

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

10-MAY-2000

 Ocl_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

722477

 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) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMCA11U8SZC06534	FORD TRUCK	AEROSTAR	1995	

Purchase Date 01-NOV-1995	Dealer's Name _____	Engine Size (CID/CC/L) 3.6 L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

Component 15130000 09310000 10312000	Par. Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR LIGHTING:FUSE:TURN SIGNAL LIGHTS VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 3	Date(s) of Failure(s) 10-DEC-1998 Mileage at Failure(s) 47270 Vehicle Speed at Failure(s) 30	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I ALREADY SUBMITTED THIS FORM EARLIER TODAY, BUT I REALIZED I MADE SOME ERRORS ON THE FORM SO HERE IS AN UPDATED FORM WITH THE CORRECT INFORMATION. AS I EXPLAINED ON THE FIRST FORM, THERE ARE TWO RELATED PROBLEMS WHICH HAVE BEEN OCCURRING WITH OUR FORD AEROSTAR MINI VAN. THE FIRST PROBLEM IS THAT THE SLIDING SIDE DOOR DOES NOT CLOSE PROPERLY BECAUSE THE DOOR GUIDE-TRACK IS DEFECTIVE AND HAS BROKEN AT THE POINT WHERE IT ATTACHES TO THE VEHICLE BODY BEHIND THE LATCH STRIKE-PIN. WE HAD THIS REPAIRED IN DECEMBER OF 1998, BUT IT HAS BROKEN AGAIN ONLY 15 MONTHS AFTER THE FIRST REPAIR. THE OTHER PROBLEM IS FAILURE OF THE ELECTRICAL SYSTEM, WHICH IS RELATED TO THE DOOR DEFECT, BECAUSE SOMETIMES WHEN THE DOOR IS NOT LATCHED PROPERLY, THE DOOR-AJAR LIGHT COMES ON.

CONTINUED ON BACK (REVERSE)

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.