



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

Repository ☐

15-FEB-2006

Reference No.
10150344

OWNER INFORMATION (Type or Print)

Name

Address

City IJAMSVILLE

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/29/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B4GP44G1YR

Make
DODGE

Model
GRAND CARAVAN

Model Year
2000

Date Purchased

Dealer's Name and Telephone Number
FITZGERALD AUTO

Engine:

No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
FREDERICK

State
MD

Zip Code

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)
15-FEB-2006

Failure Mileage
95000

Failure Speed

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: DOTM4L9ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

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).

DT*: THE CONTACT STATED THE HEADLIGHT COVERS ARE OXIDIZING CAUSING ONLY 40 PERCENT OF THE NORMAL LIGHT OUT. THE MANUFACTURER HAS BEEN ALERTED.
yet but it is very likely to injury or kill occupants or others outside the vehicles. Night driving visibility on dry nights is very very poor. I do not think it would pass MD state safety inspection. When passing an oncoming

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.

over

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

car w/low beams the approaching car's headlights are temporarily blinding until the driver's night vision returns. Not being able to see is dangerous to pedestrians as a car w/o brakes. This "headlight Assembly" problem is so bad no salvage yard in Frederick could locate a used H. assembly in their used parts network. An additional page has been contacted into and Anecdotal record to date.

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

FREDERICK MD 217

22 SEP 2006 PM 1 L

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-210
400 7th Street, SW
Washington, DC 20590

**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

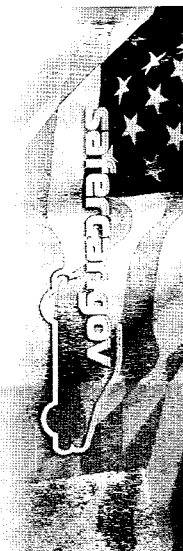
or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



11401 Meadow Lark Dr
Jarmsville, MD 21764

9/20/06

US Department of Transportation
Nat'l Highway Traffic Safety Admin.
Office of Defects Investigation,
NVS-210

[REDACTED]
Ijamsville, MD [REDACTED]

Home [REDACTED]

Cell [REDACTED]

400 7th St. SW

Washington, DC 20590

Dear Safety Administration,

My wife, [REDACTED] has been telling me for more than a few years something is wrong w/ her head lights being too dim to see well at night. The light bulbs are not visible when looking through plastic headlight assembly.

- 12/05 Alerted dealer of problem inquired if safety recall item. Told no solution except purchase a new assembly for total of \$600.00 plus labor. Turn in Dodge Customer Service and his money.
- 2/15/06 Registered safety concern w/ Nat'l Hwy Safety Adm.
- 9/18/06 Mailed letters to Fitzgerald Auto Mall, Frederick, MD and Dodge home office. I did not keep a copy.
- 9/20 Again spoke to Tom in Dodge Customer Service. # still "not a recall item". Discussed \$60 - charge to buff w/ little optimism to remove oxidation
- called another dealership. Tate of Mt. Airy would buff for \$100 w/ no guarantee but fair success for improvement in visibility for night driving.
- Auto salvage yard could not locate any "head light assemblies" on communication Network.

Stops Auto Salvage 301-663-6918 This tells me it is a widespread problem. Lester, Fitzgerald employee calls me and offers to sell "headlight assemblies" at peak cost of \$480 - plus labor.

9/20/06-Kathleen calls Fitzgerald and speaks to Lester who calls Mr. MORDENSKY and offers to sell "headlight assemblies" at peak cost of \$480 - plus labor.

- Completed and mailed NHTSA form

PS - 1991 Dodge Caravan at 9 years of use and 40% more miles had no "headlight assembly" oxidation problems.

Sincerely, [REDACTED]

Variable	Mean	SD	Min	Max
Age	38.5	10.2	25	55
Gender	Male	Female		
Marital status	Married	Single		
Education	High school	College		
Occupation	Manager	Worker		
Income	Low	High		
Health status	Good	Poor		
Smoking status	Smoker	Non-smoker		
Alcohol consumption	Regular	Occasional		
Stress level	Low	High		
Life satisfaction	High	Low		
Physical activity	Active	Sedentary		
Sleep quality	Good	Poor		
Dietary habits	Healthy	Unhealthy		
Family size	Small	Large		
Religious beliefs	Religious	Secular		
Work-life balance	Good	Poor		
Community involvement	Active	Passive		
Personal growth	High	Low		
Emotional stability	Stable	Unstable		
Resilience	High	Low		
Optimism	Optimistic	Pessimistic		
Empathy	High	Low		
Self-esteem	High	Low		
Perceived stress	Low	High		
Life expectancy	Long	Short		
Quality of life	High	Low		
Overall well-being	Good	Poor		