

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** 758

Date Received

08-JAN-2001

Od or
rt_dt
od_rt
up_ltr

Reference No.

877627

Work Number

Home Number

OWNER INFORMATION (Type or Print)

665229

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
ADD	FORD TRUCK	F150	1999	

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 ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06400000	Part Name(s) FUEL:THROTTLE LINKAGES AND CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-DEC-2000 Mileage at Failure(s) 25000 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Polic ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER NOTICED THAT THROTTLE WAS STICKING, TOOK TO DEALER, WHO ORDERED PARTS FOR IT. WHEN PARTS ARRIVED, THEY DID NOT FIT VEHICLE. DEALER CALLED FORD TECHNICAL HOTLINE. DEALER WAS TOLD NOT TO RELEASE VEHICLE, THAT IT WAS A DESIGN ERROR, AND TO GIVE CONSUMER A LOANER VEHICLE. FORD GAVE CONSUMER NO INDICATION WHEN HE WOULD GET HIS VEHICLE BACK. *AK

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.

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OFFICE
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Work Number

Home Number

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 01/18/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)1FTRX18L5XNB60122
ADD

Vehicle Make

FORD TRUCK

Vehicle Model

F150

Vehicle Year

1999

Current Odometer Reading

APPROX
25,000

Purchase Date

Dealer's Name GLENN BUSH FORD

Engine Size
(CID/CC/L)

5.4L

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection☒ New ☐ Used

City APOLLO State PA Zip Code 15613

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☐ Sport Ut☒ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
06400000

Part Name(s)

FUEL THROTTLE LINKAGES AND CONTROL

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No. of Failures

Date(s) of Failure(s) 01-DEC-2000

Mileage at Failure(s) 25000

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA 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)

CONSUMER NOTICED THAT THROTTLE WAS STICKING, TOOK TO DEALER, WHO ORDERED PARTS FOR IT. WHEN PARTS ARRIVED, THEY DID NOT FIT VEHICLE. DEALER CALLED FORD TECHNICAL HOTLINE. DEALER WAS TOLD NOT TO RELEASE VEHICLE, THAT IT WAS A DESIGN ERROR, AND TO GIVE CONSUMER A LOANER VEHICLE. FORD GAVE CONSUMER NO INDICATION WHEN HE WOULD GET HIS VEHICLE BACK. *AK

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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)

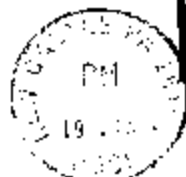
12-7-2000 PARTS ORDERED BY GLENN BUSH CAME IN
12-29-2000 DPA OFF TRUCK AT DEALER FOR WORK TO BE DONE
12-30-2000 DEALER CALLED US TO PICK UP LOWER - THIS IS WHEN IST TOLD OF PROBLEM
1-2-2001 CALLED CORY @ FORD CUSTOMER SERVICE - TRANSFERRED ME TO GERALD @ PUBLIC
RELATIONS 1-800-392-3673 - TALKED ABOUT PROBLEM
1-3-2001 GERALD RETURNED CALL - BOB AT TECH. HOT LINE SAID TRYING TO DEVELOP
NEW PROCEDURE TO FIX PROBLEM - GERALD ADVISED CONTACT NHTSA
1-8-2001 ERICA @ FORD CUSTOMER RELATIONS SAID WE MUST TALK TO REGIONAL REP
NO ANSWER AS TO WHY WE WEREN'T NOTIFIED OF PROBLEM.
1-11-2001 FORD REGIONAL REP. JACK SCHAKE CALLED ME AT WORK TO TALK
ABOUT PROBLEM. OUR MAIN PROBLEM: FORD HAD KNOWLEDGE OF A CONDITION
THAT THEY DEEM MAKES OUR VEHICLE "TOO DANGEROUS TO DRIVE" AND FAILED
TO NOTIFY US. AS OF 1-18-2001 WE STILL HAVE NO ANSWERS, AND FORD STILL
HAS OUR TRUCK!

★ U.S. G.P.O.: 1992-629-677/60086

U.S. Department
of Transportation
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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

