



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 1368

Date Received: 2003 SEP 12 11:47 AM
06-AUG-2003
Repository
Reference No. 10032274

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LONG BEACH State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/26/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6KDE4Y2WU792506
Make: CADILLAC Model: DEVILLE Model Year: 1998
Date Purchased: April 98 Dealer's Name and Telephone Number: Paul Conte, Inc. 516-378-1130
Original Owner: Dealer's City: FREEPORT NY State: NY Zip Code: 11520 Engine No./Cylinders: 8 Fuel Type: GAS
Transmission Type: AUTO. Antilock Brakes Cruise Control Powertrain: FRONT
Vehicle Component Code: 121000 EXTERIOR LIGHTING: HEADLIGHTS
Multiple Failure: 12-05-01 + 4-21-03

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 19-JUL-2003 Failure Mileage: 53633 Failure Speed: 65000
LENS OF HEADLAMP FALLS OFF

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER STATES THAT WHILE DRIVING AND NO WARNING THE HEADLIGHTS LENS WILL FALL OFF, CAUSING A DISTRACTING TO CONSUMER VIEW. DEALER NOTIFIED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

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

complete narrative available -
 Cadillac has been notified of this problem.
 They have ignored the situation when their
 mechanics at Cadillac Repair Service Centers have
 acknowledged that they know of the problem
 that the lenses of the headlights on the
 Deville 1988 fall off. They state that it was
 due to the glue wearing away - dissolving.
 This is a major problem as it happened to
 both our lenses when we were driving on a
 major highway #95 - Thank you very much.
 Please look into this matter. I can send the full
 narrative that we sent to Cadillac - B. Fred

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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 toll free at

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 (DASH) 2 DOT



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