



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

2003 JUL 10 PM 12:18
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Repository

Reference No.
10024628

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TIFTON State: GA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an author or address to the vehicle manufacturer. YES NO
Signature of Owner: [REDACTED] Date: 6/20/03

VEHICLE INFORMATION

Make: CADILLAC Model: DEVILLE Model Year: 1998
Date Purchased: 5/00 Dealer's Name and Telephone Number: JEFF PROUDER CAR. 229-386-1985
Original Owner: Dealer's City: State: Zip Code: Engines: No: Cylinders: Fuel Type:
Transmission Type: AUTO Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 121200 EXTERIOR LIGHTING:HEADLIGHTS:SWITCH
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 6/7/03 Failure Mileage: 77800 Failure Speed: UNKNOWN HEADLIGHT LENS

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: DOTM4SABC036) Original Equipment 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), and 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), and 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).

BOTH LENSES HAVE DETACHED FROM THE HEADLIGHTS. AS A RESULT, HEADLIGHTS WERE BLOWING. *AK

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 a 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.

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

6/7/03 RIGHT HEADLIGHT LENS FELL OUT ON I-75 BETWEEN
TAYLOR & VALDOSTA, GA. RAIN STRIKING UNPROTECTED BULBS
CAUSED THEM TO BURN OUT. LEFT HEADLIGHT LENS WAS
ALSO LOOSE BUT DID NOT FALL OUT. RETURN TO TAYLOR
RT NIGHT IN HEAVY RAIN WOULD HAVE BEEN EXTREMELY
DANGEROUS IF OTHER HEADLIGHT HAD BURNED OUT.

DEALER STATED THIS WAS A EARLY COMMON PROBLEM. OWNER
OF SIMILAR VEHICLE AT PLACE OF WORK STATED SHE
EXPERIENCED SIMILAR PROBLEM. THIS IS A MANUFACTURING
DEFECT AND A MAJOR SAFETY ISSUE!

ATTEMPTS TO OBTAIN CADILLAC WARRANTY REPAIR WERE
UNPRODUCTIVE. LIGHTS REPAIRED AT MY EXPENSE.
FAILED LIGHTS ARE IN MY POSSESSION.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

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NO POSTAGE
NECESSARY
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial for free at

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(DASH) 2 DOT



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