



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 100148

Date Received APR 25 11 12: 55 14-APR-2006	Repository <input type="checkbox"/>
	Reference No. 10155354

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	PETOSKEY	State	MI
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4UZAAX6W91C [REDACTED]	Make FREIGHTLINER	Model FS-65	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number HOEKSTRA BUSES	Engine: No: Cylinders 6	Fuel Type: Diesel
Original Owner <input checked="" type="checkbox"/>	Dealer's City GRAND RAPIDS	State MI	Zip Code
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-APR-2006 3-30-06	Failure Mileage 64934 98129	Failure Speed 35	Brake Rotors with tone Rings Rusted due to poor quality of material. (metal)
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

DT*: THE CONTACT STATED WHILE ATTEMPTING TO DEPRESS THE BRAKE PEDAL AT 35MPH, THE PEDAL WOULD NOT COMPLETELY DEPRESS. THE BRAKE PEDAL FELT AS IF IT WAS "ROCK-HARD". THE BRAKES DID NOT STOP THE VEHICLE. THREE YEARS PRIOR TO THIS INCIDENT A RECALL NOTIFICATION LETTER REGARDING THE ROTORS WAS RECEIVED FOR THIS VEHICLE AND THE RECALL WORK WAS PERFORMED. HOWEVER, THE RECALL WORK DID NOT REMEDY THE PROBLEM. THE FREIGHTLINER RECALL #SF 258A-D. THE DEALERSHIP WOULD NOT OFFER A SECOND REPAIR WITHOUT CHARGE UNDER THE RECALL.

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 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)

This Bus was put into service 7-31-00. The original rotors were removed 3-14-03 (64934 miles) because of Rust. They were replaced with rotors from Freightliner. About a month or two later we received field service campaign SF258A-D. We were credited the amount for the rotors with Magna-coat finish.

ON 3-30-06 (98129 miles) we had a rock hard brake pedal over 35 mph. No ABS light. No codes in history. Called dealer, both the dealer and me (Glen Coolman M228257) thought Power brake Booster failure. Booster & master cylinder were replaced. Same problem still exist. Talk to dealer again. They mentioned a bus they worked on with same problem after replacing brake pads. They suggested replacing ABS hydraulic control unit. Unit was replaced, same problem. I called Merritor-Wabco, they told me tank rings, that were not Merritor but were Wabco's problem. PASS THE BUCK. ATTACH ADDITIONAL SHEETS IF NECESSARY
So the brake rotor were replaced again at our expense.

U.S. Department of Transportation

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

Official Business Penalty for Private Use \$300



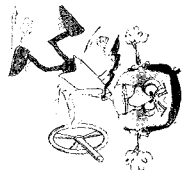
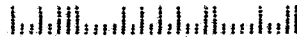
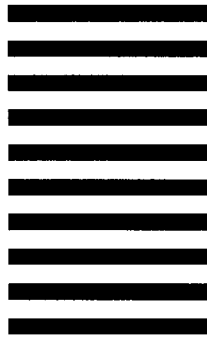
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

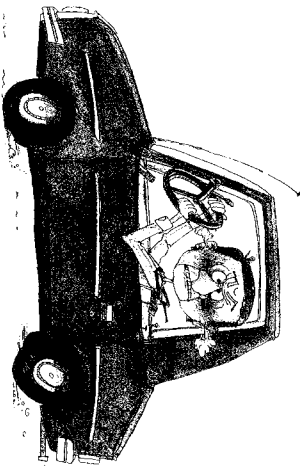
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT 1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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