


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>14-FEB-2017 <b>MAR 27 2017</b></p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10954550</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City</p> <p>BROOKSVILLE</p>	<p>State</p> <p>FL</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p><i>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).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2GNALCEK3G1 [REDACTED]</p>		<p>Make</p> <p>CHEVROLET</p>	<p>Model</p> <p>EQUINOX</p>	<p>Model Year</p> <p>2016</p>	
<p>Date Purchased</p> <p>Jan 5-2016</p>	<p>Dealer's Name and Telephone Number</p> <p>General Motors Company 313-556-5000</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>Detroit Michigan</p>	<p>State</p> <p>Michigan</p>	<p>Zip Code</p> <p>48265</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>05-JAN-2017 Continues</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 120000 LIGHTING (PWS)</p>				<p>Failure Mileage</p> <p>6000</p>	<p>Failure Speed</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>	<p>Date Manufactured:</p>		<p>Model No./Name:</p>		
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2016 CHEVROLET EQUINOX. WHILE DRIVING BETWEEN DUSK OR DAWN, THE HEADLAMP BEAMS WERE TOO DIM TO PROJECT A VISIBLE LIGHT TO SAFELY OPERATE THE VEHICLE. THE DEALER DIAGNOSED THAT THE HEADLAMPS OPERATED AS INTENDED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 6,000. <i>The failure continues</i></p> <p><i>Complaint is against General Motors case # [REDACTED]</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></p>					
<p>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.</p>					

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

Enclosed is 2 pages regarding the 2016 Equinox - Included are pictures of the road behind our house and at the end of the road. These are small curves you cannot see safely to drive around curves some roads we have to take to the VA hospital are turns shaped like a "L" you cannot see safely. While driving straight the lighting does not allow safety. One picture turning left you cannot see until you are turned. -noting the speed sign - No problem with the brights. I cannot drive to the VA hospital at night its not safe - Almost getting hit because you come to a stop in order to follow the road around a very, very sharp turn. Very very, dangerous

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 IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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**

**NHTSA**

U.S. Department of Transportation  
National Highway Traffic Safety Administration

Please explain your complaint. Attach additional sheets, if necessary.

Jan. 5-2016 We purchased a 2016 Equinox - From then on it has been a nightmare to drive at night. You have dark lines on both sides. A dark line out front - All when on low beam. The dark line out front its hard to see - below the line you have a not so bright light and can not see like regular lights. Above the line is darkness. If someone or something is beyond that line you cannot see. On the right someone was walking my husband yelled someone is walking! - I could not see. As you are driving if you hit a bump or have waves in the road the lights go up and down. Dangerous while raining!!! You cannot see to turn right or left. You have to stop and turn very slow which is dangerous (snail pace) while driving on a curvy road you have to go below max speed you cannot see the curves. Since the lights have the lines on the sides and across the front its like driving in a dark tunnel. You have limited sight. My husband is a military Connected 100% Disabled veteran. The VA is going to put a lift on the back of the Equinox for his scooter. We have made a lot of night trips up to 3 AM to the VA. With the Equinox I don't know what we are going to do. I need to be able to safely drive after night dark and these lights do not make it safe. It makes me a persons wreck. My husband not only has a bad heart but other issues. General Motors doesn't care. There are hundreds of people on the internet complaining about the projector lights. (Thousands) If you do not do any thing then you don't care either.

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.


Signature: \_\_\_\_\_

Date: Feb 21-2017

March 17-2017 @ 10:16 I spoke with  
Brian at 800-462-8782 he said Chevrolet  
motors said they came to a resolution  
regarding the headlights they said it  
was up to us to pay for the headlights.  
I said we paid 25,000<sup>00</sup> for the Equinox  
(actually 23,000) it was the company  
piece and we had pictures.

Pictures enclosed - as you can  
see you cannot see around the  
curves and these are small curves  
behind our house - it is 100%  
percent worse on others if you have  
a curve that is "L" shaped - forget it  
you have to come to an almost stand  
still to see where you are to turn.  
UNSAFE UNSAFE UNSAFE.

I am horrified to drive at night -  
others feel the same way and say  
it does not do ~~any~~ good to talk  
to anyone - that is why no complaints.  
if you go on the internet people are  
complaining -  
just no one listens.



I contacted Kuster with Customer  
Service Feb 7-2017

Case # [REDACTED]

Advisor Sparere was not in I asked  
for a voucher for a fog lamp which the  
dealership in service department said the  
lights might help. She said no. I asked  
to please let me speak to a CEO and  
explain my problem she said no.

On Feb 12-2017 they said company said  
nothing was wrong with lights.  
Repair service said lights lined up  
I asked him did he ever drive a  
vehicle with these lights he said no.

As of January 2015

Corporate office address is  
General Motors Company  
300 Renaissance Center,  
Detroit, Michigan, 48265

Mailing address is P.O. Box 33170,  
Detroit, Michigan,  
48232-5170

Phone number of GM Corporate office  
313-556-5000

Chevrolet Customer Service  
800-2-1020

A \$23,000.00 dollar car I can't drive at  
night safely - Please help!  
Glenda A. Bennell  
[REDACTED]

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**2016 Chevrolet Equinox LS: lights complaint**

**From:** "CarComplaints.com" <paul@carcomplaints.com>

**To:** [REDACTED]

Hello [REDACTED] thanks for adding the lights complaint with your 2016 Chevrolet Equinox LS - it's been added.  
If you find out what the problem is, you can [update all your complaint information here.](#)

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When you experience any other problems with your Equinox, please remember to come back & add them.  
Thanks again,

Paul  
AUTOBEEF, LLC

[paul@carcomplaints.com](mailto:paul@carcomplaints.com)





I am going straight but need to make a left



turning left - where is the road I hope no one is walking or on their bike -

3.



Found the road

4.



Going around a small curve could not see  
some one on left

5



going around curve on gravel road  
cannot see who or what up ahead

6



turned left onto gravel road do not know  
who or what is on left side.

7



need to go around curve if it was not behind our house and I knew it was there I could wreck. Cannot see right nor up ahead where curve is

8



Road Behind our house am driving in middle of road cannot see up ahead or to left

9



making a right the road is at a angle what is on the left or up ahead?

10



Where is the curve? Stop sign up ahead cannot see; We live one street over

11



11

going around curve I am driving in the middle of the road. Is that a sign to the left?  
Cannot see.



12

Small curve in road ahead and road on right - Not far from our house