



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: 26-AUG-2009  
Repository   
Reference No. 10281841

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: GARDEN CITY BEACH State: SC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G1WF52E94 [REDACTED]  
Make: CHEVROLET Model: IMPALA Model Year: 2004  
Date Purchased: Oct 2004 Dealer's Name and Telephone Number: Palmetto Chevy  
Original Owner: [X] Dealer's City: Conway State: SC Zip Code: 29526  
Engine: No: Cylinders 6 Fuel Type: Regular  
Transmission Type: Auto 2002-4 Antilock Brakes: [X] Cruise Control: [X]  
Powertrain: Multiple Failure: Incident Date(s): 01-AUG-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS  
Headlight Cover - Got Frosted stops light Failure Mileage: 51000 Failure Speed: 0

**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 [X] No Fire: [ ] Yes [X] 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).

TL\*THE CONTACT OWNS A 2004 CHEVROLET IMPALA. HE STATED THAT THE TWO FRONT HEADLIGHTS LOOKED AS IF THERE WERE FROST ON THEM. THE MANUFACTURER STATED THAT ALL HEADLIGHTS IN 2001 MODEL YEAR AND BEYOND WERE EQUIPPED WITH PLASTIC LENSES. HE STATED THAT THE NEW DESIGN OF THE HEADLIGHTS WAS A SAFETY ISSUE BECAUSE OF HIS AGE AND THE ABILITY TO HAVE SUFFICIENT LIGHTING. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 51,000. THE VIN WAS NOT ACCEPTED.

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)**

Head Light Plastic Cover gets Frosted out Light by  
60-70% can't see as well, They have to change  
lights + cover or sand cover did this in five yrs. They  
give you no information this will happen and it does  
on all cars + trucks + SUV's. Why sell something that  
is going to fail within five years. - Glass would  
not have failed at all Proved good all these  
years - They never inform the public even  
now. Good Class Action -

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



**NO POSTAGE  
NECESSARY  
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IN THE  
UNITED STATES**



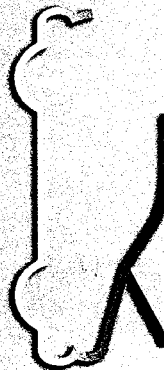
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POSTAGE WILL BE PAID BY ADDRESSEE

**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**



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