



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 MAR 11 11:48 AM
PHS-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

27-JAN-2009

Reference No.
10256451

OWNER INFORMATION (Type or Print)

Name

Address

City

BIRMINGHAM

State MI

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
to the vehicle manufacturer.

Date 2/29/09

Signature of Owner

VEHICLE INFORMATION

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

3GYFK66N75G

Make

CADILLAC

Model

ESCALADE ESV

Model Year

2005

Date Purchased

April 2005

Dealer's Name and Telephone Number

MASSELY

Engine:

No: Cylinders

Fuel Type:

Fuel Injection

Original Owner

☒

Dealer's City

Detroit

State

Zip Code

8 Cylinder

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Brakes & Transmission

Incident Date(s)

05-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Transmission, Tires, Interior, SKID control

Failure Mileage
83000

Failure Speed
50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Goodyear

Tire Model (Name or Number)

WRANGLER

Tire Size (Example P215/65R15)

P245/40R17

DOT No. (Example: DOTM19ABC036)

DOT 48TG FORK

☒ Original Equipment

☐ Prior Repair

Failure Location:

Front Driver & Rear Driver
Rear Passenger

Tire Component Code

2008

? NOT SURE

Tire Failure Type:

Blow out

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

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 2005 CADILLAC ESCALADE ESV. WHILE DRIVING 50 MPH, THE VEHICLE DECELERATED AND BEGAN TO COAST. THE CONTACT LOST STEERING ABILITY, BUT WAS ABLE TO SAFELY MANEUVER THE VEHICLE TO THE SHOULDER OF THE ROAD. SHE WAS ABLE TO RESTART THE VEHICLE AND DRIVE TO THE LOCAL DEALER FOR INSPECTION. THE FAILURE OCCURRED WITHOUT WARNING. THE DEALER STATED THAT THE GEARS IN THE TRANSMISSION FAILED. THE VEHICLE WAS REPAIRED AT THE COST OF \$3,200. THE MANUFACTURER STATED THAT BECAUSE THE VEHICLE DID NOT RECEIVE A TRANSMISSION FLUSH AND FAILED DUE TO LACK OF MAINTENANCE, NO COMPENSATION WOULD BE PROVIDED. THE FAILURE MILEAGE WAS 83,000 AND CURRENT MILEAGE WAS 83,050.

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)

Gear's in Transmission Failed while driving, Brake Failure, Brakes locked. New problem Feb 20, 2009. Service Ride control light came on. Service light coming on Dealer does not know what the light means. Three tires have Blown from Goodyear. This is a lease vehicle and lease is up in Sept 2009. Although GM knows this is a lemon vehicle they are refusing to take it back early. There is also defects in the Interior.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

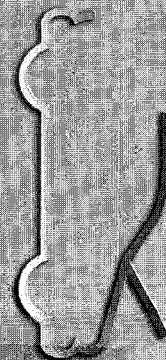
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



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

safercar.gov

SALES TAX CERTIFICATE						TOTAL LABOR	
GALS GAS @						TOTAL PARTS	
QTS OIL @						TOTAL GAS, OIL AND GREASE	
TRANS/DIFF						OUTSIDE REPAIRS	
ATF @						OTHER	
TOTAL						SUB-TOTAL	
CERTIFICATION -						SALES TAX	
						TOTAL	

8 Jan

1875