

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 117

Date Received

04-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872239

 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 FORD TRUCK	Vehicle Model F350	Vehicle Year 1999	Current Odometer Reading
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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 03250000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 6	Date(s) of Failure(s) _____ Mileage at Failure(s) 61 Vehicle Speed at Failure(s) 40	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)

WHEN DRIVING & STARTING TO BRAKE, BRAKES WOULD PULSATE & VIBRATE. TOOK VEHICLE TO DEALER & MECHANIC INDICATED BRAKE ROTORS & SHOES WERE INADEQUATE FOR VEHICLE. THE ROTORS WERE WARPING, AND WERE TURNED. CALIPERS & SHOES WERE REPLACED. PROBLEM STILL EXISTS. ROTORS/CALIPERS & SHOES WERE REPLACED AGAIN FOR THE 4TH TIME. HEAT FROM SIDE OF TRUCK WOULD WARP ROTORS. DEALER WAS ORDERING HEAVY DUTY BRAKE ROTORS/ CALIPERS & SHOES.*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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OFFICE
TS INVESTIGATION

Od or
rt dt
od rt
up ltr

Reference No.

872239

OWNER INFORMATION (Type or Print)

644155

Work Num

Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES ☐ NO

Signature of Owner

Date 1/1

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) FILL IN 1FTSX31F5XE890127	Vehicle Make FORD TRUCK	Vehicle Model F350	Vehicle Year 1999	Current Odometer Reading 69,000
Purchase Date 11-98	Dealer's Name Hilliers Mid-City Ford		Engine Size (CID/GC/L) 7.3L	☒ Turbo ☒ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City Woodburn State OR Zip Code		No Cylinders 8	

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	Body Style ☐ Sport Util ☒ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☒ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 6	Date(s) of Failure(s) 4/99 thru Present Mileage at Failure(s) 14,000 - 18,000 Present Vehicle Speed at Failure(s) 40-65	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)

WHEN DRIVING & STARTING TO BRAKE, BRAKES WOULD PULSATE & VIBRATE. TOOK VEHICLE TO DEALER & MECHANIC INDICATED BRAKE ROTORS & SHOES WERE INADEQUATE FOR VEHICLE. THE ROTORS WERE WARPING, AND WERE TURNED. CALIPERS & SHOES WERE REPLACED. PROBLEM STILL EXISTS. ROTORS/CALIPERS & SHOES WERE REPLACED AGAIN FOR THE 4TH TIME. HEAT FROM ~~SHOE~~ SIZE OF TRUCK WOULD WARP ROTORS. DEALER WAS ORDERING HEAVY DUTY BRAKE ROTORS/ CALIPERS & SHOES.*AK I just want it fixed, I'm tired of worrying about my ability to bring the truck safely and comfortably to a stop.

CONTINUE ON BACK IF NEEDED

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