



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 []

11-FEB-2008

Reference No.

AM 8:00

10217709

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City ORLANDO State FL Zip Code [redacted]

Daytime Telephone Number [redacted]

E-mail Address [redacted]

Evening Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [X] NO
Signature of Owner [redacted] Date 2/18/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6DP57716
Make: CADILLAC Model: CTS Model Year: 2006
Date Purchased: 16-APR-06 Dealer's Name and Telephone Number: Massey Cellular South 407-438-3838
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner: [X] Dealer's City: Orlando State: FL Zip Code: 32809
Transmission Type: AUTOMATIC [X] Antilock Brakes [X] Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 121000 EXTERIOR LIGHTING: HEADLIGHTS
Multiple Failure: 50

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-DEC-2006 Failure Mileage: 8000 Failure Speed: 50 See attached memo

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 [X] No Fire [] Yes [X] 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 2006 CADILLAC CTS. WHILE DRIVING 50 -70 MPH, THE HEADLIGHTS AND INSTRUMENT PANEL LIGHTS DIMMED. THE LIGHTS ILLUMINATED AGAIN MINUTES LATER. THE FAILURE OCCURRED INTERMITTENTLY USUALLY AFTER DRIVING FOR 2 HOURS. THE INSTRUMENT PANEL ALSO FAILED DURING THE DAYTIME. ONSTAR STATED THAT THE LIGHTS DO NOT REMAIN OFF LONG ENOUGH TO DETERMINE THE CAUSE OF THE FAILURE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE FAILURE MILEAGE WAS 8,000 AND CURRENT MILEAGE WAS 20,000.

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.



Memo

To: [Redacted]

From: [Redacted]

Date: February 18, 2008

Re: Vehicle Safety Issue


I own a 2006 Cadillac CTS, and there is a safety issue that is causing great concern. On multiple occasions, I loose my headlights and all dash lighting including the radio. This has happened when I have been on long trips and it happens at night. My lights don't dim they go completely black. This is an electrical problem that has been ongoing and Massey Cadillac has not been able to find the problem.

When you are traveling at 60 to 70 miles an hour down an interstate and you loose your headlights and dash even for a few seconds it is dangerous. I have had my car in the shop over six times for this issue. All they tell me is that they "cannot duplicate the problem". The lights do not stay off long enough for the computer to pick it up. I have enclosed some of the paperwork from Massey Cadillac. This issue has happened a couple of times doing city driving.

There is another concern, my "antilock brakes engaged" message is displayed on the console and this has happened in town and on the interstate. Massey Cadillac is unable to duplicate this problem either. I questioned them regarding why the computer did not pick up this message when it was clearly displayed on the console, all they can say is "they do not see the problem on their diagnostic check."

I am beginning to feel very uneasy in driving my car for long periods on the interstate. My job requires daily traveling in town and on the interstate. My car is paid for and I do not feel that I should have to buy another car because of this problem.

Thank you for your assistance.



37137

314896



Massey Cadillac South
A Caring, Servicing, Selling Dealer
8819 South Orange Blossom Trail
Orlando, Florida 32809
(407) 438-3838 · Fax (407) 240-3535

INVOICE

ORLANDO, FL
HOME: [REDACTED] BUS:
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 43714 BOJAN LUCIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
41U BLACK	06	CADILLAC CTS	1G6DP57716 [REDACTED] 0		13064/13064	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P	RATE	PAYMENT	INV. DATE
13APR06 DD			18:00 10MAY07		114.02	CASH	15MAY07
R.O. OPENED	READY	OPTIONS:					
14:32 10MAY07	13:37 15MAY07	STK:S6118 ENG:3.6 LITER_SFI					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHEN USING WINDSHIELD WASHER PUSH BUTTON ALL DASHLIGHT, HEADLIGHTS WILL SHUT OFF.
CAUSE: DIAG ELECTRICAL CONCERN, CHECKED FOR TROUBLE FAULT CODES IN ALL MODULES, NONE FOUND, ROAD TESTED VEH. AND CHECKED ALL RELATED GROUNDS
ELE ELECTRICAL CONCERN
1841 WC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13064 DIAG ELECTRICAL CONCERN, CHECKED FOR TROUBLE FAULT CODES IN ALL MODULES, NONE FOUND, ROAD TESTED VEH. AND CHECKED ALL RELATED GROUNDS
NO PROBLEM FOUND AT THIS TIME, CADILLAC CASE #9638804 N9995 .3 OLH TECH 1841

B CUSTOMER STATES UPPER CENTER RIGHT A/C VENT DISTORED
CAUSE: DIAG VENT DISTORTED
TRM TRIM CONCERN
1841 WC (N/C)

1 15140468 PLATE, I/P (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

13064 DIAG VENT DISTORTED INSTALLED NEW UPPER A/C VENT ASSEMBLY D1441 .2 TECH 1841

C Moved to: 314896C Line: A
SPO Moved to: 314896C Line: A
99 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D Moved to: 314896C Line: B
SPO Moved to: 314896C Line: B
99 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD	DESCRIPTION	TOTALS
CASH AMERICAN EXPRESS	LABOR AMOUNT	
CHECK VISA	PARTS AMOUNT	
DISCOVER MASTERCARD	GAS, OIL, LUBE	
INTERNAL OTHER	SUBLET AMOUNT	
STATE OF FLORIDA REGISTRATION NUMBER #MV - 48036	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

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(407) 438-3838 · Fax (407) 240-3535

INVOICE

ORLANDO, FL
HOME: [REDACTED]

BUS [REDACTED]

PAGE 2

SERVICE ADVISOR: 46752 KELLY R ROGERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
41U BLACK	06	CADILLAC CTS	1G6DP57716		10862/10862		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN06 IS			18:00 25JAN07		114.02	CASH	29JAN07
13APR06 DD							
R.O. OPENED	READY	OPTIONS: STK:S6118 ENG:3.6 LITER_SFI					
10:52 25JAN07	09:54 29JAN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E							
CUTOMER STATES DASH AND CONSOLE LIGHTS WILL GO OUT WHILE DRIVING.							
ELE ELECTRICAL CONCERN							
		1841	WC				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

10862 CHECKED FOR DASH + CONSOLE LIGHT GOING OUT. CHECKED FOR TROUBLE CODES. ROAD TESTED. COULD NOT DUPLICATE TECH#1841 N9995 .3

*** THE FOLLOWING WORK NOT DONE TRANSFERRED TO RO#311151C ***

B Moved to: 311151C Line: A

EST: 0.00 25JAN07 10:52 SA: 467

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 48036

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

37137

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Massey Cadillac South

A Caring, Servicing, Selling Dealer
8819 South Orange Blossom Trail
Orlando, Florida 32809
(407) 438-3838 · Fax (407) 240-3535

INVOICE

PAGE 1

SERVICE ADVISOR: 46752 KELLY R ROGERS

ORLANDO, FL

HOME: BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a 2006 Cadillac CTS with VIN 1G6DP57716 and 10324/10324 miles.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work description: A CUST STATES NOISE FROM REAR OF VEH WHEN TURNING AXD AXLE/DIFFERENTIAL CONCERN.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work description: B CUST STATES DASH AND CONSOLE LIGHTS GO OUT WHILE DRIVING AFTER APROX 1 MIN LIGHTS COME BACK ON ELE ELECTRICAL CONCERN.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work description: C CUST STATES WOOD TRIM RIGHT SIDE OF DASH NEAR RADIO HAS BLEMISH TRM TRIM CONCERN.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work description: D CUST STATES REARVIEW MIRROR WIRING NOT PROPERLY ATTACHED HANGING DOWN ELE ELECTRICAL CONCERN.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00.

Table with columns: PAYMENT METHOD, DESCRIPTION, TOTALS. Lists payment options: CASH, CHECK, DISCOVER, INTERNAL, AMERICAN EXPRESS, VISA, MASTERCARD, OTHER.

Table with columns: DESCRIPTION, TOTALS. Lists charges: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

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INVOICE

PAGE 1

ORLANDO, FL
HOME:
CELL:
BUS:

SERVICE ADVISOR: 43714 BOJAN LUCIC

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes vehicle details like 41U BLACK 06 CADILLAC CTS and 13APR06 DD.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains repair details for grinding noise and clutch material.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Contains summary for drain rear diff and electrical concerns.

14514 UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME
C COURTESY TRANSPORTATION WHILE YOUR VEHICLE IS BEING SERVICED/YOU ARE RESPONSIBLE FOR COLLISION DAMAGE WAIVER...

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.
SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00.
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

PAYMENT METHOD
CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA REGISTRATION NUMBER #MV - 48036

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

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Orlando, Florida 32809
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INVOICE

ORLANDO, FL
HOME :
CELL :

PAGE 2

SERVICE ADVISOR: 43714 BOJAN LUCIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	06	CADILLAC CTS	1G6DP57716		20145/20145	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG	RATE	PAYMENT
13APR06 DD			18:00 13FEB08		114.02	CASH
R.O. OPENED	READY	OPTIONS: STK:S6118 ENG:3.6 LITER SFI				

15:13 13FEB08	10:48 14FEB08					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TT/YOUR RESPONSIBLE FOR GAS YOU USE AS WELL AS ANY ADDITIONAL DAYS AFTER YOUR VEHICLE IS COMPLETED						

99	WC					(N/C)
SUBL ENTERPRISE RENTAL 1 DAY KNIGHT D045795 PO#66434						
WC						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

 E** CUSTOMER STATES WHEN DRIVING AT 60-70MPH ANTI LOCK BRAKES ENGAGE MSG COMES ON
 H9991 CUSTOMER CONCERN NOT DUPLICATED
 550 WC (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

20145 INSPECT ABS SYSTEM AND NO CODES FOUND - COULD NOT DUPLICATE CONCERN AT THIS TIME TECH#550 H9991 3HRS

 EST: 0.00 13FEB08 15:13 SA: 437

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 4.51

PAID FEB 14 2008
AX [Signature]

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.
 SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]
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 X

 CUSTOMER SIGNATURE

PAYMENT METHOD
 CASH AMERICAN EXPRESS
 CHECK VISA
 DISCOVER MASTERCARD
 INTERNAL OTHER
 STATE OF FLORIDA
 REGISTRATION NUMBER
 #MV - 48036

DESCRIPTION	TOTALS
LABOR AMOUNT	45.06
PARTS AMOUNT	49.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.51
TOTAL CHARGES	99.41
LESS INSURANCE	0.00
SALES TAX	6.46
PLEASE PAY THIS AMOUNT	105.87

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY