



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 1366

Date Received

07 JAN 16 AM 3:25

25-NOV-2002

OFFICE

DEFECTS INVESTIGATION

Od or
rt dt
sp rt
up tr

Reference No.

8023279

OWNER INFORMATION (Type or Print)

COVINA

CA

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 authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/16/02

VEHICLE INFORMATION

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

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

PLEASE PROVIDE XXX 336375 PLYMOUTH TRUC VOYAGER 1999

Purchase Date 8/01

Dealer's Name Puente Hills Ford

City OF Industry State CA Zip Code

Engine Size (CID/CC/L) No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

Component 09500000

Part Name(s) COMMUNICATIONS:HORN ASSEMBLY

Location

Failed Part(s)

No of Failures

Date(s) of Failure(s) 09-NOV-2002

Mileage at Failure(s) 82000

Vehicle Speed at Failure(s)

Failed Part(s) Available?

NHTSA Previously

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 WHILE DRIVING AND NO WARNING THE HORN WILL OPERATE
INTERMITTENTLY. DEALER NOTIFIED.

(1) AIR BAG NOT OPERATING, HORN NOT WORKING, CRUISE CONTROL
NOT WORKING.

"AIR BAG light on"

"SAFETY, AIR BAG will not project if in accident"

ORIGINAL AIR BAG SENSOR ON VAN FAILED, WITH
OUT ACCIDENT.

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.

(2) Fuel sensor Defected, RUNS OUT OF GAS AT 1/4 OF TANK,
NEEDS Replacement PART OR Fuel pump.