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[Redacted]  
[Redacted]  
Toledo, Ohio [Redacted]  
[Redacted] Home)  
[Redacted] (Call)

2006 APR 12 AM 11: 56

March 31, 2006

**NHTSA**  
**U.S. Department of Transportation**  
**Washington, D.C. 2059**

**Subject: 2001 Cadillac Seville SLS, L.D. No. 1G6K354 [Redacted]**  
**Odometer reading as of 3-8-06: 54,626 miles.**

**To Whom It May Concern:**

**On April 9, 2002 I purchased the above-mentioned vehicle from Taylor Cadillac in Toledo, Ohio. The delivery date was 4-15-02, mileage was 19,000 miles. During the test drive I noticed that the tires had a vibration and the sound of a flat spot on them. The first service date was 5-13-02 and this problem was addressed, Claim No. 1-382764668. Taylor Cadillac did the road force balance on 5-15-02 and I returned for service again on 5-23-02.**

**The tires were replaced at Tom's Tire on 8-12-02, Goodyear P235/60R16 Eagle LS, I paid for these tires myself. These tires were replaced three times. A road force balance and match was done on these tires a total of six times. Al Smith replaced the right front hub and checked the vibration on 9-17 and 9-30-02.**

**Allen Chevrolet-Cadillac checked the front suspension vibration on 4-7-03. On 2-5-04, Bob King, service advisor recommended replacing the brakes at the price of \$284.00 plus tax. The lower control arms were replaced on 11-21-05 and the suspension and motor mounts were inspected on 12-23-05 and 1-09-06.**

**As you can see there has been an ongoing problem with this vehicle. I spoke with Mr. Joe Garcia, Factory Representative, (1-866-942-4388, Ext. 48350) on 2-3-06 and explained the problem I was having, I was told to return the car to Allen Chevrolet-Cadillac and then call him.**

Peggy  
4/12/06

**Mr. Butch Shoits, Service Manager at the dealership refused to do anything and stated there was nothing wrong with the vehicle. I returned the call to Mr. Garcia, explained the situation and he stated there was nothing he could do to help me. To this date this problem still exists.**

**I am very unhappy with this situation and would appreciate any help or assistance you can offer. Please let me hear from you as soon as possible.**

**Sincerely,**



CUSTOMER NAME [REDACTED] SERIAL NO. 1G6K854Y [REDACTED]

R.O. NO. 100767 1 NO. DATE 04/07/2003 2 DEPT (S,B,P) S SERVICE  
 [8 OF 8] [1 OF 1] 3 MILEAGE 31311 4 ADVISOR NO. 474

5 OPERATION NO. 34CVE OP. DESC. FRONT SUSPENSION  
 6 SALE TYPE (C/W/I) C TECH.NO(S) 582

7 COMPLAINT CUSTOMER STATES THERE IS A VIBRATION IN THE FRONT END, THE  
 FASTER YOU GO THE WORSE IT IS, NEW TIRES INSTALLED (TWICE)  
 8 CAUSE LEFT FRONT TIRE/WHEEL ASSEMBLY OUT OF LIMITS FOR ROADFORCE  
 RIMOUT. UNABLE TO CORRECT. RIGHT REAR TIRE/WHEEL ASSEMBLY  
 9 CORRECTION OUT OF LIMITS FOR ROADFORCE RIMOUT, MAY BE CORRECTABLE.  
 CUSTOMER DECLINES ROADFORCE BALANCE AT THIS TIME

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.  
 12 CAMPAIGN NO. CAMPAIGN DESC.

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (E-ENTER) (JOB#) (TAB)

JOB#: 3 OPERATION: 34CVE DESCRIPTION: FRONT SUSPENSION

1. COMPLAINT : CUSTOMER STATES THERE IS A VIBRATION IN THE FRONT END,  
 STARTS AT ABOUT 40 MPH, GETS WORSE AS YOU GO FASTER  
 AT ABOUT 75 IT IS VERY NOTICEABLE, NEW TIRES INSTALLED  
 AT 31000 MILES, SEE HISTORY

2. CAUSE : CUSTOMER CONCERN NOT DUPLICATED  
 ROTATED TIRES, BALANCED ALL 4 WHEELS, WHEELS WERE IN

3. CORRECTION: GOOD BALANCE (ONE WAS 1/4 OZ OFF ON WEIGHT, OTHERS WERE  
 GOOD AS IS) INSPECTED SUSPENSION, TEST DROVE, NO PROBLEMS  
 FOUND

(E-ENTER) (M#-MORE LINES)

109725 2/4/04

CUSTOMER NAME [REDACTED]		SERIAL NO. 1G6KS54Y [REDACTED]	
R.O. NO. 130407 [3 OF 8]	1 NO. DATE 11/17/2005 [1 OF 1]	2 DEPT (S,B,P) S SERVICE	3 MILEAGE 49549
5 OPERATION NO. 386VZ	OP. DESC.	FRONT SUSPENSION	
6 SALE TYPE (C/W/I) W	TECH.NO(S).	580	
7 COMPLAINT	CUSTOMER STATES HAVING A SHAKE OR RATTLE IN FRONT END. SINCE VEHICLE WAS ALMOST NEW		
8 CAUSE	ROAD TESTED. VERIFIED CONDITION. NO WHEEL WEIGHTS MISSING, TIRES BALANCED. NO IRREGULAR TIRE WEAR NOTED.		
9 CORRECTION	REPLACED BOTH FRONT LOWER CONTROL ARM PER BULLETIN# 00-03-10-007G E3537 1.2		
10 WARRANTY	CLAIM NO. 130407	OPERATION NO. E3537	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO.	CAMPAIGN DESC.		
12 CAMPAIGN NO.	CAMPAIGN DESC.		

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (B-ENTER) (JOB#) (TAB)

CUSTOMER NAME [REDACTED]		SERIAL NO. 1G6KS54Y [REDACTED]	
R.O. NO. 110589 [5 OF 8]	1 NO. DATE 03/03/2004 [2 OF 2]	2 DEPT (S,B,P) S SERVICE	3 MILEAGE 39298
5 OPERATION NO. 36CVZ	OP. DESC.	REAR SUSPENSION	
6 SALE TYPE (C/W/I) W	TECH.NO(S).	574	
7 COMPLAINT	OWNER STATES THE SUSPENSION REALLY TIGHT ALL AROUND		
8 CAUSE	CHECKED OUT RIDES SIMILAR TO OTHER SEVILLE'S		
9 CORRECTION			
10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO.	CAMPAIGN DESC.		
12 CAMPAIGN NO.	CAMPAIGN DESC.		

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (B-ENTER) (JOB#) (TAB)

- JOB#: 1 OPERATION: 13CVE DESCRIPTION: ENGINE MECHANICAL
1. COMPLAINT : CUSTOMER STATES THE ENGINE MAY HAVE A BROKEN MOTOR MOUNT FROM ABOUT 40MPH UP THE VIBRATION BEGINS AT 65-70 IT IS VERY NOTICABLE, CAN FEEL THROUGHOUT VEHICLE, PASSENGER CAN ALSO FEEL IT, SEE HISTORY
  2. CAUSE : CUSTOMER CONCERN NOT VALIDATED
  3. CORRECTION: DROVE VEHICLE WITH SERVICE MANAGER USING VIBRATION ANALYZER, NO VIBRATION FELT, ANALYZER READING "0" AT 70 MPH. TIRES AND SUSPENSION SLIGHTLY STIFF, NORMAL FOR THIS VEHICLE, AT IDLE NO ENGINE VIBRATION NOTED, ENGINE SPEED 10.9 RPM, AT 45 MPH NO VIBRATION 21.5 RPM

(E-ENTER) (N#-MORE LINES)

12/23/05 131 476

- JOB#: 2 OPERATION: 34CVE DESCRIPTION: FRONT SUSPENSION
1. COMPLAINT : CUSTOMER STATES THE RIDE IS TOO STIFF, NO SLACK IN STEERING SINCE LAST VISIT
  2. CAUSE : CUSTOMER CONCERN NOT VALIDATED
  3. CORRECTION: VEHICLE DRIVING AS DESIGNED, NEW PARTS INSTALLED LAST VISIT MAY HAVE STIFFENED DRIVEABILITY, MAY BE TIGHTER THEN WITH OLDER WORN PARTS, NO PROBLEMS FOUND VEHICLE DRIVING AS IT SHOULD BE

(E-ENTER) (N#-MORE LINES)

12/23/05 131452

CUSTOMER NAME [REDACTED] SERIAL NO. 1G6KS54Y [REDACTED]

R.O. NO. 131711 1 NO. DATE 01/03/2006 2 DEPT (S,B,P) S SERVICE  
 [1 OF 8] [3 OF 4] 3 MILEAGE 51506 4 ADVISOR NO. 474

5 OPERATION NO. 33CVE OP. DESC. STEERING  
 6 SALE TYPE (C/W/I) C TECH.NO(S). 589  
 7 COMPLAINT CUSTOMER STATES THERE IS NO PLAY IN THE STEERING

8 CAUSE

9 CORRECTION LOWER CONTROL ARMS WERE PREVIOUSLY REPLACED, THE STEERING IS NORMAL

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.  
 12 CAMPAIGN NO. CAMPAIGN DESC.

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (E-ENTER) (JOB#) (TAB)

CUSTOMER NAME [REDACTED] SERIAL NO. 1G6KS54Y [REDACTED]

R.O. NO. 131711 1 NO. DATE 01/03/2006 DEPT (S,B,P) S SERVICE  
 [1 OF 8] [4 OF 4] 3 MILEAGE 51506 4 ADVISOR NO. 474

5 OPERATION NO. 34CVERAJT OP. DESC. BALL JOINT  
 6 SALE TYPE (C/W/I) C TECH.NO(S). 589  
 7 COMPLAINT CUSTOMER STATES THE RIDE IS TOO STIFF

8 CAUSE

9 CORRECTION NORMAL CONDITION, CHECKED SUSPENSION OK, NORMAL OPERATION WITH NEW FRONT SUSPENSION PARTS

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.  
 12 CAMPAIGN NO. CAMPAIGN DESC.

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (E-ENTER) (JOB#) (TAB)

1/3/06 Ro# 131711

JOB#: 1      OPERATION: 34CVZ      DESCRIPTION: FRONT SUSPENSION  
1. COMPLAINT : CUSTOMER STATES THE FRONT END VIBRATES FROM ABOUT 41MPH AND UP

2. CAUSE

3. CORRECTION: HEARD "GROWLING" OR "GRINDING OUT" TYPE NOISE, CHECKED MOTOR MOUNTING BOLTS AND MOUNT, LOOSENED BOLTS TO LEFT MOTOR AND FRONT END "SETTLE", RETORQUED BOLTS AND TESTED NOISE SEEMED TO DIMINISH

(#-ENTER) (##-MORE LINES)