

Owner: [REDACTED]
Vehicle is a 98 Cadillac Catera
Purchased: New on 11/17/98

Vehicle Vin # : W06VR52R5WR [REDACTED]
Failed Mileage: 20,654 miles

The vehicle is inoperable, I've had to have it towed back to my property 6/30/09 from the dealer as I have not been able to resolve the repair issues with GM or the dealer.

Dealer: Ocean Cadillac
1000 Kane Concourse
Miami Beach, Fl. 33154
Tel: 305-864-2271

Work order: 141631
invoice # : CDCS141631

All contacts after 1st repair quote was with Service Supervisor Doug Brown

Since 6/23/09 I have been going from bad to worse. Since purchasing this piece of junk made and priced under the Cadillac label New in the end of the year cycle of the 98's On 11/17/98 it has been nothing but a headache. OK so I won't go into all the lesser un-important problems. In 2001 Just past the lemon law deadline I found the car was rusting from the inside out, OK so 9 months later and in arbitration GM finally decided to repaint the entire car. Ok that's not the worse: I had an extended GM warrantee for another 5 or so I thought purchased on 11/15/02 at the end of manufacturers warranty, paid a higher premium because it was not purchased earlier and now they tell me it was retro from the time I took possession of the vehicle? OK so when the warranty ended is not the issue, Every time I brought the car in for maintenance or problems they never found anything wrong. 5 defective battery replacements in 4 years until I got smart and purchased a Sears Battery, console lights sporadically lit or don't. Had to replaced Oxygen sensors at a non-dealer because dealer while under warranty claimed there was nothing wrong if the check engine light periodically goes on so I would not be covered under the warranty and I would have to pay for their time if they couldn't find a problem. Car never ran properly and was always sluggish, they stated that's how a 6 cylinder runs that there was no problem. Now my warrantee's are over,

Tues Evening 6/23 the check engine light goes on, in 30-45 seconds the car stopped running. I drove a total of 7 miles that day when the engine failed, however at less than a mile of driving I heard a knock and thought I ran over something as all gauges indicated everything was running normal and continued to my destination. On my return in a server rainstorm with poor visibility on a decline doing 35 mph in a heavily trafficked roadway while attempting to change lanes onto the turning lane a few blocks from my home I lost all power and complete control of the vehicle, just barely avoiding an accident and putting my safety at risk at the spot the vehicle finally rolled to a stop. Fortunately some time later a police car happened by and diverted traffic around me until he was able to push me off the side of the road out of harms way until AAA was able to arrive and tow me home. Next day (Wed.) I contact Ocean Cadillac and had AAA tow it to them. They charged me \$109 to assess the problem, and then informed me the Timing Belt broke! it will cost another \$600 in labor hours just to get to the belt, check the problem and depending what they find additional for any parts needing replacement, Daaaaa! I called a repair shop who services my other vehicle and he checked the rate book and tells me "If they were going to change the Timing Belt and Pully its only 2.7 hours of labor , so what are they talking about" so I call the service manager he tells me he'll check and call me back. Ok so now he calls me and tells me the Rep miss-quoted what they were going to do. Now it's the Tensioner Pully that failed causing the Timing Belt to snap, to replace the whole set is \$699 + labor and suggested I invest another \$150. to change the Coolant Pump as it's showing signs of leakage, at the same time because it's in the same part of the engine as the Pully and Belts thus saving me additional labor costs later on. Grand total of \$1207 + tax. "BUT" depending on what happens after they replace the Tensioner Pully & Timing Belt their might be additional cost if the car still will not start, but he doesn't think so. OK so I tell him to go ahead. After

speaking with Doug Brown the next morning I then decide to return to Ocean to get a copy of the work order containing the costs as they didn't even gave me a copy of the initial work order they had me sign, They reluctantly gave it to me stating that the original work order is never given to the customer, only a completed bill after the work is performed, I insisted I wanted a copy of what I signed and the work that was going to be performed, * **Exhibit 2-3**. Which in fact notes the recall **campaign # 02041** on it that the completed bill does not show * **Exhibit 4-5, Deliberately hidden** from the customers view or knowledge.

That evening I decided to Goggle the problem to see what it is I am paying for, HELLLLLLLO! What do I find but a **Major RECALL (* Exhibit 6) back in 9/2002 on the Tensioner Pully failer causing the Timing Belt to snap!!!!!!!!!! & the replacement of the Coolant Pump, Campaign # 02041**. I was never notified or advised of this recall. They never told me anything every time I brought the car in for service. I only have only **20,654 miles** on the car, as it's my 2nd vehicle and I use it locally for shopping. Normal replacement for a Timing Belt is 70,000 - 100,000 miles. I called GM on Friday 6/25 they confirm there is an **Open Recall** on my car for those parts, and asks me to hold while she contact's the dealer, when she returned stated the dealer was unaware there was a Recall for my vehicle. This was false (* please see **Exhibit 1**) the initial work order for \$109,

After Customer Care contacts Doug he called me back and tells me I'm not covered under the recall and do I want the good news or the bad first!!! they replaced the Tensioner Pully & Timing Belt and the car still will not start, some of the valves appear to be damaged from when the belt snapped (**again a know condition when the tensioner fails when the belt brakes, multi bulletins released stating the tensioner pully and timing belt may have to be replaced several times to avoid destruction of the engine reference TBS # 10112002**), and that it will cost me another \$200 to lube the engine referred to as a wet & dry test and try to unstick the valves (stage 2 of the evaluation of damage) BUT the good news is that the Coolant Pump is covered under the recall! So that will save me about \$100 from \$1207+tax. So I'm getting the Stage 2 evaluation charge for free! I have spent the entire morning Friday on the phone with the dealer & GM regarding the failure of the recalled parts & the damage caused to the engine (**Exhibit # 7 Special Policy Bulletin # 02018**) that now GM will not take responsibility on, even though it is a know defect and those parts were recalled 7 years ago while I was still covered under the warrantee's and or it failed within the 7 years from the time of the issuance of the of that **Special Policy Bulletin**.

So NOW for the Worse of the Worse, The dealer called me back later Friday afternoon lube did not resolve the issue and car will not start, no pressure going to 1/2 the valves, the engine is severely damaged and will cost me \$6300 to repair (stage 3). What do I want to do????? Pay for the service labor & parts already performed and take the car back as is, or spend the \$6300 to get it running. Hellllo the car is only worth \$4000-5000 running. He knew before hand replacing those parts was never going to repair the vehicle but proceeded to let me believe they would at a cost of \$1146.71 for parts & labor that I should not have had to pay for in the first place. This is the last straw!! GM has never taken responsibility for any of the problems I've incurred since owning this Vehicle even when it was under warranty. This is a known Defect of this vehicle and they said nothing, hoping and waiting for the part to fail after my warranties were over. The only reason it took so long to fail was my low mileage use. Their now claiming the parts in my car were not part of the recall as they came from a different manufacture and were of a newer issue. This is simply not true as there are multi bulletins after the older one's were replaced. The failure is in the Pully System and or leading to the belt's destruction which GM knows is a mechanical failure and those parts are defective and would continue to fail on the Catera's if not corrected **reference * Exhibit 8**, I don't care how old my vehicle is the Tensioner Pully & Timming Belt would never have failed at 20,654 miles unless it was defective. This is an outrage for GM to charge me for recalled parts knowing full well that would never repair the vehicle. GM should be liable for those replacement parts as well as the damage caused by those defective parts and all costs associated to repair my vehicle!!!

One last note* Dealer initially had me sign the initial evaluation order when the car was towed in but did not give me a copy, After my discussions with Doug I said I wanted copies of what they are going to do, reluctantly they gave me copies that were filled in by hand after and asked me to sign again for the replacements parts work Please note * under Operation Description it is clearly marked Campaign #02041* That is the recall # I got when I called GM that Doug claimed to know nothing about? Until I contacted GM and they contacted him after they confirmed there was an open recall on those parts.

Lastly, it is no wonder why GM has had to file Bankruptcy. How many GM owners do you think are coming back after spending \$36,000+ for vehicles with a life expectancy of only a few years, then having to spend thousands more for defect's they claim are not covered. And now were paying a 3 X with our tax dollars in bailouts for salaries & bonuses for selling defective products and sticking it to the consumer.



Ocean Cadillac


141631

1000 Kane Concourse
Miami Beach, FL 33154
Dade 305-864-2271
Outside Dade 800-456-4978
Fax 305-861-4846

FL MV # VF883
MIAMI-DADE MVR # 9410022
FL SERVICE MVR # 17252
FL BODY SHOP MVR # 07916

141631

COMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
19CDZ02041	CAMPAING 02041	CA		29CDZ02041	CAMPAING 02041	CA	

REPAIR HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/03	96489	8600	907	460	C	11CDZLOF	OIL, FILTER AND LUBE
04/26/02	90229	7703	907	147	C	30CDZ	WASH RACK MISC
04/11/02	89828	7606	907	460	W	17CDZ	TRIM MISCELLANEOUS
				460	W	17CDZ	TRIM MISCELLANEOUS
04/08/02	89699	7574	907	851	C	30CDZ	WASH RACK MISC
				460	W	01CDZ	AIR CONDITIONER MISC

ESPERSON NO.

S E R V I C E

STATE REG#

VEHICLE ID NO. W06VR52R5WR		YEAR/MAKE/MODEL 98/CADILLAC/CATERA/4DR		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 141631
CUSTOMER NO. 10856		SERVICE CONTRACT		DELIVERY DATE 11/17/98	DELIVERY MILES 0	SELLING DEALER NO. BRAMAN	R. O. DATE 06/24/09
COLOR		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2055	
TURBO ☐ P/M/C ☐ AIR COND. ☐ P. S. ☐ TRANS ☐ MILEAGE 20658		ADVISOR NO. 907		ADVISOR HENRY LOZOYA			
RESIDENCE PHONE		BUSINESS PHONE		DATE		TIME	
TIME RECEIVED 12:28pm		DATE/TIME PROMISED 06/24/09 05:00pm		PRIORITY 15			
LABOR RATE 109.00		ADD. REPAIR AUTH. BY		AUTH. REC. BY		NAME AND NO. OTHER PERSON TO AUTH.	
CELL: [REDACTED]		ADD. REPAIR AUTH. BY		AUTH. REC. BY		NAME AND NO. OTHER PERSON TO AUTH.	

C* 30CDZ
COURTESY WASH

WASH RACK MISC

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT.

APPROVAL
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED [Signature]

SHOP SUPPLIES
This charge is for miscellaneous shop supplies or waste disposal (s.403.718).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

I hereby authorize the repair work hereinafter set forth to be done on the vehicle herein and/or inspection, to secure the amount of [REDACTED] necessary material or articles left in vehicle for any delays caused by the supplier or transporter of the vehicle herein and/or inspection.

SIGNED [Signature]

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY, APPLYING TO THESE PARTS AND FOR SERVICES ARE THOSE EXPRESSED BY THE MANUFACTURER OF THE PARTS OR SERVICES.

X HAVE A PREVIOUS SERVICE VISIT?

REPORTED ON A PREVIOUS SERVICE VISIT?

NO YES

*Rubber Insert Ignition Switch
& Blue "C"*

1000 KANE CONCOURSE MIAMI BEACH, FL 33154

0101J141631



Ocean Cadillac



141631

1000 Kane Concourse
Miami Beach, FL 33154
Dade 305-864-2271
Outside Dade 800-456-4978
Fax 305-861-4846

FL MV # VF883
MIAMI-DADE MVR # 9410022
FL SERVICE MVR # 17252
FL BODY SHOP MVR # 07615

141631

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
09CDZ02041	CAMPAING 02041	CA		29CDZ02041	CAMPAING 02041	CA	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/03	96489	8600	907	460	C	11CDZLOF	OIL, FILTER AND LUBE
04/26/02	90229	7703	907	147	C	30CDZ	WASH RACK MISC
04/11/02	89828	7606	907	460	W	17CDZ	TRIM MISCELLANEOUS
				460	W	17CDZ	TRIM MISCELLANEOUS
04/08/02	89699	7574	907	851	C	30CDZ	WASH RACK MISC
				460	W	01CDZ	AIR CONDITIONER MISC

SALESPERSON NO.

S E R V I C E

STATE REG#

TERMS ASH REDIT CARD -HECK ROR APPROVAL THER CALL WHEN READY YES ☐ NO ☐	VEHICLE ID NO. W06VR52R5WR	YEAR/MAKE/MODEL 98/CADILLAC/CATERA/4DR	PRODUCTION DATE 11/17/98	STOCK NO.	LICENSE NO.	R.O. NO. 141631
SAVE PARTS YES ☐ NO ☐	CUSTOMER NO. 10856	SERVICE CONTRACT	DELIVERY DATE 11/17/98	DELIVERY MILES 0	SELLING DEALER NO. BRAMAN	R.O. DATE 06/24/09
LABOR RATES HOURLY ☐ FLAT ☐	COLOR SUNNY ISL BCH, FL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2055	
POINTMENT Yes ☐ No ☒	TURBO CDZA	M/MC Y	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 20656
	ADVISOR NO. 907	ADVISOR HENRY LOZOYA	DATE 6/24/09	TIME 4:05		
	TIME RECEIVED 12:28pm	DATE/TIME PROMISED 06/24/09 05:00pm	PRIORITY 15	LABOR RATE 109.00		
	CELL: [REDACTED]					

COMMENTS:

TOWED

1 **C * 04CDZ DRIVEABILITY MISC**
WHILE DRIVING CHK ENG LT CAME ON, ENG DIED, ENG TURNS OVER
WITH LOUD NOISE NOT STARTING / REPORT
CUST HEARD METAL TYPE SOUND DAY BEFORE TOP CONDITION
REPORT

12346280
55352002

MISS QUOTE
SAME DAY!

2 **C * 06CDZ ELECTRICAL MISC**
FRT & REAR CIGAR LIGHTERS INOP / REPORT

3 **C * 06CDZWIPER WINDSHIELD WIPER SYS**
RT SIDE WIPER NOT CLEANING / REPORT

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN: I UNDERSTAND
THAT UNDER STATE LAW, I AM ENTITLED TO A
WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED
\$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS
LONG AS THE REPAIR COSTS DO NOT EXCEED
\$. THE SHOP MAY NOT EXCEED THIS
AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

SHOP SUPPLIES
This charge represents costs and profits to the motor repair facility for miscellaneous
shop supplies or waste disposal. (s.559.904(4)).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the
state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery
sold in the state (s.403.7185).

I hereby authorize the repair work hereinafter set forth to be done along with the
necessary material and agree that you are not responsible for loss or damage to vehicle
or articles left in vehicle in case of fire, theft, or any other cause beyond your control or
for any delays caused by unavailability of parts or delays in parts shipments by the
supplier or transporter. I hereby grant you and/or your employees permission to operate
the vehicle herein described on streets, highways or elsewhere for the purpose of testing
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle
to secure the amount of repairs thereto, and any reasonable attorney's fees.

SIGNED: _____ DATE: _____

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED
BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES
TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY
OTHER INCIDENTAL DAMAGES.

X _____

HAVE ANY OF THESE ITEMS BEEN REPAIRED OR
REPORTED ON A PREVIOUS SERVICE VISIT?

CONTINUE NO. YES. 141631

(3)

9120501

Timing BELT
BELT TENSIONER
AND ~~TIME~~ TIME.
THAN OK.

~~880~~ 699.00
3-3 123. pur
360. 25. Coola

847.

360

12.07. + Ti

This is not final
Repair on when the
work completed to
see if car starts,
no start ~ start with
noise to follow
same repair.

Play hour 2 + 3 to report

1/25/05 at 1:20

FLAG 1

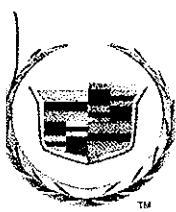
FLAG 2

FLAG 3

FLAG 4

FLAG 5

FLAG 6



Ocean Cadillac

1000 Kane Concourse
Miami Beach, FL 33154
Dade (305) 864-2271
Outside Dade (800) 456-4978
Fax (305) 861-4846

SERVICE & SHOWROOM

1000 Kane Concourse
Miami Beach, FL 33154
FL MV # VF983
MIAMI-DADE MVR # 94100227
FL Service MVR #: 17252

BODY SHOP

12000 NE 14th Avenue
North Miami, FL 33161

CELL: [REDACTED]
FL Body Shop MVR #: 07916

CUSTOMER NO. 10856	NAME HENRY LOZOYA		907 TAG NO. 2055	INVOICE NO. 06/29/09	INVOICE NO. CDCS141631
[REDACTED]	DATE OF SALE 10/9/00	LICENSE NO.	MILEAGE 20,654	COLOR 7	STOCK NO.
SUNNY ISL BCH, FL	YEAR / MAKE / MODEL 98 / CADILLAC / CATERA / 4DR			DELIVERY DATE 11/17/98	DELIVERY MILES 0
	VEHICLE ID NO. W06VR52R5WR			SELLING DEALER NO. BRAMAN	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	REG DATE 06/24/09	REPRINT# 1
	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR-----
J# 1 04CDZ DRIVEABILITY MISC UNITS: 3.60 TECH(S):213 392.40
WHILE DRIVING CHK ENG LT CAME ON , ENG DIED , ENG TURNS OVER
WITH LOUD NOISE NOT STARTING / REPORT
CUST HEARD METAL TYPE SOUND DAY BEFORE TOP CONDITION
REPORT
CAME APART
REPLACE TIMING BELT TENSIONER
TENSIONER REPLACE IN ORDER TO BE ABLE TO CRANK ENGINE AND
ATTEMPT TO START. CUST AWARE THERE MAY BE FURTHER ENGINE
DAMAGE. AFTER REPLACEMENT AND COMPRESSION TEST FURTHER
DAMAGE DISCOVERED AND OWNER ELECTED NOT TO REPAIR AT THIS
TIME. CAR NOT DRIVEABLE. BEING TOWED TO OWNERS HOME

ERROR! SAME DAY A Few Hours Before Failure

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	9120501	TENSIONER 0.724	662.28
TOTAL - PARTS				662.28

JOB# 1 TOTALS

LABOR 392.40
PARTS 662.28

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 1054.68

JOB# 2 CHARGES

LABOR-----
J# 2 06CDZ ELECTRICAL MISC UNITS: TECH(S):213 0.00
FRT & REAR CIGAR LIGHTERS INOP / REPORT
NO REPAIRS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 06CDZWIPER WINDSHIELD WIPER SYS UNITS: TECH(S):213 0.00
RT SIDE WIPER NOT CLEANING / REPORT
NO REPAIRS

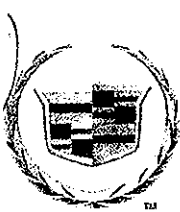
JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----
J# 4+09CDZ HEAVY LINE MISC UNITS: 1.70 TECH(S):213 WARRANTY
RECALL # 02041 / VISS - YES
CAMPAIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	12346290	COOLANT 8.800	WARRANTY
	1	55352002	*PUMP,WAT 1.069	WARRANTY



Ocean Cadillac

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SERVICE & SHOWROOM

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Miami Beach, FL 33154
FL MV # VF983
MIAMI-DADE MVR # 94100227
FL Service MVR #: 17252

BODY SHOP

12000 NE 14th Avenue
North Miami, FL 33161
Dade (305) 891-7440

CELL
FL

CUSTOMER NO. 10856	ADVISOR HENRY LOZOYA	907	TAG NO. 2055	INVOICE DATE 06/29/09	INVOICE NO. CDCS141631
	DATE OF SALE 109:00	LICENSE NO.	MILEAGE 20,654	COLOR 7	STOCK NO.
SUNNY ISL BCH, FL	YEAR / MAKE / MODEL 98/CADILLAC/CATERA/4DR	DELIVERY DATE 11/17/98		DELIVERY MILES 0	
	VEHICLE ID NO. W06VR52R5WR	SELLING DEALER NO. BRAMAN		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	06/24/09	REPRINT# 1	
BUSINESS PHONE	COMMENTS				

TOTAL - PARTS 0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SS SHOP SUPPLIES	9.00
JOB # A ENV ENVIROMENTAL IMPACT CHARGE	8.00
TOTAL - MISC	17.00

COMMENTS-----
TOWED
DELETED OPERATION(S)-----
30CDZ WASH RACK MISC

TOTALS-----

SHORTLY, YOU MAY BE RECEIVING A SURVEY FROM CADILLAC
THIS SURVEY IS OUR "REPORT CARD"

IF FOR ANY REASON YOU CANNOT ANSWER ALL QUESTIONS
"COMPLETELY SATISFIED", PLEASE CONTACT OUR
SERVICE MANAGER - DOUG BROWN - AT 305-864-2271

***** THANK YOU *****

PARTS INDICATED BY AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	392.40
TOTAL PARTS....	662.28
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	17.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	75.03

TOTAL INVOICE \$ 1146.71

Bank of America Advantage

SUNNY ISLES BEACH, FL

Pay to the order of

Bank of America

ACH R/T 063100277

Memo

4188

63-27/631 FL
983

Date

6/29/09

\$ 1146.71

21 Dollars

02041

Close

Affected vehicles: 1997-1998 Cadillac
Catera

Situation: GM has decided that certain affected vehicles equipped with (L81) 3.0L V6 engines may exhibit a condition in which the cam drive timing belt idler pulleys and tensioner pulley and water pump may fail. This may result in engine failure and a "walk home" condition.

[BACK TO TOP](#)

#12 of 1138

Re: 97 **Catera** Timing Belt Problems by tommeeek
Aug 20, 2002 (4:04 am)

GM Special Policy Bulletin 02018 states GM will repair for 7 years/100,000 miles any failure related to the timing belt tensioner, timing belt and/or water pump and related engine damage. The bulletin includes special telephone numbers for owners to contact who have had this problem. The bulletin is available for printing and review at the Yahoo **Catera Owners Group**.

CLICK HERE TO REMOVE THESE ADVERTISEMENTS FOR FREE!

71-736-300 574

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Cadillac Owners & Enthusiasts Online

1-800-458-8006 - FACTORY
DIRECT

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12 Cadillac Mechanics Are Online! Ask
a Question, Get an Answer ASAP.
[CadillacJustAnswer.com](#)

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[www.EdMorseCadillacDelray.com](#)

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1998 Cadillac at [Edmunds.com](#)
[www.edmunds.com/used](#)

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Ads by Google

1976 Cadillac

Cadillac Owners Group > Past Cadillac Vehicle Discussion > Cadillac Catera and Cimarron Forum
HELP!!! - 1998 Catera Recall for Tensioner Pulley

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Cadillac Catera and Cimarron Forum Forum for discussions regarding the Catera and Cimarron.

Cadillac Forums: HELP!!! - 1998 Catera Recall for Tensioner Pulley

Post Reply

09-22-06, 12:01 PM

imacatangay
Cadillac Owners Member
Cadillac(s): Cadillac

HELP!!! - 1998 Catera Recall for Tensioner Pulley

My Catera just broke down and found the cause to be a recalled part. Bought the Catera second hand and therefore never received any recall documents. Dealership is telling me that the recall expired in 2005 but my recall was still open and is limited. Total repair would run around \$5000. Can anyone give me advice/help on what I can do to have the dealership pay for repairs when all damage was caused by the recalled part.

Thanks.

Cadillac Discussion Tools >

#1 (permalink)

Join Date: Sep 2006
Cash: \$250
Trader: (0)

Sept. 02
open #02041

TBS #02018
10/12/02

09-22-06, 01:33 PM

guardian
Cadillac Owners Fanatic

Re: HELP!!! - 1998 Catera Recall for Tensioner Pulley

Suggest you pick up a telephone and call:

1-800-333-4CAD

This is Caddy customer assistance. Do not call without your VIN. They cannot assist you without it.

Below is JMHO:

Do not tell them about your dealer contact at first. Give them your VIN and request to know if your Cadillac Catera ever received the recall service. When and if they answer "no", ask how you go about receiving the recall service. Information about your current problem and your difficult dealer contact should not be given to them until AFTER they answer the

Cadillac Ads

My Pledge
A message from
the owner

**The
Suspension
Experts**

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Sabrina - 1-866-790 8600 X 32622

...by consumers, for consumers

Ripoff Report

Don't let them get away with it... let the truth be known!

Read "Thank You" e-mails from consumers saving millions because Ripoff Report protects consumer's right

Report: #31441

Report: Cadillac Motor Division of General Motors

Category: Auto manufactures

Cadillac Motor Division of General Motors Cadillac Catera owned
by sales and service Detroit Michigan

*Consumer Comment ..I will never buy another GM product again

Cadillac Motor Division of General Motors
www.cadillac.com
Nationwide,
U.S.A.

Phone:
Fax:



Brent
Waite Park, mn

Submitted: 9/29/2002 8:58:55 PM
Modified: 7/20/2009 4:54:13 PM

My background as a former cadillac technician~mechanic has provided me with a critical viewpoint whom all cadillac catera and new CTS owners should see. It has been my privledge to know the background of these vehicles and the ungodly sales tactics used by both the new, used and service departments.

The cadillac catera was produced from 1997 through 2001 and for each of these model years there are virtually triple the service bulletins written on them vs all other gm products. They have a self destructing engine timing system where the 4 cams are driven via a belt that is recommended to be replace @100,000 miles.

Ripoff Report Verified Safe

This is simply not true, cadillac has under the table admitted this opel made pile of crap has a drive line expectancy of 45 -50 thousand miles before one of three things will happen to the motor. Firstly the timing belt shears at 30k in my experience, this causes complete metal on metal interference where the pistons hit the valves and grenade the

motor.

Ok so your motor is toast, whats cad going to do for ya, replace it under there warrantee,,, ok so how about when you get to 50k and your aftermarket gm certified warrantee wont cover ya cause this product is deemed too risky... ha ha ha you just paid 30 + grand for a car with a shitty motor. To add insult to injury it will cost the average consumer approximately 15 grand to get a new motor. This is due to the fact parts will and cannot sell a complete unit. It has to be bought piece by piece... plus 50 hours or so labor at customer pay.

Well ok so the engine price is high and maintence is underquailified... yeah lawsuit time baby,,, many have been filed and many have been settled out a court with stipulation of keeping quiet.

The second problem with this motor is that the head gaskets are cheaply made and the engine block surface they mate to is pourous and has the cylinder # stamped into it.

Ok so whats the result, yep your sucking dexcool like a fountian drink... oh yeah thats gunna be 3000 in parts and labor, not to mention a huge battle with warrantee cause your not covered outside of 50 k miles..

Lastly this motor has not been stable in any long term testing, thermal melt down and cracked blocks are just a few of the related events

ok I ask you ripoff . com to edit this as freely as you would like, hell give me a call sometime I am more than willing to spill the beans about this bull shit car, Interesting side note the catera was scheduled to be the oldsmobile aurora and vs versa, gm changed the line up to help keep oldsmobiles reputation upward due to the large online forums and do it yourselfer that would other wise bad mouth this car.

I have no beef with gm, infact I will be looking for a enginnering internship in the next three years but as far as gm selling an sub quality opel engineered piece of shit as a cadillac,,, well thats just not right,,, ahh having flash backs of the cimarron.... ahhh allante,,,,, ahh ...

Brent
St.cloud, Minnesota

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