

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

17-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857105

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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1STYR11U4WTA48916	FORD TRUCK	RANGER	1998	

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 04000000	Part Name(s) EMERGENCY PARKING BRAKE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 17-JAN-1999 Mileage at Failure(s) 27500 Vehicle Speed at Failure(s) 0	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 STATES AFTER A SNOW OR A RAIN PARKING BRAKE WILL FREEZE. FORD SERVICE MESSAGE SAID THAT IT WAS A COMMON PROBLEM WITH THESE TRUCKS. DLR TOLD CONSUMER THAT PARKING BRAKE CAN NOT BE USED WHEN SNOWING OR RAINING. CONSUMER FEELS THIS IS A SAFETY HAZARD.

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335 Date Received <u>NOV 23 AM 7:17</u> <u>17-FEB-2000</u> EFFECTS INVESTIGATION Office _____ Reference No. <u>857105</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print)			
[Redacted]		591369	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized representative, provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date <u>3/7/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1STYR11U4WTA48916</u>		Vehicle Make <u>FORD TRUCK</u>	Vehicle Model <u>RANGER</u>
		Vehicle Year <u>1998</u>	Current Odometer Reading <u>28389</u>
Purchase Date <u>5-18-98</u> ☒ New ☐ Used	Dealer's Name <u>INSKEEP FORD/MERCUY</u> City <u>GREENFIELD</u> State <u>IN</u> Zip Code <u>46140</u>		Engine Size (CID/CYL) <u>3.0</u> No Cylinders <u>6</u> ☐ 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 ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>04100000</u>	Part Name(s) <u>EMERGENCY PARKING BRAKE:MECHANICAL</u>	Location ☐ Left ☐ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>3</u>	Date(s) of Failure(s) <u>17-JAN-1998</u> <u>12-28-98</u> Mileage at Failure(s) <u>27500</u> <u>(9443)</u> Vehicle Speed at Failure(s) <u>0</u>		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 <u>0</u>	Number of Fatalities <u>0</u>
		Estimated Property Damage <u>0</u>	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
AFTER A SNOW OR A RAIN PARKING BRAKE WILL FREEZE. FORD SERVICE MESSAGE SAID THAT IT WAS A COMMON PROBLEM WITH THESE TRUCKS. DEALER TOLD CONSUMER THAT PARKING BRAKE COULD NOT BE USED WHEN SNOWING OR RAINING. CONSUMER FEELS THIS IS A SAFETY HAZARD. *AK (WHEN IT FREEZES) INVOICE STATES CONCERN, CAUSE, CORRECTION, COMMENT; TECH NOTES, DATE & MILEAGE AS I CHANGED ABOVE. I ALSO WROTE COMMENT TO SIDE STATING OTHER TIMES W/ 3-4 INVOICE INCLUDED. BUT CAN'T FIND OTHER INVOICES. HAVE RECENTLY BEEN TOLD SEVERAL DIFFERENT STORIES BY			
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.			

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

D | O | T

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

DIFFERENT STOPS (INSKEEP & SKILLMAN). I'M BEING
PUSHED AROUND WITH THESE STORIES. I HAVEN'T USED
MY BRAKE SINCE MARCH OF LAST YEAR. I WORK DOWN-
TOWN AND PARK IN A GARAGE THAT IS SLOPPED.
I ALSO LIVE WITH MY MOM EVERY OTHER WEEKEND AND
HER DRIVEWAY IS SLOPPED. IN EITHER SITUATION I
CAN'T USE MY PARKING BRACE WHICH COULD PUT
ME AND OTHER PEOPLE IN DANGER. EVEN THOUGH
I DO LEAVE IT IN GEAR (ITS A 5 SPEED) I'M AFRAID
IT MAY POP OUT. ~~OR~~ THANK YOU AND PLEASE
SEND ANY FURTHER INFO TO ME I MAY NEED OR
WANT TO KNOW ABOUT.

*U.S. Government Printing Office: 1995 — 522-590

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

[illegible]



Total Customer Satisfaction Experts
2651 W. Main, Greenfield, IN 46140
Telephone 462-1470

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.

NOT A BILL

REPLACED PARTS REQUESTED BY CUSTOMER YES ☐ NO ☐
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereunder and form to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle. In case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter, I hereby grant you season your employees permission to operate the vehicle under license or other, temporary or otherwise for the purpose of testing under inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

CUSTOMER'S SIGNATURE

X

INVOICE TO

FOR INFORMATION WITH INFORMATION

INVOICE: 936772

FOR OFFICE USE

VEHICLE INFORMATION

FAO: 5101 ADV: 201 BROWN 90 INVOICE: PRELIM WAB # 86 VIN 1FTYK11U44916 LICENSE NUMBER: IN 2121
MFG: 804603 TAX RULES: ANNUAL INVOICES: 01/03/11/99 09:00:21 98 FORD RANGER (WD) RCAB RED
METER IN: 12228 DIST: 1FT STOCK: COFT8617
DATES BEGIN: 03/04/99 DATE: 03/11/99 DATES INSERVICE: 05/1998 PRODUCTION: 040798 SOLD: 05/1998

CONCERN	CAUSE	CORRECTION	FACTORY	TECH	HOURS	AMOUNT
51	INSPECT RADIATOR AND FAN SHROUD FOR DAMAGE- CUSTOMER STATES FAN CAME OFF	RADIATOR & FAN OK	NO CHARGE	TECH: 101 - KIRCHNER, BRIAN	1.0	0.00

TYPE: W

CONCERN	CAUSE	CORRECTION	FACTORY	TECH	HOURS	AMOUNT
52	INSPECT WHEELS- LOCK UP DISCOMFORTS- SPECIALTIES COOL, MECHANICAL	RR ALL WHEELS TO INSPECT, CLEAN, LUBE, WPF AT THIS TIME...	TECH: 101 - KIRCHNER, BRIAN	1.4	70.38	

TYPE: W

CONCERN	CAUSE	CORRECTION	TECH	HOURS	AMOUNT
53	CUSTOMER COMPLAINS OF 1755 SPEED AND QUALITY	SERVICE RAY DIAGNOSTIC SYSTEM (VROB) START-UP - TEST	101	2	10.05
53-1	ESC SELF-TEST - TEST		101	2	10.05
53-2	SYSTEM TIME TO REPEAT - FINAL ADJUST TEST		101	1	5.02
53-3	FIN POINT TEST (SERV) - TEST		101	3	15.08
53-4	DOL DISPLAY - TEST		101	1	5.02
53-5	IDLE DATA DISPLAY - TEST		101	2	10.05

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Any warranties on the product sold hereby and 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.

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