

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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National Highway Traffic Safety Administration		1-888-VASH-2-DO1 (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name		Address		Date Received	Repository <input type="checkbox"/>
City		State	ZIP Code	28-FEB-2022	Reference No. 11454461
Clear Lake		IA		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	Model	Model Year	
3g9fite32es		CADILLAC	SRX	2014	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	Pritchard's Lake Chevrolet 6413572612		No. Cylinders		
Original Owner <input type="checkbox"/>	Dealer's City	STATE	ZIP Code		
	Clear Lake	IA	50423		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			01-NOV-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 353620 EQUIPMENT:ELECTRICAL:INFOTAINMENT:VIDEO (TOUCH)SCREEN/MONITOR/UNIT			Failure Mileage	Failure Speed	
			70000.0		
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: DOTMAL 9ABC016)	<input type="checkbox"/> Original Requirement		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), 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), 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).					
The contact owns a 2014 Cadillac SRX. The contact stated the center information screen was cracked. The contact was unable to see the system status. There were no warning lights illuminated. Additionally, the contact stated that the failure had gotten worse. The vehicle was taken to the local dealer where it was diagnosed that the screen needed to be replaced. The vehicle was not repaired. The contact mentioned TSB: PIC6055C (Electrical; Radio/Tape Deck/CD). The manufacturer was notified however, no further assistance was provided. The approximate failure mileage was 70,000.					
AFTER FILING THE DEFECT WITH NHTSA CADILLAC OFFERED TO REPLACE THE DEFECTIVE PART AT NO CHARGE - REPAIR COMPLETED BY PRITCHARD'S LAKE CHEVROLET					
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.					



Pritchard's Lake Chevrolet

3005 Willow Creek Court
 Clear Lake, Iowa 50428
 Phone 641-357-2612
 Fax 641-352-7096

[Redacted]		A/R Number:	[Redacted]	Invoice Number	[Redacted]
Clear Lake, IA [Redacted]		Customer Number:	[Redacted]		
Phone (H): [Redacted]		PO Number:	[Redacted]	Printed: 03/16/2022 8:44 AM	
Phone (O): [Redacted]		Auth Number:	[Redacted]	Copy # 1	
Year/Make/Model: 2014 Cadillac SRX		Service Writer:	Josh Iverson	Date Opened: 02/17/22	
VIN: 3GYFNF32 ES [Redacted]		Estimate Amount:	\$ 0.00	Date Notified: 03/16/22	
License Number: [Redacted]		Terms & Conditions:		Date Delivered:	
Color: Platium Ice		Type of Sale:	Retail		
Stock Number: [Redacted]		<i>Customer Signature</i>			
Tag Number: [Redacted]					
Mileage In: 71770					
Mileage Out: 71770					

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer statement of problem				
Customer States radio display has some cracks in it				
1 - Cause/Action to Take				
verified concern. found the screen is broken internally. will need to replace the screen assembly.				
1 - Correction/Action Taken				
diagnose and remove and replace radio screen assembly. optest ok.				
Part Number		Description		
84606274		CONTROL		
SubTotal Job # 1				Warranty
2. Customer statement of problem				
CUSTOMER STATES PERFORM "FREE" VEHICLE INSPECTION !!				
1 - Cause/Action to Take				
99P - Per Inspection Form				
1 - Correction/Action Taken				
Per inspection form,				
Inspected all items as listed, See inspection form for results of the inspection and check this invoice for service Recommendations.				
Miscellaneous Charges and Deductions For All Jobs				
			Total Labor	0.00
			Total Parts	0.00
			Total Sublet	0.00
			Misc. Chrgs	0.00
			Car Rental	0.00
			Freight	0.00
			Deductible	0.00
			Special Tax	0.00
			Haz Mat Chrg	0.00
			Sales Tax	0.00
			AMOUNT DUE	0.00