

Elcock Funeral Home, Inc.

130-02 Liberty Avenue
Queens, N.Y. 11419

Phone: (718)845-7408
Fax: (718)8457477

April 28, 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

General Motors
300 Renaissance Center
Detroit, MI 48265
Certified Mail 7014 1820 0000 3790 6318

MAY - 6 2015

Cadillac Customer Assistance Center
Cheryl Caldwell
P. O. Box 33169
Detroit, MI 48232-5169
Certified Mail 7012 1010 0000 0548 7972

Sarant Cadillac Corp.
4339 Hempstead Turnpike
Farmingdale, NY 11735
Certified Mail 7012 1010 0000 0548 7989

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590
Certified Mail 7012 1010 0000 0548 7965

Ref: 2008 Cadillac Deville Funeral Coach – Engine Disables While Driving

To All Concerned:

Elcock Funeral Home, Inc. owns a 2008 Cadillac Deville Funeral Coach VIN 1GEEH00Y98U [REDACTED] whose engine shuts off while driving with no prior indication or warning that it is shutting down. Each time this has happened the hearse was in traffic, making it a safety hazard to the passengers inside as well as vehicles that are traveling on the road. After shutting off without cause, that ignition cannot be activated or ignited for at least 30 minutes. The hearse is then forced to stay in the middle of traffic while the drive waits for the engine to turn over.

When the engine shuts off the dash board displays the message 'Starting Disabled Service Throttle', see dashboard pictures attached. The hearse was taken to Sarant Cadillac on July 8,

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2014, March 18, 2015, and April 9, 2015 for this very same problem, (see attached invoices). I was told by the service advisor, William Boccio, that they were not able to get a code from the

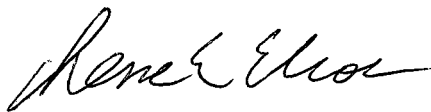
computer. I picked up the hearse on April 16, 2015. On April 18, 2015 the hearse engine stopped again in traffic. The hearse was taken back to Sarant Cadillac on April 21, 2015; where it is currently located while this letter is being written.

I contacted Cadillac Professional on April 13, 2015 to file a complaint about the hearse repeatedly turning off while it's being driven. Latoya at 866-790-5700 ext. 21182 opened case# [REDACTED] with my concern. I've been in contact with Cheryl Caldwell in the Specialty Department. Ms. Caldwell has been in contact with Sarant Cadillac. On April 28, 2015 suggested that we drive the hearse and the next time that it shuts off we don't move it, instead call Cadillac to have them pick it up. I stated that I would not put my staff or the members of a funeral procession at risk by having the hearse shut off in traffic again.

On April 28, 2015 Mr. Boccio from Sarant Cadillac stated that he is still unable to get the hearse engine to shut off while being driven. He too suggested that we pick up the hearse and continue driving it.

I am requesting an immediate resolve of the disabling engine before someone is seriously injured. This letter is also written to provide all of the above-addressed persons, companies, and entities with notice of a potentially defective part.

Sincerely yours,



Irene E. Elcock
Manager





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Farmingdale, NY 11735

Service (516) 293-3370

PARTS (516) 454-0492 SALES (516) 293-5000

"Why would you want to Service or buy anywhere else"



PU
FREE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WILLIAM BOCCIO	780 TAG NO. 605	INVOICE DATE 07/17/14	[REDACTED]
ELCOCK FUNERAL HOME 13002 LIBERTY AVE RICHMOND HILL, NY 11419-3199	LABOR RATE	LICENSE NO.	MILEAGE 24,730	BLACK/
	VEHICLE MODEL 08/CADILLAC/DEVILLE/FUNERAL COACH			DELIVERY DATE 03/19/09
	VEHICLE I.D. NO. 1GEEH00Y98U [REDACTED]			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	P.O. NO.		R.O. DATE 07/08/14	PRODUCTION DATE
COMMENTS				

MO: 24760

LABOR & PARTS
J# 1 08CDZ

MISC ENGINE REPAIRS HOURS: 1.00 TECH(S): 34
CUSTOMER STATES CHECK CAR SHUTS OFF WHEN DRIVING
SCAN FOR CODES CHECK FUSE PRESSURE CHECK FUSE BLOCK AND
PERFORM MULTIPLE ROADTEST
CLEAN AND TIGHTEN CONNECTORS AND ADD DYELITRIC GREASE AND
ROADTEST

JOB # 1 TOTAL LABOR & PARTS 145.00

J# 2 51CDZ

NY STATE INSPECTION HOURS: TECH(S): 34
NON EMISSION VEL.
NON/ EMISSION VEL.
COMPLETE STATMENT

JOB # 2 TOTAL LABOR & PARTS 37.00

TOTALS:

*****IMPORTANT*****
*****TO OUR VALUED CUSTOMERS*****
* WE WISH TO THANK YOU FOR YOUR BUSINESS! *
* WE WANT YOU TO FEEL THAT SARANT CADILLAC OLDSMOBILE IS *
* WHERE OUR CUSTOMERS SEND THEIR FRIENDS ! *
* SOON YOU WILL RECEIVE A SURVEY FROM CADILLAC+OLDSMOBILE *
* OUR GOAL IS TO HAVE YOU "COMPLETELY SATISFIED" IN ALL *
* CATEGORIES IF YOU ARE NOT COMPLETELY SATISFIED PLEASE *
* PLEASE CONTACT YOUR SERVICE ADVISOR "IMMEDIATELY"! *
* THANK YOU *
* SARANT CADILLAC OLDSMOBILE *
* 516 293 3370 *
*****IMPORTANT*****

TOTAL LABOR.... 182.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 12.51

TOTAL INVOICE \$ 194.51

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTY
OF MERCHANTABILITY OR FITNESS FOR A PAR-
TICULAR PURPOSE, AND NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY
LABOR AND PARTS ARE WARRANTED FOR 1 YEAR
OR 12,000 MILES, WHICHEVER COMES FIRST. THE
DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES
OF MERCHANTABILITY AND FITNESS TO THE SAME
PERIOD.

TERMS:

CASH, PERSONAL CERTIFIED CHECK WITH
VALID DRIVER'S LICENSE, MASTERCARD,
VISA, AMERICAN EXPRESS

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

NY-SMV R/S REG. NO. R 130-1170

CUSTOMER SIGNATURE

PAID
CHECK
[REDACTED]



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"Why would you want to Service or buy anywhere else?"

CELL

B4
530

CUSTOMER NO	ADVISOR WILLIAM BOCCIO	TAG NO. 780	895	INVOICE DATE 03/20/15
ELCOCK FUNERAL HOME 13002 LIBERTY AVE RICHMOND HILL, NY 11419-3199	LABOR RATE	LICENSE NO.	MILEAGE 28,315	BLACK/
	YEAR / MAKE / MODEL 08/CADILLAC/DEVILLE/FUNERAL COACH			DELIVERY DATE 03/19/09
	VEHICLE ID NO 1GEEH00Y98U			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.	R.O.D. DATE 03/18/15	
COMMENTS				

MO: 28319

LABOR & PARTS						WARRANTY	
J# 1 08CDZ MISC ENGINE REPAIRS HOURS: 0.40 TECH(S): 48 CUSTOMER STATES CHECK CAR CUT OUT WHEN DRIVING CHECK AND FOUND FUEL PUMP RELAY AND FUSE MELTED IN FUSE BLOCK REMOVE AND REPLACE FUSE AND RELAY AND CLEAN CONTACTS						ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 SAID PRODUCTS.	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 1	1	12092079	FUSE 8.965			WARRANTY	
JOB # 1	1	19116057	RELAY 2.483			WARRANTY	
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	
J# 2 02CDZ LUBE OIL & FILTER HOURS: TECH(S): 48 PERFORM LUBE OIL & FILTER CHANGE NORMAL MAINTENANCE COMPLETED LUBE OIL & FILTER SERVICE						LIMITED EXPRESS WARRANTY LABOR AND PARTS ARE WARRANTED FOR 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 2	1	19210285	FILTER 1.836	6.25	6.25	6.25	
JOB # 2	8	19293000	OIL 8.800	5.72	5.72	45.76	
JOB # 2	1	WWS	SOLVENT	2.10	2.10	2.10	
JOB # 2 TOTAL PARTS						54.11	
JOB # 2 TOTAL LABOR & PARTS						84.11	
J# 3 06CDZ TIRES AND WHEELS HOURS: TECH(S): 48 CHECK LEFT FRONT TIRE LOSING AIR RIM CORRODED AND TIRE HAS PATCH NOT HOLDING MOUNT AND BALANCE 1 NEW TIRE CLEAN AND RESEAL RIM AND REPLACE SENSOR						TERMS: CASH, PERSONAL CERTIFIED CHECK WITH VALID DRIVER'S LICENSE, MASTERCARD, VISA, AMERICAN EXPRESS	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 3	1	13586335	SENSOR 5.890	80.98	80.98	80.98	
JOB # 3	1	88914690	GY2356017 5.880	233.32	233.32	233.32	
JOB # 3 TOTAL PARTS						314.30	
JOB # 3 TOTAL LABOR & PARTS						366.30	
J# 4 35CDZ CAMPAIGN/S-BULLETIN HOURS: 0.40 TECH(S): 48 CHECK AND PREFORM 14299 KEY RECALL COMPLETE RECALL						CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN Thank you for this opportunity to serve you.	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 4	4	23232599	RING 2.187			WARRANTY	
JOB # 4	4	23279477	COVER 2.187			WARRANTY	
JOB # 4	1	GLUE				WARRANTY	
JOB # 4 TOTAL PARTS						0.00	
JOB # 4 TOTAL LABOR & PARTS						0.00	
MISC	CODE	DESCRIPTION	CONTROL NO				
JOB # 1	FD	FACTORY DEDUCTIBLE	234894			50.00	

**PAID
VISA**



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PARTS (516) 454-0492 SALES (516) 293-5000

"Why would you want to Service or buy anywhere else"



Handwritten signature

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WILLIAM BOCCIO	TAG NO. 780 540	INVOICE DATE 04/15/15
ELCOCK FUNERAL HOME 13002 LIBERTY AVE RICHMOND HILL, NY 11419-3199	LABOR RATE	LICENSE NO.	MILEAGE 28,627
	YEAR / MAKE / MODEL 08/CADILLAC/DEVILLE/FUNERAL COACH	COLOR BLACK/	STOCK NO.
	VEHICLE I.D. NO. 1 G E E H 0 0 Y 9 8 U	DELIVERY DATE 03/19/09	DELIVERY MILES
	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 04/09/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 28637

LABOR & PARTS		INTERNAL	
# 1 08CDZ MISC ENGINE REPAIRS HOURS: TECH(S): 34		ANY WARRANTIES ON THE PRODUCT SOLD	
CUSTOMER STATES CHECK CAR CUT OUT AND STARTER DISABLED AND SERVICE THROTTLE MESSAGE COME ON		HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 SAID PRODUCTS.	
SCAN FOR CODES AND FOUND NONE CHECK ENGINE OPERATION		LIMITED EXPRESS WARRANTY	
ROADTEST MULTIPLE TIMES AND CLEAN AND GREASE CONNECTOR		LABOR AND PARTS ARE WARRANTED FOR 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.	
UNABLE TO REPRODUCE CUSTOMERS CONCERN AT THIS TIME		TERMS:	
JOB # 1 TOTAL LABOR & PARTS 0.00		CASH, PERSONAL CERTIFIED CHECK WITH VALID DRIVER'S LICENSE, MASTERCARD, VISA, AMERICAN EXPRESS	
TOTALS		CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN	
*****IMPORTANT*****		Thank you for this opportunity to serve you.	
* *****TO OUR VALUED CUSTOMERS*****		NYS-MV R/S REG NO R 130-1170	
* WE WISH TO THANK YOU FOR YOUR BUSINESS!			
* WE WANT YOU TO FEEL THAT SARANT CADILLAC OLDSMOBILE IS			
* WHERE OUR CUSTOMERS SEND THEIR FRIENDS !			
* SOON YOU WILL RECEIVE A SURVEY FROM CADILLAC+OLDSMOBILE			
* OUR GOAL IS TO HAVE YOU "COMPLETELY SATISFIED" IN ALL			
* CATEGORIES IF YOU ARE NOT COMPLETELY SATISFIED PLEASE			
* PLEASE CONTACT YOUR SERVICE ADVISOR "IMMEDIATELY"!			
* THANK YOU			
* SARANT CADILLAC OLDSMOBILE			
* 516 293 3370			
*****IMPORTANT*****			

CUSTOMER SIGNATURE

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
50CDZ 52CDZ 02CDZZ30K	LUBE, OIL & FILTER ROTATE TIRES E SERVICE (30K)	MI MI MI		01CDZROT 53CDZ 02CDZZ24K	*ROTATE TIRES FRT BRAKE PADS D SERVICE (24K)	MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/09/15		28627	780	34	I	08CDZ	MISC ENGINE REPAIRS
03/18/15		28315	780	48	W	08CDZ	MISC ENGINE REPAIRS
				48	C	02CDZ	LUBE, OIL & FILTER
				48	C	06CDZ	TIRES AND WHEELS
07/08/14		24730	780	48	W	35CDZ	CAMPAIGN/S-BULLETIN
				34	C	08CDZ	MISC ENGINE REPAIRS

SALESPERSON NO.

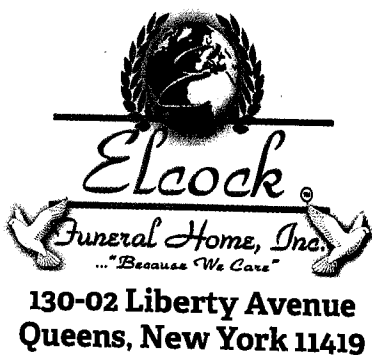
S E R V I C E

STATE REG# 1301170

VEHICLE I.D. NO. 1GEEH00Y98U		YEAR/MAKE/MODEL 08/CADILLAC/DEVILLE/FUNERAL COACH		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
ELCOCK FUNERAL HOME 13002 LIBERTY AVE RICHMOND HILL, NY 11419-3199				CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
						03/19/09	SELLING DEALER NO.
				COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
				TURBO	M/MC	AIR COND.	P.S.
				CDZZ	TRANS	MILEAGE 28,778	ADVISOR NO. 780
				ADVISOR WILLIAM BOCCIO			
RESIDENCE PHONE		BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 03:56pm	DATE/TIME PROMISED 04/21/15	PRIORITY 05:30pm					
APPOINTMENT ☐ Yes ☒ No		LABOR RATE		X			
CELL:							

JOB

1 C * 08CDZ MISC ENGINE REPAIRS CUSTOMER STATES CHECK CAR CUTS OUT WHEN DRIVING NO CRANK NO START STARTER DISABLED MESSAGE AND SERVICE THROTTLE MESSAGE	MILEAGE IN	MILEAGE OUT
	ALL PARTS NEW UNLESS SPECIFIED OTHERWISE	
	CUSTOMER ACCEPTANCE	
	AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
	DATE AND TIME	DATE AND TIME
	I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.	
	X	
	ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	
	LIMITED EXPRESS WARRANTY LABOR AND PARTS ARE WARRANTED FOR 1 YEAR OR 12,000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.	
	CASH, CERTIFIED CHECK, MASTERCARD, VISA OR AMERICAN EXPRESS	
NEW YORK STATE REPAIR SHOP NO. R 130-1170		



5962 8450 0000 0101 2102



W48-226

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, S.E., West Building
Washington, DC 20590

