



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 04-020
 Prompted By: IE 04-005
 Date Opened: 02/26/2004
 Principal Investigator: Mark Swanson
 Subject: Failing Headlamps

Manufacturer: Ford Motor Company, Nissan North American, Inc.
 Products: 1999-2000 Nissan Quest and Mercury Villager
 Population: 174,328

Problem Description: Complaints allege that the socket attached to the harness connector overheats and melts causing the headlamps to stop working.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	15	0	15
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description Of Other:

Action: THE PRELIMINARY EVALUATION HAS BEEN OPENED.

Engineer: Mark B. Swanson *MBS*
 Div. Chief: Thomas Z. Cooper
 Office Dir.: Kathleen C. DeMeter

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Summary: ODI has received 15 complaints of headlamp failures in model year 1999 and 2000 Mercury Villager and Nissan Quest vehicles. Consumers allege the headlamp bulb socket overheats and melts causing the headlamps to fail. Reports include allegations of right and left headlamps failing separately and simultaneously, intermittently failing headlamps, headlamps failing while driving, and headlamps not turning on. A few reports mention replacement of the headlamp connector several times. NHTSA is opening the preliminary evaluation to investigate this issue.

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