

 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 21-MAY-2015 JUL 22 2015		Repository ☐ Reference No. 10717697	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City	State	Zip Code	Evening Telephone Number		
POQUOSON	VA				
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 1GLEDNLEED4B0			Make	Model	Model Year
			CADILLAC	STS	2011
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/2012	Little Motors		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☐	Newport News	VA			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control		YES [Signature]	01-DEC-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				20000	40
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	Failure Location:			
	☐ Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2011 CADILLAC STS. WHILE DRIVING AT 40 MPH, ALL THE INSTRUMENT PANEL LIGHTS FAILED TO ILLUMINATE, THE NAVIGATION SYSTEM FAILED TO FUNCTION, AND THE BACK UP SENSORS CHIMED WITHOUT ANY OBJECT BEHIND THE VEHICLE. IN ADDITION, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TOWED TO A DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 20,000. THE VIN WAS UNAVAILABLE.					
Approximate # of occurrences from 2012 to present = 630 times (it happens every morning during cold months)					
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.					

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

I bought this STS in August of 2012. In October of 2012 I noticed that upon start the dashlights were barely visible and the navigation screen was black. The lights came back in about 5 minutes. As winter set in it happened several times. In the next 6 months it became routine and I called the dealer in my area. In April 2013 I began to complain more. The dealer said they couldn't identify it. In May of 2013, I got into the car and upon start, the loudest Alarm happened. It was so loud my daughter and I got out of the car. It quit. In 2013 and 2014, the brake up sensor started to go off at a fast rate. The car wasn't in reverse and there was nothing behind the car. In the end of 2013+2014, the car began to lock

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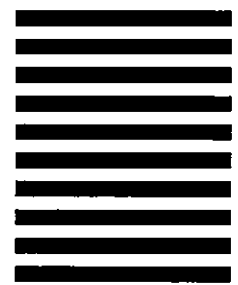
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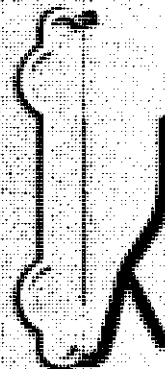
WASHINGTON, DC

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**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**



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
Washington, D.C. 20590

NHTSA Complaint

(Continuation from the form provided)

Itself down. The brake pedal depressed and locked. The gear shift locked and so did the steering wheel. There was no power and the emergency call buttons wouldn't work, not even off of the battery. I couldn't move the car. (I was at a gas pump and those behind me were not impressed.) After at least 15 minutes, it unlocked itself. I had it towed into the dealer, who once again said they couldn't reproduce the malfunction and therefore could do nothing.

I have had to tow this car at least 8 times for this. I dropped the car off for a week, at least 3 times. They said they couldn't reproduce it. EVERY MORNING, upon start, (in the colder months) it would malfunction upon start, and yet somehow the dealership could never reproduce it? I started complaining. At one point in 2014, I left the car with the dealer for over a week. Still they maintained they couldn't reproduce it.

This went on throughout 2013 and 2014. Finally, I had my daughter video tape it malfunctioning and sent it into the dealer and the GM corporate representative. His name was Brent. The car locked up again in 2014. In 2014, I was driving home, at night, and the dashlights completely disappeared. I couldn't tell what speed I was going, but wasn't far from home – 2 miles away. I drove home, PRAYING it wouldn't lock up again.

Almost every time this car malfunctioned, I called ONSTAR. After that ONSTAR would connect me to a GM/Cadillac representative who said they made a formal report, with no relief. I had ONSTAR run a diagnostic, with the computer showing nothing, EVEN WHILE THE DASH LIGHTS WERE OUT. The car has locked up 3 times, once it was said by ONSTAR there was an emission problem and to take it to my dealer. They replaced something, supposedly, and the car would run at an increased speed and lunge, for about 30 seconds. It does that, regardless of the time of year, about a dozen times. Each time I called the dealership and ONSTAR. The dealership said contact GM.

At one point in 2013 and then 2014, I gave up trying to get the dealership to work with me. I started calling Brent repeatedly, to no avail. I wrote to the President and the CEO of Cadillac, but got no response from them. I couldn't afford an attorney. In August of 2014, my Green Team rep, told me that the dealership would not do anything.

In December 2014 or January of 2015. I requested a rep come out to my house at 7am. Upon start, the dashlights came up dimmed significantly and the NAV screen was black. The tech checked the dimming switch, which made no difference. He said that it MIGHT be the NAV system. The dealership did nothing.

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The day after this, the lights disappeared and I happened to come around the corner of the dealership, RAN in, got my Green Team rep to come out. He looked and then moved the dimming switch, which worked. So, obviously, it WASN'T the dimmer switch causing the problem, right?

I stopped driving the car because it was dangerous, in my opinion. How was I to know if the airbags would function? The emergency buttons wouldn't work again either, so I just stopped driving it for a while.

It seems to me, and I have REPEATEDLY told the dealership this, that in the winter months, low temps had an effect because it happened every morning in the cold months and NOT during warm months, until 2015. It was my guess that there had to be some type of relay, fuse, something that was temperature sensitive. Each time, I was ignored.

The dealership, has on about 12 occasions, had the vehicle during the cold months, but could never, except once, in either late 2014 or early 2015, reproduce it. Even after admitting they had seen it once while in the shop, no action was taken and I was told it was out of warranty and unless I wanted to pay them to dismantle the dash, they would do nothing.

It seems funny that after I provided the video of it malfunctioning, I got a call from a corporate representative who wanted me to take the car into the dealership. When I tried to find him again, I got no response. The dealership refused to evaluate the car without payment and the offer of a rental was never honored.

Regardless of the reason, the car was under warranty during 2012-2014. This car has some type of inherent defect and is **DANGEROUS. I HAVE NO ASSURANCE OTHERWISE. IF IT WILL SHUT DOWN WITHOUT REASON OR NOTICE, HOW WILL THE AIRBAGS FUNCTION in an accident?**

I was so desperate that in my letters to the President and the CEO that I asked if I could ship the car to Detroit, where it was made, to have someone there fix it. Surely, the actual manufacturer could diagnose it properly and fix it, right?

Suttle Motors in Newport News, VA has not been helpful. They have been nothing but an hostile **obstacle** throughout this entire process. **I would NEVER recommend this dealership to ANYONE for anything.** I had my Escalade towed in due to a loud noise when you turn on the A/C yesterday. (I have bought 3 Cadillacs) They just told me it would be \$125.00 TO JUST LOOK AT IT. You would think, that after all of this, they would look at it for free as long as I had the service done by them.

I finally thought of contacting you for help. I feel it fair that the car be bought back because the malfunction first occurred in 2012 through 2014, while it was under warranty.

I look forward to NHTSA helping me with this. Please contact me at [REDACTED] with any questions or assistance.

Sir

Poquoson, VA

