

U.S. Department  
of TransportationNational 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

2006 JAN -7 AM 3:48

## FOR AGENCY USE ONLY

Date Received

10109060

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Reference No.

## OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

State

Zip Code

Daytime 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

Date 12/27/04

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of  
windshield on driver's side)

Make

Model

Year

1 F V 3 G F A C I Y H

Freightliner

FL 60

2000

Purchased Date

7/3/00

Dealer's Name

A.E.V. American Emergency Vehicles

Engine Size  
(CID/CC/L)

5.9L

☐ Turbo  
☒ Diesel  
☐ Gas  
☐ Fuel Injection
☒ New ☐ Used

Dealer's City

Jefferson

State

NC

Zip Code

28640

No. Cylinders

—

Manufacture Date  
(on driver's door or pillar)

2/00

Transmission Type

☐ Manual☒ Automatic

Restraint System

☐ Driverside Air Bag☐ Motorbelt☐ Passengerside Air Bag☒ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sport Utility☐ Van ☒ Truck☐ Minivan ☐ Motorcycle☒ Other Ambulance

Body Style

☒ 2-Door ☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

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

Part Name(s)

Gordrich Velvet-Ride Suspension

Location

☐ Left☐ Front☐ Right☒ 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☐ NoNHTSA 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).

On 9/02 this vehicles rear Velvet-Ride suspension bolts snapped as described in the attached Safety Recall Notice - 03E-060 for the 1998-2000 Navistar/International 4700 LP vehicles. Lucas County owns Five (5) 2000 Freightliner FL 60 A.E.V. ambulances with the same Stud/Bolt clamp group defect as described on the attached pages. Our Freightliner ambulances are subjected to the same use and danger as described for the Navistar/International models. Shouldn't all vehicles with the same Velvet-Ride suspension design defect as described be subjected to the same recall?

Continue on back.

NOTE: The Freightliner vehicle/ambulance described above was on a Code 3 run

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

to assist an accident victim when the rear Velvet-Ride suspension bolts as described in the attached notice snapped and the left rear of the vehicle fell to the ground. Luckily the driver was able to keep control and stop the vehicle without injury or accident.

Lucas Counties Five (5) Freightliner FL60 A.E.V. ambulances with the same design defect are still in service and being used daily.

Please Follow up/investigate this similar concern. If Goodrich has knowledge of their design defect on 1998-2002 Navistar/International 4700 LP they need to address the same design defect on Freightliner Chassis or any other chassis especially if used for ambulance purposes.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

Complete and return or place in your car manual for future use

**VEHICLE  
OWNER'S  
QUESTIONNAIRE  
(V00Q)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

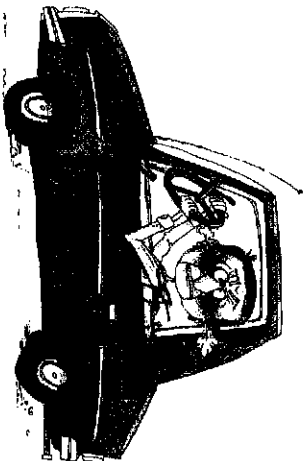
**DASH 2 DOT**

and dial toll free at

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

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration

[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

**GOODRICH**

Attn: Lin A. Van Nest

Engineered Polymer Products  
Goodrich Corporation  
6061 Goodrich Boulevard  
Jacksonville, Florida 32226-3409  
Tel: (904) 757-3660  
Fax: (904) 757-7116  
www.aerospace.goodrich.com

**SAFETY RECALL NOTICE - 03E-060**

August 17, 2004

Dear VELVET-RIDE Suspension Installer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. Engineered Polymer Products has determined that a defect that relates to motor vehicle safety exists in certain VELVET-RIDE Suspension Systems installations on 1998-2002 Navistar/International 4700 Low Profile vehicles. Our records indicate that your company, Amer Emerg Vehicles (AEV) was shipped 4 affected suspension system(s) during/between October 1999 and November 1999. You are required to notify any and all of your customers who purchased a vehicle with an affected suspension system. Enclosed is an example Notice which you may use to notify end-users. Please provide a list of all affected Vehicle Identification Numbers and customer contact names and numbers, as well as copies of all correspondence between your company and affected customers, by mail to the following address:

ATTN: Megan Vance  
6061 Goodrich Blvd.  
Jacksonville, FL 32226

**DESCRIPTION OF DEFECT**

The bolts that connect the rear suspension to the rear axle may break and possibly cause the axle to separate from the vehicle. The rear axle separation may cause a vehicle crash without warning, possibly resulting in **property damage, personal injury, or death**.

**RECOMMENDED ACTION**

It is required that owners of International 4700LP vehicles have the effected VELVET-RIDE suspension system removed and replaced with an appropriate International-approved suspension system.

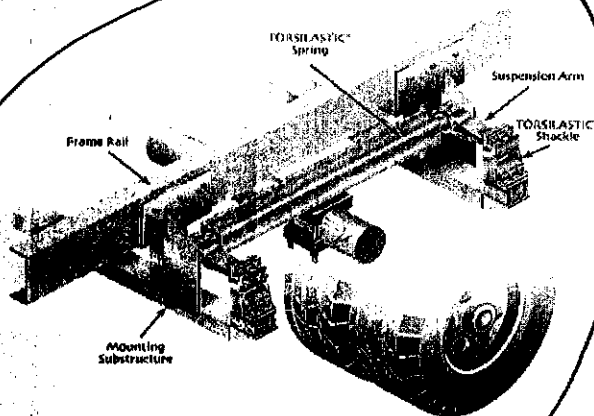
The affected vehicles should be repaired as soon as feasible by International's authorized repair facilities. This replacement program will be managed by International Truck and Engine Corporation, and the replacement parts and labor will be at no expense to vehicle owners.

# GOODRICH

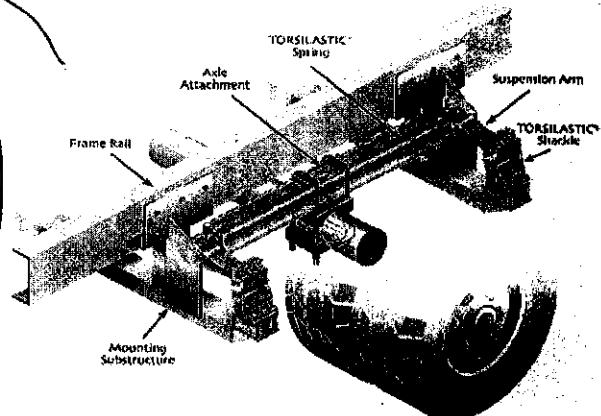
Engineered Polymer Products  
Goodrich Corporation  
6061 Goodrich Boulevard  
Jacksonville, Florida 32226-3409  
Tel: (904) 757-3660  
Fax: (904) 757-7116  
www.aerospace.goodrich.com

## IDENTIFICATION OF AFFECTED VEHICLES

Certain 1998-2002 Navistar/International 4700LP vehicles equipped with VELVET-RIDE Suspension System, Goodrich part number 06-81-4038, with a stud/bolt and plate clamp group. This recall does **not** affect 4700LP vehicles that have a U-Bolt clamp group. See drawings below to assist in determining if your vehicle is affected:



**Stud/Bolt clamp group: AFFECTED**



**U-bolt clamp group: NOT AFFECTED**

## AVAILABILITY OF REPLACEMENT PARTS AND SERVICE INSTRUCTIONS

Replacement components are available via International® Dealers. International® has released a safety recall to address this defect, please reference International Safety Recall G-03517.

## COMMUNICATION

If you have any problems or questions, you may contact Megan Vance at (904) 696-4103.

You are free to communicate at any time with NHTSA if you conclude your needs are not being met by Engineered Polymer Products, Goodrich Corporation, as follows:

Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-DASH-2-DOT (1-888-327-4236).

Please note that you may also receive direct notification on this same matter from International, the manufacturer of the vehicle. The recommended actions are the same regardless of how you receive notification.

Sincerely,

Edward F. Hart  
President, EPP

# GOODRICH

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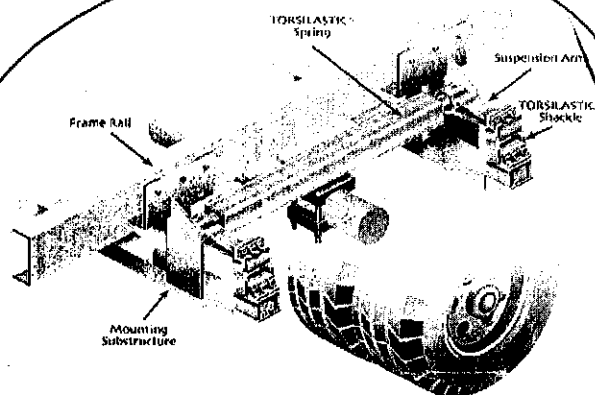
## **SAFETY RECALL NOTICE – 03E-060**

17 August 2004

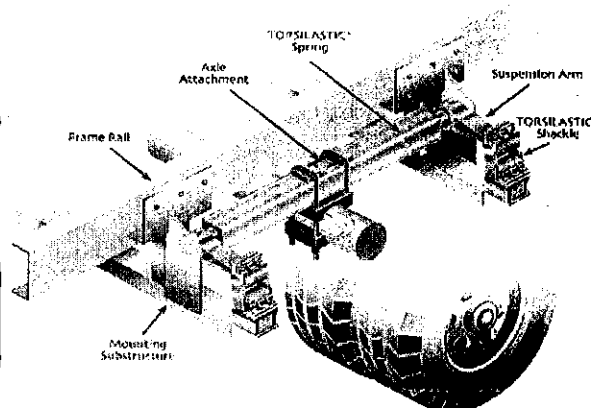
Dear VELVET-RIDE Suspension Owner or Operator:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. Engineered Polymer Products has determined that a defect that relates to motor vehicle safety exists in certain **VELVET-RIDE Suspension Systems that were installed on 1998-2002 Navistar/International 4700 Low Profile vehicles with a stud/bolt and plate clamp group.**

This recall does not affect 4700LP vehicles that have a U-Bolt clamp group. See drawings below to assist in determining if your vehicle is affected:



**Stud/Bolt clamp group: AFFECTED**



**U-bolt clamp group: NOT AFFECTED**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Please fill out the enclosed Reply Form and return it in the provided pre-addressed post-paid envelope.

**REASON FOR THIS RECALL**



Engineered Polymer Products  
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The bolts that connect the rear suspension to the rear axle may break and possibly cause the axle to separate from the vehicle.

The rear axle separation may cause a vehicle crash without warning, possibly resulting in **property damage, personal injury, or death.**

### **ACTION YOU SHOULD TAKE**

**If you are a vehicle owner or operator, please contact your local International® dealer to schedule an appointment to have your vehicle repaired. Please have your vehicle identification number (VIN) ready so the dealer can ensure the correct parts are ordered for your vehicle. International® has also released a Safety Recall to address this issue. When scheduling your service please reference International® Safety Recall G-03517.**

### ***ALL VEHICLES INVOLVED IN THIS RECALL MUST HAVE THE SERVICE PROCEDURE COMPLETED.***

In the event you do not own the vehicle, please advise us of the new owner's name, address and other contact information, after which you will not be contacted again regarding this recall.

To correct this condition, your International dealer will replace the VELVET-RIDE Suspension System with a version of International's NAV-AIR air suspension with a GAWR of 12,000lbs.

International dealers will have parts and instructions to begin making this repair by July 17, 2004. The repair will be performed without charge to you and will take approximately 4-5 days to complete. Additional time may be required depending on how dealer appointments are scheduled and processed.

### **REIMBURSEMENT OF REPAIRS COMPLETED BETWEEN July 1, 2003 AND August 20, 2004**

If you are a vehicle owner or operator and you paid costs between July 1, 2003 and August 20, 2004 to repair your vehicle for this defect, you may be eligible for reimbursement of the repair costs. Contact your local International® dealer with your original repair documentation and proof of payment. International's service advisor will determine what, if any, of the repair costs qualify for reimbursement.