



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 2006 OCT - 8 AM 9: 20  
03-NOV-2006

Repository   
Reference No. 10172586

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City UNIVERSITY PARK State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]  
E-mail Address [REDACTED]

Do you authorize NHTSA, in the absence of an authorized representative, to contact the manufacturer of your vehicle?  YES  NO  
Signature of Owner [REDACTED] Date 11/15/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6KDS4Y0WU [REDACTED]  
Make CADILLAC Model DEVILLE Model Year 1998  
Date Purchased 01-MAR-00 Dealer's Name and Telephone Number ERNIE BAUER CADILLAC 7087202000 Engine: No: Cylinders Fuel Type: Gas  
Original Owner  Dealer's City UNIVERSITY PARK State IL Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE  
Vehicle Component Code 060000 ENGINE AND ENGINE COOLING  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-OCT-2006 Failure Mileage 157000 Failure Speed [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (es).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury (es).  
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 THE VEHICLE'S OIL AND ANTIFREEZE LEAKED CAUSING THE INTAKE AND OUTTAKE OF THE ENGINE TO RUST, INTURN CAUSING THE PIPE TO BUST AND THE VEHICLE TO OVERHEAT. THE VEHICLE NEEDED A NEW ENGINE TO FIX THIS ISSUE.

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.

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

(FAILURE) 4.6 ENGINE NORTH STAR TOLD BY MY MECHANIC THE ENGINE COULD CATCH ON FIRE AND LOCK-UP, FUMES FROM ANT-FREEZE INSIDE THE CAR COMING THROUGH THE HEATING VENTS. I'M DISABLED WITH CHRONIC ARTHRITIS AND RODS & SCREWS IN MY LOWER BACK. MAINTENANCE RECORDS INCLUDED IN DOCUMENTATION, SEE ATTACHED

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADM  
400 7TH ST SW  
WASHINGTON DC 20590  
OFFICIAL BUSINESS



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
400 7TH ST SW  
WASHINGTON DC 20077-8214



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



[www.nhtsa.gov](http://www.nhtsa.gov)  
Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



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

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

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

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

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

974005627

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 digits)

1G6KD54Y0G

YEAR MAKE MODEL

1998 CADILLAC DEVILLE

CURRENT ODOMETER PLAN PURCH. DATE COMM. EMER. 4WD

28003 03/11/00

(SELECT ONLY ONE)

GMPP<sup>®</sup>MRP<sup>®</sup>MAJOR GUARD<sup>®</sup>

CUSTOM POWERTRAIN

X OF

X

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD: The time and mileage limits of any selected plan commence on the same date as the year, manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

MONTHS	VEHICLE IN SERVICE DATE				OPTIONAL DEDUCTIBLE
	36	48	60	72	
MILES					\$100
	50,000	60,000	75,000	100,000	\$200

The time and mileage of any plan selected below will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

MONTHS	VEHICLE IN SERVICE DATE		OPTIONAL DEDUCTIBLE
	12/12,000	24/24,000	
			\$100
			\$200

SmartCare<sup>®</sup> and Mech. Coverage

TOTAL \$

N/A 00

N/A

SMARTCARE<sup>™</sup> TERM

MONTHS	MILES		MONTHS	MILES		MONTHS	MILES		
	12,000	15,000		30	38,000		36	50,000	48
24	24,000	30,000	36	36,000	48	60	75,000	72	100,000

SMARTCARE<sup>™</sup>

PRICE \$ N/A 00  
TAX \$ N/A  
TOTAL \$ N/A

## MECHANICAL COVERAGE

PRICE \$ N/A 00  
TAX \$ N/A  
TOTAL \$ N/A

FIRST NAME M.I. LAST NAME

FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE ZIP

UNIVERSITY PARK

IL

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations(s).

DEALER NAME

DEALER CODE

GROSSINGER CAD/PONT/GMC/ VOL/SUZ

ADDRESS

CITY

STATE ZIP

6900 N. MCCORMICK BLVD.

LINCOLNWOOD

IL

60645

LIENHOLDER NAME

GMAC or

MAILING ADDRESS

CITY

STATE ZIP

By signing this I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled "Coverage Agreement". If a Coverage Agreement will be mailed to the address indicated on this form.

03/11/00

DATE

Mailed to National Mechanical Service Center, P.O. Box 6855, Chicago, Illinois 60680-6855

©1998 General Motors Corporation 701ALL9

CUSTOMER NAME		SERIAL NO. 1G6KDS4Y0WU		MAKE CD CADILLAC			
TOTAL R/O'S	54	TOTAL SERV. DAYS	65				
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J# T	OPERATION CODE.	DESCRIPTION.....
1	660210	04/17/2006	152701	A		6639	
				T		4858	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
				T		4858	2 C 01CDZOILFLUSH *ENG OIL SYS FLU
2	647226	11/28/2005	145109	A		5435	
				T		5636	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
3	633916	08/10/2005	141010	A		5435	
				T		6051	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
4	624107	05/19/2005	136895	A		5435	
				T		4540	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
5	609087	01/12/2005	132574	A		5435	
				T		4540	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
6	593421	09/07/2004	126412	A		1935	
				T		3149	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L
7	586539	07/09/2004	123129	A		4384	
				T		3149	1 C 03CDZMAXLIFE8 8 QTS MAX LIFE L

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CUSTOMER NAME		SERIAL NO. 1G6KD54Y0WU						
TOTAL R/O'S	54	TOTAL SERV. DAYS	65					
		MAKE	CADILLAC					
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	3149	2	C 01CDZOILFLUSH	*ENG OIL SYS FLU
8	583029	06/14/2004	121831	A	88			
				T	237	1	C 37CDZCL	CLUNK NOISE ON A
9	579047	05/12/2004	120361	A	88			
				T	389	1	C 31CDZ	*BODY ELEC - DIA
10	577691	04/30/2004	119759	A	4077			
				T	3149	1	I 03CDZMAXLIFE8	8 QTS MAX LIFE L
11	559364	12/03/2003	113909	A	4026			
				T	3149	1	C 03CDZMAXLIFE8	8 QTS MAX LIFE L
12	552321	10/13/2003	110025	A	2291			
				T	235	1	C 03CDZMAXLIFE8	8 QTS MAX LIFE L
13	547527	09/03/2003	105986	A	2291			
				T	2434	1	C 03CDZMAXLIFE8	8 QTS MAX LIFE L
14	543348	08/01/2003	98254	A	1863			
				T	2899	1	C 26CDZNC	ENG DOES NOT CRA

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CUSTOMER NAME		SERIAL NO. 1G6KD54Y0WU						
TOTAL R/O'S	54	TOTAL SERV. DAYS	65					
		MAKE CD CADILLAC						
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	2899	2	C 03CDZMAXLIFE5	5 QT MAX LIFE LO
				T	2899	3	C 01CDZSYNPOWER	*SYNPOWER PERF S
				T	2899	4	C 24CDZ	*HEAT AND A/C DI
15	538858	06/27/2003	97552	A	2291			
				T	1642	1	C 03CDZMAXLIFE8	8 QTS MAX LIFE L
				T	99	2	I 33CDZ	* BRAKE REPAIRS
16	529225	04/10/2003	92605	A	2291			
				T	1907	1	C 03CDZMAXLIFE8	8 QTS MAX LIFE L
				T	1009	2	C 28CDZ	*ENGINE MECH - D
17	522109	02/10/2003	89523	A	1863			
				T	187	1	C 03CDZ	*GM QUICKLUBE PL
18	515237	12/06/2002	85412	A	2093			
				T	1642	1	C 03CDZ5	5 QT QUICK LUBE
19	508024	10/08/2002	82419	****	NO OPERATION CODE ASSIGNED ****			
20	506500	09/27/2002	81854	A	472			

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CUSTOMER NAME		SERIAL NO. 1G6KD54Y0WU						
TOTAL R/O'S 54		TOTAL SERV. DAYS 65						
		MAKE CD CADILLAC						
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	187	1	C 03CDZ	*GM QUICKLUBE PL
				T	187	2	C 01CDZTTECH	*T-TECH TRANS FL
21	503864	09/06/2002	80820	A	1935			
				T	271	1	C 27CDZ	*ENG/FUEL/DRIVAB
22	491072	05/29/2002	75167	A	472			
				T	1708	1	C 03CDZ	*GM QUICKLUBE PL
23	490481	05/23/2002	75067	A	1863			
				T	160	1	C 36CDZ	*STEERING/SUSPEN
				T	160	2	C 38CDZTIRE2	TREAD DEPTH 2/32
24	482320	03/18/2002	71752	A	1805			
				T	395	1	W 36CDZ	*STEERING/SUSPEN
				T	160			
				T	395	2	W 25CDZWINL	L/F WINDOW INOP
				T	99	3	W 19CDZ	*RENTAL
25	480653	03/01/2002	70739	A	472			

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CUSTOMER NAME		SERIAL NO. 1G6KD54YOWU						
TOTAL R/O'S	54	TOTAL SERV. DAYS	65					
		MAKE	CD					
		CADILLAC						
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	187	1	C 03CDZ	*GM QUICKLUBE PL
26	474402	01/02/2002	67850	A	472			
				T	187	1	C 03CDZ	*GM QUICKLUBE PL
27	469347	11/16/2001	66026	A	1782			
				T	1409	1	W 05CDZ	DASH LIGHTS
28	464873	10/12/2001	64281	A	472			
				T	187	1	C 03CDZ	*GM QUICKLUBE PL
29	457853	08/17/2001	61103	A	472			
				T	187	1	W 03CDZ	*GM QUICKLUBE PL
30	453268	07/16/2001	58995	A	1704			
				T	47	1	W 33CDZPULSAT	BRAKE PULSATON
				T	47	2	C 27CDZSES	SES LIGHT COMES
				T	47	3	C 27CDZ	*ENG/FUEL/DRIVAB
				T	47	4	C 36CDZ	*STEERING/SUSPEN
				T	47	5	C 31CDZ	*BODY ELEC - DIA

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CUSTOMER NAME [REDACTED] SERIAL NO. 1G6KD54Y0WU [REDACTED]  
 TOTAL R/O'S 54 TOTAL SERV. DAYS 65 MAKE CD CADILLAC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	47	6	C 22CDZ	*BODY INT/EXT DI
				T	47	7	W 33CDZRRSRV	REAR BRAKE SERVI
31	449543	06/14/2001	57307	A	472			
				T	1256	1	W 01CDZ057	57000K SERVICE
32	448029	06/04/2001	56667	A	39			
				T	389	1	W 24CDZ	*HEAT AND A/C DI
33	443279	04/25/2001	54539	A	472			
				T	187	1	W 03CDZ	*GM QUICKLUBE PL
34	436653	03/01/2001	51918	A	39			
				T	47	1	C 33CDZ	* BRAKE REPAIRS
35	436401	02/27/2001	51769	A	472			
				T	187	1	W 03CDZ	*GM QUICKLUBE PL
36	434507	02/13/2001	51179	A	39			
				T	99	1	W 72CDZ	BODY REPAIR
				T	1373	2	W 31CDZ	*BODY ELEC - DIA

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CUSTOMER NAME		SERIAL NO. 1G6KD54Y0WU						
TOTAL R/O'S	54	TOTAL SERV. DAYS	65					
		MAKE CD CADILLAC						
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	99	3	W 19CDZ	*RENTAL
				T	1373	4	C 36CDZ	*STEERING/SUSPEN
37	433545	02/05/2001	50692	A	39			
				T	1373	1	W 31CDZHL	HEADLIGHT INOP
				T	1373	2	W 22CDZEXTERIOR	EXTERIOR TRIM
				T	1373	3	W 22CDZ	*BODY INT/EXT DI
				T	1373	4	W 31CDZ	*BODY ELEC - DIA
38	432820	01/29/2001	50302	A	39			
				T	99	1	W 22CDZEXTERIOR	EXTERIOR TRIM
				T	99	2	W 31CDZHL	HEADLIGHT INOP
				T	99	3	W 19CDZ	*RENTAL
39	429547	01/02/2001	49318	A	39			
				T	271	1	W 26CDZV	VATTS SYSTEM INO
				T	271	2	W 31CDZWSH	WASHERS INOP
				T	271	3	W 22CDZEXTERIOR	EXTERIOR TRIM

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CUSTOMER NAME	[REDACTED]		SERIAL NO.	1G6KD54Y0WU [REDACTED]			
TOTAL R/O'S	54	TOTAL SERV. DAYS	65	MAKE CD	CADILLAC		
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J# T	OPERATION CODE.	DESCRIPTION.....
				T	271 4	W 25CDZ	*WINDOWS/DOORS/L
				T	271 5	W 31CDZFLA	HAZZARD FLASHER
				T	271 6	W 31CDZ	*BODY ELEC - DIA
				T	99 7	W 19CDZ	*RENTAL
				T	271 8	W 26CDZ	*ENGINE ELECTRIC
				T	99 9	I 01CDZDETAIL	COMPLETE DETAIL
				T	271 10	C 35CDZ	USE "15XX" OP-CO
40	429543	01/02/2001	49318	A	472		
				T	792 1	W 03CDZ	*GM QUICKLUBE PL
41	425139	11/21/2000	46577	A	472		
				T	1256 1	W 03CDZ	*GM QUICKLUBE PL
42	419404	10/06/2000	43730	A	472		
				T	1256 1	W 03CDZ	*GM QUICKLUBE PL
43	413670	08/23/2000	40478	****	REPAIR ORDER PURGED FROM SYSTEM		****
44	409232	07/21/2000	37944	****	REPAIR ORDER PURGED FROM SYSTEM		****

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CUSTOMER NAME [REDACTED] SERIAL NO. 1G6KD54Y0WU [REDACTED]  
 TOTAL R/O'S 54 TOTAL SERV. DAYS 65 MAKE CD CADILLAC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION	CODE.	DESCRIPTION.....
45	405812	06/26/2000	36085	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
46	403695	06/09/2000	34926	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
47	401016	05/22/2000	33504	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
48	399779	05/10/2000	32563	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
49	399505	05/08/2000	32473	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
50	396485	04/12/2000	28003	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
51	395615	04/04/2000	29954	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
52	394748	03/28/2000	28003	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
53	392829	03/13/2000	28197	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****
54	384590	12/30/1999	27910	****	REPAIR	ORDER	PURGED	FROM	SYSTEM ****

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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).