



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 100148

Date Received

2005 DEC 20 AM 11:09
28-NOV-2005

Repository ☐

Reference No.
10143797

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WOODLAND State CA Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

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 your signature, provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED]

Date 12/19/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNDT03E2YC [REDACTED]

Make

CHEVROLET

Model

VENTURE

Model Year

1999

Date Purchased
01-MAR-99

Dealer's Name and Telephone Number
CENTURY BUICK PONTIAC 620-662-2851

Engine
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
WOODLAND

State
CA

Zip Code
95895

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2005

Failure Mileage
49,000

Failure Speed

headlights had some condensation in them
took to shop and who took them will work or they
won't. NO repairs made

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/66R15)

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

The 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

Fatality

☐ Yes ☒ No

Number of Persons Injured

Number of Months

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).

DT: THE CONTACT STATED THERE WAS WATER IN THE HEADLIGHTS. THE HEADLIGHTS WORKED BUT NOT AS BRIGHTLY AS INTENDED. THE VEHICLE HAS BEEN TO THE DEALERSHIP, AND THEY STATED IT WAS A DEFECT IN THE DRIP SYSTEM. THE VEHICLE HAS NOT BEEN REPAIRED DUE TO THE EXCESSIVE EXPENSE. *AK

This needs to be recalled.

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)

Approx 49,000 miles noticed condensation in headlights.
Took car in for a service & asked them about headlights.
told the person they were dead. Reply was "they will work or
they won't, halogens don't go dim. No repairs made to
headlights. Took van to Century and my husband was
told: "We've repaired a lot of these, but no one has filed
a formal complaint so there is no recall.
There is a bulletin that states there is a problem. No fix.
While driving at night or in a storm with headlights on
I can't see the roadway unless there are street lamps
or other cars around me. It is like driving with
a flashlight or old lantern as headlights.
Enclosed are pictures taken 12/9/05.

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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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(DASH) 2 DOT**



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The Plastic over headlights used to be clear as are the running lights. As can be seen in the photos, the plastic covers appear to be white due to the amount of water in them.

The only time I can tell that my headlights are on is by pulling up close to a car in front of me and even then it looks as though I have just the reflection of 2 flashlights on the back of that car.

While driving home from the mountains, we had to go very slowly as it was extremely difficult to see the road.

The cost of replacing the headlights is expensive; However! This is A SAFETY ISSUE! When the road is not clearly visible due to a malfunction of the headlights.

12/9/05





