



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(7)(D)

Date Received

20-JUN-2014

SEP 12 2014

Repository ☐

Reference No.
10604757

Daytime Telephone Number

E-mail Address

NOEMAIL@UNK.GOV

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

AURORA

State

CO

Zip Code

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

1G6KD54Y25U

Make

CADILLAC

Model

DEVILLE

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Ed Rozarth (303) 751-7500

Engine: 4.6 Liter

Fuel Type:

No: Cylinders 8

Original Owner

☐

Dealer's City

Aurora, CO

State

CO

Zip Code

80014

Fuel Type:

Gas

Transmission Type

Over Drive

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Front wheel Drive

Multiple Failure:

Incident Date(s)

22-APR-2014

04-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM

Failure Mileage

97000

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. THE CONTACT STATED THAT THE VEHICLE FAILED TO START. THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 97,000. THE CURRENT MILEAGE WAS 100,071.

#1 Correct Mileage on Vehicle 100,071 - 6/5/14 - 6/30-14 waiting to see if veh. was to be recalled. No response. Had veh. Towed to dealer for repair. Owner paid for said repair of veh. (Not satisfied with work done)

#3 Other Problem came about, after getting my veh. back, that were working, before took it to the dealer. Now they want to charge me to have these items replaced. Replaced temperature light switch, ON STAR light switch, Cruise & Radio Volume

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)

THINK WAS that it took place while Park @
a department store.

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

DENVER

CO 802

02 SEP '14

PM 6 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

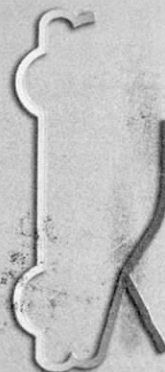
**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

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

200779382



**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**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
Administration

[REDACTED]
Aurora, CO [REDACTED]

August 27, 2014

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

To Whom It May Concern:

Narrative Description of Incident

Correct mileage on vehicle, #2 is the date of incident; 6/4/14 – 6/30/14, I notified the manufacturer of the issues with the ignition switch on my car, and I am currently waiting to see if my vehicle has been recalled. I received No response when I attempted to contact the manufacturer. Therefore, I had the vehicle towed to Ed Bozarth's Automobile Dealership, at 2001 S. Havana St. Aurora CO 80014, for repairs to ignition key switch which would NOT start whenever, I would attempt to turn the key to start the car. Without repairs this problem would eventually affect the engine power, power-steering and power-brakes. I am submitting a copy of the repair bill with the charges that were incurred. Also, I am including a copy of the two receipts from the 2 tow trucks that I used; which will show the actual mileage of the vehicle. Once the vehicle was returned to my possession, I encountered other problems; such as the temperature control light switch, the OnStar control light switch, the cruise control light switch, and the radio control volume light switch which are all located on the steering wheel. These problems were not an issue prior to my taking the car to Ed Bozarth. Per Greg Forest, the Service Manager for Ed Bozarth Dealership, this was a common occurrence in these types of car models. In fact, he indicated that all of the lights have been known to go out at the very same time. Then Mr. Forest, informed me that I will be charged if they replaced and repaired all of these items. As of this day I am having problems with my power-steering and my power-brakes.

Sincerely,

[REDACTED]

Case#

1900 S. Quince St, Ste H Ticket #: **59211**

Denver, CO 80231

Co. PUC T-03881

Name:

303-750-4887

US DOT: 1994778

Alpine Auto Recovery

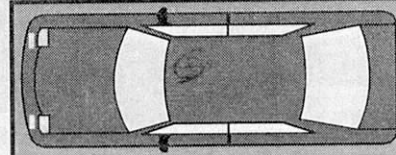
Tow Security Record & Contract Control - Auth

Charge To: Allstate PO#: 1025087231
Date: 6-4-11 Driver: Kyle Unit#: D18
Time Hooked _____ Time at Storage Lot _____

Owner or Driver: _____
Address: _____
Home Phone: _____ Work Phone: _____

Location of Vehicle: 15513 E 14th St
Deliver to: _____
Enroute Miles: _____ Loaded Miles: _____

Year: 2005 Make: Cadillac Model: DV116 Body: Van
Color: Silver Expires: 10-14 State: CO Lic#: _____
Contents of Vehicle: _____
VIN: 1G6KDS4Y85U Odom: 101716
Towed from: ☐ Front ☐ Rear ☐ Rollback ☐ Wheelift ☐ Dollies



Reason for Tow: _____

X = Damaged Area

\$ Hookup _____

Total Storage: _____

☐ PPI ☐ Regular ☐ Recovery

Mileage - Start _____ End _____ \$ _____

Storage Rate: \$ _____ per day, at 1940 S. Rosemary

Date/Time Release: _____

Agent Releasing: _____ Total Ticket: _____

Payment Method: ☐ Cash ☐ Check ☒ PO ☐ CCService Performed (Check Box) ☐ AMEX ☐ VISA ☐ M/C☐ Lock Out ☐ Gas Delivery _____ Gallons ☐ Special Equipment☐ Tire Chge ☐ Battery / Jump Start ☐ GOA ☐ Space Move

Report problems to the Public Utilities Commission at (303) 894-2070

NOTICE: Not responsible for articles left in vehicles, fire, theft, vandalism, damage due to weather or conditions beyond our control. An additional charge of \$20 applies to any returned checks.

X _____

I Authorize this Tow

X _____

Case#

1900 S. Quince St, Ste H
Denver, CO 80231

Ticket #: 60199

Co. PUC T-03881

Name:

303-750-4887

US DOT: 1994778

Alpine Auto Recovery

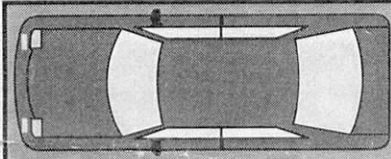
Tow Security Record & Contract Control - Auth

Charge To: Allstate PO#: 1025465805
Date: 6-30-11 Driver: Heath Unit#: D11
Time Hooked 8:20 Time at Storage Lot 8:40

Owner or Driver: [REDACTED]
Address: [REDACTED]
Home Phone: [REDACTED] Work Phone: [REDACTED]

Location of Vehicle: [REDACTED]
Deliver to: 2001 S Havana St
Enroute Miles: [REDACTED] Loaded Miles: [REDACTED]

Year: 2001 Make: Cadillac Model: Deville Body: 4 Door
Color: Silver Expires: 12/14 State: CO Lic#: [REDACTED]
Contents of Vehicle: [REDACTED]
VIN: 1G6KD54Y2S4 [REDACTED] Odom: 101716
Towed from: ☒ Front ☐ Rear ☐ Rollback ☒ Wheelift ☒ Dollies

Reason for Tow: Transport to dealer

X = Damaged Area

\$ Hookup [REDACTED]Total Storage: [REDACTED]☐ PPI ☒ Regular ☐ RecoveryMileage - Start [REDACTED] End [REDACTED] \$ [REDACTED]Storage Rate: \$ [REDACTED] per day, at 1940 S. RosemaryDate/Time Release: [REDACTED]Agent Releasing: [REDACTED] Total Ticket: [REDACTED]Payment Method: ☐ Cash ☐ Check ☒ PO ☐ CCService Performed (Check Box) ☐ AMEX ☐ VISA ☐ M/C☐ Lock Out ☐ Gas Delivery [REDACTED] Gallons ☐ Special Equipment☐ Tire Chge ☐ Battery / Jump Start ☐ GOA ☐ Space Move

Report problems to the Public Utilities Commission at (303) 894-2070

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X

I Authorize this Tow

☒

Customer Number: [REDACTED]

Invoice No: **965158**

INVOICE



Ed Bozarth #1

Chevrolet Company Inc.
2001 S. Havana St.
Aurora, Co. 80014
(303) 751-7500
Fax: (303) 695-2288



Scan Code to Schedule
your next Appt.

Page 1 of 1

www.edbozarth.com

AURORA, CO [REDACTED]

Home: [REDACTED] Bus:

Cell:

Email:

SERVICE ADVISOR: **845 GABRIELA TRUJILLO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PEWTER	05	CADILLAC DEVILLE	1G6KD54Y25U [REDACTED]	[REDACTED]	100716 / 100716	T538
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31AUG04			17:00 01JUL14		0.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:10248 ENG:4.6 Liter				INV. DATE
13:34 01JUL14	08:56 03JUL14					03JUL14

LINE OPCODE TECH TYPE HOURS

A CUST STATES THE VEHICLE WILL NOT START, KEY IS STUCK IN THE IGNITION,
PLEASE INSPECT AND ADVISE
RDASH REPLACED IGNITION CASE AND CYLINDER

	LIST	NET	TOTAL
242 CARA 2.00			
1 15298923 (S) CYLINDER KIT	276.80	276.80	276.80
1 88956702 (S) KEY	70.36	70.36	70.36
1 CODE BY VIN#	29.82	29.82	29.82
1 26089434 (S) CASE	40.00	40.00	40.00
100716 cylinder stuck INSTALLED IGNITION CASE AND CYLINDER WITH NEW KEY AND PROGRAMED THEFT SYSTEM 2.0-A	81.88	81.88	81.88

B PERFORM MULT-POINT INSPECTION.

MPI PERFORM MULT-POINT INSPECTION.

242 CNL 0.00

0.00 0.00

CUSTOMER PAY MISC SUPPLY, ENVIRONMENTAL & HAZMAT CHARGES FOR REPAIR ORDE 24.22

"COMPLETE SATISFACTION" IS OUR GOAL. YOU MAY
RECEIVE A SURVEY AS A RESULT OF THE WORK
PERFORMED ON YOUR VEHICLE, IF YOU ARE UNABLE
TO RESPOND "COMPLETELY SATISFIED" FOR ANY
REASON, PLEASE CONTACT ANY MEMBER OF OUR
SERVICE TEAM AT 751-7500. THANK YOU.

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WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed \$27.88, in the Misc. Charges amount for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 276.80
PARTS AMOUNT	\$ 222.06
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 24.22
TOTAL CHARGES	\$ 523.08
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 19.70
PLEASE PAY THIS AMOUNT	\$ 542.78

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.