



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

1388

Date Received

28-SEP-2002

OFFICE

EFFECTS INVESTIGATION

 Od or
Rdt
od rt
up br

Reference No.

8018582

OWNER INFORMATION (Type or Print)

LONG VALLEY

NJ

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an owner's signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

1FTRE14291HA07395

Vehicle Make

FORD TRUCK

Vehicle Model

E150

Vehicle Year

2000

Current Odometer Reading

Purchase Date

Dealer's Name

Hickory Hollow Ford

Engine Size

(CID/CCL)

No Cylinders

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City

State

Zip Code

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☐ Yes☒ Front☐ Car☐ Sport Ut☐ 2-Door☒ Automatic☐ No☒ Driverside Airbag☐ 2-Point Bel☒ No☒ Rear☐ Van☐ Truck☐ Stationwagon☒ Passengerside Airbag☐ 4-Wheel☐ Minivan☐ Motorcycle☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
03000000

Part Name(s)

BRAKES:SERVICE BRAKES

Location

☒ Left☐ Right☒ Front☐ Rear

Failed Part(s)

☒ Original☒ Replacement

No of Failures

+ 2

Date(s) of Failure(s)

18-AUG-2002

11/28/01

Mileage at Failure(s)

26300

15785

Vehicle Speed at Failure(s)

Failed Part(s)

☐ Yes

NHTSA Previously

☐ 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☐ No

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

CONSUMER STATES THAT WHEN TRYING TO APPLY THE BRAKES THE BRAKE PEDAL WILL GO TO THE FLOOR CAUSING THE VEHICLE TO HAVE EXTENDED STOPPING DISTANCE. DEALER NOTIFIED

FRONT BRAKES FAILURE 2x. First at mileage 15785, 2nd at mileage 26,300. Each failure was metal to metal. Brake pads destroyed.

First repair was done under warranty - Ford's Fault. (2026)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

2nd failure was said to be my fault. Charged full price for 3rd repairs.
Why is one failure the company's fault & the 2nd is my fault?

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73175 WASHINGTON, D.C.

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

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



**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



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<http://www.nhtsa.dot.gov/hotline>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**