

 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 MAY 11 2012 06-APR-2012	Repository ☐ Reference No. 10454355
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
TICONDEROGA	NY		
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		Make	Model
2G1WL52M9V1		CHEVROLET	LUMINA
Date Purchased	Dealer's Name and Telephone Number		Model Year
			1997
Engine:	Fuel Type:		
No: Cylinders			
Original Owner	Dealer's City	State	Zip Code
☐		md	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
automatic	☐ Cruise Control		Incident Date(s)
			15-DEC-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 120000 EXTERIOR LIGHTING		Failure Mileage	Failure Speed
		60000	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	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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	N/A	N
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 1997 CHEVROLET LUMINA. THE CONTACT STATED THAT THE HEADLIGHT ILLUMINATION WAS EXTREMELY LOW DIM. THE CONTACT ACTIVATED THE HIGH BEAM HEADLIGHTS IN ORDER TO SEE THE ROADWAY. AFTER INSPECTING THE VEHICLE, THE CONTACT NOTICED SMALL FRACTURES IN THE HEADLIGHT LENS. THE CONTACT CLEANED THE HEADLIGHT LENS BUT CONTINUED TO EXPERIENCE LOW VISIBILITY AND WOULD HAVE TO ACTIVATE THE HIGH BEAM HEADLIGHTS. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.			
^ NHTSA phone rep did very good job summarizing my complaint. Additional details on other side. I think this is a very real safety concern and the cars should be recalled for poor headlights.			
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 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)

My wife's mother bought the car new and gave it to us when she stopped driving at age 90--she thought her eyes were going bad at night! It was the headlights! I noticed right away how bad they were -- had to use highlights all the time at night -- but oncoming traffic never "flashed" at me because of my headlights -- even with highlights on they are too dim!! I bought a commercial compound kit but it was unable to polish and correct the fine filagree cracks all over both headlights, which are plastic. New headlights are \$100+ and I think car manufacturers should have to sell cars whose headlights will not go bad due to ordinary driving. It's a real safety hazard.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thank you!

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

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Penalty for Private Use \$300

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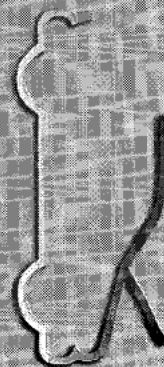
WASHINGTON, DC

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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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov