



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 2, 2012

[REDACTED]

McLean, VA [REDACTED]

Dear [REDACTED]

NVS-216 rrr
Ref. No. 10447589

Thank you for your correspondence concerning your model year (MY) 2008 Cadillac Escalade. Your correspondence was received via e-mail by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 25, 2012. That e-mail and its attachments have been entered into our consumer complaint database under the Reference Number 10447589. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation related to either a new safety defect or the adequacy of the remedy applied under an existing safety recall, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that while driving your MY 2008 Cadillac Escalade you began to smell a burning plastic odor. Within seconds, gray smoke came from the dashboard. You were able to pull off the road and your family exited; however, your vehicle was destroyed by the fire.

You further reported that your vehicle was serviced by a Cadillac dealer the preceding day and that the work performed included an oil change, repair to a door lock, and a recall remedy involving the heated windshield washer fluid system. As a result of NHTSA's actions, GM has conducted two safety recalls concerning the heated windshield washer fluid system in the MY 2008 Cadillac Escalade: Safety Recall Campaigns No. 08V-441 and No. 10V-240. The first recall, initiated in August 2008, addressed the problem with the insertion of an inline fuse.

The second recall, initiated in June 2010, addressed the problem with removal of the windshield washer fluid heating module. Your insurance company's investigator was unable to determine the cause of the fire due to the extensive damage. In addition, you indicated dissatisfaction with an apparent lack of response from General Motors, Moore Cadillac, and NHTSA, and requested a number of actions by General Motors (and my extension, NHTSA) to resolve the issue.

In February 2012, we reviewed our database in an effort to identify whether a safety defect trend exists with regard to fires after the completion of NHTSA Safety Recall Campaigns No. 08V-441 and No. 10V-240 in MY 2008 Cadillac Escalade vehicles. At that time, there was insufficient evidence to warrant opening a safety defect investigation. In July 2012, we re-reviewed our database to determine if we received any new reports regarding this problem. There remains insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www.odl.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement