



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

FOR AGENCY USE ONLY 100182

Date Received

Repository

24-JUN-2004

Reference No.
10079824

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HOUSTON State: TX Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: [REDACTED] Date: 7/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FZAHC342A [REDACTED]
Make: STERLING Model: ACTERRA Model Year: 2002

Date Purchased: 11/06/01 Dealer's Name and Telephone Number: BAYOU CITY FORD 713-222-6521
Original Owner: Dealer's City: HOUSTON State: TX Zip Code: 77026 Engine: SIX Fuel Type: DIESEL

Transmission Type: EATON FULLER
 Anti-Lock Brakes
 Cruise Control
Powertrain: [REDACTED]
Vehicle Component Code: 123000 EXTERIOR LIGHTING: TAIL LIGHTS
Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-JUN-2004
Failure Mileage: 10000
Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Name: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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; i.e. parts repaired or replaced (and if old part is available).

WHEN DRIVING ON THE FREEWAY AND WHEN TURNING ON THE LIGHT HEADLIGHTS COME ON, BUT THE TAIL LIGHTS DO NOT. THIS PROBLEM OCCURS INTERMITTENTLY. HEADLIGHTS ONLY WORK FOR ABOUT 15 MINUTES, THEN STOP. ALSO, WINDSHIELD WIPEP WORK INTERMITTENTLY, AND DOOR LOCKS MALFUNCTIONED. PK
WHEN DRIVING WITH THE LIGHTS ON, AFTER 15 MINUTES TO 1 HOUR, THE TAIL LIGHTS AND BOX LIGHTS GO OFF, BUT HEADLIGHTS STAY ON, WHEN TURNED OFF ALL LIGHTS COME ON AGAIN BUT NIGHT ONLY STAY ON FOR ABOUT 10 MINUTES AND TAIL LIGHTS GO OFF AGAIN, AND HEADLIGHTS STAY ON. WINDSHIELD WIPERS AT INTERMITTENTLY LEVEL WORK WHEN THEY WANT TO, BUT VERY SELDOM, AND WINDSHIELD WASHER FLUID COMES ON BY ITSELF, AND I HAVE TO SEPARATE THE COND TO THE WASHER MOTOR, TO START THE MOTOR FROM BURNING UP. DOOR LOCKS (DRIVING) WORK WHEN THEY WANT TO WORK; THIS IS VERY SELDOM. REPORTED THE PROBLEM TO THE AGENCY WHILE UNDER WARRANTY BUT THEY NEVER PLANNED THE COMPANY WHO INSTALLED THE ALARMS. WHICH IS A PAIN.

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

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.

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

WHILE THE VEHICLE WAS UNDER WARRANTY THE HEADLIGHTS AND TAIL LIGHTS WENT OUT ABOUT THREE TIMES AND CAME BACK ON AGAIN AFTER A FIFTEEN MINUTE BURNLE BREAK, AS DESCRIBED ON PREVIOUS PAGE. IN THE PAST THREE MONTHS THE TAIL LIGHTS HAVE GONE OFF ABOUT FOUR TIMES WHILE THE HEADLIGHTS STAY ON, TALKING TO SEVERAL MECHANICS WHO HAVE WORKED ON MY TRUCK, SAY THAT THE TRUCK HAS 15 WATT FUSES WHICH GET TOO HOT, AND SHOULD HAVE BEEN DESIGNED WITH 25 WATT FUSES. TO ME (AS A NON MECHANIC) THIS SEEMS TO EXPLAIN WHY MY TRUCK HAS EXPERIENCED CONTINUAL ELECTRICAL PROBLEMS. ALSO UNDER WARRANTY THE ELECTRIC WINDOWS MALFUNCTIONED BUT WERE REPAIRED AND STRANGELY ENOUGH HAVE HAD NO PROBLEMS SINCE !!

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

Official Business Penalty for Private Use \$300



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



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Office of Defects Investigation, NYS-216
400 7th Street, SW
Washington, DC 20590



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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**