



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
JAN 3 2012
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Repository ☐

Reference No.
10427232

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **AKRON** State **OH** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Evening Telephone Number **[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
1G6KF57905 [REDACTED] Make **CADILLAC** Model **DTS** Model Year **2005**
Date Purchased **7/31/2007** Dealer's Name and Telephone Number **DAVE TOWELL CADILLAC IN 330-376-9600** Engine: **8** Fuel Type: **GAS**
Original Owner ☐ Dealer's City **AKRON** State **OH** Zip Code **44303** No: Cylinders
Transmission Type **4 SPEED AUTOMATIC** ☒ Antilock Brakes Powertrain **DRIVEN WHEEL FRONT WHEEL** Multiple Failure: **EXTREME FRONT WHEEL VIBRATION** Incident Date(s) **02-OCT-2007**
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: **020000 SUSPENSION, 010000 STEERING** Failure Mileage **29000** Failure Speed **60**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **[REDACTED]** Tire Model (Name or Number) **[REDACTED]** Tire Size (Example P215/65R15) **[REDACTED]**
DOT No. (Example: DOTM9ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: **[REDACTED]**
Tire Component Code **[REDACTED]** Tire Failure Type: **[REDACTED]**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: **[REDACTED]** Date Manufactured: **[REDACTED]** Model No./Name: **[REDACTED]**
Seat Type: **[REDACTED]** Installation System: **[REDACTED]**
Child Seat Component Code: **[REDACTED]** Failed Part: **[REDACTED]**

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 **[REDACTED]** Number of Deaths **[REDACTED]** 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 2005 CADILLAC DTS. WHILE DRIVING BETWEEN 60-70 MPH, THE VEHICLE BEGAN TO VIBRATE EXCESSIVELY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO WAS UNABLE TO PROVIDE A REMEDY REPAIR FOR THE ABNORMAL VIBRATION. THE FRONT PASSENGER SIDE RIM AND ALL FOUR TIRES WERE REPLACED; HOWEVER THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 29,000.

A SMALL COURT CLAIM WAS FILED AGAINST DAVE TOWELL, WHICH WAS REPRESENTED BY GM IN A HEARING HEARD ON SEPT 22, 2011, (SEE CASE NO. 11CV10450) THE COURT GRANTED JUDGMENT IN MY FAVOR AND AGAINST GM AND GRANT A SMALL AWARD TO COVER THE COST OF A RIM AND TIRES PURCHASED ATTEMPTING TO SOLVE THE PROBLEM WITHOUT SUCCESS.

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 to 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)

PURCHASED A 2005 CAD DTS FROM DAVE TOWELL CAD ON JULY 31, 2007. AFTER
NEARLY 4 YRS OF ~~ATTEMPT~~ ATTEMPTS TO SOLVE THE PROBLEM WITHOUT SUCCESS,
INVOLVING GM CUSTOMER SERVICE, BBB, MANAGEMENT, A SMALL CLAIM WAS FILED
ABOUT THE EXTREME VIBRATION IN THE FRONT WHEEL, STEERING WHEEL AND
ACCELERATION PEDAL AT SPEED 100-110 MPH. MORE THAN ^{ONCE} ~~PER~~, THE CHECK STABILITY
LIGHT APPEARED DUE TO THE VIBRATION. GM AND THE MANAGEMENT ADMITTED
THE PROBLEM IN THIS MODEL BUT CHALLENGED THE SAFETY ISSUE AND A
RE-EVALUATION OF THE VEHICLE. AS THE OWNER OF A AUTO KNOWN TO VIBRATE AT
KNOWN SPEED, I AM CONCERNED ABOUT THE FUTURE SAFETY OF THIS AUTO,

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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**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**



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