



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1389

Date Received

25-NOV-2002

 Od_or
rt_dt
od_rt
up_ltr

Reference No.

8023300

OWNER INFORMATION (Type or Print)

AIKEN

SC

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/19/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

2G1WH55K329382892

Vehicle Make

CHEVROLET

Vehicle Model

IMPALA

Vehicle Year

2002

Current Odometer Reading

2149

Purchase Date

7-8-02

Dealer's Name GOODMAN CHEVROLET, INC.

Engine Size

3.8L

☒ New ☐ Used

City NEW ELLINGTON State SC Zip Code 29809

(CID/CC/L)

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag ☐ 2-Point Bel☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other

Sport Utility

☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
10110000

Part Name(s)

VISUAL SYSTEMS:GLASS:WINDSHIELD HAZY (GLARE)

WINDSHIELD SHOULD BE CHANGED OUT

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

CONTINUOUS

Date(s) of Failure(s)

MILEAGE AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

7 JULY 02

000000

N/A

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA

Previously

☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

0

Reported to Police

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING THE VEHICLE AT ANY TIME THE WINDSHIELD IS GLASSY, AND FATIGUE THE VISION. DEALER HAS INSPECTED THE VEHICLE AND COULD NOT CORRECT THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. THE WINDSHIELD HAS A DENSE CONTINUOUS HAZE/GLARE THAT CAUSES A SAFETY HAZARD. ON A SUNNY DAY THE HAZE IS SO INTENSE THAT OBJECT CAN NOT BE SEEN IN THE FIELD OF VISION; ON A CLOUDY DAY THE HAZE IS LESS INTENSE. THE GLARE ALSO PRODUCES EYE STRAIN. THIS PROBLEM MUST BE CORRECTED BY CHEVROLET.

CONTINUE ON BACK IF NEEDED

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.

 OVER
↓

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

IF YOU, THE NHTSA, CONTINUE TO LET THESE IMPALAS STAY ON THE
ROADS WITH DISTORTED WINDSHIELDS SOME ONE SOMEWHERE WILL
HAVE A DEADLY ACCIDENT. I WILL SHOW YOU THE GLARE PROBLEM
ON MY 2002 IMPALA IN PERSON IF YOU SO DESIRE. ALL 2002
IMPALAS DO NOT HAVE THIS DISTORTION. I HAVE BEEN IN SOME
THAT WERE PERFECTLY CLEAR, HOWEVER, MORE HAVE THE GLARE
DISTORTION THAN DO NOT. CHEVROLET MUST BE FORCED TO
CHANGE OUT THESE DISTORTED WINDSHIELDS OR REPLACE
THE AUTOMOBILES WITH A NON GLARE TINTED WINDSHIELD.

I NEED YOUR HELP!

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

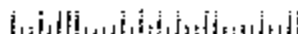
BUSINESS REPLY MAIL

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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