

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
14-DEC-2015 APR 14 2016	Reference No. 10810113

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

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	

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 1G6KS54Y52U [REDACTED]		Make CADILLAC	Model SEVILLE	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 09-OCT-2015	
	<input type="checkbox"/> Cruise Control				

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 115000
		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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<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 type="checkbox"/> Yes <input checked="" 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 2002 CADILLAC SEVILLE. THE CONTACT STATED THAT WHILE DRIVING AT 25 MPH, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER BUT WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS THEN TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE IGNITION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 115,000.

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 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)**

To whom it may concern, over the period of 60 days the problem with the ignition over 15 times the last incident I called Coulter cad. regarding recall on the car was told YES I was to bring the car in & it would be fixed I took it to Coulter & Service & was told by Service adviser I was not covered. To have it repaired I was to pay. while there a leak of coolant appeared & I was told that I first had to fix that. it would cost approx 1000<sup>00</sup> dollar's.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, ~~MS-210~~ NEF-100  
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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236

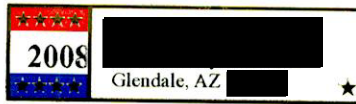


Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

my answer was "NO"  
I had car taken to my  
reg. mech. Don Urton  
auto Service. They sub.  
ignition to Lefty's  
Auto Electric was repaired  
copy of invoice inclosed  
regarding lead it was  
repaired for \$25.00 problem  
was I had to get new  
hose on driver side by the  
rad. I was upset the  
way it was handled  
at Coulter. "Thank GOD"  
no one was seriously  
injured. this being my  
second cad. 2000 Deville  
had the same problem in  
2009 & 2010 which resulted  
in totling out cars  
sold for salvage by Auto Electric  
on Lamar \$300.00  
Sincerely



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



1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

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

CUSTOMER #: [REDACTED]

[REDACTED]

# SANDS CHEVROLET GLENDALE

5418 N.W. Grand Ave.  
Glendale, AZ 85301  
Phone: (623) 931-9331  
Fax: (623) 915-6565  
www.sandsglendale.com

\*INVOICE\*



[REDACTED]

PAGE 1

GLENDALE, AZ  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 464340 MICHAEL RAPHAEL JA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	CADILLAC SLS	1G6KS54Y52U [REDACTED]		115542/115542	T8360	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			WAIT 08SEP15			CASH	08SEP15

B.O. OPENED	READY	OPTIONS: ENG:4.6_Liter_SFI
12:13 08SEP15	12:40 08SEP15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PLEASE REPROGRAMME NEW KEY FOB AND ADV.							
		66 TRIM - ELECT					
		92002 CP				65.88	65.88
		115542 0.50 programmed 1 transmitter					
*****							
		SHOP SUPPLIES					11.86



### DISCLAIMER OF WARRANTIES

THE SELLER, SANDS CHEVROLET, HEREBY DISCLAIMS ALL WARRANTY 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 THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ON THIS INVOICE.  
CUSTOMER FURTHER AGREES THAT DEALERSHIP MAY CONTACT CUSTOMER AT THE ADDRESS, PHONE NUMBER AND/OR EMAIL ADDRESSES PROVIDED BY CUSTOMER CONCERNING THE SALE OF THESE GOODS OR SERVICES.

X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	65.88
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	11.86
TOTAL CHARGES	77.74
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	77.74

I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 or repairs thereto.

Not responsible for items left in car.

We have found it it not practical to itemize the many miscellaneous supplies and materials used on each repair job. To do so would considerably add to our costs and labor charges.

AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**SCHEDULE YOUR NEXT APPOINTMENT AT:**



**Sands Glendale MULTI POINT INSPECTION** Extended Warranty  YES  NO

Name: [Redacted] Contact #: [Redacted]  
 Address: [Redacted] Contact #: [Redacted]  
 City: Glendale State: AZ Zip: [Redacted] ORIGINAL OWNER Y N  
 E-Mail: \_\_\_\_\_ Mileage: 115,542

DATE: 9/8/15  
 TAG #: [Redacted]  
 TIME IN: 12:04 hours  
 CALL/TO UPDATE: 12:35  
 PROMISE TIME: 1:00

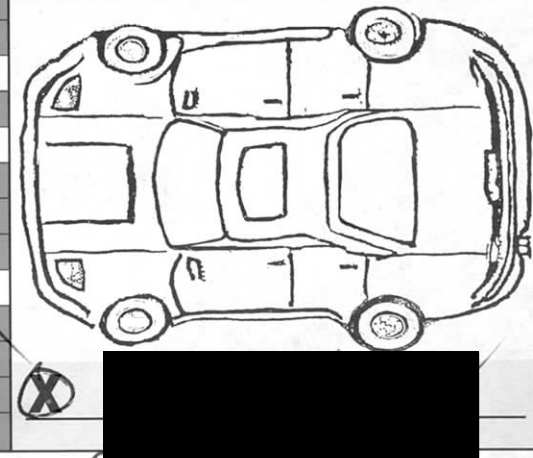
VIN NUMBER: 1G6K554Y520 [Redacted]

UNDERCARRIAGE	NO ATTENTION NEEDED	NEEDS ATTENTION SOON	NEEDS IMMEDIATE ATTENTION	UNDER HOOD	NO ATTENTION NEEDED	NEEDS ATTENTION SOON	NEEDS IMMEDIATE ATTENTION
<b>DRIVETRAIN</b>				<b>COOLING SYSTEM</b>			
Oil Leaks				Fluid Leaks			
Transmission				Hoses/Belts			
Differential				<b>FLUID LEVELS</b>			
<b>EXHAUST/FUEL</b>				Engine Oil			
Engine Light				Transmission Fluid			
Cat Converter				Coolant/Condition			
Fuel Efficiency				Washer Solvent			
<b>STEERING</b>				Brake Fluid			
Fluid Leaks				Power Steering			
Linkage				<b>A/C/HEATING</b>			
<b>SUSPENSION</b>				Check Operation			
Front Struts/Shocks				<b>ELECTRICAL</b>			
Rear Struts/Shocks				Battery/Cables			
CV Boots/(FWD)				Horn Operation			
Alignment (Visual)				Running Lamps			
<b>BRAKES</b>				<b>TIRES</b>			
LF Brake @ mm				LF Tire @ 32nd's			
RF Brake @ mm				RF Tire @ 32nd's			
LR Brake @ mm				LR Tire @ 32nd's			
RR Brake @ mm				RR Tire @ 32nd's			

CAR WASH Y N

**Customer Authorization**

I understand that the inspection of my vehicle is limited to specific parts and doesn't include dismantling or internal examination.  
 I realize that Sands Chevrolet Glendale cannot be responsible in any manner for failure to inform me of defects which can't be detected by inspection methods utilized by diagnostics, or the testing equipment employed.  
 I hereby authorize Sands Chevrolet Glendale Service Employees to operate my vehicle for testing and inspection at my risk. Sands Chevrolet Glendale will not be held responsible for loss or damage of any articles in the vehicle in case of fire, theft, accident or any other causes beyond their control.  
 I hereby authorize the repair work to be done along with the necessary materials. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of any charges for work not covered by Chevrolet Buick GMC warranty.



1	Reprogram new fob	\$ 65.00	4	\$
2		\$	5	\$
3		\$	6	\$

# Coulter Cadillac



Cadillac



BUICK

GMC

1188 East Camelback Road · Phoenix, AZ 85014-3270

Direct Parts: (602) 264-7922 · (602) 264-7923

Toll Free Arizona: 1-800-843-7909

Out of State: 1-800-843-4237

*Selling Cadillacs in Phoenix Since 1923*

Hours of Operation: M-F 7:30am - 5:30pm · Sat 8:00am - 1:00pm

SPECIAL ORDER OR FACTORY ORDERED ITEMS NOT RETURNABLE. ELECTRICAL PARTS NOT RETURNABLE.  
IN THE EVENT OTHER THAN GENUINE G.M. PARTS OR ACCESSORIES ARE USED, THEY WILL BE IDENTIFIED BY THE PREFIX "242"

**DISCLAIMER OF WARRANTIES**

Any warranties on the products sold hereby are those made by the manufacturer. The seller, COULTER CADILLAC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and COULTER CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 08 SEP 15	YOUR ORDER NO.	DATE SHIPPED 08 SEP 15	INVOICE DATE 08 SEP 15	INVOICE NUMBER [REDACTED]
---------------------------	----------------	---------------------------	---------------------------	------------------------------

S  
O  
L  
D  
  
T  
O

ACCOUNT NO. [REDACTED]

CASH  
1188 E CAMELBACK RD

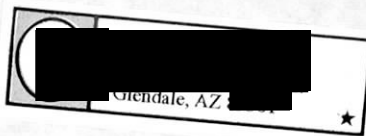
S  
H  
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PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS		F.O.B. POINT		
		1011337		CASH		PHOENIX, AZ		
QUANTITY		PART NO.		DESCRIPTION	LIST	NET	AMOUNT	
ORD.	SHIP	B.O.						
1	1	0	88956702	(S) KEY KB	29.82	22.37	22.37	
1	1	0	25695966	(S) TRANS 135	115.50	72.37	72.37	
							PARTS	94.74
							SUBLET	
							FREIGHT	0.00
							SALES TAX	7.86
CUSTOMER'S SIGNATURE							TOTAL	\$102.60
X								

*Thank  
You  
For  
Your  
Business!*

CUSTOMER COPY



LEFTY'S AUTO ELECTRIC

2016 N. 27th Avenue  
Phoenix, AZ 85009  
(602)269-2567

INVOICE: [REDACTED]  
COMPLETED: 10/28/15 12:55:10  
ADVISOR: RALPH  
ACCOUNT #: [REDACTED] Page: 1

INVOICE FOR SERVICES

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: GLENDALE, AZ [REDACTED]  
HOME : [REDACTED]  
BUSINESS: [REDACTED]

LICENSE [REDACTED]  
VEHICLE 02 CAD SEVILLE  
V.I.N. 1G6KS54Y52U [REDACTED]  
MILES 116883  
REF:

The following parts were used when servicing your vehicle:

Quan.	Part #	Description	Charge	Extended
1.00	ACD D1409D	IGNITION SWITCH	143.58	143.58

The work performed, and the charges, are:

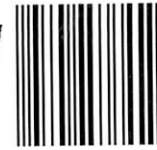
TEST FOR AN INTERMITTENT NO START CONDITION AS WELL AS AN INTERMITTENT STALLING PROBLEM. 159.80  
ONCE IT ACTED UP WE TRACED ONE PROBLEM TO A FAULTY IGNITION SWITCH-ELECTRICAL SECTION AFTER GAINING ACCESS TO THE REAR OF IT TO TEST THE OUTPUT WIRING..  
Technician: 8

REPLACE THE ELECTRICAL SECTION OF THE IGNITION SWITCH. RE-CK 188.00  
THE STARTING, ETC. AFTER AND ITS NEVER FAILED SINCE. INCLUDES A ROAD TEST.  
Technician: 8

	Taxable	Non-tax		
Parts:	\$ 143.58		SUBTOTAL:	\$ 506.38
Labor:		\$ 347.80	Tax:	\$ 13.16
Sublet:				
Supplies:	\$ 15.00			
			TOTAL:	\$ 519.54
			BALANCE:	\$ 519.54

ABSOLUTELY NO REFUNDS ON ELECTRICAL PARTS. WARRANTY--90 DAYS OR 4000 MILES ON PARTS AND LABOR (UNLESS OTHERWISE SPECIFIED). NO LABOR WARRANTY ON USED PARTS. MISC. SHOP SUPPLIES ALSO INCLUDE HAZARDOUS MATERIALS AND EPA FEES. I HEREBY AUTHORIZE REPAIRS AS AGREED. I AGREE THAT LEFTY'S SHALL NOT BE HELD RESPONSIBLE IN CASE OF FIRE, THEFT, OR DAMAGE BEYOND OUR CONTROL. IF IT BECOMES NECESSARY FOR LEFTY'S TO EMPLOY A COLLECTION AGENCY OR ATTORNEY TO COLLECT THIS ACCOUNT, I AGREE TO PAY ALL COURT COSTS, AND REASONABLE ATTORNEYS OR COLLECTORS FEES. FINANCE CHARGES ARE 2% PER MONTH OR ANNUAL PERCENTAGE RATE OF 24%. VEHICLES MUST BE PICKED UP WITHIN 48 HOURS AFTER COMPLETION OR A 25.00 PER DAY STORAGE FEE WILL BE ADDED.    Cash    Check    Discover    Visa    M/C Sign   

M/C [REDACTED]



1000

20077

U.S. POSTAGE  
PAID  
GLENDALE, AZ  
85301  
MAR 21, 16  
AMOUNT

**\$1.20**

00104401-06

US Department of  
Transportation, National  
Highway Traffic Safety  
Administration office  
of Defects Investigation,  
1200 New Jersey Ave S.E  
Washington D.C

"~~20077-9382~~"

20590

