

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

118

Date Received

11-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

867619

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FASP15JXSR154560	FORD	ESCORT	1995	

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 ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	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
--	---	--	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06110000	Part Name(s) FUEL:FUEL TANK ASSEMBLY	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 04-AUG-2000 Mileage at Failure(s) 110000 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
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FUEL IS LEAKING FROM PPER PART OF FUEL TANK, BY THE HEAT SHIELD ATTACHMENT. EXACTLY SAME PROBLEM AS STATED IN RECALL # 97V144000 FUEL TANK. OWNER WAS TOLD THAT THIS VEHICLE WAS NOT INCLUDED IN RECALL AND WOULD NOT BE SERVICED FREE. THE PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY FURTHER INFORMATION. *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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4235 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 18 Date Received: <u>11-AUG-2000</u> OFFICE: <u>OFFICE OF INVESTIGATION</u> Od_or _____ rt_di _____ od_rt _____ up_ltr _____ Reference No. <u>867619</u> Work Num _____ Home Num _____	
OWNER INFORMATION (Type or Print) [Redacted] <u>626378</u>				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 send information and address to the vehicle manufacturer. Signature of Owner: [Redacted] Date: <u>8/28/00</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) <u>3FA3P15JXSR154560</u>		Vehicle Make <u>FORD</u>		Vehicle Model <u>ESCORT</u>	
Vehicle Year <u>1995</u>		Current Odometer Reading <u>113,800</u>			
Purchase Date <u>11-3-95</u>		Dealer's Name <u>Landmark Ford</u>		Engine Size (CID/CO) <u>1.9</u>	
☒ New ☐ Used		City <u>Tigard</u> State <u>OR</u> Zip Code _____		No Cylinders <u>4</u>	
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 ☐ 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 <u>06110000</u>		Part Name(s) <u>FUEL:FUEL TANK ASSEMBLY</u>		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
Failed Part(s) ☒ Original ☐ Replacement		No of Failures <u>1</u>			
Date(s) of Failure(s) <u>04-AUG-2000</u> Mileage at Failure(s) <u>113000</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 <u>2</u>	
Number of Fatalities <u>2</u>		Estimated Property Damage <u>\$</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
FUEL IS LEAKING FROM UPPER PART OF FUEL TANK, BY THE HEAT SHIELD ATTACHMENT, EXACTLY SAME PROBLEM AS STATED IN RECALL # 97V144000 FUEL TANK. OWNER WAS TOLD THAT THIS VEHICLE WAS NOT INCLUDED IN RECALL AND WOULD NOT BE SERVICED FREE. THE PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK <i>Part arrived 2 weeks later, problem resolved. Attached receipt copies are for gas tank part, labor to replace part, and 2-week rental car (economy compact car) for use during part order process. Photographs of crack in original gas tank; mechanic is pointing to location of hairlike crack.</i>					
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.					

CONTINUE ON BACK IF NEEDED

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. G.P.O. 1982-623-907 / 80046

POSTAGE WILL BE PAID BY NATIONALLY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

(Other photos, closer to tank,
did not come out
But mechanic will
verify nature of cracks.)

Total Cost = \$860.19

One Photo. Included of the gas tank crack, indicating its location.

Rental car for August 9-23, 2000 \$351.78

gas to replace lost gas \$7.00

labor to replace tank \$105.00

freight charge \$30.00

gas tank (part) \$321.41 (includes 7.75% tax)

gas leak investigation \$35.00

Costs:

referred to on the other page side.

My goal is to have Ford cover the cost I incurred, associated
with the gas tank crack, which was the same problem as in the recall

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)									

673	DATE	8/2	per	Nº	24329
	CROSS REF - OK				
DESCRIPTION	LABOR AMOUNT				

DATE	TIME	LOCATION	REMARKS
10-1	3:00	10-1	10-1
10-2	3:00	10-2	10-2
10-3	3:00	10-3	10-3
10-4	3:00	10-4	10-4
10-5	3:00	10-5	10-5
10-6	3:00	10-6	10-6
10-7	3:00	10-7	10-7
10-8	3:00	10-8	10-8
10-9	3:00	10-9	10-9
10-10	3:00	10-10	10-10
10-11	3:00	10-11	10-11
10-12	3:00	10-12	10-12
10-13	3:00	10-13	10-13
10-14	3:00	10-14	10-14
10-15	3:00	10-15	10-15
10-16	3:00	10-16	10-16
10-17	3:00	10-17	10-17
10-18	3:00	10-18	10-18
10-19	3:00	10-19	10-19
10-20	3:00	10-20	10-20
10-21	3:00	10-21	10-21
10-22	3:00	10-22	10-22
10-23	3:00	10-23	10-23
10-24	3:00	10-24	10-24
10-25	3:00	10-25	10-25
10-26	3:00	10-26	10-26
10-27	3:00	10-27	10-27
10-28	3:00	10-28	10-28
10-29	3:00	10-29	10-29
10-30	3:00	10-30	10-30
10-31	3:00	10-31	10-31



FOLSBOM AUTOTECH
 1128 SIBLEY ST. FOLSOM, CA 95630-3508
 PHONE: (916) 985-0274
 FAX: (916) 985-0274



1. SPEC. C.O.D.
 2. QUANTITY
 3. ORDER NO.
 4. ORDER DATE
 5. ORDER TIME
 6. ORDER TIME
 7. ORDER TIME
 8. ORDER TIME
 9. ORDER TIME
 10. ORDER TIME
 11. ORDER TIME
 12. ORDER TIME
 13. ORDER TIME
 14. ORDER TIME
 15. ORDER TIME
 16. ORDER TIME
 17. ORDER TIME
 18. ORDER TIME
 19. ORDER TIME
 20. ORDER TIME
 21. ORDER TIME
 22. ORDER TIME
 23. ORDER TIME
 24. ORDER TIME
 25. ORDER TIME
 26. ORDER TIME
 27. ORDER TIME
 28. ORDER TIME
 29. ORDER TIME
 30. ORDER TIME
 31. ORDER TIME
 32. ORDER TIME
 33. ORDER TIME
 34. ORDER TIME
 35. ORDER TIME
 36. ORDER TIME
 37. ORDER TIME
 38. ORDER TIME
 39. ORDER TIME
 40. ORDER TIME
 41. ORDER TIME
 42. ORDER TIME
 43. ORDER TIME
 44. ORDER TIME
 45. ORDER TIME
 46. ORDER TIME
 47. ORDER TIME
 48. ORDER TIME
 49. ORDER TIME
 50. ORDER TIME
 51. ORDER TIME
 52. ORDER TIME
 53. ORDER TIME
 54. ORDER TIME
 55. ORDER TIME
 56. ORDER TIME
 57. ORDER TIME
 58. ORDER TIME
 59. ORDER TIME
 60. ORDER TIME
 61. ORDER TIME
 62. ORDER TIME
 63. ORDER TIME
 64. ORDER TIME
 65. ORDER TIME
 66. ORDER TIME
 67. ORDER TIME
 68. ORDER TIME
 69. ORDER TIME
 70. ORDER TIME
 71. ORDER TIME
 72. ORDER TIME
 73. ORDER TIME
 74. ORDER TIME
 75. ORDER TIME
 76. ORDER TIME
 77. ORDER TIME
 78. ORDER TIME
 79. ORDER TIME
 80. ORDER TIME
 81. ORDER TIME
 82. ORDER TIME
 83. ORDER TIME
 84. ORDER TIME
 85. ORDER TIME
 86. ORDER TIME
 87. ORDER TIME
 88. ORDER TIME
 89. ORDER TIME
 90. ORDER TIME
 91. ORDER TIME
 92. ORDER TIME
 93. ORDER TIME
 94. ORDER TIME
 95. ORDER TIME
 96. ORDER TIME
 97. ORDER TIME
 98. ORDER TIME
 99. ORDER TIME
 100. ORDER TIME

[illegible]

OUR LABOR IS WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
WARRANTY VALID ONLY IF RETURNED TO US, AT THE CUSTOMER'S EXPENSE, FOR ADJUSTMENT.
NO LABOR WARRANTY FOR MISUSE, ABUSE OR CUSTOMER SUPPLIED PARTS.

All claims and returned goods MUST be accompanied by this bill

[illegible][illegible]



11204 HINLEY STREET
FOLSOM CA 95630
916-608-9878

Rental Record No.

H1146007 2

TO BE PAID BY

4465 3400 0201 8328

10/99 09/01 V
97

CC TYPE	CC#	EXP. DATE
13	4465 3400 0201 8328	9/2001
DOB	DOB	DOB
08/23/1968	08/23/1968	08/23/1968
PHONE	PHONE	PHONE
9166089334	9166089334	9166089334
ST	ST	ST
CA	CA	CA
ZIP	ZIP	ZIP
95638	95638	95638
EXPIRES	EXPIRES	EXPIRES
08/23/2004	08/23/2004	08/23/2004

DRIVER'S LIC #	RES. ID #
H6587712	0
DL AUTH #	EMPLOYER
141067	FOS
DUE LOC	AREA LOC #
CARFUE FOLSOM	0722601
RENTAL LOC	AREA LOC #
CARFUE FOLSOM	0722601

AUTHORIZATION TO RECEIVE DIRECT PAYMENT FROM:

BILL TO	AUTH #
ACCT #	CC P2
ADJUSTER NAME	CLAM #
ADDRESS	PHONE #
CITY	ST. ZIP
INSURED'S NAME	POLICY #

FOR INFORMATION ABOUT YOUR RESPONSIBILITY FOR LOSS OR DAMAGE TO THE RENTED VEHICLE AND ABOUT LOSS AND FOR SEE PAR. 4 OF THE RENTAL AGREEMENT TERMS AND CONDITIONS (THE RENTAL TERMS), WHICH APPEAR ON THE FOLDER (SCA 1900021) DELIVERED TO YOU WITH THIS RENTAL RECORD. THE COST FOR EACH FULL OR PARTIAL DAY OF LOSS AND FOR APPEARS ON THIS RENTAL RECORD. IF YOU DECLINE OPTIONAL EX. PAR. 10(B) OF THE RENTAL TERMS WILL APPLY TO THIS RENTAL. BY SIGNING BELOW YOU ACKNOWLEDGE THAT HERTZ LOCAL EDITION CORP. PROVIDES NO LIABILITY PROTECTION TO YOU FOR THIS RENTAL. YOUR OWN AUTO INSURANCE (OR THAT OF ANY AUTHORIZED OPERATOR) MAY OR MAY NOT PROVIDE SUCH LIMITED PROTECTION. BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, ACCEPTED AND AGREE TO THE ABOVE AND THE RENTAL TERMS.

L	ACCEPT	S	DECLINE	LOSS DAMAGE WAIVER (LDW). By initials. You accept at the rate shown, or decline LDW. LDW is not insurance.
W	X	4.00	X	
P	ACCEPT	S	DECLINE	PARTIAL DAMAGE WAIVER (PDW). By initials. You accept at the rate shown, or decline PDW. PDW is not insurance.
D	X	5.99	X	
W	ACCEPT	S	DECLINE	LIABILITY INSURANCE SUPPLEMENT (LIS). By initials. You accept at the rate shown, or decline LIS. You acknowledge reading Summary of Coverage provided to You.
L	X	18.95	X	
I	ACCEPT	S	DECLINE	PERSONAL ACCIDENT INSURANCE (PAI) & PERSONAL EFFECTS COVERAGE (PEC). By initials. You accept at the rate shown, or decline PAI & PEC. You acknowledge reading Summary of Coverage provided to You.
S	X	6.95	X	
P	ACCEPT	S	DECLINE	FUEL PURCHASE OPTION (FPO). By initials. You accept at the amount shown, or decline FPO. NO REFUNDS GIVEN FOR FUEL LEFT IN THE CAR AT RETURN.
A	X	6.99	X	
&				
E				
C				
F				
P				
O				

Authorization to Leave State of Rental
States Permitted: CA NV

HLE Rep. Author #ing
X ECR

Rental Record No.

H1146007 2

CUSTOMER COPY-RETURN

RATE PLAN IN	AREA/LOC. IN	DATE/TIME
0722601	0722601	N 08/23/2000 14:50
RATE PLAN OUT	AREA/LOC. OUT	DATE/TIME
0722601	0722601	OUT 08/09/2000 14:07
CAR CLASS RES.	AREA/LOC. DUE	EXCHANGE
0722601	0722601	DATE/TIME

ORIGINAL VEHICLE	EXCHANGE VEHICLE
UNIT # 9004932	UNIT #
OWN #	OWN #

LICENSE # 4LYT260	LICENSE #
MAKE / YEAR FOCUS 98	MAKE / YEAR
MILEAGE IN 951	MILEAGE IN
MILEAGE OUT 320	MILEAGE OUT
MILES DRIVEN 633	MILES DRIVEN
MILES ALLOWED 633	MILES ALLOWED

FUEL OUT (1/88) 8/8	FUEL IN (1/88) 8/8	FUEL OUT (1/88)	FUEL IN (1/88)
REFUELING RATE 8.12 /GAL	REFUELING RATE 8.49 /GAL	REFUELING RATE	REFUELING RATE

VEHICLE DAMAGE REPORT	COMPUTATION OF CHARGES
95524 CHECK OUT	CALENDAR DAY 34 HP DAY

EXTRA HRS @ 12.99	EXTRA DAYS @	WEEK @ 319.98
MILES @ 6.00	SUB TOTAL	319.98

X = DENT S = SCRATCH O = MISSING	SUB TOTAL	319.98
95524 CHECK IN	ADD'L CHARGES ACCT. OR DESC.	0.00

FUEL + SERVICE	STN	SUB TOTAL
319.98	7.75	24.00

LDN 0.00	REMACKS	0.00
150 Miles Free /Day	1.00	0.00

PAID/PO 0.00	OR 0.00 /DAY	7.00
DEPOSITS	DATE	AMOUNT

DATE	AMOUNT	CSHCHK	INTLS	CLEANING/OTHER	0.00
				TOTAL CHARGES	351.78

MISC (DEBIT/CR) ACCT # OR DESC.	LESS DEPOSIT	LESS PAYMENT	CREDIT APPROVALS	BAL. DUE	351.78
			ALTH #	AMOUNT	DATE

89463	72.99	8/2/0	REFUND	INS. CO.	351.78
			EXCHANGE ID	CUST	

10/10-66/50	REF ID # 7953	COMP ID # 2400	ET86 24TL	TOTAL	4465
			RENTAL DAYS	14	

