

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

241

Date Received

18-JUN-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

863723

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMCA11U18ZB51420	FORD TRUCK	AEROSTAR	1987	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13640000	Part Name(s) STRUCTURE:HATCHBACK HYDRAULIC CYLINDER:TRUNK CYLIND	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 15-APR-2000 Mileage at Failure(s) 152000 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)

RECALL 91V13 000/HATCHBACK HYDRAULIC CYLINDER: TRUCK CYLINDER: VEHICLE REAR DOOR WOULD NOT STAY OPEN DUE TO HYDRAULIC CYLINDER FAILURE. DEALER NOTIFIED, AND INFORMED CONSUMER THAT VEHICLE RECALL WAS HONORED ONLY AT TIME OF WHEN IT WAS ISSUED, AND NOTHING ELSE WOULD BE DONE UNLESS COST WOULD GO TO CONSUMER. *AK

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.

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JUL -3 AM 10:30

16-JUN-2000

OFFICE

DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_mir

Reference No.

863723

OWNER INFORMATION (Type or Print)

614843

Work Number

Home

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorized NHTSA agent, NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 6/26/2000

VEHICLE INFORMATION

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

1FMCA11U18ZB51420

Vehicle Make

FORD TRUCK

Vehicle Model

AEROSTAR

Vehicle Year

1987

Current Odometer Reading

163,000

Purchase Date

Dealer's Name

Engine Size

(CID/CC/L

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☐ New ☒ Used

City State Zip Code

Transmission Type

☐ Manual

☐ Automatic

Anti-lock 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 Ut
Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

13840000

Part Name(s)

STRUCTURE:HATCHBACK HYDRAULIC CYLINDER:TRUNK CYLIND

Location

☐ Left

☐ Front

☐ Right

☒ Rear

Failed Part(s)

☐ Original

☒ Replacement

No of Failures

Date(s) of Failure(s) 15-APR-2000

Mileage at Failure(s) 162000

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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