  
10067582

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MILWAUKEE

State

WI

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?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [Signature] Date 10-11-04 ☒ YES ☐ NO

**VEHICLE INFORMATION**

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

1G8EL12Y4RL

Make

CADILLAC

Model

ELDORADO

Model Year

1994

Date Purchased

10-19-2000

Dealer's Name and Telephone Number

BROWN DEER AUTOMOTIVE INC

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

BROWN DEER

State

WI

Zip Code

53209

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

01-OCT-2000

Failure Mileage

80000

Failure Speed

ENGINE OIL FLOW + REAR MAIN SEAL OIL  
LEAKAGE - LOSS OF OIL PRESSURE -  
CAUSING ENGINE TO DIE.

**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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

CONSUMER STATED RECALL 93V164000 WAS ISSUED HOWEVER, CONSUMER'S VEHICLE EXPERIENCED THE SAME PROBLEM AS MENTIONED  
IN THE RECALL. BUT, CONSUMER HAD TO PAY LARGE AMOUNTS OF MONEY TO TRY AND GET THE VEHICLE REPAIRED. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-570) 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)

- 1) CAR HAS ALWAYS LOST OIL SINCE I PURCHASED
- 2) CAR HAS CONSTANTLY DIED WHILE DRIVING APPROX 15 TIMES
- 3) I WAS TRAPPED IN CAR WASN'T 2 TIMES COULD NOT GET OUT OF PARK MODE
- 4) CAR CONSTANTLY LOCKS IN PARK MODE EVEN TWENTY MINUTES LATER IT RELEASES TO DRIVE MODE
- 5) LOSS OF STEERING IS DANGEROUS
- 6) CADILLAC DEALER WAS PAID TO FIND PROBLEM ON MY WAY HOME IT DIED I HAD TO TAKE IT BACK NEXT DAY \$700.
- 7) BRIDE GARAGE CHARGES 1800. TO LIFE ENGINE TO FIX SEAL THEY LIEO IT WAS NEGOTIATED.
- 8) CAR GOES FAST WHILE DRIVING FOR NO REASON

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 73178 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

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S**

**QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

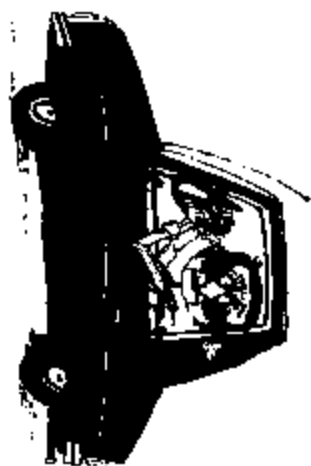
**DASH2DOT**

and dial toll free at

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

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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Administration  
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Nov. 2nd. - 04.

To. D.O.T.

From:

Re:

CADILAC. ELDORADO. 94.

THIS IS VERY SERIOUS AND URGENT,  
YESTERDAY I LOST CONTROL OF  
MY CAR ON GREENFIELD AVE APPROX  
4PM I TRIED TO MAKE A LEFT  
TURN AND THE ENGINE DIED.  
I MISSED THE FIRE HYDRANT AND  
PEDESTRIANS. BY ABOUT 2 FEET

THIS HAPPENS QUITE OFTEN AND  
I KEEP TOPPING THE OIL UP.  
AFTER A RECENT OIL CHANGE WITHIN  
2 WEEKS I WAS 3 QUARTS LOW. —

I HAVE HAD TROUBLE WITH THIS  
CAR SINCE I BOUGHT IT - I TRADED  
MY OTHER CADILAC IN EXCHANGE  
VALUE \$9500 + I PAID BANK \$10000  
+ INTEREST AND I DON'T KNOW  
WHAT TO DO - I CAN'T SELL IT

IF THIS CONDITION I WOULD FEEL  
BAD IF SOMEONE ELSE HAD  
AN ACCIDENT WHILST DRIVING -

I HAVE ENCLOSED ALL MY BILLS  
INCLUDING RENTAL (WHEN MY <sup>ENGINE</sup> CAR  
DIED BEFORE) ALSO LOSS OF  
WORK WHEN I DID NOT RENT A  
CAR WHILST MY CAR WAS  
BEING WORKED ON.

I AM AFRAID TO DRIVE THIS  
CAR. I FEEL I NEED  
CADILLAC TO UNDERSTAND THIS -  
I SHOULD BE ON THE RECALL  
LIST BECAUSE THE SAME  
THING OCCURS ON THIS ENGINE  
THAT OCCURD ON THE RECALL LIST  
PLEASE HELP, I REALLY APPRECIATE  
ANYTHING YOU CAN DO FOR ME  
AS A CONSUMER OF THIS PRODUCT

Sincerely,



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).