

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: My complaint  
**Date:** Monday, July 23, 2012 10:32:25 AM

EQ-10465579-1364

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

**From:** Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, July 23, 2012 10:28 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: My complaint  
The consumer is updating their ODI file. But, there is no ODI # associated with it.

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

**From:** [REDACTED]  
**Sent:** Sunday, July 22, 2012 1:36 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** My complaint

It's right

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>			FOR AGENCY USE ONLY 100148	
	Date Received 13-JUL-2012		Repository <input type="checkbox"/> Reference No. 10465579		
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
ODESSA	TX				
<i>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).</i>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
			CADILLAC	ESCALADE	2008
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	<input type="checkbox"/> Cruise Control				01-MAR-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage	Failure Speed
				75000	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)			Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>					
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 2008 CADILLAC ESCALADE. THE CONTACT STATED THAT THE CLEAR COAT ON THE WINDOW TRIM WAS FLAKING AND PEELING ON BOTH THE FRONT AND REAR DRIVER'S SIDES. THE DOOR HANDLE ON THE REAR PASSENGER SIDE WAS FRACTURED. THE VEHICLE WAS TAKEN TO DEALER AND THE DEALER ADVISED THAT THE FAILURE WAS COMMON. THE HANDLE ON THE REAR PASSENGER DOOR WAS REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE VIN WAS UNAVAILABLE. THE CURRENT MILEAGE WAS 80,000. THE FAILURE MILEAGE WAS 75,000. UPDATED 07/25/12 *BF					
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.					