



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2008 OCT 10 PM 3:58 -888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

22-SEP-2008

Repository

Reference No. 10243067

OWNER INFORMATION (Type or Print)

Name

Address

City NORRIDGE

State IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 _____ Date ____/____/____

VEHICLE INFORMATION

17-digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6KD54Y94

Make CADILLAC

Model DEVILLE

Model Year 2004

Date Purchased 3-2004

Dealer's Name and Telephone Number NAPLETON - OUT BUSINESS

Engine: No. Cylinders 4.6 LITER

Fuel Type: GAS

Original Owner

Dealer's City PARK RIDGE

State ILL

Zip Code

Transmission Type AUTOMATIC

Antilock Brakes Cruise Control

Powertrain

Vehicle Component Code 140000 AIR BAGS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-AUG-2008

Failure Mileage 21743

Failure Speed 0

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: DOTMAL9ABC036)

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 No

Fire Yes No

Number of Persons Injured 1

Number of Deaths 0

Reported to Police Y

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 2004 CADILLAC DEVILLE. ON AUGUST 22, 2008, THE CONTACT INSERTED THE KEY INTO THE CAR AND THE AIR BAGS SUDDENLY DEPLOYED. THE DEPLOYMENT MADE A LOUD BANG THAT STARTLED HIM AND HIS WIFE. THE POLICE AND FIRE DEPARTMENTS ARRIVED AND FILED A REPORT. THE CONTACT'S WIFE SUSTAINED BRUISES ALL OVER HER BODY AND FACE. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR REPAIR. SINCE THE REPAIR, ALL OF THE OTHER WARNING LIGHTS ARE ILLUMINATED ON THE INSTRUMENT PANEL. HIS WIFE IS SCARED TO DRIVE THE VEHICLE. THEY SPOKE WITH THE CADILLAC MANUFACTURER, BUT THEY DID NOT SEEM TO CARE AND OFFERED NO ASSISTANCE. THE VEHICLE WAS PARKED OVERNIGHT IN THE CONTACT'S GARAGE. THE FAILURE MILEAGE WAS 21,743.

G.M SAID WOULD FIX THE CAR AND GIVE BACK THE WAY BEFORE THE INCIDENT WHEN PICKED THE CAR AFTER 27 DAYS AT PATRIC CADILLAC 546 MALL DRIVE SCHAMBERG, ILL. 60173 THEY ONLY FIXED AIR BAG. SERVICE TIRE MONITOR LIGHT ON, CLOCK 4 HRS BEHIND MIDDLE SEATBELT ON FLOOR, REAR DRIVER WINDOW NOT

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.

WORKING, LICENSE PLATE BALLS OUT. GM WOULDNT FIXED FREE POLICE REPORT # 08-11778 STAR # 23 NORRIDGE POLICE 4020 N. OLCOTT AVE NORRIDGE, ILL. 60706