

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

 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 254	
OWNER INFORMATION (Type or Print)		Date Received 16-NOV-2006		Repository ☐ Reference No. 10174325	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City SAVANNAH	State GA	Zip Code [REDACTED]			
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6EL13B1MU[REDACTED]		Make CADILLAC		Model ELDORADO	Model Year 1991
Date Purchased	Dealer's Name and Telephone Number BACKUS CADILLAC AND PONTIAC 912-354-7511			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City SAVANNAH	State GA	Zip Code 31404		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: 1		Incident Date(s) 01-JAN-1901	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 150000 SEAT BELTS				Failure Mileage 68000	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: DOTM19ABC036)		☐ 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).					
1991 ELDORADO SEAT BELTS ARE UNSAFE. *TS CADILLAC CLAIMED THEY WERE UNABLE TO LOCATE REPLACEMENT SEAT BELTS IN THE COLOR THE CONSUMER NEEDED. *NM UPDATED 12/01/15*LJ					
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 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.					

[REDACTED]
Savannah, Georgia [REDACTED]
[REDACTED]

MEMO

March 1, 2011

BETTER BUSINESS BUREAU

2655 McCormick Drive
Clearwater, Florida 33759
Fax: 727-539-6301 / 727-535-5522

BETTER BUSINESS BUREAU

503 Oak Place #590
Atlanta, Georgia 30349
Fax: 404-768-1085 / 404-766-0875

US DEPARTMENT OF TRANSPORTATION NATIONAL HIGHWAY TRAFFIC SAFETY

1200 New Jersey Avenue SE
West Building
Washington, D.C. 20590
(888) 327-4236

Thank you in advance for responding attached you will find information of my 1991 Cadillac Eldora do Coupe. My car was special gift for \$1.00 with 66,000 miles on it three years ago.

- **November 5th 2010** I took my car to Tire Plus Total Care Company for service (Fuel Filter) they caught my engine on fire and used a fire extinguisher to control fire. Corporate **Office: Tire Plus Total Care 2021 Sunnydale Blvd. Clearwater, FL 33765 (800) 440-4167**
- There are no parts for my vintage vehicle within General Motors my vehicle is located at **Dan Vaden Chevrolet /Cadillac** 9393 Abercorn Street, Savannah, Georgia 31406, (912)-925-9393 until settlement. I am asking you for help in preventing this from ever happening again to our citizens, customer or clients. Classic Car (93,000 miles).

HUNTER ARMY AIRFIELD, PERSONAL TRAINER

[REDACTED]
Savannah, Georgia [REDACTED]
[REDACTED]

TIRES PLUS TOTAL CAR CARE

December 27, 2010

- November 5, 2010 automobile dropped off at Tire Plus for service.
- November 12, 2010 Cadillac picked up from Tires Plus, Mr. Jason Fillingim replaced fuel filter on vehicle service charges of \$136.37
- 11/12/10 Car had winning noise and burning smell of fuel /rubber.
- 11/12/10 Burning smell became overwhelming, car windows down slightly for fresh air. (Contacted Tires Plus).
- 11/13/2010 My son [REDACTED] stated he smell diesel fuel that comes out of his toy trains, mommy will car blow up. I immediately went to the gas station and checked under the hood and notice that my wires were melted and oil handle was burnt.
- 11/13/2010 Drove car to Tires Plus spoke with Bob (mgr.) and ask him what happen to my wires and oil dip stick they're melted. Statement from Mr. Gresenz was to come back on Monday 11/15/2010 check with Jason Fillingim he fixed your car.
- November 15, 2010 Arrived at Tires Plus around 8:10am to drop Cadillac off, communicated with Bob Gresenz requested: to check Fuel Filter, Bob instructed Jason Fleming to drive me to work at Hunter Army Airfield. (Mr. Jason Fillingim drove me to work in my car and never during our conversation stated that he caught my car engine on fire).
- 11/15/2010 Cadillac was picked up after 3:00 pm from Tires Plus, while driving my car I smelled rubber and fuel burning.
- 11/20/10 / -11/22/10 I communicated with Tires Plus and complain about my burnt wires, oil stick and burning fuel underneath vehicle. Bob Gresenz stated he could replace my wires, this situation became very stressful.

- 11/26/10 I visited Tires Plus concerning their Save All Thanksgiving Weekend special, I wanted to get my oil change at 8:22am Ms. Lana rep. at front desk stated that they were 2 hours back up before they could change my oil (Cadillac). [REDACTED] statement I will try tomorrow 11/27/10.

NOVEMBER 27, 2010

- On the 11/27/2010 around 9:30 am I decided to check with **Midas** to get a professional opinion concerning the performance of my vehicle.

The representative (**Mr. Troy**) pulled car into garage and raised the hood and said [REDACTED] we are not touching your car this engine was caught on fire and put out with fire extinguisher. Check with Tires Plus concerning fuel filter.

I was shock and upset based on being loyal customer for 3 years and to know that they value their **business** more than their **customer's** lives was disrespectful, disgraceful, and despicable.

I call **911** emergency and when the officer arrived Midas pull my car out of the garage and raised the hood and statement from the officer was: that's fire extinguisher. (**Report was completed**)

I call my eldest son and we drove to Tires Plus to talk to Mr. Bob Gresenz for explanation WHY. He apologized and asks could he **tow my Cadillac** home, I can get you a **rental car** and can **fix your vehicle**.

11/27/10 Incident was reported at 2:20 pm by [REDACTED] to Tires Plus Corporate Office at **800-269-4424** and was given claim number # [REDACTED]

REMOVE THIS TAB
PRIOR TO MAILING

CHIEF OF POLICE
P.O. BOX 1027
SAVANNAH, GA 31402-9803

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 72 SAVANNAH, GA

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

GEORGIA STATE VICTIM'S COMPENSATION ACT

This program assists innocent violent crime victims with out-of-pocket medical or counseling bills, funeral costs, and lost wages directly related to their victimization. Eligibility for funds is based on criteria designed by the State of Georgia. You may be eligible if you are:

- A victim of a violent crime,
- A dependent spouse or child of such a victim,
- A reasonably acting Good Samaritan,
- A family violence victim,
- A DUI crash victim,
- A parent/guardian of an eligible minor,
- A guardian or estate administrator of an eligible mentally incompetent claimant, or
- Any person who is not a direct service provider and who assumes the cost of an eligible expense of a victim, regardless of such person's relationship to the victim or whether such person is a dependent of the victim.

YOU ARE NOT ELIGIBLE IF YOU ARE:

- A victim who was incarcerated or was currently serving an existing sentence for a felony involving criminally injurious conduct,
- A victim that does not cooperate with law enforcement, prosecution or the Council,
- A victim that contributed to their victimization, or
- A victim whose sole loss was property.

Other Requirements Include:

- The crime must be reported to law enforcement within 72 hours, unless good cause is shown, and
- A completed application must be filled out and submitted within 180 days of the incident, unless good cause is shown.

Applications, copies of the Victim Compensation Law, and other information may be obtained by writing or contacting:

The Criminal Justice Coordinating Council
C/O Crime Victim Compensation Committee
503 Oak Pl., Suite 450
Atlanta, GA 30349
Phone: (404) 559-4949
(404) 559-4960 (FAX)
(404) 559-4177 (TDD)

Case Report Number:

Officer Off. C. Hale P.R. # 11207

**SAVANNAH
CHATHAM POLICE**

201 Habersham St.
Savannah, GA 31401

Please keep this pamphlet; it contains valuable information as well as the number assigned to your report. Your report number is listed at the top of this page, along with the name of the officer who filed your report. If you contact the Police Department about your report, refer to this case number. A copy of your report may be obtained, two (2) days after the report is written, at 295 Police Memorial Drive. Monday thru Friday, 8:00 a.m. - 5:30 p.m.

Contact the Police Department, at the numbers listed below if you:

- Remember or discover new information.
- Discover additional property missing.
- Find or recover your own property.
- Locate serial or model numbers of stolen items.
- Locate the person you reported missing.
- Wish to speak with an investigator.

Monday through Friday 8:00 A.M. - 4:30 P.M.
General Information (201 Habersham St.) 651-6675
Police Reports (295 Police Memorial Drive) 652-6694
Precinct 1 (295 Police Memorial Dr.) 652-6560
Precinct 2 (102 E. Lathrop Ave.) 651-6990
Precinct 3 (1512 Bull St.) 651-6931
Precinct 4 (Oglethorpe Mall) 351-3400
Precinct 5 (54 Johnny Mercer Blvd.) 898-3252
Robbery 651-6694
Special Victims Unit 651-6742
Runaways/Missing Persons 651-6742
Financial Crimes 651-6735
Violent Crimes/Homicide 651-6728
Forensics 652-6640
Special Operations 525-2420
Traffic/Traffic Investigations 525-2421
Savannah Impact Program (SIP) 651-4350
CALLS AFTER BUSINESS HOURS 651-6675

CIVIL DISPUTE

Savannah-Chatham Metropolitan Police



201 Habersham Street

Savannah, GA 31412

Nature of Call

DAMAGE PROPERTY, PRIVATE

Reported Date
11/27/2010

Officer
HALE, CHRISTINA

PHONE (912) 651-6675

FAX (912) 651-6683

Supplement No
ORIG

Administrative Information

Agency Savannah-Chatham Metropolitan Police		Report No. [REDACTED]	Supplement No ORIG	Reported Date 11/27/2010	Reported Time 09:45
CAD Call No 103310533	Status REPORT TAKEN	Nature of Call 2902			
Location 8510 WHITE BLUFF RD			City SAVANNAH	ZIP Code 31406	Rep Dist 4747X
Area 4J	Beat 565B	From Date 11/05/2010	From Time 08:00	To Date 11/27/2010	To Time 09:45
Officer 11207/HALE, CHRISTINA			Assignment SOUTHSIDE	Entered by 11207	Assignment SOUTHSIDE
RMS Transfer Successful	Prop Trans Stat Successful	Report Title CIVIL DISPUTE		Solvability LOW PROBABILITY	Score 1
Approving Officer 4838		Approval Date 11/27/2010		Approval Time 11:54:48	

Person Summary

Invl	Invl No	Type	Name	MNI	Race	Sex	DOB
BUS	1	I	TIRES PLUS	546666			
REP	1	I	[REDACTED]	386548	B	F	DOR

Vehicle Summary

Invl	Type	License No	State	Lic Year	Year	Make	Model	Style	Color
DAM	1	[REDACTED]	GA		1991	CADI	ELD		WHI

Summary Narrative

I responded to 8510 White Bluff Ave in reference to damaged vehicle possibly caused by Tires Plus at 7010 Abercorn St.

CIVIL DISPUTE

Savannah-Chatham Metropolitan Police

BUSINESS INVOLVED IN INCIDENT 1: TIRES PLUS

Involvement	Invl No	Type
BUSINESS INVOLVED IN INCIDENT	1	Individual
Name	MNI	PRN
TIRES PLUS	546666	989179
Type	Address	City
WORK/BUSINESS	7010 ABERCORN ST	SAVANNAH
State	ZIP Code	Date
GEORGIA	31406	11/27/2010
Phone Type	Phone No	Date
WORK	(912) 352-0828	11/27/2010

REPORTING PARTY 1:

Involvement	Invl No	Type	Name	MNI				
REPORTING PARTY	1	Individual		386548				
Race	Sex	DOB	Age	Ethnicity	Juvenile?	Height	Weight	Hair Color
BLACK	FEMALE		50	NOT OF HISPANIC ORIGIN	No	5'07"	130#	BLACK
Eye Color	Skin	PRN						
BROWN	BLACK							
Type	Address	City	State					
HOME			GEORGIA					
ZIP Code	Date							
	11/27/2010							
Type	ID No	OLS						
OPERATOR LICENSE		GEORGIA						
Type	ID No							
SOCIAL SECURITY NUMBER								
Phone Type	Phone No	Date						
CELL		11/27/2010						
Employer/School	Phone Type	Phone No						
HUNTER AIR FIELD	WORK							

Vehicle:

Involvement	Type	License No	State	Year	Make	Model	Color
VEHICLE DAMAGED	AUTO		GEORGIA	1991	Cadillac	Eldorado	WHITE
VIN							
1G6EL13B1MU							

Narrative

Sir, while on uniform patrol in a marked vehicle, I was dispatched to 8510 White Bluff Rd in reference to a damaged vehicle. Upon my arrival I spoke to [REDACTED] who stated that she took her 1991 white in color Cadillac Eldorado to Tires Plus located at 7010 Abercorn St. on 11-5-10 to get a tune up in which they replaced the fuel filter. However, after she picked her vehicle up on 11-12-10 she noticed her vehicle smelt like burning rubber when she drove it. She called Tires Plus and spoke to Mr. Bob Gresenz, Tires Plus Manager at which he told her to bring in the vehicle on 11-15-10 [REDACTED] stated that Mr. Gresenz told her that he would replace the wires, however has not yet. I observed the vehicle and noticed wires under the hood of the vehicle were melted together and fire extinguisher residue in the area of the melted wires. I explained to [REDACTED] that this was a civil dispute. A CRN card was given to [REDACTED]

CUSTOMER #: [REDACTED]

DAN VADEN CHEVROLET

9393 Abercorn Street
Savannah, GA 31406
(912) 925-9393

WORKORDER

SAVANNAH, GA [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2684 WILLIAMS, BENJAMIN D

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	91	CADILLAC ELDORADO	1G6EL13B1MU [REDACTED]		92908/	T7538	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN91 IS							
01JAN91 DD			18:00 30NOV10			CASH	
R.O. OPENED	READY	OPTIONS: ENG:4.9 LITER MFI BOCD					
30NOV2010 10:10							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 51	0591.00		CDP	CHECK FOR DAMAGE UNDER HOOD FROM ENGINE FIRE // CHECK AND ADVISE

Starter Power 2.00
Starter Signal 2.00

Injection Harness 3.00 (Discontinued Part)

Body Engine Harness connection to injection 2.00 (Discontinued Part)

Throttle Cables x 2 2.00 (Discontinued Part)

4 spark plug wires 1.00

Recheck to start this is fine damage repair not diagnose or durability repair

CEL on And many Additional Indication on
MASS OIL Leak Seven day test

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of damage to the above vehicle or articles left therein; in case of fire, theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

PRELIMINARY ESTIMATE \$

APPOINTMENT ☐ YES ☐ NO

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE