



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 ☐

10-DEC-2007

Reference No.  
10211331

DEC 27 AM 7:14

## OWNER INFORMATION (Type or Print)

Name

Address

City

CAPE CORRAL

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA  
In the absence of an authorized  
Signature of Owner

Manufacturer of your vehicle?

☒ YES

☐ NO

Name or address to the vehicle manufacturer.

Date 12/18/07

## 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G6EC12982

Make

CADILLAC

Model

ELDORADO

Model Year

2002

Date Purchased  
01-DEC-02

Dealer's Name and Telephone Number

HAULKER CADILLAC 610-867-4177

Original Owner  
☒

Dealer's City

BEVERLY HILLS

State

CA

Zip Code

90016

Engine:

No: Cylinders 8

Fuel Type:

Gas

Transmission Type  
AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 5

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

Incident Date(s)  
01-OCT-2004

Failure Mileage  
26215

Failure Speed  
60

## 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:

Seat Type:

Child Seat Component Code:

Date Manufactured:

Model No./Name:

Installation System:

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

0

Number of Deaths

0

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).

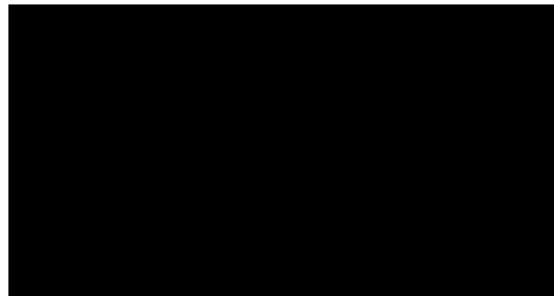
TL\*THE CONTACT OWNS A 2002 CADILLAC ELDORADO. WHILE DRIVING 60 MPH, THE CHECK ENGINE LIGHT ILLUMINATED AND THE CONTACT HEARD A CLINKING NOISE UNDERNEATH THE VEHICLE. THE DEALER STATED THAT THE VALVE SOLENOID AND TORQUE CONVERTER CAUSED THE FAILURE AND THEY MADE THE REPLACEMENT. APPROXIMATELY FOUR MONTHS LATER, WHILE DRIVING 35 MPH, THE VEHICLE EXPERIENCED DIFFICULTY SHIFTING GEARS. THE DEALER STATED THAT THE SWITCH ASSEMBLY AND LOWER VALVES CAUSED THE FAILURE AND THEY MADE THE REPLACEMENT. APPROXIMATELY ONE MONTH LATER, THE CONTACT STATED THAT THE TRANSMISSION WOULD NOT UPSHIFT. THE DEALER STATED THAT THE SPACER PLATE AND GASKET ASSEMBLY CAUSED THE FAILURE AND MADE THE REPLACEMENT. APPROXIMATELY A YEAR AND A HALF LATER, THE CHECK ENGINE LIGHT ILLUMINATED. THE DEALER STATED THAT THE SOLENOID CAUSED THE FAILURE AND THEY REPLACED THE SOLENOID, VARIABLE PRESSURE SOLENOID, AND FILTERS. THE FAILURE MILEAGE WAS 26,215 AND CURRENT MILEAGE WAS 60,500.

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.

After the solenoid was replaced at mileage 26215 on July 07 2004 four months later oct 26 2004 transmission started to slip dealer replaced k6351 switch assembly mileage at that time was 30894 on 02 dec 2004 transmission will not shift out of low gear. Replace k6611 spacer plate and gasket assembly and k6610 valve assembly lower control r&r mileage was 31324 on 09/12/07 engine light came on took car to Val ward Cadillac 12626 tamiami trail south fort Meyers fl was told by service rep scott wetzel that solenoid and solenoid pressure control solenoid had to be replaced . I ask what it would cost. was told about [REDACTED] and no warranty I said no took car to kohls transmission inc at 44 mildred dr fort myers fl 33901 phone 239 936 2197 paid [REDACTED] to repair. Mileage 60022. After I picked up my car Drove about 600 miles and transmission locked up I had car towed to val ward spoke to scott Wetzel service rep he told me transmission had to be taken out and taken apart the cost for that would be about [REDACTED] what they would fine Ask if he would call gm to see if they would gave me a new transmission he said no wasn't to happy with me because I had car fixed some place else. I called gmc talked to Rebecca Blair 8667905700 ex 21580 case # 71-572543519 was told she could not help but Roberta hastings at 8667905700 ex 41031 could. I spoke to ms hastings told her about my car and she was going to try and help to get a new transmission put in my car. Was told to call back and also was told a mr russo from val ward Cadillac would call me to talk about my car. Mr. Russo never called me when I called ms hastings back I was told gm would not fix my car because I did not let val ward fix my car when solenoid went bad and gm said val ward Cadillac told them the reason the transmission locked up was because of the solenoid that was put in.. solenoid is like a fuse could not lock up transmission I was told touque conv broke that why transmission locked up . with all the time and money that we put in this car and it was a bad transmission from day one I feed general motors should replace the transmission .



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