

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

12-SEP-2000

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Reference No.

731127

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) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDA11U7NZB78864	FORD TRUCK	AEROSTAR	1992	

Purchase Date 01-JUL-1999	Dealer's Name _____	Engine Size (CID/CCL) 3.0L	☐ 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 ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03230000 03240000	Part Name(s) BRAKES:HYDRAULIC:MASTER CYLINDER BRAKES:HYDRAULIC:LINES:FITTINGS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 25-AUG-2000 Mileage at Failure(s) 66648 Vehicle Speed at Failure(s) 5	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)

RIGHT SIDE FRONT CONNECTOR TO BRAKE FLEXIBLE LINE BROKE OFF. DEALER SAID LEFT SIDE WAS READY TO GO AND BOTH WERE REPLACED. THE MAJOR PROBLEM I SEE WAS THAT I HAD NO BRAKING SAVE FOR THE EMERGENCY BRAKE. THE REAR BRAKES FAILED ALSO AND INDEPENDENT MECHANICS HAVE TOLD ME THAT I SHOULD HAVE ONLY LOST THE FRONT BRAKES DUE TO THE REDUNDANT BRAKE CYLINDER SYSTEM. HOWEVER, THE FORD SERVICE MANAGER SAID THIS WAS NORMAL IF YOU LOST ONE LINE. IF THAT'S THE CASE, THIS IS A SEVERE SAFETY HAZARD THAT SHOULD BE ADDRESSED. I CONTACTED FORD MOTOR CO. FOR TECHNICAL ADVICE AND TO REPORT A POSSIBLE FLAW. THE SERVICE MANAGER HAD EVEN SAID THAT THE PROTECTION FOR THE BRAKE FITTINGS HAD BEEN IMPROPERLY INSTALLED UPON THE VEHICLE AT THE FACTORY. *AK

CONTINUE ON BACK IF NEEDED

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.