

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 294

Date Received

12-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872847

 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	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDA31U2MZB06416	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 ☐ 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 06320000	Part Name(s) ELECTRICAL SYSTEM:WIRING:HARNESS:UNDER DASH	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 10-OCT-2000 Mileage at Failure(s) _____ 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)

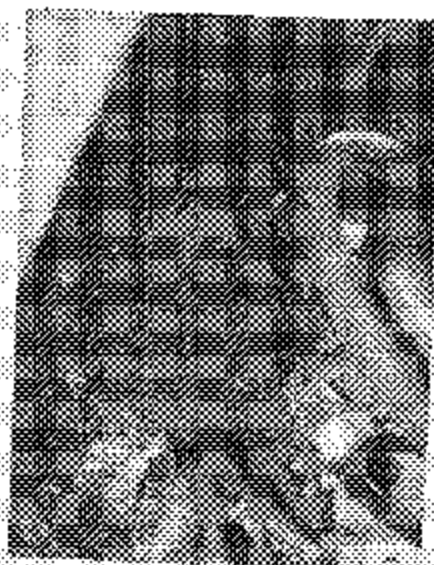
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

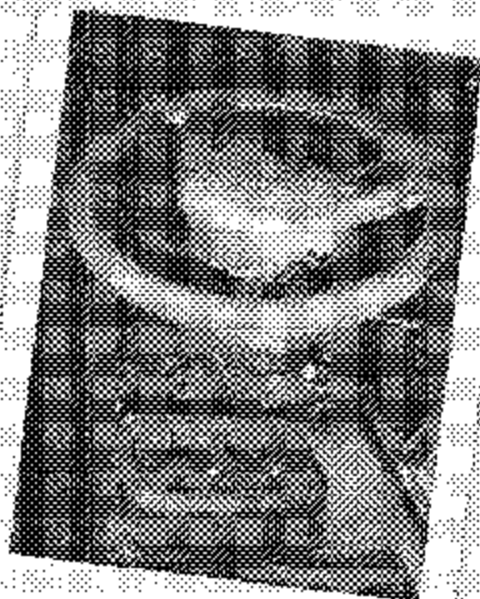
VEHICLE CAUGHT ON FIRE IN UNDER DASH. VEHICLE WAS TOTALED. DEALER COULD NOT DETERMINE THE CAUSE OF THE FIRE. *AK

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.



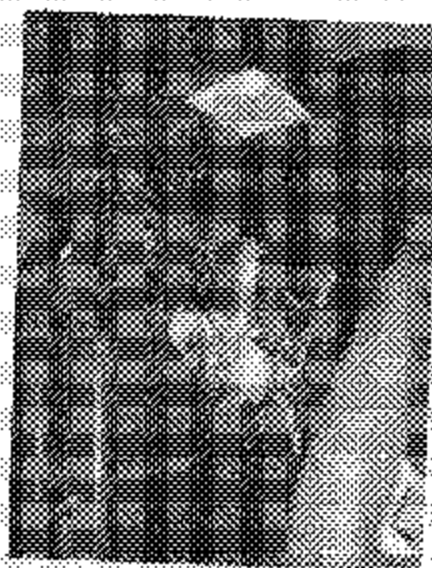
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1929/12



542817



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FOR AGENCY USE ONLY 284

Date Reported

OCT 31 PM 1
12-OCT-2000OFFICE
EFFECTS INVESTIG.

Order

No. at

Office

Up Br

Reference No.

672847

OWNER INFORMATION (Type or Print)

646797

Work Number

Home Number

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 10/20/00

VEHICLE INFORMATION

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

1FMDA31U2MZB06416

Vehicle's Make

FORD TRUCK

Vehicle Model

AEROSTAR

Vehicle Year

1991

Current Odometer Reading

100,000

Purchase Date

Dealer's Name JR's Used Cars

Engine Size

(CID/CC/L) 3.0L

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection

No Cylinders

6

☐ New ☒ Used

City Newport News

State VA

Zip Code

23619

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 Util☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Station wagon☐ Pick Up Truck☒ Other VAN

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
08320600

Part Name(s)

ELECTRICAL SYSTEM: WIRING: HARNESS: UNDER DASH

Location

☒ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No. of Failures

Date(s) of Failure(s)

10-OCT-2000

Mileage at Failure(s)

Vehicle Speed at Failure(s)

At time of fire

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

\$4,000

Reported to Police

☐ Yes☒ No

Fire Dept.

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

VEHICLE CAUGHT ON FIRE IN UNDER DASH. VEHICLE WAS TOTALED. DEALER COULD NOT DETERMINE THE CAUSE OF THE FIRE. *AK

The 1991 Ford Aerostar had a recall in the ignition column. Ford claims they fixed it. It still caught on fire. My VAN WAS NOT even running when the fire started. Ford also claims it may have been from radios or alarms. I don't have an alarm and the stereo is factory never been removed. That area in my VAN did not catch fire. Please Reply I lost my vehicle due to a Ford problem which they won't admit to. My insurance won't cover.

CONTINUE ON BACK - RETURN

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Fold to show Return Address (no stamp needed) Fasten with clip 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)

PHOTOS OF MY VEHICLE are enclosed. I don't know if your company can help, but I read that this is the 1st step in trying to make the Manufacturer pay for the damages. Please Reply my phone number is (757) 851-3196

PHOTOS ENCLOSED !!

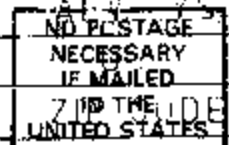
☆ U.S.G.P.O. 1962-823-897/80086

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

