

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

119

Date Received

05-MAY-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

861481

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G6D53BON4291906	CADILLAC	DEVILLE	1992	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06113000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:TANK	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

PLASTIC WITHIN GAS TANK BROKE AWAY FROM TANK, CAUSING PLASTIC PIECE TO FLOAT WITHIN THE TANK. CONSUMER HAS CONTACTED THE DEALER, DEALER HAS REPLACED TANK. *AK PLEASE PROVIDE ANY FURTHER DETAILS.*AK

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.



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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FOR AGENCY USE ONLY 119

Date Received
00 MAY 22 PM
05-MAY-2000

od_or _____
rt_dt _____
bd_tr _____
up_itr _____

OFFICE
DEFECTS INVESTIGATION

Reference No.
861481

OWNER INFORMATION (Type or Print)

Work Number _____

Home Number _____

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 **5/16/00**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1G6D53BON4291906	Vehicle Make CADILLAC	Vehicle Model DEVILLE	Vehicle Year 1992	Current Odometer Reading 120,000+
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Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utl Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06113000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:TANK	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures	Date(s) of Failure(s) Jan - Feb 2000 Mileage at Failure(s) 118,000 Vehicle Speed at Failure(s) CLIMB LEAF CURVES, Ramps & Slow Down	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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

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 Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BAFFLE
PLASTIC WITHIN GAS TANK BROKE AWAY FROM TANK, CAUSING PLASTIC PIECE TO FLOAT WITHIN THE TANK. CONSUMER HAS CONTACTED THE DEALER, DEALER HAS REPLACED TANK. PLEASE PROVIDE ANY FURTHER DETAILS.*AK
CADILLAC CONSUMER

CONSUMER HAS ASKED THAT CADILLAC SEND SOMEONE TO REVIEW OLD TANK. REQUEST IGNORED, CONSUMER STILL HAS OLD TANK.

IN TURNS OR STOPS, BAFFLE WOULD COVER SUCTION PICK-UP CAUSING AUTO TO STOP WITHOUT WARNING. THIS ACTION ALSO OVERWROKE FUEL PICK-UP PUMP AND CAUSED IT TO MALFUNCTION ALSO A FEW DAYS LATER. SEE ATTACHED LETTERS.

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 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

Cadillac
PO Box 33169
Detroit, Mich. 48232-5169
Jan 31, 2000

Ref File No. [REDACTED]

Dear Sirs,

I own a 1992 Cadillac Sedan Deville, Mfg Model No. 1G6CD53B0N4291906. Present Odometer reading 118,000.

We have experienced a problem with the gas tank. The gas tank has a plastic baffle system with some sort of support bar. The baffle and support bar have broken loose and cover the pickup assembly, starving the gas flow, shutting engine off, anytime you put on brakes or make a sharp turn, as in clover leaf ramps, etc. Totally a UNSAFE condition.

This problem showed itself early in January, when my wife, traveling alone, went from Greenville, SC to Jupiter, Fla. to visit and check on her mother. At about not quite half way there (Ga/Fla line) the car started surging with her and continued to get worse until she had to pull off and seek assistance (Ormond Beach, FL). The problem was then diagnosed as she had gotten bad gas (water in gas), so they replaced the gas filter. She continued on able now to run without the surging, but still having to deal with the engine shutting off anytime she came to a high-speed slowdown, sharp curve, or to a stop. She attempted to contact Cadillac dealerships in Stewart and Lakeworth for assistance. They refused to see her then, granted it was on Friday, and required that she book a reservation for the next week. She tried to explain that she was traveling and was leaving early Saturday morning. Therefore, she had seek alternative assistance, at which time another fuel filter was replaced, still assuming that water was in gas tank. This again did not correct the problem and her return trip was very stressful, having to deal with the engine shutoffs all the way. We took the car and its problems to a garage where we personally know the mechanic and his reputation. In dealing with the problem, he removed the gas tank to find that there was stuff?, Plastic baffle floating around, support bracket/bar and who knows what else rattling around in tank. The gas tank was replaced with and after market tank with a steel baffle in it and the problem is solved.

Therefore with this complaint I am asking for two things:

1. That a recall be considered for any other vehicle that may have this plastic baffle in it, for it is a definite safety hazzard. My wife was very lucky that she was not run into during this ordeal.
2. That we be reimbursed for the expenses incurred to correct this problem. This should not happen to any automobile let alone a Cadillac. Copies of expenses and Proof of vehicle ownership are attached.

I have retained the old tank should you want to inspect it.

Thank you very much,

[REDACTED]

[REDACTED]

31518

DATE 2/12/00 SERVICE WILL CALL INSTALL DELIVER PHONE _____

MAKE 90

MODEL ced

SERIAL _____

ITEM TO BE SERVICED _____ NATURE OF SERVICE REQUEST _____

QTY	DESCRIPTION OF PARTS & MATERIALS	AMOUNT
1	LF 45-80 K Fuel Filter	16.50

SUNRISE FOOD MART
 AUTO REPAIR
 904-577-2689
 1617 W. GRANADA BLVD.
 GERMINE BEACH, FL 32174

[Handwritten signatures and notes]

LABOR PERFORMED	TOTAL MATERIALS	16.50
<u>#1344 fuel filter</u>	TAX	2.31
	TOTAL LABOR	22.00
	TOTAL AMOUNT	40.81

DATE WANTED _____ DEPOSIT _____ RECEIVED BY _____

ESTIMATES ARE FOR LABOR ONLY. MATERIALS ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING OR ANY OTHER CAUSES BEYOND OUR CONTROL.

AUTHORIZED BY _____

Adams
D5064

TERMS - NET CASH
NO GOODS HELD OVER 30 DAYS

Bruce's Automotive Repair, Inc.
100 Toney Penna Drive
Jupiter, FL 33458 (561)-575-2278

INVOICE NUMBER: 13963
INVOICE DATE: 1/7/00
SERVICE: REPAIR



DAVID
MIC
1/7

This invoice covers work on your
2/92 CADILLAC SEDAN DEVILLE License # [REDACTED]
Your odometer reading at the time of this service
was 117157 miles.

SUMMARY OF PARTS

1 FUEL FILTER	\$15.90
4 DRY GAS	\$12.00

SUMMARY OF SPECIAL REPAIRS

LABOR SUMMARY

R&R FUEL FILTER	\$15.00
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TOTALS

TOTAL PARTS:	\$27.90
TOTAL LABOR:	\$15.00
SPECIAL REPAIRS:	\$0.00
DISPOSAL FEE:	\$0.00
SHOP SUPPLIES:	\$2.15
SUBTOTAL COSTS:	\$45.05
6% SALES TAX:	\$2.70
TOTAL JOB COST:	\$47.75
LESS PAYMENTS REC'VD:	\$0.00
TOTAL DUE:	\$47.75

Bruce's One Stop Automotive Repair guarantees all parts supplied by them to be free of defects. Workmanship in the installation of those parts is guaranteed for a period of 90 days or 3000 miles. All parts supplied by Bruce's are new unless stated otherwise. Specifically not guaranteed are parts supplied by customers, used parts or damage to replaced parts due to misuse or failure of nonreplaced parts. You and your employees may operate vehicle for testing, inspection or delivery at my risk. Diagnostic & estimate costs that cannot be determined by a flat rate will be charged at an hourly rate. You will not be held responsible for articles left in vehicle or loss or damage to vehicle beyond your control. Vehicles left for more than 3 days after notification of completion will be charged \$10.00 per day. Vehicles in Bruce's holding lot are stored at the vehicle owner's risk.
Authorized by: _____

SERVING YOU

GARAGE AND BODY REPAIR

110 Knight Drive, Belton, South Carolina 29627

Terry Whitten

Res. 243-2567 Reeper 239-9155

#1569

DATE 1-15-80

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
1	See Total New		230.00
TOTAL PARTS			230.00
ACCESSORIES TIRES AND TUBES			10.00
TOTAL ACCESS			365.00

NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

PHONE: [REDACTED] FAX: [REDACTED]

YEAR: 1978 MODEL: [REDACTED] SERIAL NUMBER: [REDACTED] LICENSE NUMBER: [REDACTED] SPEEDOMETER: [REDACTED]

TIME RECEIVED: [REDACTED] TIME PROMISED: [REDACTED]

TERMS: [REDACTED] CUSTOMER'S ORDER NO.: [REDACTED]

REPAIR ORDER - LABOR INSTRUCTIONS

ORDER WRITTEN BY: *Terry Whitten*

LUBRICATE OIL CHANGE FLUSH TRANS. FLUSH DIFF. WASH POLISH

Ch out same cuts off AT 57.5

RECEIVED BY: [Signature]

GAL. GASOLINE @ []

QTS. OIL @ []

LBS. GREASE @ []

TOTAL GAS-OIL-GREASE []

TOTAL PARTS 230.00

SALES TAX 10.00

ACCESSORIES []

TIRES, TUBES []

OUTS OF WORK []

STATE TAX []

TOTAL AMOUNT 365.00

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, YOU AND YOUR EMPLOYEES MAY USE ANY PARTS OR ACCESSORIES FOR REPAIRS OR TESTING IN CONNECTION WITH THIS REPAIR WORK. I AM A LICENSED MECHANIC I AM AWARE OF THE REPAIRS TO BE MADE AND I AGREE TO SECURE THE PARTS AND MATERIALS TO BE USED. YOU WILL BE HELD RESPONSIBLE FOR DAMAGE TO VEHICLE OR PARTS LEFT IN VEHICLE IN LARGE OR FINE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL AUTHORIZED BY:

NO 20351	VIN 1B6CD5300N42919M6	CUST. NO. N4291906	DATE 02/28/00
YEAR 1992	MAKE CADILLAC	MODEL DEVILLE	TIME 01:00
MILES 118799	FIRST USE 02/01/80	SVC. ADV. (1/82) DAVE	JOB NO.
CALL <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	EST. (1/84)	BLIS. ()	WRITTEN DAVE

<input type="checkbox"/> CASH	<input type="checkbox"/> CREDIT CARD O.K.
ESTIMATE YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES WITH YOUR CHOICE	NO ESTIMATE <input type="checkbox"/>
ORAL ESTIMATE <input type="checkbox"/>	WRITTEN ESTIMATE <input type="checkbox"/>
ORIG.	ADDL.
TOTAL	
ADD'L REPAIRS AUTHORIZED BY X	

TO	OPER.	UNIT	TEC	INSTRUCTIONS	SALE
				CUSTOMER COMPLAINT OF VEHICLE GOES DEAD COMING TO STOP - SKIPS - WILL RESTART R&R FUEL TANK - REPAIRS FUEL PUMP	WHEN 155.00
PAUL HANDEGREE					

20351

"GOING YOUR WAY
FOR OVER 50 YEARS"

**BILL JOHNSON
MOTORS, INC.**

PHONE (706) 884-7341
TOLL FREE (800) 778-7918

P.O. Box 218
224 COMMERCE AVENUE
LAGRANGE, GEORGIA 30241-0218

L	PART NO.	DESC.	QTY.	SALE	L	PART NO.	DESC.	QTY.	SALE
		PUMP - FUEL							

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including an implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

WE RECOMMEND THE FOLLOWING ... 360°	WC	INT.	LABOR	155.00
AUTHORIZATION NO.	MILEAGE	DATE COMPLETED	PARTS	205.27
			SUBLET	2.34
			TOTAL	362.61
			TAX	12.44
			CHARGE	375.05
			CASH	

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above.

**FOR BODY WORK
WE RECOMMEND
BILL JOHNSON
MOTORS, INC.
COLLISION CENTER**

(706) 845-2270

20351 02/01/00

Hampton Inn

LAGRANGE near CALLAWAY GARDENS
 100 Willis Circle
 Lagrange, GA 30240
 (706) 845-1115 • Fax (706) 845-8010

Name & Address



Room: 226 / SxBL
 Arrival Date: 02/08/2000
 Depart Date: 02/09/2000
 Adult/Child: 1/0
 Room Rate: \$ 80.00

The management is not responsible for any valuables not secured in safety deposit boxes provided at the hotel. The guest understands and agrees to be personally liable for all charges incurred at the hotel. I authorize you to bill the full balance of my account to my credit card which was presented upon registration.

SIGNATURE

2/ 900

PAGE 1

DATE	REFERENCE	DESCRIPTION	AMOUNT
RECEIPT: A			
02/08/00	100701	QUEST ROOM SINGLE	80.00
02/08/00	100701	STATE TAX	2.40
02/08/00	100701	COUNTY TAX	.60
02/08/00	100701	CITY TAX	3.60
AMOUNT TO BE SETTLED:			86.60
BY CREDIT CARD			6/30/02

ACCT. NO.
CARD MEMBER NAME
ESTABLISHMENT NO. & LOCATION
CARD MEMBER'S SIGNATURE

DATE OF CHARGE	FOLIO NO./CHECK NO.
AUTHORIZATION	INITIAL
PURCHASES & SERVICES	
TAXES	
TIPS & MISC	
TOTAL AMOUNT	

Bill Johnson Motors, Inc.
224 Commerce Ave
LaGrange, Ga. 30240-2340

February 10, 2000

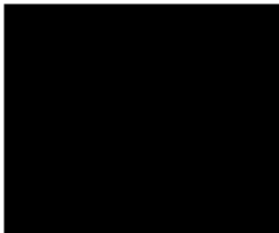
Dear Sirs,

I wish for this letter to reach someone in upper management.

I wish to express my thanks and appreciation to one of your employees, Mr. Paul Hardegree. On Tuesday the 8th of February, while returning home from a family members funeral, from Montgomery, Al to Greenville, SC. My wife, travelling alone, in her 1992 Cadillac started experiencing car problems and managed to make it into your dealership for assistance. Mr. Hardegree greeted her and quickly arranged to have the car analyzed and problem diagnosed. It was the fuel pump, a replacement part was obtained and installed very promptly. The service was great, but the courtesies were superior. Mr. Hardegree and others were very courteous and obliging to my wife, Mr. Hardegree went the extra mile though, he overheard my wife tell me on the telephone that she had not had a thing to eat all day, and sent someone out to get her a bite to tide her over, while they did the car repairs, very nice!. When the car was completed and ready for her to leave, around 6:00pm, I advised my wife find a place to stay there overnight and travel only by daylight for fear that that may not have cured the problem. Mr. Hardegree assisted her in locating a hotel, and later even called the hotel desk to check if she had arrived ok. Thanks again. Today he called our home to inquire that she had made it home safe and with no other car problems. There are very few people around in this world today that show that much concern for anyone. Your dealership in my opinion has one valuable asset in the employee of Mr. Hardegree. Employees like this, is your best advertisement. I compliment you, and thank you again, Mr. Hardegree.

She reports that the car performed excellent for her on the return trip.

Sincerely,



Cc: Mr. Paul Hardegree

Cadillac
PO Box 33169
Detroit, Mich. 48232-5169
Feb 10, 2000

Ref File No.: [REDACTED]

Dear Sirs,

The Saga continues, This is in addition to the letter that I sent to you, Dated, Jan 31, 2000. (copy included).

Subject automobile: 1992 Cadillac Sedan Deville, Mfg. Model No. 1G6CD53B0N4291906.

Present Odometer reading 119,000.+/-

The tank replacement, which was required, because of baffle plate floating around in it, seemed to cure the problems, until now replacement of fuel pump, which I feel failed do to being over taxed when the floating baffle kept covering pickup suction.

This need was not discovered until, again my wife traveling alone, had to go from Greenville, SC to Birmingham, Ala to attend the funeral of a family member. All went well with the automobile until the return trip, when she was about 50 miles south of Atlanta, just outside of LaGrange, Ga. the car lost power and started the surging again. My wife located the Cadillac dealership and limped over to it. I am happy to report that they "Bill Johnson Motors, Inc", particularly Mr. Paul Hardegre, immediately subjected the car to be analyzed, the problem identified as the fuel pump, which I agreed for them to remove and replace. This activity was done very professionally and quickly, with human feelings. They understood that my wife was traveling and alone and did their best to see to her needs. Because it was so late, about 6 O'clock, when she got the car back, I advised her not to continue her travels until daylight, just in case this did not fix it. Mr Hardegre assisted in locating a hotel for my wife to stay over at, even called in to check that she had arrived there OK. The automobile performed properly on the remainder or trip. We surely hope it is cured.

Therefore, I have revised our complaint adding to items 1 and 2, which were listed on the first letter, but listed here again for clarity:

1. That a recall be considered for any other vehicle that may have this plastic baffle in it, for it is a definite safety hazard. My wife was very lucky that she was not run into during this ordeal.
2. That we be reimbursed for the expenses incurred to correct this problem. This should not happen to any automobile let alone a Cadillac. Copies of expenses and Proof of vehicle ownership are attached.
3. That we be reimbursed for the cost of the new fuel pump, which we feel was damaged by the floating baffle, and reimbursed for the overnight expenses incurred because of fuel pump replacement.

I have retained the old tank an fuel pump, should you want to inspect it.

Total cost incurred for:	Item 2	1/3/00	Fuel filter	\$ 40.81
		1/7/00	Fuel filter	\$ 47.75
		1/15/00	Gas tank	\$365.00
	Item 3	2/8/00	Fuel Pump	\$375.16
		2/8/00	Hotel	\$ 66.60

Total reimbursement requested:..... \$895.32*

* Note: This reimbursement does not include, nor are we requesting, cost of any phone calls and other expenses, Stress or inconvenience.

Thank you very much,

[REDACTED]

[REDACTED]