

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

Repository

29-JUL-2015

Reference No. 10744693

OCT 13 2015

OWNER INFORMATION (Type or Print)

Name [Redacted] Address [Redacted] City NEW PORT RICHEY State FL 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 1G6DP577060 [Redacted]

Make CADILLAC

Model CTS

Model Year 2006

Date Purchased 5/16/06

Dealer's Name and Telephone Number Sun Auto Group

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner

Dealer's City Bohemia

State NY

Zip Code 11716

Transmission Type AT

Antilock Brakes Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 28-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, VISIBILITY/WIPER (PWS)

Failure Mileage 60052

Failure Speed 45

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 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 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).

TURNED ON WINDSHIELD WIPERS AND WINDSHIELD WASHER MOTOR STARTING SPRAYING CLEANER. I TRIED TURNING OFF THE WIPERS AND EVEN CHANGING THE WIPER SPEEDS BUT THE MOTOR KEEPS TRYING TO SPRAY CLEANER. EVENTUALLY I RAN OUT OF CLEANER BUT YOU CAN STILL HEAR THE MOTOR RUNNING WHEN THE WIPERS ARE ON. PULLED OVER AND SHUT CAR OFF, WAITED 5 MINUTES AND STARTED CAR AGAIN BUT THE WASHER MOTOR STILL COMES ON WHEN I TURN ON THE WINDSHIELD WIPERS. THIS WAS DANGEROUS AS IT JUST FLOODED MY VIEW WITH WIPER FLUID. NOT SURE IF WIPER WASHER MOTOR WILL BURN OUT AND CAUSE OTHER ELECTRICAL ISSUES. I believe this should be considered the same as the recent GM recall for SUVs Wiper Motor!! Faulty Wiper Motor cover same as my issue!!

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.

CUSTOMER #:

INVOICE

DIMMITT AUTOMOTIVE GROUP

ESTABLISHED IN 1924
www.dimmitt.com

25191 U.S. Hwy. 19-N. · Clearwater, FL 33763
(727) 797-7070 MV-00216 MV-13164
SERVICE DIRECT (727) 799-7997

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NEW PORT RICHEY, FL

HOME: CONT:

BUS: CELL:

SERVICE CONSULTANT: 67 WILLIAM KEGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	CADILLAC CTS	1G6DP577060		60142/60145	T307	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAY06	DD19APR06	17MAY2010	17:00 17AUG15		124.00	PC	17AUG15
R.O. OPENED:		READY	OPTIONS: ENG:3.6 AXL:342POSI				

08:05 17AUG15 13:55 17AUG15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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60145	PERFORM BRAKE FLUID SERVICE	PERFORM BRAKE FLUID SERVICE					

E** PERFORM COMPLETE TRANSMISSION FLUSH PROCEDURE							
ATF PERFORM COMPLETE TRANSMISSION FLUSH PROCEDURE							
	30	CSG				88.29	88.29
	1	6600 TRANSMISSION FLUSH KIT			36.66	36.66	36.66
	16	88861037 TRANS FLUID			8.63	4.70	75.20
PARTS:	111.86	LABOR:	88.29	OTHER:	0.00	TOTAL LINE E:	200.15
60145	PERFORM TRANSMISSION SERVICE	PERFORM TRANSMISSION SERVICE					

F** UPON INSPECTION TECH FOUND WIPER WASHERS CLOGGED AND WASHER FLUID CONTINUOUSLY RUNNING							
	1000	REPLACE COVER					
	30	CPG				187.32	187.32
	1	88958172 (S) COVER KIT			147.19	147.19	147.19
	1000	UNCLOG					
	30	CPG				62.44	62.44
PARTS:	147.19	LABOR:	249.76	OTHER:	0.00	TOTAL LINE F:	396.95
60145	WASHER SOLVENT EMPTY, WASHERS RUN CONTINUOUSLY WITH WIPER OPERATION. WASHER NOZZLES CLOGGED REPLACE WIPER MOTOR COVER AND UNCLOG WASHER NOZZLES						

ENVIRONMENTAL/HAZARDOUS WASTE MISC SUPPLY							49.39

LIFETIME GUARANTEED PARTS ARE DENOTED BY A W PRECEDING THE PART NUMBER DESCRIPTION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CADILLAC PARTS WARRANTY - 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST, AT ANY AUTHORIZED CADILLAC DEALERSHIP. Our repair facility charges 10.75% of the labor charge, with a maximum of \$39.93 per repair order for miscellaneous shop supplies. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal (S.559.904 (4)) The State of Florida requires a \$1.00 fee be collected for each new tire sold in the state (S.402.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (S.403.785).

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	544.63
PARTS AMOUNT	292.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	49.39
TOTAL CHARGES	886.39
LESS INSURANCE	94.84
SALES TAX	62.04
PLEASE PAY THIS AMOUNT	853.59

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY