

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received 26-JAN-2015	Repository <input type="checkbox"/>
	Reference No. 10678887

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SURPRISE 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 Located at bottom of windshield on driver's side 1G6DP577960 [REDACTED]	Make CADILLAC	Model CTS	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number Ramon Lund Cadillac	Engine: No: Cylinders 6	Fuel Type: G
Original Owner <input type="checkbox"/>	Dealer's City Brendale	State AZ	Zip Code
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-JAN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 75000	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 STATED THAT THE AIR BAGS WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 75,000.

Dealer said not covered by recall, but same problem as recalled vehicles

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.

686247032183
AN CHEVROLET ARROWHEAD
9055 WEST BELL ROAD
PEORIA, AZ 85382
623-974-0000
WWW.AUTONATION.COM

Term ID: 001

Ref #: 016

Sale

XXXXXXXXXX

MASTERCARD

Entry Method: Swiped

02/11/15

17:21:13

Inv #:

Appr Code: 91237Z

Apprvd: Online

Batch#: 042001

Cust Ref #

Total:

\$

699.61

Customer Copy

CUSTOMER #:



AutoNation

AutoNation Chevrolet Arrowhead

9055 W. BELL RD.
PEORIA, ARIZONA 85382-3715
(623) 974-0000

INVOICE

PAGE 1

SURPRISE, AZ

HOME: CONT

BUS: CELL

SERVICE ADVISOR: 8001 SCOT DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	06	CADILLAC CTS	1G6DP577960		74778/74778	T1959	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06 DD		31MAR2009	10:45	11FEB15		CASH	11FEB15
R.O. OPENED	READY	OPTIONS: DLR: ENG:3.6_Liter_SFI					
11FEB15	11FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK AND ADVISE; CUSTOMER STATES THE AIR BAG LIGHT IS ON CODE B0092

CAUSE: 1063 PPS FAULT

EE001 Miscellaneous Engine Electrical - Repair

6921 CCCR

298.07 298.07

1 19259297 MODULE KIT

346.44 346.44 346.44

PARTS: 346.44 LABOR: 298.07 OTHER: 0.00 TOTAL LINE A: 644.51

74778 1063 PPS FAULT 2.0 REPLACED PPS AND PROGRAMMED AND CLEARED

CODE

B CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

6921ICEPS

(N/C)

GBK MPVT BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)

6921ICEPS

(N/C)

GTIRE MPVT: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)

6921ICEPS

(N/C)

GBATT GOOD BATTERY - BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME

6921ICEPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 89.95

11FEB15 08:51 SA: 8001

LIMITED WARRANTY

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

AutoNation

AutoNation Chevrolet Arrowhead

9055 W. BELL RD.
PEORIA, ARIZONA 85382-3715
(623) 974-0000

INVOICE

PAGE 2

SURPRISE, AZ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8001 SCOT DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	06	CADILLAC CTS	1G6DP577960 [REDACTED]	[REDACTED]	74778/74778	T1959	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06 DD		31MAR2009	10:45 11FEB15			CASH	11FEB15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:3.6_Liter_SFI					
11FEB15	11FEB15						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PJW							

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

AutoNation

YES

23.41
6.69

LIMITED WARRANTY
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	298.07
PARTS AMOUNT	346.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	669.51
LESS INSURANCE	0.00
SALES TAX	30.10
PLEASE PAY THIS AMOUNT	699.61

THUNDERBIRD AUTOMOTIVE
18808 N REEMS RD
SURPRISE, AZ 85374

02/10/2015 12:53:08
MID: 00000003031131 TID: 04515258

CREDIT CARD

MC SALE

CARD #	XXXXXXXXXX
INVOICE	
SEQ #:	0008
Batch #:	000524
Approval Code:	96960Z
Entry Method:	Swiped
Mode:	Online
SALE AMOUNT	\$54.89

CUSTOMER COPY

Thunderbird Automotive

18808 N. Reems Rd.
 Surprise, AZ 85374
 (623) 882-8990

INVOICE: [REDACTED] Page: 1
 COMPLETED: 02/10/15 10:53
 ADVISOR [REDACTED]
 ACCOUNT #: [REDACTED]

INVOICE FOR SERVICES

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SURPRISE, AZ [REDACTED]
 HOME: [REDACTED]
 BUSINESS: [REDACTED]
 CELL: [REDACTED]

LICENSE [REDACTED]
 VEHICLE 2006 CADILLAC CTS Base
 VIN #: 1G6DP577960 [REDACTED]
 MILEAGE: In:74762 Out:
 TAG/COLOR
 EMAIL:

The labor performed, and the charges, are:

AIR BAG LIGHT IS ON - COMPUTER TESTING REQUIRED 54.89

RUN ALL NECESSARY TESTS AND ADVISE

PULLED CODE B0092 SUPRESSION SENSOR CIRCUIT MALFUNCTION

UPON RESEARCH FOUND A RECALL #100355
 CALLED GM AND THEY DID NOT INDICATE THIS WAS COVERED BUT WE
 ARE ADVISING TO CALL THE 800 NUMBER
 AND RESEARCH THIS FURTHER

AT ANY RATE WE DO NOT HAVE THE ABILITY TO PROGRAMM ANY AIR
 BAG COMPUTERS ETC..

SEE THE DEALER FOR THIS ONE
 Technician: TIM

	<u>Taxable</u>		<u>Non-tax</u>				
PARTS:	\$ 0.00	\$	0.00	SUBTOTAL:	\$ 54.89	TOTAL:	\$ 54.89
LABOR:	\$ 0.00	\$	54.89	TAX:	\$ 0.00		
SUBLET:	\$ 0.00	\$	0.00	ENVIR:	\$ 0.00		
SUPPLIES:	\$ 0.00	\$:	BALANCE:	\$ 0.00		54.89

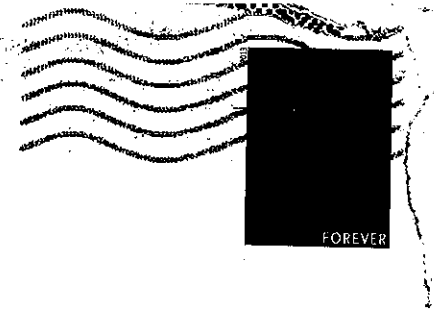
A token charge is included to cover misc. supplies used on your vehicle. A Hazardous Waste disposal charge will be imposed on each invoice as well. THUNDERBIRD AUTOMOTIVE shall not be responsible for typographical errors by clerical staff regarding work description performed. WARRANTY CONDITIONS: I confirm my authorization of work performed as listed above and acknowledge commencement of warranties---NATIONWIDE LIMITED WARRANTY, 36 MONTHS or 36,000 MILES, (Effective May 9, 2012) from original date of purchase, whichever comes first, unless explicitly stated otherwise. USED PART carry only a 12 Month / 12,000 mile. The warranty is conditional on the following: Customer must notify us of any problem and give us an opportunity to rectify



Surprise, AZ

PHOENIX AZ 852

30 MAR 2015 PM 4 L



APR 7 2015

US Dept. of Transportation
Natl. Highway Traffic Safety Adm.
Office of Defects Investigation
NVS-210
1200 New Jersey Ave. S.E.
Washington, DC 20077-9382

200779382

