

 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	
		Date Received OCT 04 2010 23-JUL-2010		Repository ☐ Reference No. 10344933	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
PERLA DEL SUR		Ponce	PR		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1G6DM57N130		CADILLAC	CTS	2003	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Original Owner	Dealer's City			No: Cylinders	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			06-JUN-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: HOSES, LINES/PIPING, AND FITTINGS				Failure Mileage	Failure Speed
				13300	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: DOTM9ABC036)	☐ 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	Number of Deaths	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 2003 CADILLAC CTS. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER: 10V105000 COMPONENT: SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS WHICH WAS REPAIRED. HE IS NOW EXPERIENCING CORROSION UNDERNEATH THE VEHICLE FOR THE SERVICE BRAKES HOSES AND FUEL HOSES. THE DEALER WAS CONTACTED AND STATED THAT THEY WOULD NOT REPAIR THE VEHICLE DUE TO THE FACT THAT IT WAS NOT INCLUDED IN THE RECALL. NO REPAIRS WERE MADE TO THE VEHICLE. THE FAILURE AND CURRENT MILEAGE WAS 13300. <i>Lozada Auto, a General Motor dealer only fixed or change the two front calipers hoses.</i>					
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.					

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

According to Safety Recall # 09149 (enclosed) my vehicle 2003 Cadillac CTS VIN 1G6DH5TN1301 [REDACTED] is involved. Some of those models where sold in certain corrosions areas which cause that the front brake hoses metal fittings at the caliper may corrode and rupture suddenly without warning and vehicle stopping distance may increase. If stopping distance is limited, a crash could occur. Besides that my vehicle have also others safety problems with the gas and other brakes lines. They are severely corroded too. General Motors knows about the problem and they don't want to accept any kind of responsibility. I heard a Auto, a G.M. dealer in P.R. didn't wanted to fix the vehicle, even though I was willing to pay for the job before the recall notice. My vehicle is useless. In proper metal were used in those lines and they weren't properly treated and cover to insulate from the possibility to corrode do to severe corrosion areas. Please help me to solve this safety matter. Even an explosion may occur.

ATTACH ADDITIONAL SHEETS IF NECESSARY [REDACTED]

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**



www.nhtsa.gov

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





Cadillac
P.O. Box 909989
Milwaukee, WI 53209-9989

confirmation Num. NHTSA
103449933
SAFETY RECALL NOTICE



09149 1G6DM57N130 [REDACTED] PR 0007996

PONCE, PR [REDACTED]



Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Cadillac CTS vehicles currently registered in or originally sold in certain severe corrosion areas. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2003 model year Cadillac CTS, VIN 1G6DM57N130 [REDACTED] is involved in safety recall 09149. ✓
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the front brake hose fitting at the caliper may corrode due to snow or water, containing road salt or other contaminants, entering and being retained in the hose sleeve. If the fitting corrodes significantly, the brake hose may develop a leak. A sign of a brake hose leak would be fluid spotting on the ground. If enough fluid were lost, the brake system warning light and a "Check Brake Fluid" message in the Driver Information Center would illuminate (in rare cases, the brake hose may rupture suddenly without prior warning), and vehicle stopping distance may increase. If stopping distance is limited, a crash could occur.

What will we do?

Your Cadillac dealer will replace both front brake hose assemblies. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 15 minutes.

GM

What should you do?

You should contact your Cadillac dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

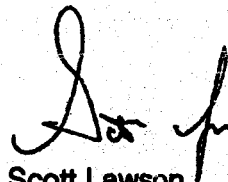
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition corrected, you will still need to take your vehicle to your Cadillac dealer for additional repairs.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.800.496.9992 (English) or 1.800.496.9993 (Español). More information about your vehicle can be found at the Owner Center at www.gmownercenter.com

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson
Director,
Customer and Relationship Services

gennella 23 jul 10
NHTSA
confirmation
10344933
gennella 23 F.T.C.

Enclosure
09149

Office of the Secretary of Transportation

CRD HVS-210

1200 New Jersey Ave SE

Washington DC 20590

NHTSA

1200 New Jersey Ave SE

Washington DC 20590





Pictures Damage

[REDACTED]
[REDACTED]
Power, P.R. [REDACTED]

Re confirmation num
NH TSP 103449433

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA
1200 New Jersey Ave. S.E.
Washington, DC. 20077-9382