



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: 21-DEC-2017
Repository:
Reference No.: 11055883

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MIAMI State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 3GYFNBE31ES [REDACTED]
Make: CADILLAC Model: SRX Model Year: 2014
Date Purchased: Dealer's Name and Telephone Number: Williamson Cadillac
Original Owner: Dealer's City: Miami, FL State: Zip Code: 33156
Transmission Type: Antilock Brakes Powertrain Multiple Failure: Incident Date(s): 08-DEC-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS
Failure Mileage: 67000 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): Original Equipment 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: Yes No Fire: Yes 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 2014 CADILLAC SRX. THE CONTACT STATED THAT SHE WAS UNABLE TO SEE THE ROAD WHEN THE HEADLIGHTS WERE ILLUMINATED. THE CONTACT HAD TO ACTIVATE THE HIGH BEAMS IN ORDER TO SEE THE ROAD AT NIGHT. THERE WERE NO WARNING INDICATORS ILLUMINATED BEFORE OR AFTER THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED. THE VEHICLE WAS TAKEN TO WILLIAMSON CADILLAC (7815 SW 104TH ST, MIAMI, FL) WHERE THE HEADLIGHTS WERE REPLACED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 67,000.

Again the lights were replaced and car not the cost of \$915.31.

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.

WILLIAMSON

AUTOMOTIVE



7815 SW 104th St.
Miami, FL 33156
Telephone: (305) 670-7100
Fax: (305) 670-7329

www.williamsonautomotivegroup.com

Dade County Registration #MVR-01646
Florida Registration #MV-09462

LOT LOCATION:

CUSTOMER #:

INVOICE

PAGE 1

MIAMI, FL

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 852 IVAN PELEGRINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GAN/Radian	14	CADILLAC SRX	3GYFNBE31ES		69468/69468	T9637	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB14 IS							
18JUN15 DD		26FEB2018	07:46 30DEC17		152.00	UNPAID	29DEC17
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
07:46 28DEC17	08:34 29DEC17	ENG:3.6_Liter_SIDI_DOHC	TRN:M7W_6_SPEED_AUT				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: HEADLIGHTS ARE DIM AND WILL NOT ILLUMINATE FULLY

CAUSE: inspect headlamps lft and rt has insufficient lumens

2041510 TAIL LAMP REPLACEMENT - INBOARD

1483	W	1.60					(N/C)
1	23315408	HEADLAMP					(N/C)
1	23315409	HEADLAMP					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A							915.31

69468 inspect headlamps lft and rt has insufficient lumens 2041510

1.40 replace left headlamp. olh. 0.20 replace rt headlamp

B CERTIFIED SERVICE SPECIAL \$49.99 OIL CHANGE AND TIRE ROTATION USING

DEXOS OIL AND COMPLETE VEHICLE INSPECTION FOR VEHICLES
REQUIRING 6 QUARTS. USED ON MOST V6 ENGINES.

CERTD6 CERTIFIED SERVICE SPECIAL \$49.99 OIL
CHANGE AND TIRE ROTATION USING DEXOS OIL AND
COMPLETE VEHICLE INSPECTION FOR VEHICLES
REQUIRING 6 QUARTS. USED ON MOST V6 ENGINES.

1483	CQL	0.90				18.99	18.99
6	88865635	OIL			6.40	3.50	21.00
1	19330000	(S) FILTER			10.00	10.00	10.00
PARTS:	31.00	LABOR:	18.99	OTHER:	0.00	TOTAL LINE B:	49.99

69468 0.90 PERFORMED LUBE, OIL AND FILTER CHANG, CHECK AND TOP OFF

ALL FLUIDS. CHECK / ADJUST TIRE PRESSURES AS NEEDED AND VISUALLY

INSPECT TIRES FOR WEAR AND DAMAGE AND ROTATE TIRES

C CADILLAC COURTESY TRANSPORTATION

CAUSE: CADILLAC PROVIDED COURTESY LOANER

CTA CADILLAC COURTESY TRANSPORTATION

123	WGMP	0.00					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D** GENERAL SHOP - CUSTOMER TO PAY 60% OF REPAIR AS PER CALCULATION

S11 GENERAL SHOP

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS

[Redacted]
Miami FL
[Redacted]

MIAMI FL 331

05 FEB 2018 PM 5 L



U.S. Department of
Transportation
National Highway Traffic
Safety Administration
Office of Defects, NHT-100
1500 New Jersey Ave SE
Washington, DC 20077-9382

20077-9382