



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

Repository ☐

17-SEP-2012

OCT 15 2012

Reference No.

10475706

OWNER INFORMATION (Type or Print)

Name

Address

City

CHESTERFIELD

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1G6KF57985U

Make

CADILLAC

Model

DTS

Model Year

2005

Date Purchased

7-27-2005

Dealer's Name and Telephone Number

ELCO CHEVROLET CADILLAC

Engine:

No. Cylinders

8

Fuel Type:

REGULAR

Original Owner

☒ YES

Dealer's City

636-227-5333

BALLWIN, MISSOURI

State

MO

Zip Code

63011

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

(3) WINDOW REGULATORS

Incident Date(s)

21-SEP-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)

Failure Mileage

54871

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:

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 2005 CADILLAC DEVILLE DTS. THE CONTACT HEARD A LOUD CRACKING SOUND AND THE FRONT PASSENGER SIDE WINDOW FELL DOWN INDEPENDENTLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE REGULATOR WAS REPLACED. THE IDENTICAL FAILURE RECURRED ON THE REAR PASSENGER WINDOW. AFTER THE VEHICLE WAS REPAIRED OVER TIME THE FAILURE RECURRED AGAIN ON THE REAR DRIVERS SIDE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 54,871 AND THE CURRENT MILEAGE WAS 61,757.

*THE CAR WAS ORIGINALLY PURCHASED AND SERVICED BY MOORE CADILLAC. MOORE WAS SUPERSEDED BY ELCO. THE SERVICE DEPT. AT ELCO HAS BEEN EXCELLENT AND ON 7-25-2012 REPLACED THE 4TH WINDOW REGULATOR (LEFT FRONT) IN ANTICIPATION OF A FAILURE SINCE A DRIVERS SIDE WINDOW FAILURE WOULD BE A POTENTIAL SAFETY ISSUE. IT WAS REPLACED AT NO CHARGE. I WAS CHARGED \$100 FOR EACH OF THE FIRST THREE FAILURES.

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.

ELCO CHEVROLET INC-SERVE
15110 MANCHESTER RD
BALLWIN MO 63011
636-227-5333

Term ID: 73126368 Ref #: 0011

CHEV

Sale

MASTERCARD Entry Method: Swiped

Total: \$ 190.53

09/06/11 10:36:57

Inv #: 000011 Appr Code: 035648

Batch#: 000409

Zip Code:

CUSTOMER NO. 19138

CHESTERFIELD, MO

Customer Copy

THANK YOU!

RIGHT FRONT WINDOW
CO

er Rd • Ballwin, MO 63011

5333 • 800-548-3526

chevroletcadillac.com

Cadillac

TH	852	TAG NO.	594	INVOICE DATE	09/06/11	INVOICE NO.	CDCS574331
LICENSE NO.		MILEAGE		COLOR	WHITE/	STOCK NO.	
		54,871		DELIVERY DATE	07/27/05	DELIVERY MILES	
LAC/DEVILLE/4 DOOR SEDAN				SELLING DEALER NO.		PRODUCTION DATE	
F 5 7 9 8 5 U				P.O. NO.		R.O. DATE	
					09/06/11		

MO: 5487

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1		25121293	FUEL FLTR 3.890	24.80	
JOB # 5 TOTAL PARTS					24.80	
JOB # 5 TOTAL LABOR & PARTS					54.80	
MISC	CODE		DESCRIPTION	CONTROL NO		
JOB # A	SS		HAZARDOUS WASTE DISP/SHOP SUPPLY		1.21	
JOB # 1	WD		WARRANTY DEDUCTABLE	574331-1	100.00	
JOB # 2	IN		MULTIPOINT INSPECTION		-5.00	
JOB # 3	AS		65D ADVERTISING DISCOUNT		-4.25	
TOTAL - MISC					91.96	

TOTALS

AT ELCO CHEVROLET CADILLAC WE APPRECIATE YOUR TIME AND
YOUR BUSINESS. IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED WITH YOUR VISIT PLEASE CONTACT OUR SERVICE
MANAGER, KYLE FOPPE
DON'T FORGET TO CHECK OUT OUR WEBSITE AT
WWW.ELCOCHEVROLET-CADILLAC.COM FOR UPDATED SPECIALS!!!
THANK YOU!

TOTAL LABOR.... 47.60
TOTAL PARTS.... 47.22
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 101.21
TOTAL MISC DISC -9.25
TOTAL TAX..... 3.75
TOTAL INVOICE \$ 190.53

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for particular purpose or delay and Elco Chevrolet Cadillac, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts are Labor on Genuine GM Parts used in the repair of your vehicle at Elco Chevrolet Cadillac, Inc. carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

SERVICE HOURS:

7:00 am - 6:00 pm

Monday - Friday

(Late drop-offs & pick-ups

M, W, & F)

Saturday

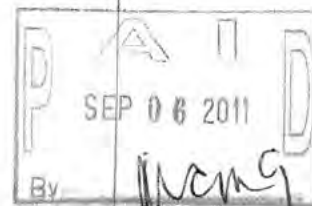
7:00 am - NOON

Quick Service Maintenance

Items Only

Call for Details

CUSTOMER SIGNATURE



ELCO CHEVROLET INC-SERVE
15110 MANCHESTER RD
BALLWIN MO 63011
636-227-5333

Term ID: 73126368 Ref at 0004

Sale

ELCO

15110 Manchester Rd • Ballwin, MO 63011
636-227-5333 • 800-548-3526
www.elcochevroletcadillac.com

Cadillac

MASTERCARD Entry Method: Swiped

Total: \$ 141.66

CUSTOMER

05/29/12

09:07:45

Inv #: 000004 Appr Code: 005718

Batch#: 000053

Zip Code:

CHES

Customer Copy
THANK YOU!

RESIDENCE
314-

LABOR &
JOB # 1 18C0Z

ELECTRICAL TECH(S):326
OWNER STATES THE RT REAR WINDOW FELL DOWN WHILE DRIVING POSS
WINDOW REG. FAILURE CK/ADV
OK TO REPLACE REG.
FOUND WINDOW REGULATOR BROKEN
REPLACED RIGHT REAR REGULATOR
0424 3051 C0382 0.7
90A GOODWILL 50/50 PER KYLE FOPPE 05/29/12

WARRANTY

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PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 1 19244837 REGULATOR 10.791

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 30CDZINSF FREE INSPECTION
PERFORM GM MULTI-POINT INSPECTION
COMPLETED MULTI POINT INSPECTION

TECH(S):326

5.00

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

5.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # 1 WD WARRANTY DEDUCTABLE
JOB # 2 IN MULTIPOINT INSPECTION

604446-1

141.66

-5.00

TOTAL - MISC

136.66

TOTALS

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MANAGER, KYLE FOPPE
DON'T FORGET TO CHECK OUT OUR WEBSITE AT
WWW.ELCOCHEVROLETCADILLAC.COM FOR UPDATED SPECIALS!!!
THANK YOU!

TOTAL LABOR.... 5.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 141.66
TOTAL MISC DISC -5.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 141.66

CUSTOMER SIGNATURE



ELCO

Greg Kuntz
Assistant Service Manager

15110 Manchester Rd
Ballwin, MO 63011

636-391-4100
Cell: 636-262-2021
Fax: 636-527-2988

LCO

15110 Manchester Rd • Ballwin, MO 63011
636-227-5333 • 800-548-3526
www.elcochevroletcadillac.com



Chevrolet



Cadillac

www.elcochevroletcadillac.com
gkuntz@elcochevroletcadillac.com



Cadillac

09/17/12 14:05:24
Inv #: 000026 Appr Code: 005578
Batch#: 000152
Zip Code:

Customer Copy

THANK YOU!

ADVISOR ROBB SMITH		TAG NO. 852 7131	INVOICE DATE 09/17/12	INVOICE NO. CDCS618297
LABOR RATE	LICENSE NO.	MILEAGE 61,757	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 05/CADILLAC/DEVILLE/4 DOOR SEDAN			DELIVERY DATE 07/27/05	DELIVERY MILES
VEHICLE I.D. NO. 1 G 6 K F 5 7 9 8 5 U			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.		P.O. NO.	R.O. DATE 09/17/12	
COMMENTS				

MO: 61757

LABOR & PARTS				
J# 1 18CDZ	ELECTRICAL	TECH(S):861	WARRANTY	
OWNER REPORTS LEFT REAR DOOR GLASS WILL NOT CLOSE-ADVISE CK OPERATION. INSPECTED COMPONENTS. REPLACED L/R POWER WINDO W REGULATOR C0383 0.7 3017 GOODWILL PER GREG KUNTZ W/\$100 DEDUCT				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----UNIT PRICE-	
JOB # 1	1	19244838	REGULATOR 10.791	
			JOB # 1 TOTAL PARTS	
			0.00	
			JOB # 1 TOTAL LABOR & PARTS	
			0.00	
J# 2 30CDZINSP	FREE INSPECTION	TECH(S):861	5.00	
PERFORM GM MULTI-POINT INSPECTION COMPLETED MULTI POINT INSPECTION				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----UNIT PRICE-	
			JOB # 2 TOTAL PARTS	
			0.00	
			JOB # 2 TOTAL LABOR & PARTS	
			5.00	
MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	WD	WARRANTY DEDUCTABLE	618297-1	
JOB # 2	IN	MULTIPOINT INSPECTION		
			TOTAL - MISC	
			95.00	
TOTALS-----				
AT ELCO CHEVROLET CADILLAC WE APPRECIATE YOUR TIME AND YOUR BUSINESS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR VISIT PLEASE CONTACT OUR SERVICE MANAGER, KYLE FOPPE DON'T FORGET TO CHECK OUT OUR WEBSITE AT WWW.ELCOCHEVROLETCADILLAC.COM FOR UPDATED SPECIALS!!! THANK YOU!				
			TOTAL LABOR....	
			5.00	
			TOTAL PARTS....	
			0.00	
			TOTAL SUBLET...	
			0.00	
			TOTAL G.O.G....	
			0.00	
			TOTAL MISC CHG.	
			100.00	
			TOTAL MISC DISC	
			-5.00	
			TOTAL TAX.....	
			0.00	
			TOTAL INVOICE \$	
			100.00	

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SERVICE HOURS:
7:00 am - 6:00 pm
Monday - Friday
(Late drop-offs & pick-ups
M, W, & F)
Saturday
7:00 am - NOON
Quick Service Maintenance
Items Only
Call for Details

CUSTOMER SIGNATURE



LEFT FRONT (DRIVER'S) WINDOW



ELCO

15110 Manchester Rd • Ballwin, MO 63011
636-227-5333 • 800-548-3526
www.elcochevroletcadillac.com



CUSTOMER NO. 191383	ADVISOR ROBB SMITH	TAG NO. 852 T785	INVOICE DATE 09/25/12	INVOICE NO. CDCS619087
[REDACTED] CHESTERFIELD, MO	LABOR RATE	LICENSE NO.	MILEAGE 61,780	COLOR WHITE/
	YEAR / MAKE / MODEL 05/CADILLAC/DEVILLE/4 DOOR SEDAN			DELIVERY DATE 07/27/05
	VEHICLE I.D. NO. 1 G 6 K F 5 7 9 8 5 U			SELLING DEALER NO.
	P.T.E. NO.			P.O. NO.
BUSINESS PHONE	COMMENTS			R.O. DATE 09/24/12

MO: 61930

LABOR & PARTS

J# 1 18CDZ

ELECTRICAL

TECH(S):803

REPLACE LF. FRT. WINDOW REGULATOR AS PER DAVID R. - OWNER HAS HAD ALL REGULATORS REPLACED ON OTHER 3 WINDOWS ALL WITHIN ROUGHLY THE LAST YEAR. REGULATORS SEEM TO FAIL WHILE DRIVING CAUSING WINDOW TO COMPLETELY OPEN ON ITS OWN - OWNER BELIEVES THIS IS A SAFETY ISSUE
LOOSE
REPLACED LF WINDOW REGULATOR PER REQUEST. TRANSFERRED OLD MOTOR TO NEW REGULATOR. VERIFIED PROPER OPERATION
C0183 0.8 6025

WARRANTY

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PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		19244842	REGULATOR 10.783	

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

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DON'T FORGET TO CHECK OUT OUR WEBSITE AT WWW.ELCOCHEVROLETCADILLAC.COM FOR UPDATED SPECIALS!!!
THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

SERVICE HOURS:

7:00 am - 6:00 pm

Monday - Friday

(Late drop-offs & pick-ups
M, W, & F)

Saturday

7:00 am - NOON

Quick Service Maintenance
Items Only
Call for Details

CUSTOMER SIGNATURE