



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 ☐

22-JAN-2019

JUN 1 2019

Reference No.

11171442

OWNER INFORMATION (Type or Print)

Name

Address

City

BLUFF CITY

State TN

Zip Code

Evening Telephone Number

E-mail Address

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

1GYS4BEF9C

Make
CADILLAC

Model
ESCALADE

Model Year
2012

Date Purchased

Dealer's Name and Telephone Number

BILL GATTON HONDA 423 966 5111

Engine:

No: Cylinders

Fuel Type:

8

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

18-JAN-2019

AUTO

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 LIGHTING (PWS)

Failure Mileage
63500

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 2012 CADILLAC ESCALADE. WHILE DRIVING 30 MPH, BOTH HEADLIGHTS BLEW OUT WITHOUT WARNING. THE VEHICLE WAS TAKEN TO BILL GATTON CHEVROLET (1000 W STATE ST, BRISTOL, TN 37620) WHERE IT WAS DIAGNOSED THAT WATER WAS ENTERING BEHIND THE LENS OF THE HEADLIGHTS, WHICH CAUSED THE BULBS TO BLOW OUT. THE MANUFACTURER WAS CONTACTED AND DID NOT ASSIST. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 63,500.

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)

ME AND MY WIFE WERE APPROX 10 MI FROM HOME 10:00PM IT STARTED RAINING AND
THE HEADLIGHTS STOPPED WORKING I AM [REDACTED] MY WIFE [REDACTED] I HAD TO PUT WINDOW DOWN AND
4WAY BLINKERS ON. LUCKILY WE HAD A FLASHLIGHT WE DROVE HOME ON SHOULDER
TOWERS KEPT BLAWING AT US (LUCKILY WE MADE IT) CAN ONLY DRIVE IN DOTTING
HAD INSPECTED BY 2 CADILLAC DEALERS (THEY CALLED IT FISH BOWL AND LAUGHED
I UNDERSTAND THIS IS HAPPENING QUITE FREQUENTLY (I BOUGHT EXTENDED WARRANTY
BUT THEY SAY IT DOESNT COVER BULBS (THE WHOLE ELECTRICAL BUGS ARE BLOWN OUT
WE ARE REALLY LUCKY TO HAVE MADE IT HOME UNHURT

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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
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IN THE
UNITED STATES



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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**U.S. 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)
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