

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

POSTED

FOR AGENCY USE ONLY

Date Received

RECEIVED

Od. or

P. or

P. or

Reference No.

OFFICE

DEFECTS INVESTIGATION

555304

OWNER INFORMATION (Type or Print)

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

7/20/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 1 FMC A11 1 U4 F Z A 7 6 9 7 6		Make FORD	Model AEROSTAR	Year 1988
Purchased Date	Dealer's Name ABC USED AUTO PARTS INC.	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☐ New ☒ Used	Dealer's City 126-43 37th AV. CORONA, NY	State NY	Zip Code 11368	No. Cylinders
Manufacture Date (on driver's door or pillar)	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		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Motor	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
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
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

IN 12-28-99 I brought my CAR TO ABC
 USED AUTO PART INC. VOR. at 126-43 37th
 AVENUE CORONA, NY, 11368; because the CAR
 WAS HEARING. They recommended me to change
 the MOTOR. They offer me a MOTOR 94 with
 4700cc. for \$7500. Received the vehicle
 1-14-2000 they offer me a MANA of GUARANTEE
 Tee. I TOOK MY CAR to ANOTHER Dealer and

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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)

They told me that the motor was not good
I took the motor back to ABC in 2-07-2000
They told me that they will change it but
I received 2-14-2000 in the same condition
which I believe I was betrayed and
frustrated for these dealer. And now
I just want that they give me back
my \$750.- plus the week that they stay
with the car because I did spend to much
money. So I confirm that I been
betrayed for these company
ABC USED AUTO PARTS INC.

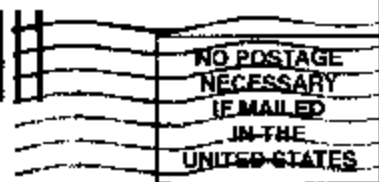
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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

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

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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1-888-327-4236

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

JUN 15 2000

NSA-10.01/gmh
Ref. #551675

Thank you for your correspondence which was received March 30, 2000, concerning your 1988 Ford Aeorstar. Your correspondence was referred to this agency by the New York Department of Consumer Affairs. We regret any inconvenience our delay in responding to your correspondence may have caused.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects or in noncompliance with a Federal Motor Vehicle Safety Standard in their design, construction, or performance. In order for the agency to initiate a safety defect or noncompliance investigation, sufficient data must exist to warrant the expenditure of the agency's limited resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. The engine replacement problem you described does not relate to safety. If you have not done so, we suggest you contact your local Consumer Protection Agency and the Better Business Bureau regarding this matter. They may be able to assist you.