



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

APR 01 2005

[REDACTED]
Dadeville, MO [REDACTED]

NVS-216 jcc
Ref. No. 10113720

Dear Mr. and Mrs. [REDACTED]

Thank you for your correspondence dated February 18, 2005, concerning a problem you have encountered with your 1996 Cadillac Deville vehicle. Your correspondence was received on March 7, 2005.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

On October 30, 2003, NHTSA's Office of Defects Investigation (ODI) opened a safety defect investigation (PE03-050) into reports alleging fuel rail failure resulting in fuel leaking in certain 1995 through 1997 General Motors Corporation (GM) vehicles, which include the 1996 Cadillac Deville. On February 3, 2004, ODI upgraded that investigation to an engineering analysis (EA04-003), which is a more detailed and complete technical analysis of the character and scope of an alleged defect.

On March 3, 2004, GM notified NHTSA that it would conduct a safety recall (NHTSA Campaign No. 04V-110) to remedy a defect found to exist within the fuel system, specifically the construction of the fuel rail, in certain 1995 through 1997 Oldsmobile Aurora vehicles. On April 16, 2004, GM notified NHTSA that it would expand the scope of that safety recall to include certain 1995 through 1997 Cadillac Eldorado, Seville, and Deville vehicles. On



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888-DASH-2-DOT
888-327-4236

April 23, 2004, subsequent to receiving GM's letters, ODI closed EA04-003. For your information, we have enclosed a copy of the closing resume for PE03-050, GM's letter dated March 3, 2004, GM's letter dated April 16, 2004, a summary of NHTSA Campaign No. 04V-110, and the closing resume for EA04-003.

We would like to obtain specific information concerning the problem you encountered with your 1996 Cadillac Deville vehicle (e.g., copies of relevant service invoices that detail the components that were replaced). Please provide the requested documentation by attaching it to the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ) and returning the form to the agency. The information you provide will supplement your report and be considered with other reports to identify any safety-related defect or recall inadequacy trends that may require our attention.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic VOQ is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

cc: Office of Defects Investigation, Recall Management Division (NVS-215)