



2008 AUG 14 PM 3:56  
 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 15-JUL-2008 Repository

Reference No. 10234431

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City HIGHLAND MILLS State NY 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?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 7/25/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6DP577X60 [REDACTED]  
 Make CADILLAC Model CTS Model Year 2006  
 Date Purchased 7-23-05 Dealer's Name and Telephone Number [REDACTED]  
 Original Owner [REDACTED] Dealer's City Grand Prize Auto State NY Zip Code 10930  
 Transmission Type [REDACTED] Antilock Brakes  Powertrain [REDACTED] Vehicle Component Code 110000 ELECTRICAL SYSTEM  
 Cruise Control  Multiple Failure: Electrical

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

Incident Date(s) 21-AUG-2007 Failure Mileage 42000 Failure Speed [REDACTED]  
 Attached paper work: dealership could not resolve issues from 8-21-07 to 7-2008

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
 DOT No. (Example: DOTM9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
 Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 WAS RENTING A 2006 CADILLAC CTS. ON AN INTERMITTENT BASIS, WHEN THE VEHICLE IS BEING DRIVEN OR IDLING, THE ELECTRICAL SYSTEM STOPS WORKING. THE FAILURE INCLUDES THE WINDOWS, DOORS, AND CONTROL PANEL. IN ADDITION, THE ABS LIGHT FLASHES ON AND OFF, THE TRACTION CONTROL ACTIVATES, THE RADIO DOES NOT WORK, AND THE DOORS DO NOT WORK WITH THE REMOTE OR KEY. AFTER SHUTTING OFF THE VEHICLE, THE KEY WOULD NOT REMOVE OUT OF THE IGNITION. WHILE THE KEY IS STILL IN THE IGNITION AND THE DOOR IS SHUT, THE VEHICLE LOCKS. THE ONLY COMPONENTS THAT STILL WORK ARE THE SPEEDOMETER AND RPM'S. THE CONTACT TOOK THE VEHICLE TO TWO DIFFERENT CADILLAC DEALERS ON TEN DIFFERENT OCCASIONS. THEY WERE UNABLE TO DUPLICATE THE FAILURE AND THEY WERE UNABLE TO REPAIR THE FAILURE. THE CURRENT MILEAGE WAS 46,200 AND FAILURE MILEAGE WAS 42,000.

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 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.

Highland Mills NY

U.S. Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NHTSA-210  
1200 New Jersey Ave SE  
Washington, DC 20027-9382

July 28, 2008

To Whom it may concern,

I am writing this letter because of General Motor Cadillac Div. failure to fix a Electrical problem on a Cadillac 2006 CTS since Aug 21, 07 to July 11, 2008, in which during that time had safety issues. I have enclosed service dates invoices, some of the invoices was never given to me because Grand Prize Cadillac, Service Manager Mike said I didn't need because my veh. was still under warranty. I have complain on many occasions about my electrical problems to General Motor Cadillac after the first few times I kept having the same problem over and over again. In which at different times talking with Cadillac customer service telling them about my problems with my car. On each time they are saying we are sorry for your inconvenience but can not help me with the safety issues. My 2006 lease Cadillac on every occasion my Power windows; Radio fuel gauge, ABS light flash, Traction Control, Temp gauge; Auto Theft comes on & Flashes, Power seats not working, Air Condition would come on but no Air condition. Ignition key would not come out; Door locks would not work with key <sup>and</sup> nor it would lock you inside car with I had experience temperatures that I found myself pulling over to side of road to manual lift lock up to get air because if I didn't do that I would pass out over

I got tired of Grand Prize Cadillac telling me it is fix and not to worry because car will not shut off while your driving. Each time the car was said to be fix. Each time they claim it was something else. So I had it towed to another Cadillac Dealership Bartov & Birk after I had to bring it back, it keep on having the same problems and again I was told it was fix I should have any more problems not with electrical. I ask the service manager of Bartov and Birks would he be comfortable riding that car with his family. He told me that with a car with that kind of problem he would brought to the attention of his Boss. To get <sup>me</sup> out of that car and replace it with another veh. of make & model + year. but since I didn't buy it their his hands was tied. He also recommended to the Regional Cadillac to see if they can help me. He got no where. The last time I had brought it to him he said the <sup>best</sup> way is to change the harness from front to <sup>the</sup> back, Cadillac refuse to give him proper way to make sure nothing serious wouldnt happen. or to give him the part needed. He said again he could only do what Cadillac tells him to do. Bob Ewright "Service Manager" said can I mail you the invoice because he did have it all out and he thought not to close it out because he wasn't sure if it was fix and wanted me to drive it more to see if it would happen again. I told him that what if car shuts down while I was on a highway what would think would happen. His answer was I don't think it would happen. I told I am taking a chance with anybody in that veh because its electrical and it has something to do with the harness, Cadillac Tech couldnt find the problem, what's to say it can't happen

My car was still under warranty; Cadillac Division refusal to fix or to find out what the problems were and they figured that I only have two months left why spend any more money; rather than look to about safety issues I feel that something is wrong because when ask to pull a veh summary. It was misleading the public <sup>on that veh 2006 cts</sup> into thinking that items that was replace, was not <sup>really</sup> fixing the electrical problem that I was having I told Cad. Pac, GMAC, of the safety issues I had with my car and if something should happen with this veh. That they knew of the safety concerns I had. I hope maybe you can help me and other people the safety issues of this veh. Thank you for your help in this matter

Respectfully yours

