



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

Form Approved: O.M.B. No. 2127-0008

Date Received

10105269
2004 NOV 15 PM 5:03

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City Winston-Salem

State NC

Zip Code

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO AM
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/31/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)

1GNEK63N93R

Make

Cadillac

Model

Escalade

Year

2003

Purchased Date

11-30-04

Dealer's Name

How Cadillac

Dealer's City

Winston-Salem

State

NC

Zip Code

27103

Engine Size (CID/CC/L)

6

☐ Turbo

☐ Diesel

☐ Gas

☐ Fuel Injection

Manufacture Date (on driver's door or pillar)

Transmission Type

☐ Manual

☒ Automatic

Restraint System

☒ Driver's Air Bag

☐ Motorized

☒ Passenger's Air Bag

☐ 2-Point Belt

☐ 3-Point Belt

Cruise Control

☒ Yes

☐ No

Drivetrain

☐ Front

☐ Rear

☒ 4-Wheel

Vehicle Type

☐ Car

☐ Van

☐ Minivan

☐ Other

☒ Sport Utility

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Battery (Unknown)

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

Handicap Adaptive Equip

☐ Yes

☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Available?

☐ Yes

☐ No

NHTSA Previously Contacted?

☐ Yes

☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes

☐ No

Oct 3, 2004

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

Parked vehicle in ~~lot~~ lot of Babies R Us store in Winston-Salem NC 27103. When owner returned to vehicle it would not start. The battery seemed strong but the ignition circuit was inoperable. Attempted to jump start without success. Vehicle was towed to Cadillac dealership where the computer was reset & the battery was replaced. Vehicle was returned to owner next day.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

0 Cadillac RSR

Ben Mynatt Reference#: 12908237

Breakdown again 3 Oct 04

same symptoms

won't start, plenty of juice, even tried jump start w/o success

Mynatt replaced battery 10 Sep, Flow replaced Fuel Pump 17 Sep, now on 3 Oct same problem

3367687911 = Call Ref# OnStar Emergency, Cadillac Roadside Service

1GYEK63N93R

15th Linda AZ Cust Rel. 7a 3:30p

877-889-2438 x26854 call Tues 3p

Called Linda on 4 Oct 1pmET to request reference number for breakdown on 3 Oct related to previous 2 incidents 12908237 and 12914904. She had stepped out and I was told she would call back when she returned. The new call center service group is using 10 digit telephone numbers as reference numbers, in this case 3367687911. Both service groups say that they cannot access each others' records. I am requesting copies of computer records from both groups for our files to tie the incidents together since they are one and the same for warranty purposes. We were charged \$131.60 for new battery on 13 Sep to Ben Mynatt Cadillac in Concord, NC, then paid \$200.00 deductible on 15 Sep to Flow Cadillac, Winston-Salem, NC, for replacement of Fuel Pump which they assess could be the problem. On this, the third tow-in for the same problem, the battery was replaced again (defective cell). We should be reimbursed all except the \$200 deductible. Furthermore, we hope that this problem has been resolved once and for all since the cost to us is tremendous. We have to unload the vehicle of business equipment, parts, and tools each trip and are having to arrange alternate transportation as well.

October 12

Vehicle failed to start again, was unloaded, and towed in to Flow Cadillac, Winston-Salem, NC for assessment and repair.

History of Incident:

Sep 12 11:30pm 1st failure, towed to dealer in Concord, NC, battery replaced

Sep 15 6:00pm 2nd failure towed to dealer in Winston-Salem, NC, fuel pump replaced

Oct 3 6:00pm 3rd failure towed to dealer in Winston-Salem, NC, battery replaced

Oct 12 6:00am 4th failure towed to dealer in Winston-Salem, NC, still not resolved 10-13-04