

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

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 8/17/2012

## Incident Details

VQ-10474761-5182

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Report Number: 20120817-D2211-2147464639

Report Submitted Date: 8/17/2012

Who You Are: Consumer

Incident Description: I purchased a front and rear drive shaft couple set from this business for my 2006 Cadillac CTS. The part is constructed of polyurethane and made to replace the OEM rubber pieces that sit in driveshaft of the vehicle. This piece is sought after because Cadillac does not sell these pieces individually, but instead they sell the entire driveshaft for \$1000. The part is advertised as being better than OEM and improving the vehicle performance. When I received the original part I had it installed at a garage in Germany. The part performed well for several months but on the 6th of August as I was driving on the Autobahn with my 3 year old son, the part defected. It caused my drive shaft, which turns the back wheels, to rattle violently shaking the whole car. The location where the incident occurred was close to an Army installation so I was able to place the vehicle in a safe location. After inspecting the vehicle with a mechanic from the vehicle inspection office on the installation, it was determined that the rear drive shaft coupler was destroyed, It literally ripped to shreds. I left the vehicle parked at the location and contacted the business and spoke with Max. I informed him of what took place and he sent a replacement. After I relieved the part I had my vehicle towed to a garage to have it installed. Once installed, my vehicle showed signs of further damage. I contacted Cadillac in the states and they informed me that I could be looking at up to \$3000 in repair. I contacted the business via email to inform them about the damage their defective part caused and asked for a solution to help with the repair cost, I received no response. I then called 2 days later and spoke with Kristie and she confirmed that my email as received along with the pictures I provided. She said that Max would get back with me and I still not have been contacted. I am looking for help to hold them accountable for the damages to my car, an eXpense that I was not ready to incur. The front coupler is also defective.

Incident Date: 8/6/2012

Incident Location: Street or Highway - Mannhiem, Germany

## Product Details

Product Description: This product is a replacement to a OEM part that sits in the driveshaft of the car. It is made of polyurethane and connected the driveshaft to the transmission and rear differential.

Product Category: Drive shaft coupler

Product Type:

Brand Name: Creative steel

Manufacturer / Importer /

Private Labeler Name:

Model Name or Number: SKU 60

Serial Number:

Date

Manufactured:

Manufacturer Date Code:

Manufacturer Address: Not specified

**CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.**

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: Creative steel

Retailer State: Oregon

#### Additional Details

Purchase Date: 1/18/2012 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. Yes

The damage was repaired prior to the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? N/A

If not, do you plan to contact them? N/A

Explanation: I still have the damages product. Being that the part has was defective it would appear that the defect was there before total failure. This is verifiable by the front coupler that has not been replace but is showing signs of defect.

#### Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], ApO, New Jersey, [REDACTED] United States

E-mail [REDACTED]

Phone Number:

#### Consent

May we include your Report, including any documents or photographs that you have attached to Yes, you may include my Report with any attachments on SaferProducts.gov.

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your Report,  
but without  
your name and  
contact  
information, in  
CPSC's Public  
Database?

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report?

No, do not release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief.

Yes

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