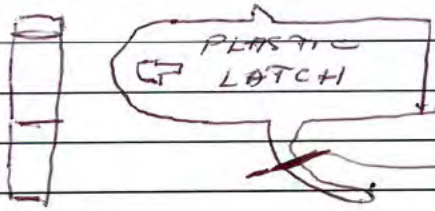


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received JUL 18 2012 21-MAY-2012	Repository ☐ Reference No. 10459074
		OWNER INFORMATION (Type or Print)		Daytime Telephone Number	E-mail Address
Name		Address		Evening Telephone Number	
City		State	Zip Code		
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 1G6EL12Y62B		Make CADILLAC	Model ELDORADO	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number O'NEILLS 860-678-5395		Engine: No: Cylinders 8	Fuel Type: 89 OCT.	
Original Owner ☒	Dealer's City AYON, CT		State CT	Zip Code 06001	
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-MAY-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY PART #12538530 - COMPLETE COMPARTMENT 12538522 - PLASTIC LATCH THAT BROKE			Failure Mileage 87757	Failure Speed 0	
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: DOTM19ABC036)		☐ 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 0	Number of Deaths 0	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 ELDORADO. THE CONTACT STATED THE OVERHEAD EYEGLOSS COMPARTMENT DETACHED AND BLOCKED THE VIEW OF THE REAR VIEW MIRROR. THE VEHICLE WAS TAKEN THE DEALER WHO STATED THE LATCH FOR THE OVERHEAD EYE GLASS COMPARTMENT NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 87,757. GM WANTS 254.98 FOR COMPLETE CONSOLE ON A PART (PLASTIC LATCH WORTH APPROX. 50¢. ITS NOT FAIR. THEY TOLD ME TO LOOK IN JUNK YARDS (NONE TO BE FOUND) PERHAPS TWO ENCLOSED PHOTOS MAY HELP. P.S. TRIED DUCK TAPE, BUT COMES DOWN. CAR IS 10 YEARS OLD. I DO NOT INTEND TO PAY THAT AMOUNT OF MONEY.					
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)

APPROX.

ACTUAL SIZE OF PART
THAT BROKE OFF
HERE



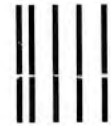
ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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UNITED STATES

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05 JUL 2012 PM 1 L

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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**



200779382

**If so:
Use the enclosed
form to file a report.**



**Think your vehicle
has a safety defect?**

safecar.gov

or visit:

www.safecar.gov

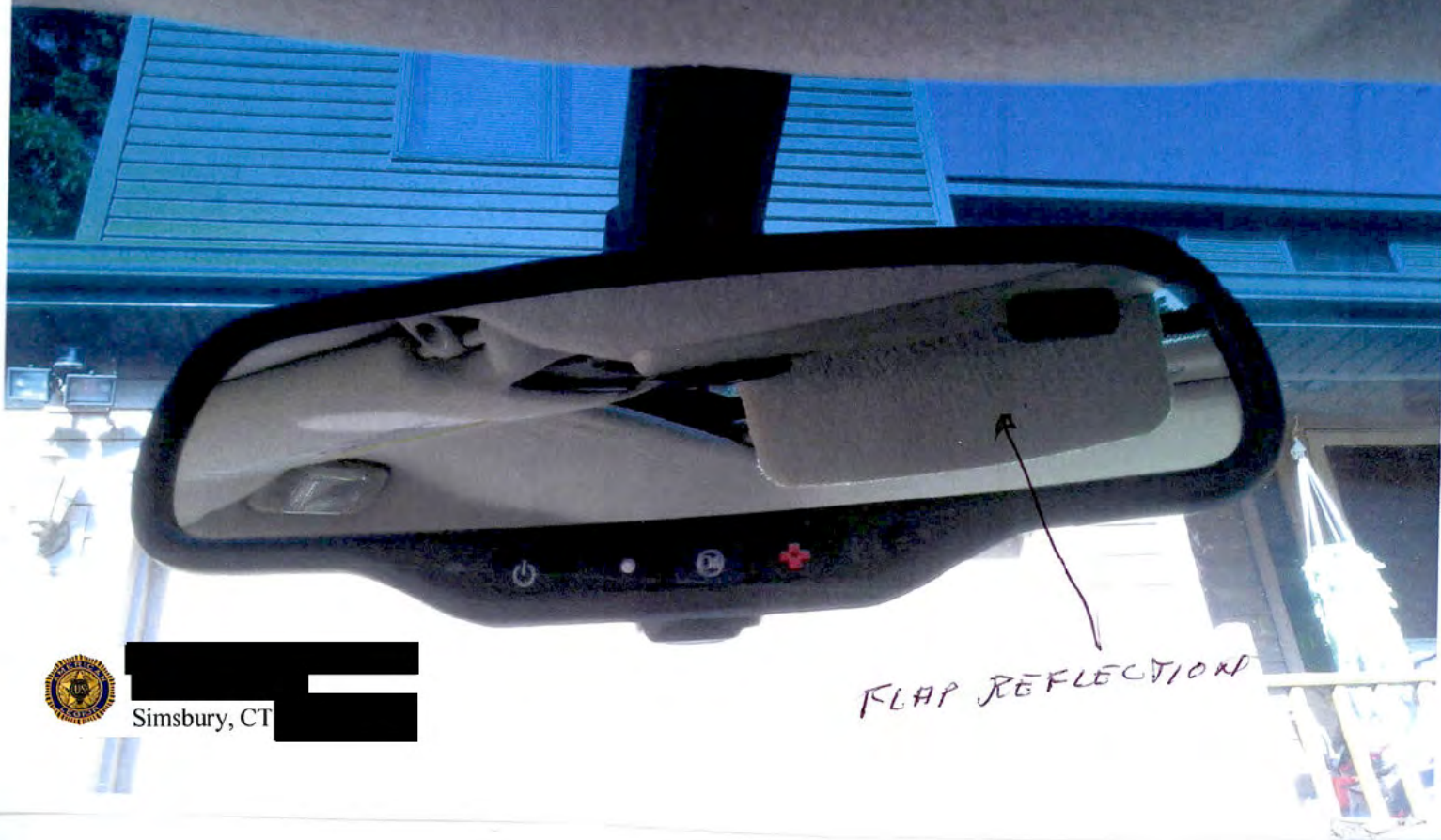
or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CONSOLE WITH
GLASSES FLAP
HANGING DOWN



FLAP REFLECTION



[REDACTED]
Simsbury, CT

X
CONSOLE
WITH GLASS FLAP
SHOWN DOWN
MIRROR

