



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	Repository <input type="checkbox"/>
19-MAY-2016	Reference No. 10865896

OWNER INFORMATION (Type or Print)

Name			
Address			
City	State	Zip Code	
CYPRESS	TX		

Daytime Telephone Number	E-mail Address
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 1GYS3CEF2BR		Make CADILLAC	Model ESCALADE	Model Year 2011
Date Purchased 01/22/2014	Dealer's Name and Telephone Number Sewell Cadillac		Engine: No: Cylinders 8	Fuel Type: Flex Fuel
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 020000 SUSPENSION, 026000 TRACTION CONTROL SYSTEM	Failure Mileage 46000	Failure Speed 65
--	--------------------------	---------------------

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

(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	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 2011 CADILLAC ESCALADE. WHILE DRIVING 65 MPH AND ATTEMPTING TO DEPRESS THE BRAKE PEDAL, THE BRAKES BECAME INOPERABLE AND THE TRACTION CONTROL LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SUSPENSION FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 46,000.

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)

A leak in the Suspension Cause failure in
Stabili Track which I loose control of vehicle.
The Dealership cover for GM and GM cover
discrepancy for dealership which appears to be a
system of corruption. I have complain via phone
over 30 occasions and several times via email.

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, 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:

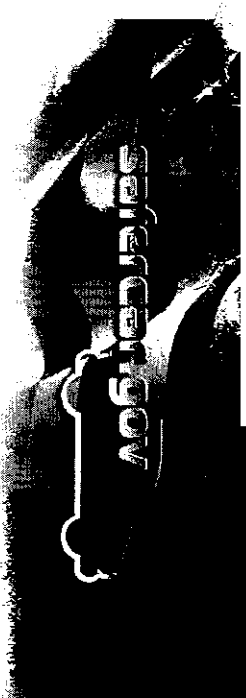
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Compose

Archive Move Delete Copy Paste Print Forward Reply

- Inbox (265)
- Drafts (85)
- Sent
- Archive
- Spam (51)
- Trash (173)
- Important
- Unread
- Starred
- People
- Social
- Shopping
- Travel
- Finance
- Deleted Messages
- Drafts
- Junk (790)
- Notes
- perry warranty
- Sent Messages (1)
- Synched Messages
- Unwanted (100)

stabil track issue 2011 Cadillac Escalade (2) People

Escalade, I hve made numerous attempts to resolve a stabile track issue that has trouble my vehicle for a number of months, the issue was escalated to a corporate executive assistant office. I'm reaching out to you to futher resolvdve this issue. I have had a independent dealer to inspect the vehicle and found a issue that cuases the stabili track to go out, (leakage from shocks see photos below). I have tried different Cadillac Dealership who gave no indication of this issue after several inspection. I have spoken with other current Cadillac Escalade owners who have developed same issue. I devlope this issue well within the 70K mile warranty and it was overlook each time. Please help get this issue repaired ASAP , I have a [Redacted] year old, [Redacted] year old, a [Redacted] year old and a Wife who is expecting, that depends on this vehicle, and are in constant danger due to this issue.

vin : 1gys3cef2br [Redacted]
 address: [Redacted]
 Cypress, Tx [Redacted]
 Phone [Redacted]
 email: [Redacted]

Thank you [Redacted]

Show original message
4 Attachments View all Download all


Reply Reply to All Forward More

[Redacted]
 mary.barra@gm.com, dan.amman@gm.com,
 alan.batey@gm.com, daniel.berece@gm.com,
 alicia.bolderdavis@gm.com, and 11 more...

Hello, I'm reaching out with hope this issue will finally be resolved, I have made numerous personal sacrifices and accommodations up to this point. I drop my vehicle at Sewell Cadillac Houston service department on today May 17,2016. My service advisor name is Robert. I gave Robert update on my situation which is now dier.

Highest Paid Company Executives

#1

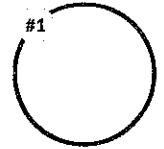


Walter James McNerney
 International Business Machines C...
Reported Total Compensation in 2015: \$107.58M

SEE THE LIST →

NCAA Teams With the Highest Field Goal %

#1



St. Mary's, Calif. Gaels | West Coast Conference
50.4% Field Goal Accuracy in the 2015-2016 Season

See the List Next List →

Compose

Archive Move Delete Collapse

Fw: Fwd: RE: Poor services (2)

People

- Inbox (285)
- Drafts (36)
- Sent
- Archive
- Spam (511)
- Trash (173)

Hide original message

On Tuesday, May 6, 2014 5:15 PM, [redacted] wrote:

Fyi

Sent from my Samsung Galaxy Note® 3

Fyi

Sent from my Samsung Galaxy Note® 3

----- Original message -----
From: Cordell Mathis <cmathis@SEWELL.com>

Date: 05/06/2014 2:20 PM (GMT-06:00)
To: [redacted]

Subject: RE: Poor services

Thank you for bringing this to my attention. Unfortunately, I'm currently out of the office, but will be able to address your concerns with our Houston location as soon as I return tomorrow. Thank you for your continued patience.

Regards,
Cordell Mathis

Mr. [redacted]

Thank you for bringing this to my attention. Unfortunately, I'm currently out of the office, but will be able to address your concerns with our Houston location as soon as I return tomorrow. Thank you for your continued patience.

Regards,
Cordell Mathis

Reply Reply to All Forward More

[redacted] excreferral@gm.com

Companies With the Largest Market Cap

#1




Apple Inc.
NASDAQ:AAPL | Cupertino, Califo...
Current Market Cap: 582B

SEE THE LIST

US Cities With the Highest % of Carpoolers

#1



Langley Park, MD
Population 21,657
44.7% of Residents Carpool

See the List Next List

Compose

Archive Move Delete Copy Move Up Down X

Fw: [REDACTED] escalade (2) People

- Inbox (285)
- Drafts (88)
- Sent
- Archive
- Spam (311)
- Trash (173)

From: [REDACTED] <execreferral@gm.com>

case [REDACTED]

Hide original message

On Thursday, February 6, 2014 11:00 PM, [REDACTED]

wrote:

Also have a look at the suspension

From: Horacio Ayala <hayala@SEWELL.com>

To: [REDACTED]

Sent: Wednesday, February 5, 2014 5:16 PM

Subject: RE: [REDACTED] escalade

Mr. [REDACTED]

Sounds good when can you bring the vehicle in?

Please advise.
Horacio Ayala

From: [REDACTED]
 Sent: Wednesday, February 05, 2014 4:32 PM
 To: Horacio Ayala
 Cc: [REDACTED]
 Subject: [REDACTED] escalade

Hello Ray/Harico here are the car issues

- Tire rim warp front driver and rear passenger
- Missing vehicle manual
- Current certification checklist
- Missing passenger floor mat
- Error message "driver blind system is unavailable" "parking system off"
- Top of vehicle's luggage system is pitena

Thanks

Sent from my Samsung Galaxy Note® 3

Compose

Archive Move Delete Copy Paste Print Forward Back

- Inbox (285)
- Drafts (88)
- Sent
- Archiva
- Spam (311)
- Trash (173)
- Important
- Unread
- Starred
- People
- Social
- Shopping
- Travel
- Finance
- Deleted Messages
- Drafts
- Junk (798)
- Notes
- perry warranty
- Sent Miassa (1)
- Synced Messages
- Unwanted (100)

Fw: [Redacted] escalade (3)

People

Sent: Wednesday, February 5, 2014 5:16 PM
Subject: RE: [Redacted] escalade

Mr. [Redacted]

Sounds good when can you bring the vehicle in?

Please advise.
Horacio Ayala

From: [Redacted]
 Sent: Wednesday, February 05, 2014 4:32 PM
 To: Horacio Ayala
 Cc: [Redacted]
 Subject: [Redacted] escalade

Hello Ray/Harico here are the car issues

- Tire rim warp front driver and rear passenger
- Missing vehicle manual
- Current certification checklist
- Missing passenger floor mat
- Error message "driver blind system is unavailable" "parking system off"
- Top of vehicle's luggage system is pitena

Thanks

Sent from my Samsung Galaxy Note® 3

Reply Reply to All Forward More

[Redacted] excreferral@gm.com

Here is additional info

[Redacted]

On Thursday, February 13, 2014 8:19 AM, Horacio Ayala <hayala@SEWELL.com> wrote:

Mr. [Redacted]

What time would you like to pick your vehicle up so I can have it washed.

Highest Paid Company Executives

#1



Walter James McNerney
International Business Machines C...
Reported Total Compensation in
2015: \$107.58M

SEE THE LIST



COMPARE OPTIONS
SIDE-BY-SIDE

See prices, warranties, and more



SEARCH NOW

ALL DRIVE. No drama

