



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 2004 JAN 12  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received  
APR 57  
20-NOV-2003

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Reference No.  
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**OWNER INFORMATION (Type or Print)**

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Address [Redacted] Evening Telephone Number [Redacted]  
City BELLEVUE State MI Zip Code [Redacted]

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 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE FILL IN *see below \* 3 vehicles* Make INTERNATIONAL Model 3800 Model Year 1998-99  
Date Purchased 9/8 + 99 Dealer's Name and Telephone Number \_\_\_\_\_ Engine: No. Cylinders 6 Fuel Type: Diesel  
Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Transmission Type Allison 545  Antilock Brakes  Powertrain DT 466 E Vehicle Component Code 110000 ELECTRICAL SYSTEM  
 Cruise Control Multiple Failure: 1 Many Times

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-MAY-2001 Failure Mileage 20,500 Failure Speed any speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/65R15) \_\_\_\_\_  
DOT No. (Example: DOTM1A9ABC036)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code \_\_\_\_\_ Tire Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

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

Crash  Yes  No Fire  Yes  No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

THE BUS GAUGES FAIL INTERMITTENTLY. THE CAUSE HAS YET TO BE DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. \*PH

\* 1HV BBAA P8 W [Redacted]  
1HV BBAA P3 X [Redacted] - Same model yr 1999  
1HV BBAA P1 X [Redacted] Same Model - yr 1999  
Gauges on these buses sometimes stick, sometimes quit.  
Happens when moving and at a stop. Happens 7 times in/day and not at \*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1976 (Public Law 94-576) 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.

\* all for a few days. No pattern.

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

I Have been in contact with at least seven schools and all of them are having this problem. WISE International in Jackson Mich stated they were NOT aware of this problem. We have changed the speedometer head, speed sensor, and cleaned all the wires to no avail. The speedometer not reading correctly and not working at all is obviously an important safety issue.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
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IN THE  
UNITED STATES

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POSTAGE WILL BE PAID BY INTL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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