



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

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received

18-OCT-2002

DEFECTS INVESTIGATION

 Od or
rt dt
ed rt
up Jtr

Reference No.

8021165

OWNER INFORMATION (Type or Print)

NEW CASTLE

WA

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 a

vehicle manufacturer.

Signature of Owner

Date 11/14/02

VEHICLE INFORMATION

Vehicle Identification Number (VIN) (Located at bottom of windshield on driver's side)

1FDHE24H0TB 52667

PLEASE PROVIDE

Vehicle Make

FORD TRUCK

Vehicle Model

ECONOLINE

Vehicle Year

1996

Current Odometer Reading

139,842

Purchase Date

6-13-97

Dealer's Name MALLON FORD

Engine Size

5.8

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

City Tacoma State WA Zip Code

No Cylinders 8

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag ☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03200000

Part Name(s)

BRAKES:HYDRAULIC SYSTEM

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

1

Date(s) of Failure(s) 01-AUG-2002

Mileage at Failure(s) 137000

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☒ No

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☐ No

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

CONSUMER STATES OF HAVING PROBLEMS WIT THE ABS SYSTEM. DEALER WAS CONTACTED.
MR

HCV HYD CONTROL UNIT FOR ABS FAILED; SUBSEQUENTLY
REPLACED OCTOBER 29, 2002. VEHICLE DID NOT STOP WELL
UNDER HARD BRAKING ABS WARNING LIGHT WOULD COME
ON AND OFF RANDOMLY WITHOUT BRAKE APPLICATION.

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 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)

I REQUESTED ASSISTANCE FROM FORD MOTOR COMPANY BY PHONE AND WAS TOLD THERE WAS NO RECALL. I WROTE THEM A LETTER OCTOBER 17, 2002 AND RECEIVED NO ANSWER.

IN TALKING TO SCARFF MOTORS, AUBURN, WASHINGTON I WAS TOLD THE CLONLINE IS THE MODEL WITH THE MOST FREQUENT FAILURES UPON REPLACING THE PART I WAS TOLD THERE WAS A LARGE CORE CHARGE AND I COULD NOT HAVE THE DEFECTIVE UNIT. FORD COVERS THEIR TRAIL BY KEEPING THE DEFECTIVE PARTS.

MY LAST CLONLINE WAS A 1991 AND IT FAILED THE SAME WAY AT ABOUT THE SAME MILEAGE. THIS IS A \$700 REPAIR THAT SHOULD BE A RECALL.

THIS IS MY COMPANY VEHICLE. I OWN THE COMPANY. IT IS REGISTERED TO "LASER LOGISTICS CORPORATION", THIS ADDRESS.

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

ON

DASH2DOT

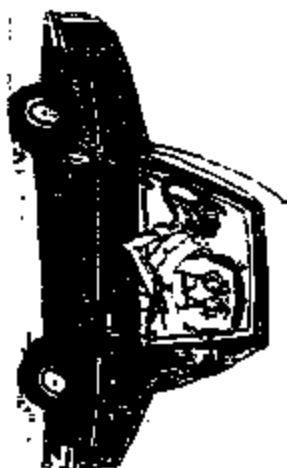
and dial toll free at

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(DASH) 2 DOT



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<http://www.safercar.gov/hotline>