



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 100079

Date Received

2004 JAN 16 PM 2:06

Repository

Reference No.
10040530

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]

Daytime Telephone Number

E-mail Address

City FRONT ROYAL State VA Zip Code [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 address or address to the vehicle manufacturer...
Signature of Owner [Redacted] Date 12/31/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B4GP44R6+ [Redacted]
Make DODGE Model GRAND CARAVAN SE Model Year 1996

Date Purchased [Redacted] Dealer's Name and Telephone Number Auto Sales GEM
Engine: No. Cylinders 6 Fuel Type: GAS

Original Owner Dealer's City Front Royal State VA Zip Code 22630

Transmission Type [Redacted] Antilock Brakes Cruise Control Powertrain [Redacted]
Vehicle Component Code 121000 EXTERIOR LIGHTING: HEADLIGHTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-SEP-2003 Failure Mileage [Redacted] Failure Speed [Redacted]
Head Light lenses HER

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: DOTM15ABC03E) 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).

VEHICLE DIDN'T PASS THE STATE INSPECTION BECAUSE OF POOR LIGHTING. HEADLIGHTS NEEDED TO BE REPLACED. IT WILL COST \$300 EACH PLUS LABOR. *AK

outside of Headlight lenses are covered with a frosted like covering over the plastic lenses, cutting visibility at night to a unsafe lighting. As time goes on it becomes worse. It started at the top and working its way to the bottom of lenses

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 responses, 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)

When they get to a certain point they will not pass
suspected - I never had that problem with glass before
I've never just replace the lens, you must replace
the whole unit at \$350.00 dollars each Total \$700.00
This frosting won't even clear off. Chrysler said that
my problem. Visibility at night is very poor. I have
ask around for most the only one that is happening to
for 64 years old and my eyes at night are not
what they used to be.
Thank you



ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 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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QUESTIONNAIRE**

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ON

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and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
Highway Research, production