



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 <input type="checkbox"/>
18-MAR-2008 2 AM 7:55	Reference No. 10221535

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	
City	State	Zip Code	Evening Telephone Number	
SOUTH PLAINFIELD	NJ	[REDACTED]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 3/24/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6DM571260 [REDACTED]	Make CADILLAC	Model CTS	Model Year 2006
Date Purchased 10-MAY-06	Dealer's Name and Telephone Number CROWN CADILLAC 908 561-2900	Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City WATCHUNG	State N.J.	Zip Code 07069
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 106220 POWER TRAIN:AXLE ASSEMBLY:AXLE SHAFT:SEAL Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-NOV-2007	Failure Mileage 6855	Failure Speed 10MPH	DIFFERENTIAL BRAKE SEAL
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make P225/55R16 ALL SEASON TIRES	Tire Model (Name or Number) GOOD YEAR	Tire Size (Example P215/65R15) P225/55R16
DOT No. (Example: DOTM19AB036) MKT4LNJR	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: SIDE WALL
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 TRAVELING IN REVERSE AT AN UNKNOWN SPEED, THE GEARS JAMMED AND LOCKED THE DRIVE WHEEL. THE VEHICLE CRASHED INTO THE CURB AND PUNCTURED THE TIRE. THE DEALER STATED THAT THE DIFFERENTIAL SEAL WAS LEAKING FLUID. THE FAILURES WERE REPAIRED UNDER WARRANTY ON NOVEMBER 12, 2007. ONE WEEK LATER, THE CONTACT HAD TO HAVE THE SAME FAILURE REPAIRED AGAIN FOR FREE. SHE RECEIVED A RECALL NOTICE FOR FAILURES SHE EXPERIENCED AND TOOK THE VEHICLE BACK TO THE DEALER. SHE INQUIRED ABOUT BEING REIMBURSED FOR THE CHARGE OF \$329.46 FOR THE TIRE AND ALIGNMENT. THE DEALER REPAIRED THE FAILED SEALS OF THE DIFFERENTIAL. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 6,855 AND CURRENT MILEAGE WAS 7,900.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

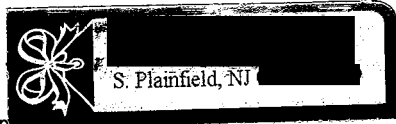
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

When seal was leaking there was three different times when incident occurred.

- ① when backing out of my garage in reverse the differential jammed, car would not move
- ② car caused drag that felt like brake was applied.
- ③ differential jammed and locked drive wheels while vehicle was moving, that is how I was thrown against the curb doing 10 miles an hour.

ATTACH ADDITIONAL SHEETS IF NECESSARY



U.S. Department of Transportation
National Highway Traffic Safety Administration
 1200 New Jersey Avenue SE.
 Washington, D.C. 20077-9382
 Official Business
 Penalty for Private Use \$300

DVD P&DC
 KEARNY NJ 07030
 24 MAR 2008 PM 5 1

LET US CARE TO READ
 JOHN ADAMS, 1795
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
 1200 New Jersey Ave SE
 Washington, DC 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

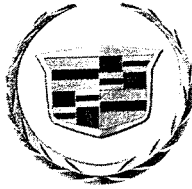
or call:

**Vehicle Safety Hotline
 888-327-4236**

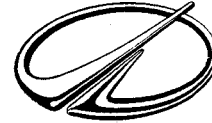
safercar.gov

NHTSA
 www.nhtsa.gov

Vehicle Owners' Questionnaire (VOQ)
 U.S. Department of Transportation
 National Highway Traffic Safety Administration



Crown
Cadillac OLDSMOBILE
 1584 U.S. HIGHWAY 22 EAST
 WATCHUNG, NEW JERSEY 07069
 908-561-2900
 Fax 908-561-3775
 info@crowncadillacolds.com
 www.crowncadillacolds.com



CUSTOMER NO.	ADVISOR CARL RUTIGLIANO	INVOICE DATE 11/05/07	INVOICE NO.
	LABOR RATE	MILEAGE 6,855	COLOR STEALTH GRY
	LICENSE NO.	DELIVERY DATE 05/31/06	STOCK NO. V6367
	YEAR / MAKE / MODEL 06/CADILLAC/CTS/4DR SDN 2.8L	DELIVERY MILES 48	PRODUCTION DATE
SOUTH PLAINFIELD, NJ	VEHICLE I.D. NO. 1 G 6 D M 5 7 T 2 6 0	SELLING DEALER NO.	
NO E MAIL ADDY	F.T.E. NO.	P.O. NO.	R.O. DATE 11/05/07
BUSINESS PHONE	COMMENTS	MO: 6856	

LABOR & PARTS
 # 1 40CDZ-2 ENGINE OIL LEAK TECH(S):17954 WARRANTY
 CUSTOMER REPORTS OIL LEAK FROM REAR OF CAR
 TECH FINDS LEAK FROM REAR DIFF SEAL
 TECH REPLACED REAR DIFF PINION SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89906592	SEAL 5.469		
JOB # 1	1	89021677	GEAR LUBR 8.800		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

2 20CDZ-1 INSTALL 1 TIRE TECH(S):11456 WARRANTY
 CUSTOMER REPORTS R/F TIRE WENT FLAT
 TECH FINDS IMPACT DAMAGE AT R/F TIRE
 TECH REPLACED R/F TIRE3
 ADVISED CUSTOMER TO CHECK ALIGNMENT-CUSTOMER-OK'D
 SEE ADDED LINE FOR ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	89002079	GY2255516 5.880	175.00	175.00
JOB # 2	1	TIREINSUR	ROAD HAZA	15.00	15.00
JOB # 2 TOTAL PARTS					190.00
JOB # 2 TOTAL LABOR & PARTS					205.50

3+44CDZZALIGN-KKE 4 WHEEL ALIGNMENT TECH(S):11456 WARRANTY
 CHECK ALIGNMENT ALL 4 WHEELS
 4 WHEEL ALIGNMENT
 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					89.00

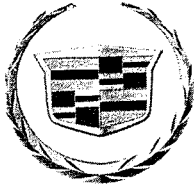
MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		10.00
JOB # 2	HW	HAZARDOUS WASTE REMOVAL		2.00
JOB # 2	TTAX	TIRE TAX		1.50
TOTAL - MISC				13.50

COMMENTS
 DELETED OPERATION(S)
 20CDZ WHEELS

The Reynolds and Reynolds Company ERANTS14E CC102726 C (04/04)

Sonsio 36 Months
 (866)282-3660
Tire Road Hazard Program

R3-1016-5045
 Tire Repair and Replacement Valid
 for Tires Priced up to \$399.99
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.



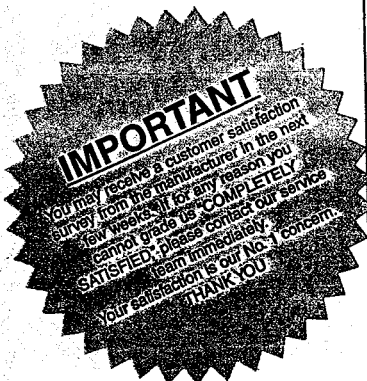
Crown
Cadillac OLDSMOBILE
 1584 U.S. HIGHWAY 22 EAST
 WATCHUNG, NEW JERSEY 07069
 908-561-2900
 Fax 908-561-3775
 info@crowncadillacolds.com
 www.crowncadillacolds.com



CUSTOMER NO.	ADVISOR CARL RUTIGLIANO	INVOICE DATE 11/05/07	INVOICE NO.
	LABOR RATE	MILEAGE 6,855	COLOR STEALTH GRY
	LICENSE NO.	DELIVERY DATE 05/31/06	STOCK NO. V6367
SOUTH PLAINFIELD, NJ	YEAR / MAKE / MODEL 06/CADILLAC/CTS/4DR SDN 2.8L	DELIVERY MILES 48	DELIVERY DATE
	VEHICLE I.D. NO. 1G6DM57T260	SELLING DEALER NO.	PRODUCTION DATE
NO E MAIL ADDY	F.T.E. NO.	P.O. NO.	R.O. DATE 11/05/07
BUSINESS PHONE	COMMENTS	MO: 6856	

TOTALS-----
 VISA MASTERCARD DISCOVER DEBIT CARD CASH
 AND AMEX
 ACCOUNT RECEIVABLE
 THANK YOU FOR YOUR BUSINESS
 YOU WILL SOON RECEIVE A SURVEY FROM THE VEHICLE MANUFACTURER
 THIS IS OUR REPORT CARD IF YOU CANNOT ANSWER "COMPLETELY
 SATISFIED" PLEASE CALL US IMMEDIATELY.....
 PARTS WITH * AFTER THE PART NUMBER MAY COME WITH A LIFETIME
 WARRANTY PARTS AND LABOR SEE ADVISOR FOR DETAILS.....
 CHECK OUT OUR NEW WEB SITE: www.crowncadillacolds.com
 e-mail: info@crowncadillacolds.com

TOTAL LABOR....	104.50
TOTAL PARTS....	190.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.46
TOTAL INVOICE \$	329.46



CUSTOMER SIGNATURE

CREDIT CARD RECEIPT

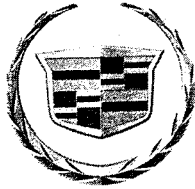
CROWN CADILLAC OLDS
 1584 ROUTE 22 EAST
 WATCHUNG, NJ 07068

TIME 6:08 PM DATE 11/05/07
 TERM# 00782968 MER# 000451593835996
 TRAN TYPE SALE
 #XXXXXXXXXXXX
 CARD TYPE MASTERCARD
 SEQ # 005
 TICKET # 0000027604
 AUTH CODE

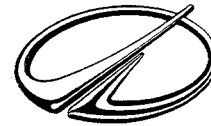
TOTAL \$329.46

CUSTOMER COPY

The Reynolds and Reynolds Company FRANTS114E CC102276 Q (04/04)



Crown
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 1584 U.S. HIGHWAY 22 EAST
 WATCHUNG, NEW JERSEY 07069
 908-561-2900
 Fax 908-561-3775
 info@crowncadillacolds.com
 www.crowncadillacolds.com



CUSTOMER NO.	ADVISOR CARL RUTIGLIANO	INVOICE DATE 11/12/07	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 6,905
	YEAR / MAKE / MODEL 06/CADILLAC/CTS/4DR SDN 2.8L	COLOR STEALTH GRAY	STOCK NO. V6367
SOUTH PLAINFIELD, NJ	VEHICLE I.D. NO. 1 G 6 D M 5 7 T 2 6 0	DELIVERY DATE 05/31/06	DELIVERY MILES 48
NO E MAIL ADDY	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	MO: 6908

LABOR & PARTS
 J# 1 40CDZ
 ENG MECHANICAL WORK
 CUSTOMER REPORTS OIL LEAK FROM REAR OF CAR
 TECH FINDS REAR DIFF PINION SEAL LEAKING
 TECH REPLACED REAR DIFF PINION SEAL
 RO #20742-SECOND REPLACE
 ROADTEST 3 MILES-NO FURTHER LEAKS AT THIS TIME
 TECH(S):17954
 WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88996592	SEAL 5.469		WARRANTY
JOB # 1	1	89021677	GEAR LUBR 8.800		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS

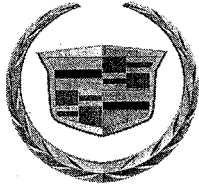
VISA []	MASTERCARD []	DISCOVER []	DEBIT CARD []	CASH []	TOTAL LABOR....	0.00
AND AMEX					TOTAL PARTS....	0.00
ACCOUNT RECEIVABLE []					TOTAL SUBLET...	0.00
THANK YOU FOR YOUR BUSINESS					TOTAL G.O.G....	0.00
YOU WILL SOON RECEIVE A SURVEY FROM THE VEHICLE MANUFACTURER					TOTAL MISC CHG.	0.00
THIS IS OUR REPORT CARD IF YOU CANNOT ANSWER "COMPLETELY					TOTAL MISC DISC	0.00
SATISFIED" PLEASE CALL US IMMEDIATELY.....					TOTAL TAX.....	0.00
PARTS WITH * AFTER THE PART NUMBER MAY COME WITH A LIFETIME					TOTAL INVOICE \$	0.00
WARRANTY PARTS AND LABOR SEE ADVISOR FOR DETAILS.....						

CHECK OUT OUR NEW WEB SITE:WWW.crowncadillacolds.com
 e-mail:info@crowncadillacolds.com

CUSTOMER SIGNATURE



The Reynolds and Reynolds Company ERAINTS14E CC192726 Q (04/04)



Crown Cadillac OLDSMOBILE

1584 U.S. HIGHWAY 22 EAST
WATCHUNG, NEW JERSEY 07069
908-561-2900
Fax 908-561-3775
info@crowncadillacolds.com
www.crowncadillacolds.com



CUSTOMER NO.	ADVISOR CARL RUTIGLIANO	INVOICE DATE 02/27/08
SOUTH PLAINFIELD, NJ	LABOR RATE	COLOR STEALTH GRAY
	LICENSE NO.	STOCK NO. V6367
NO E MAIL ADDY	MILEAGE 7,969	DELIVERY DATE 05/31/06
	YEAR / MAKE / MODEL 06/CADILLAC/CTS/4DR SDN 2.8L	DELIVERY MILES 48
	VEHICLE I.D. NO. 1 G 6 D M 5 7 T 2 6 0	SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.
		R.O. DATE 02/27/08
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 7975

LABOR & PARTS
J# 1 36CDZ CAMPAIGNS TECH(S):17954 WARRANTY
 OPEN RECALL-REAR DIFF SEAL;
 SEE HISTORY
 RECALL
 TECH PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19179933	SEAL KIT 5.545		WARRANTY
JOB # 1	1	89021677	GEAR LUBR 8.800		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 50CDZ ELECTRICAL BODY WORK TECH(S):17954 WARRANTY
 CUSTOMER REPORTS BURNING SMELL WHILE DRIVING
 SHIFTER LOCKS UP IN REVERSE-AS PER RECALL LETTER
 FEELS TRANS DRAGS AT LOW SPEEDS
 TECH ROADTEST AFTER RECALL PERFORMED-NO ABNORMAL SMELLS
 DRAGGING OR LOCKING UP FOUND OR FELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> DEBIT CARD <input type="checkbox"/> CASH <input type="checkbox"/>	TOTAL LABOR	0.00
AND AMEX	TOTAL PARTS	0.00
ACCOUNT RECEIVABLE []	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
THANK YOU FOR YOUR BUSINESS	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
YOU WILL SOON RECEIVE A SURVEY FROM THE VEHICLE MANUFACTURER	TOTAL TAX	0.00
THIS IS OUR REPORT CARD IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE CALL US IMMEDIATELY	TOTAL INVOICE \$	0.00

PARTS WITH * AFTER THE PART NUMBER MAY COME WITH A LIFETIME WARRANTY PARTS AND LABOR SEE ADVISOR FOR DETAILS

CHECK OUT OUR NEW WEB SITE: WWW.CROWNCADILLACOLDS.COM
 e-mail: info@crowncadillacolds.com

CUSTOMER SIGNATURE

Copyright © 1998 The Reynolds and Reynolds Company ERANTS14E CC192726 Q (04/04)



SAFETY RECALL NOTICE

February 2008

[REDACTED]
S Plainfield, NJ [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Cadillac CTS vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2006 model year Cadillac CTS, VIN 1G6DM57T260 [REDACTED] is involved in safety recall 07204.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The drive axle differential seal (two on all-wheel drive vehicles) may leak because it does not meet GM's specifications. If a seal is leaking, there will be fluid on the ground where the vehicle is parked. If enough fluid leaks, the differential will become noisier because of reduced lubrication. After about two-thirds of the differential fluid is lost, the bearings may no longer be lubricated and may start to overheat. Damage to the bearings and other differential components could then occur. Damaged bearings will create noise that may be heard by the vehicle occupants. If the vehicle is not repaired and damage progresses, three conditions can occur: (1) When the vehicle is stopped and shifted to reverse, the differential may jam and prevent vehicle movement; (2) the damage can cause drag that will feel like the brake is applied; or (3) the differential could jam and lock the drive wheels while the vehicle is in motion. If (3) occurs, the driver may not be able to control the vehicle and a crash could occur without warning.

What will we do?

Your Cadillac dealer will install a new drive axle differential seal (two on all-wheel drive vehicles). This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 20 minutes to 2 hours and 50 minutes.