

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1399 Date Received 25-NOV-2002 OFFICE DEFECTS INVESTIGATION Reference No. 8023300 Work Number Home Number	
OWNER INFORMATION (Type or Print) [Redacted] AIKEN SC		[Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of your signature, we will use your name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date 12/22/02			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2G1WH55K328382862	Vehicle Make CHEVROLET	Vehicle Model IMPALA	Vehicle Year 2002
Current Odometer Reading 2186		Purchase Date 7-8-02	
Dealer's Name GOODMAN CHEVROLET, INC.		Engine Size (CID/GCC/L) 3.8L	
City NEW ELLINGTON		State SC	
Zip Code 29809		No Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Drivewayside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	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 HAZE (GLARE) WINDSHIELD SHOULD BE CHANGED OUT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures CONTINUOUS	Date(s) of Failure(s) 8 JULY 02	Mileage at Failure(s) 00000	Vehicle Speed at Failure(s) N/A
Failed Part(s) Available?		NHTSA Previously	
☐ Yes ☐ No		☐ 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. TS. ON A SUNNY DAY THE GLARE/HAZE IS VERY INTENSE. WHEN THE SUN IS RIGHT WITH THE VEHICLE OBJECTS CAN NOT BE SEEN IN FRONT. THE GLARE/HAZE CAUSES EYE STRAIN AND FATIGUE. NHTSA MUST FORCE GM/CHEVROLET TO CORRECT THIS SAFETY HAZARD BY REPLACING THE WINDSHIELDS WITH A NON-GLARE/HAZE TINTED TYPE OR REPLACE THE VEHICLE. PLEASE CALL IF INFO - NOT UNDERSTANDABLE.			
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.			