



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

27-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

763566

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) (Location at bottom of windshield and driver's side door) 1FMCA11U4MZB26411	Vehicle Make FORD TRUCK	Vehicle Model AEROSTAR	Vehicle Year 1991	Current Odometer Reading
Purchase Date 01-MAR-2002	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11600000	Part Name(s) AIR CONDITIONER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 06-MAY-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
Mileage at Failure(s) 97000		Vehicle Speed at Failure(s)	

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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I WENT TO FIRESTONE IN ST. JOE, MO AND HAD MY AIR CONDITIONING RECHARGED AFTER 9 YEARS OF DRIVING MY VAN. THEY TOLD ME THAT I NEEDED TO REPLACE A HOSE ON THE FRONT OF THE VEHICAL AND THAT THEY NEEDED TO THEN ADD FREON TO THE SYSTEM. THAT WAS IN JULY 19, 2001. IT DIDN'T SEEM AS COLD AS IT HAD BEFORE BUT IT WAS OK. THEN WHEN I NEEDED THE AIR THIS SUMMER I HAD NONE. THEY SAID THAT THE HOSE THAT THEY INSTALLED THEY LATTER WERE TOLD WOULDN'T HOLD THE PRESSURE (I THINK) BUT THAT NOW SENCE IT WAS OVER 6 MONTHS THEY WOULDN'T OR COULDN'T DO ANYTHING. IT COST ME \$304.07. THEY SAY THAT YOU PEOPLE KNEW ABOUT THIS PROBLEM. WHAT THE HELL IS GOING ON?AK

CONTINUE ON 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.