



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received

06/26/02

Reference No.

Older

Newer

Older

Newer

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

NAME

STREET NO.

APT. NO.

CITY

STATE

ENTER ZIP CODE

ZIP CODE + 4

AREA CODE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☒ Yes
☐ No

In the absence of a signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

SIGNATURE OF OWNER

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) Located at bottom of windshield on driver's side

VEHICLE MAKE

VEHICLE MODEL

MANUFACTURE DATE

MODEL YEAR

VEHICLE MANUFACTURER

☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ Daimler/Chrysler ☒ General Motors ☐ Hyundai ☐ Isuzu ☐ Toyota ☐ VW

PURCHASE DATE

☒ New
☐ Used

DEALER'S NAME

CITY

STATE

ZIP CODE

ENGINE SIZE

(CID/CC/L)

NO. CYLINDERS

FUEL SYSTEM

☐ Turbo☒ Fuel Injection

FUEL TYPE

☐ Diesel☒ Gas

TRANSMISSION TYPE

☐ Manual☒ Automatic

ANTILOCK BRAKES

☒ Yes☐ No

RESTRAINT SYSTEM

☒ Driver's Side Airbag☐ Passenger's Side Airbag☐ 2-Point Belt☐ Motorbelt☐ 3-Point Belt

CRUISE CONTROL

☐ Yes☒ No

DRIVETRAIN

☐ Front☐ Rear☐ 4-Wheel

VEHICLE TYPE

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

DOORS

☐ 2-Door☐ 4-Door

BODY STYLE

☐ Hatchback☐ Pick Up Truck☐ Sedan☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT

☐ Child Seat☐ Electrical Lights & Alarms☐ Engine & Cooling System☐ Exhaust☐ Front Ventilation☐ Interior☐ Parking Brakes☐ Power Train☐ Service Brakes☐ Steering☐ Structure☐ Suspension☐ Visual Systems☐ Other

NO. OF FAILURES

☐ 1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐ 8☐ 9☐ 10☐ 11☐ 12☐ 13☐ 14☐ 15☐ 16☐ 17☐ 18☐ 19☐ 20☐ 21☐ 22☐ 23☐ 24☐ 25☐ 26☐ 27☐ 28☐ 29☐ 30☐ 31☐ 32☐ 33☐ 34☐ 35☐ 36☐ 37☐ 38☐ 39☐ 40☐ 41☐ 42☐ 43☐ 44☐ 45☐ 46☐ 47☐ 48☐ 49☐ 50☐ 51☐ 52☐ 53☐ 54☐ 55☐ 56☐ 57☐ 58☐ 59☐ 60☐ 61☐ 62☐ 63☐ 64☐ 65☐ 66☐ 67☐ 68☐ 69☐ 70☐ 71☐ 72☐ 73☐ 74☐ 75☐ 76☐ 77☐ 78☐ 79☐ 80☐ 81☐ 82☐ 83☐ 84☐ 85☐ 86☐ 87☐ 88☐ 89☐ 90☐ 91☐ 92☐ 93☐ 94☐ 95☐ 96☐ 97☐ 98☐ 99☐ 100☐ 101☐ 102☐ 103☐ 104☐ 105☐ 106☐ 107☐ 108☐ 109☐ 110☐ 111☐ 112☐ 113☐ 114☐ 115☐ 116☐ 117☐ 118☐ 119☐ 120☐ 121☐ 122☐ 123☐ 124☐ 125☐ 126☐ 127☐ 128☐ 129☐ 130☐ 131☐ 132☐ 133☐ 134☐ 135☐ 136☐ 137☐ 138☐ 139☐ 140☐ 141☐ 142☐ 143☐ 144☐ 145☐ 146☐ 147☐ 148☐ 149☐ 150☐ 151☐ 152☐ 153☐ 154☐ 155☐ 156☐ 157☐ 158☐ 159☐ 160☐ 161☐ 162☐ 163☐ 164☐ 165☐ 166☐ 167☐ 168☐ 169☐ 170☐ 171☐ 172☐ 173☐ 174☐ 175☐ 176☐ 177☐ 178☐ 179☐ 180☐ 181☐ 182☐ 183☐ 184☐ 185☐ 186☐ 187☐ 188☐ 189☐ 190☐ 191☐ 192☐ 193☐ 194☐ 195☐ 196☐ 197☐ 198☐ 199☐ 200☐ 201☐ 202☐ 203☐ 204☐ 205☐ 206☐ 207



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

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

Dear Consumer,

In response to your recent inquiry to the Department of Transportation's (DOT) Auto Safety Hotline, please find enclosed a Vehicle Owner's Questionnaire (VOQ). You will need to complete the form and provide any additional information, e.g., copies of repair bills, letters to manufacturers, etc., or any other documents that are relevant to the safety problem(s) you have experienced. Please fold and staple or tape the completed VOQ, so the pre-addressed portion is on the outside.

By being thorough in completing this form, you will maximize our ability to use this information. However, it is not necessary to complete all boxes if you are not sure of the information. Nevertheless, it is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) of your vehicle is known. The VIN is located inside the vehicle, adjacent to the left of the windshield pillar (driver's side). When reporting a tire problem, the DOT identification number is needed. This number, which is on the side of the tire, contains 7 to 11 characters and is preceded by the letters "DOT".

The completed questionnaire should be folded and stapled/taped so the preaddressed portion is on the outside. Any information you provide on the questionnaire is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. However, reports from consumers are very important to us. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential safety defects and to determine if an investigation is warranted. The Auto Safety Hotline brochure explains how your questionnaire is processed. If you would like to file your complaint electronically, you may do so through the Internet World Wide Web at <http://www.nhtsa.dot.gov/cars/problems/voq.form.htm>.

Sincerely,

J. Cassell

Joseph Cassell, Director
Office of Technology and Information Management
DOT Auto Safety Hotline

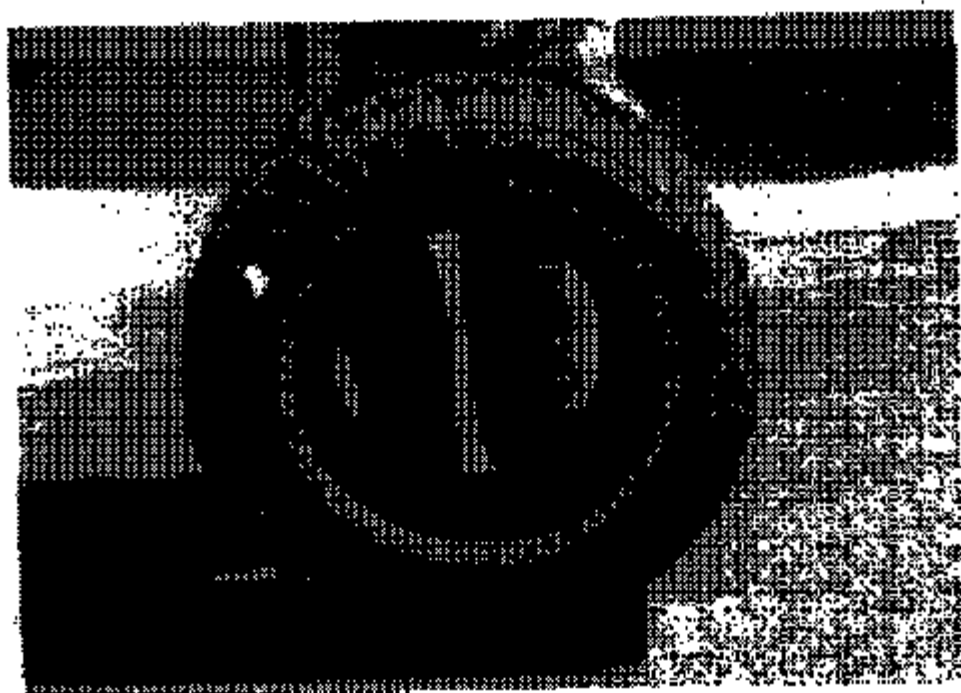
Called Sears
→ for D.O.T. #
b they had already
set tires to BFGoodrich—
inclosed are pictures of the worst tire out of the 4.

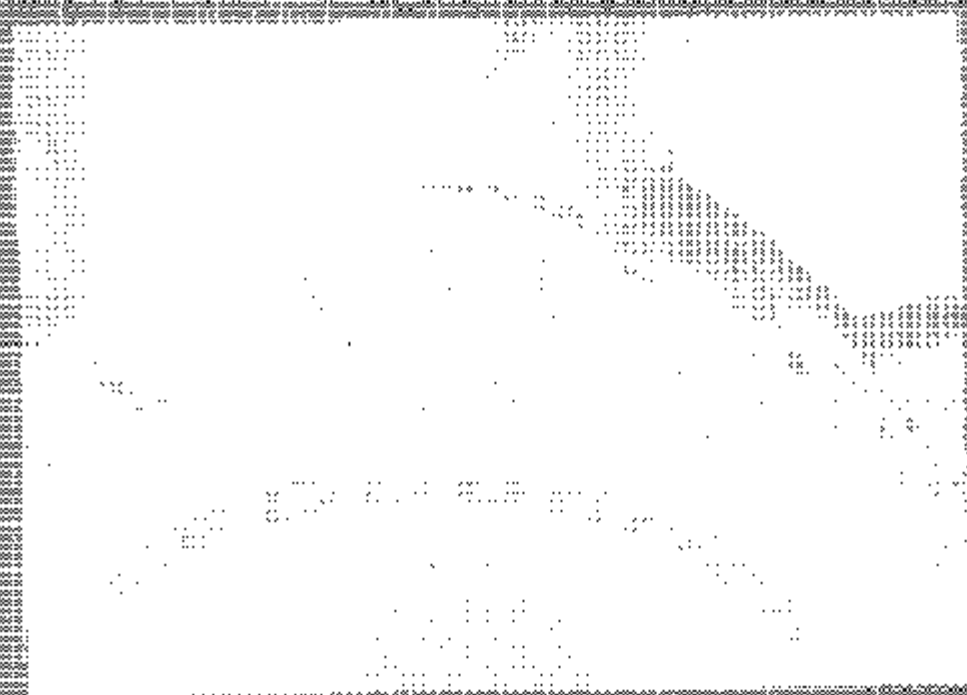
2 Enclosures
Self-addressed Questionnaire
Auto Safety Hotline brochure

Revised 10/01



DOT AUTO SAFETY HOTLINE
888-DASH-3-DOT
888-327-4296







**THE ATTACHMENTS TO THIS
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).**