



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 758

Date Received

04-MAY-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

887501

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FCMF53GXVJA19120		COACHMEN	SANTARA	1998	
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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 03270000 03242000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM BRAKES:HYDRAULIC:LINES:HOSE:NON-METALLIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-MAR-2000 11000 Mileage 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN APPLYING BRAKES PEDAL GOES TO FLOOR, RESULTING IN EXTENDED STOPPING DISTANCE. VEHICLE HAS BEEN AT 2 DEALERS FOR 11 MONTHS. DEALER REPLACED PADS/ HOSE ASSEMBLY/ MASTER CYLINDER/ GASKETS/ BRAKE LINES/ BOOSTER ASSEMBLY/ CALIPERS, AND REAR WHEEL CYLINDERS. DID NOT REMEDY PROBLEM. CONSUMER HAS VEHICLE BACK, BUT STILL HAS PROBLEMS WITH BRAKING. MANUFACTURER DENIES ANY RESPONSIBILITY. *AK

CONTINUE ON REVERSE

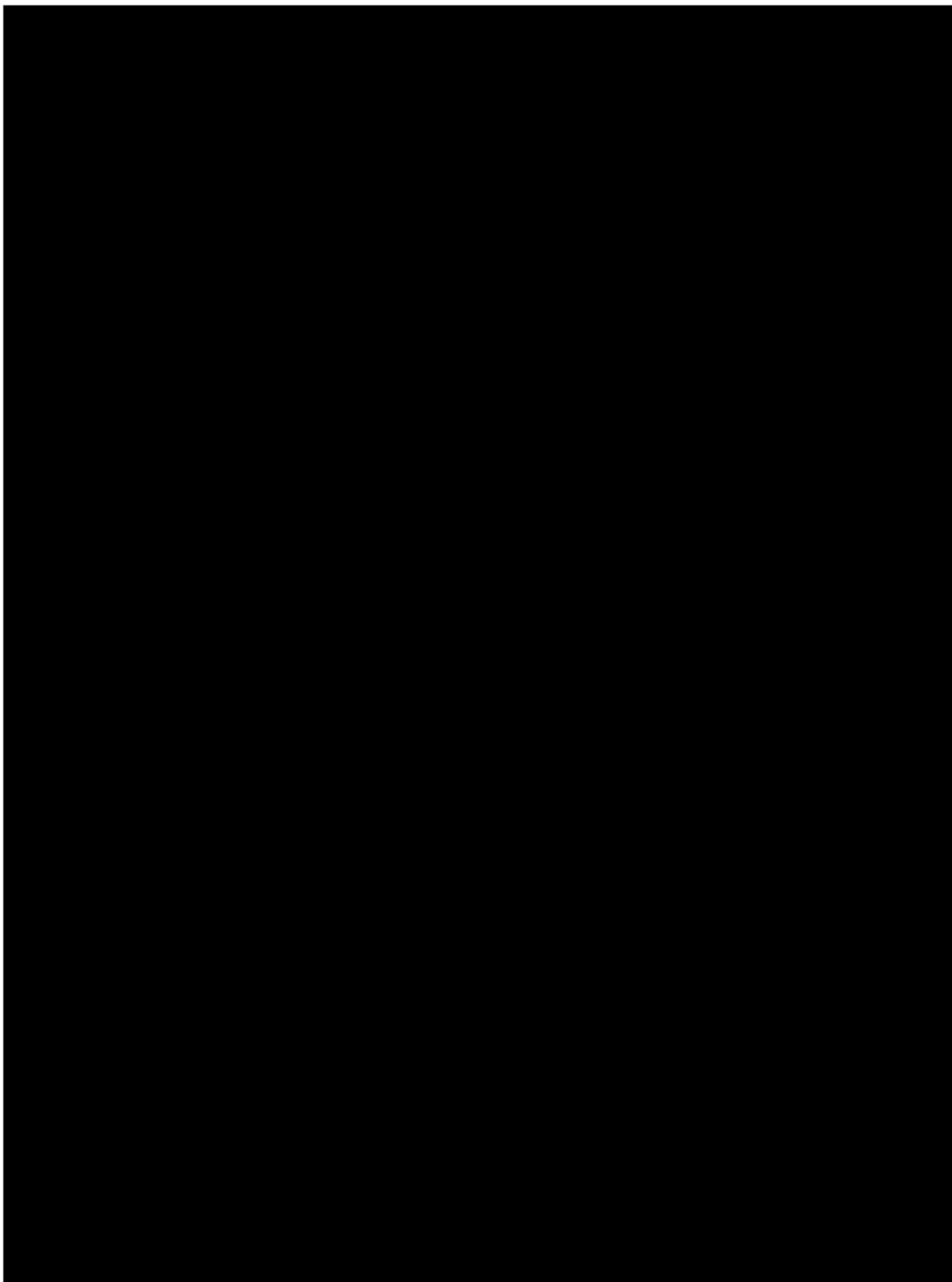
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

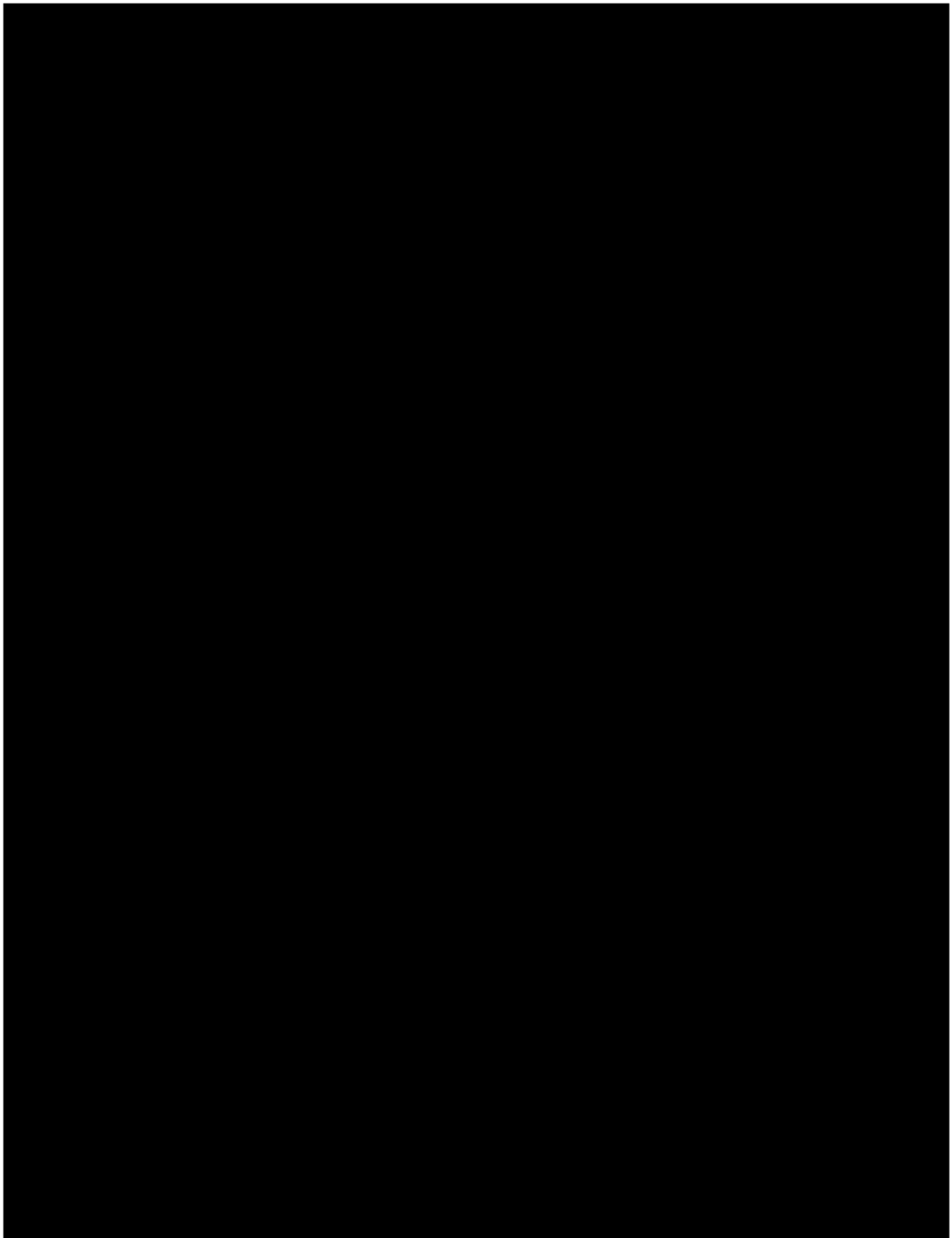
 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-327-4236 NATIONWIDE 1-888-DASH-2-DOT		Vehicle Owner's Questionnaire (VOQ)	
Date Received: 04-MAY-2001 Reference No.: 887501 Work Number: 690242		Home Number: [REDACTED]	
Do you authorize NHTSA to contact you or the manufacturer of your vehicle? ☒ YES ☐ NO			
Signature of Owner: [REDACTED] Date: 05/16/2001			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN): 3FCMF53GXJA19120 (It should be bottom of windshield on driver's side)		Vehicle Make: COACHMEN Vehicle Model: SANTARA Vehicle Year: 1998 Current Odometer Reading: 11016	
Purchase Date: 08-18-1997 ☒ New ☐ Used		Dealer's Name: _____ City: _____ State: _____ Zip Code: _____ Engine Size: _____ (CID/CC/L) No Cylinders: _____ Turbo: ☐ Gas: ☐ Fuel Injection: ☐	
Transmission Type: ☒ Automatic ☐ Manual Antilock Brakes: ☒ Yes ☐ No Restraint System: ☐ 3-Point Belt ☐ 2-Point Belt ☒ Motorized ☐ Passenger Side Airbag		Cruise Control: ☒ Yes ☐ No Drive Train: ☒ Front ☐ Rear ☐ 4-Wheel	
Body Style: ☒ Other ☐ Station Wagon ☐ 4-Door ☐ 2-Door ☐ Pick Up Truck		Vehicle Type: ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Motorcycle ☐ Truck	
Failed Part(s): ☒ Original ☒ Replacement Location: ☒ Left ☒ Right ☐ Front ☐ Rear			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 03250000 03270000 03242000		Part Name(s): BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM BRAKES:HYDRAULIC:LINES:HOSE:NON-METALLIC	
No. of Failures: _____ Date(s) of Failure(s): 01-MAR-2000 Mileage at Failure(s): 11000 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	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☒ No	☐ Yes ☒ No	0	0
Estimated Property Damage	Reported to Police		
0	☐ Yes ☒ No		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) WHEN APPLYING BRAKES PEDAL GOES TO FLOOR, RESULTING IN EXTENDED STOPPING DISTANCE. VEHICLE HAS BEEN AT 2 DEALERS FOR 11 MONTHS. DEALER REPLACED PADS/ HOSE ASSEMBLY/ MASTER CYLINDER/ GASKETS/ BRAKE LINES/ BOOSTER ASSEMBLY/ CALIPERS, AND REAR WHEEL CYLINDERS. DID NOT REMEDY PROBLEM. CONSUMER HAS VEHICLE BACK, BUT STILL HAS PROBLEMS WITH BRAKING. MANUFACTURER DENIES ANY RESPONSIBILITY. *AK			
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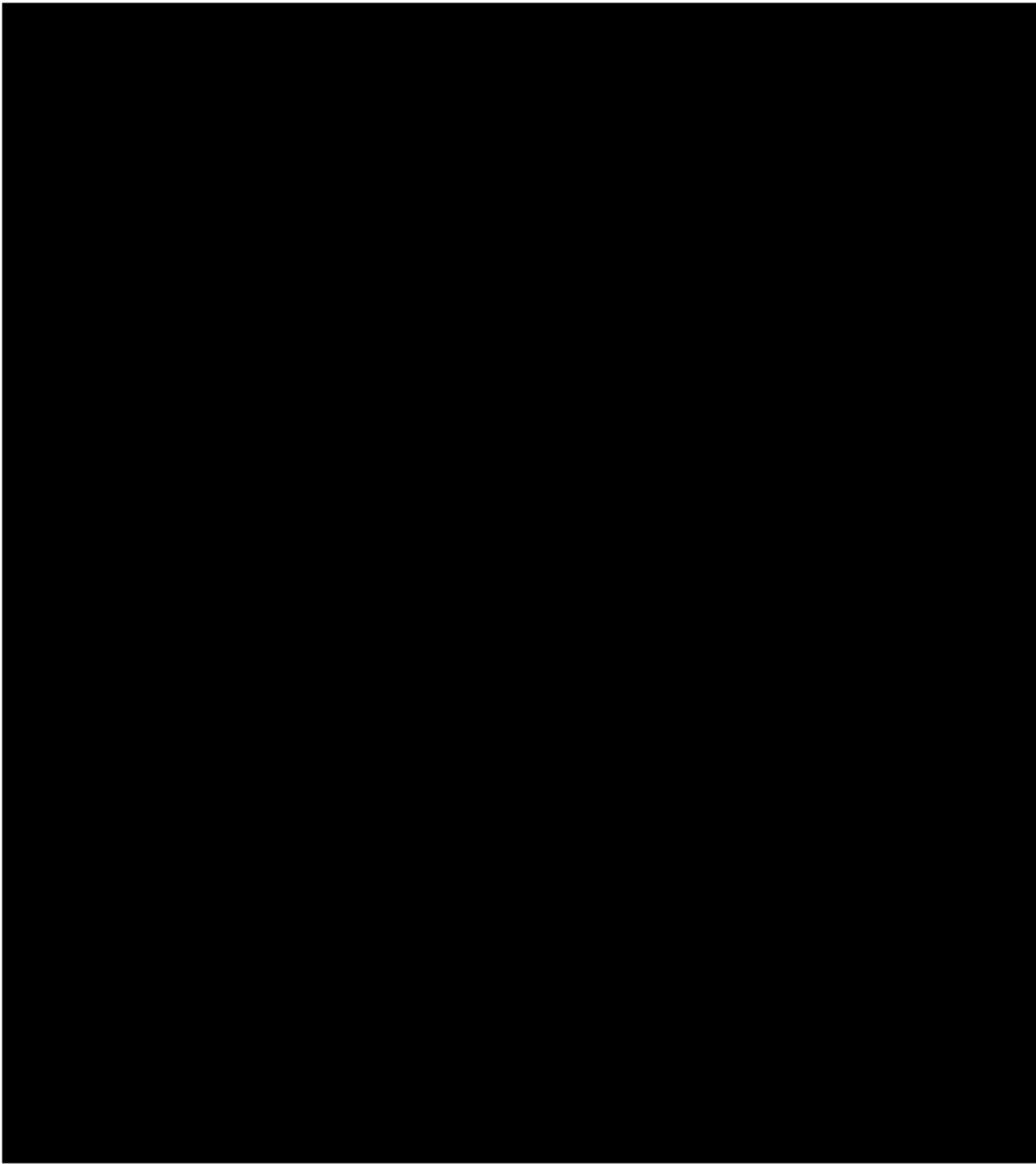
CONTINUE ON BACK IF NEEDED

THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 10)







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