



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
 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 17-JUN-2015
 Repository
 Reference No. 10725707

OWNER INFORMATION (Type or Print)
 Name [REDACTED]
 Address [REDACTED]
 City CLARKLAKE State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [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: 1G6KF5794YU [REDACTED]
 Make CADILLAC Model DEVILLE Model Year 2000
 Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
 Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
 Transmission Type Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 10-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM Failure Mileage 99000 Failure Speed 25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTMAL9ABC036) [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2000 CADILLAC DEVILLE. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE STALLED AND THE SERVICE ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE CRANKSHAFT POSITION SENSOR A AND CRANKSHAFT POSITION SENSOR B NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 99,000.

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.



Service Bulletin

File In Section: 06 - Engine/Propulsion System

Bulletin No.: 02-06-04-019

Date: April, 2002



Subject: Intermittent Engine Idle Instability, Hard/No Restart or Decel Stalls, SES Lamp Illuminated, DTCs P0335, P0336, P0385, P0386 or P1599 May Be Set (Diagnose and Repair)

Models: 2000-2001 Cadillac DeVille, Eldorado, Seville
2001 Oldsmobile Aurora
with 4.0L or 4.6L Engine (VINs C, Y, 9 — RPOs L47, LD8, L37)

Condition

Some owners may comment on an intermittent engine idle speed stability concern, hard or no restart condition or a decel engine stall. This may also be accompanied by a Service Engine Soon light being illuminated. Upon investigation, the PCM may indicate one of the following DTC codes: P0335, P0336, P0385, P0386 or P1599.

Cause

The above conditions may be caused by multiple concerns with the crank sensor or the PCM.

Correction

If the vehicle has any of the crank sensor codes P0335, P0336, P0385, or P0386 set, then the following should be done:

- Inspect both of the crank sensor terminals for signs of poor connection or corrosion of both crank sensors. Pin drag test all four terminals.
- Inspect the crank sensor circuit wires for signs of damage.
- Inspect the crank sensor circuits at the PCM for poor connections. The crank sensor terminals should also be drag tested.
- Remove the crank sensors and check for any debris on the sensor.
- Verify crank sensor location (A on the bottom and B on the top) and verify that the sensor circuit wires are in the correct cavities.

- Inspect the date code on the sensor. If it is before 0276, replace the crank shaft sensor and perform case learn.
- If the date code is past 0276, verify the PCM grounds. A voltage drop test should be less than 20 mV.
- If the PCM ground circuit verification is acceptable, then follow published PCM diagnostics.

If the vehicle has an idle or decel stall, or near stall concern and only has DTC P1599 set, then the following should be done:

- Verify the system power and ground connections for the PCM.
- Verify crank sensor location (A on the bottom and B on the top) and verify that the sensor circuit wires are in the correct cavities in the harness.
- Remove the crank sensors and check for any debris on the sensor.
- Verify that the fuel pressure regulator is not leaking fuel past the diaphragm.
- Perform the injector balance drop test and verify even pressure drops on all injectors.
- Inspect and clean the EGR passages, as necessary.
- Inspect and clean the IAC passages, as necessary.

Parts Information

Part Number	Description	Qty
12559529	Crankshaft Position Sensor - Upper	1
12559530	Crankshaft Position Sensor - Lower	1

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J4355	Sensor, Crankshaft Position - Replace	Use Published Labor Operation Time
J5650	Injectors, Fuel - Replace	Use Published Labor Operation Time for Fuel Injector Drop Test
J6360	Module, Powertrain Control - Replace	Use Published Labor Operation Time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



**WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION**

Document ID# 668342
2000 Cadillac Seville

Product Emission 99085 - Crankshaft Position Sensor Failures #99085 - (01/26/2000)
99085 -- Crankshaft Position Sensor Failures
Certain 2000 Cadillac Eldorado and Seville

General Motors has decided to conduct a Voluntary Emission Campaign involving certain 2000 Cadillac Eldorado and Seville model vehicles equipped with 4.6L (RPO LD8-VIN Code Y or RPO L37-VIN Code 9) engine. The crankshaft position sensors in these vehicles may fail and cause an intermittent engine chuggle, stall or possible long starting crank time and/or a no start condition, as well as illumination of the Malfunction Indicator Lamp (MIL). These conditions may be caused by a cracked solder joint at a resistor in the sensors.

To correct this condition, dealers are to replace both crankshaft position sensors.

Vehicles Involved

Involved are certain 2000 Cadillac Eldorado and Seville model vehicles equipped with 4.6L (RPO LD8-VIN Code Y or RPO L37-VIN Code 9) and built within the following VIN breakpoints:

2000 Cadillac Eldorado Vin Code YU [REDACTED] thru YU [REDACTED]

2000 Cadillac Seville Vin Code YU [REDACTED] thru YU [REDACTED]

(The Vin Code is the last 8 digits of your vin)



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National Highway Traffic Safety Administration

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Name [REDACTED]
Address [REDACTED]
City CLARKLAKE State MI Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type:
No: Cylinders
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s)
 Cruise Control 10-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM Failure Mileage 99000 Failure Speed 25

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: DOTMAL9ABC036) 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 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).

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725707-----
Date: Wednesday, July 15, 2015 10:58:19 AM
Attachments: [Cadillac NHTSA Info1.pdf](#)
[EVOQ_EMAIL_RESPONSE.doc](#)
[10725707.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, July 15, 2015 10:39 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725707-----

From: [REDACTED]
Sent: Tuesday, July 14, 2015 8:42 PM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: ----10725707-----

Good evening,

I was unable to add information to the original Vehicle Owner's Questionnaire form, so am sending this note with additional attachments.

My 2000 Cadillac DeVille exhibits the same exact problem which was covered by Cadillac for the Eldorado and Seville models, but did not include the Deville for some reason. Cadillac issued a "Voluntary Emission Campaign Document ID #668342" to replace the crankshaft A & B sensors for free on the Cadillac Seville and Eldorado models. The Deville has the same Northstar engine but was not included for some reason. My DeVille exhibits the same deceleration stalling and the hard and no-start conditions as outlined the TSB #02-06-04-019. These conditions have persisted over the past two years on numerous occasions. Contacting Cadillac Customer Service was of no use and fell on deaf ears. I contacted two different Cadillac dealers who were very aware of the problem and sympathetic as they knew the Deville should have been covered, but said their hands were tied as Cadillac only will cover the Seville and Eldorado models at this time. And of course they offered to replace the sensors at a charge of \$580. This is obviously a case where the Deville was overlooked, intentionally or otherwise, but something needs to be done so all affected models are included and fixed for "free", not just two of the three models. Additionally, my Deville is in excellent condition throughout as it is not rusty, has never been driven in the snow or salt of winter and was very well maintained by Cadillac when my parents owned the vehicle when they were still with us. I have attached a couple forms below for your info. Please feel free to contact me for any further assistance I might provide. Thank you for

your help and hopefully you will further investigate this issue as there are many people with the same issue/problem on the internet.

Regards,

[REDACTED]

On Tuesday, July 14, 2015 8:21 AM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

