

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint -- 10457147
Date: Thursday, May 03, 2012 9:45:32 AM

eq-10457147-7959

Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint -- 10457147

Fyi -- [10457147](#)

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Thursday, May 03, 2012 9:07 AM
To: [REDACTED]
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint
[REDACTED]

My apologies ... we did send the email. I just didn't know why you were replying to us. I thought you might be attempting to forward it to someone without realizing you sent it back, and I merely wanted you to be aware as a courtesy.

However, if you are aware, please ignore my email.

Thank you,

R. Montanari

Computer Sciences Corporation

US Dept. of Transportation/Volpe National Transportation Systems Center

Cambridge, MA 02142-1493

Email: Robert.Montanari.CTR@dot.gov

From: [REDACTED]
Sent: Thursday, May 03, 2012 8:54 AM
To: Artemis HelpDesk (VOLPE)
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

I returned this to the email that sent a confirmation. I copied my complaint and sent it back, to keep a record in my email. If you are not the same agency then why did my complaint get sent to your agency from the filing source? **I am going to further this by copying this to my US Senator Chuck Schumer. A ruling was made and I expect GM and Cadillac to fix the problem free of charge. End of story.**

----- Original Message -----

From: <ArtemisHelpDesk@dot.gov>

To: <[REDACTED]>

Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

Date: Wed, 2 May 2012 22:21:41 -0400

[REDACTED]
I think you might have been trying to forward this email to someone else and replied to us by mistake.

Thank you,

R. Montanari

Computer Sciences Corporation

US Dept. of Transportation/Volpe National Transportation Systems Center

Cambridge, MA 02142-1493

Email: Robert.Montanari.CTR@dot.gov

From: [REDACTED]
Sent: Wednesday, May 02, 2012 1:37 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

- [Search Complaints](#)
- [Safety Recalls](#)
- [Defect Investigations](#)
- [Service Bulletins](#)
- [Resources](#)

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10457147.
Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.
An acknowledgement was sent to [REDACTED].
[Print Complaint][New Complaint]

RECALLS – Sign up for email or RSS feed alerts

If you want to be notified if your vehicle, child seat or tires has a recall, sign up for email alerts or RSS Feeds.

[Sign up for Email Alerts](#) · [Sign up for RSS Feeds](#)

1. Vehicle Information

Vehicle Identification Number (VIN):
WO6VR52R9XR [REDACTED]
Make / Model / Year:
CADILLAC CATERA 1999

2. Incident Information

Approximate Incident Date:

05/30/2011

Failure Mileage:

98,000

Speed:

(mph)

Failed Component(s):

Electrical

Fire:

No

Crash:

No

Persons Injured:

Deaths:

Description:

The running lights would not turn off. I was in harms way in the rain and had to take the care 70 more miles, while I could get out of the Buffalo area to a safe location for the night. The lights never went off till the battery was exhausted. When recharged the headlights remained on again, unable to be turned off. When I managed to exchange a relay, the next problem occurred, the parking lights would not turn off. I did research and learned that this is a common manufacturing problem that NHTSA has directed to be fixed without cost, due to it being a safety issue that the GM lines have not adjusted and still offer on several vehicles. I contacted the local Valley Cadillac who delined to fix the problem. I contacted the Cadillac customer service , who's Roshelle # 966-790-5700 ext 42781 also declined to fix without charge. She wants to charge a diagnostic fee instead of making the permanent correction of exchanging the correct the device, properly once and for all. I told her I would contact NHTSA. I also asked her to send a message to Cadillac/ GM's legal and I am informing my lawyer that if I should die, operating this vehicle, that I my children should file a wrongful death lawsuit against all involved. This problem could not be diagnosed a couple of months earlier, Friendly Fred's in Erwin, NY could not find the problem because it corrected itself, until this past Monday, 4-30-12. I do not know the exact date of the last occurance but I also had a oil change which I think is is the late Fall of 2011. I am a disabled person who can't be exposed to the elements for very long. Since you, NHTSA has already called for all of these systems to be replaced, I want NHTSA to prompt and provoke GM's Cadillac to make the repair. I work in the Rochester and Buffalo areas as there is no work in Corning area. I can't afford to replace this car which is vital for my survival.

<:section>

3. Personal Information

<:article class="wide border">

Name:

[REDACTED]

Email:

[REDACTED]

Daytime Phone:

[REDACTED]

Evening Phone:

Address1:

[REDACTED]

Address2:

City, State, Zip:

Corning, NY [REDACTED]

----- Original Message -----

From: US DOT NHTSA <donotreplyodi@dot.gov>

To: [REDACTED]

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Date: Wed, 2 May 2012 13:33:31 -0400 (EDT)

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10457147](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?>

[refurl=email](#)

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](#) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.