

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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: AUG 31 2012
02-AUG-2012

Repository

Reference No. 10468948

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: LENA State: LA (Louisiana) Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

Evening Telephone Number: [REDACTED]

E-mail Address: [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: 1G6DP577X60 [REDACTED]

Make: CADILLAC Model: CTS Model Year: 2006

Date Purchased: 9/3/09 Dealer's Name and Telephone Number: Southern Chevy Cadillac Engine: No. Cylinders: Fuel Type:

Original Owner: Dealer's City: Alexandria State: La Zip Code: 71301

Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 30-JUL-2012

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 1100G0 ELECTRICAL SYSTEM

Engine Control module (ECM)

Failure Mileage: 120000 Failure Speed:

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: There is no hooks for my child seat under the seat

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 2006 CADILLAC CTS. THE CONTACT STATED THAT SHE WAS UNABLE TO REMOVE THE KEY FROM THE IGNITION AND THE ANTI-THEFT WARNING MESSAGE ILLUMINATED ON THE INSTRUMENT PANEL. ALSO THE TEMPERATURE AND FUEL GAUGES MALFUNCTIONED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE ELECTRONIC CONTROL MODULE WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 120,000 AND THE CURRENT MILEAGE WAS 120,500.

the seat like every other vehicle has. But that's no my main concern.

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)

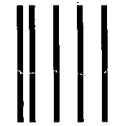
Driving to work today temp & gas gauge stops working & key
wouldnt come out of ignition. Dealer diagnostic said it was theft
module engine module, etc. Got Body Shop to do the work cheaper, &
it didnt fix my car! So then ^{after} ~~it~~ just staped working everything
left me stranded at my Job ^{while} with my 3 month old baby. Had
to get it towed to Southern Chev. I looked online & found a bunch
of these cars are having this problem & it was the ECM so I
told the dealer that & they said they couldnt order the part
because it was on back order. I couldnt order it online. 2 weeks
without my ONLY car. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} ~~is~~ that many people are having problems &
& the dealer cant even get a part for 2 w. Should be a recall

U.S. 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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

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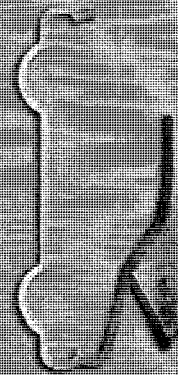
WASHINGTON, DC

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**



**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**



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C. 20077-9382