



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

2003 MAR 24 AM 10:45

FOR AGENCY USE ONLY

Date Received

Od_or _____

rt_dt _____

od_rt _____

up_lr _____

Reference #

10012393

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Dealing Telephone Number

Arkansas City

K5

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____

Date ____/____/____

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

Model

Year

4 U V A A P V W 2 2 C K 1 0 2 9 8

Freightliner

MT 45

2002

Purchased Date

Dealer's Name

Engine Size
(CID/CCL)

Turbo

Diesel

Gas

Fuel Injection

New Used

Dealer's City

State

Zip Code

No. Cylinders _____

Manufacture Date
(on driver's door or pillar)

Transmission Type

Manual

Automatic

Restraint System

Driver's Side Air Bag Motorbelt

Passenger's Side Air Bag E-Point Belt

3-Point Belt

Cruise Control

Yes

No

Drivetrain

Front

Rear

4-Wheel

Vehicle Type

Car Sport Utility

Van Truck

Minivan Motorcycle

Other _____

Body Style

2-Door 4-Door

Stationwagon

Pick Up Truck

Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Hood

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Handicap Adaptive Equip

Yes

No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s):

Failed Part(s)
Available?

Yes No

NHTSA Previously
Contacted?

Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

Yes No

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

I own and operate a small business. I lease a 2002 46 ft Freightliner step van. I was wondering if there is any Factory recalls or safety recalls imposed

Received via E-mail.

Controlled by Exec Sec.

VIN obtained via telephone call.

by the government. The reason I ask is that my truck has a fiberglass front end. The hood is poorly constructed, it never shuts in the same place twice. The hood being this way makes it impossible to adjust the headlights. The hood also keeps getting pulled by the straps meant to hold it down. They pull back so far that at times they will not stay buckled. I have contacted the company that I leased the van from, and have received no response. I do not know where to check on safety recalls if any are out there. If there are none then this needs to be looked into. They only made my style of front end for two years, before they found out they had a problem. I have talked to other people who have the same van. They have all stated they are experiencing the same problems. It really makes traveling at night real fun and dangerous. I hope that you can help me with my problem. A response, or a statistical

The Privacy Act of 1974 - Public Law 93-579 This information is being collected for the purpose of identifying and correcting safety defects. Your response may be used to correct a safety defect. If NHTSA proceeds with administrative summary thereof, may be used in support of the agency's actions.