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

JAN - 8 2014

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 ☐
22-NOV-2013	Reference No. 10553358

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City CAMBRIDGE	State MD	Zip Code [redacted]	Evening Telephone Number [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	Make	Model	Model Year
W06VR54R01R[redacted]	CADILLAC	CATERA	2001

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-AUG-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 60000	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ 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).

THE CONTACT OWNS A 2001 CADILLAC CATERA. THE CONTACT STATED THAT THE ENGINE WAS LEAKING OIL PREMATURELY. THE VEHICLE WAS TAKEN TO A CERTIFIED MECHANIC WHERE THE ENGINE GASKETS, BELTS AND THE WATER PUMP WERE REPLACED HOWEVER THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000 AND THE CURRENT MILEAGE WAS 89,000.

[redacted] 12/14/2013

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

[redacted] owns [illegible] vehicle. Had a water pump + oil leak problem. I took vehicle to a certified mechanic and had problems repaired. Same problem appeared again. Mr Sire with exchanged the oil due to the problems. Mr Sire told me there should of been a recall on this particular make + model vehicle. This type of vehicle has had many problems. I called the vehicle head quarters for help and in my opinion was threatens when I told them I will be going to the consumer protection agency and Better Business Bureau. The lady said if I reported it there they wouldn't help me at all.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

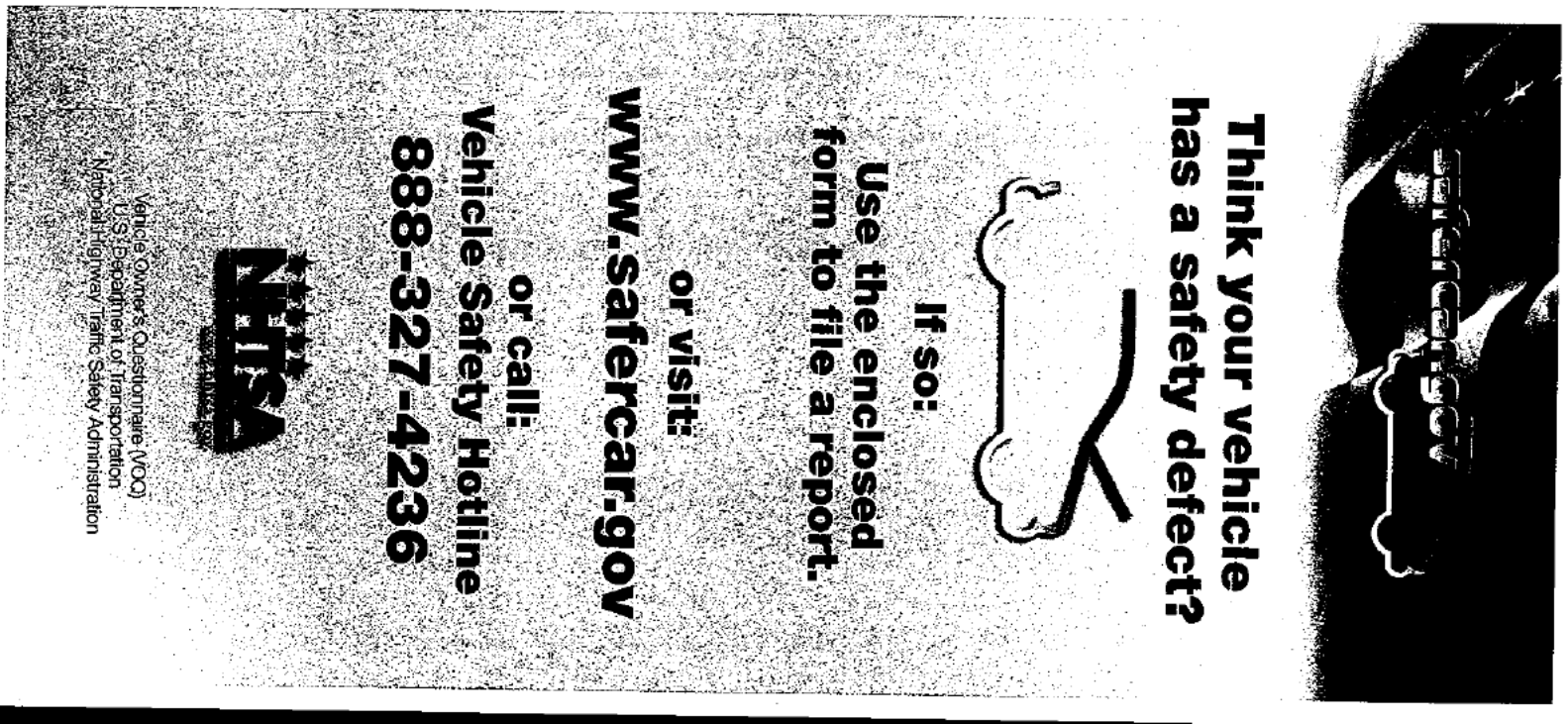
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 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



AutoZone 1835
815 DOVER ROAD
EASTON, MD
(410) 770-3255

#572135	VS50566R	39.99 P
VS50566R Fel-Pro		
Valve Cover Gasket, EA		
#413675	AWP-9107	51.99 P
AWP-9107		
Duralast New Water Pump, EA		
	SUBTOTAL	91.98
	TOTAL TAX @ 6.000%	5.52
	TOTAL	97.50
	CASH	100.00
	CHANGE	2.50

REG #03 CSR #11 RECEIPT #127457
STR. TRANS #740264
STORE #1835
DATE 08/17/2012 20:24

OF ITEMS SOLD 2

1835740264081712

PERSONAL WARRANTY INFORMATION
[redacted]
PO BOX [redacted]
[redacted]

Buster my nephew he got this part for me [redacted]

2001 Cadillac Catera
Item: 572135 VS50566R VALVE COVER SET
1 YEAR/12 MONTH WARRANTY PERIOD

2001 Cadillac Catera
Item: 413675 AWP-9107 NEW WATER PUMP

JOB INVOICE

SOLD TO:	
ADDRESS	
ATTENTION	

DATE ORDERED 8/20/12	ORDER TAKEN BY
PHONE NO.	CUSTOMER ORDER #
JOB LOCATION	
JOB PHONE	STARTING DATE 8/20/12
TERMS Payment upon Completion	

QTY.	MATERIAL	UNIT	AMOUNT
1	Serp. Belt		35 00
1	Intake Gasket kit		55 00
1	Antifreeze		20 00
	Waterpump Repair		125 00
	Cam Cover Repair		250 00
		8/22/12	
			580 00
			5.00 1.00
	Antifreeze Coolant 50/50 Mixture Eight dollars		
	TOTAL MATERIALS		

DESCRIPTION OF WORK
Replaced Water pump
Replaced cam cover gaskets
Replaced upper intake gask.
Replaced serpentine belt

MISCELLANEOUS CHARGES	
TOTAL MISCELLANEOUS	

LABOR	HRS.	RATE	AMOUNT
TOTAL LABOR			

WORK ORDERED	
DATE ORDERED	
DATE COMPLETED	

CUSTOMER APPROVAL SIGNATURE [redacted]

AUTHORIZED SIGNATURE Bob Carroll

TOTAL LABOR	475 00
TOTAL MATERIALS	105 00
TOTAL MISCELLANEOUS	—
SUBTOTAL	—
TAX	—
GRAND TOTAL	580 00

A-2817-3817 / T-3866