



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

30-OCT-2018

Reference No.

FEB 01 2019

11144124

OWNER INFORMATION (Type or Print)

Name

Address

City

SUN CITY WEST

State AZ

Zip Code

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

Make

CADILLAC

Model

DEVILLE

Model Year

2003

1G6KD57463L

Date Purchased

2003

Dealer's Name and Telephone Number

ARROWHEAD CADILLAC

623-344-2262

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

GLENDALE

State

AZ

Zip Code

85308

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

01-JUL-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

79000

Failure Speed

0

TORQUE CONVERTER 8-4766553242

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 2003 CADILLAC DEVILLE. THE CONTACT STATED THAT THE SERVICE ENGINE LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE ARROWHEAD CADILLAC (8310 W BELL RD, GLENDALE, AZ 85308 (623) 455-6910) WHERE IT WAS INFORMED THAT THE TORQUE CONVERTER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED HOWEVER NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 79,000. THE VIN WAS NOT AVAILABLE.

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.

2003 Cadillac Deville

Vin # 1G6KD57Y6311 [REDACTED]

Torque Converter part # 8-4766553242

Owners: [REDACTED] and husband [REDACTED]

Bulliten # '04-07-30-034A - Sent out 2009

At about 75,000 miles Check Engine light came on, Computer Code 741 - Torque Converter needs to be replaced, Called dealership and GM, Both knew about bulliten, but could not locate list of part numbers to determine if our number was on it. list.

At this low mileage Torque Converters usually do not fail, but it has failed. Since we can not check the part number to verify it is on the bulliten list, we can only surmise it probably was due to the unusually early failure.