



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 100078

Date Received

Repository ☐

Reference No.
10048673

2003 DEC 10 AM 2:06

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MIDDLEBURG State FL Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
16NDK03B5YD151707
Make CHEVROLET Model VENTURE Model Year 2000
Date Purchased Dealer's Name and Telephone Number
GORDAN CHEVROLET 904-272-2200
Engine: No. Cylinders Fuel Type: Gas
Original Owner ☒ Dealer's City State Zip Code
ORANGE PARK FL 32065
Transmission Type ☒ Antilock Brakes Powertrain
AUTOMATIC ☒ Cruise Control FRONT WHEEL DRIVE
Vehicle Component Code
121000 EXTERIOR LIGHTING: HEADLIGHTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed
10-NOV-2003 49000

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: DOTM16ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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 HEADLIGHTS HAVE A HEAVY CONDENSATION, CAUSING EXTREMELY REDUCED VISIBILITY DURING THE NIGHT AND OBSTRUCTING CONSUMER'S VIEW. *AK

feel free to call for further info

NIGHT AND

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.

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

Reported this to Dealer: ^{They} wanted to replace headlights lower at my cost, I was interested in seeing overall problem solved for the safety factor. I called the Chev Corp office they told me to go see dealer and gave me a fleet (which I lost)

My concern is: we also owned a midsize Chev Van prior and the headlights were replaced at least 4 times for same problem - this is on for a good should be easy to verify (replaced under warranty) if this problem continues I feel because the condensation is so severe it actually puddles when glass is tapped, it will or can bounce up and hit the filament and cause it to blow out - dangerous at night can cause a problem on back with roads (like we have). If this happens,

I am going to replace them but not at dealer's cost

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

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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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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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