

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 255

Date Received

25-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

873803

 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 AEROSTAR	Vehicle Year 1992	Current Odometer Reading
---	-----------------------------------	----------------------------------	-----------------------------	--------------------------

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 _____
--	---	---	--	--	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ 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
--	---	---------------------------	----------------------	---------------------------	---

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

AIR BAG WARNING LIGHT ILLUMINATED ON DASHBOARD, GIVING WARNING THAT THERE WAS A PROBLEM WITH AIR BAG SYSTEM. DEALER TOLD CONSUMER THAT IT MEANT THE AIR BAG WAS FAULTY.*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.



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

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 255

Date Received

25-OCT-2000

25-OCT-2000

OFFICE
EFFECTS INVESTIGATION

Od or

st dt

nd it

up tr

Reference No.

873803

OWNER INFORMATION (Type or Print)

650143

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 authorized representative, provide your name and address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 11/10/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location: bottom windshield on driver's side)

1FMDA41X1NZA

Vehicle Make

FORD TRUCK

Vehicle Model

AEROSTAR

Vehicle Year

1992

Current Odometer Reading

109437

Purchase Date

Dealer's Name

47649

Engine Size
(CID/CC/L)

4.0

☐ Turbo
☐ Diesel

No Cylinders

6

☐ Gas
☒ Fuel Injection

☐ New ☒ Used

City State Zip Code

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

☒ Wheel

Vehicle Type

☒ Car

☒ Minivan

☐ Other

☐ Sport Lit

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
12111000

Part Name(s)

INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT

Location

☒ Left

☐ Right

☐ Front

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

No of Failures

1

Date(s) of Failure(s)

OCT 9 2000

Mileage at Failure(s)

108,199

Vehicle Speed at Failure(s)

NORMAL

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)

AIR BAG WARNING LIGHT ILLUMINATED ON DASHBOARD, GIVING WARNING THAT THERE WAS A PROBLEM WITH AIR BAG SYSTEM. DEALER TOLD CONSUMER THAT IT MEANT THE AIR BAG WAS FAULTY. AK

425 REPAIR BILL UNREBURSED
BY FORD HEADQUARTERS.
AIR BAG NEW & UNUSED - NEVER DEPLOYED.

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.

53269

2 2 7 3 5

Ford of San Rafael

619 Francisco Blvd.
San Rafael, CA 94901
(415) 453-8501
anyauto.com

INVOICE

PAGE 1



SERVICE ADVISOR: 3538 JEFF SCHOCK

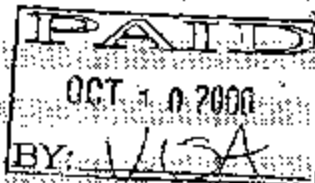
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE #/OUT	TAG
WHT	92	FORD AEROSTAR	1FMDA41KINZA47649	5K06723	108992/108992	T2981
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01 JAN 1992			17:00 09OCT00	0.00	CASH	10OCT2000
R.O. DPLD	READY	OPTIONS: TRN:A 2)MOD#=A41 4)AIR=Y 5)PS=Y				

08:01 09OCT00 10:41 10OCT00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST REPORTS AIR BAG LIGHT FLASHING CODE 51. CK AND ADVISE							
32 AIR BAG / SEAT BELT							
741		CD			160.00	160.00	160.00
1	F2AZ	*14B056	*A	MONITOR ASSY-AIRBAG DIAG. MODU	151.31	151.31	151.31
1	F2UZ	*14A661	*B	CONT ASY - AIR BAG SLD	95.38	95.38	95.38
PERFORMED GUIDED DIAGNOSTICS, RETRIEVED CODE 51 FROM SYSTEM, PERFORMED							
PINPOINT TESTS, UNABLE TO FIND SHORT IN SYSTEM. RECOMMEND REPLACE							
CLOCK SPRING AS MOST LIKELY CAUSE OF SHORT AND REPLACE FAULTY AIR BAG							
MODULE. REPLACED. RECHECKED OKAY.							

EST: 92.00

09OCT00 08:01 SA: 353



(OVER)

ORIGINAL ESTIMATE \$					FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT		LABOR AMOUNT	160.00
REASON					REVISED TOTAL	PARTS AMOUNT	246.69
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT		GAS, OIL, LUBE	0.00
REASON					REVISED TOTAL	SUBLET AMOUNT	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT		MISC. CHARGES	0.00
REASON					REVISED TOTAL	TOTAL CHARGES	406.69
REASON					REVISED TOTAL	LESS ADJUSTMENT(S)	- 0.00
REASON					REVISED TOTAL	SALES TAX	17.89
REASON					REVISED TOTAL	PLEASE PAY THIS AMOUNT	424.58

I HEREBY ACKNOWLEDGE NOTICE AND GIVE MY APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER

EPA # CAD 58CB04748
BAR # AG205155

P&A CODE C3585



OCT. 10, 2000

FORD MOTOR CO.
CUSTOMER ASSISTANCE CENTER
P.O. BOX 43360
DETROIT, MI 48243

DEAR SIR/MS(S),

I HAVE BEEN HEARING A LOT OF LIP SERVICE ABOUT HOW FORD
"NEVER TAKES MY SAFETY, OR MY TRUST FOR GRANTED" AND "AT
FORD, QUALITY IS JOB 1".

YET, MY 1992 FORD AEROSTAR VAN HAS EXPERIENCED A AIR BAG
MALFUNCTION, WHICH REQUIRED ~ \$425 OF MY HARD EARNED
MONEY TO REPAIR. THIS VAN HAS NEVER BEEN IN AN ACCIDENT
OR HAD ANY OTHER CAUSE FOR THE AIR BAG TO BE USED. AND
YET, THE UNUSED AIRBAG SYSTEM DEVELOPED A MALFUNCTION
RENDERING THE SYSTEM UNSAFE AND NON-OPERATIONAL.

IF THERE EVER WAS A CASE OF A PRODUCT/SYSTEM BEING
DEFECTIVE IN BOTH WORKMANSHIP AND MATERIALS, THIS IS IT.

THE BOTTOM LINE IS, I BELIEVE I SHOULD BE REIMBURSED IN
FULL, FOR THE COSTS INCURRED TO REPAIR THIS DEFECT.

I HAVE NOT YET SENT OFF THE SPECIFICS TO THE NATL. TRAFFIC
AND SAFETY INSTITUTE. I AM AWAITING YOUR RESPONSE TO THIS
PROBLEM. THANK YOU .

SINCERELY,



ENCLOSURE OF REPAIR ESTIMATE AND INVOICE
CC: LEGAL

(OVER)