



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 100148

Date Received

Repository

2006 APR -6 AM 9
21-MAR-2006

Reference No.
10153339

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LA GRANGE State: IL 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 owner's signature, this report will be sent to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 3/28/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6KD54Y5 [REDACTED]
Make: CADILLAC Model: DEVILLE Model Year: 2004
Date Purchased: 11-16-04 01-MAY-05 Dealer's Name and Telephone Number: ETTLESON CADILLAC Engine: No: Cylinders: Fuel Type: Gas
Original Owner: Dealer's City: COUNTRYSIDE State: IL Zip Code: 60525
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: UNKNOWN Cruise Control Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 21-MAR-2006 - 10 MAR 2006
Failure Mileage: 16000
Failure Speed:

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: DOTMAL9ABC036) 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).

DT*: THE CONTACT STATED WHILE BACKING OUT A PARKING SPOT, THE VEHICLE SHOT OUT WITH THE BRAKE PEDAL APPLIED AND HIT A CONCRETE POST. THE CONTACT THEN PUT THE VEHICLE IN DRIVE AND THE VEHICLE SHOT FORWARD. THE BRAKE PEDAL WAS DEPRESSED A FEW TIMES AND THE VEHICLE WAS DRIVEN HOME. THERE WAS MINOR DAMAGE TO THE REAR FENDER AND THE FRONT DRIVER SIDE DOOR AND HEADLIGHT. THE VEHICLE WAS TOWED TO THE DEALERSHIP WHERE THEY WERE UNABLE TO DETERMINE A PROBLEM. THE MANUFACTURER SENT A REPRESENTATIVE WHO WAS ALSO UNABLE TO DETERMINE A PROBLEM.

In spite of the fact that the dealer and the manufacturer's representative were not able to find a problem, there was definitely a malfunction with this car. It could have been so much worse.

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.

Date: 3/22/2006 02:18 PM
 Estimate ID: Auto62770
 Estimate Version: 0
 Preliminary
 Profile ID: Douglas

DOUGLAS AUTO BODY INC

4015 Eberly Brookfield, IL 60513
 (708) 485-7774
 Fax: (708) 485-7789
 Tax ID: 38-3848291

Damage Assessed By: DOUG FIALA

Deductible: 0.00
 Claim Number: ██████████

Owner: ██████████
 Address: ██████████ LAGRANGE, IL ██████████
 Telephone: Home Phone ██████████

Mitchell Service: 912408

Description: 2004 Cadillac DeVille
 Body Style: 4D Sed
 VIN: 1G6KD541 ██████████
 Mileage: 17,019
 Color: BLACK
 Options: ANTI-LOCK BRAKE SYS. (ABS), ALUMINUM WHEELS, AIR CONDITIONING, POWER STEERING
 POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, POWER PASSENGER SEAT
 TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE
 LEATHER SEATS, AUTOMATIC TRANSMISSION, HEATED SEATS, V8 ENGINE
 TRACTION CONTROL/ELECTRONIC, PREMIUM SOUND SYS., POWER DRIVER SEAT
 AM-FM STEREO/CD PLAYER(SINGLE), HEATED MIRROR, PASSENGER-FRONT AIR BAG
 POWER REMOTE MIRROR, AUTO-LEVEL SUSPENSION, DISC BRAKES, FRONT WHEEL DRIVE
 4-DOOR, DRIVER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, PASSENGER-SIDE AIR BAG

Drive Train: 4.9L Inj 8 Cyl 4A FWD
 License: 791 2375 IL

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	200021	BDY	REMOVE/REPLACE	FRT BUMPER COVER	12482804 GM PART	417.86	1.0 #
2	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.4
3	200031	BDY	REMOVE/REPLACE	L FRT BUMPER COVER EXTENSION	25759741 GM PART	24.36	INC
4	200056	BDY	REMOVE/INSTALL	GRILLE ASSY			0.3
5	202391	BDY	REPAIR	GRILLE	Existing		0.3*
6	AUTO	REF	REFINISH	GRILLE			C 0.8
7	202268	BDY	REMOVE/REPLACE	L FRT COMBINATION LAMP ASSEMBLY	25760519 GM PART	285.90	INC #
8	AUTO	BDY	CHECK/ADJUST	HEADLAMPS			0.4
9	200083	BDY	REMOVE/REPLACE	L CORNERING LAMP ASSEMBLY	25886735 GM PART	42.32	INC #
10	200109	BDY	REPAIR	HOOD PANEL	Existing		4.0**
11	AUTO	REF	REFINISH	HOOD OUTSIDE			C 3.1
12				ALUMINUM			
13	202144	BDY	REMOVE/INSTALL	HOOD ORNAMENT	Existing		0.2*
14	202823	BDY	REMOVE/REPLACE	L FENDER PANEL	88968912 GM PART	370.99	2.0 #
15	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 1.7
16	AUTO	REF	REFINISH	L FENDER EDGE			C 0.5
17	200217	BDY	REMOVE/INSTALL	L FENDER LINER	Existing		0.4*
18	200225	BDY	REMOVE/INSTALL	L FENDER SEAL	Existing		0.2*
19	900800	REF *	REFINISH/REPAIR	PAINTED-STRIPES	New		1.4*
20				INCLUDES MIX TO MATCH COLOR			
21				.8 COLOR MATCH AND SET UP			

ESTIMATE RECALL NUMBER: 3/22/2006 14:18:15 Auto62770

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22				.4 PER PANEL				
23	200228	BDY	REPAIR	L FRONT BODY APRON ASSY	-S	Existing		1.5'
24	AUTO	REF	REFINISH	L APRON ASSEMBLY COMPLETE				1.0
25	900500	BDY *	ADD'L LABOR OP	PRE-PULL BODY LEFT CORE SUPPORT		Existing		1.0'
26				PRESSING AGAINST AIR CLEANER				
27	202178	BDY	REMOVE/REPLACE	WHEEL		9594386	GM PART	603.64 0.3
28				7 SPOKE 18" WHEEL CHROME				
28	900500	BDY *	REPAIR	MOUNT AND ELECTRONIC SPIN BALANCE		Subst		18.00 * 0.0'
30	200982	BDY	REMOVE/REPLACE	WHEEL VALVE STEM		274288	GM PART	2.00
31	200661	BDY	REMOVE/INSTALL	AIR CLEANER ASSY				0.4
32	200788	MCH	REMOVE/INSTALL	INSTRUMENT PANEL ASSY	-M			4.5'
33				LEFT SIDE NEAR DAMAGE				
34	900500	BDY *	REPAIR	TRUNK RELEASE NO LONGER WORKING		Existing		0.5'
35				AFTER ACCIDENT				
36	900500	BDY *	REMOVE/REPLACE	MASK FOR OVERSPRAY		New		5.00 * 0.0'
37	200648	BDY	REMOVE/REPLACE	L FRT DOOR SHELL		89023003	GM PART	909.03 5.8 #
38	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE				C 1.7
39	AUTO	REF	REFINISH	L FRT ADD FOR JAMBS & INSIDE				C 1.0
40	200982	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE MOULDING		26701039	GM PART	48.98 0.1
41	AUTO	REF	REFINISH	L FRT DOOR MOULDING				C 0.4
42	200982	BDY	REMOVE/INSTALL	L FRT DOOR TRIM PANEL				INC
43	201098	BDY	REMOVE/REPLACE	L FRT UPR DOOR HINGE		25716658	GM PART	43.82 0.3 #
44	AUTO	REF	REFINISH	L FRT UPR HINGE				C 0.2
45	201100	BDY	REMOVE/REPLACE	L FRT LWR DOOR HINGE		25716659	GM PART	43.82 0.3 #
46	AUTO	REF	REFINISH	L FRT LWR HINGE				C 0.2
47	201102	BDY	REMOVE/REPLACE	L FRT DOOR CHECK		25658554	GM PART	25.86 INC #
48	201110	BDY	REMOVE/INSTALL	L FRT DOOR UPPER CAPPING W/STRIP		Existing		0.3'
49	201361	REF	REFINISH	L HINGE PILLAR				C 1.8'
50	201388	BDY	REPAIR	L SIDE BODY PANEL ASSEMBLY	-S	Existing		3.0' #
51	201419	BDY	REMOVE/INSTALL	R ROCKER MOULDING				0.6
52	201420	BDY	REMOVE/INSTALL	L ROCKER MOULDING				0.6
53	201425	BDY	REMOVE/REPLACE	R ROCKER CLIP		25722671	GM PART	4.47
54	201425	BDY	REMOVE/REPLACE	R ROCKER CLIP		25722671	GM PART	4.47
55	201425	BDY	REMOVE/REPLACE	R ROCKER CLIP		25722671	GM PART	4.47
56	201426	BDY	REMOVE/REPLACE	L ROCKER CLIP		25722671	GM PART	4.47
57	201426	BDY	REMOVE/REPLACE	L ROCKER CLIP		25722671	GM PART	4.47
58	201426	BDY	REMOVE/REPLACE	L ROCKER CLIP		25722671	GM PART	4.47
59	201427	BDY	REMOVE/REPLACE	R ROCKER CLIP		25742293	GM PART	4.47
60	201427	BDY	REMOVE/REPLACE	R ROCKER CLIP		25742293	GM PART	4.47
61	201427	BDY	REMOVE/REPLACE	R ROCKER CLIP		25742293	GM PART	4.47
62	201427	BDY	REMOVE/REPLACE	R ROCKER CLIP		25742293	GM PART	4.47
63	900500	BDY *	REPAIR	PULL CLAMP DAMAGE		Existing		0.5'
64		REF	REFINISH/REPAIR	PULL CLAMP DAMAGE				0.5'
65	900500	BDY *	REPAIR	PULL CLAMP DAMAGE		Existing		0.5'
66		REF	REFINISH/REPAIR	PULL CLAMP DAMAGE				0.5'
67	900500	BDY *	ADD'L LABOR OP	MASK JAMBS IN SIDE HOOD		Existing		0.3'
68	900500	BDY *	ADD'L LABOR OP	MASK JAMBS IN SIDE DOORS		Existing		0.4'
69	900600	FRM *	ADD'L LABOR OP	PULL LEFT "A" PILLAR		Existing		3.5'
70	201428	BDY	REMOVE/REPLACE	L ROCKER CLIP		25742293	GM PART	4.47
71	201428	BDY	REMOVE/REPLACE	L ROCKER CLIP		25742293	GM PART	4.47
72	201428	BDY	REMOVE/REPLACE	L ROCKER CLIP		25742293	GM PART	4.47
73	201428	BDY	REMOVE/REPLACE	L ROCKER CLIP		25742293	GM PART	4.47
74	201430	BDY	REMOVE/INSTALL	L FRT ROCKER SCUFF PLATE		Existing		0.2'
75	936014		ADD'L COST	FLEX ADDITIVE				10.00 *
76	AUTO	REF	ADD'L OPR	CLEAR COAT				3.2'
77	933008	REF *	ADD'L OPR	RESTORE CORROSION PROTECTION				1.1'
78	933008	BDY *	ADD'L OPR	FRAME/RACK SET UP				1.5'

ESTIMATE RECALL NUMBER: 3/22/2008 14:18:15 Auto62770

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79	933017 REF	ADD'L OPR	FINISH SAND AND BUFF	1.5*
80			TO MATCH FACTORY TEXTURE	
81	AUTO	ADD'L COST	PAINT	576.10*
82	AUTO	ADD'L COST	SHOP MATERIALS	5.00*
83	AUTO	ADD'L COST	HAZARDOUS WASTE DISPOSAL	3.00*

* - Judgement Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

I. Labor Subtotal	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	27.9		0.00	16.00		Taxable Parts	
Refinish	22.8		0.00	0.00		Sales Tax	
Frame	3.6		0.00	0.00		Total Replacement Parts Amount	3,082.50
Mechanical	4.5		0.00	0.00			
Non-Taxable Labor							
Labor Summary							
III. Additional Costs						IV. Adjustments	
Taxable Costs						Insurance Deductible	0.00
Sales Tax						Customer Responsibility	0.00
Total Additional Costs							
						I. Total Labor:	
						II. Total Replacement Parts:	
						III. Total Additional Costs:	
						Gross Total:	
						IV. Total Adjustments:	
						Net Total:	

This is a preliminary estimate.
Additional charges to the estimate may be required for the actual repair.

Point(s) of Impact

11 Left Front Corner (P), 9 Left Side (S), 10 Left Front Side (S)

THIS ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

ESTIMATE RECALL NUMBER: 3/22/2006 14:18:15 Auto62770

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Date: 3/22/2006 02:18 PM
Estimate ID: Auto62770
Estimate Version: 0
Preliminary
Profile ID: Douglas

DOUGLAS
AUTO
BODY
Inc.

24 Hour Towing Service
630.662.2654

Doug Fiola

4015 Eberly Avenue
Brookfield, Illinois 60513
708.485.7774
Fax 708.485.7789

ESTIMATE RECALL NUMBER: 3/22/2006 14:18:16 Auto62770

Mitchell Data Version:
UltraMate Version:

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