

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



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: 18-FEB-2014  
Repository:   
Reference No.: 10564877

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: MESA State: AZ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 1G6YV34AX45 [REDACTED]  
Make: CADILLAC Model: XLR Model Year: 2004  
Date Purchased: 12/6/2012 Dealer's Name and Telephone Number:  
Engine: No. Cylinders: 8 Fuel Type: PREMIUM  
Original Owner:  Dealer's City: State: Zip Code:  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain: NORTHSTAR V-8 VVT: 320 HP Multiple Failure: YES (3) Incident Date(s): 09-JUL-2007

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN, 010000 STEERING  
Failure Mileage: 12000 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 2004 CADILLAC XLR. THE CONTACT SMELLED A BURNING ODOR AROUND THE TURN SIGNAL AND INFORMED AN AUTHORIZED DEALER AND THE MANUFACTURER. THE DEALER DIAGNOSED THAT THE SOCKET WAS MELTING AND THE PLASTIC HOUSING WAS WARPED. THE FAILURES WERE RELATED TO NHTSA RECALL CAMPAIGN 06V263000 EXTERIOR LIGHTING; THE DAY TIME RUNNING LAMP/TURN SIGNAL AND PARKING LAMP BECAME INOPERATIVE. AN AUTHORIZED DEALER ALSO REPLACED THE SOCKETS INSIDE THE HEADLIGHTS FOR THE ENTIRE UNIT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 120000

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.

3/18/14

Mr. Reid,

On Feb. 6<sup>th</sup>, I noticed a smell of something burning around the right front fender and headlight, I looked at the right front headlight and noticed the lens in front of the daytime running light and turn signal were melted. I then checked the left front running light and turn signal and it was also melted.

The next day I drove to Coulter Cadillac and talked to Karen Parker in service, and told her what happen. She had two service reps look at the running lights and turn signals.

Karen looked up on I.M. Global Warranty and found 2 safety recalls for the running lights and turn signals, Karen gave me the copies and am forwarding them to you.

The dealership said I would have to pay for new headlight assembly and repairs, as they weren't under warranty anymore.

My question is if this was a safety recall on 7/24/2006 and again on 7/9/2007 it should be covered for ten years from the last safety recall.

This was told to me by one of your representatives who took my call. I'm also enclosing 2 pictures of the running lights, which shows the lights in question.

At present the vehicle only has 13,730 miles on it. It still looks like it came off the showroom floor.

I don't use the running lights anymore, as I worry about fire and damaging the rest of the vehicle.

I appreciate you looking into this matter for me.

[REDACTED]

Any questions please call me

[REDACTED]

Home

[REDACTED]

phone



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

**GM Global Connect** Karen Parker [Update My Profile](#)  
[Logout](#)  
February 7, 2014

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

## View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

### Vehicle Information

VIN: 1G6YV34AX4[REDACTED] Model: 6YV87-2004 XLR CONVERTIBLE  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 60 - RETAIL - SOLD  
 Field Actions: [0 Open](#)

### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Emission Recall	N060503	06503	OBD DIAG DISABLED BY CANISTER PURGE SOLENOID CIRCUIT MALFUNCT - REPGRM ECM	03/21/2006	Closed
Product Safety Recall	N040043	04043	LOWER CONTROL ARM WASHER	08/18/2004	Closed
Product Safety Recall	N040086	04086	REAR BRAKE LINE ROUTING	01/11/2005	Closed
Product Safety Recall	N060013	06013	DAYTIME RUNNING LAMPS/TURN SIGNAL/PARKING LAMPS INOPERATIVE	07/24/2006	Closed

### Branded Title

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Inactive  
 XM Equipped: Y XM Radio ID: 2KPP30MX XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	03/20/2004	35 MI	03/20/2010	100,035 MI
	Special Coverage 10150	03/20/2004	35 MI	03/20/2014	100,035 MI
	Emission Select Component Ltd Wty	03/20/2004	35 MI	03/20/2012	80,035 MI
	Special Coverage 06081	03/20/2004	35 MI	03/20/2014	120,035 MI
	Bumper to Bumper Limited Warranty	03/20/2004	35 MI	03/20/2008	50,035 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/09/2007	172875	ZFAT---Field Action Recall		V1501 - 06013 - Install Sockets and Bulbs	4,748 MI
07/20/2006	158438	ZFAT---Field Action Recall		V1457 - 06503 - Reprogram ECM	3,594 MI
07/20/2006	158438	ZREG---Regular Vehicle Transaction		J0780 - Cover And/Or Gasket, Timing - Replace	3,594 MI
07/20/2006	158438	ZREG---Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	3,594 MI
02/17/2004	A02246	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

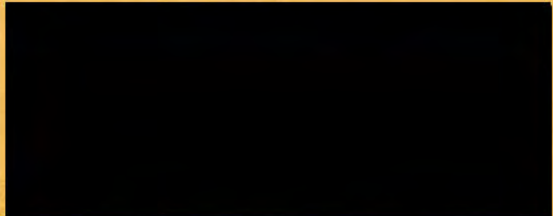
© 2005 General Motors. All rights reserved.

**CPU** U.S. POSTAGE

**\$ 1.40**

PB 1P 000  
3660543  
FCMF

MAILED MAR 18 2014  
85202



3

