



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 1368**

Date Received

15-APR-2002

Od. or

rt\_dt

od\_rt

rp\_lr

Reference No.

8007666

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)<br><small>(Location at bottom of<br/>and/or above windshield)</small> | Vehicle Make   | Vehicle Model  | Vehicle Year  | Current Odometer Reading  |  |   |
| 1FMDA31X6TZA74045  | FORD TRUCK   | AEROSTAR   | 1996  |   |  |   |
| Purchase Date  | Dealer's Name  | Engine Size<br>(CID/CC/L)  | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injectio |   |  |   |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                          | City _____ State _____ Zip Code _____                                  | No Cylinders _____   |   |   |  |   |
| Transmission Type  | Antilock Brakes  | Restraint System   | Cruise Control  | Drive Train   | Vehicle Type   | Body Style  |
| <input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                          | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | <input type="checkbox"/> Yes<br><input type="checkbox"/> No   | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |

### FAILED COMPONENT(S)/PART(S) INFORMATION

|                       |                                 |  |  |
|-----------------------|---------------------------------|--|--|
| Component<br>02600000 | Part Name(s)<br>WHEELS          | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part's<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure         | Dates of Failure(s) 05-APR-2002 | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No   | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> No               |
|                       | Mileage at Failure(s) 75000     |  |  |
|                       | 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<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damag | Reported to Police<br><input type="checkbox"/> Yes <input type="checkbox"/> No |
|---|--|---------------------------|----------------------|--------------------------|--|

### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ALUMINIUM WHEELS HAVE CRACKS IN THEM. DEALER NOTIFIED.\*AK

COPIED FROM NHTSA - REF 101

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.

| DOT Auto Safety Hotline  |  | FOR AGENCY USE ONLY 1368   |  |
|--|--|--|--|
| <br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration   | <b>Vehicle Owner's Questionnaire (VOQ)</b><br>RECEIVED<br>NATIONWIDE 1-888-DASH-2-DDT<br>1-888-327-4236<br>www.nhtsa.dot.gov/hotline<br>OFFICE |  | Date Received<br>15-APR-2002   |
|  | <b>OWNER INFORMATION (Type or Print)</b><br>[Redacted] 8547  |  | Od_or _____<br>rt_dt _____<br>od_rt _____<br>up_ltr _____<br>Reference No.<br>8007666  |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br>In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. |  | Signature of Owner [Redacted] Date 4/24/02   |  |
| <b>VEHICLE INFORMATION</b>   |  |  |  |
| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)  | Vehicle Make   | Vehicle Mode   | Vehicle Year   |
| 1FMDA31X6TZA74045  | FORD TRUCK   | AEROSTAR   | 1996   |
| Purchase Date  | Dealer's Name  | Engine Siz (CID/CC/L)  | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input checked="" type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injecto  |
| 8/24/96<br><input checked="" type="checkbox"/> New <input type="checkbox"/> Used   | Santa Fe Ford, Hwy 441<br>City Alachua State FL Zip Code 32615   | No Cylinders 4   |  |
| Transmission Type  | Antilock Brakes  | Restraint System   | Cruise Control   |
| <input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic   | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No   | <input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No   |
|  |  |  | Drive Train  |
|  |  |  | <input type="checkbox"/> Front<br><input checked="" type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel   |
|  |  |  | Vehicle Type   |
|  |  |  | <input type="checkbox"/> Car<br><input checked="" type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other<br>extended premium                            |
|  |  |  | Sport Jlt Truck<br>Motorcycle  |
|  |  |  | Body Style   |
|  |  |  | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up<br><input checked="" type="checkbox"/> Truck |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>   |  |  |  |
| Component  | Part Name(s)   | Location   | Failed Part(s)   |
| 02600000   | WHEELS   | <input checked="" type="checkbox"/> Left<br><input checked="" type="checkbox"/> Front  | <input type="checkbox"/> Right<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement                                      |
| No of Failures   | Date(s) of Failure(s)  | Mileage at Failure(s)  | Vehicle Speed at Failure(s)  |
| 3  | 05-APR-2002  | 75000  |  |
|  |  | Failed Part(s)   | NHTSA Previously   |
|  |  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |
| <b>APPLICATION INCIDENT INFORMATION</b>  |  |  |  |
| (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)   |  |  |  |
| Crash  | Fire   | Number of Persons Injured  | Number of Fatalities   |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | 0  | 0  |
|  |  | Estimated Property Damage  | Reported to Police   |
|  |  | cost of wheel replacement  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |
| <b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>   |  |  |  |
| ALUMINIUM WHEELS HAVE CRACKS IN THEM. DEALER NOTIFIED.*AK  |  |  |  |

CONTINUE ON BACK IF NEEDED

# VEHICLE OWNER'S QUESTIONNAIRE



**DOT AUTO SAFETY HOTLINE**

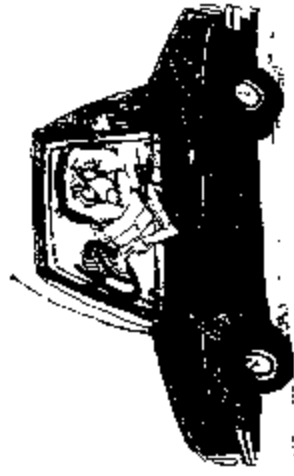
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/hotline>

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U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590  
Official Business  
Penalty for Private Use \$300

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



wheels on this vehicle had cracks in them that went all  
the way through. We had just recently moved to North Carolina  
(that previous summer). We have always taken this vehicle  
in to the dealership for service and chose Matthew's Ford  
in Asheville. The service manager at that time agreed to  
replace those 2 cracked wheels seeing it as a manufacturer's  
defect and a safety issue. When I noticed recently that  
another wheel had cracked I immediately took the vehicle  
to Matthews Ford. The present service manager contacted the district  
manager who refused to replace the wheel. Wheels are not a  
wear & tear item, should never crack, and might break causing  
an accident. The service dept agreed with that. I attached  
state records. Our safety is as important now as it was then.