



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 436

Date Received

25-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

896797

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4HP54K5Y4183418	BUICK	LESABRE	2000	

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	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure	Date(s) of Failure(s) 14-SEP-2001 10000 Mileage at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKES LOCKED UP AND VEHICLE SKIDDED IN DAMP WEATHER. NO WARNING INDICATION LIGHT. THIS WAS 3RD INCIDENT THAT NOTHING WAS SHOWING UP ON DIAGNOSTIC TEST. PROBLEM HAS TO BE DUPLICATED FOR DEALER TO FIND A REMEDY. *AK

COPIES OF THIS FORM ARE:

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)

brakes locked up twice in one day & once on another day [9/14/01]

→ about 7/23/01

Automobile taken to Ralph Buck Delray Beach, FL two times AND on both occasions dealer could find nothing wrong with brake system. They suggested we return with car when roads were wet after a rain-fall - which is when brake lock-up occurred on 3 occasions.

☆ U.S. G.P.O.: 1992-629-897/60086

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

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Penalty for Private Use \$300



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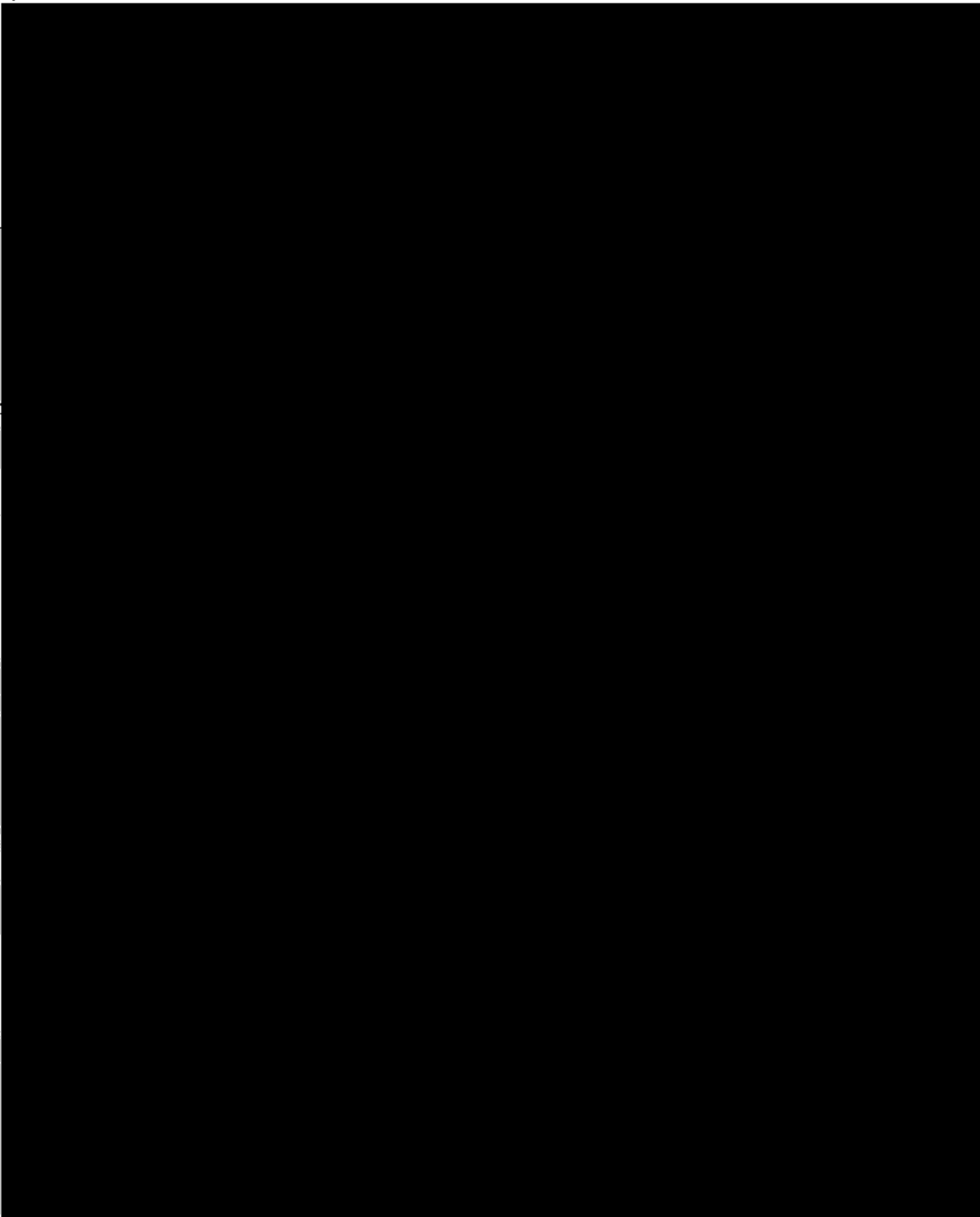
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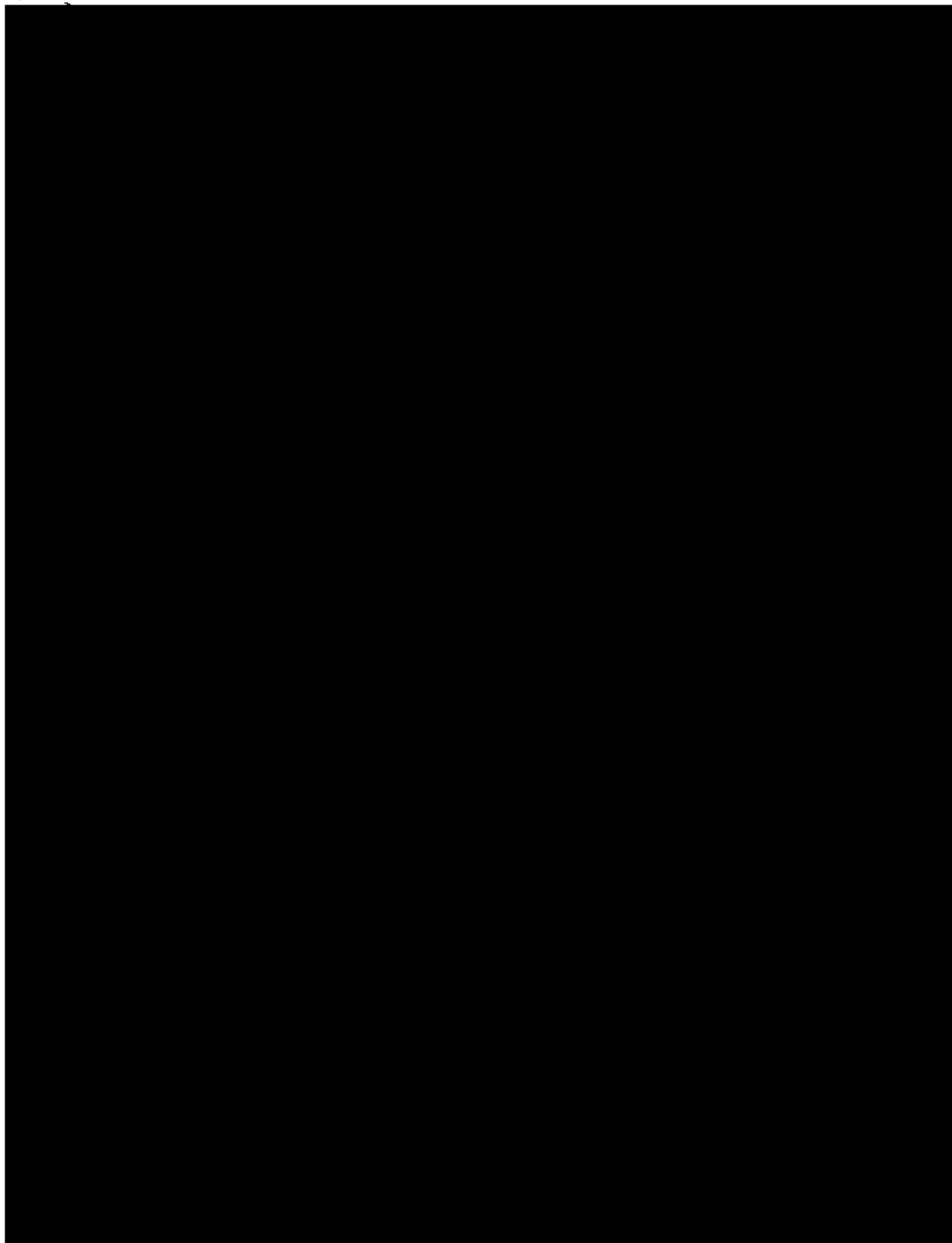
U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



**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)**

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 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 1039	
		Date Received 02-JAN-2002 Defect # 15	Od or _____ Tr dt _____ Od rt _____ Up fr _____ Reference No. 8001370
OWNER INFORMATION (Type or Print) [Redacted] 731792		Work Num [Redacted] Home Num [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of _____ provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date 1/14/02			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) _____ (Located at bottom of windshield on driver's side) 3FA5P15 G0SR11184	Vehicle Make FORD	Vehicle Model ESCORT	Vehicle Year 1995
Purchase Date 1996 ☐ New ☒ Used		Dealer's name HUNTINGTON FORD HUNTINGTON City _____ State PA Zip Code 15269	Current Odometer Reading 78,000+ Engine Sz _____ (CID/CYL) No. Cylinders 4 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
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 Tra _____ ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other _____	Sport Ut _____ ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☒ Station wagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05100000	Part Name(s) ENGINE	Location ☐ Left front ☐ Right front ☐ Right rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 25-NOV-2001 Mileage at Failure(s) 77,741.5 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0
Estimated Property Damage 3,500		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER HAD A DEFECTIVE ENGINE. ENGINE BLEW UP WITH NO PRIOR WARNING. CONTACTED DEALER, AND DEALER STATED WARRANTY HAD EXPIRED. AK			

CONTINUE ON BACK IF NEEDED

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NARRATIVE DESCRIPTION (CONTINUED)

TOTAL ENGINE FAILURE, FROM INSIDE OUT. MECHANIC AND SUBSET SERVICE STATED THAT THIS WAS A KNOWN DEFECTIVE BY FORD ON CERTAIN ENGINES, WHICH THEY HAVE SEEN A LOT. VALVE SEAT SEPERATED FROM VALVE STEM, CATCHES IN PISTON CHAMBER TOTALLY DESTROYING PISTON, WHICH THEN GRINDS CYLINDER WALL.

WE CAN UNDERSTAND ROUTINE MAINTENANCE ISSUES, CAR COMPONENTS FAILING AFTER WARRANTY AND EXPECTING THE UNEXPECTED. HOWEVER, WE FEEL WE SHOULD NOT BE FULLY RESPONSIBLE FOR A FORD PRODUCT WITH A KNOWN ENGINE DEFECT DESIGNED FOR FAILURE. WE HAVE ALL OUR SERVICE AND REPAIR WORK PERFORMED BY OUR LOCAL MECHANIC BECAUSE THE FORD DEALER IS TOTALLY RUDE AND UN-RESPONSIVE. ALL REPAIRS ORDERS ARE ATTACHED FOR REFERENCE. STATEMENTS CAN BE OBTAINED FROM REPAIR FACILITIES TO VERIFY STATEMENTS.

U.S. G.P.O.: 1992-623-857/83086

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(Page 1 through Page 5)

The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The second part of the paper describes the methodology used in the study, including the data collection and analysis techniques. The third part of the paper presents the results of the study, and the fourth part discusses the implications of the findings.

The study was conducted using a quantitative research design. Data was collected from a sample of 100 participants. The data was then analyzed using statistical software. The results of the study show that there is a significant relationship between the variables being studied.

The findings of the study have several implications. First, they suggest that the research is valid and reliable. Second, they suggest that the research can be used to inform policy and practice. Finally, they suggest that the research can be used to guide future research.

In conclusion, the study has shown that there is a significant relationship between the variables being studied. The findings of the study have several implications, including that the research is valid and reliable, that the research can be used to inform policy and practice, and that the research can be used to guide future research.

