



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 ☐

18-AUG-2008

Reference No.

10238769

OWNER INFORMATION (Type or Print)

Name

Address

City

MARTINEZ

State

CA

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 owner's signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 8/29/08

VEHICLE INFORMATION

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

2G1WX12K93

Make

CHEVROLET

Model

MONTE CARLO

Model Year

2003

Date Purchased

12-23-03

Dealer's Name and Telephone Number

FITZ PATRICK CHEV. BK HUMMER (925) 689-6500

Engine:

No: Cylinders

Fuel Type:

NON-LEAD
GASOLINE

Original Owner

☒

Dealer's City

CONCORD

State

CA

Zip Code

94520

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

120000 EXTERIOR LIGHTING

Multiple Failure:

YES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-NOV-2004

Failure Mileage

40000

Failure Speed

40 TO

MEXICO

FIRST 3500

75 MPH

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: DOTM19ABC036)

☐ 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

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).

TL*THE CONTACT OWNS A 2003 CHEVROLET MONTE CARLO. WHILE DRIVING 40 MPH WITH THE HEADLIGHTS ACTIVATED ON AUTO, THE INTERIOR AND EXTERIOR LIGHTS FAILED TO REMAIN ILLUMINATED. THE FAILURE HAS BEEN OCCURRING SINCE 2004. THE VEHICLE WAS TAKEN TO THE SERVICE CENTER SIX TIMES WHILE STILL UNDER WARRANTY. THE VEHICLE IS NO LONGER UNDER WARRANTY AND THE SERVICE CENTER WILL NOT TAKE THE VEHICLE WITHOUT CHARGING A FEE. THE CONTACT IS UNSURE OF HOW LONG AFTER TAKING THE VEHICLE TO THE DEALER DID THE LIGHTS BEGIN TO FAIL. HE FEELS THAT THE FAILURE WAS NEVER REPAIRED AND IS A SAFETY ISSUE. HE WAS INVOLVED IN A CRASH ONE NIGHT DUE TO THE LIGHTS FAILING TO ILLUMINATE. THE VEHICLE IS A SAFETY ISSUE BECAUSE A SERIOUS CRASH COULD OCCUR FROM DRIVING THE VEHICLE WITH THE HEADLIGHT FAILURE, ESPECIALLY AT NIGHT. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 40,000.

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)

The first headlight failure was in Mexico after 12 hr drive car had less than 4000 miles. Dealer could not confirm, 2nd failure, dealer made repairs, 3rd failure dealer made repairs assured us problem repaired, 4th failure was almost disaster, we were driving over Donner Summit. GMCO. Rep said take it to Dealer, Dealer refused to work on car. Reported to BAR. BAR none had all paper work. They were very helpful but could not get any satisfaction from Dealer or GM Reps. They suggested I contact U.S. Dept of Transportation and Safety Administration. This car is not safe to drive at night because you don't know when lights may fail. We cannot with good conscience sale this car. BAR has all copies of work orders they said you could contact them for any support.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

03 SEP 2006 PM 7

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UNITED STATES

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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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

