



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: JUN 21 2011
09-MAY-2011
Repository:
Reference No.: 10399603

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TERRA ALTA WESTERN PORT Md. State: MD Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

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: 3GYEK63N32G [REDACTED]
Make: CADILLAC Model: ESCALADE EXT Model Year: 2002
Date Purchased: 1-25-2004 Dealer's Name and Telephone Number: TIMBROOK / GMC / CAD. 301 722 8300 Engine: 6.0 Fuel Type: mid GRADE
Original Owner: Dealer's City: CUMBERLAND State: Md Zip Code: 21503 No. of Cylinders: V8
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: Incident Date(s): 11-APR-2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage: 30 Failure Speed: 10

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 2002 CADILLAC ESCALADE EXT. THE CONTACT WAS DRIVING APPROXIMATELY 10 MPH IN A PARKING LOT AND THE BRAKES BEGAN TO PULSATE UPON ENGAGING. THE BRAKES WERE APPLIED REPEATEDLY BEFORE THE VEHICLE CAME TO A STOP. THE FAILURE OCCURRED SIX DIFFERENT TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE PASSENGER SIDE ABS SENSOR WAS REPLACED. IN ADDITION, THE FRONT AND REAR ROTORS, MASTER CYLINDER AND FOUR BRAKE CALIPERS WERE REPLACED. MOST RECENT, THE ENTIRE BRAKE LINES RUSTED AND WERE REPLACED WHICH REQUIRED THE BODY OF THE VEHICLE TO BE DISENGAGED FROM THE FRAME TO PERFORM REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE DEFECT. THE FAILURE MILEAGE WAS LESS THAN 30. THE VIN WAS UNAVAILABLE JS

This off Body Repair MI WAS 71707 NO 30

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.

TO: NHTSA

FROM: [REDACTED]

RE: Brake Problems

DATE: June 1, 2011

Attached please find information relating to my 2002 Cadillac Escalade EXT. This vehicle was a buy back when I purchased it from Timbrook Cadillac in 2004 with mileage of 15,323.

From the beginning, I experienced problems with the brakes, e.g. wheel speed sensors, (both sides), While on vacation in South Carolina, the vehicle failed to stop. Upon contacting customer service, I was instructed to take the car to Park Cadillac for repair. Mileage was 56,633 and the repair bill was \$1,857.75. Prior to that incident, another repair in Virginia was \$556.54. Upon arriving home from South Carolina, I returned to Timbrook where that repair was \$506.1 (parking brake).

As you can see, this has been a constant problem with the brake system on my car, My wife and I were very fortunate in the most recent incident in Florida that there were no injuries when the brakes failed completely in a busy crosswalk.

To date, I have almost \$10,000.00 out of pocket expense on this vehicle.

Thank you for your attention to this matter. If you need any further information, please feel free to contact me.



139277

PONTIAC · BUICK · GMC

INVOICE

of Harrisonburg

P.O. Box 2130
3155 South Main Street
Harrisonburg VA 22801
Telephone (540) 434-6749
800-434-2842 · Fax (540) 434-4137

WEATERNPORT, MD
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 395 MICHAEL PHILLIPS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a 2002 Cadillac Escalade.

09:24 27JAN06 11:15 27JAN06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES HE HAS A GRINDING NOISE AND BAD VIBRATION IN LEFT FRONT

MISC ROAD TESTED AND FOUND NOISE COMING FROM REAR BRAKES REMOVED FOR INSPECTION
421 CP 0.00 0.00 0.00

34971 GRINDING NOISE IS THE REAR BRAKES GRINDING

B 27 POINT INSPECTION-CHECK & TOP ALL UNDERHOOD & DRIVELINE FLUIDS, CHECK BELTS, HOSES, WIPERS, EXTERIOR LIGHTING, EXHAUST, SHOCKS/STRUTS, VISUALLY INSPECT TIRE WEAR FOR ALIGNMENT, INSPECT FOR FLUID LEAKS

27 27 POINT INSPECTION-CHECK & TOP ALL UNDERHOOD & DRIVELINE FLUIDS, CHECK BELTS, HOSES, WIPERS, EXTERIOR LIGHTING, EXHAUST, SHOCKS/STRUTS, VISUALLY INSPECT TIRE WEAR FOR ALIGNMENT, INSPECT FOR FLUID LEAKS
421 CP 0.20 0.00 0.00

34971 27 POINT CHECK

C** REMOVE FRONT/REAR BRAKE PADS AND ROTORS FOR INSPECTION CLEAN AND LUBE PAD HOLDERS AND CALIPER SLIDES REFINISH FRONT ROTORS TO MANUFACTURES SPEC.OR REPLACED IF NEEDED INSTALL NEW GM BRAKE PADS,CHECK FOR ROTOR RUNOUT.ROAD TEST BRAKE OPERAT

BR1 REMOVE FRONT/REAR BRAKE PADS AND ROTORS FOR INSPECTION CLEAN AND LUBE PAD HOLDERS AND CALIPER SLIDES REFINISH FRONT ROTORS TO MANUFACTURES SPEC.OR REPLACED IF NEEDED INSTALL NEW GM BRAKE PADS,CHECK FOR ROTOR RUNOUT.ROAD TEST BRAKE OPERAT
421 CP 1.80 140.00 140.00

1 19108004 PAD KIT 69.99 69.99 69.99
2 15712800 ROTOR 278.27 278.27 556.54
34971 REPLACED REAR BRAKE PADS AND ROTORS

Table with columns: DESCRIPTION, TOTALS. Includes sections for STATEMENT OF DISCLAIMER, ON BEHALF OF SERVICING DEALER, and CUSTOMER SIGNATURE.

CUSTOMER COPY



139277

PONTIAC · BUICK · GMC

INVOICE

of Harrisonburg

P.O. Box 2130
3155 South Main Street
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Telephone (540) 434-6749
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WEATERNPORT, MD
HOME: BUS:

PAGE 2

SERVICE ADVISOR: 395 MICHAEL PHILLIPS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2002 Cadillac Escalade.

Table with columns: LINE, OPCODE, REAR, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes notes about rusted parts and tire needs.

34971

CUSTOMER PAY EPA COMPLIANCE FOR REPAIR ORDER 7.00
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURE
IN A FEW DAYS IF FOR ANY REASON YOU
CAN'T GRADE US A "COMPLETELY SATISFIED"
PLEASE CONTACT OUR SERVICE MANAGEMENT TEAM
THE CHARLIE OBAUGH ORGANIZATION IS ALWAYS
STRIVING FOR "SERVICE EXCELLENCE AND YOUR
SATISFACTION IS OUR #1 CONCERN ... THANK YOU .

Table with columns: ON BEHALF OF SERVICING DEALER, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a summary of charges totaling 805.21.

CUSTOMER COPY

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	10/26/2002	75 MI	10/26/2010	80,075 MI
	Buyback Limited Warranty	01/27/2004	17,301 MI	01/27/2005	29,301 MI
	Corrosion Limited Warranty	10/26/2002	75 MI	10/26/2008	100,075 MI
	Bumper to Bumper Limited Warranty	10/26/2002	75 MI	10/26/2006	50,075 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/29/2010	266879	ZREG---Regular Vehicle Transaction		H2840 - Control Assembly, Parking Brake - Replace	67,245 MI
08/02/2007	235058	ZREG---Regular Vehicle Transaction		H2412 - Front Wheel Speed Sensor Replacement - Both Sides	46,012 MI
06/13/2006	221509	ZREG---Regular Vehicle Transaction		B7289 - Headlamp/Composite Assembly - Left - Replace	38,369 MI
06/13/2006	221509	ZREG---Regular Vehicle Transaction		B7288 - Headlamp/Composite Assembly - Right - Replace	38,369 MI
03/09/2006	218627	ZREG---Regular Vehicle Transaction		H0437 - Rear Brake Backing Plate Replacement - Both Sides	37,112 MI
03/09/2006	218627	ZREG---Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	37,112 MI
10/26/2004	202130	ZFAT---Field Action Recall		V1242 - 04007 - Inspect and Replace Tailgate Support Cables inc. Hinge Replacement if Necessary	24,125 MI
05/20/2004	196041	ZREG---Regular Vehicle Transaction		B9613 - Front Fog Lamp Replacement - Left Side	21,393 MI
03/11/2004	193330	ZREG---Regular Vehicle Transaction		C1328 - Endgate Weatherstrip Replacement	19,025 MI
11/10/2003	061170	ZREG---Regular Vehicle Transaction		Z7097 - BUYBACK DEALER ADMINISTRATIVE ALLOW OTHER THAN LEGAL	15,323 MI
08/28/2003	500513	ZREG---Regular Vehicle Transaction		E7202 - Ignition Lock Cylinder Case Replacement	14,276 MI
08/28/2003	500513	ZREG---Regular Vehicle Transaction		Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	14,276 MI
08/19/2003	500046	ZREG---Regular Vehicle Transaction		J6360 - Powertrain Control Module Replacement	13,924 MI

08/19/2003	500046	ZREG---Regular Vehicle Transaction	Z7903 - 3-DAY COURTESY TRANSPORTATION	13,924 MI
08/19/2003	500046	ZREG---Regular Vehicle Transaction	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	13,924 MI
08/19/2003	500046	ZREG---Regular Vehicle Transaction	H2800 - Parking Brake Adjustment	13,924 MI
08/05/2003	422324	ZREG---Regular Vehicle Transaction	K6560 - Valve Body, Transmission - R&R Or Replace	13,279 MI
08/05/2003	422324	ZREG---Regular Vehicle Transaction	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	13,279 MI
06/03/2003	419664	ZREG---Regular Vehicle Transaction	E2020 - Wheel Alignment Measurement	8,601 MI
03/27/2003	416496	ZREG---Regular Vehicle Transaction	K4291 - Fill Plug Replacement	6,363 MI
03/27/2003	416496	ZREG---Regular Vehicle Transaction	Z7904 - 4-DAY COURTESY TRANSPORTATION	6,363 MI
04/10/2002	400129	ZREG---Regular Vehicle Transaction	Z6999 - PDI Related Fluid Adds	5 MI
03/22/2002	A82279	ZPDI---Pre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

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Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	10/26/2002	75 MI	10/26/2010	80,075 MI
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	Corrosion Limited Warranty	10/26/2002	75 MI	10/26/2008	100,075 MI
	Bumper to Bumper Limited Warranty	10/26/2002	75 MI	10/26/2006	50,075 MI

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Hilton Head Automotive LLC



GMC



1090 FORDING ISLAND ROAD - BLUFFTON, S.C. 29910
P.O. BOX 22889 - HILTON HEAD ISL., S.C. 29925
(843) 815-1500 FAX: (843) 815-4498

925 FORDING ISLAND ROAD - BLUFFTON, S.C. 29910
P.O. BOX 22889 - HILTON HEAD ISL., S.C. 29925
(843) 815-2239 FAX: (843) 815-2242



0102ICDCS196135

CUSTOMER NO. 33975	ADVISOR JEFFREY COULMAN	TAG NO. 329	INVOICE DATE 02/19/09	INVOICE NO. CDCS196135
LABOR RATE		LICENSE NO.	MILEAGE 56,633	COLOR 7
YEAR/MAKE/MODEL 02/CADILLAC TRUCK/		DELIVERY DATE		DELIVERY MILES
VEHICLE I.D. NO. 3 G Y E K 6 3 N 3 2 G		SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.		P.O. NO.	RECEIVED DATE 02/19/09	
BUSINESS PHONE		COMMENTS		MO: 56635

LABOR & PARTS
J# 1 11CDZ BRAKE SYS DAIG TECH(S):64 325.00
 CUST STATES BRAKES SHUDDER WHEN APPLIED
 FOUND THAT ALL FOUR ROTORS HAVE EXTREAM RUST CAUSING UNEVEN
 BRAKING.
 REPLACED FRONT PADS AND ROTORS. REPLACED REAR PADS AND
 ROTORS AS WELL AS E BRAKE SHOES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	18048101	5.017 PAD KIT	206.66	206.66
JOB # 1	1	18045936	5.017 PAD KIT	164.48	164.48
JOB # 1	2	18060214	5.809 ROTOR	183.32	366.64
JOB # 1	2	25757802	5.809 ROTOR	268.21	536.42
JOB # 1	2	89026787	5.605 LINING KI	71.01	142.02
				JOB # 1 TOTAL PARTS	1416.22

JOB # 1 TOTAL LABOR & PARTS 1741.22

J# 2 72CDZ INSPECTION TECH(S):64
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	24	SHOP SUPPLIES		16.25
TOTAL - MISC				16.25

TOTALS

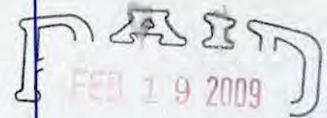
*****		TOTAL LABOR....	325.00
		TOTAL PARTS....	1416.22
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	16.25
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	100.28

TOTAL INVOICE \$ 1857.75

LIFETIME GOODWRENCH SERVICE PLUS WARRANTY ON "*" MARKED PART

IN THE NEAR FUTURE YOU WILL BE RECEIVING A SURVEY OR PHONE CALL FROM THE VEHICLE MANUFACTURER ABOUT YOUR SATISFACTION WITH YOUR SERVICE AT OUR DEALERSHIP. IF YOU'RE NOT COMPLETELY SATISFIED PLEASE CALL MIKE CULP AT 843-815-1500. THANK YOU FOR YOUR BUSINESS.

CUSTOMER SIGNATURE



BY:

Timbrook KIA

10210 Mount Savage Road ♦ Cumberland, MD 21502
Phone: 301-722-2511
www.timbrook.com



Timbrook Buick, Pontiac, GMC, Cadillac

10201 Mount Savage Road NW ♦ Cumberland, MD 21502
Phone: 301-722-8300 ♦ Fax: 301-722-7868
www.timbrook.com



GMC



Timbrook Nissan

10345 Mount Savage Road NW ♦ Cumberland, MD 21502
Phone: 301-777-8600 ♦ Fax: 301-722-7899
www.timbrooknissan.com



CUSTOMER NO. 14178	ADVISOR MIKE GRABENSTEIN	152	TAG NO.	INVOICE DATE 10/06/10	INVOICE NO. CDCS266796
[REDACTED] WESTERNPORT, MD [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 67,012	COLOR WHITE/	STOCK NO. 30491
	YEAR / MAKE / MODEL 02/CADILLAC TRUCK/ESCALADE/4 DOOR UT			DELIVERY DATE 10/02/02	DELIVERY MILES 17,301
VEHICLE I.D. NO. 3 G Y E K 6 3 N 3 2 G			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	R.O. DATE 09/27/10	
COMMENTS					

LABOR & PARTS

J# 1 07NIZ1060	PARKING BRAKE	TECH(S):131	340.00		
EMERGENCY BRAKE NOT WORKING					
EMERGENCY PEDAL ASSEMBLE NOT HOLDING					
REPLACE EMERGENCY BRAKE PEDAL ASSEMBLE, INTERMEDIATE					
CABLE ,RIGHT REAR CABLE ,CLEAN AND ADJUST EMERGENCY SHOES					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10391700	CABLE 4.779	25.53	25.53
JOB # 1	1	25780186	MODULE 4.591	52.28	52.28
JOB # 1	1	15087072	CABLE 4.779	63.92	63.92
JOB # 1 TOTAL PARTS					141.73
JOB # 1 TOTAL LABOR & PARTS					481.73

MISC

JOB # A	CODE 01	DESCRIPTION SERVICE SHOP SUPP/HAZARDOUS WASTE	CONTROL NO	15.00
TOTAL - MISC				15.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$515.00 (+TAX)

COMMENTS
WAITING

TOTALS

Cash []	Charge []	Check # 7327	Credit Card [] Type	TOTAL LABOR	340.00
Date Paid 10/6/10				TOTAL PARTS	141.73
Received By mb				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	15.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	9.40

TOTAL INVOICE \$ 506.13

Thank you for selecting
Timbrook Buick Pontiac GMC and Cadillac
To Service Your Vehicle

The Seller, TIMBROOK AUTOMOTIVE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TIMBROOK AUTOMOTIVE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts listed.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Timbrook Buick Pontiac GMC and Cadillac are not responsible for any damage to customer's vehicle while on premises.

Thank You

The Reynolds and Reynolds Company ERAINTIVE C0618756 Q (04/09)

CUSTOMER #: 3046988341

375285

Wallace

CADILLAC

OF STUART

3555 S.E. Federal Highway · Stuart, FL 34997
Phone: (772) 286-3555 · Fax: (772) 872-0229

INVOICE

MV #42714

PAGE 2

WESTERNPORT, MD

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5252 COLLIN FOXX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	02	CADILLAC ESCALADE EX	3GYEK63N32G [REDACTED]		71707/71712	T1039	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			17:00 07MAR11			CASH	17MAR11
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:26282 ENG:6.0_Liter,_V8,_MFI,_HO					
08:24 07MAR11	16:54 17MAR11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP CHARGE FOR REPAIRS							10.00

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISC SHOP SUPPLIES OR WASTE DISPOSAL FS403718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA FS4037185 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA

*Timbrace
1-800-526-6472*

*866
790
5700
21143*



MAR 17 2011
CK# [REDACTED]

Bill Dingman

*Down
#71932071558
2009
PRKKS*

Sometimes it doesn't get said, but
WE APPRECIATE YOUR BUSINESS!

THANK YOU!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	2960.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	1688.61
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	10.00
		TOTAL CHARGES	4658.61
		LESS INSURANCE	0.00
		SALES TAX	302.81
		PLEASE PAY THIS AMOUNT	4961.42

CUSTOMER AGREES TO THE TERMS AND CONDITIONS SET FORTH ON THE REVERSE SIDE OF THIS CONTRACT.

CUSTOMER COPY

CUSTOMER #: 3046988341

375285

Wallace

CADILLAC

OF STUART

INVOICE

3555 S.E. Federal Highway · Stuart, FL 34997

Phone: (772) 286-3555 · Fax: (772) 872-0229

MV #42714

PAGE 1

WESTERNPORT, MD

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 5252 COLLIN FOXX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	02	CADILLAC ESCALADE EX	3GYEK63N32G		71707/71712	T1039	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			17:00 07MAR11			CASH	17MAR11
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:26282 ENG:6.0_Liter,_V8,_MFI,_HO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STS VEHICLE HAS NO BRAKES PEDAL GOES TO THE FLOOR
S SEE STORY

4327CPS-1						2960.00	2960.00
1	12377967	FLUID			8.89	8.89	8.89
1	18048539	CYLINDER			443.30	410.05	410.05
1	12548430	TUBE ASM,			47.56	47.56	47.56
1	18043520	CALIPER			265.88	245.94	245.94
1	18043521	CALIPER			250.22	231.45	231.45
1	25848001	CALIPER K			229.56	212.34	212.34
1	25848000	CALIPER			227.80	210.72	210.72
1	15882779	HOSE			45.52	45.52	45.52
1	15882780	HOSE			46.72	46.72	46.72
2	11588803	NUT			17.94	17.94	35.88
2	AGS*BL*451PM	BRAKE LINE			7.92	7.92	15.84
6	MOT*43376*	UNION			3.79	3.79	22.74
6	AGS*BL*460PM	BRAKE LINE			8.81	8.81	52.86
2	AGS*BLB*340PM	BRAKE LINEW			7.33	7.33	14.66
2	ABS*BL-340PM*	BRAKE LINE			5.25	5.25	10.50
6	12377967	FLUID			8.89	8.89	53.34
2	DEXCOOL	COOLANT DEXCOOL			11.80	11.80	23.60

71712 BY-PASSING BRAKE MASTER CYL. AND RUSTED BRAKE LINES 37.00
DIAGNOIS AND REPLACE MASTER CYL. AFER REPLACING BRAKE MASTER. FOUND
BRAKE LINES RUSTED AND LEAKING AND ALL FOR BRAKE CALIPERS BLEEDERS AND
FRONT BRAKE HOSESBADLY RUSTED. TO REPAIR VEHICLE PROPERLY IT WAS
NESSARY TO REMOVE BODY FROM FRAME AND REPLACE/FABRACATE ALL BRAKE LINES
FROM MASTER CYL TO ABS MOTOR AND ABS MOTOR TO ALL FOUR WHEELS.AND
REPLACE FRONT AND REAR CALIPERS AND FRONT BRAKE HOSES AND BRAKE MASTER
CYL. & BLEED HYD. SYSTEM. ROAD TEST VEHICLE AND RECHECK FOR LEAKS &
PERFORM ABS FUNCTION TEST TO VERIFY REPAIR.

B MULTI-POINT INSPECTION FREE
INSP MULTI-POINT INSPECTION FREE

4327CPS-1						0.00	0.00
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER AGREES TO THE TERMS AND CONDITIONS SET FORTH ON THE REVERSE SIDE OF THIS CONTRACT.

CUSTOMER COPY



April 6, 2011



Westernport, MD



Dear



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-458-8006. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Cadillac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Cadillac.com or call us at 1-800-458-8006.

Sincerely,

Cadillac Customer Assistance Center
Service Request Number: 71-932071558

Cadillac

I HAVE CALLED CUSTOMER SERVICE

GM

71-703 1468 3725700 EXT 42942
1-866 790

^{DOWA}
71932071558

I WENT TO TIMBROOKS, CAD. AND HAD A MARTIN
WITH JR. + SENIOR TIMBROOKS ALSO THEY ALL HAVE
BEEN NOTIFIED TO NO AVAIL.

NHTSA # 10399603