


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

 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 JAN 12 2016		Repository <input type="checkbox"/> Reference No. 10786997	
29-OCT-2015					
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
BINGHAMTON	NY				
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		Make	Model	Model Year	
1G6KY5498XU		CADILLAC	SEVILLE	1999	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
July 1999	Matthew Auto Cadillac 607-798-8000		No: Cylinders 8	gas	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
	Vestal NY				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			10-NOV-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				103000	
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	Failure Location:			
	<input type="checkbox"/> 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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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).					
TL* THE CONTACT OWNS A 1999 CADILLAC SEVILLE. THE CONTACT STATED THAT THERE WAS OIL LEAKING FROM THE VEHICLE. IN ADDITION, THERE WAS SMOKE AND AN ABNORMAL ODOR. THE EXHAUST MANIFOLD AND THE ENGINE WERE BEING AFFECTED BY THE FAILURE WHICH COULD RESULT IN A FIRE. THE VEHICLE WAS TAKEN TO THE DEALER WHO REPLACED ELEVEN GASKETS WITHIN THE ENGINE, BUT THE FAILURE RECURRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 99V070000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 103,000.					
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.					

To: NHTSA

US Department of Transportation
NHTSA
Office of Defect Investigation, NVS-210
1200 New Jersey Ave SE
West Building
Washington, DC 20590

From:

[REDACTED]
Binghamton, NY

Cell [REDACTED]

Alternate [REDACTED]

Email [REDACTED]

Subject Case # : ODI# 10786997

VIN 1g6ky5498xu [REDACTED]

Emailed to NHTSA.webmaster@DOT.GOV on 12/11/2015

Opened up a case with GM Senior advisor named Kimberly on 10/28/2015 case reference
Number [REDACTED]



Picture 1: Side view under the 1999 Cadillac Seville STS model. Oil leak onto the exhaust manifold.

1. Loss of oil is about 1 quart every 400 miles.
2. Engine emits smoke under the hood up through the front grill.
3. Oil smoke and smell comes into the cabin area where people sit in the car.
4. Concerns are the car will catch on fire when parked in the garage at my house like stated in recent recalls of GM cars on the recall listed below on the subject matter of GM recalls.
5. I purchased the car new in July 1999 From Matthews Auto Cadillac Dealer For \$52,000.
6. 1st repair of oil leak on exhaust manifold in November 02, 2005 was done by the Matthews Auto Cadillac dealer. All eleven gaskets and seals were replaced; the engine was pulled from the car to perform the service. Repair cost \$2,233.73 plus require alignment of \$104.10 for a total of \$2,337.83. Attached is a copy of the bill. Mileage in 48,656.
7. 2nd pending repair is estimated by the same service dealer for \$4,000 in 2015. The mechanic said GM now recommends a different gasket service process which is a change from the 2005 repair. Attached is a copy of the estimate. Mileage in 108,834 November 24, 2015.
8. I am petitioning through this letter and giving notice to NHTSA and GM to include the 1999 Cadillac Seville with northstar engines designed to route the exhaust manifold directly under the engine and oil pan resulting in the above mention condition of oil leaking onto the exhaust manifold and once repaired the condition reoccurs again.

The following is a narrative on GM oil leaks.

DETROIT (AP) — General Motors issued its third recall in seven years for cars that can leak oil and catch fire, in some instances damaging garages and homes.

The recall, which covers 1.4 million vehicles dating to the 1997 model year, is needed because repairs from the first two recalls didn't work. More than 1,300 cars caught fire even after they were fixed by dealers, the company said.

A valve cover gasket can degrade over time, allowing oil to seep out. Under hard braking, oil drops can fall onto the exhaust manifold and catch fire. Flames can spread to a plastic spark plug wire channel and the rest of the engine.

GM says it has reports of 19 minor injuries in fires caused by the cars. The company is finalizing a fix for the latest recall, and will use state registration databases in an effort to track down the owners and notify them by mail, said spokesman Alan Adler.

In the previous recalls, in 2008 and 2009, GM told owners to park the cars outside until repairs can be made since most of the fires happened shortly after drivers turned off the engines. Adler said he doesn't know if GM will make the same recommendation again.

The latest recall, mainly in North America, includes: the 1997-2004 Pontiac Grand Prix and Buick Regal; the 2000-2004 Chevrolet Impala; the 1998 and 1999 Chevrolet Lumina and Oldsmobile Intrigue; and the 1998-2004 Chevrolet Monte Carlo. All have 3.8-liter V6 engines.

In addition, GM will notify owners of 500,000 more cars that were not repaired in the previous recalls, he said.

The problem first surfaced in 2007, when 21 consumer complaints about engine fires in some of the cars prompted the National Highway Traffic Safety Administration to investigate. That probe found three injuries. Most of the blazes happened five to 15 minutes after the engines were turned off, according to agency documents.

In March 2008, GM recalled more than 200,000 U.S. cars with supercharged engines. A year later the automaker recalled almost 1.5 million more cars that weren't supercharged. Dealers replaced the spark plug wire channels on all the vehicles.

GM decided to replace the left valve cover gasket on the supercharged engines, but it did not do so on cars without the high-performance engines. Company tests showed that if oil caught fire, it would be a small "pilot flame" that would extinguish itself, Adler said. So the company focused on removing or replacing nearby plastic parts. "You want to get anything that can burn away from it," he said.

Earlier this year, when GM added 50,000 2004 models to the recalls, it replaced valve cover gaskets on those vehicles, Adler said.

The 1,300 fires were discovered when GM began investigating whether to recall some 2004 models that weren't part of the earlier recalls, Adler said.

There is plenty of evidence of the problem in the consumer complaint database kept by National Highway Traffic Safety Administration, which the agency monitors for safety problems.

For instance, of the 242 consumer complaints filed about the 2001 Pontiac Grand Prix, more than one quarter were about engine fires. The first complaint was filed in December of 2005, and the most recent was last month.

Messages were left Tuesday for agency spokesman Gordon Trowbridge seeking comment on whether NHTSA should have noticed that the initial repairs appeared not be working.

In most of the complaints, fires broke out within a few minutes of the cars being parked, but some happened while the cars were being driven. In a small number, cars caught fire in a garage and damaged the building.

A supercharged Grand Prix caught fire in a garage in Charlotte, North Carolina, on Sept. 10, 2006, and the flames quickly spread, according to one complaint. "The fire caused extensive damage to my home and my neighbor's home," the car owner wrote. Owners are not identified in the NHTSA database.

Another driver in Spring Valley, Illinois, told NHTSA that a Grand Prix caught fire in September of 2011, three months after the recall repairs were made.

The recall is so large that it could have an impact on GM's fourth-quarter earnings, although Adler said that hasn't been determined.

"Since we have not decided on the remedy, we do not know whether the cost will result in a material charge to earnings," he said.

[REDACTED]
 BINGHAMTON, NY [REDACTED]

MATTHEWS PONTIAC-CADILLAC-ISUZU
 3721 OLD VESTAL RD.
 VESTAL NY 13850

SERVICE ADVISOR JIM RODGERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
L7OCT05	02NOV05	CX3-111	1G6KY5498XU [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02NOV05	[REDACTED]
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:39	16:26	99	CADILLAC SEVILLE	[REDACTED]	0.00	01JUL99	42	42
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
48656	48962	[REDACTED]						

A C/S OIL LEAK AT OIL PAN AREA CAUSE: LOWER CRANK SEAL LEAK J1190 SEAL, LOWER CRANKCASE REPLACE 15 GORTON, BRIAN LIC#: 7788 CPIW 16.20 1036.80				CP Parts \$6.45 CP Labor 89.94 Sales tax 7.71 CP Total \$104.10	
1	12559409	GASKET	16.89	16.89	16.89
1	12554519	GASKET	25.44	25.44	25.44
1	1647311	SEAL ASM	15.56	15.56	15.56
2	12558743	F-GASKET	2.39	2.39	4.78
2	10472920	SEAL, CR/S	7.25	7.25	14.50
1	12581822	MANIFOLD	122.12	122.12	122.12
1	1647308	SEAL	33.87	33.87	33.87
2	12558752	SEAL	15.49	15.49	30.98
1	25731920	GASKET	25.41	23.39	23.39
2	12346290	COOLANT	18.79	18.00	36.00
8	12345616	OIL10W30Q	3.03	2.05	16.40
1	3531173	F-TUBE ASM-	19.21	19.21	19.21
INSPECT ENGINE-FIND LEAK AT LOWER CRANKSHAFT. R&R ENGINE COMPLETE AND RESEAL. REPLACED ALL NECESSARY SEALS AND GASKETS. REFILLED COOLING SYSTEM AND ENGINE OIL. ROAD TESTED-OK NOW. B C/S L/F STRUT LEAKING CAUSE: WEAR E3851 STRUT, FRONT LEFT REPLACE				Interest Warrnty Total \$22373	

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE: _____

CUSTOMER COPY

Page 1 of 2 November 2 2015 actual bill for oil leak on the Exhaust Manifold.

[REDACTED]
BINGHAMTON, NY [REDACTED]

MATTHEWS PONTIAC-CADILLAC-ISUZU
3721 OLD VESTAL RD.
VESTAL NY 13850

SERVICE ADVISOR JIM RODGERS

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
17OCT05	02NOV05	CX3-111	1G6KY5498XU [REDACTED]	[REDACTED]	[REDACTED]		02NOV05	[REDACTED]
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	RECEIVED DATE	PREPARED BY	SA
08:39	16:26	99	CADILLAC SEVILLE	[REDACTED]	0.00	01JUL99	42	42
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
48656	48962	[REDACTED]						

DESCRIPTION	QUANTITY	UNIT PRICE	LABOR	TOTAL
15 GORTON, BRIAN LIC#: 7788				
CPIW 1.00	1.00		64.00	64.00
1 22064765 W-STRUT	1	804.74	773.79	773.79
REPLACED L/F STRUT ASSEMBLY.				
C (4) WHEEL ALIGNMENT				
PE02 (4) WHEEL ALIGNMENT				
15 GORTON, BRIAN LIC#: 7788				
CC 2.50	2.50		79.95	79.95
D** LUBE, OIL & FILTER				
MA03 LUBE, OIL & FILTER				
15 GORTON, BRIAN LIC#: 7788				
CC 0.40	0.40		9.99	9.99
1 89017342 FILTER	1	6.45	6.45	6.45
E** INCORRECT PARTS CHARGED OUT IN ERROR				
BILL INCORRECT PARTS CHARGED OUT IN ERROR				
1 PERRY GRIFFITH LIC#: 2442				
CC 0.00	0.00		0.00	0.00

** PRE-INVOICE **		DESCRIPTION	TOTALS
		LABOR AMOUNT	1190.74
		PARTS AMOUNT	1139.38
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	2330.12
		LESS INSURANCE	0.00
		SALES TAX	7.71
		PLEASE PAY THIS AMOUNT	2337.83
		I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
		I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.	
		INTERSTATE WARRANTY CONTRACT # [REDACTED] "0" DEDUCTIBLE AUTH. # [REDACTED]	
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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. RECORD SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.			
(SIGNED)		DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	(DATE)

CUSTOMER COPY

Page 2 of 2 November 2 2015 actual bill for oil leak on the Exhaust Manifold.

Matthews Auto

Max. Every Day. Every Year.



Matthews GM Center, Inc. - Cadillac - GM - Buick

Schedule Service Online at MatthewsAuto.com

BINGHAMTON, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		1G6KY5498XU	108834	108834	11/24/15 07:49	11/24/15	
VEHICLE DESCRIPTION						TAG NO.	STATUS
1999 CADILLAC SEVILLE (WHITE-DIAM)						00057	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
161170		104.0		07/01/99	07/01/99		No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV.		ENGINE	
				JAMES RODGERS (148)		4.6L V8 HO GAS	

THE LABOR USED IN PERFORMING THE SERVICES LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 100,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD OR 50,000 MILES OR 5 YEARS (WHICHEVER COMES FIRST) IS FREE OF CHARGE. NO WARRANTY ON USED PARTS. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFICALLY OTHERWISE NOTED.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *			A20		Customer	\$0.00
Concern	C/S OIL LEAKING ON EXHAUST					
Cause	OIL PAN/LOWER END LEAKS NOTED					
Correction	WILL REQUIRE ENGINE REMOVAL TO RESEAL-ESTIMATE OF \$4000.00 TO REPAIR.					
Line Total...						\$0.00

Totals	
TOTAL CUSTOMER	Amount No Charge

ANY WARRANTY ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE INDIVIDUAL PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE MERCHANTABILITY, QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

CUSTOMER SIGNATURE: _____
X

2015 estimate of the repair to correct the problem from the first repair performed in 2005.



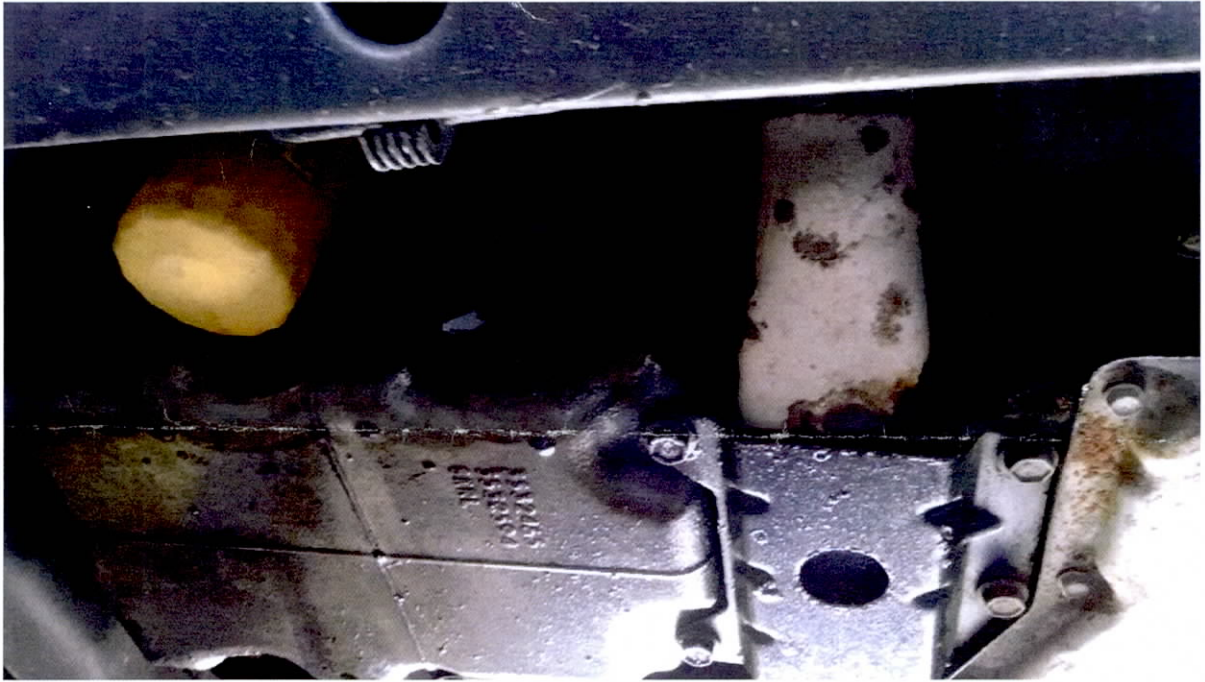
Picture 2: Side view under the 1999 Cadillac Seville STS model. Oil leak onto the exhaust manifold.



Picture 3: Side view under the 1999 Cadillac Seville STS model. Oil leak onto the exhaust manifold.



Picture 4: Side view under the 1999 Cadillac Seville STS model. Oil leak onto the exhaust manifold.



Picture 5: Side view under the 1999 Cadillac Seville STS model. Oil leak onto the exhaust manifold.