

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

National Highway Traffic Safety Administration

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

27-JUL-2022

Repository

Reference No.
11476133

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

City Georgetown

State SC

ZIP Code [REDACTED]

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
1G6DM57T670 [REDACTED]

MAKE
CADILLAC

Model
CTS

Model Year
2007

Date Purchased

Dealer's Name and Telephone Number
Right Stop RV Center 8669557484

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City Lebanon Junction

STATE
KY

ZIP Code
40150

Transmission Type

Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
13-JUL-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 116100 ELECTRICAL SYSTEM:IGNITION:SWITCH

Failure Mileage
99000.0

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: DOTMAL 9ABC036)

Original Requirement
 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), 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), 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 2007 Cadillac CTS. The contact stated upon parking the vehicle, he attempted to release the ignition key from the ignition switch however, the key remained stuck inside the ignition switch. The message Thief was displayed. The contact was able to release the ignition key after several minutes. The contact stated upon entering the ignition key inside the ignition switch and starting the vehicle in his garage, the message Thief was displayed. The contact turned off the vehicle but could not release the ignition key from the ignition switch. The contact stated that the ignition key had remained stuck inside the ignition key for a week. Additionally, the contact stated that the gear shifter had seized in park(P). An unknown dealer was notified of the failure and advised the contact to take the vehicle in for repair. The vehicle was not repaired. The manufacturer was not notified of the failure. The failure mileage was approximately 99,000.

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.

RECEIVED FEB 23 2011

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

I [redacted] [redacted] [redacted] Repair in addition of information CTS
AFTER REPAIRING, THE AIR CONDITION STOP WORKING AND THE
SPEED O METER AND ODOMETER DONT LET HOW FAST DRIVING
IT WAS GOOD BEFORE AND CRUISE CONTROL NOT WORKING

ATTACH ADDIT

CHARLESTON SC 29401

SEP 20 2023 10:31 AM

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 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



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VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
1G6DM57T670		107625	107627	08/10/22 08:47	09/10/22		
VEHICLE DESCRIPTION				TAG NO.	STATUS		
2007 CADILLAC CTS				07808	COMPLETE		
COL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
				02/27/07			Cash
CELL	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.		RO COMMENT	
	(000) 000-0000	(000) 000-0000		ERIC WILSON (150)		2.8L V6 SFI DOHC NS	

Thank you for your business!! We are scored from General Motors by the job we do. If you can not answer completely satisfied, please inform the Service Manager, Sean Pauley 843-979-6013. We guarantee our service work with the use of genuine GM parts for 24 months. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Aftermarket parts are not guaranteed.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	11		A81		Customer	\$639.88
Concern	ENGINE MINOR. CUSTOMER STATES THE KEY IS STUCK IN THE IGNITION AND THEFT DETERANT LIGHT CAME ON. CHECK AND ADVISE					
Cause	found broken wire in engine compartment for ignition voltage.					
Correction	vehicle now starts and drives. security system light is still on and key still gets stuck in ignition. customer declined further electrical diag. lower steering column panel is off so key can be taken in and out. vehicle needs battery replaced, needs to be jumped.					
Line Total...						\$639.88

B	07		A81		Internal	
Concern	MPI. PERFORM CERTIFIED SERVICE MULTI-POINT INSPECTION FORM ALSO ATTACH BATTERY TEST PRINTOUT.					
Correction	COMPLETED					

Customer Totals

Charge Description	Amount
	\$639.88
Shop Fees	\$29.86
Digital File	\$1.00
SalesTax	\$1.85
Total Amount Due	\$672.59
	\$639.88
Amount Due	\$672.59

Check # [REDACTED]