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2015 11-17-0 11:12:11

02/18/05

US Dept of Transportation Highway Traffic Safety Administration
400 7th St SW
Washington, DC 20590

Whom it concerns:

Enclosed is a letter I sent the customer service representative Dan Prichard @ 1-800-333-4CAD or 1-800-363-0083 on 11/11/04. He stated there was nothing we could do and then finally gave us an address to write if we wanted. We sent the letter months went by with no contact or reply from our letter. I find this offensive that we did not receive any acknowledgement that they had received our letter or was working on it or that there was nothing else they could do.

I called Dan Prichard on 01/27/05 and come to find out he received the letter and just filed it in his folder with our original phone complaint, he was reading to me like I didn't know what it said. I requested his manager and he said there was no one else above him and I insisted on someone else to speak with. I told him I was in customer service also and I know that he has to answer to some one. He kept telling me there is nothing I can do finally after 20 minutes of arguing with this man I finally receive a name I could write to Lonnie Reynolds. At this point I am not sure there is a Lonnie Reynolds, so I will write to you instead. When you read my first letter keep in mind I drove 60 miles total to work at Citizens Memorial Hospital in Bolivar where I work as the Patient Advocate and back to Dadeville where I live. I noticed when I got home I had lost 8 gallons of gas in that one trip when I got out of the car I could smell gas. I advised my husband that something was wrong with the car. He had it towed to the GM dealer the letter explains what happen. I could be another statistic right now but god was with me and nothing happen. I understand this is a 1996 Cadillac that we bought used and has over 120,000 miles on it. We take the car to DonWessell in Springfield Missouri for service and you will find we keep the car in top condition; they have the records of all the work that has been done to it. Sam is the Service Manager there at 417-882-3900.

Vin # 1G6KD52Y2I [REDACTED] Enclosed is the recall notice.

Our experience with the customer service representative was a dead stop no help as where else we could turn to the buck stopped with him. This was not a good customer

Jan
2/9/05

service experience for the GM Company unless they hired him to stop owners like us to go any further with a complaint, and then he is doing his job.

I would appreciate you looking in to this matter and seeing if there is anything else that could be done, if not I will accept that. Thank you for your time.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Dadeville, MO

Cc Cadillac Lonnie Reynolds
Cc U.S. Department of Transportation DC
Cc Center for Auto Safety Washington DC
Cc Secretary of State Bureau of Regulatory Services Lansing MI
Cc Federal Trade Commission Consumer Response Center Washington, DC
Cc Dept of Attorney General Consumer Protection Division Special Litigation Section,
Lansing, MI

11/11/04

Cadillac
P.O. Box 33169
Detroit, MI 48232

To whom it may concern:

We own a 1996 Cadillac. We bought it so my wife would have a dependable automobile to drive to work. My wife came home from work on Tuesday 11/02/04 and said there is something wrong with the car and the car smells of gas. I went out to look at the car and there was a puddle of gas in the driveway. I started the car and looked under the car and a spray of gas was spraying toward the catalytic converter. Of course I immediately turned the car off. The next morning I called the GM dealer we have used for years and told them of our Dilemma. They told me of the fuel rail and return line re-call and 95 & 96 Cadillac's. I was told it was probably part of the recall. Reading the recall notice it did appear to be part of the recall. I called a car hauler and had the car delivered to the GM dealer. After the dealer looked at the car they said that particular gas line was not part of the re-call. They said I couldn't just buy the one line that there was a cluster of fuel-lines, and that was the part that had to be replaced; I couldn't just buy the one fuel line.

I am a reasonable man; I think the engineering on the Cadillac car is remarkable. But \$328.28 not *counting the towing bill* for a piece of rubber hose is outrageous. The customer service representative, (Dan Pritchard) from your re-call hotline was very cordial on the phone he said there is nothing he could do about the hole in the fuel line, because it was not covered under the re-call, and there was no one else for me to speak to regarding this matter. A GM quotes: fuel leakage in the presence of an ignition source could cause fire. Are we just splitting hairs here or is this line also defective even though it was not part of the re-call. I respectfully request special consideration in this matter in regard to the repairs for \$328.28.

We love our Cady

[REDACTED]
Dadeville, MO [REDACTED]
[REDACTED]

cc: Consumer Affairs
cc: National Highway Traffic safety Administration

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CADILLAC SEVILLE RECALL

Below is full recall data as reported by the National Highway Traffic Safety Administration. See our [disclaimer](#) for legal information on use of NCRDB recall data.

[back to full list of Cadillac recalls](#)

[back to full list of Cadillac SEVILLE recalls](#)

Year/Make/Model of Affected

Vehicle: 1996 Cadillac SEVILLE

Component FUEL SYSTEM,

Affected: GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Defect SOME PASSENGER

Summary: VEHICLES EQUIPPED WITH 4.0L V8 ENGINES HAVE A CONDITION IN WHICH THE NYLON TUBING USED IN THE FUEL RAIL CONSTRUCTION MAY DEGRADE AND CRACK. ADDITIONALLY, THE 1995 MODEL YEAR USES A UNIQUE UNDERHOOD FUEL RETURN LINE THAT MAY CRACK. CRACKING OF THE FUEL RAIL OR RETURN LINE TUBING CAN RESULT IN A FUEL LEAK INTO THE ENGINE COMPARTMENT.

Consequence FUEL LEAKAGE, IN THE

Summary: PRESENCE OF AN IGNITION SOURCE, COULD RESULT IN A FIRE.

Corrective Action DEALERS WILL INSPECT AND, IF NECESSARY,

Summary: REPLACE THE ENGINE FUEL RAIL WITH A NEW STAINLESS STEEL FUEL RAIL. DEALERS WILL ALSO INSTALL A REVISED CHASSIS FUEL RETURN LINE. THE

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RECALL BEGAN ON JUNE 2, 2004, FOR 1996-1997 OLDSMOBILE AURORA VEHICLES. OWNERS OF 1995 CADILLACS AND 1996-1997 OLDSMOBILE AURORA WERE SENT LETTERS ON AUGUST 8, 2004. ADDITIONAL LETTERS TO OWNERS WILL BE FORTHCOMING. OWNERS SHOULD CONTACT OLDSMOBILE AT 1-800-630-6537.

**NHTSA
Campaign
Number: 04V110000**

**Manufacturer
Campaign
Number:**

**Begin Date of
Manufacturing: 03/01/1995**

**End Date of
Manufacturing: 06/30/1996**

**Potential
Number of Units
Affected: 483477**

**Date Owners
Notified By
Manufacturer: 06/02/2004**

**Recall Initiated
By (MFR:
Manufacturer;
ODI: Office of
Defects
Investigation at
NHTSA): ODI**

**Manufacturer
Responsible for
Recall:**
