



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

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OWNER INFORMATION (Type or Print)

Name, Address, City (HEPZIBAH), State (GA), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1GYFK63827R), Make (CADILLAC), Model (ESCALADE), Model Year (2007), Date Purchased (23 Aug 2007), Dealer's Name (Johnson Motor Company of Augusta), Engine, Fuel Type, Transmission Type, Antilock Brakes, Cruise Control, Multiple Failure (4), Incident Date (09-FEB-2009)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING, Failure Mileage 26000, Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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, Fire, Number of Persons Injured, Number of Deaths, Reported to Police

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;

TL\*THE CONTACT OWNS A 2007 CADILLAC ESCALADE. WHILE DRIVING AT ANY SPEED AND TURNING THE STEERING WHEEL, THE CONTACT HEARD A LOUD GRINDING NOISE...THE DEALER COULD NOT DETERMINE THE CAUSE OF THE FAILURE AND PROVIDE A REMEDY, BUT STATED THAT THE VEHICLE WAS SAFE TO DRIVE. THE CONTACT DOES NOT WANT TO DRIVE THE VEHICLE IN THIS CONDITION. THE MANUFACTURER STATED THAT THEY WERE WORKING ON DIAGNOSING THE ISSUE. THE FAILURE MILEAGE WAS 26,000.

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 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.