



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 100146

Date Received

2004 DEC 29
09-NOV-2004

Repository

11-18
Reference No.
10000716

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: COSHOCTON State: OH Zip Code: [REDACTED]

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: [REDACTED] Date: 12/9/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [REDACTED]
Make: CADILLAC Model: CATERA Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders: [REDACTED] Fuel Type: Gas
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: Antlock Brakes Powertrain: [REDACTED] Vehicle Component Code: 017600 STEERING:LINKAGES:TIE ROD ASSEMBLY
AUTOMATIC Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 08-NOV-2004 Failure Mileage: 6000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/66R15): [REDACTED]
DOT No. (Example: DOTM1SABC036): [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: 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).

CONSUMER STATED THAT THE TIRES WORE OUT PREMATURELY. DEALER CONFIRMED THAT THE TIE ROD WAS BENT OUT OF SHAPE. AS A RESULT, CONSUMER HAD TO REPLACE ALL FOUR TIRES AT 6,000 MILES. *AK

on 11/10/04 New complaint # 12760 11603 was given to me by G.m.c Rep Ms Karen Coverson. She sent me to Whiteside's Cambridge a Independent dealer (11/10/04) (See attached Report (Whiteside's Cambridge) 11/10/04

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 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)

11-8-04 Two best 2 old tires had to be put on front of car
and two newest were removed as they were worn
was t. The left front inside wheel hub wire was showing.
Enclose Service Order # 22123 pg 19

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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 THIS FORM
OR**

DASH2DOT

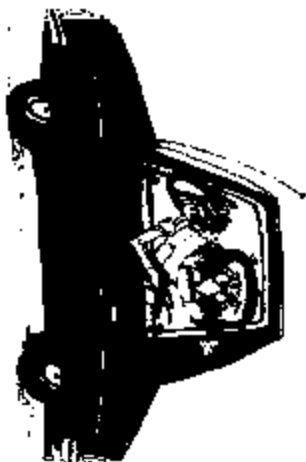
and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

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



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

Report: To DOT

November 19, 2004 a G.M.C Assistant Rep. Left a message on my answering machine stating that she was Ms.Karen Coverson's assistant and that she was calling in her behalf to ask if I was satisfied with what Whiteside of Cambridge had done. I reponded back and left the following message on Ms. Coverson's answering machine.. That all Whiteside did was checked out the car and wrote out that there was a number of things wrong with the car that were causing the problems that I had been complaining about I told her I didn't think whiteside had put on their report the the inner sides of the 4 wheel rims were bent, which other technicians had noted, unless Whiteside is using other terminology that means the same thing. For the Brake and supply technician told me that no matter what other things are wrong and fixed on the car if the wheel rims are bent and not replaced the tires will have the same problems.. I concluded my message saying...that I wasn't given any other information that Whiteside was to do any thing else except provide this independent report. And I asked ..was whiteside to do anything else?

It is now close to a month and I have had no replies or responses to this from the G.M.C assist rep or Ms. Karen Coverson

Per Client: _____

_____ 2/12/04

**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).**