

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 137

Date Received

28-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

859347

 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
1FMDA31X9MZB41089	FORD TRUCK	AEROSTAR	1991	

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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 21-MAR-2000 Mileage at Failure(s) 04000 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)

WHILE TRYING TO GO IN REVERSE APPLIED THE BRAKES, BUT THE BRAKES DID NOT WORK. *AK

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.

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197

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28-MAR-2000

OFFICE
DEFENDTS INVESTOd. or
1.05
od. ft
up. jtr

Reference No.

859347

OWNER INFORMATION (Type or Print)

599530

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 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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDA31X9MZB41089	FORD TRUCK	AEROSTAR	1991	87400

Purchase Date

2-19-98

Dealer Name NELS JOHNSON

Engine Size
(CID/CC/L

No Cylinders

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection
☐ New ☒ Used

City GALENA State KS Zip Code 66739

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbelt ☒ 2-Point Belt	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other	☐ Sport Ute ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) (ENCLOSED) BRAKES-HYDRAULIC-ANTI-SKID SYSTEM FORD F49Z-2078-A HOSE ASSY-FRT WHL BRK	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failures 8	Date(s) of Failure(s) 21-MAR-2000	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☒ Yes ☐ No
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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 SLIGHT	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage \$200.00	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRYING TO GO IN REVERSE APPLIED THE BRAKES, BUT THE BRAKES DID NOT WORK. *AK GOING (MOVING)

I HAD BEEN DRIVING NORMALLY UNTIL I STARTED TO BACK SLOWLY INTO MY CAR-PORT.

THE BRAKE PEDAL SUDDENLY WENT COMPLETELY TO THE FLOOR CAUSING ME TO COAST SLOWLY (2-3 MPH) BACK INTO A TREE RESULTING IN MINOR BUMPER DAMAGE AND MINOR BODY DAMAGE.

BRAKE FLUID WAS LEAKING UNDER THE RIGHT FRONT OF THE (OVER)

CONTINUE ON BACK IF NEEDED

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P.S. I was told by phone it was OK to send those parts along. I think they may explain a lot - Thanks

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.*																					
D	O	T																		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.																					
NARRATIVE DESCRIPTION (CONTINUED)																					

ENCLOSED: REPAIR INVOICE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

3 BRAKES)
CLOSED:
EFFECTIVE AUTO. PARTS

13989

19692

INVOICE

Larry Allen Motor Car Co., Inc.

PAGE 1


 1100 Main Street
 Phone (316) 421-0100
 PARSONS, KANSAS 67357


HOME:

BUS:

SERVICE ADVISOR: 253 JIM MCCROY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
GREEN	91	FORD AEROSTAR	1FMDA31X9M2B41089	MOB948	87342/87342		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01 JAN 1991			17:00 04 APR 00		0.00	CASH	04 APR 2000

R.O. OPENED	READY	OPTIONS:					
13:04 04APR00	13:45 04APR00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A BRAKE FLUID LEAK

L63 BRAKE FLUID LEAK

5 CP 0.80

1 F492*2078*A BOS ASY-FRT WHL BRK-RH

20.91

39.20

39.20

1 C6AZ*19542*AB BRAKE & HYD CL FLU EX H/DY 16

4.13

4.13

4.13

REPLACED RIGHT FRONT BRAKE HOSE AND BLEED BRAKE S

CUSTOMER PAY HAZ WASTE/SUPPLS FOR REPAIR ORDER

2.37

Updcast
844-00

SERVICE ADVISOR'S SIGNATURE AND DATE (Signature)		ALLOCATION NUMBER COMMITMENT NUMBER		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this equipment. 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 equipment.		DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT		TOTALS 39.20 25.04 0.00 0.00 2.37 66.61 0.00 4.59 71.20	
DATE TOTALLED (Date)		ACCUMULATED MILEAGE (Mileage)		CREDIT OWNER CROSS REFERENCED TO					
GROSS TOTAL (Gross Total)		GROSS PRICE (Gross Price)		TOTAL PARTS TOTAL LABOR TOTAL COM					
SALES TAX (Sales Tax)		SALES TAX (Sales Tax)		SALES TAX (Sales Tax)					
SALES TAX (Sales Tax)		SALES TAX (Sales Tax)		SALES TAX (Sales Tax)					

Thank You! We Appreciate Your Business.

CUSTOMER COPY