


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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|---|--|--|----------|--|--------------------------------|--|--------------------|
|  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 17 2011 20-SEP-2011 | | Repository <input type="checkbox"/> Reference No. 10426458 | |
| OWNER INFORMATION (Type or Print) | | | | | | | |
| Name | | Address | | Daytime Telephone Number | | E-mail Address | |
| City | | State | | Zip Code | | Evening Telephone Number | |
| STERLING HEIGHTS | | MI | | | | | |
| 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 |
| 1G6KD54Y74U | | | CADILLAC | | DEVILLE | | 2004 |
| Date Purchased | | Dealer's Name and Telephone Number | | | Engine: | | Fuel Type: |
| 5/31/08 | | ED MORRIS - (813) 968-8222 | | | No: Cylinders | | REQ UNDL |
| Original Owner <input type="checkbox"/> | | Dealer's City | | State | Zip Code | | |
| | | TAMPA FL. | | FL | | | |
| Transmission Type | | <input checked="" type="checkbox"/> Antilock Brakes | | Powertrain | | Multiple Failure: | |
| AUTO | | <input checked="" type="checkbox"/> Cruise Control | | | | WINDOW REGULATORS | |
| | | | | Incident Date(s) | | | |
| | | | | 01-SEP-2011 | | DEC-10 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | | | |
| Vehicle Component Code: 130000 VISIBILITY | | | | | | Failure Mileage | Failure Speed |
| | | | | | | 40000 | ANY TIME |
| 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) | | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Number of Persons Injured | | Number of Deaths | Reported to Police |
| | | | | 0 | | 0 | 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 2004 CADILLAC DEVILLE. THE CONTACT STATED THAT THE FRONT PASSENGER AND BOTH REAR WINDOWS ~1 EXPERIENCED A FAILURE IN WHICH THE GLASS FELL DOWN INTO THE DOOR PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THAT THE WINDOW REGULATORS WOULD NEED REPLACING. THERE WERE NO RECALLS AND THE REPAIRS OF OVER \$1,000 WOULD BE AT THE OWNER'S EXPENSE. THE CONTACT THEN TOOK THE VEHICLE TO A LOCAL MECHANIC WHO REPLACED ALL THREE WINDOWS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE WHO ADVISED THAT IF HE HAD TAKEN THE VEHICLE TO BE REPAIRED AT THE DEALER THEY MORE THAN LIKELY WOULD HAVE ASSISTED WITH THE COST OF REPAIRS. THE FAILURE MILEAGE WAS 40,000. DEALER DID NOT LOOK AT REGULATORS SAID IF THEY DETERMINED THEY WERE DEFECTED THEY WOULD MAYBE REPLACE THEM DEALER WANTED \$100.00 TO LOOK AT REAR WINDOW AND SAYING THEY WOULD FIX. DEALER ADMITTED A LOT OF PROBLEMS WITH THEM | | | | | | | |
| 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)

WE ARE ALMOST 80 YEARS OLD HAVE ^{ONE} TWO OTHER CARS USE THIS ONE ONLY FOR CHURCH AND SUNDAYS SHOWROOM CONDITION. THREE CREDITED DEALERS SAID THEY HAD LOTS OF PROBLEMS WITH REGULATORS, FINKE CREDITED SERVICE MANAGER CONFIRMED AND PARTS MANAGER. THEY WANTED \$9 TO LOOK AT THE WINDOW COST TO FIX OVER 1000 THEY WOULD NOT SAY THEY WOULD FIX WE ARE ON SS AND COULDN'T AFFORD IT GOT FIXED LESS THAN HALF. SHOWED THEM THE PARTS AND THEY CONFIRMED BUT WOULD ONLY PAY TO FIX, MY WIFE WAS DRIVING WHEN DRIVER WINDOW AND REAR WINDOW FELL IN. PASSENGER FOOT FELL IN WHILE WAITING AT RED LIGHT. 2000 WENT DARK AND NO WINDOW. GM DOES NOT DENY WINDOWS PROBLEMS FOR YEARS

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

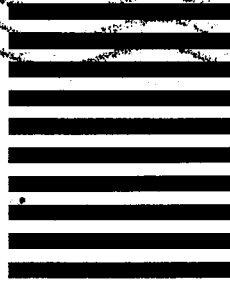
Official Business Penalty for Private Use \$300



RETROLEX 001 457

05 OCT 2011 PM 12 7

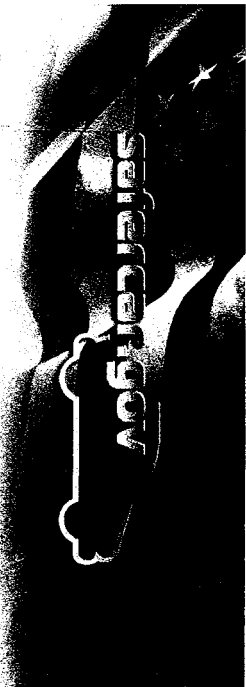
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



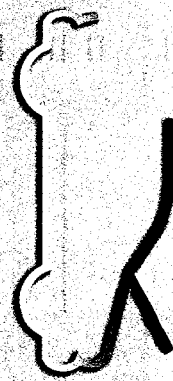
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

Kerner's Auto Service, LLC
 2230 West Utica Road
 Utica, MI. 48317
 Phone - 586-731-8809 Fax - 586-731-9012
 ALL TYPES OF REPAIR AND TOWING

INVOICE
 47776

F153103

INVOICE FROM HISTORY

Work Completed Date : 01/17/2011

Invoice Date : 01/17/2011
 Print Date : 07/27/2011

2004 Cadillac - DeVille



STERLING HEIGHTS, MI
 Home
 Cust ID : 7428

Lic # :
 Unit # :
 Vin # : 1G6KD54Y74U
 Hat # :
 Odometer In :
 Odometer Out : 37942
 Ref # :

| Part Description / Number | Qty | Sale | Extended | Labor Description | Hours | Extended |
|---------------------------|------|--------|----------|---|-------|----------|
| WINDOW REGULATOR... | | | | RIGHT FRONT WINDOW WILL NOT GO DOWN OR UP. | | |
| DOR-740-521 | 1.00 | 141.47 | 141.47 | | | |
| Shop Supplies | | 5.00 | 5.00 | REPLACE RIGHT FRONT DRIVER WINDOW REGULATOR.... | 1.10 | 77.00 |
| | | | | Hazardous Materials | | 5.00 |

[Technicians : Littlefield, Mike M258513]

| Org Estimate | Revisions | Current Estimate | Additional Cost | Revised Estimate | Labor: | Parts: | Sublet: | Sub: | Tax: | Total: | Bal Due: |
|--------------|-----------|------------------|-----------------|------------------|--------|--------|---------|--------|------|--------|----------|
| \$0.00 | \$0.00 | \$ 0.00 | | | 82.00 | 146.47 | 0.00 | 228.47 | 8.79 | 237.26 | \$0.00 |

[Payments - Visa - \$237.26]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By Mango, Jack



3519 E. 10 Mile Rd.
Warren, MI 48091

Shop: (586) 619-9031
Fax: (586) 619-9602

| | | | |
|----------|--------------|------------|------------|
| NAME | [REDACTED] | | |
| ADDRESS | [REDACTED] | | |
| CITY | STEARING HTS | PHONE | [REDACTED] |
| ZIP CODE | [REDACTED] | BUS. PHONE | [REDACTED] |

| QTY | DESCRIPTION | PRICE | TOTAL |
|-----------|-----------------|-------------------------|--------------------|
| 2004 | DEVILLE | 180. ⁰⁰ | |
| | Door front Left | | |
| | Door rear Right | 180. ⁰⁰ | |
| | | | |
| | | | |
| | 1 year warranty | ck. [REDACTED] | |
| | | PAID. 180.- | |
| | | Dep. 180. ⁰⁰ | |
| | | SUB TOTAL | 360. ⁰⁰ |
| | | TAX | |
| | | TOTAL | 360. ⁰⁰ |
| 7-13-2011 | | | |

Signature _____

WWW.3JS-AUTOGLASS.COM

Thank You