



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2:52:521-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 130148

Date Received 09-FEB-2009
Repository
Reference No. 10258020

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DETROIT State MI 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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1G6KF5799 [REDACTED]
Make CADILLAC Model DEVILLE Model Year 2001
Date Purchased 01 Jan 01 Dealer's Name and Telephone Number MASSEY 313 531-2600 Engine: No: Cylinders 4-6LV8
Original Owner Dealer's City Detroit Mich. State MI Zip Code 48219
Transmission Type [REDACTED] Antilock Brakes Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 08-JAN-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
INSTALL MISSING RETAINER ON BRAKE PEDAL PUSH ROD.
Failure Mileage 87000 Failure Speed 15

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) 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 OWNS A 2001 CADILLAC DEVILLE. WHILE DRIVING 15 MPH, THE CONTACT HEARD A CLICKING SOUND AND THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN IT WAS DEPRESSED. THE ROD THAT INSERTS INTO THE BRAKE ARM BECAME COMPLETELY DETACHED. HE MANAGED TO STOP THE VEHICLE BY APPLYING THE EMERGENCY BRAKES AND PLACING THE VEHICLE INTO A LOWER GEAR. HE DROVE TO HIS RESIDENCE AND REPAIRED THE VEHICLE HIMSELF. THE CONTACT PLACED THE ROD BACK IN PLACE. HE HAS SCHEDULED AN APPOINTMENT WITH THE DEALER TO COMPLETE THE REPAIR WORK. HE BELIEVES A RECALL SHOULD BE ISSUED BECAUSE THE BRAKING RODS SHOULD NOT DETACH SO EASILY FROM THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 87,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Brake PAVEL ROD came out of The Foot Brakes
There was NO Brake The CAR Driver used
The Emergency Brake to Bring the car under control
Placing the Vehicle into A Lower Gear
WHY Did the Brake PAVEL ROD Has A MISSING
RETAINERY?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

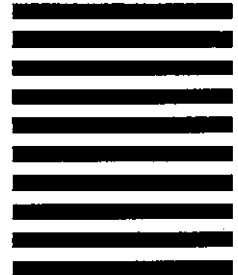
National Highway
Traffic Safety
Administration

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:

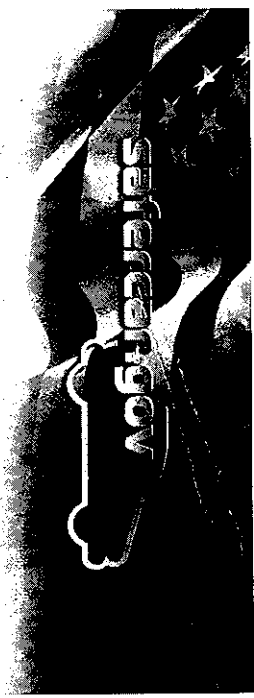
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



CUSTOMER #:

32849

MASSEY-CADILLAC



INVOICE

24600 Grand River Avenue & 7 Mile Road
Detroit, Michigan 48219
(313) 531-2600

PAGE 1

DETROIT, MI

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 6079 DARYL L BLANNON JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	01	CADILLAC DEVILLE	1G6KF57991		87467/87467		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN01 DD			18:00 11FEB09		0.00	CASH	11FEB09
R.O. OPENED	READY	OPTIONS: ENG:4.6_LITER_V8_MFI					
08:46 11FEB09	12:21 11FEB09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES BRAKE PADEL ROD CAME A LOOSE AND WHEN HE HIT BRAKES HE CAN HEAR A CLICKING NOISE, CUST STATES WE DID BRAKES ON RO 31344 DATE 12/22/08 MILEAGES 87046.							
BRK BRAKE CONCERN - INSPECT AND ADVISE							
6148 VARGO, NICHOLAS A LIC#: M220133							
				CC 0.50		47.00	47.00
1	3817880	RETAINERV			2.20	2.20	2.20
PARTS:	2.20	LABOR:	47.00	OTHER:	0.00	TOTAL LINE A:	49.20

87467 .5 LABOR INSTALL MISSING RETAINER ON BRAKE PEDAL PUSH ROD.

EST: 0.00 11FEB09 08:46 SA: 6079

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 4.70

FEB 11 2009
debit

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X	* SHOP SUPPLIES: A TOKEN CHARGE, 10% OF LABOR, NOT TO EXCEED \$30, IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC.	DESCRIPTION	TOTALS
		LABOR AMOUNT	47.00
AUTHORIZED REPRESENTATIVE		PARTS AMOUNT	2.20
ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.		GAS, OIL, LUBE	0.00
DISCLAIMER OF WARRANTIES		SUBLET AMOUNT	0.00
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.	We guarantee our service work for 12 months or 12,000 miles whichever comes first. If our repair or replacement fails in normal service within that time, we will fix it free of charge. All parts warranty is established by General Motors.	MISC. CHARGES	4.70
		TOTAL CHARGES	53.90
		LESS INSURANCE	0.00
		SALES TAX	0.41
		PLEASE PAY THIS AMOUNT	54.31

REG NO F-146447

CUSTOMER COPY