

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 241

Date Received

08-OCT-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

872535

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G6KD54Y8WU751894	CADILLAC	DEVILLE	1998	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 03250000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 26-JUN-2000 Mileage at Failure(s) 21478 Vehicle Speed at Failure(s) _____	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(es), 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)

PROBLEM WITH EXCESSIVE WEAR OF BOTH FRONT ROTORS AND PADS. DEALER NOTIFIED, AND TURNED FRONT ROTORS, AND REPLACED THE PADS. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK PLEASE

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received: 08-OCT-2000 OFFICE DEFECTS INVESTIGATION Od_or _____ rt_dt _____ od_rt _____ up_itr _____ Reference No. 872535	
[Redacted]		Work Number: [Redacted] Home Number: [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date: 10/26/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1G6KD54Y8WU761894	CADILLAC	DEVILLE	1998
Purchase Date	Dealer's Name	Engine Size (CID/GCC)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City	No Cylinders	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			Drive Train
			<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
			Vehicle Type
			<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
			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
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
03270080 03260080	BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	<input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	26-JUN-2000 Mileage at Failure(s) 21478 Vehicle Speed at Failure(s)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
			Estimated Property Damage
			0
			Reported to Police
			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PROBLEM WITH EXCESSIVE WEAR OF BOTH FRONT ROTORS AND PADS. DEALER NOTIFIED, AND TURNED FRONT ROTORS, AND REPLACED THE PADS. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK On June 26, 2000, I heard a noise in my brakes. The car went in for service, and I was told I needed to replace front brake pads, resurfaced front rotors, replaced back brake pads and rotors.			
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.			



WHITE (REVERSE) YELLOW (FRONT)

I HEREBY TO COMPLY WITH THE CARDHOLDER AGREEMENT

REF #807 OF 36601
BATCH #818
NO. 4457177

AMOUNT \$ 547.51

M NO 5487098262429343 1802
SALE TERM 0001

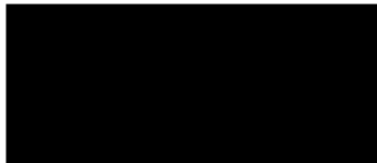
5:33 PM 06/26/00

CENTRAL CREDIT
2881 CARNEGIE AVE
CLEVELAND OH 44115
(216) 831-5888




Customer Assistance Center

August 1, 2000



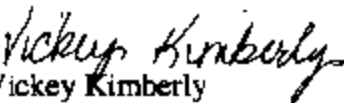
Request: C01029922

Dear Ms. 

We would like to discuss your request for reimbursement on your 1998 Cadillac DeVille. Unfortunately, we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Cadillac Customer Assistance Center at 1-800-458-8006 weekdays between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to the request number listed above and any one of our Customer Relationship Managers will be able to assist you.

Sincerely,


Vickey Kimberly
Customer Relationship Manager

R804B-P/cmh

Cadillac

0065



July 12, 2000

Mr. John O. Grettenberger:
General Manager
Cadillac Motor Car Division
General Motors Corporation
100 Renaissance Center
Detroit, MI 48243

Dear Mr. Grettenberger:

I leased my 1998 Cadillac Sedan De Ville from Central Cadillac in Cleveland, Ohio on December 30, 1997. My car is 2-1/2 years old. I had been extremely happy with my selection until recently.

On June 26, 2000, I heard a noise in my brakes. I called my salesman who took it in for service at Central Cadillac; it had 21,478 miles on the odometer. I might add that I am a senior citizen and do not speed around town causing me to have to slam on the brakes.

I was told by the service man that:

- I had to replace the front brake pads and resurface the front rotors.
- I had to replace the rear brake pads and resurface the rear rotors. However, after resurfacing the rear rotors, they discovered that the surface was too thin and these rear rotors had to be replaced.
- "We have been seeing a lot of this recently; the brakes are not holding up like they used to."
- My bill was \$547.51.

I feel that:

- A 2-1/2-year-old car with 21,478 miles on it should not be having problems with the brakes.
- This is a design and manufacturing problem and Cadillac should stand behind its merchandise, and
- I should be reimbursed the \$547.51.

July 12, 2000
Page 2

I have driven Cadillac's for many years and would hope that I would continue to drive them in the future. I feel that a thorough investigation of this brake situation should be started.

I look forward to hearing from you.

Very truly yours,



Encl.

Cc: Ralph Nadar
Frank Porter, Jr., President, Central Cadillac-w/o encl.

Copy



September 11, 2000

Mr. John O. Grettenberger
General Manager
Cadillac Motor Car Division
General Motors Corporation
100 Renaissance Center
Detroit, MI 48243

Dear Mr. Grettenberger:

I am so sorry that you chose to turn my July 5, 2000 letter to you (copy enclosed) over to your Consumer Relations Department. If I had wanted to contact them, I would not have written to you in the first place. I received a "form letter" from the Consumer Relations Department stating that they had been trying to reach me (my answering machine is on all the time and there was never a message from them) requesting me to call them at 1-800-458-8006 "so that we can settle this problem." I called and spoke with a manager who informed me that my claim had been denied. When I asked him if he had this problem with his brakes, he informed me that he "drove another make car."

When I wrote to you, my thinking was that if there were a problem with the brakes before 20,000 miles, then maybe this might be a safety issue that someone at GM should be concerned about; after all, who expects their brakes to go bad before 20,000 miles. And, if my brakes were so bad that they all had to be replaced and the rotors replaced, then I am sure this started occurring long before I had driven my car 20,000 miles. My second thought was that the Service Department at Central Cadillac was "ripping me off." In either case, I think there should be a thorough investigation of my "claim."

I am equally disappointed that I never heard from the President of Central Cadillac, Mr. Frank Potter, Jr. and I feel he should have investigated the Service Department at his dealership.

September 12, 2000
Page 2

I am not at all satisfied with your handling of this complaint and am, therefore, copying a few more individuals who might find this situation "interesting."

Very truly yours,



Encl. Letter of July 5, 2000
Copy of Form Letter from the Consumer Assistant Center
Copy of my invoice from Central Cadillac

Cc: Consumer Protection Section
of the Attorney General's Office (w/encl)
Team 5 Trouble Shooter (w/encl)
Mr. Frank Potter, Jr. (w/encl)