

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 335

Date Received

08-NOV-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

874677

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) _____ <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make CARPENTER	Vehicle Model SCHOOL BUS	Vehicle Year 1995	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 07-NOV-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DEALER REFUSES TO FIX RECALL CONCERNING FRAME BODY CRACKS. *AK

CONTINUED ON BACK PLEASE

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.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 335</p> <p>Date Received 80 NOV 27 08-NOV-2000 DEFECTS INVESTIGATION</p> <p>Od. or rt. dr. _____ od. ft. _____ up. ltr. _____</p> <p>Reference No. 874677</p> <p>Work Number _____ Home Number _____</p>
<p>OWNER INFORMATION (Type or Print)</p>	
<p>654545</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of your name and address to the vehicle manufacturer.
 Signature of Owner: _____ Date: 11/17/00

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1FDXB80C03VA44508	Vehicle Make CARPENTER	Vehicle Model SCHOOL BUS	Vehicle Year 1995	Current Odometer Reading 62,952
Purchase Date 8/95	Dealer's Name Newkirk Bay Shore Ford		Engine Size (CID/CC/L) 4060	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Bay Shore State N.Y. Zip Code 11706		No. Cylinders 6	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's side Airbag <input type="checkbox"/> Passenger's side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Other School Bus		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 07-NOV-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

DEALER REFUSES TO FIX RECALL CONCERNING FRAME BODY CRACKS. *AK

WE operate 82 School Buses which Fall under this Safety Recall 00V-015. WE HAVE BEEN IN CONTACT WITH THE CARPENTER BODY FACTORY SINCE APRIL 2000

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 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.

Recall

CARPENTER Body

PHONE LOG

INSP

"Debbie Johanning"
765-965-4131

Called + Left message on 4-20 AT 9AM

Called + Left message on 4-25 AT 8:30AM

Called + Left message on 4-27 AT 8:35AM

Called + Left message on 4-28 AT 12:54PM

6-27-2000 Spoke to "Laura Gregory" We are PO #198
must call them back July 20th

7-17-2000 spoke to Laura Gregory she told me that
there is a problem with Pint + Pinking vendor
to do warranty repair I gave her Nesco +
North Eastern phone numbers

Debbie FAX 765-965-4135

7/24/00 SPOKE TO MS GREGORY, she said parts are on
ORDER AND will be shipped to us. she will call
back with shipping dates (SEE LETTER TO MS GREGORY)

8-1-2000 PARTS Arrived called and spoke to Sonny Robbins
We will have in 30 DAYS

8-23-2000 Company coming apart, ? No field work being done
Sonny Robbins

8-00 CALL NHTSA TENA They will contact Carpenter.

SUFFOLK TRANSPORTATION SERVICE INC.

1991 - 1995 CARPENTER SCHOOL BUS BODIES

11/2000

NUMBER	YEAR	MAKE	VIN	BODY
588	1991	INT'L	1HVEBNKN9MH355601	CARPENTER
589	1991	INT'L	1HVEBNKNOMH355602	CARPENTER
590	1991	INT'L	1HVEBNKN2MH355603	CARPENTER
591	1991	INT'L	1HVEBNKN4MH355604	CARPENTER
592	1991	INT'L	1HVEBNMN1MH355606	CARPENTER
593	1991	INT'L	1HVEBNMN7MH355609	CARPENTER
594	1991	INT'L	1HVEBNMN9MH355613	CARPENTER
595	1991	INT'L	1HVEBNMNCMI355614	CARPENTER
596	1991	INT'L	1HVEBNMN9MH355594	CARPENTER
597	1991	INT'L	1HVEBNMNGMH355595	CARPENTER
603	1993	FORD	1FDXJ75C3PVA12935	CARPENTER
604	1993	FORD	1FDXJ75C5PVA12936	CARPENTER
605	1993	FORD	1FDXJ75C7PVA12937	CARPENTER
606	1993	FORD	1FDXJ75C9PVA12938	CARPENTER
607	1993	FORD	1FDXJ75COPVA12939	CARPENTER
608	1993	FORD	1FDXJ75C7PVA12940	CARPENTER
609	1993	FORD	1FDXJ75C9PVA12941	CARPENTER
610	1993	FORD	1FDXJ75COPVA12942	CARPENTER
611	1993	FORD	1FDXJ75C2PVA12943	CARPENTER
612	1993	FORD	1FDXJ75C4PVA12944	CARPENTER
613	1993	FORD	1FDXJ75C6PVA12945	CARPENTER
614	1993	FORD	1FDXJ75C8PVA12946	CARPENTER
615	1993	FORD	1FDXJ75CXPVA12947	CARPENTER
616	1993	FORD	1FDXJ75C1PVA12948	CARPENTER
617	1993	FORD	1FDXJ75C3PVA12949	CARPENTER
618	1993	FORD	1FDXJ75CXPVA12950	CARPENTER
619	1993	FORD	1FDXJ75C1PVA12951	CARPENTER
620	1993	FORD	1FDXJ75C3PVA12952	CARPENTER
621	1993	FORD	1FDXJ75C5PVA12953	CARPENTER
622	1993	FORD	1FDXJ75C7PVA12954	CARPENTER
623	1994	FORD	1FDXJ75C7RVA16943	CARPENTER
624	1994	FORD	1FDXJ75C9RVA16944	CARPENTER
625	1994	FORD	1FDXJ75C6RVA16934	CARPENTER
626	1994	FORD	1FDXJ75C8RVA16935	CARPENTER
627	1994	FORD	1FDXJ75CXRVA17343	CARPENTER
628	1994	FORD	1FDXJ75C7RVA17798	CARPENTER
629	1994	FORD	1FDXJ75C9RVA17799	CARPENTER
630	1994	FORD	1FDXJ75C1RVA17800	CARPENTER
631	1994	FORD	1FDXJ75C3RVA17801	CARPENTER
632	1994	FORD	1FDXJ75C5RVA17802	CARPENTER
633	1994	FORD	1FDXJ75C6RVA28761	CARPENTER
634	1994	FORD	1FDXJ75C8RVA28762	CARPENTER
635	1994	FORD	1FDXJ75CXRVA28763	CARPENTER
636	1994	FORD	1FDXJ75C1RVA28764	CARPENTER
637	1994	FORD	1FDXJ75C3RVA28765	CARPENTER
638	1994	FORD	1FDXJ75C7RVA31023	CARPENTER
639	1994	FORD	1FDXJ75C9RVA31024	CARPENTER
640	1994	FORD	1FDXJ75CORVA31025	CARPENTER

SUFFOLK TRANSPORTATION SERVICE INC.

1991 - 1995 CARPENTER SCHOOL BUS BODIES

11/2000

NUMBER	YEAR	MAKE	VIN	BODY
641	1994	FORD	1FDXJ75C2RVA31026	CARPENTER
642	1994	FORD	1FDXJ75C4RVA31027	CARPENTER
643	1995	FORD	1FDXB80C2SVA23847	CARPENTER
644	1995	FORD	1FDXB80C4SVA23848	CARPENTER
645	1995	FORD	1FDXB80C2SVA24061	CARPENTER
646	1995	FORD	1FDXB80C4SVA24062	CARPENTER
647	1995	FORD	1FDXB80C6SVA24063	CARPENTER
648	1995	FORD	1FDXB80CXSA25278	CARPENTER
649	1995	FORD	1FDXB80C6SVA25469	CARPENTER
650	1995	FORD	1FDXB80C8SVA25781	CARPENTER
651	1995	FORD	1FDXB80C4SVA26037	CARPENTER
652	1995	FORD	1FDXB80C7SVA26842	CARPENTER
653	1995	FORD	1FDXB80CXSA26351	CARPENTER
654	1995	FORD	1FDXB80C6SVA26038	CARPENTER
655	1995	FORD	1FDXB80C8SVA26588	CARPENTER
656	1995	FORD	1FDXB80C7SVA26839	CARPENTER
657	1995	FORD	1FDXB80C3SVA26840	CARPENTER
658	1995	FORD	1FDXB80C5SVA26838	CARPENTER
659	1995	FORD	1FDXB80C5SVA26841	CARPENTER
660	1995	FORD	1FDXB80C5SVA27102	CARPENTER
661	1995	FORD	1FDXB80C7SVA27103	CARPENTER
662	1995	FORD	1FDXB80C9SVA27104	CARPENTER
663	1995	FORD	1FDXB80C1SVA42521	CARPENTER
664	1995	FORD	1FDXB80C5SVA42523	CARPENTER
665	1995	FORD	1FDXB80C7SVA42524	CARPENTER
666	1995	FORD	1FDXB80C9SVA42525	CARPENTER
667	1995	FORD	1FDXB80C0SVA42526	CARPENTER
668	1995	FORD	1FDXB80C6SVA44507	CARPENTER
669	1995	FORD	1FDXB80C8SVA44508	CARPENTER
670	1995	FORD	1FDXB80CXSA44509	CARPENTER
671	1995	FORD	1FDXB80C6SVA44510	CARPENTER
672	1995	FORD	1FDXB80C8SVA44511	CARPENTER
700	1995	INT'L	1HTBBABN9SH204062	CARPENTER
701	1995	INT'L	1HTBBABNOSH204063	CARPENTER



Carpenter Industries, Inc.
1100 Industries Road
Richmond, IN 47374-9976

July 24, 2000

Dear Ms Gregory

As per our conversation today, it is critical that the recall #00V-015 be completed before our school year begins on September 5, 2000. As you explained the delay in starting this project has to do with its scope of over three thousand buses and getting the needed parts, however I don't understand why the assembly lines needs come before the recalls needs.

We have 114 buses which fall under this recall, we supplied Debra Johning (Carpenter Warranty Department) a list of our equipment which needs repair on April 28, 2000. We have also been in contact with your department seven times inquiring about this recall and have been clear about getting it done during the summer months.

As you told me today the parts are on order and being shipped to my location. Please contact Wayne Mueller (631-665-1133 x140) of my office with your schedule for repairs.

Sincerely,




Vice President

cc: John J Corrado President STS
Steve Chan NHTSA
Wayne Stiriz NYSDOT



To: MS GREGORY
Fax No: 765-965-4135
From: GREG LEHT
Date: 7-24-00 Pages: 1



National Highway Traffic Safety Administration
400 Seventh St. S.W.
Washington D.C. 20590

October 23,2000


Re: Recall #00V-015

Dear Sir or Madam:

We own and operate over one hundred school buses which are involved in this safety recall. We have been contacting Carpenter Manufacturing since March of this year requesting that the repairs be made. The personal at Carpenter have been **uncooperative and evasive**. On Monday October 23,2000 Sonny Robbins of Carpenter Manufacturing told us that the company may be going out of Business and that they are not scheduling any recall repairs. He said that all of there effects are being put into the assembly line and sales.

We are requesting that your department, assist us in getting Carpenter to take care of there responsibilities.

Sincerely,


Vice President of Maintenance

CC: John J Corrado STS

Enclosed: Copy of letter to Carpenter dated 7/24/00