

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: 14-APR-2017 JUN - 6 2017		Repository <input type="checkbox"/> Reference No. 10978517	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City JACKSONVILLE	State 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 1G6KD54Y64U		Make CADILLAC	Model DEVILLE
			Model Year 2004
Date Purchased 1-12-2017	Dealer's Name and Telephone Number MY COUSIN		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain Front Wheel Drive	Multiple Failure: Window Motors
<input checked="" type="checkbox"/> Cruise Control			Incident Date(s) 13-APR-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM		Failure Mileage 72600	Failure Speed
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 (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 2004 CADILLAC DEVILLE. WHILE THE VEHICLE WAS STATIONARY, BOTH THE REAR PASSENGER AND DRIVER SIDE WINDOWS MALFUNCTIONED. THE CONTACT STATED THAT THE WINDOWS FAILED TO CLOSE WHEN PROMPTED DUE TO A FRACTURED MOTOR. THE VEHICLE WAS TAKEN TO BE REPAIRED AT GOODYEAR WHERE THE REAR PASSENGER AND DRIVER SIDE REGULATORS AND MOTORS WERE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 72,600.			
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)

The 2 rear window regulators broke on the same day. This cost \$379 per window. I have researched this car, and this seems to be a common issue. The head gaskets are another ongoing issue for Cadillac owners, this too is expensive to repair. Thousands. The motor mounts are faulty. The window motors are cheap and that is why they break. Research the car reviews

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

INDY SCHMILLE

FL 300

10 MAY '17

PM 2 L



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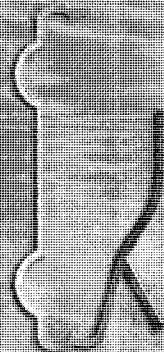
WASHINGTON, DC

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 Defect Questionnaire (VDCQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration