

U.S. Department
of TransportationNational 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 333

Date Received

04-FEB-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

856284

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) _____ (located at front of windshield on drivers side)		Vehicle Make FORD	Vehicle Model ASPIRE	Vehicle Year 1997	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07460000	Part Name(s) POWER TRAIN:AXLE ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>01-FEB-2000</u> Mileage at Failure(s) <u>68500</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVING AND SUDDENLY HEARD ALOT OF LOUD NOISE AND CLUNKING. CONTACT DEALER FIXED UNDER WARRANTY AND GAVE ANOTHER 12 MILES WARRANTY. IT HAPPENED AGAIN AFTER ABOUT 33,000 MILES. THEY DETERMINE THAT THE FRONT DIFFERENTIAL WENT OUT.

CONTINUED ON BACK (SEE)

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.



178706

Since 1912

HARPER MOTORS

4800 NORTH HIGHWAY 101 • EUREKA, CALIFORNIA 95501

PHONE: 707-443-7311

"CROSS OVER THE BRIDGE"

BAR # AA001724

EPA # CAD 983595469

P & A CODE: 07755-0

SERVICE HRS. MON-FRI.
7:30 A.M. - 5:30 P.M.Hazardous Waste Disposal Fee:
Used Motor Oil and/or Used Anti-freeze are regulated
Hazardous Waste & are being legally transported,
stored and recycled.

204537

142731

INVOICE

HARPER FORD
4800 HWY 101 N.
EUREKA CA 95501

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SERVICE ADVISOR:

68 LESLIE BEZNER

COLOR	YEAR	MAKE/MODEL	CH	ENGINE	PRICE/MI	TAX
PACIFIC GR	97	FORD ASPIRE 2DR HATCH	KNUJTO5HSV6216305		35275/35278	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22MAY97			17:00 25SEP98		ER EST	CASH
25SEP98	05OCT98					
REG. 000000	READY		OPTIONS:	STK: P103 CLR: 172413 ENG: 1.3L EFI 4-CYL		
			TRN: 5-SP MAN TRANS			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER STATES THAT UNIT IS MAKING A LOUD KLUNKING ON SLOW TURNS. HWY OK, POPPING SOUND WHEN IT FIRST STARTED							
CAUSE: TEST DRIVE CHECKED FOR KLUNKING NOISE, REMOVED AND REPLACED TRANS AND OVERHAUL REIGHT HAND SIDE GEAR WAS WIPE CLEAN WITH METAL THROUGH OUT R							
7000D AUTOMATIC TRANSMISSION (NON ELECTRONIC)							
(7003) DIAGNOSIS							
40	W94					(N/C)	
1	F4BZ*4026*	A	DIFFERENTIAL ASY			(N/C)	
2	F4BZ*4221*	A	BEARING ASY - BALL			(N/C)	
2	F4BZ*1177*	B	"O" RING			(N/C)	
1	F4BZ*7A011*	A	SEAL-DIL			(N/C)	
1	F4BZ*7023*	A	BEARING ASY - ROLLER			(N/C)	
1	F4BZ*7025*	B	BEARING ASY - ROLLER			(N/C)	
1	F4BZ*7025*	C	BEARING ASY - ROLLER			(N/C)	
1	F4BZ*7F431*	A	BEARING-TAPPER			(N/C)	
1	ESBZ*17265*	A	GEAR SPEEDO DRIVE			(N/C)	
1	NBC	CLEANER				(N/C)	
1	PRDIFF					(N/C)	
7000A2 TRANSMISSION ASSEMBLY (7000/7C391) -							
OVERHAUL							
40	W94					(N/C)	
4204D	DIFFERENTIAL ASSEMBLY (4026) -	REPLACE				(N/C)	
40	W94					(N/C)	
17285A	DRIVE GEAR-SPEEDOMETER (17235) -	REPLACE				(N/C)	
40	W94					(N/C)	
FC: N18	42						
PART#:	F4BZ*4026*	A					
QUNT:	3						
CLAIM TYPE:							
AUTH CODE:							
9286							

ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	