

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 18-AUG-2017 NOV - 1 2017	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City JACKSONVILLE State FL Zip Code [REDACTED]				Repository ☐	
				Reference No. 11016151	
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).				Daytime Telephone Number [REDACTED]	
				E-mail Address [REDACTED]	
				Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6KE34Y45U [REDACTED] 1G6KE34Y45U [REDACTED]				Make CADILLAC	Model DTS
Date Purchased [REDACTED]				Model Year 2005	
Dealer's Name and Telephone Number [REDACTED]				Engine: No: Cylinders [REDACTED]	
Original Owner ☐				Fuel Type: [REDACTED]	
Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]					
Transmission Type ☐		☐ Antilock Brakes ☐ Powertrain		Multiple Failure: [REDACTED]	
☐ Cruise Control				Incident Date(s) 01-JUL-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 93000	Failure Speed 75
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make [REDACTED]		Tire Model (Name or Number) [REDACTED]		Tire Size (Example P215/65R15)	
(Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 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 2005 CADILLAC DTS. WHILE DRIVING APPROXIMATELY 75 MPH, THE FRONT PASSENGER AIR BAG DEPLOYED WITHOUT WARNING OR IMPACT. A SLIGHT MUSTY ODOR WAS PRESENT DUE TO THE AIR BAG DEPLOYMENT AND ALL THE WARNING INDICATORS ON THE INSTRUMENT PANEL ILLUMINATED. THE CONTACT SUSTAINED INJURIES, WHICH DID NOT REQUIRE MEDICAL ATTENTION. THE CONTACT DROVE TO AN UNKNOWN CADILLAC DEALER LOCATED IN STUART, FL, WHO STATED THAT NOTHING COULD BE DONE ABOUT THE AIR BAG BECAUSE IT WOULD BE A LONG PROCESS. THE CONTACT THEN TOOK THE VEHICLE TO CLAUDE NOLAN CADILLAC (LOCATED ON SOUTHSIDE BLVD, JACKSONVILLE, FL) AND WAS INFORMED TO CONTACT THE MANUFACTURER BECAUSE THEY HAD NEVER SEEN AN AIR BAG DEPLOY WITHOUT A CRASH. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED TO TAKE THE VEHICLE BACK TO CLAUDE NOLAN CADILLAC WHERE IT WAS DIAGNOSED THAT THERE WAS DAMAGE TO THE UNDERCARRIAGE AND THAT SOMETHING MUST HAVE SET OFF THE AIR BAG. THE MANUFACTURER WOULD NOT REPAIR THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS INVALID. THE APPROXIMATE FAILURE MILEAGE WAS 93,000. THE MANUFACTURER SAID (PICTURES BY OTHER SOURCE SHOWED NO DAMAGE)					
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.					

SORRY FOR DELAYED ANSWER DUE IRMA DAMAGE TO HOUSES)

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

DRIVING DOWN I-75 ON CRUISE 74 MPH CLEAR DAY, LIGHT TRAFFIC,
NOTHING ON THE ROAD - AN INCREDIBLE LOUD BANG - FLASHER GO OFF, I
AM VERY STARTLED - ON STAR COMES ON WANTING TO KNOW IF I HAD A
WRECK - NO - NO INJURIES TO ME - PULLED OFF AT EXIT - THEN REALIZED
PASSENGER SIDE AIR BAG DEPLOYED - REST OF HER STORY OK - EXCEPT
JAX CADILLAC DEALER G.M. SAID IT WOULD TAKE A BOULDER TO
SET OFF AIR BAG - NOT A ROCK AS MFG. SAID - AS PER ATTACHED
PHOTO'S ANOTHER SOURCE CONFIRMED NO DAMAGE TO UNDERCARRIAGE
- CADILLAC IS TRYING TO SNUB JOB A REAL SAFETY PROBLEM - CALL ME
+ I WILL DISCUSS FURTHER.

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



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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





Notes

I HAVE NO EXPECTATIONS
THAT CADILLAC WILL PAY
TO RE-INSTALL AIR BAGS
THEY MADE THAT CLEAR BY
THEIR ACTIONS - HOWEVER I
FEEL STRONGLY THAT THIS IS
A SAFETY ISSUE AND SHOULD
BE ADDRESSED - WE SHOULD
NOT HAVE TO WORRY THAT
WHILE DRIVING THAT AIR BAGS
CAN JUST INFLATE AT ANY
TIME - IF IT HAD BEEN THE
DRIVERSIDE - AT THAT SPEED
NO DOUBT A BAD ACCIDENT
AND INJURY OR DEATH
COULD HAVE OCCURRED
THIS SHOULD BE TAKEN
SERIOUSLY - I AM ACTUALLY
DRIVING W/O AIR BAGS NOW BECAUSE OF IT.



