



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

03-NOV-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

754040

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side) 1G6ET1295YU132497	Vehicle Make CADILLAC	Vehicle Model ELDORADO	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-NOV-2000	Dealer's Name _____	Engine Size (CID/CC/L) 4.6	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10110000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDSHIELD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 03-NOV-2000	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 2		
	Vehicle Speed at Failure(s) 5		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 2	Number of Fatalities 4	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FROM THE DAY THE CAR WAS DELIVERED, THERE WAS SOMETHING WRONG WITH THE WINDSHIELD. IT APPEARED TO BE DIRTY OR ??? COULD NOT GET A CLEAR VISION. FINALLY IT WAS DISCOVERED THAT THERE WAS AREA OF APPROXIMATELY ONE SQUARE FOOT JUST TO THE RIGHT OF CENTER AND ABOUT MID-POINT VERTICALLY THAT HAD A WAVINESS, LOOKED LIKE ORANGE PEEL EFFECT IN A PAINTED SURFACE. CADILLAC SAID IT WAS CAUSED BY CERTAIN CAR WASH CHEMICALS, HOWEVER THERE WAS NO SUCH WARNING IN THE OPERATORS MANUAL. THE DISTORTION WAS SO BAD THAT ON TRIPS OF FIFTY MILES OR LONGER HEADACHES WERE CAUSED BY THE EFFECT ON EYES. AFTER ABOUT TEN MONTHS OF COMPLAINING AND FILING A COMPLAINT WITH THE ARIZONA ATTORNEY GENERAL, CADILLAC

CONTINUE ON REVERSE

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.