

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

06-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

719770

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDA31U8MZA93896	FORD TRUCK	AEROSTAR	1991	

Purchase Date 01-JUL-1994	Dealer's Name _____	Engine Size (CID/CC/L) 300?	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03230000 03250000	Part Name(s) BRAKES:HYDRAULIC:MASTER CYLINDER BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 27-FEB-2000 Mileage at Failure(s) 140000 Vehicle Speed at Failure(s) 55	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

REPLACED ORIGINAL MASTER CYLINDER WITH REBUILT FORD MASTER CYLINDER AT APPROX. 100,000 MILES, 8/9/97. REPLACED REBUILT MASTER CYLINDER WITH ANOTHER FORD REBUILT MASTER CYLINDER 3/15/1999. REPLACED BRAKE COMPUTER AND DUMP VALVE JULY-AUG. 1999. REPLACED MASTER CYLINDER WITH YET ANOTHER FORD REBUILT MASTER CYLINDER (UNDER WARRANTY)...FAILED ON FEB. 27, 2000. AUTO MECHANIC PULLS NEWLY REBUILT MASTER CYLINDERS FROM BOXES AND THEY DO NOT WORK. CURRENTLY, AM AWAITING ARRIVAL OF NEW FORD MASTER CYLINDER, IN ATTEMPT TO CORRECT PROBLEM. SINCE THESE PARTS WERE UNDER WARRANTY BY FORD, I FEEL THEY SHOULD COMPENSATE MECHANIC FOR WASTED TIME OF REPLACING CONSTANTLY DEFECTIVE PARTS. MECHANIC HAS WORKED WITH FORD REP IN ATTEMPT TO RESOLVE PROBLEMS. A

CONTINUED ON BACK (SEE)

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.