



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received
2003 DEC -2 AM 11:34
08-NOV-2003

Repository
Reference No.
10048504

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ETOWLE State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address

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, you must provide your name or address to the vehicle manufacturer.)
Signature of Owner [REDACTED] Date 11/19/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FALP72W85X123753
Make FORD Model CROWN VICTORIA Model Year 1995
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type Automatic Brakes Cruise Control Powertrain [REDACTED] Vehicle Component Code 121000 EXTERIOR LIGHTING:HEADLIGHTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-OCT-2003 Failure Mileage 10000 Failure Speed [REDACTED] HEADLITE COVERS (PLASTIC) HAVE TURNED YELLOW. MAKING IT UNABLE TO SEE GOOD.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P216/65R15) [REDACTED]
DOT No. (Example: DOTM16G8C036) 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 0 Number of Deaths 0 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).

THE CONSUMER FEELS THAT THE HEADLIGHTS ON THE VEHICLE ARE NOT BRIGHT ENOUGH. THE HIGH BEAMS ARE NEEDED IN ORDER FOR THE CONSUMER TO SEE CLEARLY AT NIGHT. THE DEALER INFORMED CONSUMER THAT THE LENS ON THE HEADLIGHTS ARE BECOMING BRITTLE AND OPAQUE. *AK

The above information is wrong. The problem is the headlight plastic covers are turning yellow, which makes it hard to see. With them being yellow, it makes the lights dimmer. I have to have them on bright. Its like having a yellow lamp shade over it. It needs better plastic lens. Have not had them fixed. Found out its cost too much. Have to replace all front. Not just plastic covers.

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 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.