

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 07-JAN-2016 APR 01 2016		Repository ☐ Reference No. 10818698	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
ST. AUGUSTINE		FL		Zip Code	
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	
1G6EL12Y5YU		CADILLAC		ELDORADO	
Model Year		Engine:		Fuel Type:	
2000		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number		Original Owner	
				☐	
Original Owner		Dealer's City		State	
				Zip Code	
Transmission Type		Antilock Brakes		Powertrain	
		☐		Multiple Failure:	
Cruise Control		☐		Incident Date(s)	
				03-JAN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: HEATER CORE				Failure Mileage	
				183000	
				Failure Speed	
				5	
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: Failure Part:					
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		1	
				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).					
TL* THE CONTACT OWNS A 2000 CADILLAC ELDORADO. WHILE MAKING A RIGHT TURN AT 5 MPH, THE CONTACT FELT A BURNING SENSATION ON HIS RIGHT FOOT AND NOTICED THAT AN UNKNOWN HOT LIQUID WAS LEAKING ONTO THE ACCELERATOR AND BRAKE PEDALS. THE CONTACT WAS ABLE TO PULL THE VEHICLE TO THE SIDE OF THE ROAD AND, IN THE PROCESS, SUSTAINED SERIOUS INJURIES THAT REQUIRED MEDICAL ATTENTION. THE CONTACT WAS ABLE TO DRIVE BACK TO HIS RESIDENCE. THE VEHICLE WAS DIAGNOSED BY AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE HEATER CORE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 183,000.					
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.					

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

Emerson Cost For Repair 500.00

3 Degree burn, medication, Doctor 500.00

Driving Along Rd and Then, burn Feeling Right Foot
not freeze, Result of The Heat Core Broken was off
Feet A month ~~rested~~ later, Scar as Result of
The Injuries,

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

JACKSONVILLE
FL 32207
19 MAR '96
PM 3:14



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, DEF-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

or call:

**Vehicle Safety Hotline
888-327-4236**



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