

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 335

Date Received

08-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856465

 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	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP13P2VW311544	FORD	ESCORT	1997	

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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 01-FEB-2000 Mileage at Failure(s) 43000 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS GETTING READY TO MAKE A LEFT HAND TURN AND PARTS OF THE TRANSMISSION STARTED TO FALL OFF. CONSUMER COULD HEAR THE PARTS FALLING OFF, AND CAR STOPPED. VEHICLE HAD TO BE TOWED. MECHANIC TOLD CONSUMER THAT IT WAS PARTS OF THE TRANSMISSION THAT FELL OFF. *AK

CONTINUED ON BACK (REVERSE)

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.



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FOR AGENCY USE ONLY 335

Date Received

00 SEP 28 PM 1:25
08 FEB 2000

OFFICE

DEFECTS INVESTIGATION

Od or
rt dt
od rt
up th

Reference No.

856465

OWNER INFORMATION (Type or Print)

589096

Work Num

Home Num

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 9/12/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP13P2VW311644	FORD	ESCORT	1997	50,000
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas	☐ Fuel Injection
☒ New ☐ Used	City	State	Zip Code	
City	State	Zip Code		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport UK ☐ Truck ☐ Motorcycle			
	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 01-FEB-2000 Mileage at Failure(s) 43000 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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CONTINUE ON BACK IF NEEDED

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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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

BUSINESS REPLY MAIL



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
TIRE IDENTIFICATION NO. *									
MANUFACTURER/TIRE NAME									
SIZE									
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									

I found the car to the dealer, the mechanic could not explain why such a thing happened. After negotiating with the manufacturer the agreed to replace the transmission with a new one. I now have a splendid car up to the 75,000 miles. I am now in the process of returning the car for adjustment in the transmission that you adjuster changed gear. I regret that I have regretted the car not replaced to engine.



BOHN



FORD INC.

401 N. CARROLLTON AVENUE
P.O. BOX 19125
NEW ORLEANS, LOUISIANA 70119
485-BOHN

SERVICE DIRECT LINE 485-2650 BODY SHOP DIRECT LINE 485-2652

P & A CODE 06519

CHECK (X) APPROPRIATE BOX

CLASS REVIEW	AUTHORIZATION TO STAMP CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL

Added Service Not Date

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. CLAIMS CHARGE
OR CAN BE MADE WITHOUT FURTHER NOTICE TO DEALER. THE MAINTENANCE RECORDS FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE MAY BE FURTHER REQUIRED OR REQUESTS UNDER THE CLAIM AND IT'S COMPLETED WITHIN 30 DAYS
AFTER THE DATE OF SERVICE. REQUESTS FOR INFORMATION FOR CLAIMS AND REQUESTS FOR INFORMATION FOR CLAIMS
NOTIFICATION WITHIN 30 DAYS OF DEALER FOR DISPUTING OR REPRESENTATIVE FORD

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

FROM: DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

DATE

X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE NUMBER

RECEIVED, GENERAL

FOR OFFICE USE

DATE: 03/02/2000 ADV: 232 MILLER, INVOICE: 03/02/2000 07:14:05 JB

77 ESSENT

BEIGE

VEHICLE INFORMATION
LICENSE NUMBER: LA 75702

COL-SON: 52 ON SHOT DAMAGED FROM TRUCK ADVISE

CAUSE: B

COMPLAINT: NO CHARGE

REPLACED LEFT INNER CV JOINT AND OUTER JOINT AND SHOT SEE LIST

TECH: 124 - ESCORT, STEPH (044 1430) (0470 1430)

LINE AUTH: JB 030200 0912: PART AUTH: JB 030200 09125

REPAIR TYPE: 01

CODES

OPERATION	TECH	HOURS	AMOUNT
NO	124	1.0	80.00

TOTAL CHARGE FOR CURRENT

SUMMARY OF CHARGES FOR INVOICE #91578

PARTS INSTALLED

2517.24

LABOR-TECHNICAL

406.50

TOTAL CHARGE

2923.74

PAYMENT DISTRIBUTION FOR INVOICE #91578

TOTAL CHARGE

2923.74

FAC WARRANTY

SUB-TOTAL

2923.74

DEDUCTIBLE

455.00

FAC WARRANTY

2468.74

CASH DUE

455.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANNY A. MILLER

FIRST ADDITIONAL CHARGE PARTS & SERVICE WILL NOW BE OPEN ON SATURDAY

8:00 A.M. TO 3:00 P.M.

ONE ADDITIONAL CHARGE PARTS NOT USED AFTER 15 DAYS MAY BE SOLD

PAID

DATE: 03/03/2000

Bohn Truck, Inc.
No refunds on this
invoice after 10 days

80.00

415.00

PAGE 2

THIS FORM PRINTS ON PAPER CARBONLESS, RECYCLABLE PAPER
DEALER COMPUTER SERVICES, INC.
ON LINE SERVICE INVOICING BY



BOHN



FORD INC.

401 N. CARROLLTON AVENUE
P.O. BOX 19125
NEW ORLEANS, LOUISIANA 70119
485-BOHN

SERVICE DIRECT LINE 485-2650 BODY SHOP DIRECT LINE 485-2852

P & A CODE 08519

CHECK IN APPROPRIATE BOX		
COAR'S REVIEW	INFORMATION TO SUBMIT CLAIM	PARTS FOR P.D.T.
PARTS	LABOR	TOTAL

Authorized Signature Area

ON BEHALF OF SERVICE & DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND AS REPRESENTED BY THE SERVICE & DEALER. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO COVER TOLLS AND NO REPAIRS FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ARE NOT REQUIRED OR REPLACED UNDER THE CLAIM AND BEEN OBTAINED IN ANY WAY WITH ANY ADULT, MERCHANT OR USER. RECORDS, EITHER IN THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF MAKE IT. INFORMATION WITHIN THIS CLAIM IS NOT FOR THE USE OF ANY OTHER PERSON OR ENTITY.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

SIGNED: [REDACTED] DEALER GENERAL MANAGER OR AUTHORIZED PERSON

VEHICLE INFORMATION -- INVOICE: W92608

DATE: 0908 ADV: 252 MILLER, INVOICE: 03/02/2000 04:42:35 JR 77 ESCORT BRIDE LICENSE NUMBER: LA FE2332

SKILL NO: TECH 124 START TIME: 022200 1249 STOP TIME: 030200 0917

LINE 51

TECH 124 BEGIN - 021000 1406 A1 - 021000 1406
BEGIN - 030100 1508 END - 030100 1508 HRS: 1.01

LINE 52

TECH 124 BEGIN - 030100 1508 A1 - 030100 1508
BEGIN - 030200 1602 END - 030200 1617 HRS: 1.15

PAGE 2
LAST PAGE

ONLINE SERVICE INVOICING BY DEALER COMPUTER SERVICES, INC.

TO REPORTER PRINTS OF INVOICES CALL 1-800-999-5346 EXT 6050