



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

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 16-OCT-2014	Repository <input type="checkbox"/>
	Reference No. 10648212

OWNER INFORMATION (Type or Print)

Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]			Evening Telephone Number			
City BARRINGTON	State IL	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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6DM57T9601 [REDACTED]		Make CADILLAC	Model CTS	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number		Engine: V6 No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
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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 <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2006 CADILLAC CTS. THE CONTACT RECEIVED NHTSA CAMPAIGN: 14V394000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE RECALL REMEDY WAS NOT A PERMANENT REPAIR FOR THE VEHICLE. THE CONTACT DECLINED THE RECALL REPAIR TO BE PERFORMED ON THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT DID NOT EXPERIENCE A FAILURE. The recall was issued to fix a defective ignition switch. However, GM did not offer to replace the switch, but planned to put an insert in the ignition key to reduce the opening for the key chain and to install a very small ring to attach the remote. This is not a fix. It is not even a good band-aid solution. A larger ring can be inserted into the small ring GM planned to install allowing all the heavy items to be re-attached

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.

Subject: FW: GM Ignition Switch Issue (#10648212)
Date: Tuesday, November 25, 2014 1:43:19 PM
Attachments: [10648212 \[REDACTED\].pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, November 25, 2014 10:02 AM

Subject: FW: GM Ignition Switch Issue

From: [REDACTED]
Sent: Monday, November 24, 2014 2:13 PM
To: DataQuality, DataQuality (NHTSA)
Subject: GM Ignition Switch Issue

I have attached the Form 10648212 with my additional information as to why I have complained. Please let me know if you need further explanation. I think this is serious and that GM is claiming they are implementing a remedy that in fact doesn't eliminate the problem. Heavy items can still be attached to the key chain and since the defective ignition switch is not being replaced as part of the recall, failures can still occur.

[REDACTED]