

AUG 28 2014

Form Approved: O.M.B. No. 2127-0008

 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 17-JUN-2014		Repository ☐ Reference No. 10599025					
OWNER INFORMATION (Type or Print)						Daytime Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
Name [REDACTED]		Address [REDACTED]		City PLACERVILLE		State CA		Zip Code [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).						Evening Telephone Number [REDACTED]			
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTYR10G3YR [REDACTED]				Make CADILLAC		Model CTS		Model Year 2003	
Date Purchased 9/01/03		Dealer's Name and Telephone Number Kuni				Engine: No: Cylinders 6		Fuel Type: Premium	
Original Owner ☒		Dealer's City Sacramento		State CA		Zip Code 95825			
Transmission Type Auto matic		☐ Antilock Brakes ☒ Cruise Control		Powertrain Automatic		Multiple Failure: Constantly		Incident Date(s) 11-DEC-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 020000 SUSPENSION						Failure Mileage 140000		Failure Speed 30 65	
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 2003 CADILLAC CTS. THE CONTACT STATED THAT THE STABILIZATION WARNING LIGHT ILLUMINATED AND THE VEHICLE STARTED SHAKING ABNORMALLY. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN WAS UNABLE TO FIND A FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 140,000 AND THE CURRENT MILEAGE WAS 166,000.									
[REDACTED]								9/13/14	
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.									

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

my service stability sensor keeps going off. I took it to the dealer and they did not know what was wrong please help me. This keeps happening over and over again

9/13/14

ATTACH ADDITIONAL COPIES IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

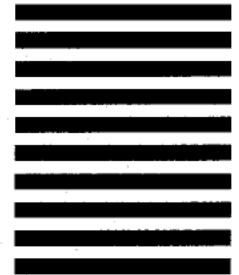
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SACRAMENTO
CA 957
13 AUG 14
PM 7 L



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**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration