



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 1398

Date Received

08 NOV 2002

OFFICE
DEFECTS INVESTIGATION

Od or
rt dt
ob rt
up hr

Reference No.

8022471

OWNER INFORMATION (Type or Print)

GOLFCOURT

MS

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized representative, your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 12/3/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side) 1FALP57U1VA129608
Vehicle Make FORD
Vehicle Model TAURUS
Vehicle Year 1997
Current Odometer Reading 53,000

Purchase Date 3/26/01
Dealer's Name PRIVATE OWNER
City State Zip Code
Engine Size (CID/CC/L) No Cylinders
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

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 Utility Truck ☐ Motorcycle
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11112000
Part Name(s) HEATER:WATER:DEFROSTER:DEFOGGER:ELECTRIC HEATER ELI
Location ☐ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1
Date(s) of Failure(s) 11/01/02
Mileage at Failure(s) 52800
Vehicle Speed at Failure(s) 40 MPH
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 0
Number of Fatalities 0
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

CONSUMER CALLED COMPLAINING ABOUT THE HEATER COLD COIL RUSTED SPLIT CRACKED AND STEAM CAME OUT OF THE PANEL WHILE HE WAS DRIVING THE VEHICLE. DEALER WAS CONTACTED AND THAT THEY WILL CHARGE HIM \$900.00 TO REPLACED IT. TS

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 responses 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 WAS DRIVING DOWN THE STREET DOING APPROX 40MPH.
ALL AT ONCE STEAM STARTED COMING UP THROUGH THE
DASH MAKING IT IMPOSSIBLE TO SEE. I IMMEDIATELY
LOWERED THE DRIVERS SIDE WINDOW & I WAS
ABLE TO BY PUTTING MY HEAD OUT MY WINDOW
TO SEE HOW TO GET OFF THE ROAD. I CALLED
THE LOCAL DEALERSHIP & WAS TOLD IT WOULD COST
ME \$1,000.00 TO REPAIR MY HEATER

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
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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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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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