

CL-10215015-9051

January 1, 2008

2008 JAN -9 AM 9: 59

NHTSA HQ
Office of Defects Investigation
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: Crankshaft rotation sensors and motor mount failures in Cadillac DTS Concours.

To Whom It May Concern,

I have been recommended to the NHTSA by Cadillac Division Customer Assistance Center De Maeyer in his response to my written and spoken concerns.

As I expressed I would like to know if the failures we experienced are as common in the Cadillac owner population as we were told they were by the service managers at the dealership where we maintain our car.

I am a former U.S. Army and U.S. Navy Flight Surgeon and have been involved in accident investigations during my military career.

I was unable to submit this report at the NHTSA website for technical difficulty not immediately resolvable.

Sincerely,



Portland, OR

Encl.: ¹5 pp.

cc.: Cadillac Customer Assistance Center, De Maeyer.

ET
01/09/08
103



NHTSA HQ
1200 NEW JERSEY AVENUE, S.E.
WEST BUILDING
Office of Defects Investigation
WASHINGTON, D.C. 20590

Complaints

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Contact

1-888-327-4236

TTY

1-800-424-9153

Help

Consumer » Complaint » Vehicle »

VOQ Information

Completed

- ✓ Edit consumer
- ✓ Edit complaint
- ✓ Edit vehicle

Optional

- Add tires
- Add equipment
- Add childrestraint

NOTE: Please review your Complaint information and click on "Submit Complaint" button located at the bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name : [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : Portland, OR [REDACTED]
USA

Daytime Phone : [REDACTED] **Ext :**

Evening Phone : [REDACTED] **Fax :**

Email : [REDACTED]

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Complaint Information

Description : Engine stalls unexpectedly several times a month for 6-8 weeks with accelerating frequency and severity.

Incident Date : 4/18/2007 **Fire :** No

Num. Failures : 10 **Property Damage :** No

Num. Deaths : 0 **Crash :** No

Num. Injured : 0 **Police Report :** No

Referral Source : MFR CONSUMER CENTER

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Vehicle Information

VIN : 1G6KF5791YU [REDACTED] **Purchase Date :** 3/28/2000

Manufacturer : GENERAL MOTORS CORP.

Year, Make and Model : 2000/CADILLAC/CONCOURS **Original Owner :** Yes

of Cylinders : 8 **Trans. Type :** AUTOMATIC

Engine Size : [REDACTED] **VehicleDetails Usage :** RECREATIONAL

Cruise Control : Yes	Antilock Brakes : Yes
Current Mileage : 61600	Speed : 5
Failure Mileage : 58000	Powertrain : FRONT WHEEL DRIVE
Body Style : 4-DOOR	Fuel System : FUEL INJECTION
Fuel Type : GAS	Vehicle Type :

Vehicle Component Information

Component 1: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE	OEM: No
Component 2: ENGINE AND ENGINE COOLING:ENGINE	OEM: No

Vehicle Dealer Information

Dealer : 1

Name : **Dealer Type :** SALES DEALER

Address :

Dealer Phone: **Dealer Fax:**

Email:

top

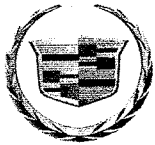
Start Over	Back	Submit Complaint	Exit
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1/1/2008 @ 1640 HOURS, PST.

"INTERNET EXPLORER CANNOT DISPLAY THE WEB PAGE"

"INTERNET CONNECTIVITY IS ESTABLISHED HOWEVER AT THE TIME OF THE ISSUE DISPLAY")



Customer Assistance Center

December 13, 2007

[REDACTED]
Portland, OR [REDACTED]

Service Request: 71-577305336
Customer Relationship Specialist: Michael DeMaeyer

Dear [REDACTED]:

Thank you for your recent inquiry regarding your 2000 Cadillac DeVille. We are sorry we will be unable to provide the information you were seeking.

Although we try to fill every request, sometimes we are unable to obtain the information due to availability or particular complexities of the request.

If you have any future questions, please feel free to contact our Cadillac Customer Assistance Center at 1-800-458-8006 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

We appreciate the opportunity to review this matter.

Sincerely,

Cadillac Customer Assistance Center

"INTROD" C917 12/3/07
FAX # 1 866 962 2865
APP FAX SENT 10/14/07
SERVICE REQUEST 71-577-306
336

December 1, 2007

Cadillac
General Motors Corporation
Customer Service Assistance Center
P.O. Box 33169
Detroit, MI 48232 5169

12/7/07 2024 LARRY BECKHAM: "WILL
CONTACT MICHAEL DE MAEYER AND
GIVE HIM MY CONTACT INFO:
1-503-523-4979
mhjenkins@verizon.net
" I ASKED FOR
CONFIRMATION OF RECEIPT OF MY FAX
AND MAILING.

Dear Michael De Maeyer,

1-866-790-5600 x 11639

Please give a written response to my reasonable requests made with no malice intended. *M.D.M. 11/26/07...

On November 12th I wrote asking if it was Cadillac policy to not declare responsibility for manufacture or design defects and quietly allow Cadillac owners to pay without recourse for their having to pay for repair of these deficiencies caused in manufacture rather than have Cadillac issue public recall notices and thereby safeguard Cadillac owners and then provide replacement parts installation at manufacturer expense as has been the standard of the industry in the United States and worldwide. I wrote asking for a written reply to my concerns after discussing them with service managers at Kuni & Cadillac in Beaverton, Oregon and hearing from them that neither defect was acknowledged by Cadillac and that no recall notices had been issued by Cadillac despite the increased risk for potential lethality to unaware Cadillac owners.

CALL TO
DEALER
11/12...
MOTOR
MOUNT
RC 428492
5/21/07...
CADILLAC PAID
15479
"NOT 10575 USED
56761 MI."

I specified in my November letter, failures of crankshaft sensors which caused engine stalls dangerously unpredictably and failed motor mount.

The enclosed letter I received states: "We would like to discuss your request for assistance regarding your 2000 Cadillac... We look forward to talking with you soon" appears to invite a telephone conversation, off the written record. I do not intend to assign motives but that reply could be interpreted that way.

ABOVE
STATED 12/6/2007
@ 9 PM

If you will not respond in kind in a timely manner, to my sufficiently specified genuine concerns expressed in writing adequate to the comprehension of the ordinary reader, I will ask for help from the government.

We purchased a Cadillac because of Cadillac reputation for quality and have a stake in Cadillac Motors maintaining its reputation for quality.

Knowing what we know we also believe we have an obligation to public safety and have called this to your attention hopeful Cadillac will act to notify other Cadillac owners who may not yet know their Cadillac crankshaft rotation sensors failures may cause engine stall at even critical times when their lives may be put at risk as a consequence.

Sincerely,

* MICHAEL DE MAEYER
" ORIGINAL
16/11/07
NHTSA
TRAFFIC
SAFETY
ADMINISTRATION "

[REDACTED]
Portland, OR [REDACTED]
[REDACTED]

Encl.: 2 pp.; copies of: letter sent November 12, 2007 and the letter I received dated November 27, 2007.

Addendum: I spoke with "Delores" who answered my 1-800-458-8006 telephone call placed midnight December 1, 2007. I gave her my telephone number to call after 10 a.m. central time and give me the CCAC fax number. I said I would then fax transmit our correspondence (3 pp.).



Customer Assistance Center

11/27/2007 11:50 AM
*12/11/2007 @ 122-8 LINDSAY

November 27, 2007

[REDACTED]
Portland, OR [REDACTED]

Service Request: 71-577305336
Customer Relationship Specialist: Michael DeMaeyer

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2000 Cadillac DeVille, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Cadillac Customer Assistance Center at 1-800-458-8006 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Cadillac and your dealer's mutual goal is your total satisfaction with Cadillac products and services. We look forward to talking with you soon.

Sincerely,

Cadillac Customer Assistance Center

ca 4/2/09
Quality Control Manager
Cadillac Division
General Motors Corporation
P.O. Box 33170
Detroit, MI
48232-5170

RE: Service Request. 71-547 305 436

To Whom It May Concern,

I am writing this letter to report my concern for having to replace crankshaft sensors and motor mounts.

I am the original owner of a 2000 DTS VIN 1G6KF5791YU [REDACTED] driven now 61,600 miles without traffic accident or collision. It is and has been maintained and serviced regularly according to manufacturers specifications at Kuni Cadillac dealership in Beaverton, Oregon. It has been driven exclusively by my spouse and myself, mostly for longer trips on freeways. It is one of three vehicles we drive. We use a Ford F 250 for most in town driving. For those driving conditions where we need four wheel drive, we use a Lincoln Navigator. We live in Portland, Oregon in mostly flat terrain.

In 56 years of vehicle ownership and operation I have never before had to replace crankshaft sensors or motor mounts.

I asked Bill Weida what Kuni Cadillac experience had been and he explained that several other Cadillac owners needed their car motor mounts replaced at relatively low mileage and without history of collisions. He believes the Northstar engine needs stronger motor mounts from the manufacturer. Earlier, I was told at the time of the crankshaft sensors failure and needed replacement that other owners had a similar experience to my own, and that Cadillac did not acknowledge the repair cost to be the manufacturer's liability.

Is this Cadillac policy?

Can motor mount replacement parts be made stronger to improve their durability?

Sincerely,

[REDACTED]

Portland, OR [REDACTED]