



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 137

Date Received

08-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

876218

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) 1FDRE14W5YHA30357	Vehicle Make FORD TRUCK	Vehicle Model ECONOLINE	Vehicle Year 2000	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11000000	Part Name(s) HEATER:DEFROSTER:DEFOGGER AND VENTILATION	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) _____ Mileage at Failure(s) 10000 Vehicle Speed at Failure(s) 0	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)

WHILE USING REAR DEFOGGER HEATER WILL BLOW HOT AIR JUST IN FRONT, NOT IN REAR. EVEN WHEN HEATER IS ON, IT WILL NOT WORK PROPERLY. *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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197 Date Received <u>08 DEC 2000</u> OFFICE DEFECTS INVESTIGATION Reference No. <u>876218</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted] <u>659834</u>		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of a [Redacted] provide your name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date <u>12/15/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1FDRE14W5YHA30357</u>	Vehicle Make <u>FORD TRUCK</u>	Vehicle Model <u>ECONOLINE</u>	Vehicle Year <u>2000</u> Current Odometer Reading <u>10,846</u>
Purchase Date <u>3/4/00</u>	Dealer's Name <u>MULLINAX FORD</u> City <u>N. Canton</u> State <u>OHIO</u> Zip Code _____		Engine Size (CID/CC) <u>4.6L</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection No Cylinders <u>8</u>
☒ New ☐ Used	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 Utl ☐ Truck ☐ Motorcycle ☐ Van ☐ Minivan ☐ Other _____
			Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>11000000</u>	Part Name(s) <u>HEATER/DEFROSTER/DEFOGGER AND VENTILATION</u>		Location ☐ Left ☐ Right ☒ Front ☒ Rear Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>0</u>	Date(s) of Failure(s) <u>08-DEC-2000</u> Mileage at Failure(s) <u>10000</u> Vehicle Speed at Failure(s) <u>0</u>		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>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>0</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<u>Front</u> WHILE USING REAR DEFROGGER, HEATER WILL BLOW HOT AIR JUST IN FRONT, NOT IN REAR. EVEN WHEN HEATER IS ON, IT WILL NOT WORK PROPERLY. *AK <i>well.</i> THE OWNERS manual (copy Enclosed) SAYS THE HEATER MUST BE ON FLOOR MODE FOR THE REAR HEAT TO WORK, IF IT IS ON DEFROST THE REAR HEATER WILL NOT WORK! THE DANGEROUS PART IS THAT TO HAVE HEAT IN THE REAR, YOU MUST			
CONTINUE ON BACK IF NECESSARY			
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.			

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)

SHOT OFF THE FRONT DEFROSTER. THIS IS A SERIOUS
SAFETY HAZARD ~~AT~~ TIMES in Northern climates
such as Ohio - THE DEFROSTER MUST be Able to work
AT ALL TIMES!

U.S. G.P.O. 1992-623-897/80286

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



YOUNGSTOWN OH 445 DCR1 15:11 12-23-90

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 7373 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



AUXILIARY AIR & HEAT

Auxiliary Air & Heat unit (for Ford chassis) consists of a blower assembly, a combination core assembly or two individual core assemblies (a/c and heat) and an expansion valve. Connection is made into the factory air conditioning and heating system by running hoses from the factory system or factory preparation to the rear unit. Also installed is an in-line water valve which operates off the factory vacuum.

In order for the Auxiliary Air Conditioning to perform correctly, you must have the factory dash a/c selector in the following position:

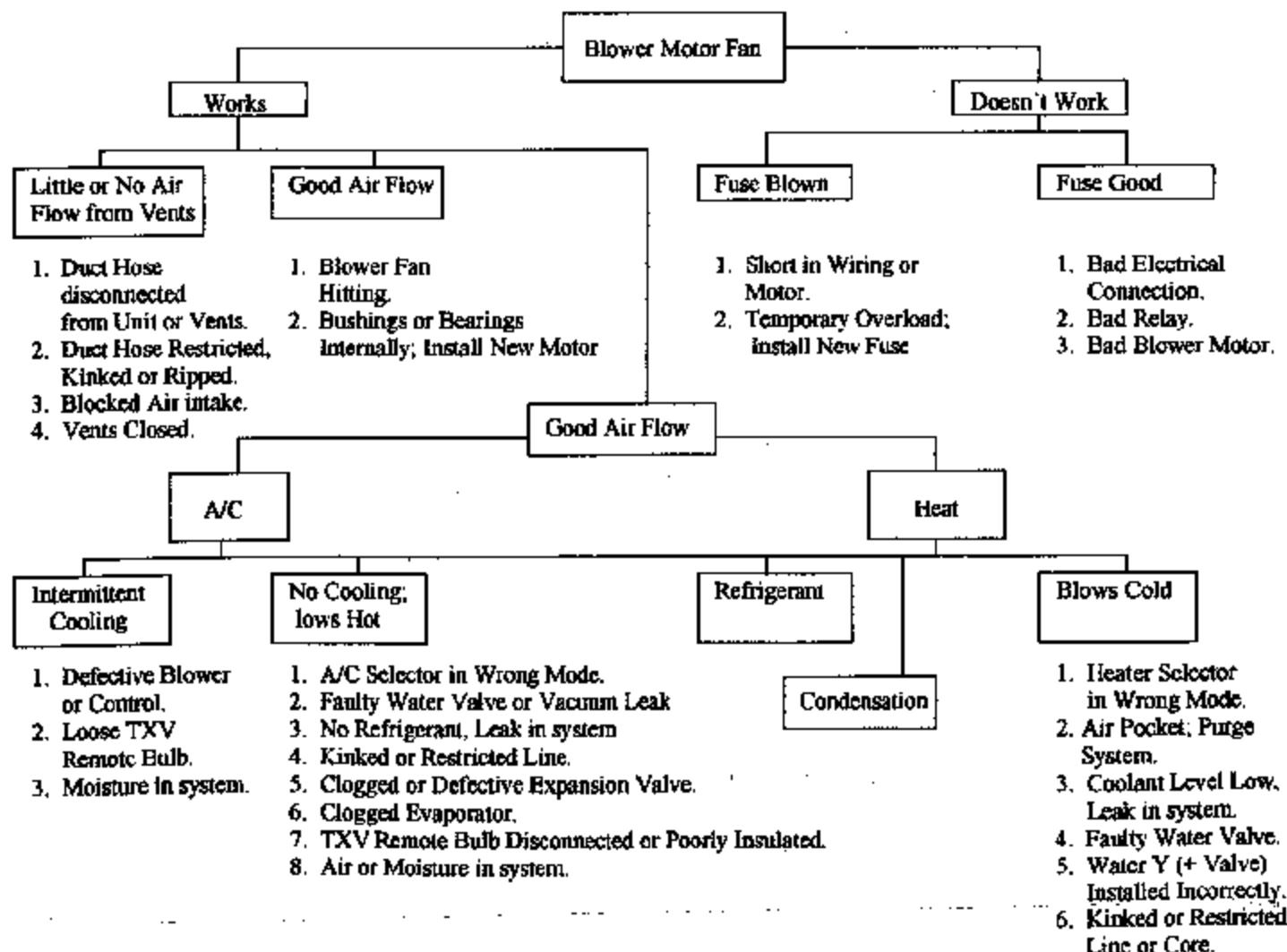
A/C Setting - Maximum or Normal

The control must be in this correct mode so that the vacuum operates properly. If the system is not in this correct mode, the water valve will remain open and the rear a/c and heater will both be on, the product of which would be warm air when using the a/c.

In order for the Auxiliary heater to perform correctly, you must have the factory dash heater selector in the following position:

Heat Setting - Floor Mode

When the factory heat/floor mode is on, that in turn opens the water valve which allows the hot water to the heater core in the rear unit. Again, due to the vacuum that the system operates on, our system cannot be used with any of the blend modes or it will not operate properly.



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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

DOT

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)

SHOT OFF THE FRONT DEFROSTER. THIS IS A SERIOUS
SAFETY HAZARD AT TIMES IN NORTHERN CLIMATES
SUCH AS OHIO - THE DEFROSTER MUST BE ABLE TO WORK
AT ALL TIMES!

★ U.S.G.P.O. 1982-623-287/80080

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National Highway
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Official Business
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YOUNGSTOWN OH 443 OCR1 19:11 12-23-88

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IN THE
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