

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 JAN 23 2013 05-NOV-2012		Repository <input type="checkbox"/> Reference No. 10483397	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
CROWNSVILLE		MD					
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				Make		Model	Model Year
1GYEK63N12R				CADILLAC		ESCALADE	2002
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
4/16/02		CHESAPEAKE CADILLAC			No: Cylinders		GASOLINE
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		COCKEYSVILLE		MD	21030		
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
AUTOMATIC		<input checked="" type="checkbox"/> Cruise Control				Incident Date(s)	
						23-OCT-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: BRAKES (PWS)						Failure Mileage	Failure Speed
						48077	5
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)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
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		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	
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 ESCALADE. THE CONTACT STATED THAT WHILE DRIVING 5 MPH AND DEPRESSING THE BRAKES, THE BRAKES FAILED AND TRAVELED TO THE FLOORBOARD ABNORMALLY. THE CONTACT IMMEDIATELY SHIFTED THE VEHICLE INTO NEUTRAL AND APPLIED THE EMERGENCY BRAKE. THE VEHICLE EVENTUALLY CAME TO A STOP. THE CONTACT STATED THAT THE STABILITY CONTROL AND BRAKE WARNING LIGHTS WERE ILLUMINATED IMMEDIATELY FOLLOWING THE FAILURE. THE VEHICLE WAS UNABLE TO BE DRIVEN AND WAS LATER TOWED TO AN INDEPENDENT MECHANIC. AFTER DIAGNOSIS, THEY ADVISED HIM THAT ALL OF THE BRAKE LINES WERE SEVERELY RUSTED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED FOR ALL THE BRAKE LINES ON THE VEHICLE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 48,077. THE CURRENT MILEAGE WAS APPROXIMATELY 48,275.							
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.							

02-JAN-2013

Reference No. 10483397 Date 11/05/2012

Contacted General Motors 1-800-462-8782: GM Service Request No. 71-1123877805

In September 2012 I had problems with an intermittent noise and vibration coming from the rear of vehicle. I took the vehicle to Fitzgerald Cadillac in Annapolis, MD.

After 2 days they were able to locate the source of the noise. They had to pull both rear axles and replace the rear brake backer plates. The service rep said "the entire underside of the vehicle was so corroded and that they had to drill out the drain plugs in the gear case", He ask "was the truck driven "off road" frequently or used to the pull boats?" My truck has never even been parked on grass, and I don't even have a ball for the hitch. My truck has been parked in my garage or on my brick driveway since it was new. Total bill \$1600

When I filed the report on 11/5/12, you gave me GM's 1-800-462-8782 phone no. I contacted GM. to file the complaint. The lady took all the info about the incident and even called Fitzgerald Cadillac about the repairs in September.

I ask what GM was doing about this severe corrosion problem because I now have concerns about the safety of the vehicle- fuel lines, gas tank, frame, suspension, motor mounts, etc... She said she had never heard about this problem and there were no recall notices for this vehicle.

She said the vehicle was 10 years old and the warranty was expired, but I could take the truck to any Cadillac Dealer to have the truck inspected is I safety concerns, - at my expense.

Copy of invoice for brake line replacement is attached.

Racetrack Auto and Tire Center

10436 Racetrack Rd.

Berlin, MD 21811

The mechanics at Racetrack Auto said they often see this brake line rust problem on GM trucks built after 2000. They said GM must have changed suppliers, specs, or material at that time. They don't see this problem on older GM trucks or FORD'S.

He also noticed the new brakes and backer plates.

They said the whole frame and "air shocks" were badly rusted.

RACETRACK AUTO AND TIRE CENTER
 10436 RACETRACK RD
 BERLIN, MD. 21811
 Phone - 410-641-5262 Fax - 410-208-1083
 WWW.RACETRACKOC.COM

INVOICE

77408

INVOICE

Print Date : 10/27/2012

2002 Cadillac - Escalade

[Redacted]

Ocean City, MD [Redacted]

Home [Redacted] Cellular [Redacted]

Cust ID : 26374

Ref # :

Lic # : [Redacted]

Unit # : GOLD

Vin # : 1GEK63N12R [Redacted]

Hat # : 5493

Odometer In :

Odometer Out : 48077

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
1/4 BRAKE LINE 641-3349	25.00	4.28	107.00	REPLACE ALL BRAKE LINES FROM ABS MODULE TO WHEELS.	510.00
BRAKE FLUID DOT3 DOT3	2.00	6.51	13.02	CHECK BRAKES//NO BRAKES	N/C
BRAKE CLEAN 5089	1.00	5.65	5.65	TOW	N/C
Shop Supplies		3.77	3.77	TOW FROM 719 MOORING RD OCEAN CITY TO RTA 589 // TODD ***Discount*** \$20.00 OFF \$200.00 OR MORE PURCHASE \$20.00 off labor	

[Technicians : SMITH, DALE 02]

Org. Estimate \$627.21	Revisions \$0.00	Current Estimate \$ 627.21	Additional Cost	Revised Estimate	Labor: 510.00
					Parts: 129.44
					Sublet: 0.00
					Discount: -20.00
					Sub: 619.44
					Tax: 7.77
					Total: 627.21
					Bal Due: \$627.21

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the [Redacted]. All issues must be paid in full within 30 days of completion. Failure to pay in full may result in legal action.

SIGNATURE.....

Date..... Time.....

Written By :) . MOLLIE