



Posted

AUTO SAFETY HOTLINE

U.S. Department of Transportation  
National Highway Traffic Safety Administration

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393  
DC METRO AREA 366-0123

REFERENCE NO.

552603

FOR AGENCY USE ONLY

RECEIVED

00 JUN 12 PM 2:53

OWNER INFORMATION (TYPE OR PRINT)

OFFICE

SIGNATURE OF OWNER

DATE

6-5-00

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. \*

VEHICLE MAKE & MODEL

MODEL YEAR

1G6HY52915006829670

Oldsmobile Seville STS

1995

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

DATE PURCHASED

DEALER'S NAME, CITY, & STATE

ENGINE SIZE (CID/CC/L)

TURBO

68000

6/96

Brown Brothers Louisville KY

5

GAS

TRANSMISSION TYPE

CRUISE CONTROL

POWER STEERING

POWER BRAKES

AIR CONDITIONED

BODY STYLE

HATCH BK

MANUAL

AUTOMATIC

Yes No

Yes No

Yes No

Yes No

4 DR 2 DR

VAN TRUCK OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

LOCATION

FAILED PART(S)

Left Right Front Rear

ORIGINAL REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

YES NO

NHTSA PREVIOUSLY CONTACTED

YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

FIRE

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

POLICE REPORT FILED

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

See Attached letter

CONTINUE ON BACK IF NEEDED

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.



June 6, 2000

G. Richard Wagner Jr.  
CEO  
General Motors Corporation  
100 Renaissance Center  
Detroit, MI 48265-1000

Re: File #C00323090

Dear Sir:

Pursuant to the attached information, please be advised that this letter was faxed on April 26, 2000 to John F. Smith Jr. with no response from him. In order to expedite the repair we have contacted our insurance company and the car is now at Napleton Cadillac in Park Ridge Illinois.

General Motors personnel denied this claim with no valid reason. We are pursuing this claim because we feel this is a warranty item and should be covered as such. This situation has created hardship and inconvenience in many ways. We look to you for a fair settlement of this matter which has so far been denied us. Grossinger Cadillac in Lincolnwood Illinois has also been unable to furnish us with requested service records.

Sincerely,



ent Crown Engineering Co., Inc.

JO:sm  
/cad

CC: Lonny Greenwald  
General Motors Corp.  
100 Renaissance Center  
Detroit, MI 48265-1000

Environmental Protection Agency  
401 M Street SW  
Washington, D.C. 20460

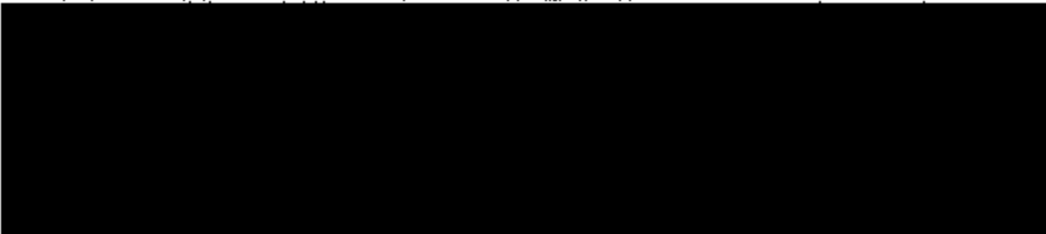
Department of Transportation  
400 Seventh St. SW  
Washington, D.C. 20590

US Dept. of Transportation  
National Highway Traffic Safety Admin.  
Auto Safety Hotline NEF - 11 - HI.  
400 7th St. SW  
Washington, D.C. 20590

Federal Trade Commission  
Sixth & Pennsylvania Avenues NW  
Washington, D.C. 20580

Roberta Cole  
Attorney at Law  
180 N. LaSalle St. #2025  
Chicago, Illinois 60601

Scheer's Incorporated  
1023 W. 55th Street  
Countryside, Illinois 60525



April 26, 2000

John F. Smith, Jr.  
100 Renaissance Center  
Detroit, MI 48265-1000

Dear Sir:

I have a 1995 Cadillac Seville STS which caught on fire in my garage on April 17, 2000.

The VIN # is 1G6KYS291STJ829670.

Vehicle has an extended warranty to 75,000 miles. Currently it has 68,000 plus miles on it.

Vehicle is owned by Crown Engineering Co., Inc. at 5675 W. Howard Street, Niles Illinois 60714 ; 847-647-7400.

About 6:30 p.m. on April 17, 2000, I smelled smoke in my house (my house and garage are connected by an enclosed passageway). I went into the garage and saw smoke coming from the hood of the car. I carefully opened the hood and saw flames under the hood on the driver's side. I closed the hood and called the fire department and asked if I could use a fire extinguisher. They said I could if I was careful. I then extinguished the fire. The fire department arrived a few minutes later and sprayed water under the hood to insure that the fire was out.

The car was then towed to Grossinger Cadillac in Lincolnwood, Illinois the evening of April 17, 2000.

On Tuesday, April 18, 2000, Mike Hubbard from the service department left a message saying they could find no reason for the fire starting.

On April 19, 2000, my husband was called at his office by Mike Hubbard who said that a General Motors representative said that General Motors would repair the car and pay for the rental car 100%. He also stated that the cause of the fire was due to a short in the ABS system.

I have had problems with having Grossinger's service department correctly repair things. I often have to take my car in several times until they get things right.

The situation which I describe may or may not be related to the fire but should certainly be explored. On or about March 23, 2000 my daughter was driving the car and the "Traction disabled" message came on along with the "red anti lock brake light". She pulled over, called me and I called Richard Ravenscraft at Grossinger (847-745-4339). He told me it was okay to drive the car...this was not a safety issue.

On March 28, 2000 I took the car to Grossinger to repair the above problem and have the oil changed.

On March 29, 2000 I drove the car about 100 miles to Wisconsin and the "Traction disabled" message and the "red anti-lock brake light" came on again. I called Rich Ravenscraft again and he told me not to worry...this was not a safety issue. I told him I might not be able to bring the car in again until after April

17, 2000 and he said that was fine. I also noticed that when Grossinger changed the oil they did not re-set the computer to 100% oil life. It still said 25% oil life.

A few months before this, my daughter was driving and the car overheated. She pulled off the road. The car was towed to Grossinger. When I picked the car up, the overheated message came on again after being driven about eight minutes. I returned the car to Grossinger. The next day they told me the mechanic forgot to add coolant after the repair was completed.

Today, April 21, 2000, I called 1-800-445-8006 and talked to Annie. She wrote a report, called Grossinger and told me this would be handled by the par department and they would contact me next week. She also said I had to call my insurance company and that Cadillac would not pay for my rental and may not pay for the repairs due to the fact that the Chicago Fire Department was called to extinguish the fire.

My car could have exploded. My house could have exploded. My family and my pets could have been killed. I spent \$1,700.00 on this extended warranty and all I am getting is a run-around.

Does General Motors stand behind its product?

I am driving a rental vehicle which is a far cry from a Cadillac.

My daughter has no car to drive because she is too young to drive the rental. I am extremely upset by this situation and am still having nightmares about my house exploding.

Although we never received a recall notification regarding this model and year car, I would like to know if this is an inherent problem with this model.

After the par General Motors representative view the car, I am having it towed to Napleton Cadillac in Park Ridge, Illinois to have the repairs done. I do not feel confident that Grossinger can properly repair this car so that it is safe to drive.

1. Service records are enclosed.
2. Phone conversations can be confirmed by car and home phone records if necessary.

I have primarily had my car serviced at Grossinger but have only had it serviced at two other Cadillac dealerships. Once at Napleton in Park Ridge Illinois and several times at Quantall Cadillac in Lexington Kentucky. My choice of Grossinger was strictly due to convenience. They are thirty minutes from my house but still the closest dealership.

My husband's motorcycle was in the garage at the time of the fire and is covered with soot and needs to be professionally cleaned.

A quick response would be greatly appreciated.

Sincerely,



JO:sm

/cad1

CC: Ms. Roberla Cole  
Attorney at Law  
180 N. LaSalle Street # 2025  
Chicago, Illinois 60601

Ms. Charlene Blas  
Scheer's Incorporated  
1023 W. 55th St.  
Countryside, Illinois 60525